



***HCL***



# **Towards Better Tomorrow**

Government Book of Impact

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In today's rapidly changing business environment, leaders are being asked to solve complex problems at a record pace, especially in government organizations. Demand, competition, and insistence on higher productivity are increasing, creating pressure to think differently and driving the need for innovation. This requires a strong understanding of the business, the challenges being faced and creative solutions through process and technology.

HCL's deep understanding of industry business processes complemented with a comprehensive overhaul of the digital services portfolio can help to solve business problems in real time.

This booklet is a collection of our success stories with public sector government organizations wherein we have helped them achieve their business goals driven by our unique capabilities.

**Paul van Deventer**

Vice President – Government Business  
HCL Technologies Ltd.



# HCL implemented its **iGovern®** **Unemployment Insurance (UI)** solution for a US State to help manage their UI services

## About the Customer

A state agency in the US responsible for its people, health & safety, public amenities, public facilities, insurance services etc.



## Business Challenges

The client's IT landscape was characterized by legacy frameworks. The UI program plays a crucial role in helping businesses, communities, and the nation's economy. Applications relating to benefits, tax collection, and UI claims were facing the following challenges-



Lack of integration, scalability, and duplication of efforts leading to delays in claim processing



Unable to do regular upgrades making the UI system unstable and difficult to maintain



Unable to meet reporting time-frames and accuracy expectations of the U.S. Dept. of Labor



High cost of maintenance due to the complexity of the data structures and code constructs

# HCL comes into Play

HCL implemented its **iGovern**® Unemployment Insurance product which is an integrated UI tax, benefits, and appeals solution that was readily configured and customized to modernize the UI program. Major modules include –

- A self-service portal for employers to perform tax-related functions
- Smooth processing of quarterly 40K tax and wage reports
- Computation of accounting adjustment transactions automatically
- Automation of audit process

## Impact Delivered



**60%** reduction in  
Agency staff post go-live

**80%** reduction in paper-based  
processing and manual workflows

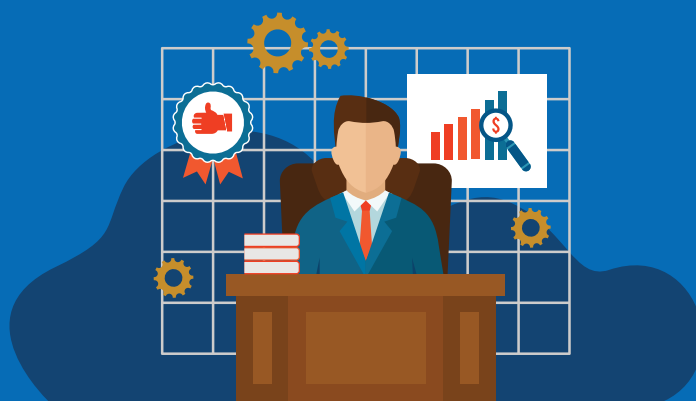
**75%** of Employer Accounts were  
registered without manual  
intervention

**70%** reduction in mailing,  
printing, processing, and  
postage costs

# HCL implemented **Leave Management & Customized Payroll solution** for a UK-based government agency embracing the global pandemic situation

## About the Customer

English County responsible for strategic digital services and operations of the local government cabinet system



## Business Challenges

The announcement from the UK Prime Minister during the COVID-19 pandemic forced businesses to incorporate changes in their systems. Major challenges were-



Inability to enable absence tracking and an online timesheet system



Non-availability of portal for managers to review and approve leave



Customized payroll processing



Need for an urgent solution to address these challenges

# HCL comes into Play

HCL implemented an automated leave management system and customized payroll solution to accommodate scenarios such as absence tracking of employees during the COVID-19 pandemic. The team engaged strategically with the customer to integrate this solution with their HRM system for smooth and timely processing of the payroll. Major features include-

- Provision to define leave scenarios for coronavirus-infected employees, medically advised self-isolation, and preventive isolation
- Easy tracking of leaves and online approvals for reporting managers
- Payroll conditions with configured custom rules
- Hot deployment of solution with smooth transition

## Impact Delivered



**100%** automation of leave and attendance management process

**100%** elimination of human errors in payroll processing

**Zero disruption to business**

# HCL implemented a **digital document imaging system** for a Mid-Atlantic US state agency

## About the Customer

An American state health and human services agency that manages programs to aid residents' quality of life



## Business Challenges

The agency manages programs sponsored by federal, state, and local governments to physically manage millions of documents containing sensitive personal information of individuals. It requires archiving and storing all such documents involving several inherent challenges such as -



Hard copies were susceptible to environmental damage and theft



Protection from unauthorized access and disclosures



Overhead of managing space and costs of the storage



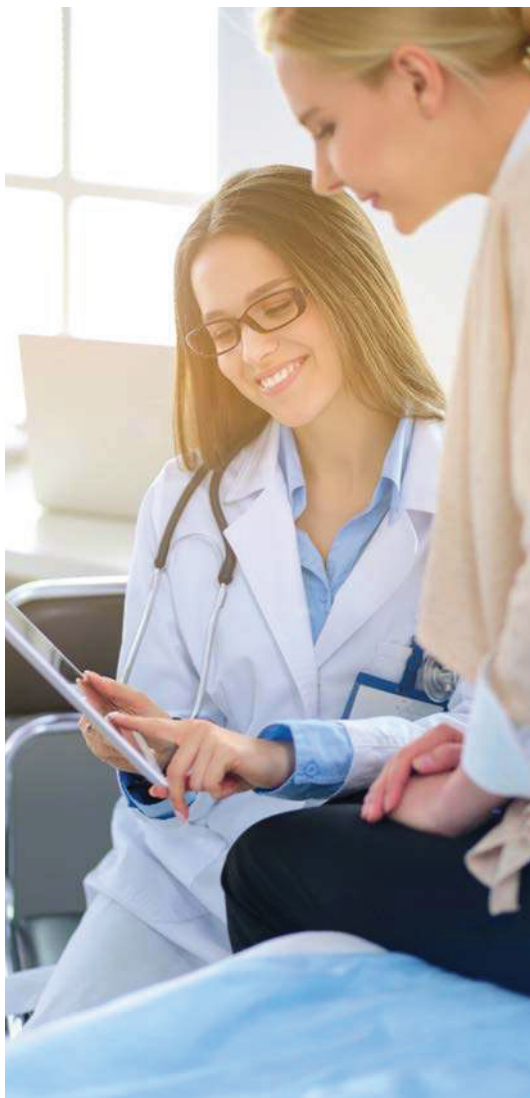
Retrieving physical documents required excessive time

# HCL comes into Play

HCL implemented a digital, scalable, and secured 'Document Imaging and Management System' (DIMS) built on IBM's FileNet P8 Electronic Content Management (ECM) System.

- Converted over 15 million physical documents into 2.6 terabytes of electronic data
- Provided features like indexing, tagging, data capturing, and attribute assignments
- Provided greater efficiency in day-to-day operations

## Impact Delivered



**>15 million** documents digitized

**80%** reduction in cost of storage

Enriched user experiences

# HCL helps UK-based government agency to implement a new **traveler smartcard system**

## About the Customer

A strategic authority in the UK which controls transportation, economic development, and regeneration



## Business Challenges

The authority was looking for a strategic IT partner to consolidate all customer and journey data into one system and provide a better travel experience to their travelers by implementing new travel card system. Major challenges were-



Lack of a single source of travelers contact information who procure and use a travel card



Unable to manage complaints and feedback, and also enhance overall user experience



Inability to provide back office users to command, control, and manage various products under a single-card system



Unable to draft requirements and processes to ensure scheme administration with minimum risk

# HCL comes into Play

HCL engaged with the customer to take up the end-to-end responsibility to define requirements, design, develop, test, and in supporting the live system. These include-

- Designing business processes and deployment of user access CRM on MS Azure
- Building interfaces with external applications such as finance systems and smartcards
- Engaging with the customer in an agile manner to ensure that all objectives are being met

## Impact Delivered



**>10 million**  
smartcards sold in a  
year (post go-live)

**>1.1 million** smartcard  
transactions enabled  
per week

**>100K** satisfied  
smartcard users each  
day

# HCL streamlined **billing and asset management** for a US-based Water Utilities Trust

## About the Customer

An American water and wastewater utilities' policy-making body



## Business Challenges

The customer wanted SAP-based business solutions for their ongoing projects on plant and water quality support such as-



Billing solution for boat stall rentals, customer self-service on Utilities portals



Optimize operations, asset management and archiving solutions



Provide consultation for SAP digital services and business solutions

# HCL comes into Play

HCL's solution to the customer comprised of SAP Enterprise Asset Management (EAM), Data Archiving CRB Billing & Laboratory Information Management System (LIMS). HCL also engaged in providing SAP Web-Services for Customer Self-Service using a Smart Water Energy portal.

- Business Process assessment and reengineering to optimize the operations
- Implementation of SAP business objects and SAP BW on HANA
- Reimplementing SAP CRM/ECC to utilize enhanced functions provided by SAP and BRF+
- Supporting auxiliary systems like UCCX, Teleopti, Calabrio etc. for call center operations

## Impact Delivered



**40%** reduction in effort through a self-service portal

**25%** reduction in time to generate reports from SAP CRB solution

Improved visibility of business processes

# HCL helped SE-Asian Urban Land Redevelopment Authority in designing **3D UI for GIS Platforms**

## About the Customer

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The South-east Asian Land Redevelopment Authority under the Ministry of National Development responsible for long and medium-term strategic land use plans



## Business Challenges

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Major challenges faced were-



Difficulty in visualizing two-dimensional multi-layer GIS maps



Improper maintenance and housekeeping of complex IT systems



Lack of scalability and adaptability to latest technologies

# HCL comes into Play

HCL adopted a modern approach for development/transition by creating a framework for-

- Deploying of open-source technologies and the latest COTS software
- Migrating platforms onto next-gen technology solutions, and
- Designing a three-dimensional (3D) responsive user interface for public facing applications

## Impact Delivered

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**20%** reduction in  
maps processing time

**40%** improvement  
in data visualization

**100%** improvement in  
customer satisfaction

# HCL helped State Commission to **digitize document management system** and improve business agility

## About the Customer

An American State Commission that regulates approximately 430 electric, telephone, water, and gas utility companies and districts



## Business Challenges

The customer's business objectives were to transform legacy paper-based 'Complaint & Case Management System' with the help of a strategic partner in order to implement a user-friendly, modern-day technology solution to-



Reduce huge amount of paperwork and hardcopy documentation



Reduce business risk of loss of data



Improve adaptability to digital technologies

# HCL comes into Play

HCL developed an integrated digital platform to go paperless and provided an enhanced user experience with new case management system.

- It removed hard copy dependency and resolved search issues of documents, tracking details of resolution etc.
- Reduced manual effort and helped resources focus on more strategic workflows
- Provided features like new case notifications, addition of comments, digital approvals, electronic search, direct link to access the case, and expediting document accessibility etc.

## Impact Delivered



**> \$5 million** of  
OPEX savings

**> 98%** reduction in carbon  
footprint (paperless solution)

**100%** elimination  
of manual errors

# HCL implemented **an online portal** for an Australian Vehicle Regulatory

## About the Customer

An Australian, government owned heavy vehicle regulatory organization administering national system of laws



## Business Challenges

Major challenges faced were-



Application security and vulnerability



Inability to track vehicles in real time



Coarse data in payment modules



Delays in refunds for failed transactions

# HCL comes into Play

HCL implemented a comprehensive solution and a web-based portal which helped business to derive strategic benefits by-

- Redesigning modules using open-source content management platform (Drupal 8)
- Implementing rules for automated quote generation and calculation
- Online tracking of vehicles by integrating with backend systems
- Improving payment and refunds systems
- Record navigation and enhance reporting

## Impact Delivered



**50%** reduction in  
time to process refunds

**100%** ability to process  
online access permits

New and improved  
user interface with  
reporting tool

# HCL helped a world-leading O&G drilling equipment provider in redefining their **Product Lifecycle Management (PLM)** strategy

## About the Customer

Leading US-based oil and gas drilling equipment and components provider



## Business Challenges

The client's IT landscape has complex network of CAD, PDM, ERP Portals and legacy systems. Major challenges faced were-



Disparate legacy systems, each following different engineering methods



Complex integration of PDM and ERP systems



Challenge in unifying systems for seamless flow of data

# HCL comes into Play

HCL engaged with the customer in the pre-implementation and implementation phases to redefine their PLM strategies. These include-

- Alignment of solution deployment strategies to meet client's business needs
- Enabling cross-functional solutions on the PLM backbone
- Maximize efficiency of product delivery, and
- Simplification of the application landscape

## Impact Delivered



**Automation** of repetitive development tasks

**Reduction** of drill-bit design cycle time to half

**Maximizing** business performance with new functionality frameworks

# HCL implemented **a next-gen CRM system** for the SE Asian government's education ministry

## About the Customer

One of the largest Government-run ministries in SE Asia which implements educational policies for overseeing the management of Government-funded schools and institutions



## Business Challenges

The major challenge for the customer was to bring an overhaul in the inflexible legacy applications.



Transforming user experience while maintaining data throughout its life cycle



Complex, inflexible, and disparate systems failing to integrate with other applications



Lack of real-time analytics and data visibility



Inability to handle high volume of data leading to performance issues

# HCL comes into Play

As a strategic partner to the ministry of education, HCL implemented a comprehensive enterprise class CRM system that can be used by all types of institutes.

- End-to-end issue management with tracking of solutions via knowledge management
- Provision to auto create cases from users' mails, internet, and intranet feedback forms
- A statistical dashboard for reports from captured data for senior management

## Impact Delivered



**60%** reduction in efforts through automation

**100%** real-time visibility via a live dashboard and reporting

**100%** improvement in customer satisfaction (unified view of customer and cases)

# HCL modernized **the complaint management system** for an American state agency responsible for conserving natural resources

## About the Customer

A state agency in the US responsible for conserving, improving and protecting the natural resources



## Business Challenges

The client's IT landscape was characterized by legacy applications having the following challenges-



Non-scalable systems across divisions used for filing and logging complaints



Application security and vulnerability for users' personal data



Poor user experience with no provisions to connect via mobile devices

# HCL comes into Play

HCL's expertise on digital played a critical factor in transforming customers complaint management system. Team HCL-

- Developed single integrated platform supporting multiple divisions
- An intuitive platform for users to connect via web, mobile, or IVRs
- Implemented enhanced analytics with a real-time dashboard and reporting
- Electronic submission, case tracking, and security of public confidential data

## Impact Delivered



**10%** improvement in operational efficiencies

**80%** reduction in data retrieval time for quick business decisions

**85%** improvement in user experiences through an intuitive platform



### Top 10 Ranking

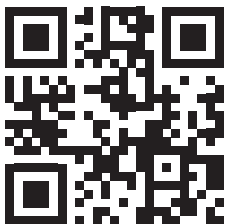
#### Most Active Value

Top Gainer			Top Loser		
Last	Chg	%Chg	Last	Chg	%Chg
492.00	+4.00	+0.82			
143.50	+1.00	+0.70			
194.50	+3.50	+1.83			
74.75	+0.75	+1.01			
392.00	-1.00	-0.25			
38.25	+0.25	+0.66			
5.25	+0.15	+2.94			
117.50	+5.00	+4.44			
19.20	-0.30	-1.54			
183.50	+2.50	1.36			



'Please reach us on '**Pvandeventer@hcl.com**' to know more'.

**HCL**



[www.hcltech.com](http://www.hcltech.com)

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses transform into next-gen enterprises.

HCL offers its services and products through three business units - IT and Business Services (ITBS), Engineering and R&D Services (ERS) and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations and next generational digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P, HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences & Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability and education initiatives. As of 12 months ended June 30, 2020, HCL has a consolidated revenue of US \$ 9.95 billion and its 153,000+ ideapreneurs operate out of 50 countries. For more information, visit <https://www.hcltech.com>

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