



HCL HELPS A GLOBAL SUPPLIER OF OFFICE PRODUCTS AND SERVICES **DISCOVER A BETTER WAY** TO HANDLE SERVICE REQUESTS



THE CUSTOMER

A global supplier of office products and services, incorporated in 1986, with the opening of its first retail store in Fort Lauderdale, Florida.

The customer provides products, services, and solutions for every workplace—be it an office, home, school, or car.

The company has combined pro forma annual sales of approximately USD 17 billion, employs more than 60,000 associates, and serves consumers and businesses in 57 countries with more than 2,000 retail stores, award-winning e-commerce sites and a dedicated business-to-business sales organization—all delivered through a global network of wholly owned operations, joint ventures, franchisees, licensees and alliance partners.

BUSINESS CHALLENGES

- Reduction in pricing year after year across all LOBs
- Multiple lines of business with 31 different SLAs; Multiple policies and procedure being followed in each LOB
- Accommodation of multiple requests from client to handle special projects while handling the normal queue
- Processing of around 45,000 orders on an average per month, keeping the Return percentage well below 1%, which includes any product that customer ordered in error or is not satisfied with
- Abandon percentage for Chat was maintained lesser than 2% and ASA was lesser than 20 sec {This metric was same for all agents irrespective of tenure}
- Meeting the client expectation on exit surveys for chat, email and inbound and VOC for VW on monthly basis

THE HCL SOLUTION

- Enabled flexibility to handle/accommodate adhoc requests from client without impacting the regular SLA
- Carried out various analyses to ensure 100% bonus is met month on month in UK process
- Explored self sharing opportunity of seats with in the process and also other processes
- Employed a dedicated SL person to keep vigilant check on real-time queue management

- Utilized all support functions (Trainer/PIC/Mentor/TL) in production in case of any unforeseen spike in volumes
- Leveraged self-developed macros to reduce the complexity of existing/new activities
- Suggested continuous process improvement by raising Kaizen that was shared with client, thus reducing the AHT and increasing client satisfaction.

BENEFITS TO THE CUSTOMER

- On time order processing with correct pricing ensuring high resolution quality of more than 98%
- Reduced cost to client by ensuring there is no return of an order due to keying inaccuracy
- Seamless handling of service requests during winter storms and whenever there was a spike in volume as HCL assisted the Norcross team
- Extended chat support offered during BTS Weeks

THE HCL DIFFERENCE

- Successfully completed COPC 2.5 certification
- Delivered special projects on time without hiring any additional resources or compromising on SLAs
- Ensured ready availability of resources to assist any bulk order processing request from client
- Enabled best practice sharing with the team and raising process improvement suggestion with the client in a timely manner
- Conducted Excel – Macro session for the team to help discover more innovative macros to simplify work



APPLICATION
SUPPORT &
MAINTENANCE



BIG DATA &
BUSINESS
ANALYTICS



BUSINESS
ASSURANCE
& TESTING



CLOUD, DIGITAL
EXPERIENCE &
MOBILITY



COLLABORATION,
CONTENT &
SOCIAL



CUSTOMER
RELATIONSHIP
MANAGEMENT



DIGITAL
SYSTEMS
INTEGRATION



E-COMMERCE
& OMNI-
CHANNEL



ENTERPRISE
RESOURCE
PLANNING



HUMAN
CAPITAL
MANAGEMENT



MODERN
APPLICATION
DEVELOPMENT



PLATFORMS &
INTEGRATION



www.hcltech.com

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 100,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship[™]
BEYOND THE CONTRACT

HCL