

ENABLING **NEXT GEN** SERVICE DESK FOR AN AMERICAN MULTINATIONAL OIL AND GAS CORPORATION



Customer Background



The customer is an American multinational oil and gas corporation. It is among the world's largest publically traded oil and gas companies and is one of the largest integrated refiners and marketers of petrochemical products.

The customer has a large and heterogeneous workplace environment with **1,00,000+ users** spread globally, with multi-lingual IT service desk.

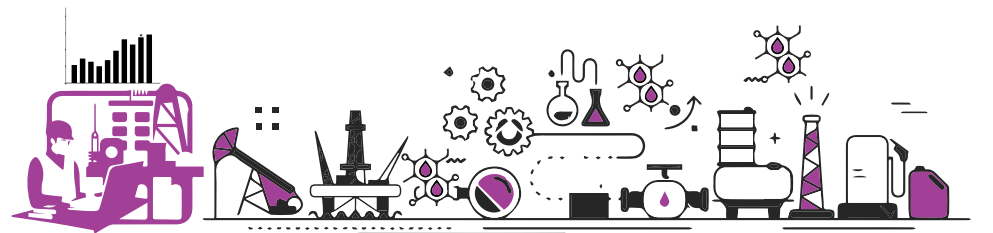
The customer's business was under pressure because of stricter energy norms and dwindling oil prices. Additionally, customer's workplace productivity was reeling with various challenges:

- ▶ Low IT Service Desk web chat adoption & usage
- ▶ High response time for VIP users. No user profile across the workplace
- ▶ High latency hampering productivity of diverse, globally spread users
- ▶ Meeting stringent security & compliance requirements of 3rd party vulnerability assessment and penetration testing

To ward off external and internal business challenges, customer looked to create a productive work environment through 'workplace programs' to achieve superior business results.

Customer Pain Points

Solution



HCL leveraged **OptiBot** – HCL's end user enablement suite of products and services that helps in increasing end user experience without increasing the cost. OptiBot takes a shift left approach i.e. from reactive to proactive, saving time and removing challenges associated with trouble shooting and repairing system failures

- ▶ Implemented OptiBot Healing Station (OHS) & Live Station (on MS S4B) with BMC Remedy for Auto Ticket creation for VIP users to reduce the response time
- ▶ 50+ Custom Automation Content Developed & Published in Phases mapped to top call & pain areas
- ▶ Implemented BCMF (Behaviour Change Management Framework) - Aggregated Multiple Self Service End User Support links, Integrated Live Station, Published Marketing Material to improve chat adoption and bring out standardization
- ▶ Enabled value-plus team with dedicated focus on CTI Deployment, Skill based routing, Critical Incident Management Process, Service Improvement Process, Service Readiness Process

- ▶ Standardization of solutions across multiple Global Delivery Centers
- ▶ Next Gen User Experience leading to Productivity enhancement by **9000+ Hrs.** with reduced Business Downtime
- ▶ Increase in chat adoption rate from **18% to 50%** in 12 months
- ▶ Reduction in human error at IT SD due to KEDB (Known Error Data Base) automation
- ▶ Average effectiveness of win desktop OS automations stood around **98%**
- ▶ **23%** reduction in number of incidents through continuous improvement initiatives
- ▶ Increase in LO Self Service resolvable reduced MTTR from **45 hrs. to 20 hrs.**
- ▶ First contact resolution increased to more than **80%**

Impact



To know more contact us at ITO@hcl.com