



HCL'S ISE IMPROVES THE **TROUBLESHOOTING TIME BY 50%** FOR A LEADING CONSUMER ELECTRONICS MANUFACTURER



The Client

World's leading multinational consumer and professional electronics, gaming entertainment and financial services conglomerate headquartered in Konan, Tokyo. Its diversified business includes consumer and professional electronics, gaming entertainment and financial services.



Business Challenges

The business objective was to save on the troubleshooting time of the defects and improve productivity along with data quality.

- Long cycle time for existing releases and lack of structured information on how incoming defects were fixed
- High Turnaround time for Defects being raised.
- Low Data Quality due to unstandardized approach for handling incoming defects.



HCL's approach and solution

HCL's Intelligent Sustenance Engineering (ISE) solution helped improve customer satisfaction and exceeded product metrics goals by

- Usage of NLP and context search to identify similar / duplicate defects.
- Data quality improvement by enforcing required fields through the tool.
- Plugin installed for ISE which allowed quicker access of defects data
- Value generated by bringing in the disparate tools and databases data in a single view



Benefits

How ISE helped:

- Reduction in Duplicity by 50% for defects being handled.
- Improved Turn Around Time for Defects being Raised for the Product and Reduction in Duplicity by 50%
- Faster TTM and improvements in product quality

ISE features used:

- Similar and duplicate defects which uses NLP and text mining



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 115,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 32 countries. **How can I help you?**

Relationship
BEYOND THE CONTRACT

CI-103224319770625-EN00GL