



HCL'S **INTELLIGENT TECH SUPPORT (ITS)** HELPS TELECOM EQUIPMENT PROVIDER IMPROVE 5% PRODUCTIVITY

**CASE STUDY**

## THE CLIENT

World's leading IP networking, ultra-broadband access, cloud technology specialist and telecom manufacturer with headquartered in Boulogne, France. The client also owns one of the world's largest R&D facility in communication industry.

## CHALLENGES FACED

- Identifying complex issues from available was not accurate and time consuming and most of the times it requires multiple iterations to find real issues.
- Engineers need to refer Multiple data sources for fixing the issues prior to Solution deployment

## OBJECTIVE

- Reduce Turnaround time and Mean time to resolve
- Reduce time for root cause analysis.
- Identify maximum possible insights from a given support ticket which can be leveraged for identifying solutions for the given problem.

## iTS

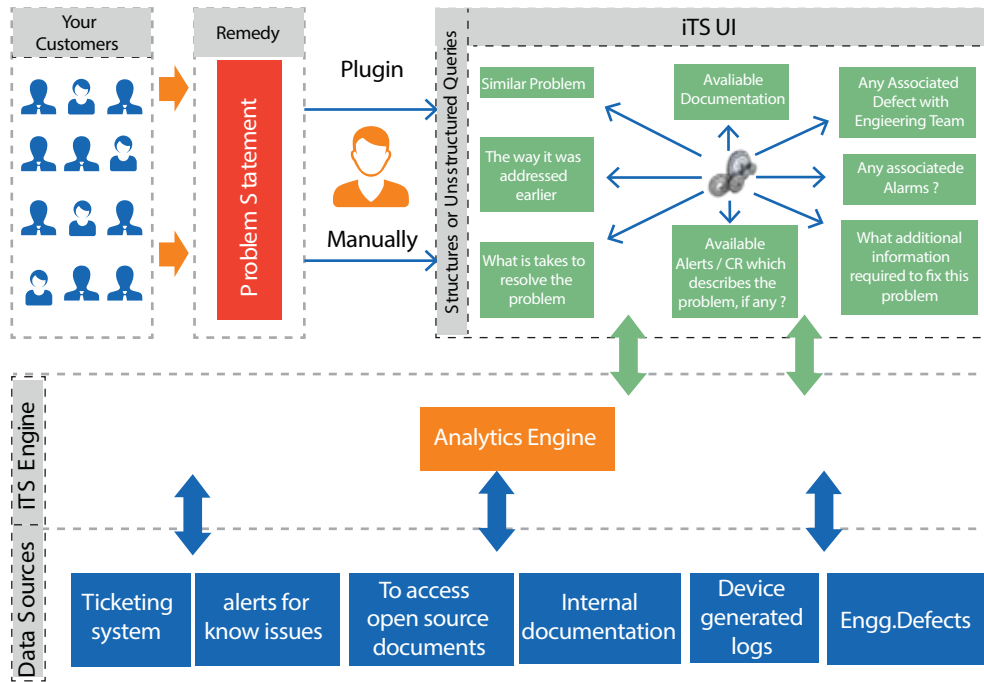
Intelligent Tech Support (ITS) uses a three pronged approach to help end customers, support engineers and managers. iTS is a support analytics framework that uses data analytics to extract insights from the huge collection of support data and simplifies issue resolution through the state-of-the-art analytics driven approach. iTS uses natural language processing and helps the end users by providing recommendations and predictions which are highly scalable and works in heterogeneous environments. iTS provides recommendations on proactive tech support, simplifies reporting and escalation and provides various insight driven metrics for better decision making. iTS increases support effectiveness and customer satisfaction and decreases overall cost over time.

# HCL'S APPROACH AND SOLUTION

Connectors developed for clients ticketing system, defects tracking system and documentation, etc. to retrieve information from data sources on a periodic basis. The extracted data using connector is then pushed to iTS engine for creating analytical models for prediction and recommendations for the end users.

Recommendations and predictions were made available through:

- iTS Web App customized to the client requirement to access queries and recommendations.
- iTS Plugin is a self-executive windows application which virtually integrates with remedy to identify the ticket which is open to extract the case notes and inject iTS solution as a pop up in front of remedy.



## BENEFITS

- iTS Plugin & iTS app helped 20% improvement in identifying solution
- 4% increased productivity for relatively new engineer.
- 2% productivity improvement for experienced engineer with the current coverage of 50%.
- Overall productivity improved by 4-5 % after the NSA compliance issue is addressed.
- 3% improvement in MTTR



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