**HCL**



# IMPLEMENTING NEXT GEN WORKPLACE SERVICES FOR A LARGE NORDIC FINANCIAL FIRM

## Customer Background



The customer is a large Nordic Banking and Insurance firm divided into **20+ independent** companies.

## Customer Pain Points

The customer's operations were marred by inconsistent user experience across disparate user personas across all the customer-owned regional units.

The diverse user base of **12,000+Employees** worked on various devices and form factors like laptops, desktops, workstations, smart phones and tablets, leading to non-optimal productivity

Due to absence of digital strategy, there was no personalization of services to users leading to inconsistent and erratic experiences across form factors and business units

## Solution



HCL applied its unique digital workplace assessment framework **'Profile Kaleidoscope'** to the entire user base to identify what users have today, what is the experience and what would they really need to be at their productive best.

HCL defined

▶ User personas mapped to their current consumption in terms of services, Hardware utilization, personalization and application Usage.

▶ Proposed personal aligned scenarios in terms of right fit workplace stack - HW, SW, Virtualization, services, SLAs and productivity toolset.

HCL **'Profile Kaleidoscope'** is a scientific assessment Framework, part of HCL's digital workplace services suite, that includes functional and tool-based assessments of the workplace, to objectively assess the state of the workplace, understand existent user personas and provision a workplace service and technology stack that uniquely enables and empowers each user persona in the business.

## Impact

Seven Unique and customized user personas developed and defined for **12000+** employees, providing seamless user experience giving rise to enhanced productivity

Holistic and powerful recommendations were created on characteristics of each persona specifying ideal HW tools, SW tools, & collaboration platforms required to design an all-encompassing digital workplace

Assessed **1800+** devices not ready for **Win 10 migration** and **250+** devices not ready for O365 migration

The provisioned stack now ensures a consistent good experience, a profile relevant and role enabling workplace

To know more contact us at **ITO@hcl.com**