Multinational delivery services firm case study

Nippon enables operational efficiency for a multinational delivery services firm

Overview ▶

With the onset of pandemic-induced work from home, our customer, a **multinational delivery services firm** was unable to efficiently govern their outsourced project teams. The visibility into the real-time work hours of employees was murky, and **there was no single source of truth for vendor stakeholders.** Nippon by HCL became the productivity facilitator, onboarding over **400 users** on its platform and successfully **increasing the average productivity by 25%.**

About the customer ▶

The multinational delivery services firm is based in the US and is operational in over 220 countries and territories. The firm intends to meet the customer requirement by striving to develop mutually rewarding relationships with its team members, partners, and suppliers.

Customer challenges ▶

The onset of COVID-19 and subsequent push into the remote working culture had left the company's operational efficiency in turmoil. Predominantly, the governance of the outsourced team was a strategic process that lacked clarity and demanded optimization. They were facing the following challenges:

Remote working increased unregulated working hours accompanied by compromised productivity

Streamlining workflow in a remote setting

Ambiguity into resource utilization

Tracking and monitoring of hours dedicated to core activity

Catering to a vast number of users spread across the globe

Inadequate means to perform a qualitative analysis of resource performance

HCL's approach and solution ▶

HCL Nippon proposed the following action plan:
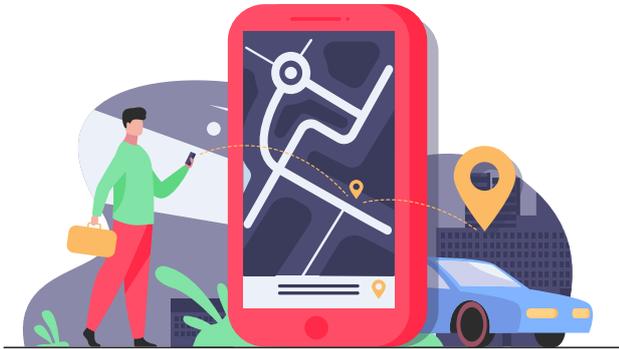
Identify all users and **onboard** them: Onboarded 400+ users, mostly thin clients, based in multiple locations. As a result, the issues of time sync and flashing due to memory constraints were tackled successfully.

Qualitative analysis of resource performance helped take better strategic decisions as it provided data across all teams at different levels.

Once onboarded, the tool enabled insight into the capacity utilization of resources using deep data analytics.


Tracking of effort input of core activity time helped in better shift handling.

Benefits delivered ▶

⬠ Successfully tracked the availability and utilization of resources resulting in productivity and customer satisfaction.

⬠ The outsourced team was able to uphold the customer delivery and sustain average input hours of more than 8.3 hrs.

■ Input Hours   **— Project Average**

	TNT AD	Database	SSB	Tools	Middleware	Monitoring	M&C	Voice	TNT O365	SSD-Offshore	SD-Onsite
Project Average	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3
Input Hours	9.6	8.7	8.6	8.5	8.5	8.4	8.1	8.0	7.9	7.8	7.2
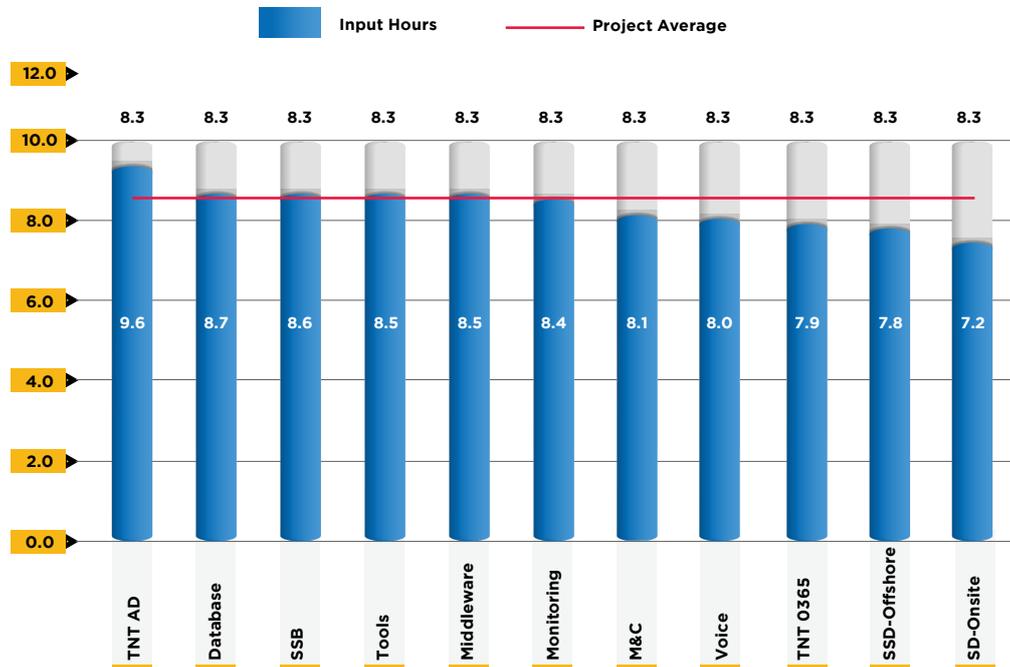
Average input hours for tracks vs overall

⬠ A tremendous increase of average productivity by 25%

75%	88%	90%	89%	84%
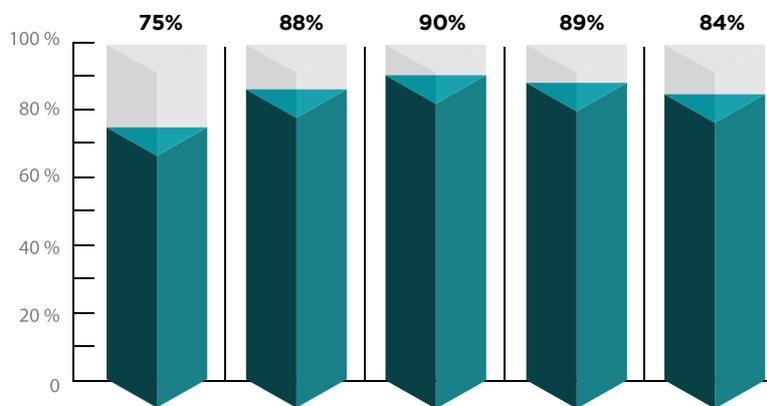
Productivity trend
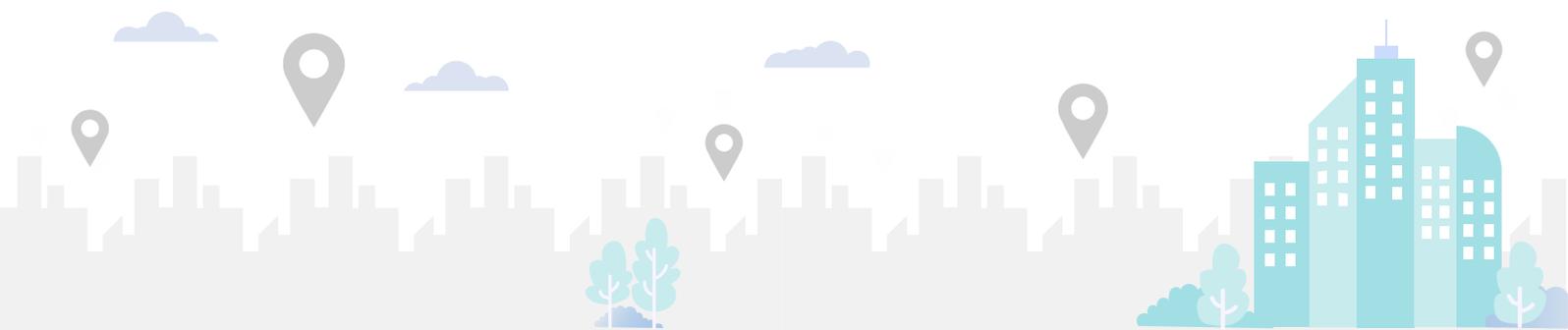
- Enabled deep data qualitative analysis of effort and output data visualized into a 9-cell matrix to motivate users for higher excellence and improve the overall project performance.

1 April 2021 to 30 April 2021
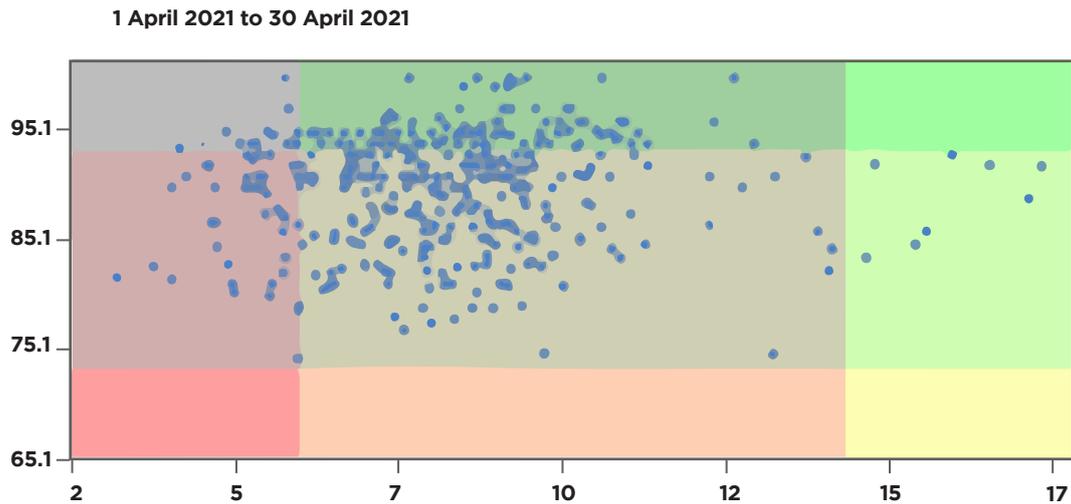
- Helped in identifying the top performer and awarding them with appreciation and enhanced responsibilities. Keeping value resource leakage at a minimum.

- Helped in identifying bottom performers and present the avenues of cross-skilling and upskilling of resources enabled with analytics for efficient workload distribution.

Role elevation decisions   Resource rotation
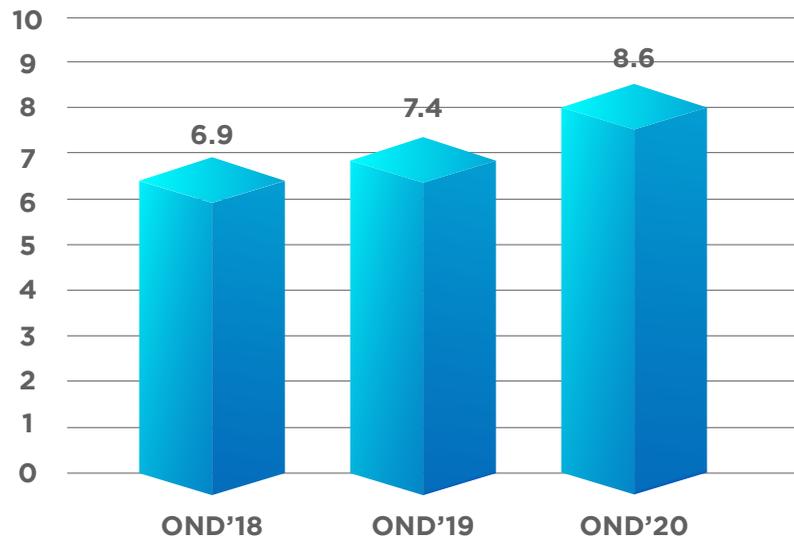
Input Hours

Conclusion ▶

In the face of change and uncertainty, HCL Nippon emerges as a productivity tool that helps its customers become more adaptable and meet their strategic goals. By successfully incrementing the average productivity by 25%, Nippon is revolutionizing workforce practices all around the world.

HCL

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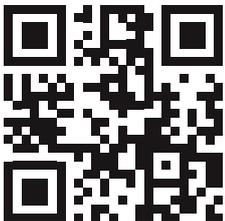
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