

Re-Imagining consumer experience through “Digital” Service Desk

‘ClicktoConnect’ Solution: Defying COVID-19



Problem Statement / Business Challenge

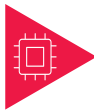
With the advent of Covid’19 globally, one of the world’s leading manufacturers and marketers of beauty products not only saw a change in the buying pattern of its consumers, but also a drastic change in the IT requirement of its employees. With majority of workforce adopting digital to support its consumers, we analyzed this change in the employee needs and implemented a solution which provided a quick resolution to IT needs and allowed them to work from a safe and remote locations to curb the spread of this pandemic.

HCL proposed this solution to the customer team. To develop a mobile app which provides IT support at fingertips of the end users and access to the knowledge repository that comprises of frequently occurring IT issues with their remedial solutions in the form of SOPs or DIY videos. This solution was designed to minimize the impact of social distancing in day-to-day operations as well as to provide safe and healthy work environment to the customer’s end users.



HCL’s understanding of the Business Objectives and the Proposed Solution:

As employee support needs were changing, HCL designed and deployed a mobile digital platform bringing in the provision of enterprise mobility that was made available for all users. The solution has rich features like location aware sensors that has the ability to get help quickly and reduce MTTR issues irrespective of the employee’s work location. This solution enables the end users to route to next gen IT support services. It also provides support to sensitive user personas existing in the customer’s environment such as Corporate, Store and VIP users.



Solution Proposition Salient Features:

The digital experience called **CLICK2CONNECT** enables the employees in the following ways:



Location aware service:

Users will not have to remember any toll-free numbers or direct dial-ins. The app will auto detect the user's location. This will enhance the user experience and productivity of users in the customer environment.



Live station:

HCL integrated CLICK2CONNECT with the customer's chat tool which allows users with chat option whenever they seek help.



ServiceNow accessibility:

This functionality is provided as a plugin to the ITSM ServiceNow platform, which enables the customers to create/submit incidents/service requests. The feature will also allow users to check incident/service request status.



Knowledge Repository:

The current knowledge repository was integrated with app, which provides end users with access to the artefacts helping in quicker resolution of generic issues.



Password Reset:

HCL integrated CLICK2CONNECT with the password reset tool, so that user can change or update the passwords through this app, meeting customer's password policy and compliance needs.



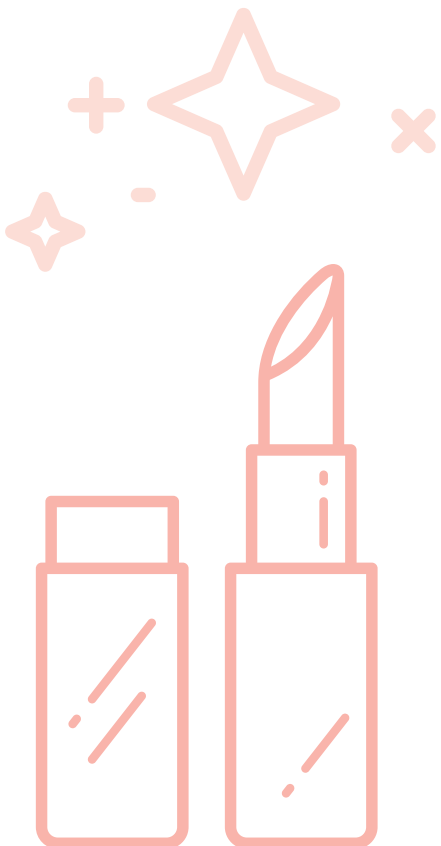
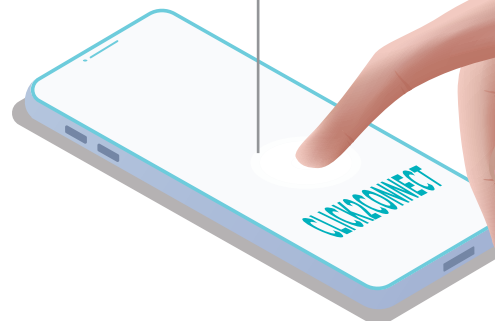
Email directly to the Service Desk:

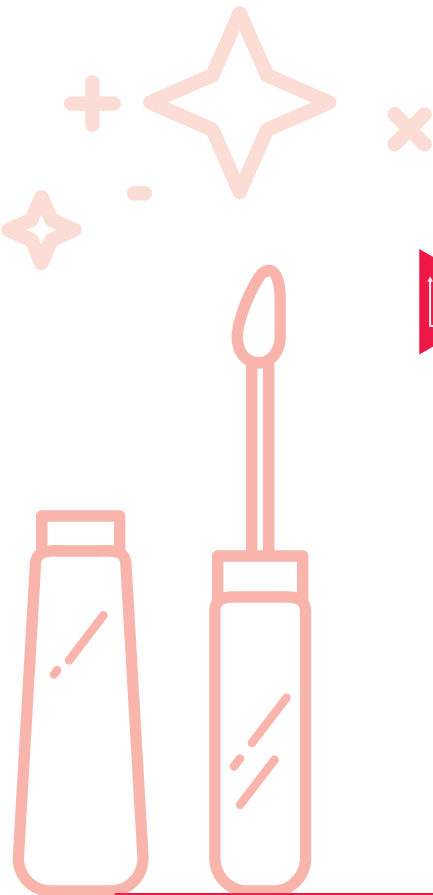
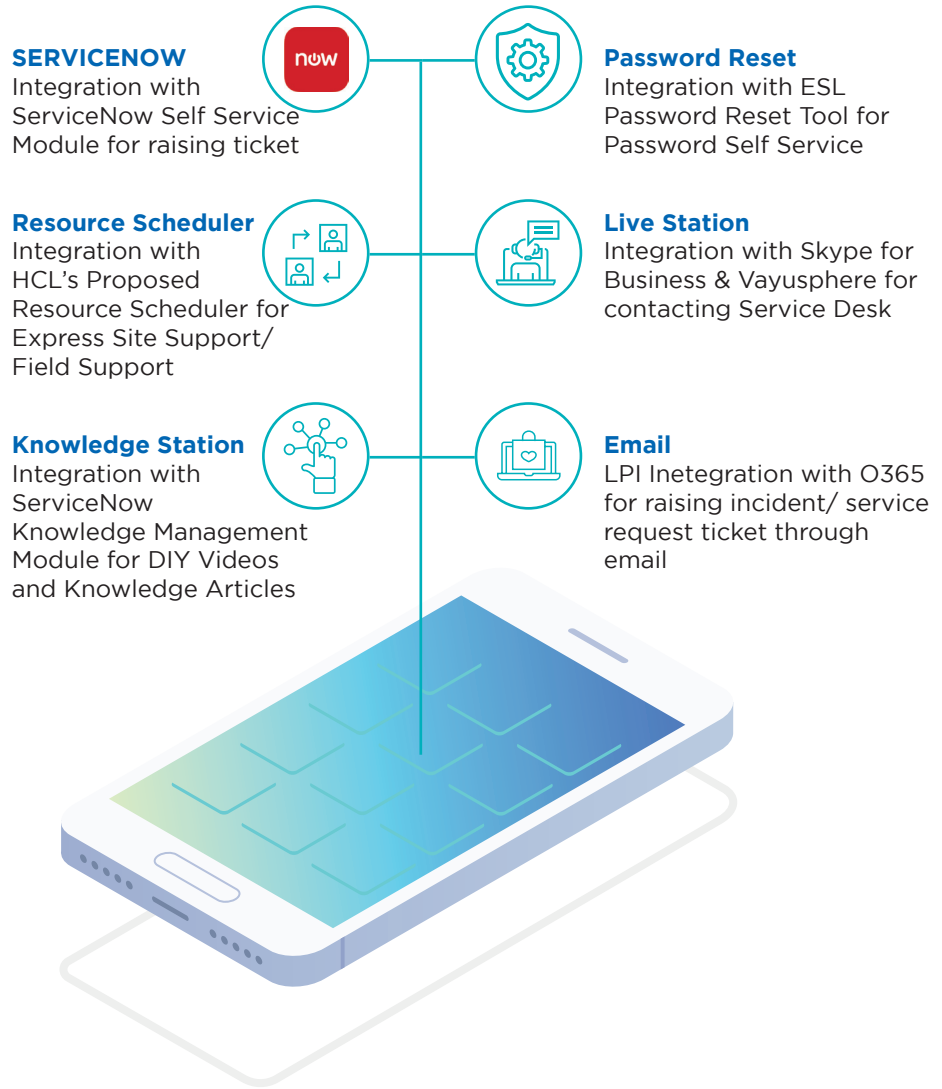
This feature allows customers to directly send an email to the unified mailbox for respective issue/information.



Express Site Support:

Certain user profiles like distribution center, retail and VIP users will have this feature available where they can directly request for Express Site Support via the mobile app, without hampering the flow of their work. This also enables the end user to track the location of field service engineer.





Solution Fitment and Key Benefits in Covid-19 Scenario

Rolling out **ClickToConnect** provided the customer's users with access to IT support from safe and remote location and eliminated the risk of contracting the virus during daily commute. Moreover, this helped the customer to strengthen its position in the workforce mindset by prioritizing safety and providing them with support to work efficiently from remote locations.

Rolling out a solution which prioritizes the well-being of the employees over business received applaus globally in the customer's offices. HCL's ability to quickly analyze the environment and deploy the solution in near zero time helped the customer minimize the impact of Covid'19 on the business streams.

This solution enabled the customer's workforce to work with more zeal and passion empowering them to be IT enabled end users who'll are self-sufficient in resolving multiple issues. This solution decreased the number of IT issues being reported over a period therefore lowering the cost of IT support services and more productivity per employee to the company to improve operational efficiencies and customer experience.

For more details contact: cs_marketing@hcl.com



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 149,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 45 countries.
How can I help you?

HCL