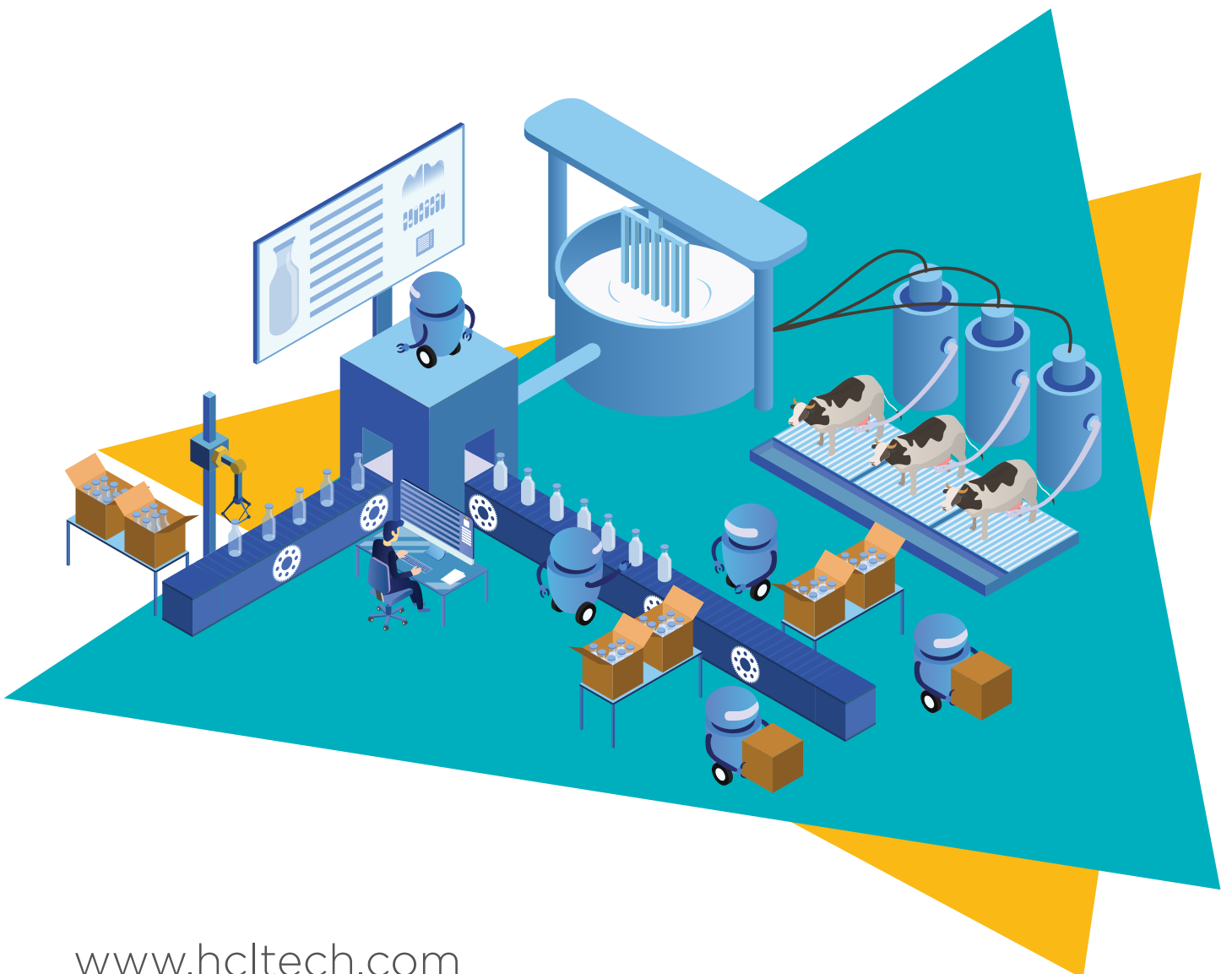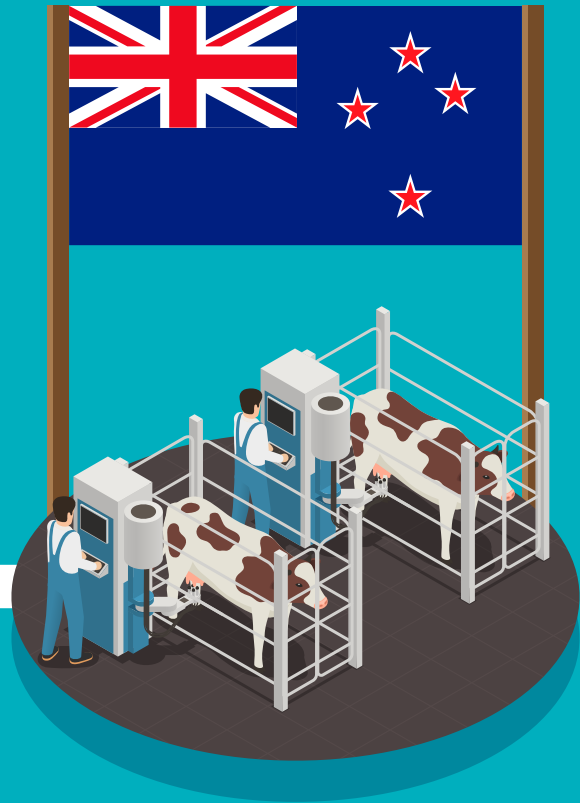# **Transforming** end-user experience for a leading dairy cooperative

Case Study

About the customer

The client, based out of New Zealand, is the world's largest exporter of dairy products and is responsible for more than a third of the international dairy trade.

Business need

The client wanted to modernize its entire technology infrastructure solutions under one umbrella, covering its huge network of staff and farmers across the globe. They wanted a partner that could support their business strategy and growth by enhancing their IT foundation. The client wanted to provide an enhanced user experience and build a modern workplace by empowering employees to collaborate more effectively using data integration across the organization.

The challenges faced included

- Non-standardised environment
- User experience not up to the mark
- Legacy collaboration platforms
- Inconsistent services, that lacked personalisation
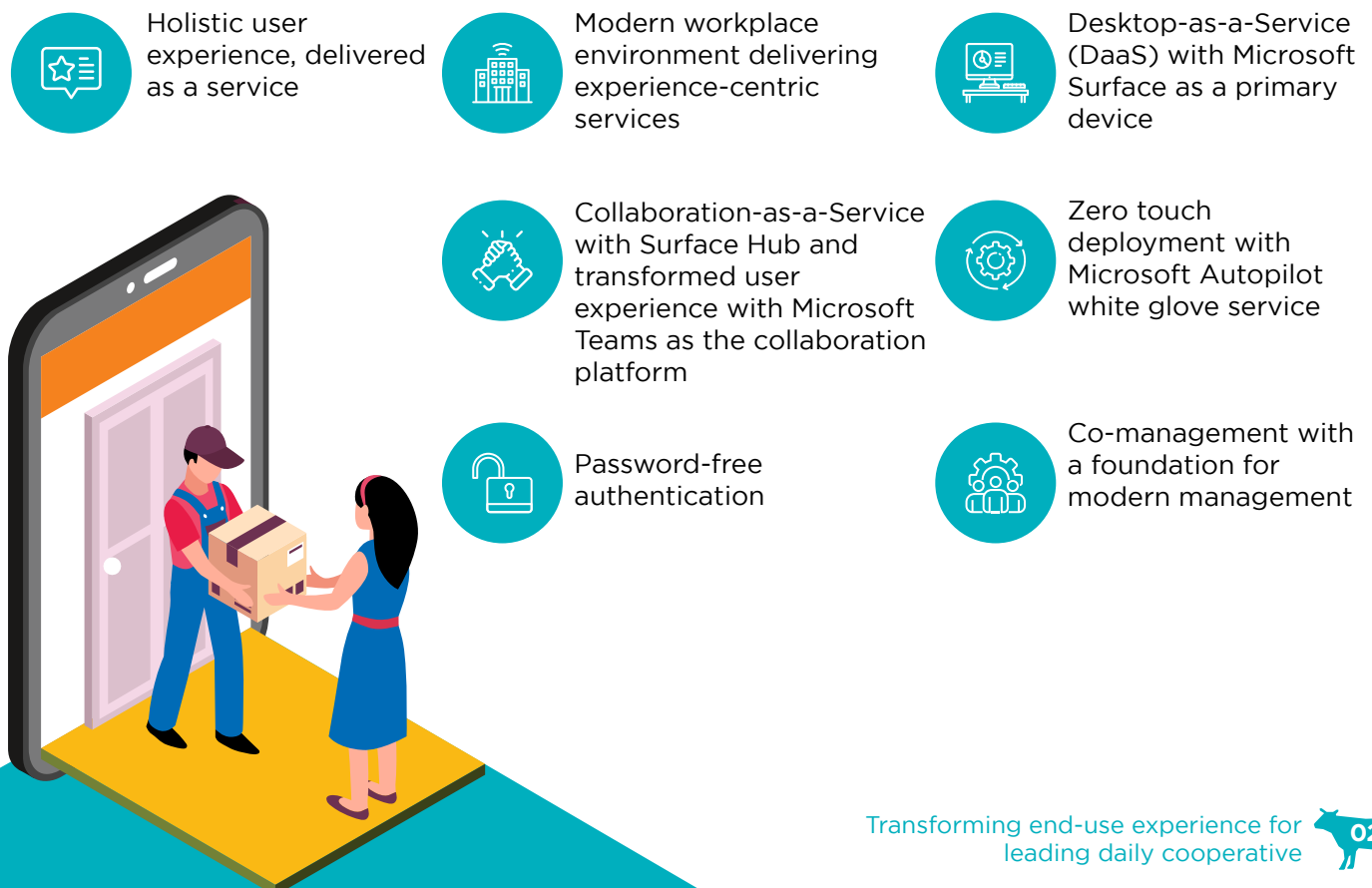- Legacy workplace environment

HCL's approach

HCL envisioned digital IT solutions for the client to enhance its contribution to the global dairy market by enabling it to fast-track product innovation and share the goodness of dairy nutrition throughout the world.

In the first phase of deployment, at the height of the COVID-19 pandemic, HCL was expected to roll out a thousand-plus surface devices for the client across the globe. These surface devices were to be sent from distributor to factory after pre-provisioning a fully configured and business-ready Windows 10 laptop with client images – using white glove service from Microsoft.

Another key aspect that HCL helped resolve for the client was empowering its employees to collaborate anytime, anywhere in a highly secure, and flexible environment. We did this by providing mobility as a service for over 10,000 iOS and Android users. HCL migrated thousands of mailboxes to Exchange online and added hundreds of meeting room devices. To maximize customer satisfaction, onsite support services are also being provided for nearly 300 locations.

Post-implementation scenario

- Holistic user experience, delivered as a service
- Modern workplace environment delivering experience-centric services
- Desktop-as-a-Service (DaaS) with Microsoft Surface as a primary device
- Collaboration-as-a-Service with Surface Hub and transformed user experience with Microsoft Teams as the collaboration platform
- Zero touch deployment with Microsoft Autopilot white glove service
- Password-free authentication
- Co-management with a foundation for modern management

Business benefits

The state-of-the-art digital IT transformation set up by HCL and Microsoft for the client was a shared vision bound to accelerate innovation. Despite limitations imposed by COVID-19, there have been many notable successful implementations carried out by HCL.

With the project delivered so far, the client is confident of delivering multimillion-dollar cost savings over the next five years. There has been a long pipeline of productivity improvements; stability of operations; reliability and transformation, such as standardized and secure excellent infrastructure, and a foundation IT platform across hundreds of the client's global sites.

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