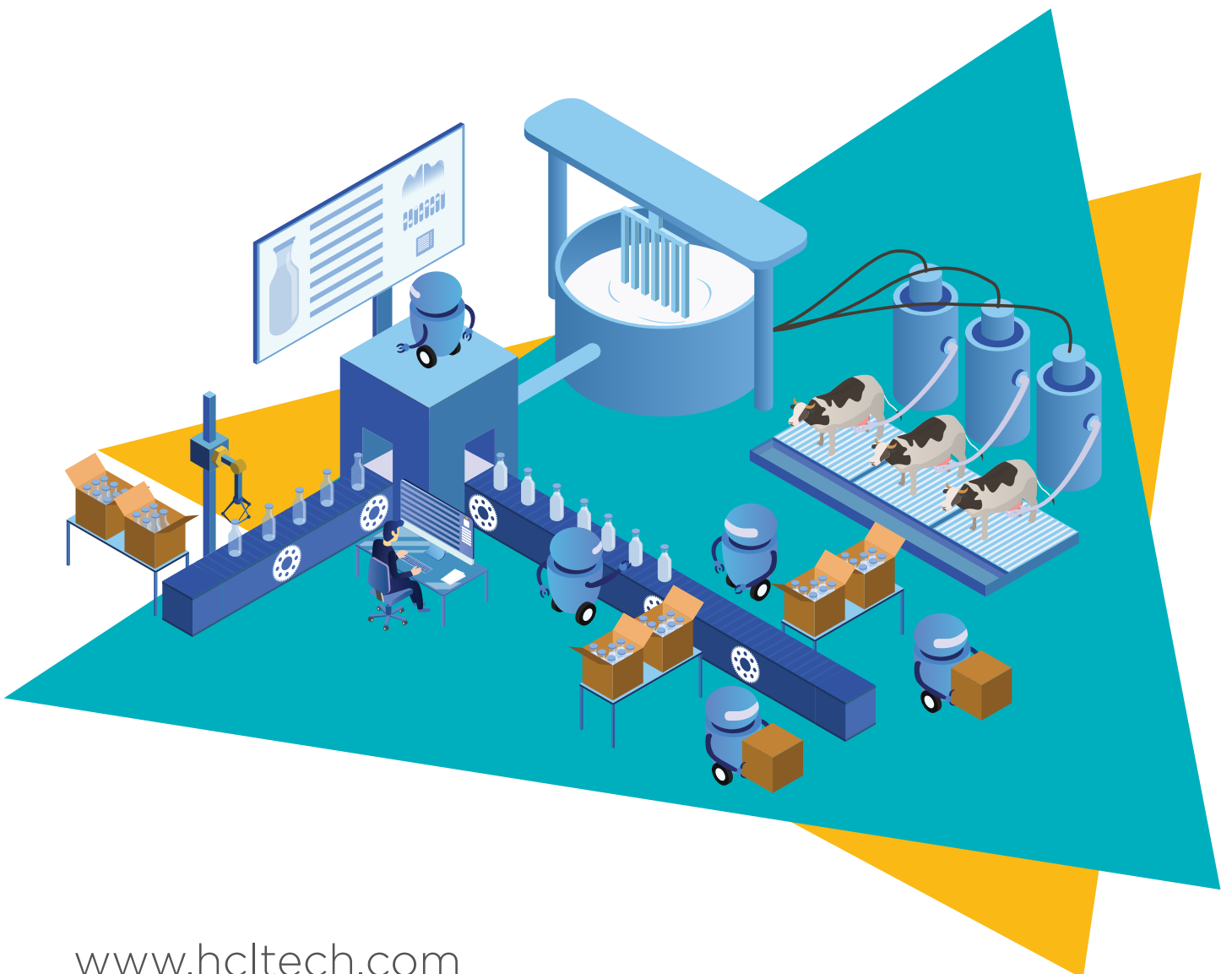


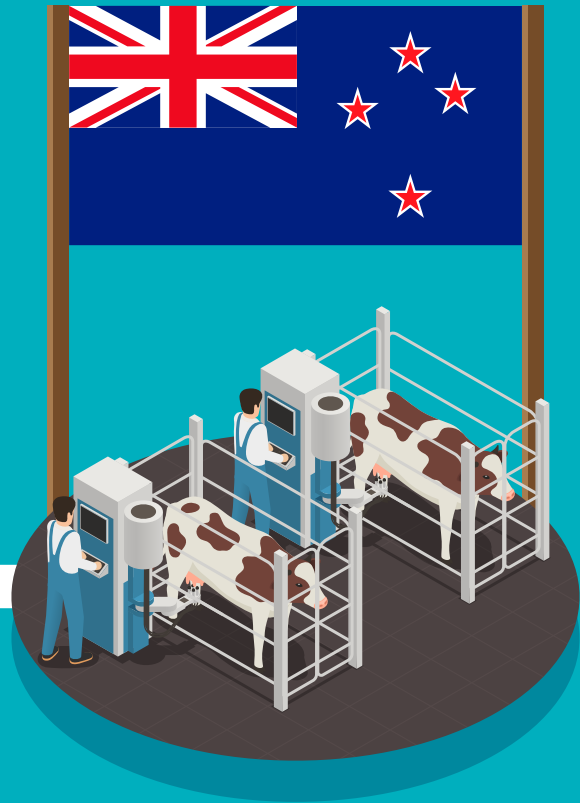
Transforming end-user experience for a leading dairy cooperative

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



Legacy collaboration platforms



User experience not up to the mark



Inconsistent services, that lacked personalisation



Legacy workplace environment



HCL's approach

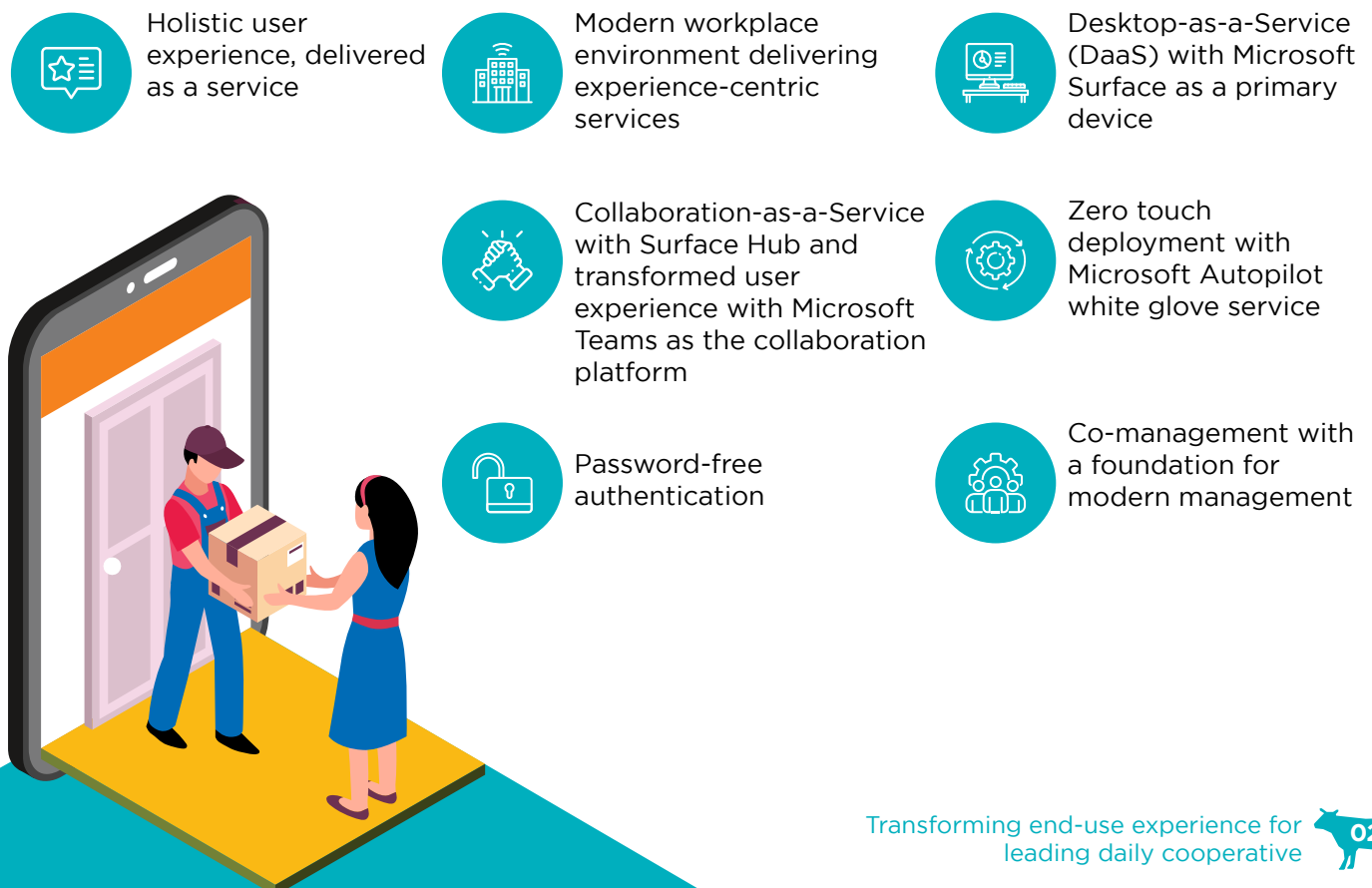
HCL envisioned digital IT solutions for the client to enhance its contribution to the global dairy market by enabling it to fast-track product innovation and share the goodness of dairy nutrition throughout the world.

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



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.



HCL

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses transform into next-gen enterprises.

HCL offers its services and products through three business units - IT and Business Services (ITBS), Engineering and R&D Services (ERS) and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations and next generational digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P, HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences & Healthcare and Public Services.

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