

RetAIL 5.0

Digitally enabled front-line workers



Empowering Frontline Workers with the Right Tools

A hybrid setup enables corporate employees to work from anywhere, at any time. However, this is not the case for frontline workers in essential industries. It is necessary for them to be physically present at their job location since they are one of the

most critical human resource groups within the organization. And at times having to work in difficult conditions as compared to other functions. Therefore, it is imperative that the experience of these frontline workers is preserved and

enhanced at the workplace. According to Forrester, less than 25% of frontline workers have the proper tools for their jobs. They face a variety of challenges that are directly related to the devices they use.

Key challenges



Disconnected Workforce

A disengaged workforce and difficulty accessing information impact productivity



Inefficient Onboarding

Organizations face challenges onboarding, training, and retaining a distributed workforce



Staying protected & Compliant

Uneven security practices, outdated IT, and information silos increase risk



Manual Processes

Manual processes and outdated digital tools hinder efficiency



Lack of purpose-built devices

Workers use multiple devices and work arounds to complete tasks



Employee well-being

Health and well-being of frontline workers may be jeopardized by erratic work schedules and unfavorable working conditions

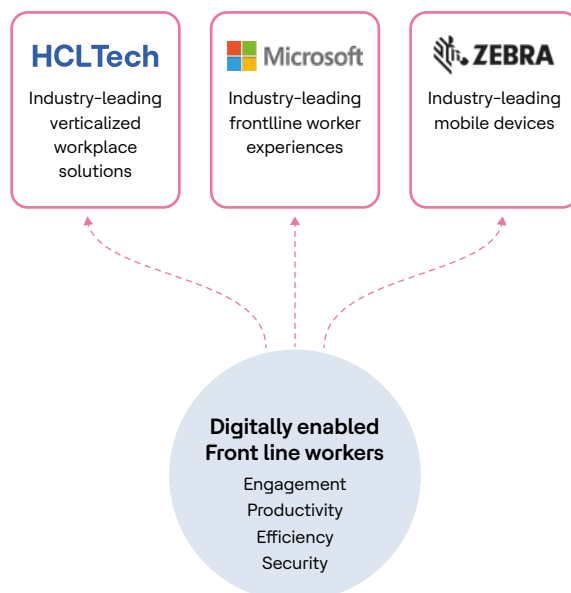
The Power of Three

HCLTech, Microsoft, and Zebra have joined hands together to counter these challenges and enhance the user experience for frontline workers. The joint proposition delivers a comprehensive solution for the entire value chain. Covering aspects like industry-specific mobile devices, consulting, logistics, frontline platforms, and management while building an environmentally sustainable frontline workplace.

HCLTech brings industry-leading verticalized workplace solutions for managing the complete technology ecosystem while enabling technology to drive business.

Microsoft enhances the frontline worker experience with purpose-built solutions that improve engagement, workflow, and security across the organization.

Zebra delivers a performance edge to the front line of business, empowering the frontline workers to make every asset and worker connected and fully optimized.





Key features of the joint offering



Industry specific devices for frontline workers



Software solutions

- MS Teams powered Walkie Talkie provides real time communication with instant PTT
- Manage workforce scheduling using Shifts
- Tasks for simplified task management
- Enterprise grade security & MEM for all devices



Management

- Service Desk
- Field services
- Proactive monitoring
- Onboarding and device management



Sustainability

- ACE framework
- Sustainability dashboard
- Buy-back of devices
- Certified refurbished devices
- Secure recycling of devices



Warranty & Repair

- Software and security updates
- 24x7 Tech Support
- Advanced device replacement
- Proactive battery replacement service



Procurement

- Inventory planning
- Device refresh strategy
- Warehousing services
- Device as a Service



Consulting

- Persona assessment
- Application identification and provisioning
- UEM strategy and designing

HCLTech

Service support by Workplace Leader HCLTech



Microsoft

Technology support by Tech Giant Microsoft

Benefits to the customer



Best in class triparty arrangement
HCLTech, Microsoft and Zebra are leaders in their respective domains. Our pre-integrated solution delivers the best that a customer can expect in the hardware, software and services domain.



Rapid Issue resolution
Single point of ownership for issue resolution which is not possible with a siloed model. Proactive resolution of mass issues before they hamper larger environment.



Consumer Grade Experience on Enterprise Grade Devices
Transparent user experience across mobile and desktop platforms, resulting in front-line workers that can be productive from day 1.



Cutting Edge Hardware
Transform front-line experiences with intelligent edge solutions and purpose-built hardware.

Key industries solution caters to

- Retail
- Warehousing
- Manufacturing
- Healthcare
- Transportation & Logistics



HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 218,000 people across 59 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2024 totaled \$13.7 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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