

HCLTech | servicenow®

# FlexSpace powered by ServiceNow

A holistic Experience-as-a-Service model



# Need of Device-as-a-Service

As the workplace has changed in recent years, traditional IT challenges with capital budgets, talent recruitment and retention, legacy system maintenance and upgrades became secondary. Now, companies have turned their focus on the critical challenges of equipping their disparate remote workers with access to cloud centric applications, altering the traditional supply chain of PCs by securing and distributing enterprise-ready edge devices all while reducing technical debt in an environment of reduced revenue. Essentially, accelerating a multi-year transformation into a matter of months.

Moreover, organizations are looking for strategic partners who can deliver not just products, solutions and services – but business outcomes, too. Device-as-a-Service (DaaS) is an outcome-based solution that meets the needs of enterprise customers while providing:

- CFOs the ability to reduce technical debt, move to an asset light OpEx model, and have a predictable monthly expense
- CIOs a single accountable party in an “end-to-end” solution, provide a solution that delivers outcomes based upon a series of KPI’s and SLAs
- Business owners improved visibility and more control of the device sourcing and life cycle management
- End users enhanced tools and automation to increase their satisfaction and productivity

## Current challenges

### Lack of visibility and compliance

- Multiple systems with brittle integrations
- Lack of organization-wide governance from planning to retirement
- Security gaps exposing assets to vulnerabilities

### Cost optimization

- Driving cost efficiencies with economies of scale
- Offshoring and automation capabilities
- Driving flexibility and agility through as a service models

### Supporting the new normal

- Specialized support models aligned for both home and office personas

### Sustainability

- Environmental impact from hardware energy consumption
- Responsibility of minimizing e-waste and managing end-of-life asset disposal

### Employee experience

- Personalization with business context
- Experience Level Agreements (XLA) aligned from employee onboarding to retirement



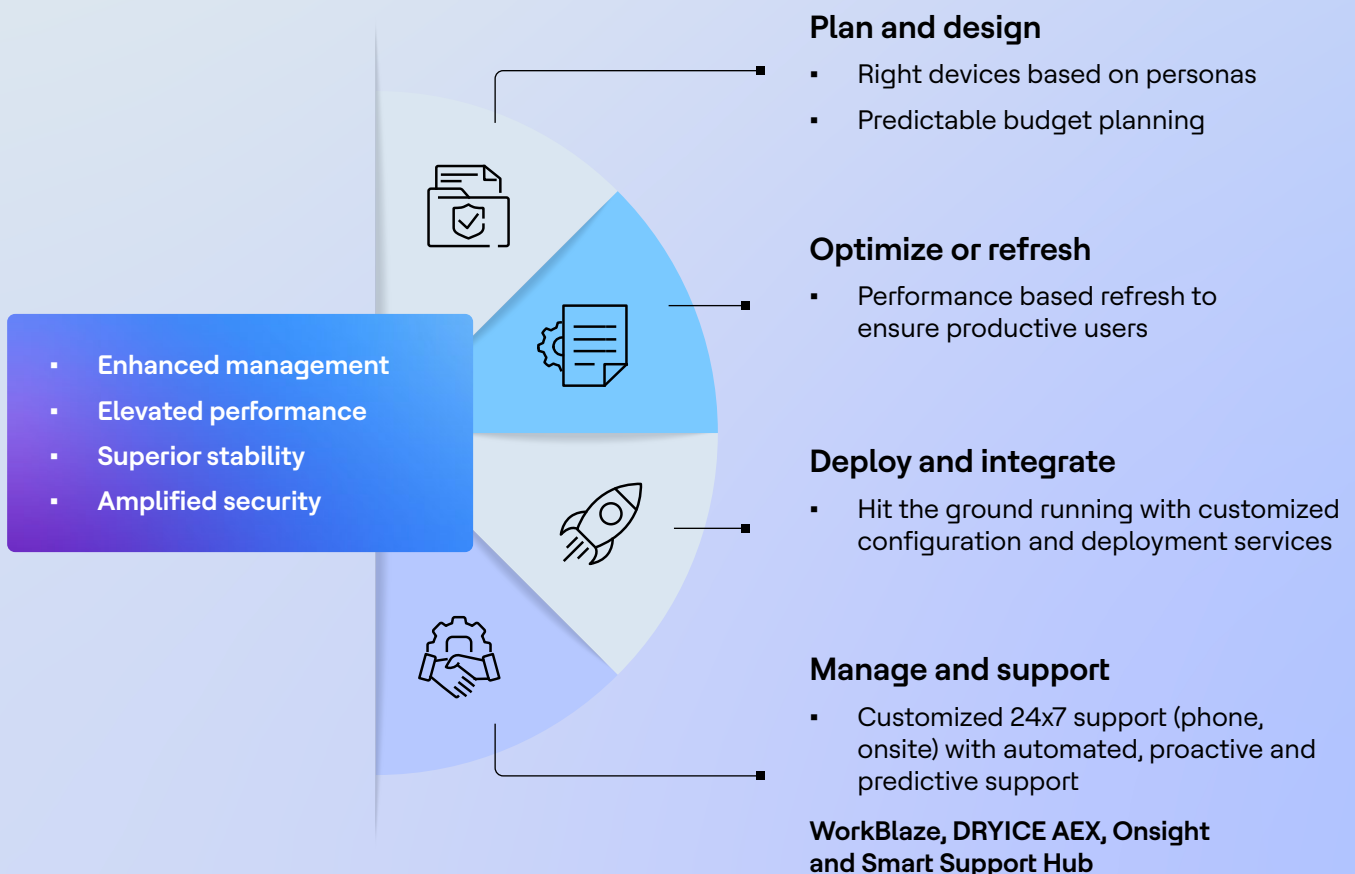
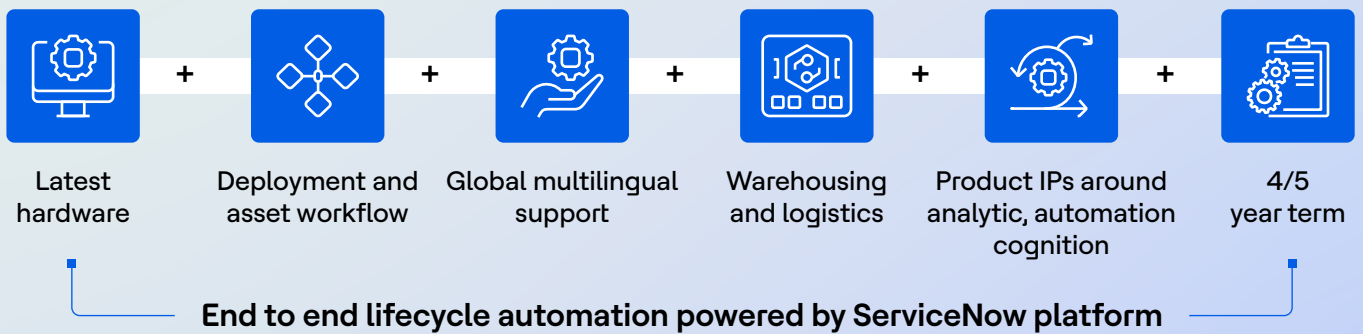
# Introducing HCLTech FlexSpace

HCLTech FlexSpace, powered by the ServiceNow platform, is a holistic Experience-as-a-Service providing end to end device lifecycle services in a consumption based model. ServiceNow HAM provides the critical connectivity from user onboarding to retirement in all the phases of DaaS lifecycle. This platform will enable to orchestrate all the operational pieces together – connecting all supply chain network, backend end user computing processes from imaging to disposal, providing visibility to all assets across the lifecycle and enabling the customer experience.

*Bringing the best of services, devices and platform together, to deliver exceptional experience*

## Best of Devices + Best of Services + Best of Platform

Single predictable price per user per month



# Transform your business with a smart connected workplace solution

By combining the strengths of FlexSpace and ServiceNow, we have created a next-generation DaaS solution that not only meets today's demands but is also designed to scale with tomorrow's challenges. FlexSpace powered by ServiceNow is your gateway to operational excellence, business growth and sustainability in IT.

## Leader

### A true leader in DaaS

- Recognized by global analyst in the Device-as-a-Service space.
- Trusted by majority of the Fortune 500 companies to drive efficiency, growth and fulfill your ESG commitments.

## Platform

### The platform of infinite possibilities

- A unified cloud-based platform that seamlessly connects disparate systems, processes and vendors into one platform.
- Modular, scalable and adaptable to any business need.

## Trust

### Global ecosystem of trust

- Proven industry leading product backed by HCLTech's expertise in the global markets.
- Backed by a robust platform for continuous support and growth.

## Innovation

### Product for the future

- Powered by dynamic forecasting, automated procurement, and vendor system integration, making the platform future-ready for global enterprise needs.
- End-to-end automation by seamlessly connects people, processes and systems into one platform.

## Key features and delivery

**Improved employee experience:** Provide employees with faster, reliable and tailored device support to enhance productivity.

**ServiceNow's advanced AI capabilities, seamless integration** with other systems and commitment to continuous improvement make it a standout leader in the industry.

**Proactive Asset Management:** Predictive insights enable timely actions, reducing downtime and improving service delivery.

**Faster Time-to-Value:** Accelerated deployments and seamless integrations enable organizations to realize value quickly.

**Sustainability at core** to align operational efficiency with business and environmental sustainability goals.

**Secured platform** as it exemplifies robust data security and privacy by rigorously adhering to globally recognized frameworks and standards.













**End-to-End Automation:** Eliminate manual processes with automated procurement, asset tracking, and contract management

**Improved Efficiency:** Real-time visibility into asset utilization reduces idle resources and optimizes costs.

# Key capabilities with out of the box workflows







ServiceNow platform provides the key foundation for FlexSpace in delivering a holistic experience. It enables businesses to build a modern, flexible, secure and responsive workplace. FlexSpace is designed to serve the needs of multiple personas at an organization - the program manager responsible for account management and onboarding, the asset manager responsible for the lifecycle of device and inventory technicians responsible for maintaining the devices in optimal condition.

FlexSpace powered by ServiceNow HAM Workspace empowers providers with full lifecycle visibility across their full estate with below key capabilities.

 <b>Asset lifecycle automation</b>	 <b>HAM success portal</b>	 <b>Hardware normalization</b>
 <b>HAM content expansion</b>	 <b>Hardware asset workspaces</b>	 <b>Zero touch refresh</b>
 <b>Mobile agent</b>	 <b>Stockroom form UX update</b>	 <b>Asset audits</b>
 <b>Shipment tracking - carrier integration</b>	 <b>Advanced inventory management</b>	 <b>Distribution channels and service locations</b>

## Benefits

HCLTech FlexSpace, powered by the ServiceNow platform, offers a kaleidoscope assessment of business personas and site categorization. It helps organizations choose the right blocks from the service catalog and delivers business benefits that include:

 <b>Analytics, cognition and automation-led approach</b>	 <b>Opex model with built-in flexibility</b>	 <b>Performance-based refresh to enhance sustainability</b>
 <b>Single ownership of employee experience</b>	 <b>Subscription based model with predictable seat/month cost</b>	 <b>Persona-aligned cataloged service</b>

# Delivering value to your organization

## Reduced cost



- Maximize IT hardware useful life
- Minimize IT hardware asset loss
- Optimize IT hardware inventory

- Percentage of annual spend on unaccounted hardware assets
- Percentage of assets not in circulation
- Percentage of non compliant assets

**65%**  
reduction in annual spend on unaccounted hardware

## Operational efficiency



- Simplified device management increase hardware asset manager efficiency

Number of automated workflows from procurement to disposal

**35%**  
improvement in hardware asset manager efficiency

## Improved productivity



Reduce outage caused by hardware and application issues

- Percentage of unplanned outages caused by hardware issues
- Percentage of poor DEX score devices

**25%**  
reduction in outages caused by hardware issues

## Enhanced experience



- Increase new hire day one readiness with persona aligned hardware  
Accelerate hardware request fulfilment

- Percentage of new hires missing critical hardware on day 1
- Hardware request cycle time

**50%**  
reduction in new hires missing hardware on day one

## Build sustainable



Reduce e-waste and landfill contributions by recycling, repurposing and properly disposing technology assets

- Reduction in CO<sub>2</sub> emissions
- Percentage of reused devices

**30%**  
reduction in CO<sub>2</sub> emissions

## Driving the future ahead

Businesses are increasingly shifting focus to digital workplace solutions, realizing that the key value-creating asset is the user. As a result, the traditional segregated model for acquisition, support, value and experience delivery is evolving. Achieving a fully digital company with AI-powered tools and digital workplace solutions is the goal and it can be accomplished with an effective digital workplace strategy.

HCLTech FlexSpace powered by ServiceNow offers a subscription-based model with a predictable per seat per month cost and persona-aligned cataloged services enabling businesses to fundamentally transform how digital workplace services are consumed. This approach has significant advantages for businesses, including flexible financing, improved scalability and enhanced efficiency in managing workplaces.



# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 220,000 people across 60 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 December 2024 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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