

**HCL**

# Smart Industrial Assistant (SIA)

Transforming the future of work for the industrial workforce



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# Digital dexterity and actionable intelligence on the last tactical mile

The influx of technology has driven unprecedented expansion in many organisations, however, the blue-collar workforces have only experienced a limited impact from such initiatives.

A digital workplace transformation cannot be complete without understanding and augmenting the digital dexterity of our industrial workforce.

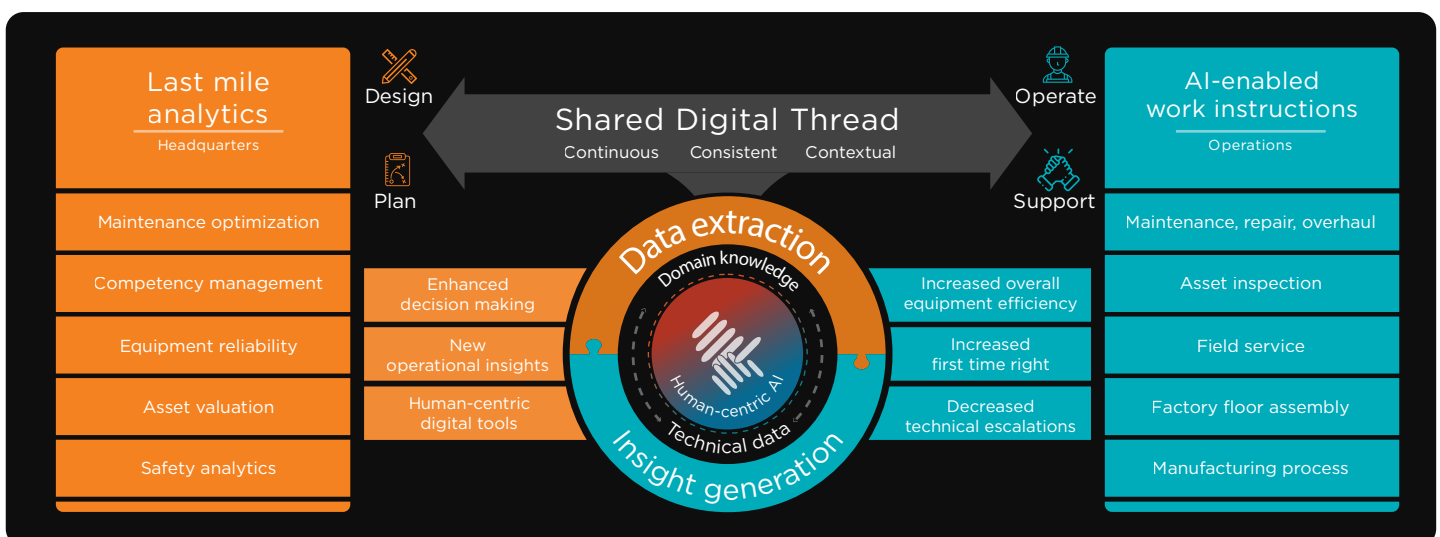
This is where HCL Technologies Smart Industrial Assistant (SIA), an exclusive AI solution built for the industrial workforce, comes in, to transform the future of work.

SIA promises to enable higher digital engagement and accelerate workplace transformation by delivering actionable intelligence in the hands of the industrial workforce to the last tactical mile.



## Real-time industrial insights

Today's industrial employee needs the right knowledge, at the right time, on the right device. Using a combination of data extraction, machine learning and natural language interfaces, the SIA insight engine increases situational awareness, builds semantic understanding of dynamic data environments, reduces cognitive overload, and enables peer-to-peer knowledge sharing.

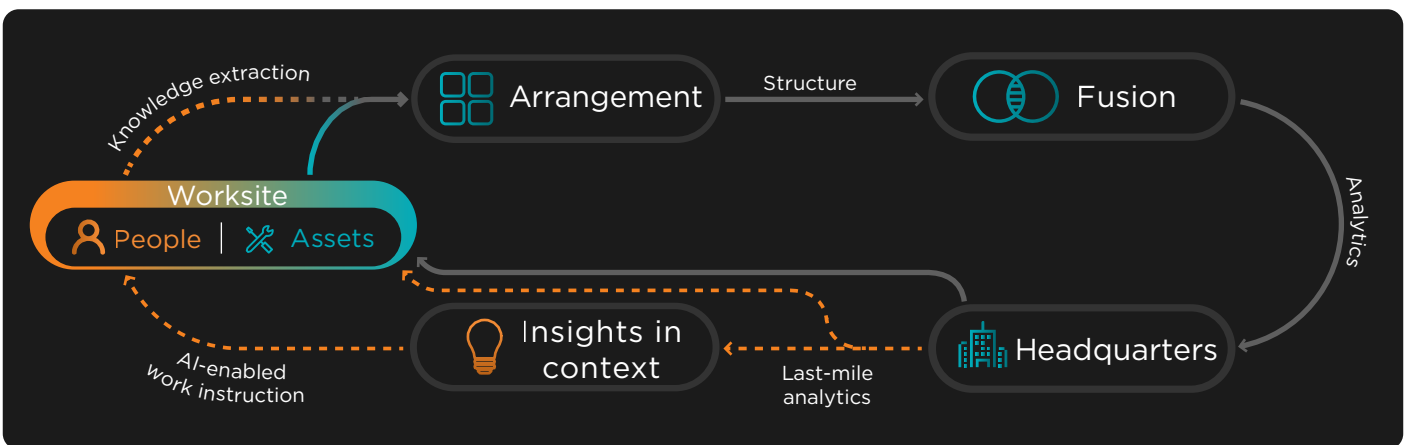


Empower technicians to have conversations with machines about error codes, maintenance procedures, service bulletins, or past performance. And as we continue to enable digital dexterity for our frontline workforce, industrial jobs will become more accessible and inclusive, which in turn will help to address the global labor skills gap. Imagine ‘Siri’ but trained on enterprise systems, domain knowledge, technical data and IoT sensors specifically designed for an industrial environment.

## Last mile analytics

Better decisions about the last tactical mile

The SIA Insight engine extracts, structures, and fuses previously inaccessible industrial data to provide new analytical insights and curated decision support for the frontline workers. Most large industrial data environments contain a wide variety of disparate and disconnected data sources including non-standard data such as hand-written notes, scanned PDF documents, and live equipment sensor data feeds. The SIA Insight engine leverages machine learning and natural language processing techniques to derive actionable intelligence from enterprise data stores and enhance operational oversight.

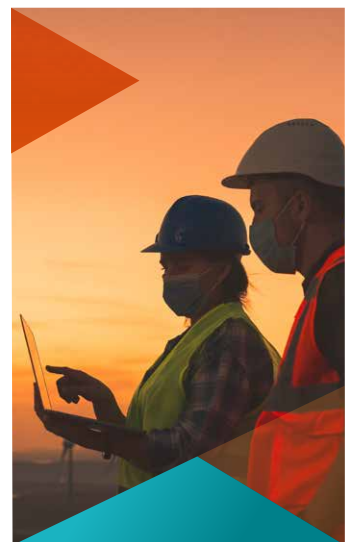


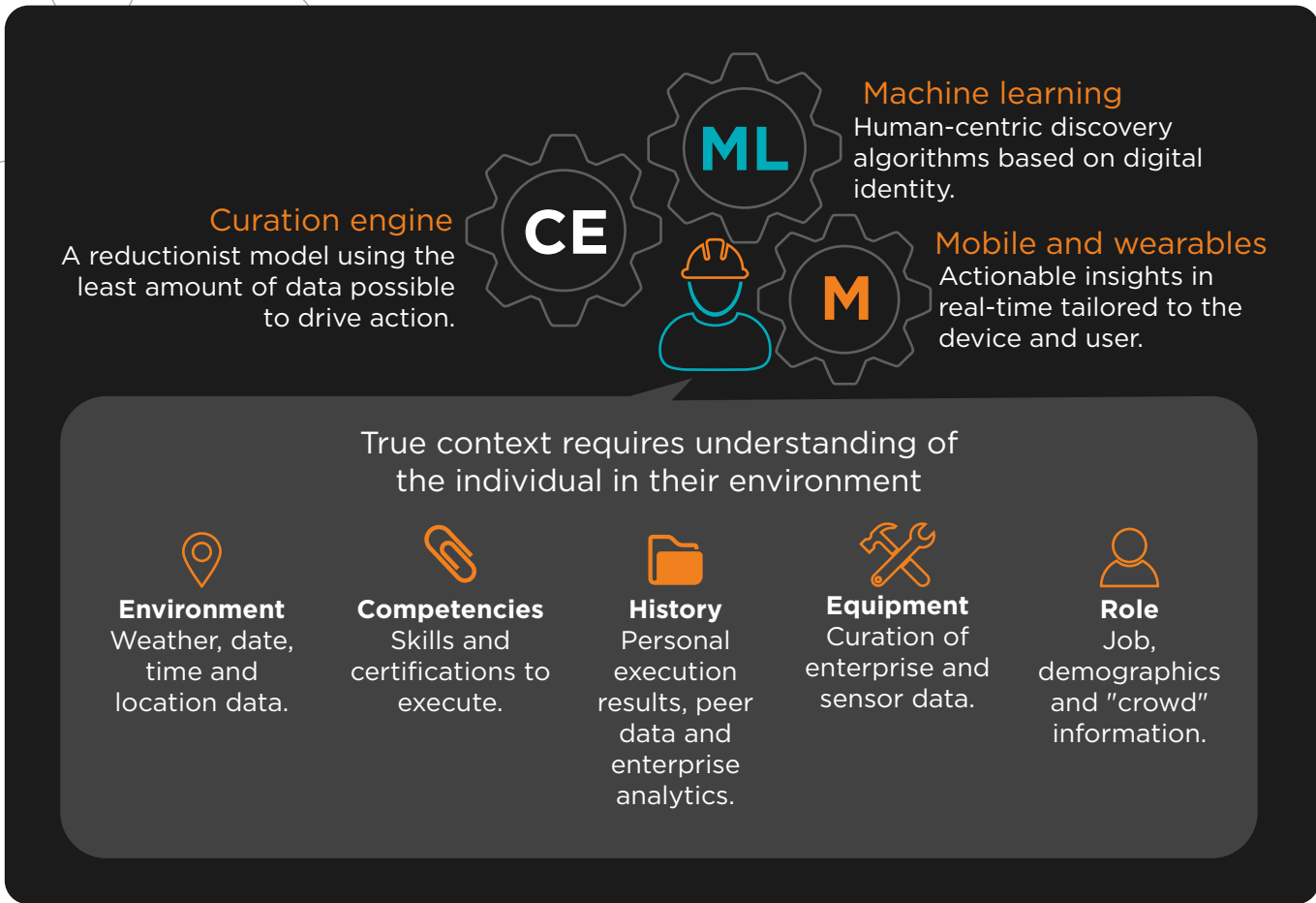
## AI-enabled work instructions

Better decisions on the last tactical mile

Real-time, context-driven guidance and insights for frontline technicians. Our advanced virtual assistant delivers reference materials, task guidance, safety alerts, sensor data, and contextual insights to industrial workers in real-time, curated to their digital identity.

It understands a user’s location and role, as well as equipment status, to define and deliver intelligent guidance/work-order instructions through an intuitive conversational interface on a mobile or wearable device or Microsoft Teams. Our insight engine and advanced virtual assistant are uniquely designed for on-the-job requirements of technical personnel operating, repairing, and maintaining complex equipment.





## Business benefits

	<p><b>50% reduction in non-productive time</b></p> <p>Increase employee productivity and equipment uptime.</p>
	<p><b>95% first time right</b></p> <p>Eliminate rework and human error on the last tactical mile.</p>
	<p><b>50% fewer technical support escalations</b></p> <p>Increase employee engagement while decreasing technical support escalations.</p>
	<p><b>30% acceleration in time to proficiency</b></p> <p>On-the-job upskilling, accelerating time to proficiency and improving digital literacy.</p>

# The future of work with HCL Technologies

## Smart Industrial Assistant

### Creating a better workplace



Workers will be spending less time working collaboratively due to physical distancing requirements. This creates an acute need for employees to have real-time access to knowledge, human-centric technology and the ability to leverage proximity. In this scenario, enterprise insights in situational context delivered in real-time based on digital identity through an advanced virtual assistant will empower employees to work independently and drive exponential improvements in safety and productivity.

### Empowering the last tactical decision

With the SIA insight engine, organizations can extract, streamline, correlate and curate large volumes of equipment and technical data to provide immediate insights for faster decision making.



### Accelerating digital transformation



Real-time access to IoT data and AI-enabled work instructions allows the innate skills and knowledge of frontline workers to be more effectively utilized, shaping a more productive, engaged, and digitally literate workforce.

### Skilled workforce development

The evolving workplace will witness their ageing workforce transition to a millennial workforce, with mixed reality and wearables devices becoming a norm. Improved knowledge capture and human-machine optimization enables frontline workers to perform faster, safer, and with greater degree of autonomy.





To know more about our **Smart Industrial Assistant** contact us at [dwp@hcl.com](mailto:dwp@hcl.com)



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 to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - 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 generation 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, and Healthcare and Public Services.



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