

Reimagining manufacturing for the next era of intelligent operations



Manufacturing is undergoing one of its biggest transformations in decades. Economic shifts, rising cost pressures, supply-chain uncertainty and rapid technological advancements are driving a shift toward highly connected, digitally intelligent operations for frontline workers who enable the bulk of on-ground manufacturing outcomes.

Industry research highlights

Over 70% of manufacturers plan to accelerate digital investments to strengthen agility and resilience.

Nearly 60% cite real-time visibility gaps across supply chains and shop floors as the biggest barrier to efficiency.

Digitally empowered frontline workers deliver 20–25% higher productivity using purpose-built devices and automation.

Stronger quality control directly uplifts revenue especially in regulated sectors like F&B and consumer goods.

To meet these challenges, manufacturers are rapidly adopting mobile computers, RFID, machine vision, AI-enabled forecasting and real-time monitoring to improve visibility, productivity and resilience.

The need for scale

Leading manufacturers use their scale to:

- Streamline end-to-end processes across sites
- Standardize technology, workflows and devices
- Invest in visibility, efficiency and workforce productivity

Across both process (F&B, CPG) and discrete (automotive, electronics) industries, priorities remain clear: **profitability, efficiency, quality and frontline workforce empowerment.**

Key challenges in modern manufacturing



Despite digitalization, frontline workers continue to face core operational obstacles:

- **Disconnected workforce** – Limited access to real-time information slows decision-making and increases errors
- **Manual processes** – Outdated tools and disconnected systems cause inconsistencies, delays and reduced visibility
- **Inefficient onboarding** – Training distributed workforces quickly remains difficult, widening skill gaps
- **Lack of purpose-built devices** – Multiple or non-rugged devices complicate workflows and raise error risks
- **Protection & compliance gaps** – Legacy systems and siloed data heighten cyber and compliance risks
- **Employee well-being** – Demanding schedules and uneven conditions affect retention, safety and productivity

Enabling intelligent manufacturing with HCLTech + Zebra

Connected workflows, intelligent devices and scalable operations together in one ecosystem

HCLTech and Zebra deliver a unified device and operational ecosystem engineered for manufacturing environments. Our combined offering spans the full device lifecycle consulting, procurement, management, support and sustainability to modernize operations with intelligence and agility.



Consulting services

We begin with Kaleidoscope, our data-driven assessment that analyzes workforce behavior, device usage and workflow needs.

We deliver:

- Application and provisioning mapping
- Unified Endpoint Management (UEM) strategy
- Real-time performance dashboards

This ensures manufacturers adopt the right devices, workflows and operational models.

Workforce and device management

To drive factory and warehouse productivity, we provide:

- Push-to-Talk (PTT) for real-time communication
- Shift scheduling and task management
- Enterprise-grade device security
- Streamlined deployment via Microsoft Endpoint Manager (MEM)

This creates a connected, digitally enabled frontline workforce.



Device lifecycle and procurement

We support thousands of devices with:

- Inventory tracking and visibility
- Optimized stock planning
- Secure warehousing and distribution
- Device refresh strategies
- Device-as-a-Service (DaaS) for flexible, predictable procurement

This ensures devices remain available, updated and productive.

Management and support

Our support ecosystem ensures uninterrupted operations through:

- Centralized Service Desk
- Proactive monitoring and issue prevention
- Onsite field services
- MEM-based onboarding and governance

This delivers stable, secure, compliant operations across all shifts.



Warranty and repair services

We maximize device uptime with:

- Continuous software and security updates
- 24x7 technical support
- Advanced device replacement
- Proactive battery and device health management

This reduces disruptions and maintains consistent performance.

Sustainable workplace initiatives

Sustainability is embedded across the lifecycle through:

- A Sustainability Dashboard
- Device buy-back programs
- Certified refurbished devices
- Secure recycling and disposal

This supports environmental goals while maximizing device ROI.



The Advantage: What frontline workers gain



Higher workforce productivity

Real-time communication, streamlined shifts and standardized devices reduce delays and inefficiencies



Improved operational efficiency

Integrated devices and UEM reduce manual tasks and accelerate response times



Stronger quality, compliance and accuracy

Proactive monitoring, consistent updates and device intelligence minimize errors and defects



Lower TCO

Optimized inventory, predictable DaaS pricing and refurbishment reduce costs



Reduced downtime

24x7 support, proactive health checks and rapid replacement prevent interruptions



Strong sustainability footprint

Reduced e-waste, transparent tracking and refurbished devices extend lifecycle value

Use case

Modernizing global manufacturing at scale

A global consumer products enterprise partnered with HCLTech to digitize workflows across factories and distribution centers. HCLTech deployed Zebra's rugged mobility solutions enhancing visibility, automation and frontline engagement across EMEA and LATAM.



Key objectives



Digitize manual processes with automated scanning

Improve productivity with real-time communication



Increase inventory accuracy via barcode/RFID

Strengthen security through MEM and UEM governance



Impact delivered:

- Deployed Rugged Mobile Computers, Rugged Tablets, Industrial Printers and Handheld scanners across EMEA & LATAM
- Higher operational efficiency and reduced downtime
- Real-time visibility into production and inventory
- Improved frontline communication and shift orchestration

Strategic value:

This transformation showcases how HCLTech and Zebra jointly deliver high-performance, compliant and sustainable operations at global scale.

Shaping the future of manufacturing:

As manufacturers navigate rising expectations, workforce challenges and the need for real-time intelligence, the HCLTech-Zebra partnership provides a unified foundation. We help manufacturers build connected, resilient and future-ready operations at scale, with confidence and a key focus on Frontline workers.

Together, we are shaping the next era of manufacturing excellence.

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 226,600 people across 60 countries, delivering industry-leading capabilities centered around AI, digital, engineering, cloud and software, 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, High Tech, Semiconductor, Telecom and Media, Retail and CPG, Mobility and Public Services. Consolidated revenues as of 12 months ending September 2025 totaled \$14.2 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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