Enabling business process automation for a leading **Logistics company**

HCLTech transformed support operations for enhanced efficiency and customer experience

An **American-based provider of leading-edge transportation, logistics, and supply chain management solutions** with a huge fleet base approached HCLTech with a set of challenges that revolved around inefficient support operations. HCLTech aided in driving business process transformation by delivering **best-in-class automation solutions** and **improving customer efficiency, productivity, and experience.** End-to-end digital transformation was brought into IT operations by delivering hyper-automation services across the IT ecosystem.

The Objective:
Driving efficiency and standardization of business operations

The client wanted to bring efficiency to business operations by reducing manual activities and introducing automation solutions. Leveraging hyper automation, the operations and the business processes were intended had to be made highly efficient and minimize the cost involved. The reporting and governance structure is to be strengthened to bring in standardized business processes across business units.

The Challenge:
Navigating complexities and addressing business limitations

With the IT ecosystem turning complex and hybrid, the systems find it difficult to communicate with each other. Monitoring these systems was of profound importance to keep a track of issues and failures in business operations. The support services offered by the client were mostly manual-based, and hence they had their limitations. Web servers and database servers were also manually monitored, and this threw light on the need for better monitoring systems.

The Solution:
Leveraging expert systems, automation and intelligent assistants

HCLTech entered with its unique industry-wide proven expert system approach to identify the manual, repetitive tasks from the ticket data and automate them using best-in-class automation solutions.

We implemented a scalable dashboard to track the health of different servers.

A self-service portal was created to auto-update the information, which made governance much easier.

A virtual private assistant was deployed across 800 locations around the globe, which made business operations much easier for the shop floor employees. This chatbot was integrated with the general ledger system and shop management online application to reduce billing inconsistencies.

Implemented RPA (Robotic Process Automation) bots to automate manual and repetitive ticketing and non-ticketing activities.

An automation delivery council was setup to discuss monthly progress and new initiatives.

The Impact:
Transforming support operations for a stronger growth trajectory

HCLTech has brought enormous effect to support operations via implementation of state-of-the-art automation and monitoring solutions. Significant reductions in manual monitoring efforts, incident numbers, and process costs were identified across business units, thereby increasing efficiency in daily operations. The operations turnaround time became faster than before, along with minimal human error occurrence. **With 96% reduction in manual effort and 40% automated tickets**, the monitoring solutions could put effective observability in place. Widespread adoption of the Virtual Private assistant and improved customer satisfaction show the success of our transformation initiative.

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