

HCLTech | intel

Unlock Workplace Potential with HCLTech Unified Worxspace

CloudSMART

Introduction:

Businesses in today's digital landscape encounter challenges like siloed communication and disparate tools. HCLTech Unified Worxspace (UWX), powered by Intel®, tackles these obstacles with AI-driven insights, empowering productivity and innovation where technology and collaboration converge to revolutionize the workplace. Uncover how UWX transforms digital workspaces, driving efficiency and enhancing the digital experience for all stakeholders.

Key Benefits:

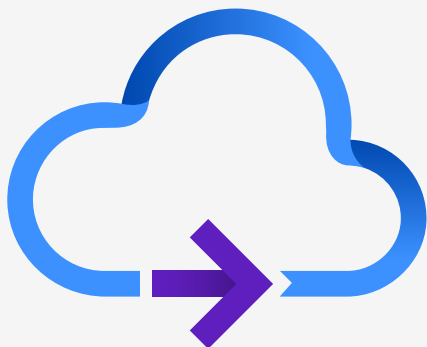


HCLTech Unified Worxspace redefines work and turns workspace into a strategic asset propelling the organization forward.

- **Improved operational efficiency:** It integrates workspace elements for operational excellence, seamless workflows, and optimized resource utilization
 - **Enhanced user productivity:** Personalized experiences and intuitive interfaces empower the workforce to achieve more
 - **Improved security and Compliance:** Security framework and compliance measures fortify the workspace against evolving threats, ensuring data integrity and regulatory adherence at every turn
- **Guaranteed service state:** Convergence of productivity, security, and service ensures a seamless and innovative experience
 - **Reduced support cost:** Streamlines support processes to maximize cost-efficiency and minimize downtime

Features and functionality:

HCLTech UWX is designed to optimize workplace management and enhance employee experiences.



Intelligent automation:

- Utilizes Artificial Intelligence (AI) and Machine Learning (ML) algorithms to automate routine tasks and processes within the workspace

Unified dashboard:

- Offers a centralized dashboard that provides real-time visibility into various aspects of the workspace, including resource utilization, employee engagement and IT infrastructure performance
- Enables informed decision-making and proactive management of workspace resources

Predictive analytics and insights:

- Leverages predictive analytics to anticipate future workspace demands and trends
Provides actionable insights to optimize remote and onsite support services and employee productivity



Security and compliance management:

- Integrates with robust security measures powered by Intel®'s hardware-based security to safeguard sensitive data and protect against threats, including Ransomware and crypto-jacking attacks
Ensures compliance with industry regulations and standards through continuous monitoring and auditing capabilities

Integration capabilities:

- Seamlessly integrates with existing Digital Workplace Technology stack and infrastructure components

Facilitates interoperability and data exchange across diverse platforms to create a cohesive workspace environment through microservices

Scalability and flexibility:

- Scales according to the evolving needs and size of the organization
Offers flexibility in deployment options, including on-premises, cloud-based and hybrid models

Continuous improvement and innovation:

- Ensures the solution remains aligned with industry best practices and evolving workspace trends

Use cases:

These use cases illustrate how HCLTech UWX addresses diverse challenges across industries, empowering organizations to optimize resource utilization, drive operational efficiency and deliver exceptional employee experiences.

Improve Mean time to resolve with remote manageability:

- **Scenario:** Diagnosing and resolving hardware-related issues can be costly and time-consuming for a manufacturing firm's extensive, geographically dispersed fleet of devices
- **Results:** By implementing HCLTech UWX's out-of-the-band management capability, the organization achieved a 20% reduction in Field visits while improving employee satisfaction and support efficiency

Proactive IT support and issue resolution:

- **Scenario:** A financial services firm faces challenges in providing timely IT support to its geographically dispersed workforce, resulting in productivity losses and user frustration
- **Solution:** HCLTech UWX's AI-driven proactive monitoring and predictive analytics anticipated hardware issues before they impact end-users
- **Results:** With HCLTech UWX, the firm reduced IT support tickets by 30%, minimized downtime and improved overall employee productivity

Enhanced security and compliance:

- **Scenario:** A healthcare organization must strictly comply with regulatory standards while maintaining a seamless user experience across its digital workspace environment
- **Solution:** HCLTech UWX integrates with Intel®'s vPro® hardware-based security features to safeguard sensitive patient information
- **Results:** By leveraging HCLTech UWX, the organization achieves compliance with HIPAA regulations, mitigates security risks and bolsters patient trust in their data privacy practices

Personalized employee experiences:

- **Scenario:** A technology company seeks to enhance employee engagement and satisfaction by delivering personalized workspace experiences tailored to individual preferences and work styles
- **Solution:** HCLTech UWX leverages AI-driven algorithms to analyze employee behavior, preferences, and feedback, enabling the organization to customize personalized endpoint configurations and services
- **Results:** Through HCLTech UWX, the company witnessed a significant improvement in employee retention rates, fostering a culture of innovation and inclusivity



Key Industries and Roles that can benefit from HCLTech UWX



HCLTech UWX caters to diverse industries, roles and organizations seeking to enhance operational efficiency, employee productivity and workplace experiences through intelligent automation and insights-driven solutions



Enterprises of all sizes: Small, medium, and large enterprises across industries can leverage HCLTech UWX to optimize their workspace management processes



IT departments and administrators: IT departments and administrators responsible for managing the digital infrastructure and resources within organizations can benefit from the automation, insights and security features offered by HCLTech UWX



Field support managers / onsite support managers: FSO / OSS managers overseeing scheduling resources can utilize HCLTech UWX to optimize utilization, improve employee experiences and ensure compliance with safety regulations



Industry verticals: HCLTech UWX caters to various industry verticals, including banking and finance, healthcare, manufacturing, retail, technology, and telecommunications



Organizations embracing digital transformation: Organizations undergoing digital transformation initiatives can benefit from HCLTech UWX to modernize their workspace management practices, streamline operations, and stay competitive



Compliance-driven industries: Organizations operating in heavily regulated industries, such as finance, healthcare and government, can leverage HCLTech UWX to ensure compliance with industry standards and data security regulations



Global enterprises: Global enterprises with distributed workforce locations can utilize HCLTech UWX to achieve centralized management, visibility and control over their workspace environments, irrespective of geographical boundaries

Why HCLTech?

At HCLTech, we understand the potential of your workplace. With the right tools and technology, your workspace can become a hub of productivity and creativity. That's why we offer HCLTech Unified Worxspace.



Unleash the full potential of the workspace with HCLTech Unified Worxspace



Intelligent management for a productive workspace



Seamless efficiency, enhanced productivity and unparalleled workplace experiences

For more information, please write us at: IntelEBU@hcl.com / dwp@hcl.com

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