

Revolutionizing Field Service Operations

Adopting near zero-touch operations
for unmatched efficiency and
customer satisfaction



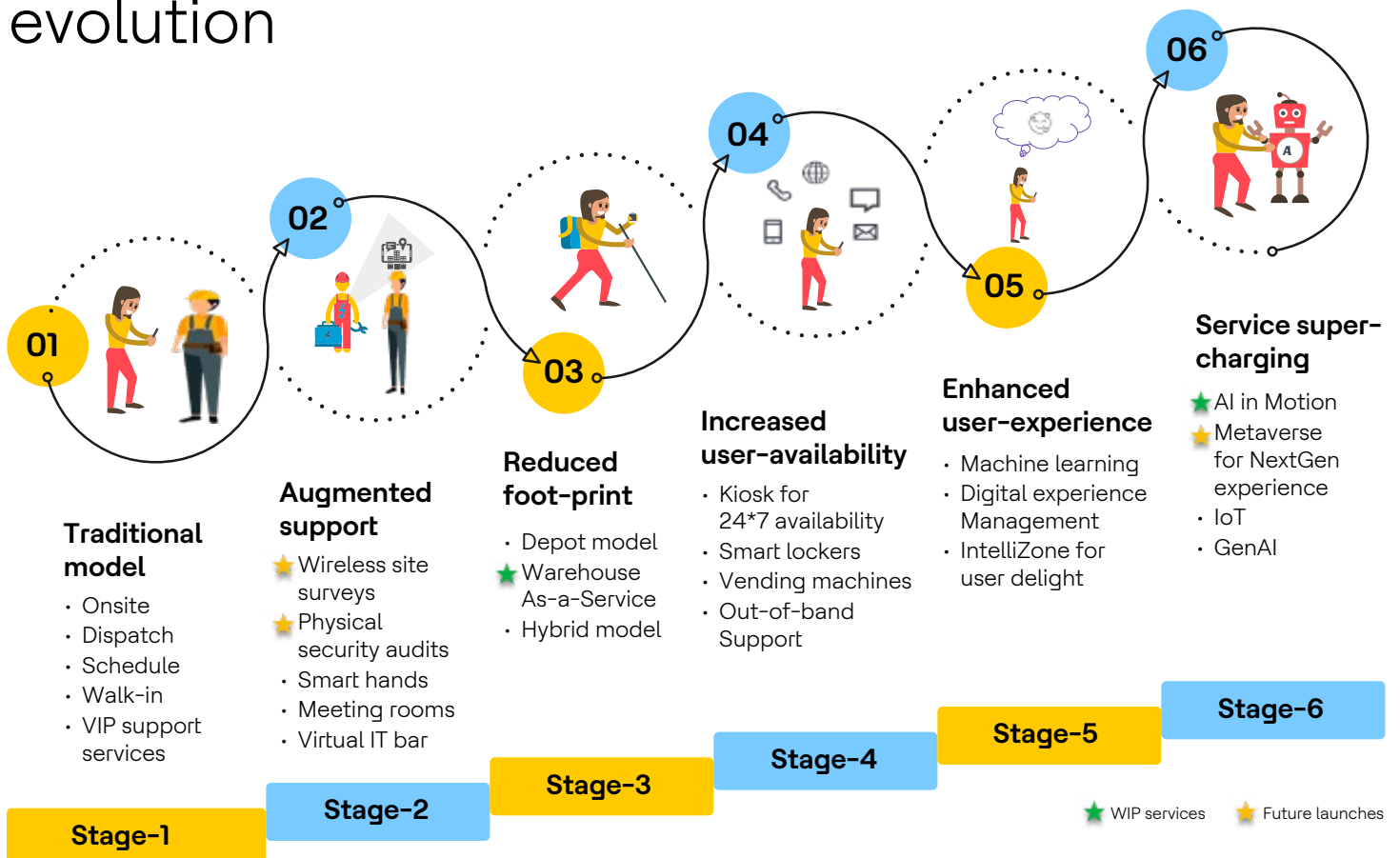
Unveiling the future with near zero-touch Field Service Management (FSM)

In an era where digital transformation is reshaping industries at an unprecedented pace, field service operations stand at the forefront of innovation. HCLTech is recognizing this opportunity by embarking on the journey of transforming Field Service Management (FSM) for its customers, where all field service tasks are executed with minimal human intervention or physical contact. This approach leverages automation, remote monitoring, and self-service capabilities to streamline field operations and minimize the need for on-site visits or direct interaction between field technicians and customers.

The future of field service belongs to emerging technologies such as AI, IoT, AR/VR, drone and many more. We use ServiceNow platform as our base for field engineers and power it with HCLTech accelerators to achieve digitization and reduce human touch which includes our customized and industry based tailored solutions for our customers.



A forward look: Our perspective on Field Service Management evolution



Key levers for optimizing Field Service Operations

Smart phones/tablets

Smartphones now empower and dominate the entire mobility as it is a largely used one



Cloud first

Cloud holistically helps manage transformation complexity across multiple dimensions and realize greater business benefits



Augmented reality

Augmented reality that makes your assets visible above the ground to your field workers



Robotic process automation

Utilities companies can optimize their operational outputs in the back office through data analysis, improve their accounting processes, and streamline their joint ventures



Big data analytics and advanced algorithms

Big data and analytics enables dynamic energy management



Grid sensors

Smart grid sensors can be used to monitor weather conditions and power line temperature. which can then be used to calculate the line's carrying capacity



Mobility



IOT platforms

IoT utilities will improve efficiency, generate revenue, and conserve resources



Geo/Location detection technologies

Most optimal route to reduce driving time, costs and CO₂ emissions



Artificial intelligence/ Machine learning

An ML algorithm can recognize certain patterns (e.g. possible failure due to overheating) and plan proper tasks for field workers based on previous, known solutions



Smart meters

Smart meters are just one example of how technologies are converging within the utility space



Drones/Robots

With unmanned aircraft systems, organizations can get eyes on their assets with greater ease especially in dangerous and hard-to-reach locations

Geo Based Features

Wearables

Digital Field Worker

Contextual Assistance

Productivity

Field Service Management with **servicenow**

Field Service Management (FSM) is built with the ServiceNow Platform and connects the business – people, process, data and legacy systems – to fulfill customer requests and inquiries seamlessly throughout the customer journey, from when they first onboard, to when they have questions or need support, to when they add products and services, and their relationship grows.

With differentiated features like playbooks, process optimization, intelligent workflows, Lockers, Smart Support Hub, Workblaze, ITVM & Autopilot, organizations leverage digital workflows and a highly efficient task model to streamline work and processes to provide customers proactive service when and where they need it, reducing customer effort and thus driving long-term loyalty.

Make field service operations your next strategic differentiator!

Using ServiceNow platform powered with our Accelerators, we intelligently orchestrate and automate your FSM tasks to solve issues faster.

Digitize with ServiceNow Field Service Management

HCLTech Rendezvous



Unified communication, automation & lifecycle management

IoT Workspace



Passive RFID led IT asset tracking solution

IT SOS : One Button to Save the day



The SOS : Critical users in a frontline environment have instant access to IT in case of major events / accidents that threaten to create significant operational impact

Smart Support Hub



- All in one hardware for exceptional end user experience
- KVM switch for troubleshooting
- Locker bins for automated issuance

Now Platform



ONE Architecture ONE Data Model

Proactive Monitoring and Auto Resolution



Proactive IT issue resolution on end-user devices via Workblaze and ServiceNow

HCLTech Digi site



Proactive approach to resolve site issues through mobile app

HCLTech Intellizones



Innovative Walkup Zone for providing crisp and clear resolution for end users queries

Vending Machine



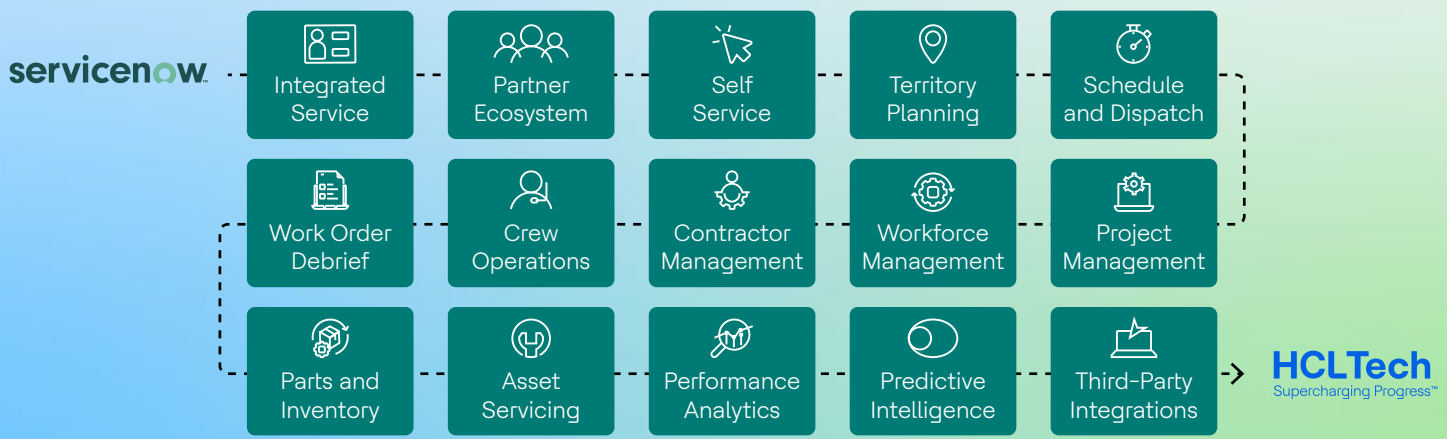
Vending machines with Locker facility to manage end user devices & peripherals

AR/ VR Immersive Support



- Live video sharing
- Live doodle
- Share FAQs
- Conference
- Realwear HMT
- Google glass

Remote collaboration to assess, troubleshoot & resolve issues by bringing in virtual experts



Delve into our comprehensive offerings

HCLTech Digi site



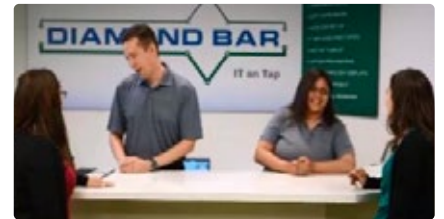
Transforming on-site service with HCLTech's Digi site

HCLTech's digi site leverages ServiceNow integrated services and workforce optimization to deliver a seamless mobile agent experience, empowering technicians with guided troubleshooting for on-site service challenges.

Revolutionize end user support with HCLTech Intellizone

HCLTech Intellizone offers an innovative walkup zone solution designed to deliver clear and concise resolutions for end user queries. This accelerator seamlessly integrates with ServiceNow's schedule and dispatch option, along with its ITSM & ITOM modules, enhancing its capability to efficiently address user needs.

HCLTech Intellizones



Vending Machine



Vending machine with locker facility

Vending machines now integrate with ServiceNow, enabling employees to access IT supplies through a self-service interface. This connection uses ServiceNow's ticketing and workflow automation to help IT teams manage and resolve issues efficiently, reducing downtime and enhancing user satisfaction.

IoTizing organizations with industry specific solutions

Integrating RFID with ServiceNow automates hardware asset tracking, while sensor seating assesses posture and usage. A personal app provides real-time feedback, and smart helmets monitor vital signs, complemented by footfall analytics tracking customer traffic in-store.

IoT Workspace



AR/VR Immersive Support



AR / VR solution for ServiceNow FSO

CareAR's SXM platform integrates with ServiceNow's FSM, CSM and ITSM, enabling AR/VR support via chat bots, agent workspace, or mobile devices. Users follow AR instructions, validated by CareAR's computer vision, while desk agents and remote experts collaborate with onsite personnel using AR tools.

Smart Support Hub

Smart support hub integration in ServiceNow

Integrating the Smart Support Hub with ServiceNow's ITSM, ITAM, and FSM modules streamlines issue reporting, management, and resolution for field engineers and end users. It logs interactions, incidents and service requests, notifies FSM engineers, and creates detailed tasks. Additionally, it schedules visits once kiosks are filled with faulty devices, reducing downtime and enhancing end-user satisfaction.



HCLTech RENDEZVOUS



Unified communication, automation & lifecycle management

HCLTech Rendezvous empowers field service operations with ServiceNow workforce optimization integrations and integrated services. Automate scheduling, optimize crew management and accelerate dispatcher productivity. Maximize maintenance plans, scheduling efficiency and customer uptime with actionable visualizations. Put data power into stakeholders' hands.

Proactive Monitoring and Auto Resolution

Optimizing user experiences

Virtual stopwatch monitoring provides real-time insights into end-user experiences across all devices and applications in the Modern Workplace. It streamlines problem-solving by cutting through complexity and enabling quick identification of issues for optimized user interactions. With real-time Q&A and contextual alerts, teams collaborate efficiently to ensure seamless user experiences.



HCLTech FSO – Verticalized use cases:



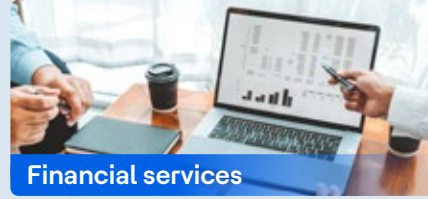
- **Customer experience:** AI-driven FSM optimizes store layouts using IoT data; AR enhances engagement with virtual try-ons.
- **Inventory management:** IoT tracks inventory in real-time, automating orders; AI forecasts demand to prevent overstocking.
- **Maintenance efficiency:** AR guides technicians with virtual instructions; AI schedules preventive maintenance using IoT insights.



- **Patient care:** IoT monitors health, alerts providers; AI optimizes home healthcare schedules.
- **Inventory management:** IoT tracks supplies, orders automatically; AI forecasts demand for hospital supplies.
- **Training:** VR trains healthcare professionals; AR guides technicians in medical equipment maintenance.



- **Smart scheduling and forecasting:** AI optimizes field service schedules and minimizes travel time by smart algorithms.
- **Smart coaching:** AI provides real-time guidance to field technicians, improving efficiency and customer satisfaction.



- **Fraud detection:** AI detects fraud using IoT transaction data; AR aids on-site verification.
- **Customer service:** AI chatbots handle inquiries; IoT sensors preempt maintenance issues.
- **Regulatory compliance:** AI monitors regulations; AR assists inspections with virtual walkthroughs.



- **Predictive maintenance:** IoT sensors monitor equipment; AI predicts maintenance to boost uptime.
- **Quality control:** AR overlays guidelines; IoT provides real-time data for AI inspection.
- **Supply chain optimization:** AI optimizes logistics with IoT data; AR aids technicians in maintenance for faster response.



- **Real-time alerts:** AI delivers instant alerts for quick response to operational issues.
- **Invoicing and claim processing:** Field engineers use RPA for on-the-go invoicing and claim processing, enhancing efficiency in settlements.

About HCLTech

360-degree Elite partnership for co-innovation and co-creation

Industry-tailored solutions that deliver business outcomes

ServiceNow GenAI labs

Dedicated customer experience centers

Access to training, matchmaking tools and beta release product version

GenAI powered offerings and value frameworks to elevate experiences at all business touchpoints

Global presence to deliver value for customers across all geographies

Large pool of skilled and certified resources to manage customer's business demands

A focused CoE working towards creating industry vertical solutions for global customers

200+

Delivery centers

Operation in

60+

Countries

Partner to

50+

G500 enterprises

227K

Ideapreneurs

159

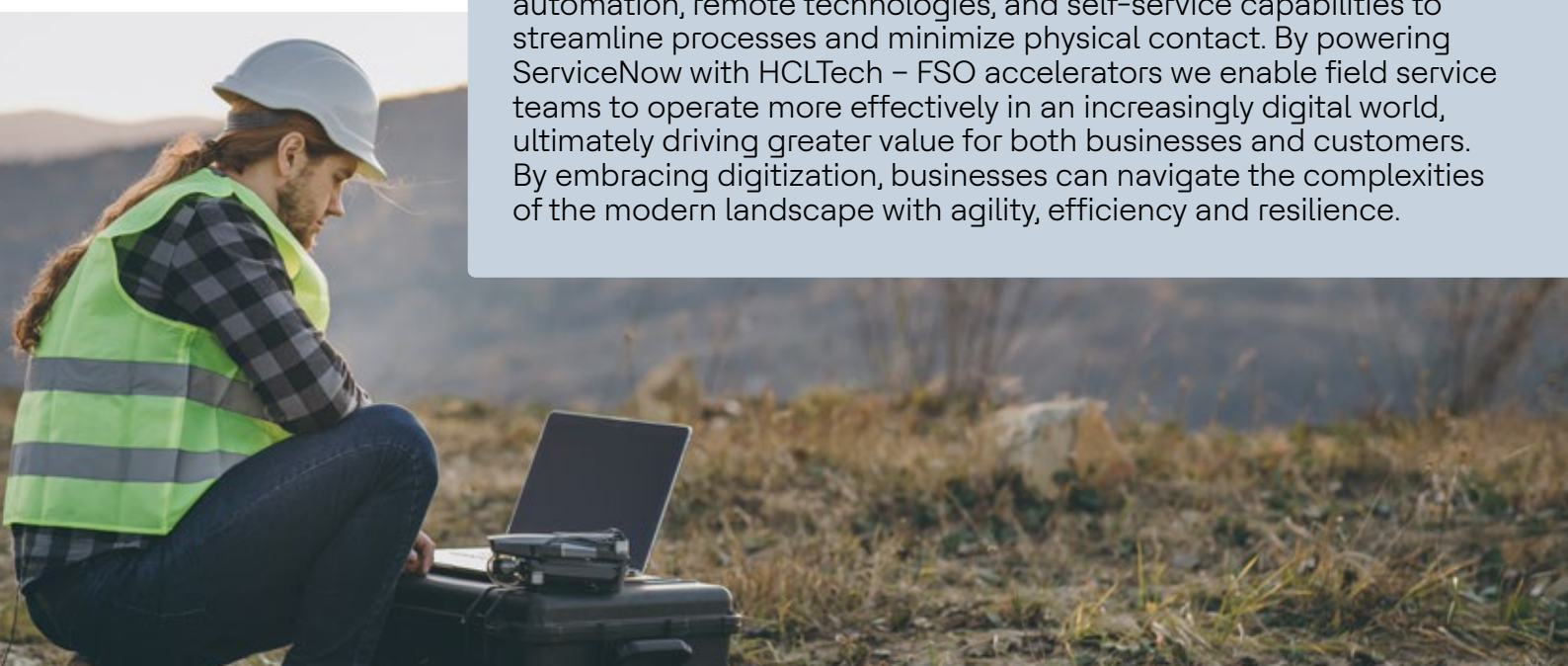
Nationalities

Top employer in

26

Countries

In conclusion, Digitized and Optimized field service operations represent a transformative approach to service delivery, leveraging automation, remote technologies, and self-service capabilities to streamline processes and minimize physical contact. By powering ServiceNow with HCLTech – FSO accelerators we enable field service teams to operate more effectively in an increasingly digital world, ultimately driving greater value for both businesses and customers. By embracing digitization, businesses can navigate the complexities of the modern landscape with agility, efficiency and resilience.



HCLTech | Supercharging
Progress™

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