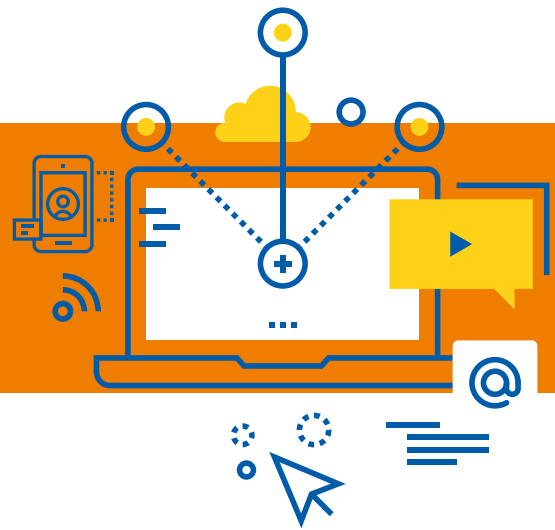


TRANSFORM EXPERIENCE.
TRANSFORM BUSINESS.

Hybris Digital Service



SOLUTION OVERVIEW

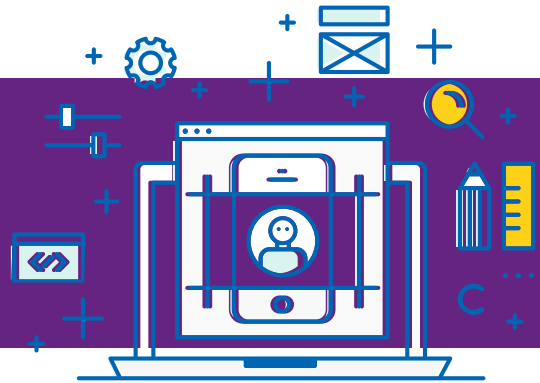


HCL's DIGITAL Service showcase demonstrates how SAP technologies and HCL know how can help transform a business from a traditional manufacturer and trade retailer into a modern, customer-centric solutions provider.

Our Showcase Features:

- Automated fault reporting & diagnosis leveraging connected devices
- Faster problem resolution using machine learning intelligence
- Lower cost of service powered by chatbot technologies
- Improved efficiency and safety of Field Technician with real-time information and wearable technology

SOLUTION DETAILS



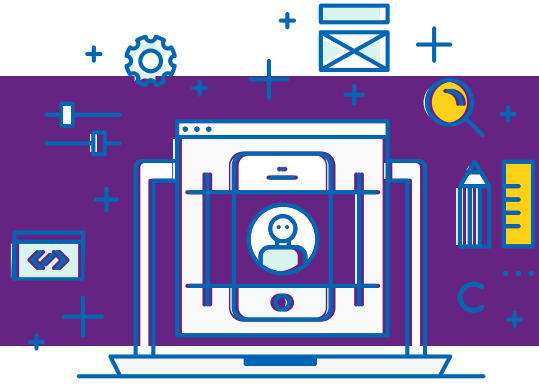
SAP Customer Engagement & Commerce



SAP Hybris (v)

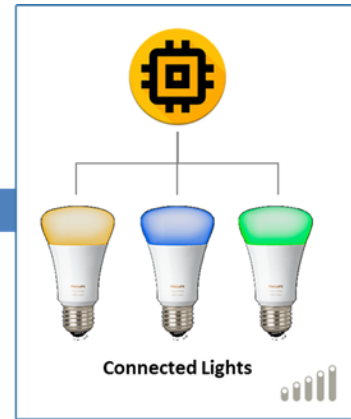
SAP S/4 HANA

DIGITALignition

SOLUTION DETAILS



-  Agent  Laptop
-  Customer  Phone
-  Technician  Tablet



**DIGITAL Commerce &
Service Showcase
Conceptual Architecture**



BENEFITS



**Enable New
Business Models**



**Increased
Customer Satisfaction**



**Increased
Service Revenues**



**Improved
Employee Safety**

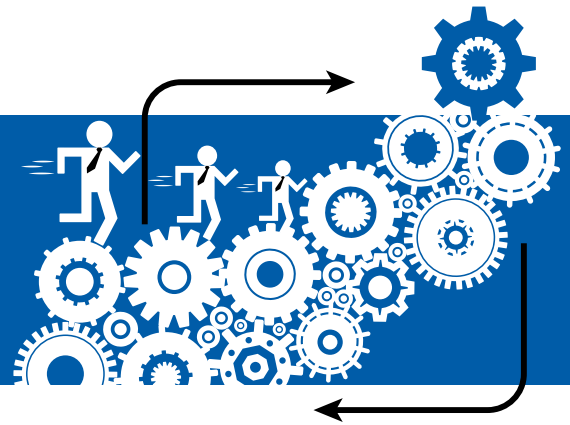


**Improved
Service Efficiency**



**Reduced IT
Total cost of ownership**

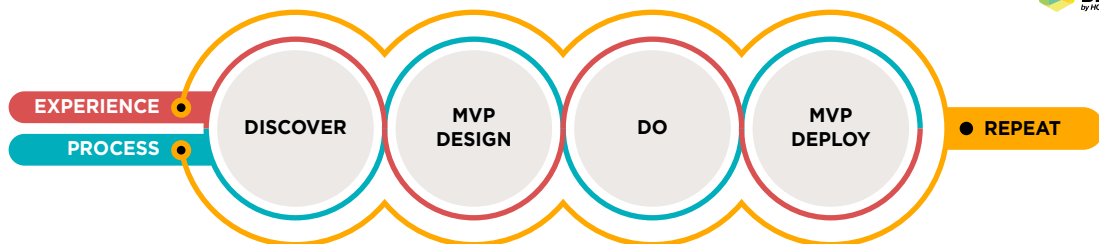
DIGITALignition



■ HCL's 16-week **DIGITALignition** program provides customers the ability to launch their Hybris transformation

Program through an agile implementation program to realize benefits faster.

- Identification of Scope for design and sprints using a minimum viable product (MVP) solution and UX design strategy
- Program is run using a hybrid agile methodology and bringing repeatable process improvements
- Incorporates SAP Hybris accelerators as well as HCL proprietary accelerator and micro-services
- Optimised for new Hybris implementations and provides out of the box integration functionality
- Designed to allow for future growth and expansions of your Hybris solution using an agile framework
- HCL offers the **DIGITALignition** solution across all Hybris offering



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HCL