HCL

SERVICE 360™

By HCL Technologies

Driving service revenue, asset uptime
& customer satisfaction throughout the
asset lifecycle for manufacturing companies.

SERVICE IN MANUFACTURING INDUSTRY

Manufacturing companies have always looked at innovative business models to serve their customers efficiently. With the rapid commercialization of leading-edge technologies such as industrial internet of things (IIoT) and Big Data, companies can boost productivity and improve their quality of service. Customer demand for faster, more intuitive responses is pushing the manufacturing industry to transform existing models of after-sales services and take a step towards proactive engagement and condition-based maintenance.

HCL's Service 360 offering enables industrial OEMs and their service partners to deliver proactive after-sales services based on insights derived from real-time machine data. With ongoing monitoring of equipment to determine maintenance needs and predictive performance tracking of assets, Service 360 helps ensure optimal asset uptime, while reducing maintenance costs. Further, the solution integrates installed-base management processes with service operations to provide greater visibility into the asset management lifecycle.
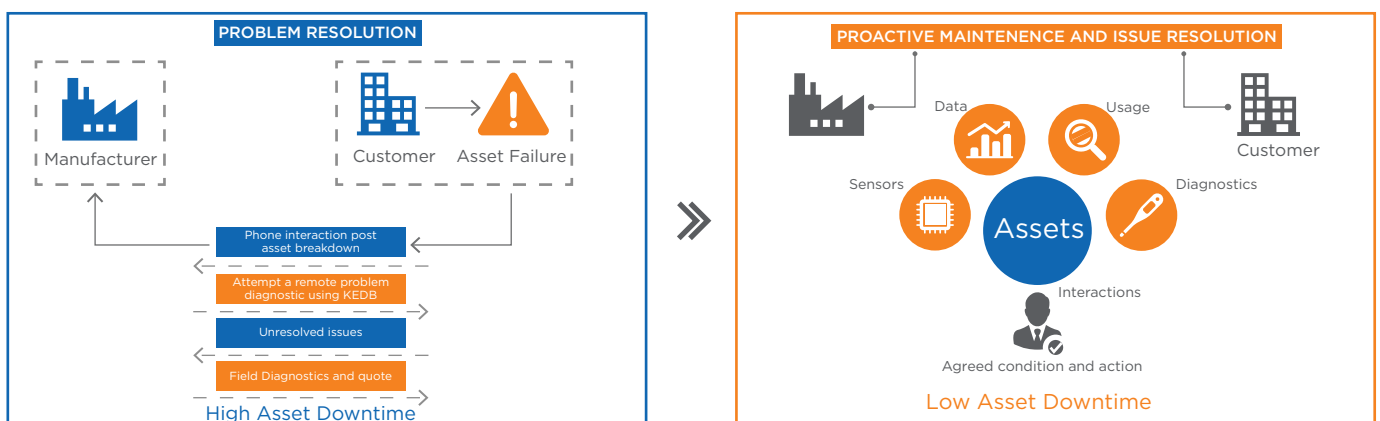
Boosting Overall Equipment Effectiveness (OEE) with Proactive Maintenance

THE APPROACH

Leveraging our cutting-edge Service 360 transformation approach, manufacturing organizations manage their asset value chain effectively, drive operational excellence, and create more value for customers.

Streamline Asset Value Chain

- Monitor the equipment lifecycle, and service and maintenance events
- Leverage remote services for faster response
- Simplify product activation and manage entitlements

**Service 360 Transformation**

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Improve Operational Excellence

- Boost synergy with integrated reactive, planned and project-based services
- Track the progress and completion of services at the SoW task-level

Create Customer Value

Engage customers and service team better with proactive, insight-based interventions

TECHNOLOGY DRIVERS

Analytics IoT Artificial Intelligence Automation
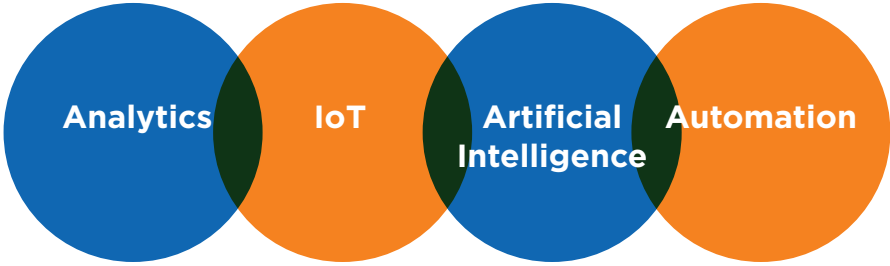
SERVICE 360 SUITE OF SOLUTIONS

HCL combines decades of domain experience and proven technical expertise across

digital technologies, engineering, applications and IT infrastructure, to

deliver a host of services to manufacturers.

Remote Diagnostics & Predictive Maintenance

Unified Service Management

Service Parts Management

Service 360 Solutions

Track Asset-Field Asset Management

Connected Field Service

Warranty & Contract Management

Service Chain Analytics

Platform Enablement

"
GLOBAL HI-TECH EQUIPMENT MANUFACTURER REALIZES $150M WORTH OF COST SAVINGS THROUGH SERVICE TRANSFORMATION
"

"
DELIVER PROACTIVE AFTER-SALES SERVICES BASED ON INSIGHTS DERIVED FROM REAL-TIME MACHINE DATA
"

SERVICE 360 SUITE OF SOLUTIONS

Unified Service Management
- End-to-end operational visibility to drive process improvement, standardization and automation
- Robust reporting capabilities for greater control and accountability

Remote Diagnostics and Predictive Maintenance
- Remote monitoring of asset health and performance to prevent unprecedented downtime
- Effective spare parts inventory management and service planning to address potential failures

Field Asset Management
- Enhanced asset tracking capabilities for higher asset uptime & identify cross-sell and up-sell opportunities, check entitlements, recall warranty claims, modify configuration, manage leases, and to enable faster provisioning

Connected Field Services
- Automated scheduling & visibility into service tasks
- Next-generation predictive maintenance by providing field technicians with access to relevant information for faster diagnosis
- Automation of service order management and technician scheduling process

Service Chain Analytics
- Rich insights into customer service needs, service channel performance, assist in decision making, cross-sell and up-sell opportunities, and more
- Ability to execute high margin, performance-based contracts with better reporting on key service metrics

Platform Enablement
- Service differentiation for creating more business value, better monetizing assets, and enhancing user experience and personalization
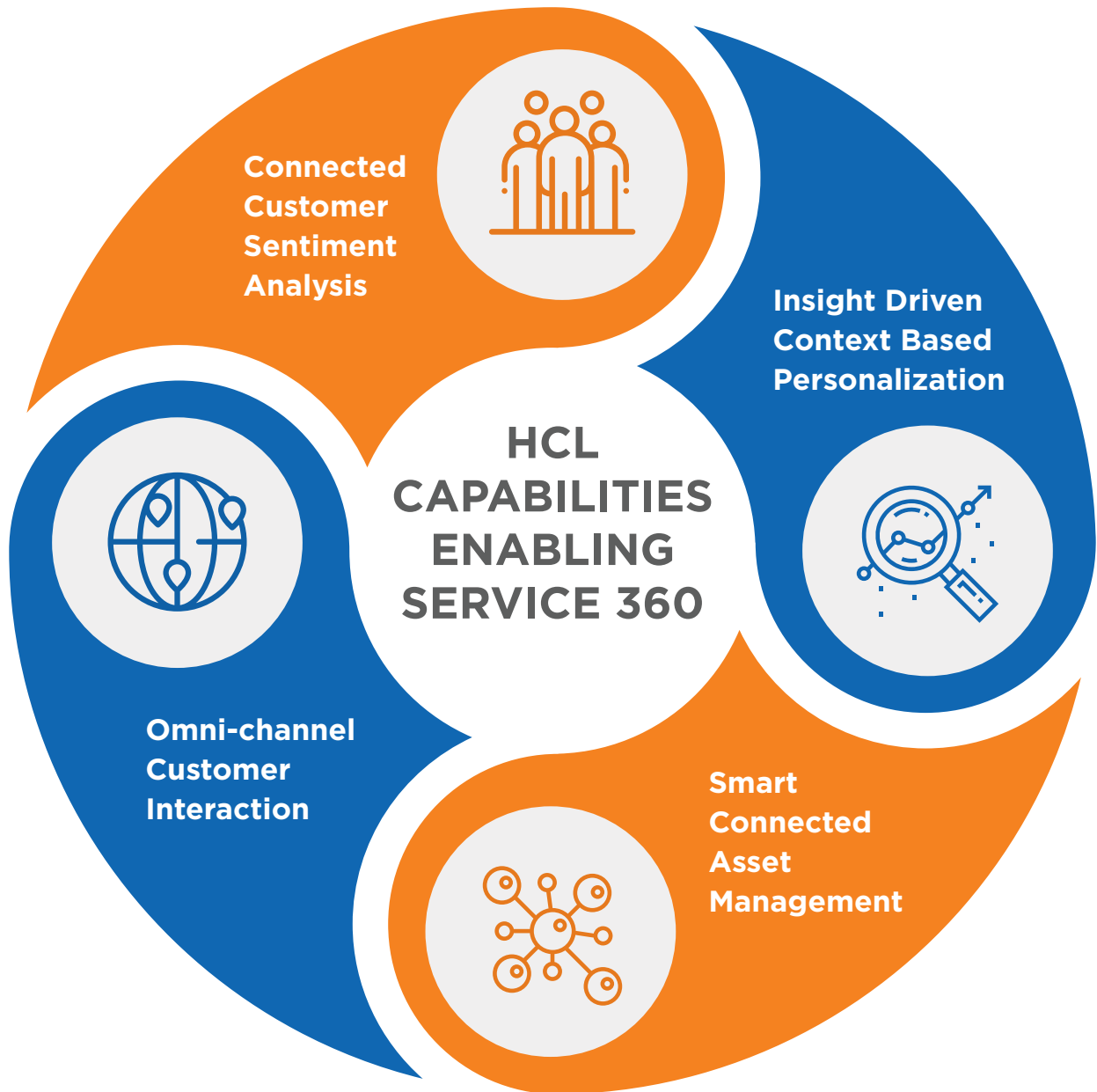- Reduced engineering costs of future deployments and incremental solution changes

Warranty and Contract Management
- Streamlined workflows across claims and contract processing, supplier charge-back, and reporting
- Enterprise-wide visibility into warranties and contracts

Service Parts Management
- High service levels through accurate forecasting through dynamic techniques for handling part mix
- Inventory optimization and smooth operations for increased equipment availability

HCL
CAPABILITIES
ENABLING
SERVICE 360

Connected Customer Sentiment Analysis

Insight Driven Context Based Personalization

Omni-channel Customer Interaction

Smart Connected Asset Management

BUSINESS BENEFITS

Improved productivity and asset utilization

Enhanced performance (renewals, entitlement, warranty validation & upsell/cross-sell)

Decreased asset downtime Increase customer satisfaction

Higher MTBF (Mean Time Before Failure)

SUCCESS STORIES:

Service Transformation

Global Hi-Tech equipment manufacturer realizes $150m worth of cost savings through service transformation

HCL streamlined and standardized business processes, supporting a user base of 350 call center agents and 5,000 field technicians

Installed Base Management

Leading industrial equipment company raises revenue by 20% by harnessing a new revenue stream

Built capabilities to bolster installed base management and help the company offer equipment maintenance and certification as-a-service
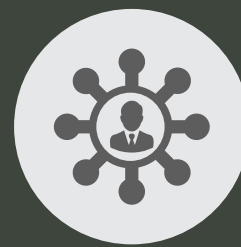
Unified Service Management

Multinational engineering conglomerate reduces maintenance cost by 15% and boosts efficiency by 20%

HCL deployed a cutting-edge IoT platform and enabled a centralized view of the company's operations, enabling remote asset monitoring

To know more about Service 360, please mail at service360@hcl.com

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www.hcltech.com

RELATIONSHIP
BEYOND THE CONTRACT™

HCL