Connected Experience

HCLTech | Supercharging Progress™

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Create world class user experience for employees

We needed a consumer grade experience that empowers our employees to be informed, stay connected and be efficient.
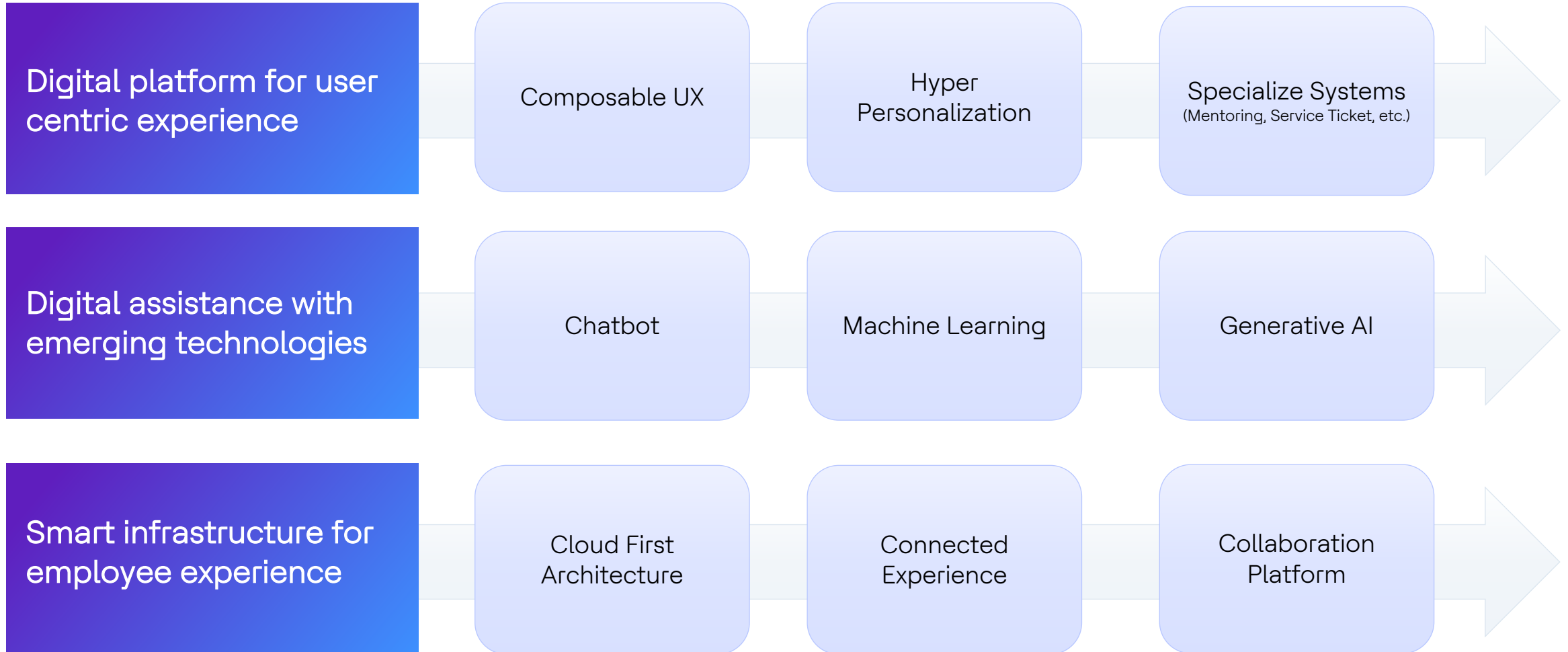
1 Where we started

- One size fits all experience
- Multiple clicks to get to needed apps
- Weak search
- Cluttered navigation
- Limited mobile enablement
- Lack of multi-lingual support
- Laborious content management
- Basic digital assistance
- Suboptimal hybrid work experience

2 Where we are today

- Easy findability of apps and content
- Direct access to transactional actions
- User and role-centric experience
- Conversational transactions
- Multilingual support
- Curated content
- Simplified content management
- Amplified digital assistance
- Seamless hybrid work experience

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Core pillars of employee experience

Digital platform for user centric experience

- Composable UX
- Hyper Personalization
- Specialize Systems (Mentoring, Service Ticket, etc.)

Digital assistance with emerging technologies

- Chatbot
- Machine Learning
- Generative AI

Smart infrastructure for employee experience

- Cloud First Architecture
- Connected Experience
- Collaboration Platform

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Logical architecture of employee experience platform

System of engagement

Channel devices	Search	Persona	Services			
		Geo filter	Info	Approval	Tasks	Activity

System of transactions

DXP for employees

MS Viva Connects
SharePoint online
HCL Software IntelliService

Expert Systems

Chronus
Successactors
Edge
Kalido
Salesforce
Demandfarm

Custom Applications

Unified Service Desk
Time & Attendance
Leave Management

Infrastructure backbone & System of records

API management	Web service	SAP PI/PO/CPI	MS Azure & O365	SaaS Solutions	SAP for SoR

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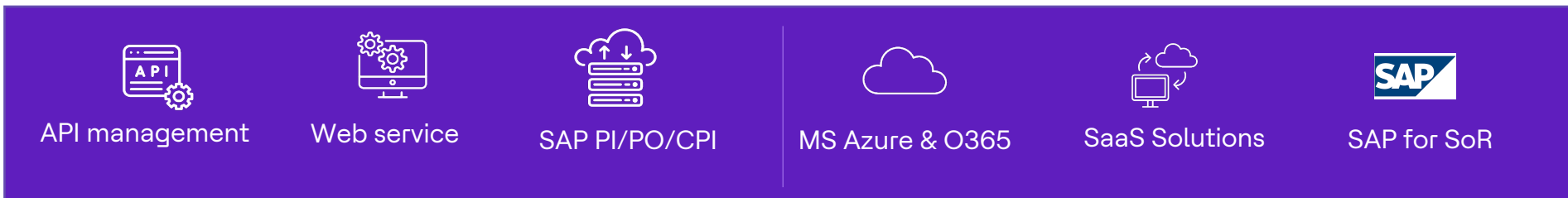
230,000 happily engaged users across globe

MVP was launched in June to 82,000 users and later was rolled out to the entire workforce – 230,000 users, across 55+ countries as of on 16th July 2023

99%
Have employees have accessed at least once

4.47
Overall satisfaction (out of 5)

25M
Visits as of July 2023

96%
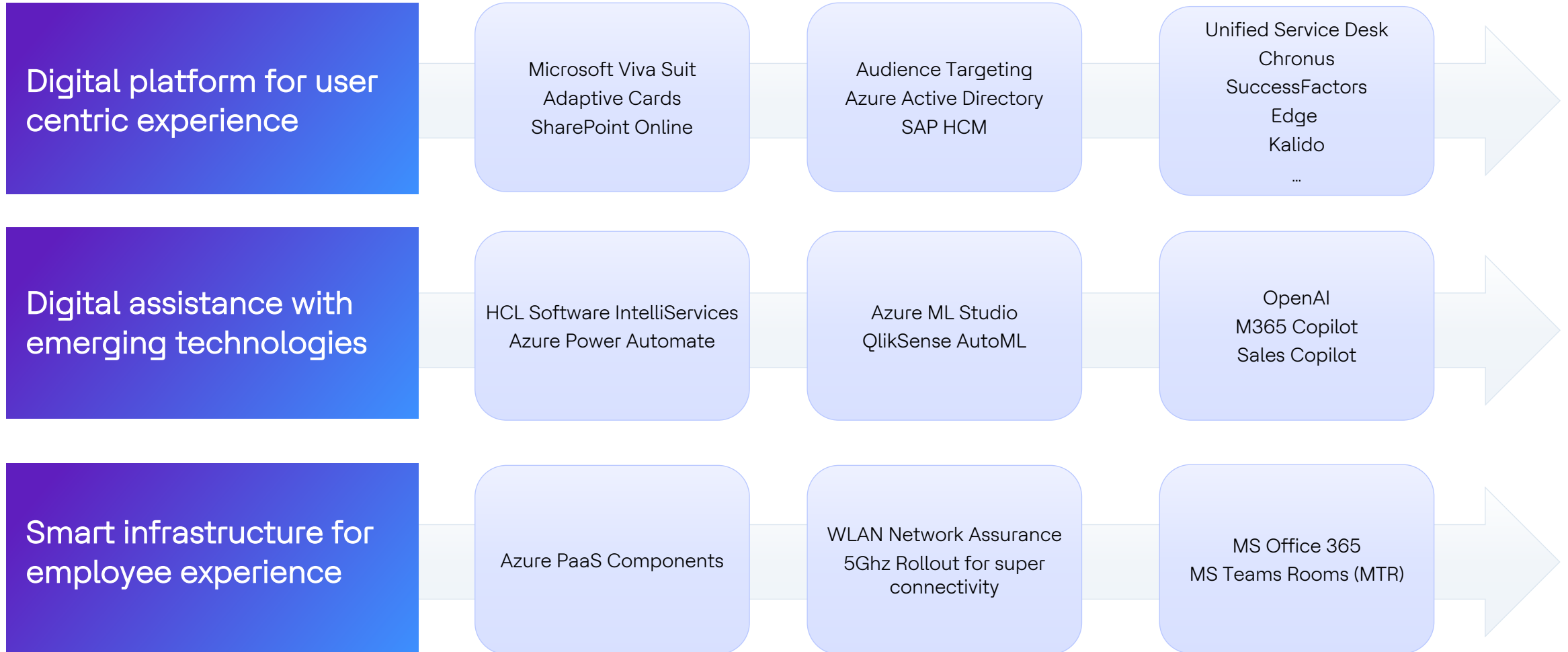Employees access the digital platform at least once a day

86%
Users think new platform is intuitive

85%
Believe that renewed experience is an improvement over the previous one

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Technology components of employee experience platform

Digital platform for user centric experience

Microsoft Viva Suit
Adaptive Cards
SharePoint Online

Audience Targeting
Azure Active Directory
SAP HCM

Unified Service Desk
Chronus
SuccessFactors
Edge
Kalido
...

Digital assistance with emerging technologies

HCL Software IntelliServices
Azure Power Automate

Azure ML Studio
QlikSense AutoML

OpenAI
M365 Copilot
Sales Copilot

Smart infrastructure for employee experience

Azure PaaS Components

WLAN Network Assurance
5Ghz Rollout for super connectivity

MS Office 365
MS Teams Rooms (MTR)

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Benefits

Cost saving, improved employee satisfaction levels, reduced transaction time, Increased self-service, reduced service tickets...

$14.4M
Saving through internal fulfilment

$37M
Cost avoidance with reduced downtime.

4M $
Worth of cost avoidance per year through reduction in transaction time

$280K
Cost saving by reduction in development time

$160K
Cost saving against service ticket management.

$1.7M
Potential additional billing with reduced time for new joiner readiness

Availability: More than **99.99%** because of PaaS approach

Response Time: 4-7 seconds for users**, 6 times** improvement for geo users

Development time: Reduced to less than **5** days

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Sample tracks of the project

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Track 1
Digital platform for user centric experience

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myHCLTech evolution from static site to dynamic workspace

From a news publishing site to content that creates impact

From a gateway of 360 apps to utilities that matter

From passive data to active collaboration

1. Seamless work experience, Intuitive navigation and productive employees

2. Encourage progressive action on strategic goals – skilling, recognition, ESG, volunteering

3. Shape new brand vision, values and culture

4. Connect and collaborate with people and information faster

5. One identity through a single platform

6. Boost engagement through gamification

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myHCLTech evolution from static site to dynamic workspace
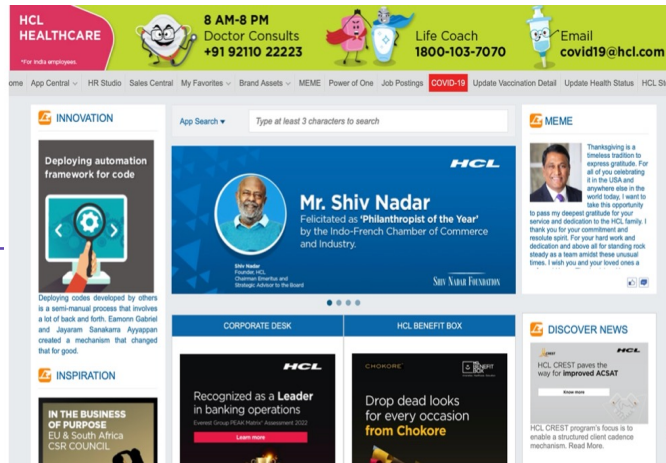
myHCL – a glimpse from past

- Suboptimal employee experience through a complex blend of systems and platforms
- Suboptimal collaboration capabilities
- Lack of omnichannel experience
- Static content
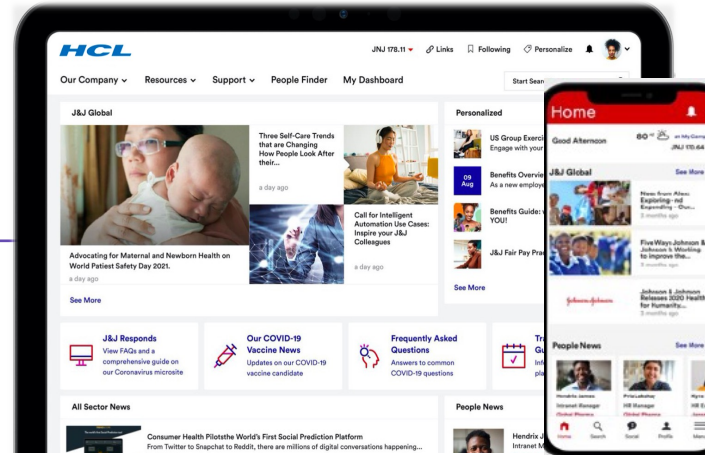
Grounds up Transformation

- A role based personalized homepage
- Omnichannel and multilingual experience
- Integrated search across applications, content and policies
- Intuitive content management system to create, publish, govern content

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myHCLTech - Experience-led, UX transformation

DXP solution

Fit for purpose platform to support frictionless transactions, collaboration and content curation
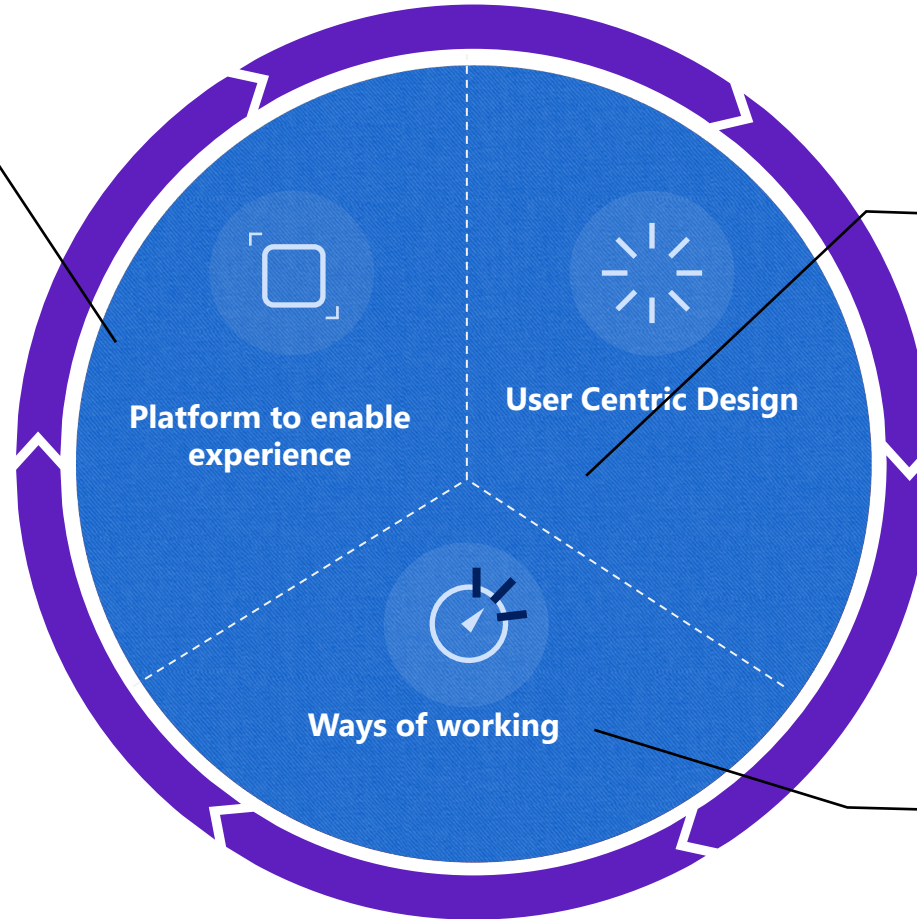
User centric design

- User research -User segmentation, persona building
- Identify user needs, desires and expectations
- Develop experience roadmaps
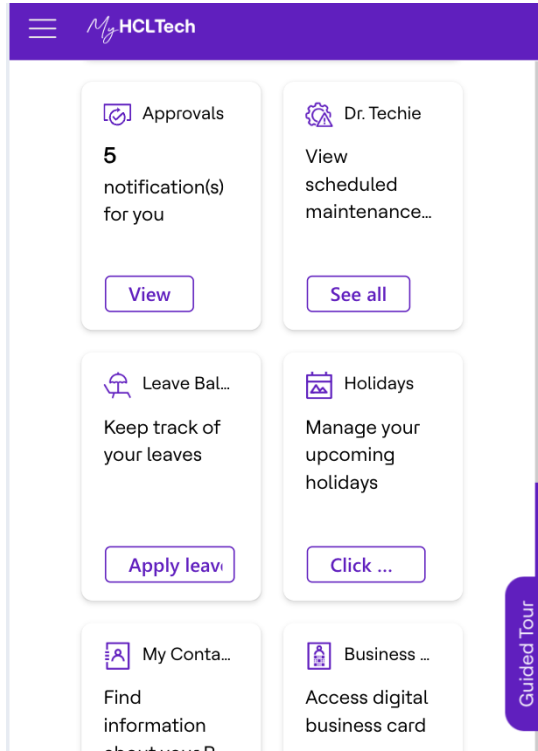- Create curated exp design

Platform to enable experience

User Centric Design

Ways of working

Agile delivery

- Outside-in and inside-out perspective
- Iterative design process

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MyHCLTech Features
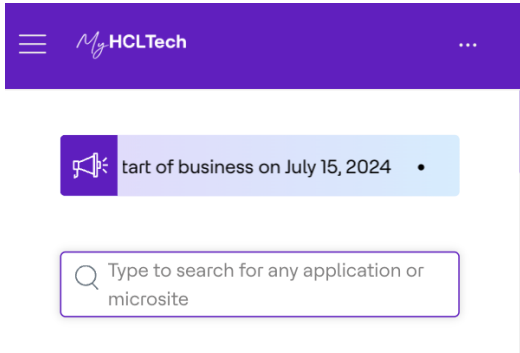
Custom Search to assist user to land on desired application

Dashboard list out different cards which needs attention of that specific user
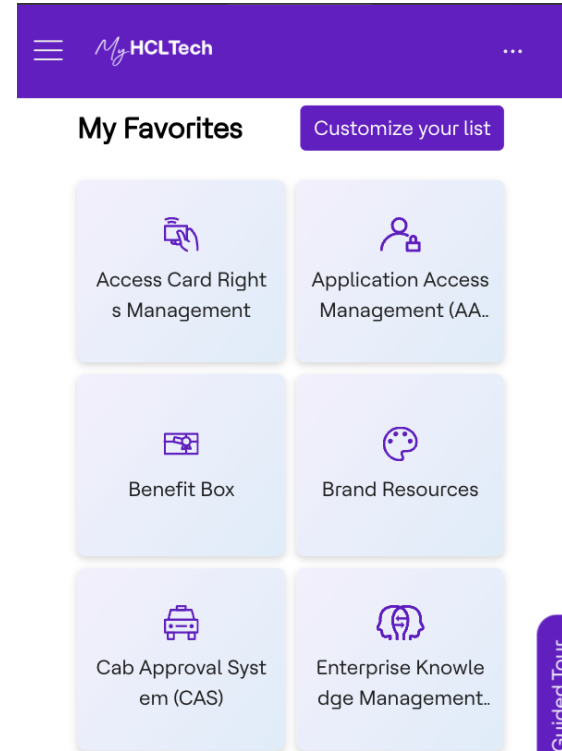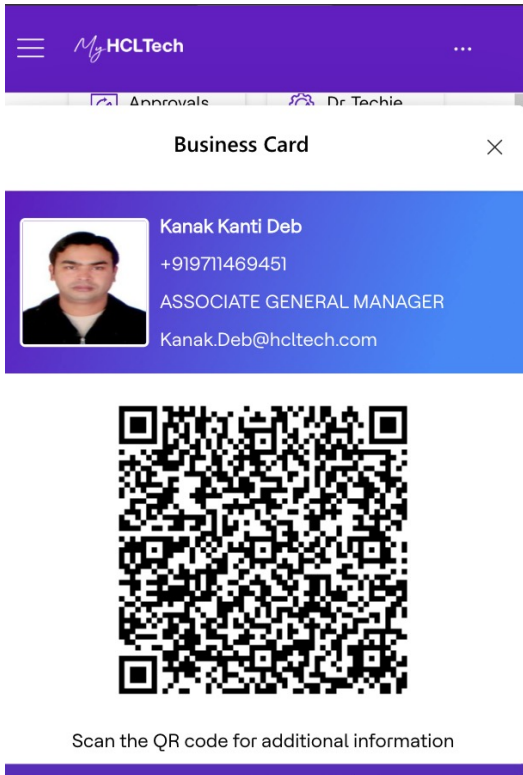

AppStore guides user with easy access to different child apps
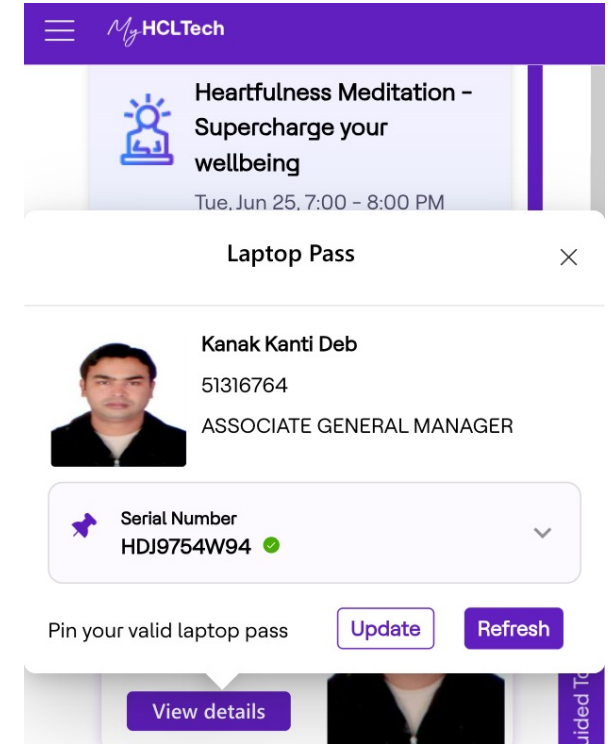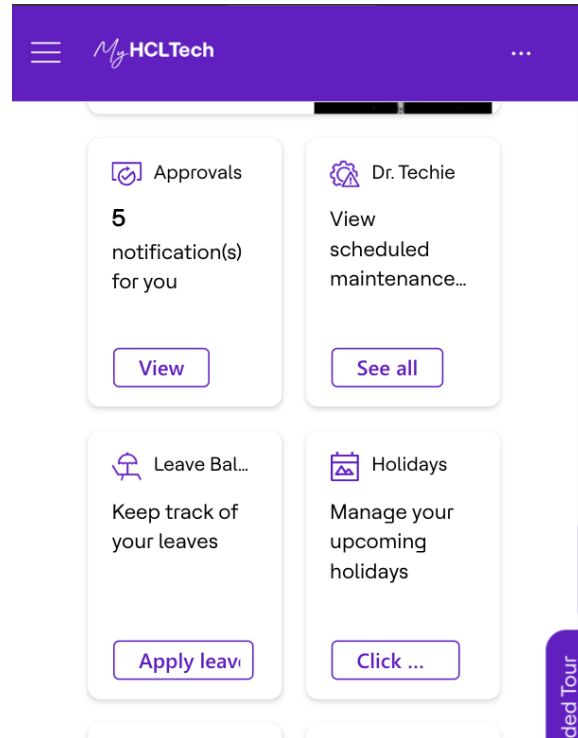

Digital Laptop Pass – Available as both online and offline in all form factors (web & mobile)
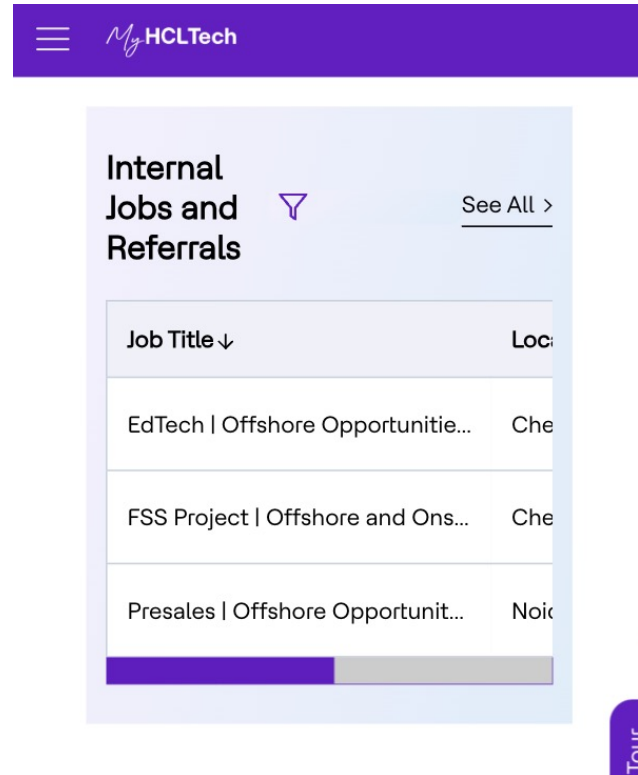
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MyHCLTech Features (Contd..)

Business card – Digital contact sharing addressing the sustainability cause
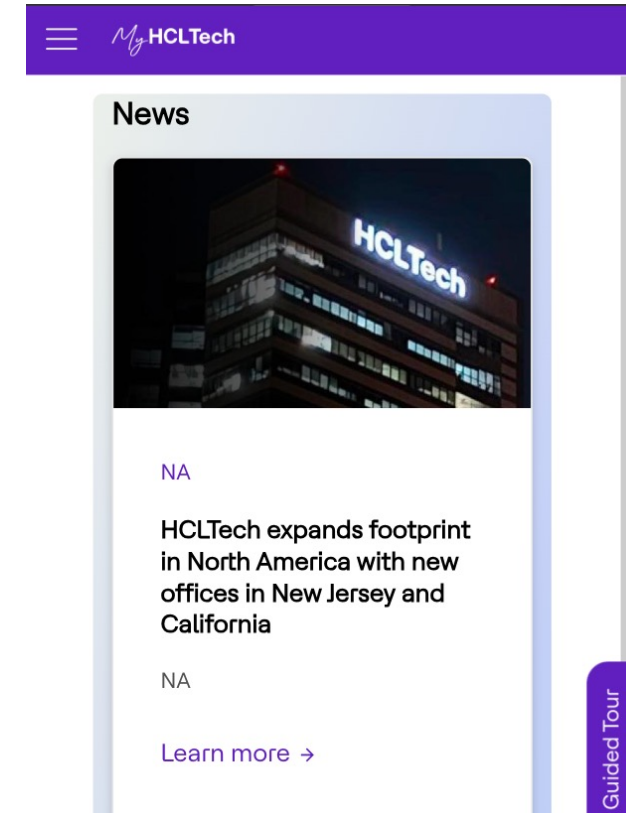
Approvals card showing pending approvals of the user. Also, user can approve the pending items from the pop-up available on MyHCLTech home page

Dynamic Job board users can search and filter existing job opening. They can also apply for the opening

External Feeds - Integration with corporate website to fetch news, trends and insights, case studies or events

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Integrated AI empowered unified service desk
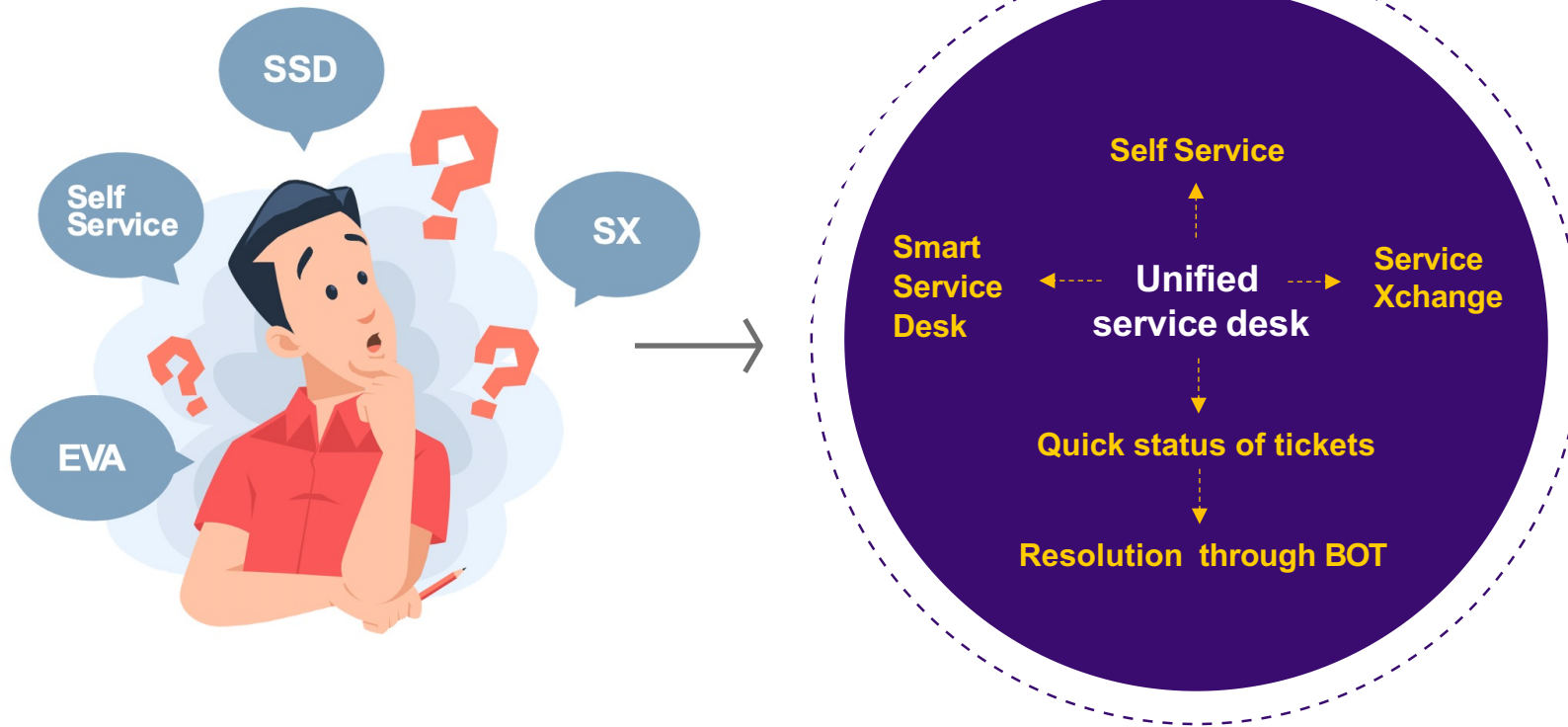
Approach and solution

- Designed a common page for all issue types–functional, technical and process related;

- Ticket resolution through context and knowledge aware AI empowered BOT

- Clustering and routing of tickets through ML for efficient ticket resolution

- Reduced transaction time by optimising input fields and improving the screen flows

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Integrated mentoring hub

Mentoring plays a crucial role in the success of any enterprise, impacting both individual employees and the organization. Approx. 7000 mentees are being mentored by 1400 mentors at any given time.

Participants get expert advice on the subjects or **skills they need** to know in the immediate future

Knowledge sharing that leads to **increased productivity** and efficiency

Supports junior employees in career development decisions, navigating professional relationships, steering them on how to develop skill sets

Expanded support for career development resulting in **increased retention**, internal promotion, etc

Realized Outcomes

Overcome project blocks faster by providing technical expertise support

Build **cross company networking**, which is important for employee engagement and retention

Increase **cross-departmental ideation**

Improving innovation by connecting people with varying skillsets

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Sample workflow of Quick Approvals

Principle	Statement	HCL Implication	Implementation
System of engagement for amalgamated experience	Leverage System of Engagement (SoE) that combines expert systems native and common engagement layers strengths to render optimal experience to perform business activities	Enable quick actions through common engagement layer	Create a widget on common engagement layer for approval, rejection and detailed viewing

Sample Implementation Approach

App 1
App 2
App 3
App N

ESB (Pub)

Enterprise Portal
- My Apps
- Approval Widget
- Notifications
- Announcements
- News

Common DB

ESB (Sub)

App 1
App 2
App 3
App N
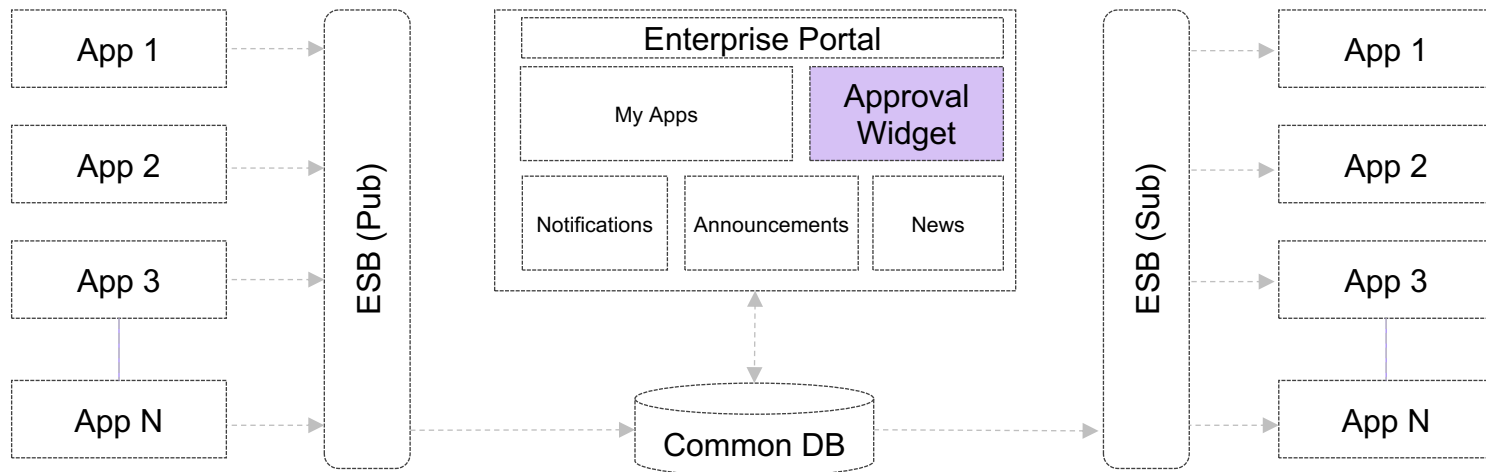
Approval Widget Wireframe

Approval Widget

Function	Description 1	Approve	Reject	Details
Function	Description 2	Approve	Reject	Details
Function	Description 3	Approve	Reject	Details
Function	Description M	Approve	Reject	Details

Experience
- Approval happens with one click
- Rejection may prompt user to enter reason
- Detailed viewing would take user to expert system

Standards
- Common database will be used to populate widget
- Function, activity description, activity detail URL will be made available by applications
- Approval & Rejection will update the expert system confirmation number in common database

Selection
- Applications must publish fully formed URL for details
- Application must support Integrated SSO experience
- Should support triggering external APIs from application
- Should publish APIs for approval & rejection

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**Track 2
Digital assistance with emerging technologies**

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GenAI enabled chat bot conversational experience

Nudge the employee

- Nudge the employee on upcoming events and activities
- Show pending actions of the user (approvals, travel ticket booking, cab booking)
- Engage to get quick feedback
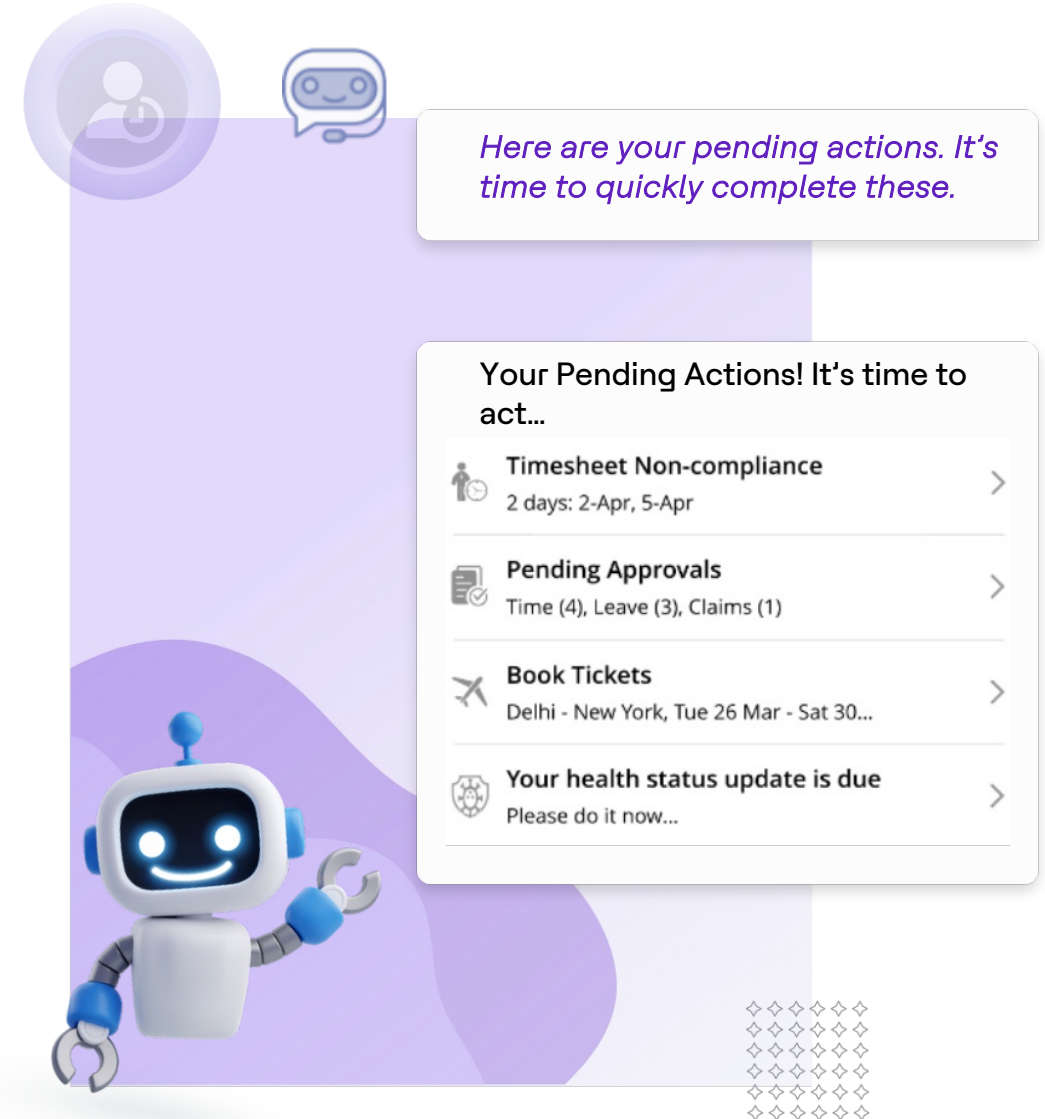
Information at fingertips!

- Policies and processes
- Quick retrieval of information – show mw my last two months pay slips

Seamless IT Support

- Install Software
- Allocate and Surrender Laptop
- IP Phone and USB Headset allocation
- Bit Locker recovery key
- Change / Forgot Password

Security Awareness & Actions

- Raise security Incident
- Guided Containment
- Initiate Threat Assessment
- Security Awareness & Training
- Request for Security Assessment

Here are your pending actions. It's time to quickly complete these.

Your Pending Actions! It's time to act...

Timesheet Non-compliance
2 days: 2-Apr, 5-Apr

Pending Approvals
Time (4), Leave (3), Claims (1)

Book Tickets
Delhi - New York, Tue 26 Mar - Sat 30...

Your health status update is due
Please do it now...

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AI assisted policy dissemination

Please summarize my domestic travel policy with entitlements...

What is my paternal leave entitlement?

Show me the broadband claim policy.

What is my international relocation entitlement?

What is the WFH policy?

I'm going to travel to Bengaluru. What are my domestic travel entitlements?

As you are in E5 band, your travel plan is TP1.

You are entitled to travel by Air and stay in 4-star hotel, HCLTech empaneled, with daily lodging limit of ₹5400 and ₹650 for boarding and miscellaneous.

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Track 3

Smart infrastructure for employee experience

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Wi-Fi Transformation

Objective of Wireless upgrade project was to cater Hybrid working experience & Wireless-First program by improving network visibility, manageability & performance resulting in :

Immersive Experiences	Secure Infrastructure	Predictable Operations
High Density Connectivity	**Wi-Fi Security**	**AI Ops**
More Users / More Devices / New Apps/ Streaming Video	Rogue Management, Denial of Service, Reconnaissance	360° view across clients, network and applications with Guided Remediation

- Superior connectivity and user experience (5Ghz Rollout)
- Higher Throughput
- VIP Experience Reports

- Advanced Wireless Intrusion Prevention System (aWIPS) for wireless intrusion threat detection and mitigation

- AI/ML based issue and anomaly detection (Operations Blueprint)
- WLAN Network Assurance for simplified operations at scale & Proactive troubleshooting

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Video Conference Services

Objective :

Adopting Microsoft Teams Rooms (MTR) enabled Video Conference devices to **support MS Teams** (Including Chat, OneDrive, SharePoint.
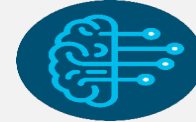
Adding Participants, Webex & Zoom meetings natively with **One Touch** joining from conference /meeting rooms.

Inclusive	Flexible	Secured and Managed
Foster inclusive and interactive team meetings for everyone, regardless of where they are	**Deliver consistent Teams experiences designed to make collaboration easy**	**Keep devices protected and up to date with rich management capabilities and powerful analytics.**

Business Outcomes

- One Click Experience
- Improved Employee Productivity & Engagement
- Enhanced device management, providing a centralized monitoring and management platform, room analytics, diagnostics, troubleshooting, and reporting all under a single pane of glass

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