

Transforming workplace collaboration for a manufacturing giant

Elevate employee experience while enhancing
productivity and business innovation



Summary

The business performance of an American company that designs, manufactures and distributes engines and power generation products was getting adversely affected by challenges such as poor employee collaboration and communication. The primary reason behind this problem was a fragmented legacy IT infrastructure.

Powered by integrated technology, HCLTech helped the client in eliminating this, enhancing the way its end-users connect, collaborate, engage and innovate. This helped the company significantly improve its productivity, enabling it manage and maintain its communication infrastructure with full visibility and control.



The challenge

- Inefficient collaboration systems hampering productivity and innovation for the client's globally distributed and multi-cultural workforce due to existing on-premises and fragmented collaborative environment
- Aging and end of support infrastructure, coupled with legacy collaboration devices, were creating high technical debt
- High capital expenditure due to on-premises infrastructure maintenance and management
- Lack of visibility into telephony usage reports and trends leading to blind spots in business decision making

The objective

- To remove barriers for collaboration by enabling a seamless and elevated experience for its workforce to share ideas, learn, engage, and innovate faster.
- To get rid of the technical debt caused by on-premises infrastructure.
- To enable flexibility for co-located and distributed teams to ensure that employees feel fully participated like everyone is at the same place.



The solution

- The client onboarded HCLTech as a trusted partner to deliver collaborative transformation. The HCLTech team deployed a UCaaS (unified communications as a service) solution leveraging the Zoom platform to replace the existing legacy telephony infrastructure
- HCLTech experts enabled platform harmonization, implementing a unified Zoom platform across voice and video, and minimized the dependency on physical phones by replacing those with soft clients for all users. Additionally, the team created an architecture to support regulated and non-regulated countries
- They replaced the existing ATA (Analog Telephone Adapters) with an AudioCodes Media pack to integrate existing analogue infrastructure and provide enterprise-voice functionality. However, the existing SBC (Session Board Controllers) were incorporated to protect return on existing investments. The Session Initiation Protocol consolidation process across North America regions helped in saving a huge recurring cost

The impact

Empowering employees to achieve more together



HCLTech implemented a solution that supported all employee personas, making the client's collaboration systems simple and intuitive



Enabled real-time meeting experiences for teams to be more innovative and collaborative in their projects and engagements



Reduced implementation duration from 36 months to 10 months (approx. 70%)



Centralized management and maintenance of the entire unified communication infrastructure



Enhanced enterprise-wide collaboration experience while maintaining productivity



Saved considerable time by enabling data gathering from existing platform, third-party vendor and OEMs



Enabled IT admins with telephony analytics and reports for cost optimization



Improved architectural efficiency and achieved platform harmonization



Reduction of recurring cost due to Systematic Investment Plan consolidation



Achieved Zero unplanned downtime during cutovers

To know more about how HCLTech's Digital Workplace solutions, to have a hyper-personalized, adaptive, and resilient workplace, please contact us at dwp@hcl.com / contact.dwp@hcl.com