Improving
operations for a major
transportation provider

Enhancing efficiency and communication
through transformation

The client is a major transportation provider. The client chose HCLTech as its transformation partner because of our large-scale transformation experience with multiple global clients. We also had vast experience with omnichannel communications platforms.

The Challenges:
Legacy processes decreasing efficiency in operations

The client was facing issues with their operational reliability and maintenance inefficiency. They were also unable to predict the release time accurately. The client also lacked visibility towards the time required for servicing. Overall, they were unable to maintain operational efficiency.

The Objective:
Complete overhaul of business processes

The client had multiple objectives in mind while partnering with HCLTech. They wanted to target parts replenishment in real time. They wanted to improve operational reliability and maintenance efficiency and be able to have accurate predictions about time-to-release. Enhancement of the work schedule was also one of the requirements from the clients. They wanted to improve decision-making for which assets to repair to support operational needs.

The Solution:
Stellar implementation of transformational solutions

The client chose HCLTech as its transformation partner because of our experience with global clients and their transformation journeys. To aid this client in overcoming their challenges, we analyzed two things in depth. One, what kind of past experience does the client have with transformation and two, what communication channels would be most effective in reaching employees? Post analysis, we leveraged the omnichannel communication platform (Firstup) to reach users where they were. Our solution also put to the fore the use of feedback and statistics from Firstup to improve communication effectiveness

The Impact:
Moving on to a successful
growth trajectory and benefits

- **Successful deployment of 5 products to across multiple geographies and user populations**

- **Faster realization of benefits**

- **Improved reach of communications to specific audiences**

Deploy

HCLTech