HCLTech
Supercharging Progress™

Digitizing field support services with zero touch experience

Redefining the future with smarter, scalable support for modern enterprises

Overview

In today's competitive business environment, IT field support services are crucial for maintaining the availability, performance and efficiency of IT assets. However, traditional field support methods often come with high costs, low user satisfaction and longer resolution times. These challenges are further amplified by the dynamic and dispersed nature of modern workplaces, where IT support needs to be more agile, user-centric and cost-effective.

Why should businesses embrace digital transformation in Field Service Management (FSM)?

The Field Service Management market is experiencing rapid growth, projected to reach a **12.2% CAGR from 2024 to 2032**. This growth is driven by the increased adoption of mobile technologies and flexible work models. Organisations are leveraging mobility and digitalization to enhance efficiency and customer responsiveness, transforming the way field services are managed and delivered.

49% of the workforce relies on mobile devices for FSM tasks

62% of field service managers support **Bring Your Own Device (BYOD)** strategies

Growing demand for flexibility and mobility in service delivery

Redefining IT field support

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Revolutionizing IT field support

HCLTech is at the forefront of redefining IT support with its zero touch field support operation (FSO)—an innovative model that seamlessly integrates advanced digital solutions into a unified, hyper-converged service. Tailored for the demands of the modern workforce, our framework is built on three powerful pillars:

Digitalization

- **Enhancing user experience:** HCLTech leverages digital tools to accelerate end-user experience, enabling faster and more efficient IT support.

- **AR/VR tools:** The use of advanced digital solutions such as Augmented Reality (AR), Virtual Reality (VR), live video sharing and interactive video kiosks ensures round-the-clock IT support, regardless of location.

Self-service

- **Automated IT guidance:** Solutions powered by intelligent automation offer users intuitive IT guidance with minimal field technician involvement.

- **IT peripheral solutions:** Automated IT peripheral dispensing solutions and digital lockers empower users to access IT support at their convenience, bypassing traditional processes.

- **Smart support hub:** Optimizes onsite resources and streamlines dispatch and remote-site services for enhanced user experience.

Centralization

- **Centralized device management:** HCLTech consolidates device storage and tech management through a globally integrated, secure network of certified warehouses.

- **Optimized asset control:** Tech-enabled depots offer on-demand deployment, logistics enhancements and mitigation of supply chain delays, enabling better asset utilization and cost control.

Key benefits

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Cost optimization

Reduces operational costs by minimizing human intervention and optimizing resource allocation through centralized management.
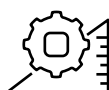
Improved User Experience (UX)

Provides 24/7 support via digital tools, enhancing convenience and satisfaction for end-users.

Increased efficiency and productivity

Automation and digital solutions streamline support processes, reducing downtime and boosting employee productivity.

Scalability and flexibility

Easily scales IT support services without the need for additional field engineers, catering to hybrid work environments.

Innovation and competitive advantage

Leverages cutting-edge technologies and partnerships to deliver innovative, future-ready solutions, ensuring a competitive edge.

Why HCLTech

HCLTech stands as a leader in transforming field support services, offering a range of advantages:

- **Expertise and experience:**
  With decades of industry leadership, HCLTech possesses deep expertise across various industries and user personas.

- **User-Centric approach:**
  User experience is central to all our offerings, ensuring top-notch support services and solutions.

- **Innovative IPs:**
  HCLTech Fluid workplace delivers custom-built, verticalized solutions that cater to each client's unique needs.

- **Experience Level Agreements (XLAs):**
  A user-centric approach that ensures commitment to the highest standards of service delivery and customer satisfaction.

- **Global ecosystem access:**
  Strategic partnerships with leading industry players grant HCLTech early access to cutting-edge solutions and help expedite time-to-market.

- **Analyst recognition:**
  HCLTech consistently ranks as a leader in the field of workplace services, reflecting its customer-centric approach and proven outcomes.

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