HCLTech | Supercharging Progress™

Improving **IT visibility** and enhancing operational productivity

For a Swedish manufacturing company, using DEM solution deployment

Business needs

The client needed to remove issues that impacted their business productivity and performance. To achieve this, the requirement was to develop a solution for improving their end-user experience with cloud applications and minimizing the complexities of a distributed workforce. The business needed to:

Streamline cloud migration of business applications

Improve visibility of the IT and operations teams

Reduce the time taken to identify and validate end-user issues

HCLTech solutions and services

The process of implementing solutions was laid out across four stages:

1. **Planning the framework and strategy:** The proposed digital experience monitoring (DEM) solution included the security framework design and deployment strategy.

2. **Tool deployment:** The single monitoring tool, enabled and unified via Client Connector, connected the following client-end business functions:
   a. ZDX for IT Ops
   b. Service Desk
   c. Network team
   d. Security team

3. **Platform integration:** This involved enabling an integrated view of the following:
   a. Cloud applications
   b. Network analytics
   c. Endpoint device metrics
   d. Regional performance issues

4. **Issue resolution support:** This involved proactive detection and resolution of end-user issues

Benefits/value delivered

The manufacturing company was able to optimize productivity and improve employee satisfaction with HCLtech's DEM solution deployment. The associated business benefits included the following:

End-to-end visibility into user experiences across user devices, internet, and SaaS/cloud applications

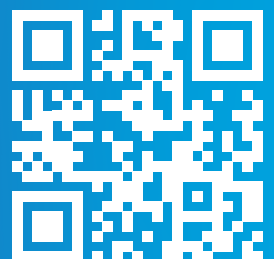Reduced MTTD and MTTR for IT issues

Time and cost savings from eliminated unnecessary troubleshooting

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