

# Empowering Frontline Workers





Frontline workers make up 80% of most organizations



Source: 1. McKinsey

# Top challenges for organizations with Frontline workers



## Disconnected workforce

A disengaged workforce and difficulty accessing information impact productivity.



## Manual processes

Manual processes and outdated digital tools hinder efficiency.



## Inefficient training platforms

Organizations face challenges onboarding, training, and retaining a distributed workforce.



## Lack of purpose-built devices

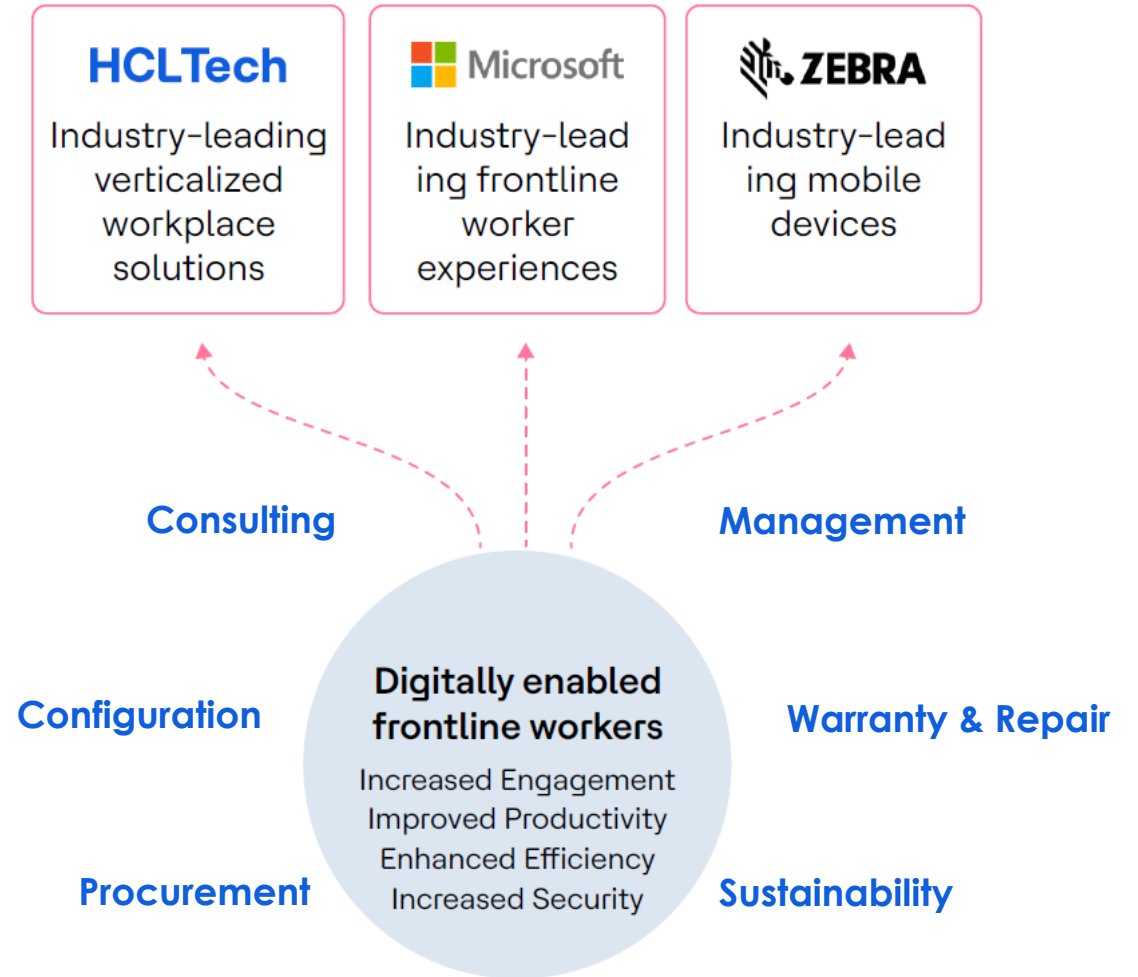
Workers use multiple devices and workarounds to complete tasks.



## Staying protected & compliant

Uneven security practices, outdated IT, and information silos increase risk.

# Empowering Frontline Workers



Frontline workers make up 80% of most organizations

## A single, secure solution to empower frontline workers



### For customers

- Comprehensive solution for the entire value chain covering all aspects like Consulting, Logistics, Frontline Platforms, and management while building an environmentally sustainable frontline workplace



### Zebra Delivers

- Zebra delivers a performance edge to the front line of business, empowering you to make every asset and worker visible, connected, and fully optimized.



### Microsoft Delivers

- Transforming the Frontline Worker experience with purpose-built solutions that improve engagement, workflow, and security across the organization.



### HCL Delivers

- Industry leading verticalized workplace solutions for managing the complete technology ecosystem while enabling technology to contribute towards the business value chain

## Enterprise Mobile Computing

- Rugged & Purpose-built
- Extended OS Lifecycle
- Superior scanning performance
- Software intelligence built-in
- Lowest TCO



### Handheld

- Intuitive user-friendly UX to speed up onboarding
- Right Size, Right Budget tiered portfolio provides more choice to better serve your mobile computer requirements
- Empowered with Mobility DNA embedded intelligence, security and longevity

### Wearable

- Hands-free mobility you can wear anywhere
- Improve productivity, reduce errors
- Wired, wireless scanners, voice headsets and head-mounted display solutions

### Vehicle Mount & Tablet

- Choice of Operating Systems
- Vehicle Mounted Computers designed to survive in warehouse, cold-chain and yard environments
- Surprisingly rugged, thin and lightweight tablets for everyday business use

# Analytics based Proactive Support using Zebra VIQ



## FRONTLINE PRODUCTIVITY OFFICE(FPO)



### Focussed team

A separate team of engineers focused on monitoring the dashboard and communicating insights to concerned teams.



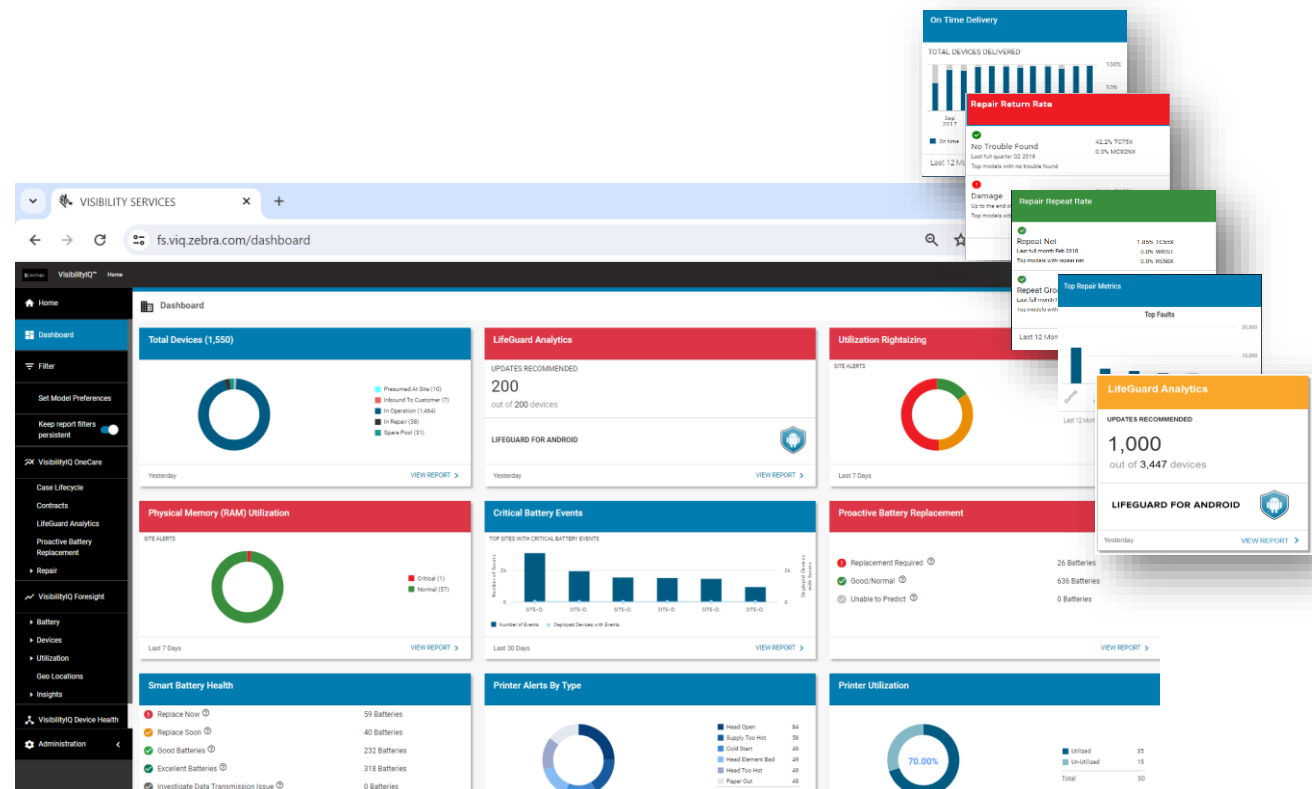
### Reduced cost of support

25%-30% reduction in support tickets on account of proactive resolution



### Reduced dark/under utilized assets

Optimal utilization of assets through complete visibility on under/over utilizations of devices



Empower data-driven decisions with predictive and actionable analytics across your entire device fleet, all from a single dashboard.

# A Comprehensive Ecosystem



## Devices – Solutions – Services

Together we ensure a comprehensive solution that covers the entire value chain starting from solution consulting, device procurement to safe disposal of expired devices

### Consulting

- Kaleidoscope - data based and qualitative assessment of Personas
- Application identification and provisioning
- UEM strategy and designing performance monitoring dashboards

### Microsoft powered Frontline Solutions

- Realtime communication with **PTT (Walkie Talkie)**
- Manage workforce scheduling using **Shifts**
- Tasks** for simplified task management
- Enterprise grade security** for all devices
- MEM** for device management

### Procurement

- Number of devices
- Inventory planning
- Device refresh strategy
- Warehousing services
- Device as a Service**

### Management

- Service Desk
- Field Services
- Proactive Monitoring
- Onboarding and device management using Microsoft Endpoint Manager

### Warranty & Repair

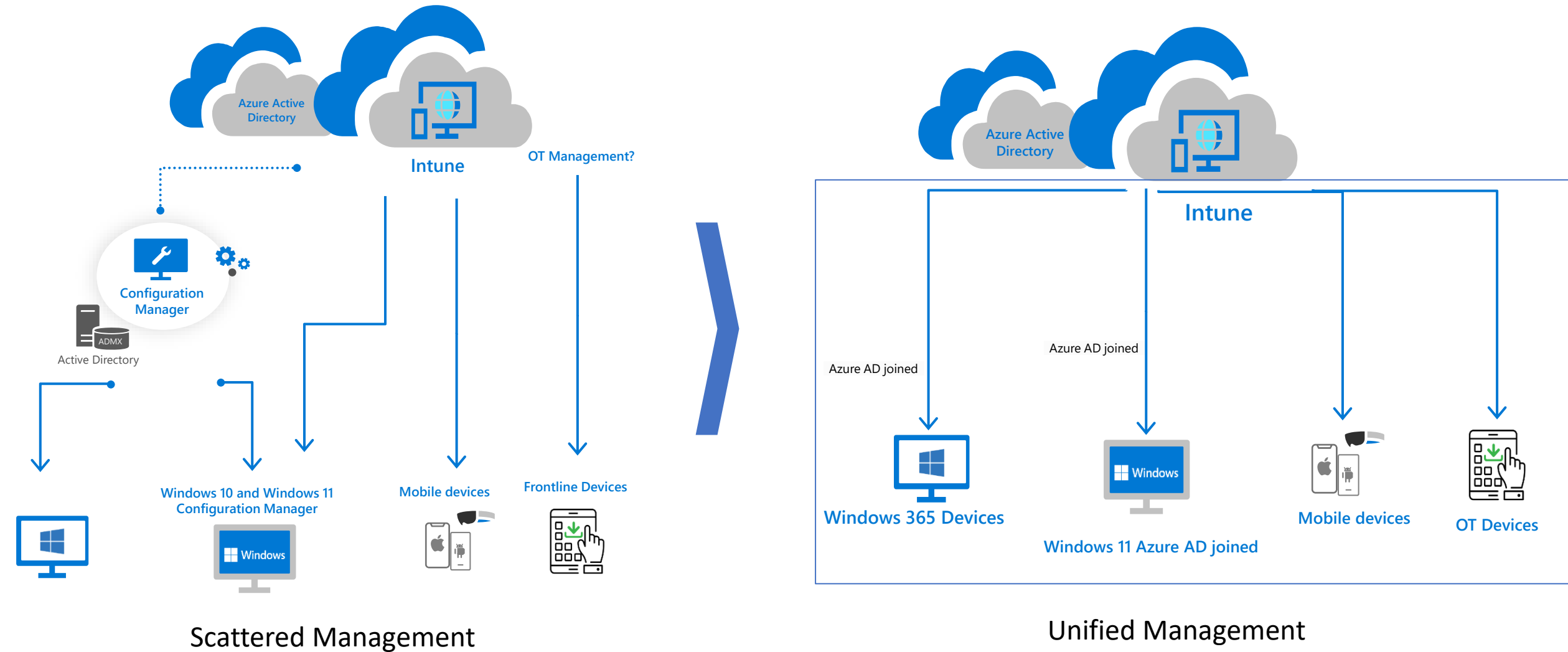
- Software and security updates
- 24x7 Tech Support
- Advanced device replacement
- Proactive Battery Replacement Service

### Sustainable Workplace

- Sustainability Dashboard
- Buy-back of devices
- Certified refurbished devices
- Secure Recycling of devices

Catering to the entire value chain of business to frontline requirements

# Operations Simplification through Unified Management



# Deliver Frontline solutions based on Microsoft 365 and modern devices

## A universal hub for productivity & communication with Microsoft Teams



### Connect your workforce

Highlights include:

- Chat, video, file sharing in Teams
- Walkie Talkie in Teams
- Praise in Teams
- Teams Announcements
- Accessibility features



### Digitize manual processes

Highlights include:

- Shifts in Teams
- Tasks in Teams
- Power Automate
- Power Platform
- Partner LOB apps
- Graph APIs



### Accelerate onboarding

Highlights include:

- Stream on-demand video content
- Live Events
- Teams channels
- Yammer communities
- Personalized user portals



### Empower with devices

Highlights include:

- Industry-specific devices
- Wide choice of form factors
- Hands-free headsets
- Rugged devices
- Touch, pen, voice support



### Protect your organization

- Azure Active Directory identity & access management
- Microsoft Endpoint Management (MEM)
- My Staff in Azure Active Directory
- Shared Device Mode
- Advanced encryption
- Windows Information Protection<sup>1</sup>
- Frontline policy packages

## Security & compliance across your organization

<sup>1</sup>Windows Information Protection requires either Mobile Device Management (MDM) or System Center Configuration Manager to manage settings. These products sold separately. Active Directory makes management easier but is not required.

### The frontline solutions is augmented with HCL IPs that make it easier to adopt and scale

#### Kaleidoscope

The Solution is tailored to personalize for the requirement of different frontline personas to effectively address the business requirement of each persona

#### Digital Dexterity Solutions

Solutions that are geared towards driving adoption of workplace solutions among end users

#### Training Solutions

Deliver on the job training for frontline workforce through platforms such as Microsoft Viva Learning

#### Proactive Analytics

Dedicated control center that monitors all devices and proactively remediates before any business down situation occur

#### Remote Support

State of the art tools that can remote into any enrolled mobile computing device and support and remediate it in case of any business down situation

#### Customized Field Services

Customized field services tailored to customer's business requirements to ensure technicians are available in the shortest time

#### IT Vending Machines

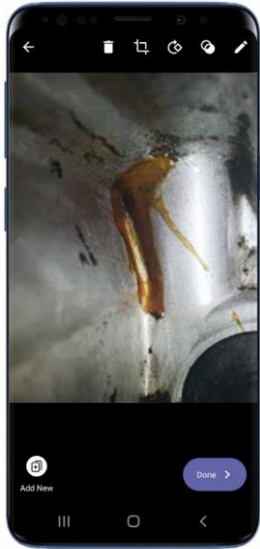
Intelligent cabinets and IT vending machines that can store and dispense critical IT equipment, spare parts and spare devices to keep business running in case of any breakdown

# Day in a life of a manufacturing worker



Alex, a factory operator at customer's manufacturing plant, uses Teams to communicate and collaborate with his team and come together to get work done.

# Day in a life of a manufacturing worker



At the end of the form, he can upload a picture or video of the pump in question, to document the inspection for other people to reference. If the pump has no issues, the job is complete. In this case, Alex finds a leak so he takes a quick picture and uploads it.

# Day in a life of a manufacturing worker



Alex easily shares an image of the issue so experts can quickly get up to speed.

With Smart Camera in Microsoft Teams, all uploaded pictures and videos are stored with Teams and not on the device, ensuring both security and compliance.

Alex can also annotate the image so experts know exactly what he's referring to.



## Built-in PTT to communicate in real-time with Walkie Talkie



Familiar user-interface to speed adoption and minimize training



Removeable batteries support multiple-shift device sharing



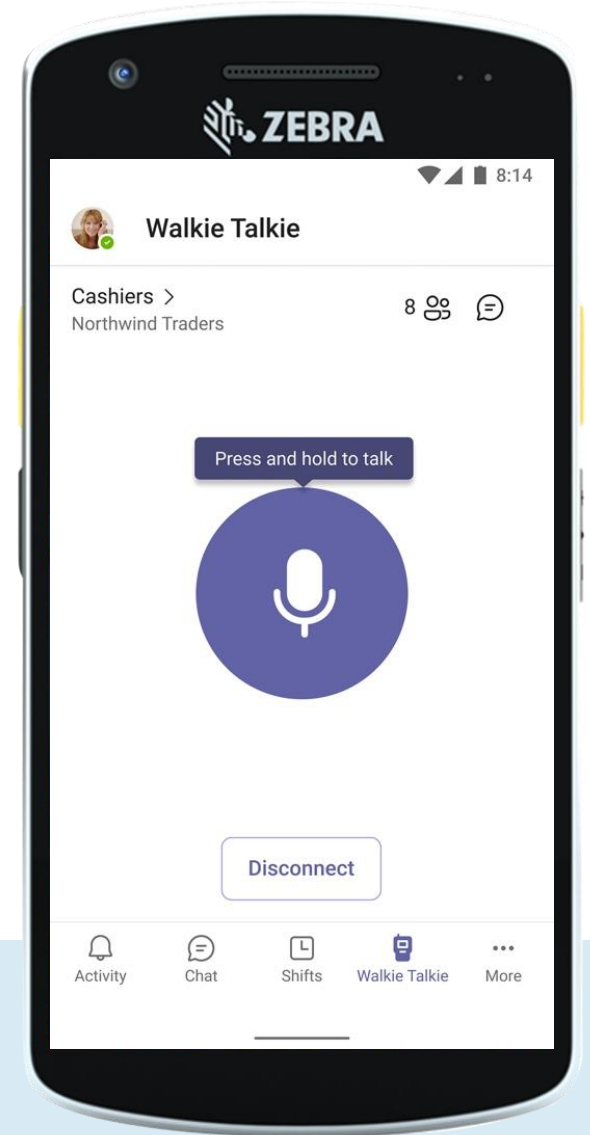
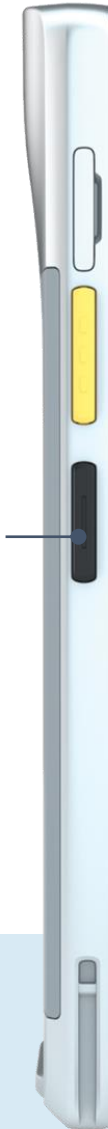
Walkie Talkie app sign-on is fast, secure, and password-free



Pre-configured channels ensure the right conversation with the right people



Built-in PTT button





## Shifts connector for Microsoft Teams

Create a seamless, real-time, two-way sync between Reflexis Workforce Scheduler and Teams



View, swap and offer shifts



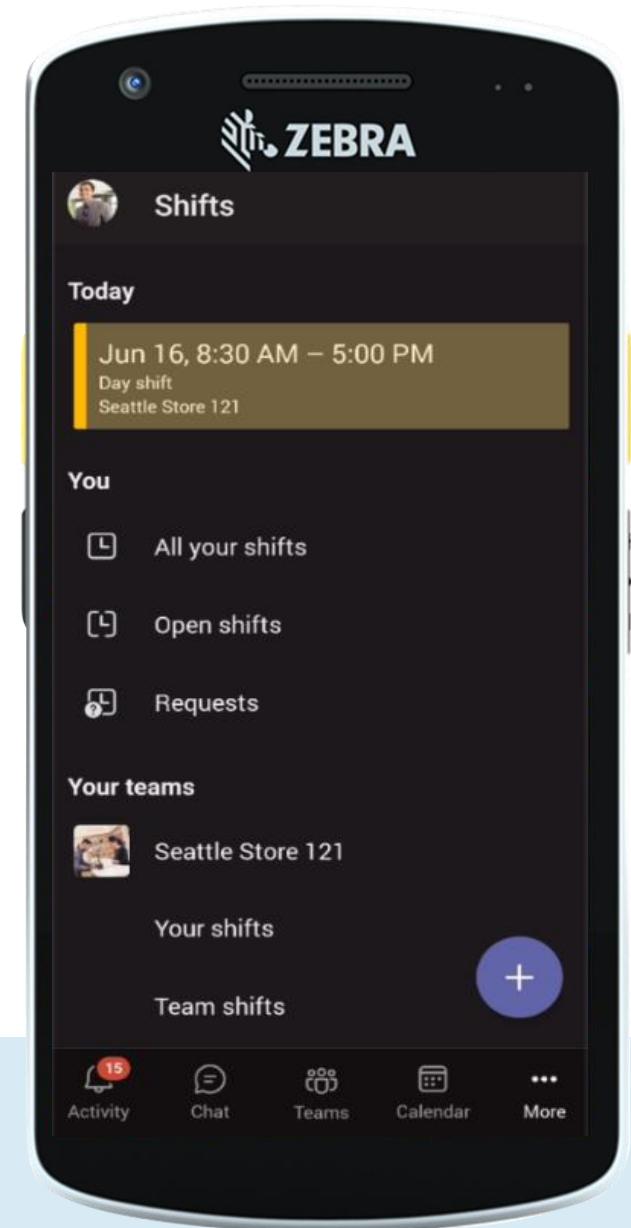
Create and assign shifts



Request open shifts and time-off



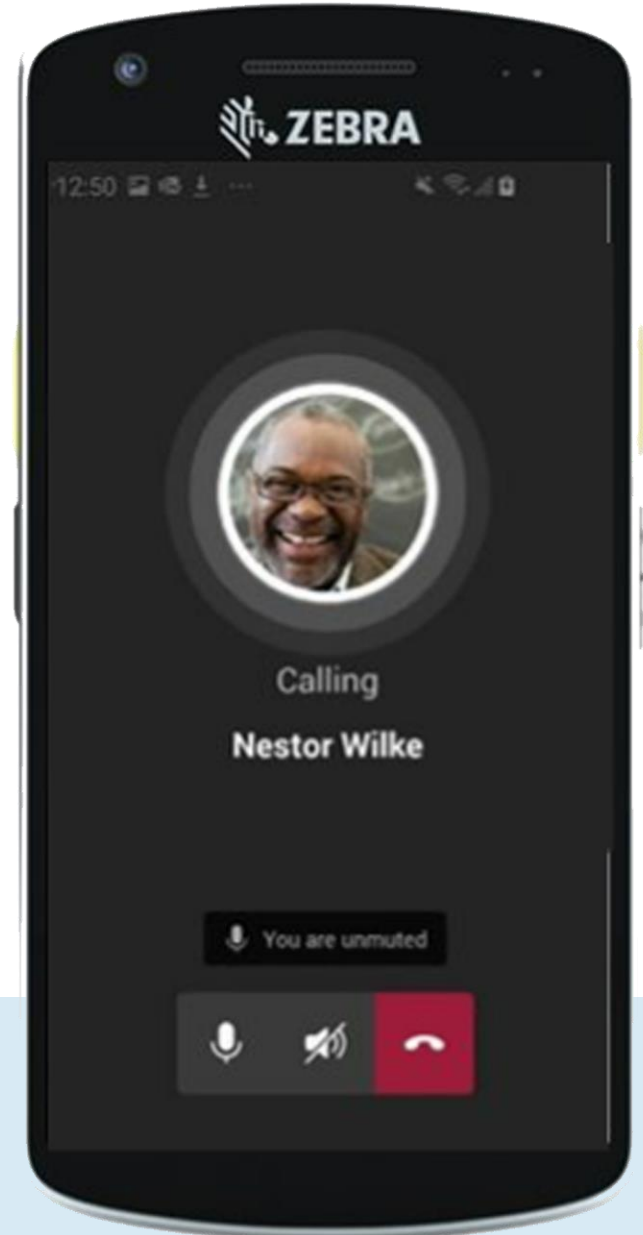
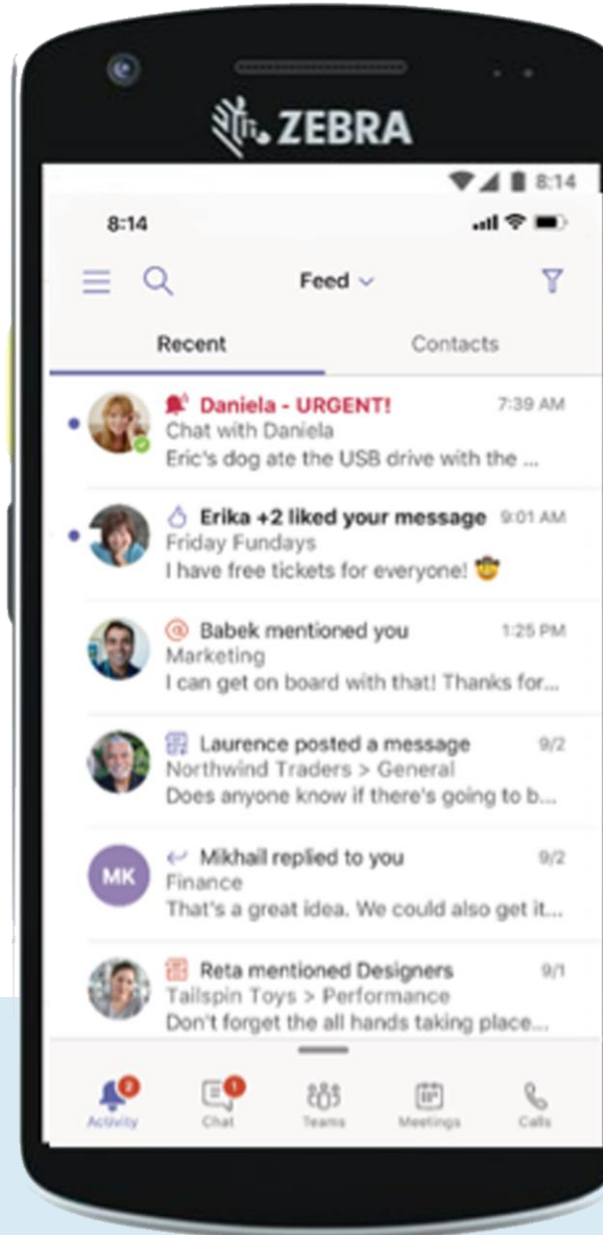
Approve and decline shift and time-off requests





## Leverage a single platform for teamwork

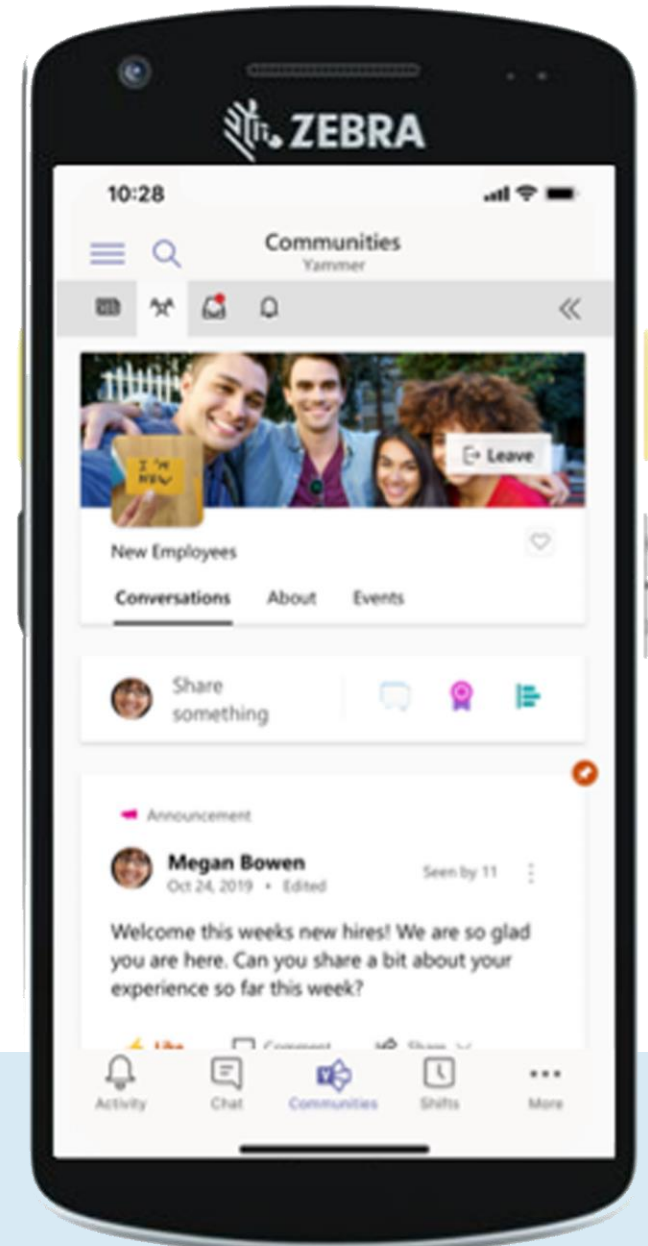
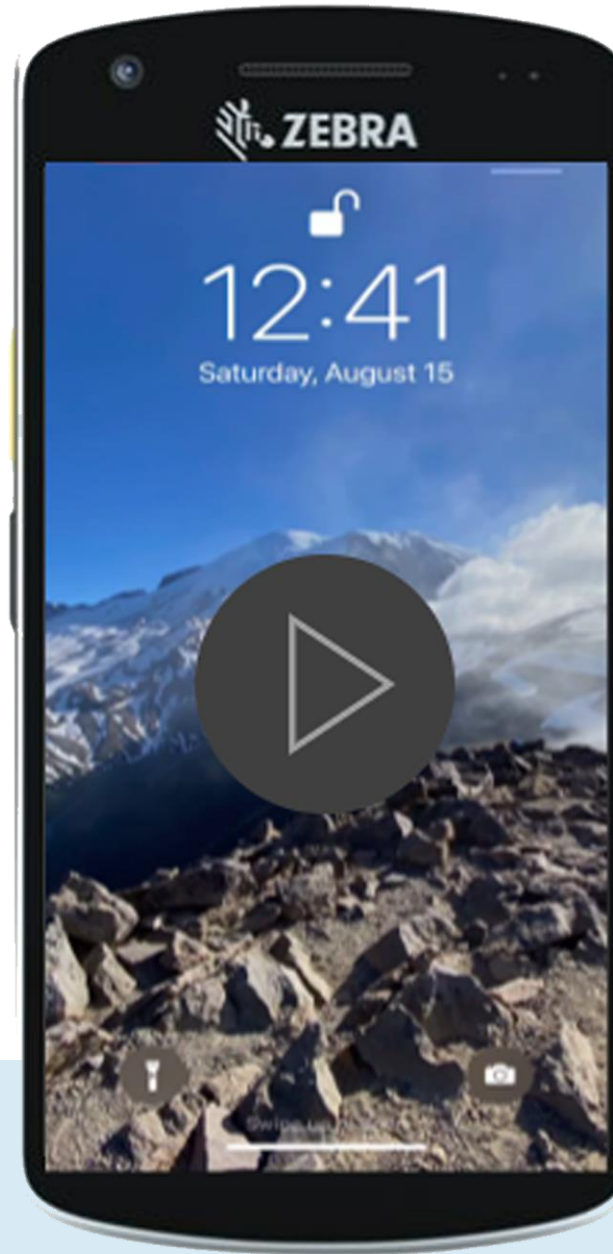
From foundational team communication like 1:1, group team communication, group chats and video calls to everything in between, Teams doesn't just walk the walk, but talks the talk.





## Share company-wide announcements with the community

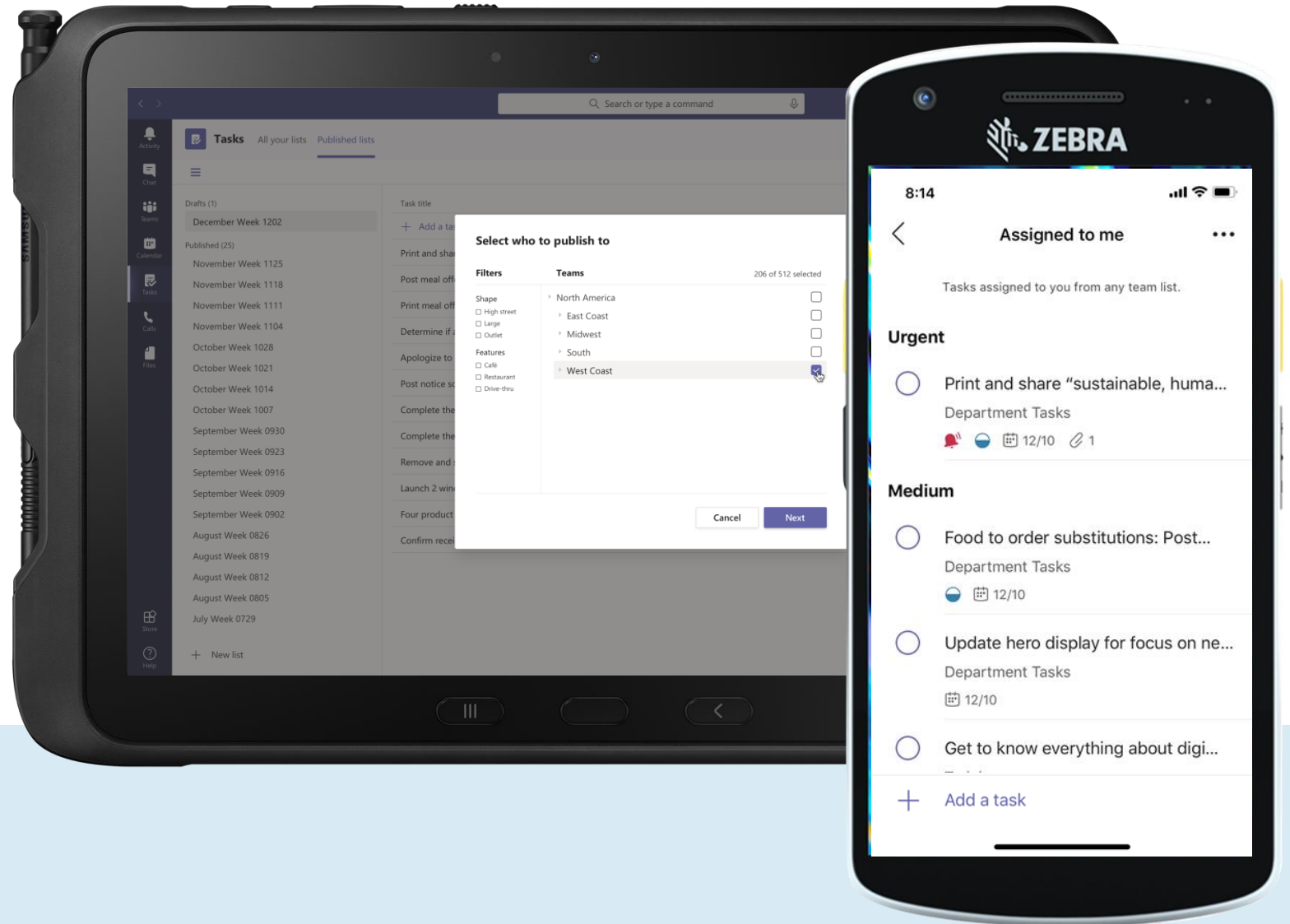
Recognize and engage your workforce by creating a culture of openness and transparency. Interact, host live events, and foster communication on Yammer Communities in Teams.





## Simplify task management

Make task management easier from the executive level to the shift employee with simple tools for task assignment and tracking across your organization.

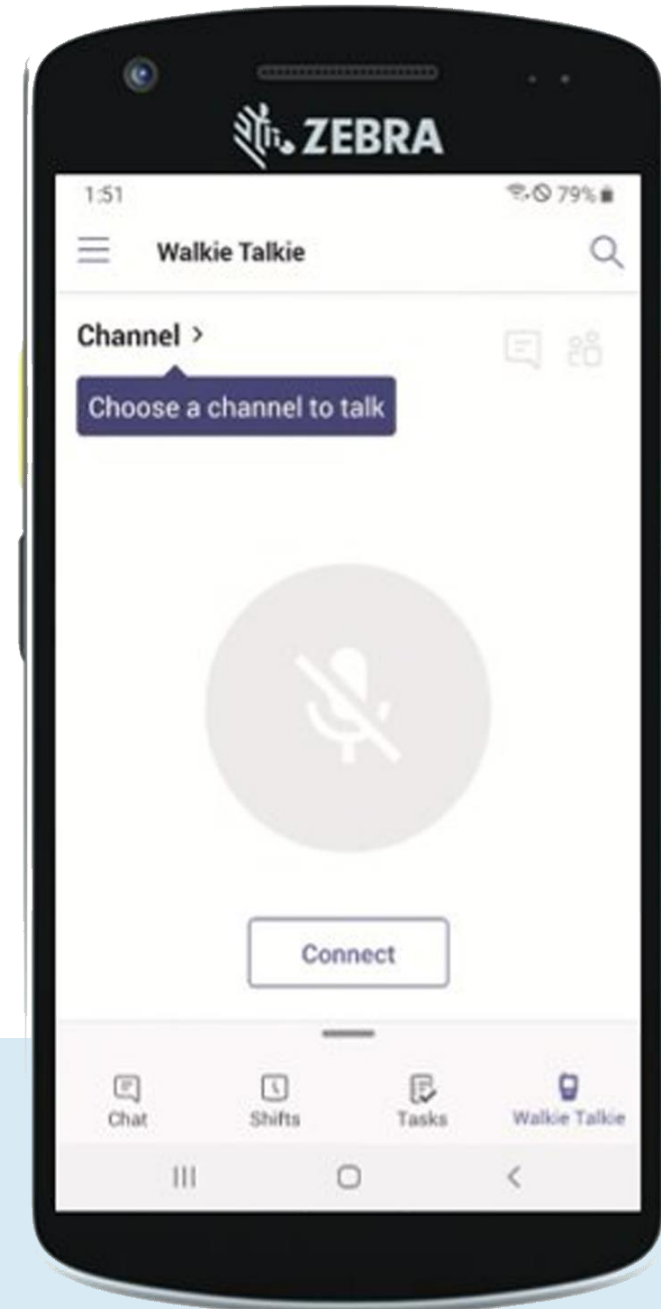




## Provide enterprise-grade security and compliance

Microsoft Teams harnesses the enterprise-grade security built on the Microsoft Tier-D compliant Microsoft 365 cloud, safeguarding your business and enabling everyone to securely collaborate without slowing frontline performance.

Zebra devices are secured by design, built with Zebra's Mobility DNA maximize user productivity and minimize IT complexities.



# Case in Point: PRIMARK®

PRIMARK has been a “stores only” retailer but pandemic necessitated PRIMARK to mitigate risks due to such disruptions. PRIMARK decided to become “e-commerce ready”. As a part of this business strategy, PRIMARK did a Click & Collect pilot for children’s wear in 25 stores in mid-lands. After successful completion of the pilot PRIMARK is now expanding their Click & Collect footprint to majority of stores in UK, which would be followed by Europe and US. Building a modern foundation was necessary for PRIMARK for ensuring efficient, accurate and optimised store fulfilment process.



## Business Objectives

- Enable synching of order management, **inventory management systems, warehousing systems**, and provide access to relevant data on tablets at stores and depots.
- Provide real-time visibility and location of “Click & Collect channel” inventory using mobile handheld devices at stores and depots.



## Solution Highlights

- HCL as a one-stop-shop for Digital Workplace Services by leveraging our existing Service Desk, Infrastructure Support and SIAM services for PRIMARK’s Click & Collect Operations.
- Integrations for the Click & Collect solution between Oracle Retail & BY Warehouse Management System (WMS)



500+ Stores

15 Countries across Europe

3000 Devices

500 TC52 & 2500 ET40

## In-Scope Location



## Roadmap

- Integration of Zebra Visibility IQ to HCL WorkBlaze solution to give comprehensive view of store health across all devices.
- Expanding the footprint of this solution across 14 other markets after UK.
- Leverage the foundation to implements more use cases to improve customer and colleague experience.

## Business Benefits



Improved Employee Productivity



Better Shopper experience



Improving picking, packaging, labelling accuracy

## Driving adoption of Frontline solutions

### Wellbeing

Dedicated Teams channels for workplace collaboration ensures clear segregation between work and personal communications which enables frontline workforce to effectively manage a work-life balance

### Productivity

Features like PTT integrated in Zebra devices using Teams, shift scheduling, Task management, etc. help in streamlining daily work from a single intuitive device

### Digitizing for Sustainability

Digitizing paper intensive processes like Shift Management, Task Management, Trainings to a consolidated device ensures the solutions are sustainable

### Security

Ensuring physical and information security for enterprise assets with a solution that encompasses components that ensure assets are recovered at the end of shifts while information is secured by robust endpoint security tools

# Green Device Lifecycle Management

Enabling Sustainable Workplace

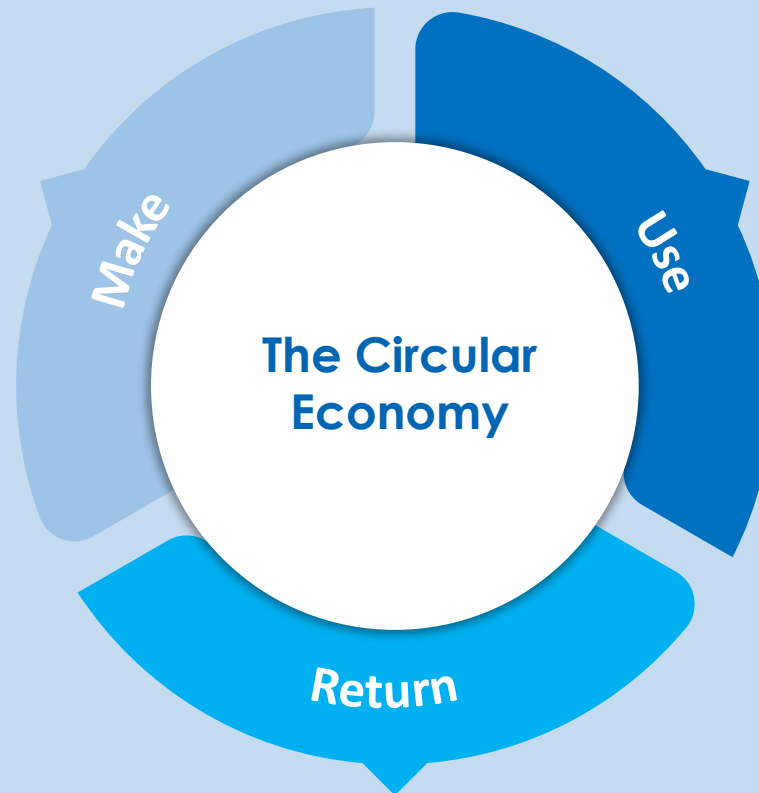
*HCL's ACE (Asses-Consult-Enact) Framework for sustainability provides customers with actionable insights from a dedicated sustainability dashboard designed for customers to track its impact on environmental sustainability*

## MAKE:

- Closed loop extraction: Materials are re-used to make **Zebra** products
- Design for harvest
- Device Energy Certification

## LOGISTICS:

- Minimal Packaging
- Optimized WH/FSL
- Localization
- Just in time
- Electric Fleet



## RETURN

- Reuse packaging for return
- Buy back of used devices
- Certified refurbish devices with OEM warranty
- Harvest parts to extend the life of part that still works
- Sustainable recycling, creating a closed loop for reuse of parts & materials

## USE :

### Device Configuration :

- Right fit devices (optimized resources) for right job
- Right fit applications

### Device Deployment & Allocation

- **Utilizing modern management** – cloud offloading, OOBE, Shift left to factories
- **Right Policy per device:** Turn off/sleep/hibernate, optimized power plan

### Support

- Preventive & proactive analytics
- Automated Remediation
- Immersive Remote Support & Guidance
- Cognitive support
- Printing optimization

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Microsoft Teams

+



ZEBRA

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## A single, secure solution to empower frontline workers

### What it is

A modern, secure and integrated collaboration and productivity platform for Frontline Workers

Relevant for all major industries incl. Retail, Healthcare, Manufacturing, Utilities

### Target Audience

Organizations with Frontline Workers

### Business Benefits

- **Eliminate security or productivity issues** of a fragmented frontline IT environment
- Provide **superior customer experiences** when frontline workers have timely access to information
- Improve **engagement and retention** of the Frontline workforce with a set of modern tools

### Key Features

- Enables efficient peer-to-peer or group communication with features such as **Push-to-Talk**
- Replace manual, paper-based processes by automated **digital workflows**
- Provides **instant access to information** to deliver superior customer experiences
- Helps employees to feel more connected to colleagues and managers, thus reducing attrition
- Facilitates **Learning and Development**