

Brief Description

HCLTech's calling solution aims at streamlining & digitizing IT Onsite Support for distributed workforce by providing an all-in-one solution to offer engaging digital interaction experience especially for users based out of remote location or for sites that lack dedicated on-site resource.

It meets the demand of digital-first customer by empowering IT support with cutting edge interactive support solution.

HCLTech's calling solution enables & empowers end users with instant video interaction with the IT agents. Our solution leverages IPKVM technology that not only allows agents to take control of remote PC in seconds without the need to pre-install software but also furnishes support that transcends beyond traditional IT remote support challenges such as end user's network connectivity, pre-boot scenarios etc. In case the agent is unable to resolve the issue we will leverage the built-in locker system to issue a loaner to reduce user's down time and increase end user productivity and experience.

HCLTech's calling solution consists of following 3 components:

- All-in-One screen for exceptional end user experience
- IPKVM to cater to pre boot scenarios such as BIOS access, re-imaging (as applicable per customer environment, network feasible) etc.

Smart Digital Lockers to automate loaner issuance in case of complete hardware failure

HCLTech's calling solution benefits:

- Improves IT services to end-users.
- Enhances End User Experience & Productivity
- Offers Faster resolution.
- Increases Reach for remote / small locations.
- Comes in ADA compliant Ergonomic design with compact footprint