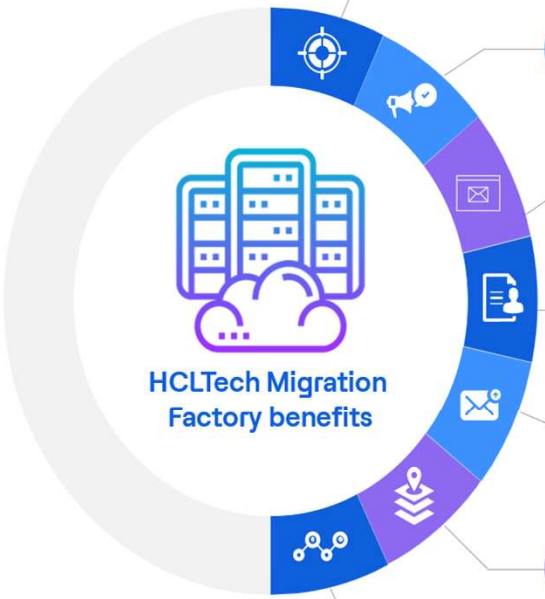
HCLTech Migration Factory benefits



01 Microsoft-HCLTech unique partnership

Nuance Professional Services team played a key role in developing many of the features currently integrated in D365 CCaaS.

02 HCLTech Nuance Professional Services Team

Leverage the HCLTech's Global Scale for Geography specific customer engagement teams.

03 Automation tools and IP

Leverage the tools and IP built by the team resulting in savings of over 50%.

04 Global Delivery Factory Model

15% cost savings with Factory Model leveraging global delivery teams and labs.

05 Consistent Catalog-based pricing

Transparency in cost of products and services leading to predictability.

06 Demo Factory

Harness HCL's demo factory expertise to swiftly develop demos that showcase the new features and functionalities of D365 CCaaS for customer migrations from like to better and AI transformations.

07 GenAI expertise & 24/7 Hypercare Support

GenAI expertise for building custom D365 plugins and connectors & proven expertise in FastTrack programs and post launch 24/7 hypercare support

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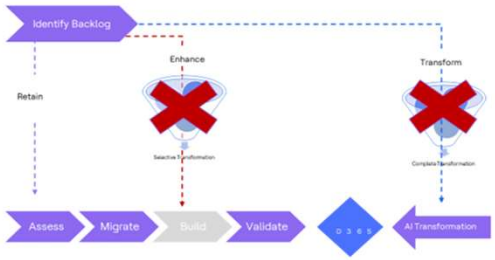
D365 CCAAS Migration Approaches

Finding the right balance

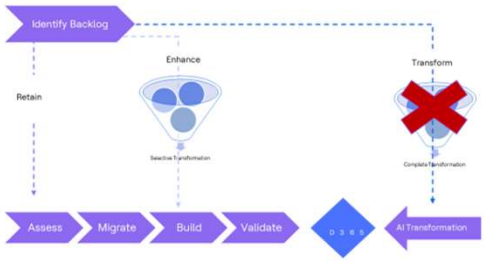
Like to Like



Transition of Nuance functionalities and data to the D365 CCaaS platform using a low-touch migration approach, safeguarding legacy investments while preparing for seamless adoption of future CCaaS advancements.

Keep What You Have

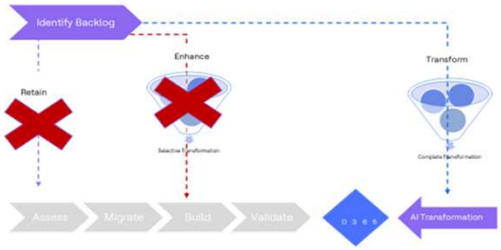
Like to better



Transition of existing functionalities to the new CCAAS platform while simultaneously piloting and integrating new features to enhance operational efficiency & customer experience.

Enhance Selective Components

AI Transformation



AI led transformation focused on elevated customer experience following a high-touch approach

Reimagine and Transform (all at once)

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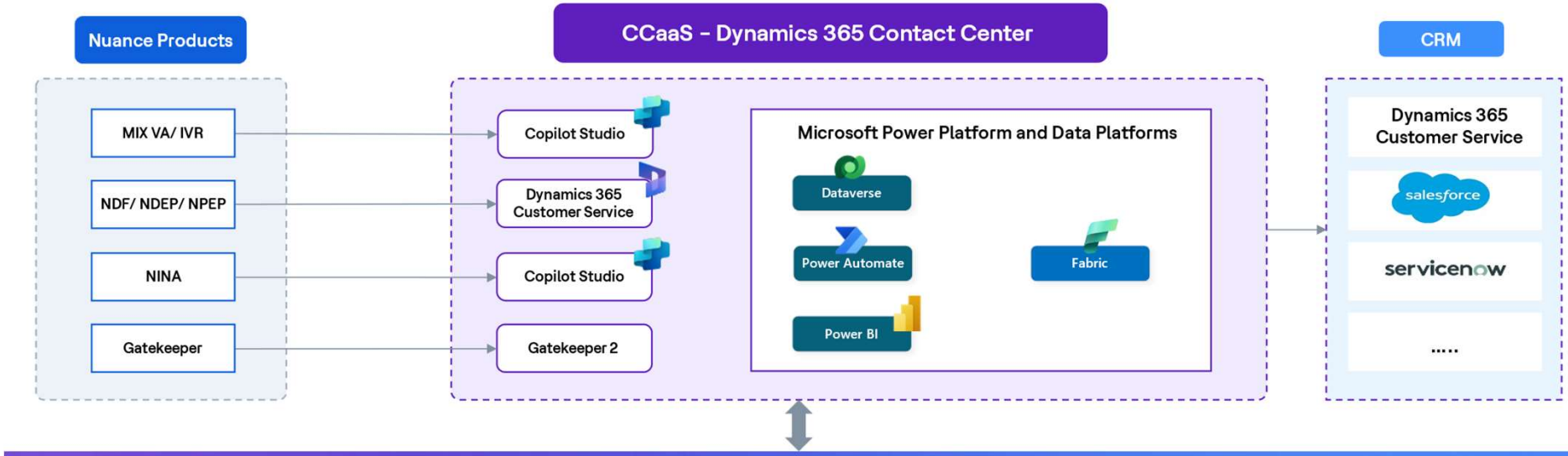
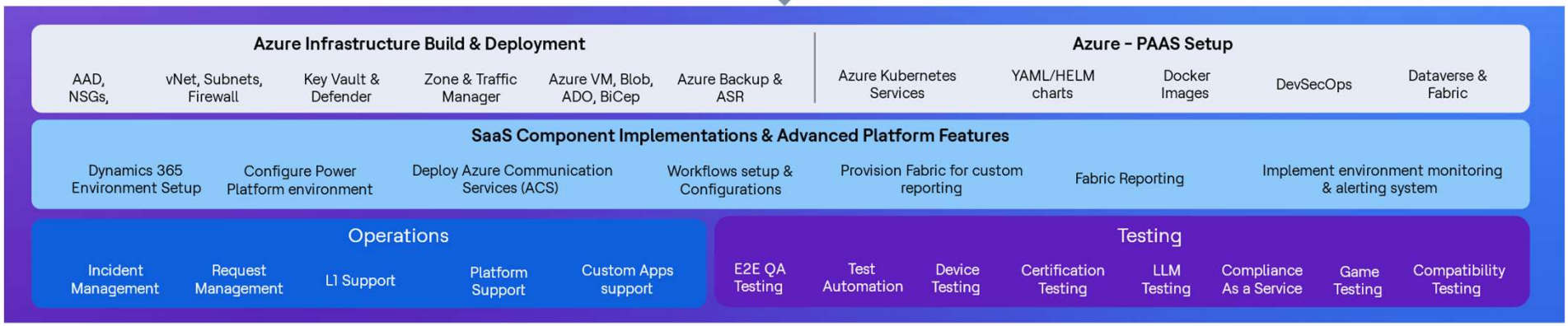
Migration Factory Integrated Product Mapping View





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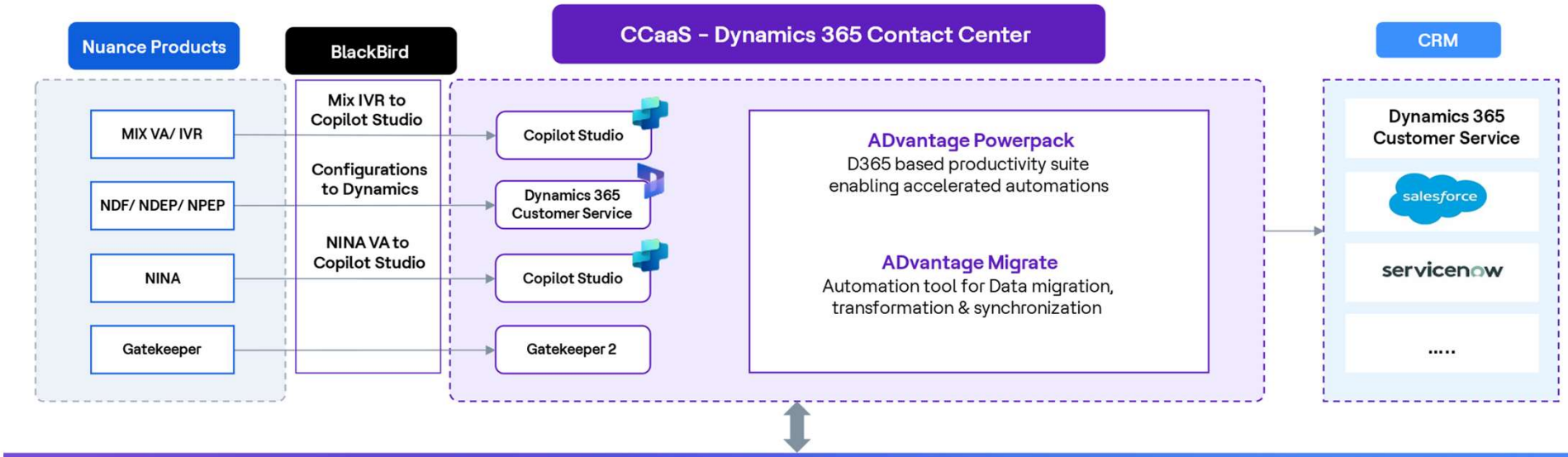
Migration Factory – Tools & Accelerators



OneClick
Automated Foundation & ALZ deployment

Azure Infrastructure Accelerators

Prizm
ALM Tool accelerating application assessment

HCLTech MyXalytics
Realtime visibility of Migration Factory– Projects, activities, tasks

Testing Accelerators

OneTest
Test Automation

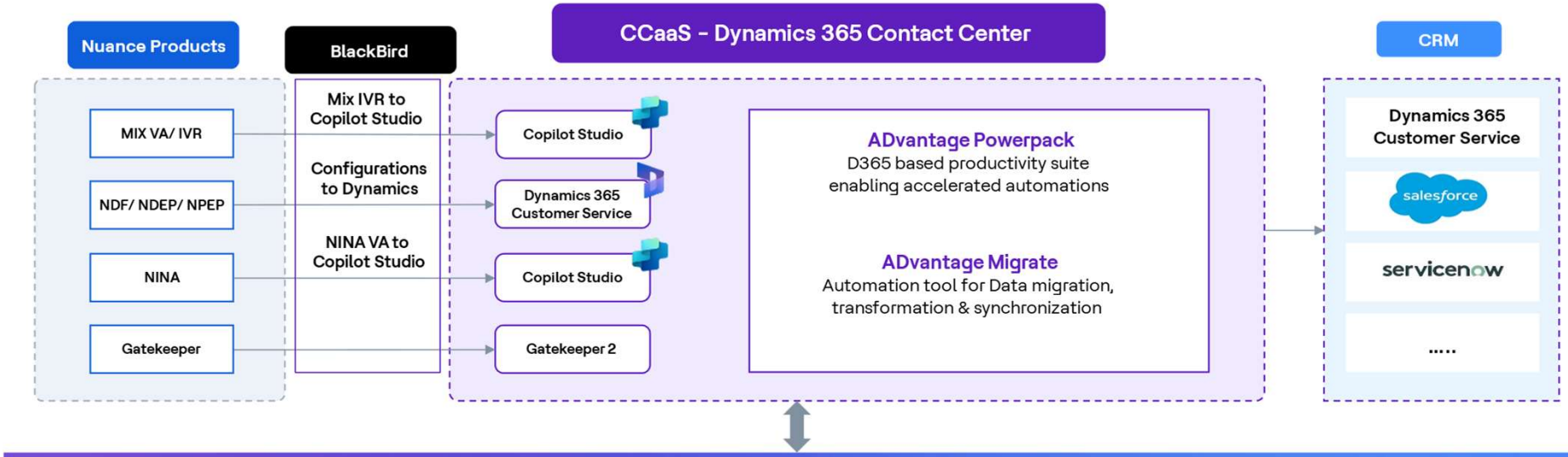
BugAssist
Auto Bug Logging

Magnus
Test Automation Platform

Falcon
Scriptless Automation Framework

HCLTech

Migration Factory – Tools & Accelerators



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