



HCL-Zebra-Microsoft

Empowering Frontline Workers



A man with a beard, wearing a dark shirt and an orange safety vest, is looking down at a smartphone he is holding in his hands. The background is slightly blurred, showing what appears to be an industrial or construction setting with orange and blue lights.

Less than 25%

of Frontline workers have the
right tools to do their jobs¹

¹Equip Frontline Workers with Better Tools to Drive
Engagement, Forrester Opportunity Snapshot: A Customer
Study Commissioned by Microsoft, December 2018

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Manual processes and outdated digital tools hinder efficiency.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 onboarding & low retention

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



Lack of purpose-built devices

Workers use multiple devices and workarounds to complete tasks.



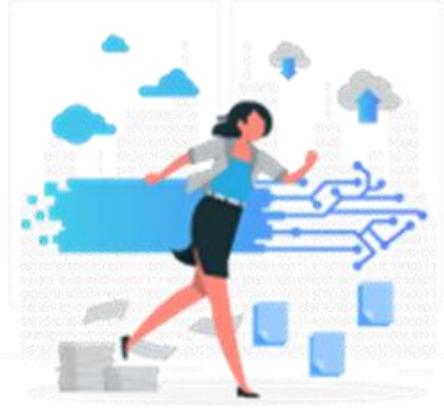
Staying protected & compliant

Uneven security practices, outdated IT, and information silos increase risk.

A single, secure solution to empower frontline workers



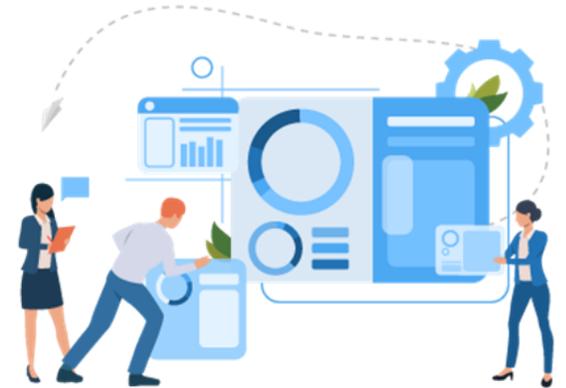
For customers



Zebra Delivers



Microsoft Delivers



HCL Delivers

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

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

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

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

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

Catering to the entire value chain of business to frontline requirements

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

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

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 Protection¹
- Frontline policy packages

Security & compliance across your organization

¹Windows 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.



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



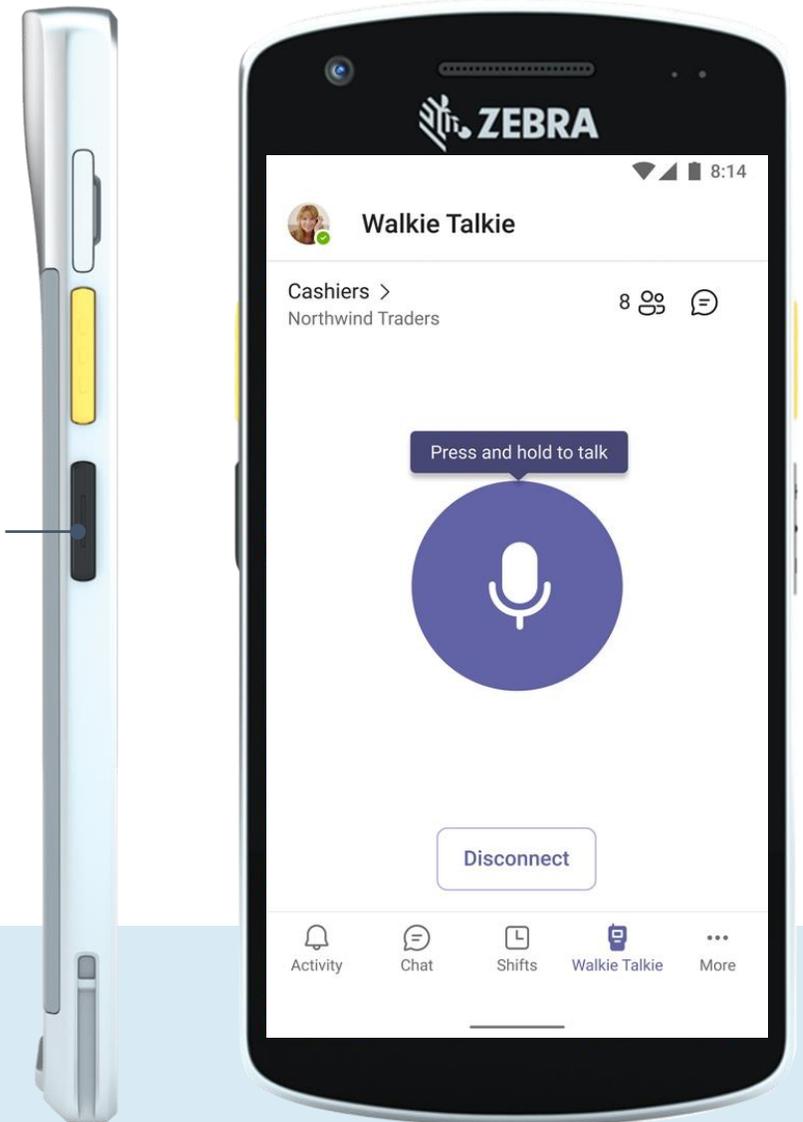
Walkie Talkie app sign-on is fast, secure, and password-free



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



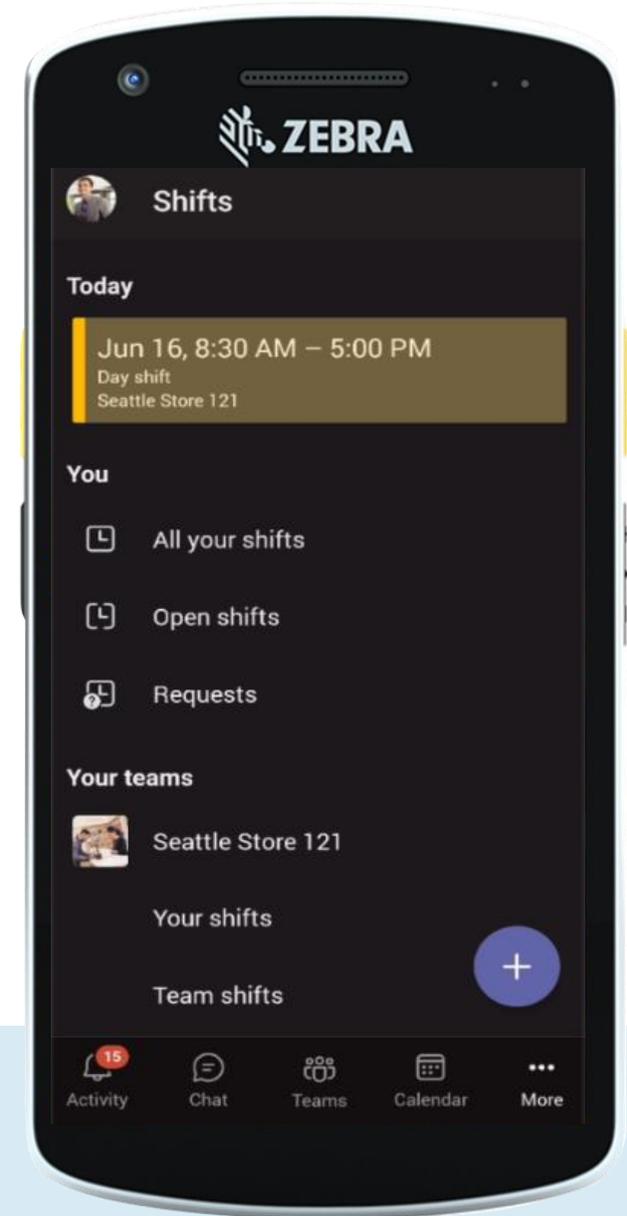
Create and assign shifts



Request open shifts and time-off



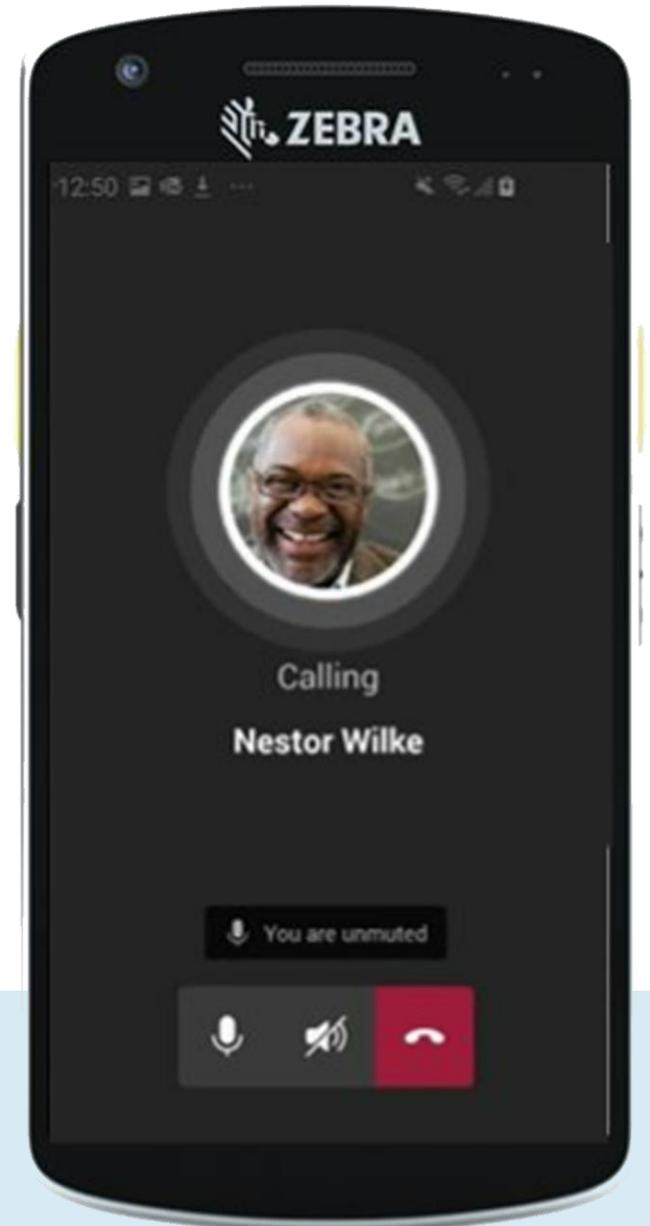
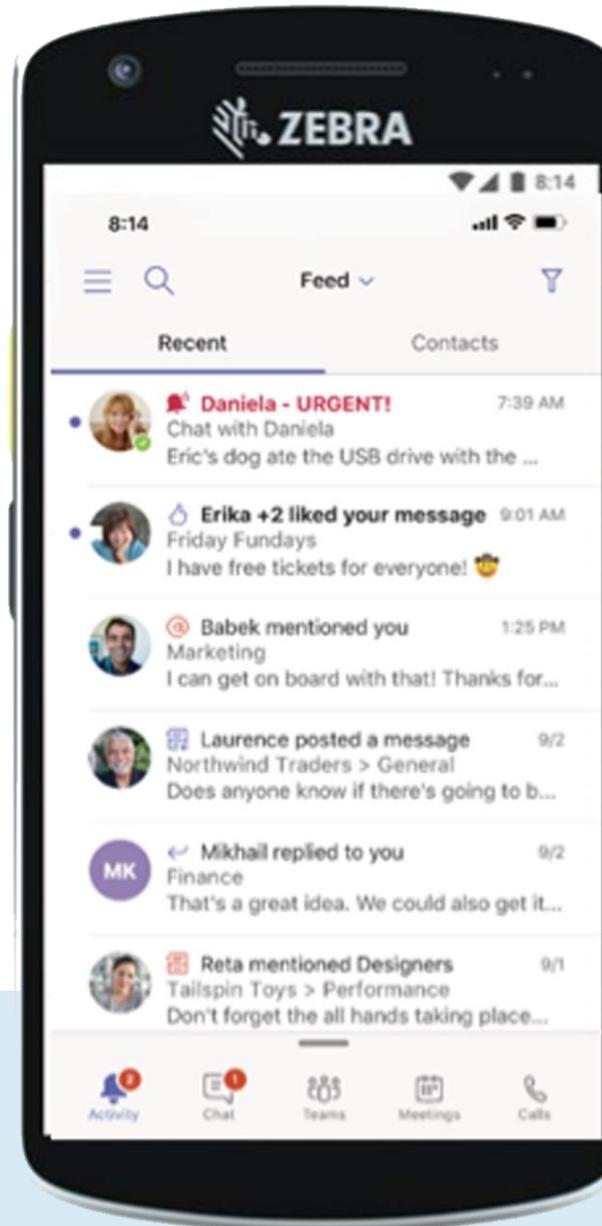
Approve and decline shift and time-off requests





Leverage a single platform for teamwork

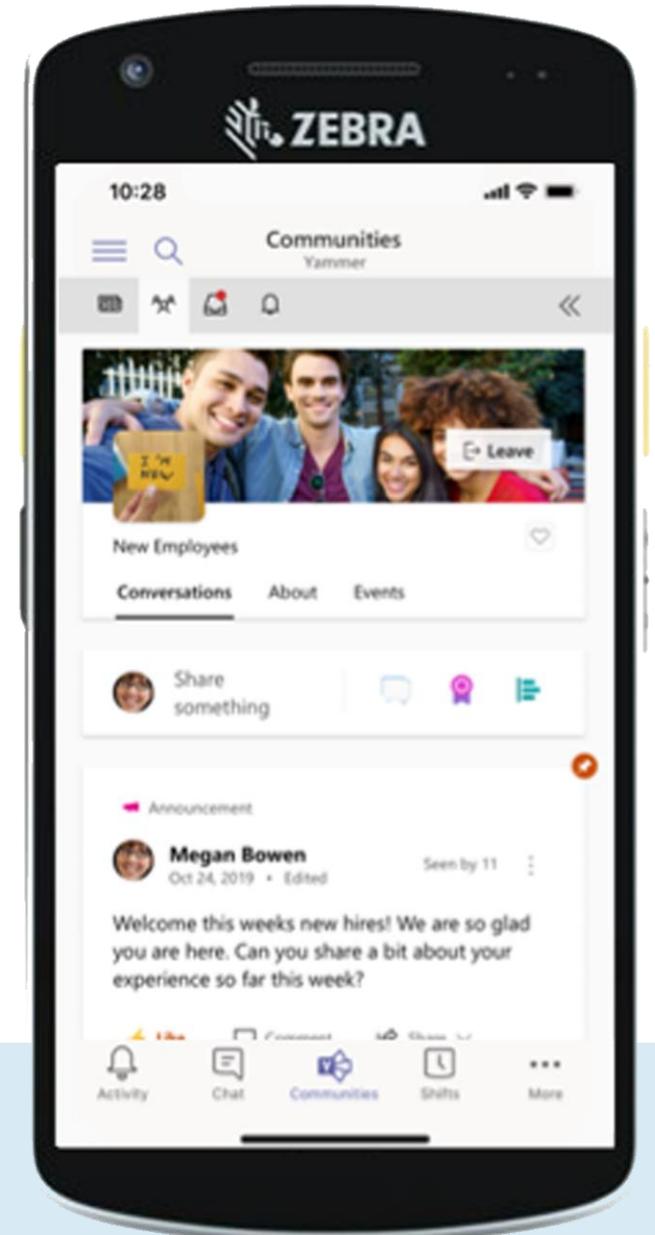
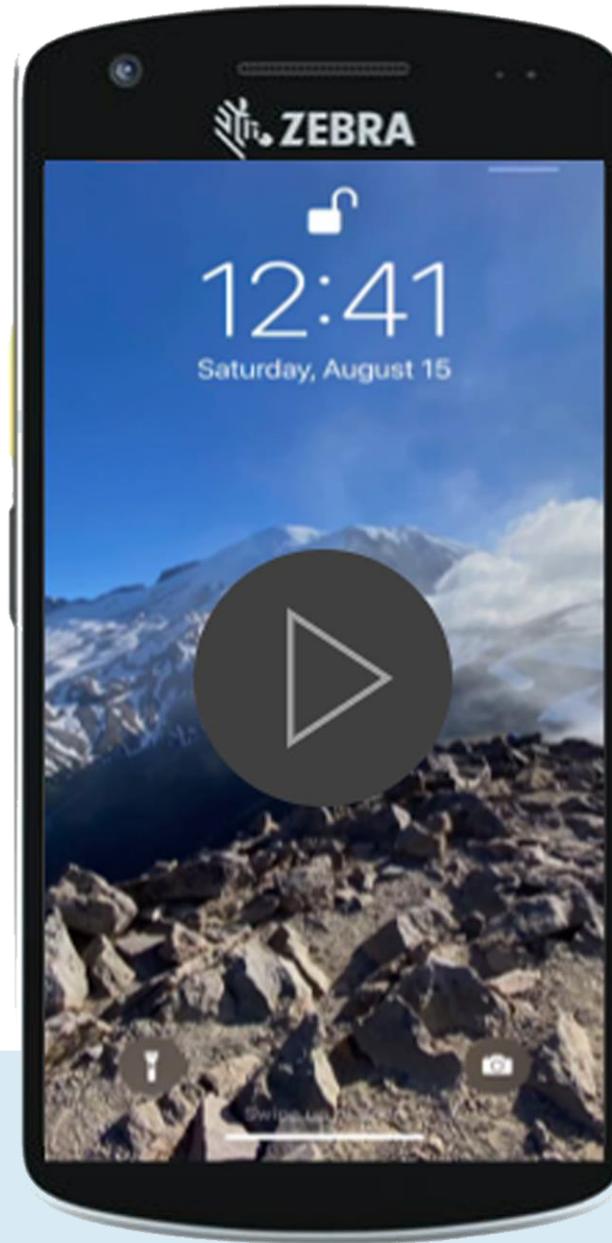
From foundational team communication like 1:1, group team communication, group chats and video calls to everything in between, Teams doesn't just walk the walk, but talks the talk.





Share company-wide announcements with the community

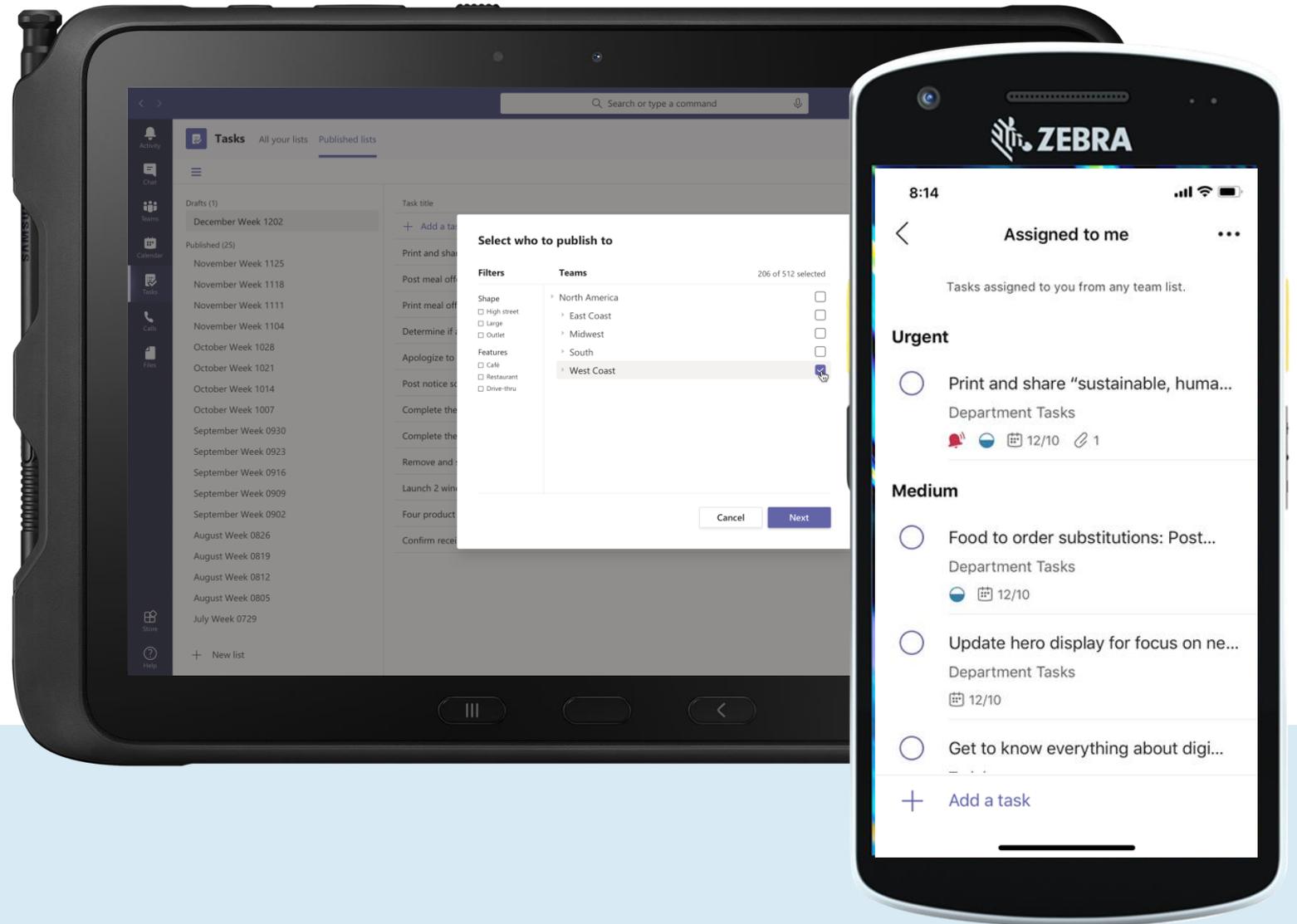
Recognize and engage your workforce by creating a culture of openness and transparency. Interact, host live events, and foster communication on Yammer Communities in Teams.





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.

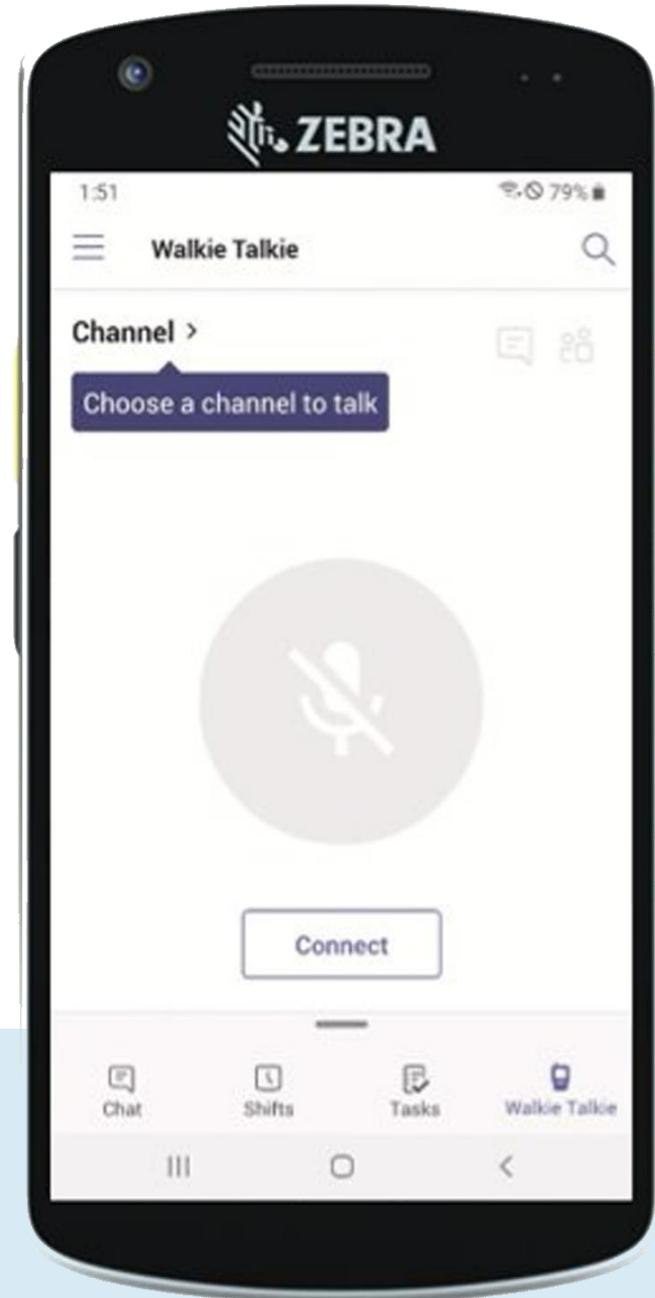




Provide enterprise-grade security and compliance

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.



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

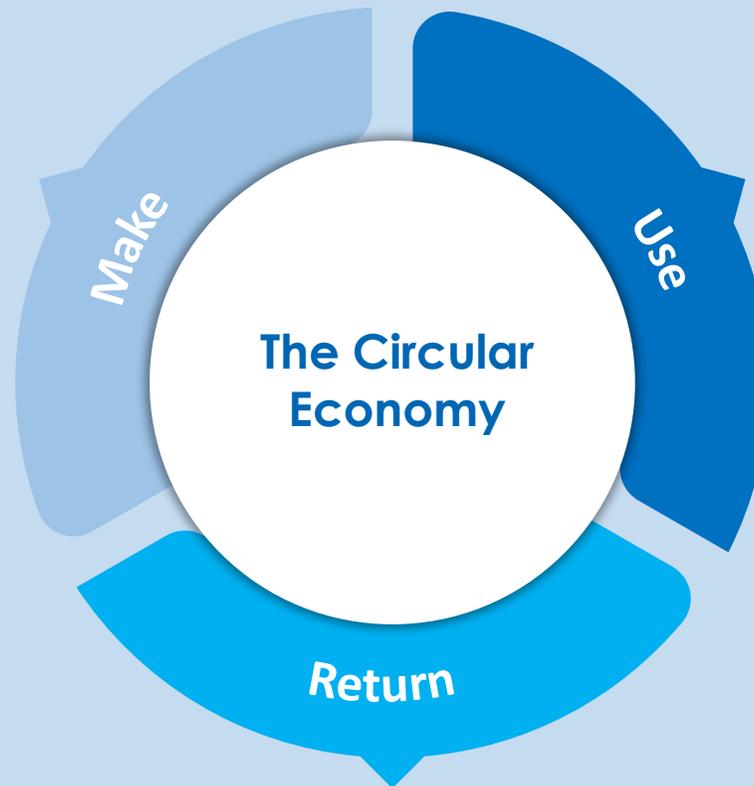
HCL's ACE (Asses-Consult-Enact) Framework for sustainability provides customers with actionable insights from a dedicated sustainability dashboard designed for customers to track its impact on environmental sustainability

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

HCL Global Coverage

Digital Workplace



HCL Global
Delivery
Capabilities



228 Global Delivery Centers



400+ customers



10 Mn+ users based



12 Mn+ devices managed

#1

Gartner Magic Quadrant
for Managed Workplace
services

HCL WISE Target Industries

Workplace Industry Solutions and Experiences

- Retail
- Manufacturing
- Healthcare
- Transport and Logistics
- Hospitality
- Energy and Utilities
- Public Sector



A world leader in innovative digital solutions, hardware, and software, **Zebra** specializes in devices which enable Frontline workers across different industries.

Extensive Reach

Scalable to meet any enterprise demands



\$4.5B
Global Sales



100+ Offices
in 45 Countries



4,900+ Patents
Issued and Pending



8,200+
Employees Worldwide



10,000+ Channel
Partners in Over 100 Countries



\$447M+ R&D*
*10% of Sales

Leader Status

Gartner Magic Quadrant for Indoor Location Services—Worldwide

#1

RFID Mobile

Rugged Mobile Computing

Data Capture

Barcode Printing

Why Microsoft



Microsoft 365 offers a more complete, intelligent and transformational service

Our world has changed, and you need simple, secure solutions that help you transform your business and get things done from almost anywhere.

Connect and empower every employee, from the office to the frontline worker, with a Microsoft 365 solution that enhances productivity and drives innovation.

Four reasons to choose Microsoft 365 for your modern workplace

- 1 Help your people connect, collaborate, and accomplish more both asynchronously and in real time
- 2 Give employees the powerful Office tools they need to be their most productive, no matter where they're working
- 3 Transform people, processes & culture with intelligent features, automated workflows and engagement platforms
- 4 Get peace of mind with trusted security that protects the business without getting in the way of work

 300+

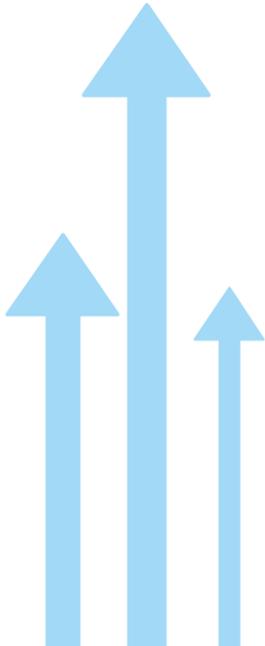
new capabilities launched across chat, collaboration, meetings & calling, apps & workflows, and admin & security to ensure you're ahead of the curve

 270 million

people around the world rely on Microsoft Teams every day for hybrid work

 1 billion

customers trust Microsoft 365 to connect, protect, and empower every employee—from the office to the frontline



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