

## HCL BigFix AEX delivers zero IT service experience wait time

Implemented in over 150 IT service use cases for a global \$10B manufacturer

HCL BigFix AEX



Conversational AI capabilities will help drive worldwide contact center market to 16% growth.



Gartner 2023



## The situation

Founded in Finland in 1910, our customer has become a leader in the elevator and crane manufacturing and services business. As in many industries, companies that handle such a massive flow of people have very little time to brainstorm solutions when an incident occurs. Either you have the answer, or you don't. Our client takes enormous pride in its ability to exceed the needs and demands in this complex and mobile world. These high expectations are why when it sought to produce the same exacting standards internally as it does externally, it searched for an automated Cognitive Virtual Assistant (CVA) that eliminated inconsistency, errors and wait time in customer service.

Challenges that plagued the client's IT landscape included:

- Traditional IT service help desk with human-driven process to solve end user queries, leading to errors, SLA breaches, operational overheads and decreased worker productivity.
- Long wait times due to huge volumes of incoming user requests.
- Lack of standardization in providing resolution due to disparate source of information and varying levels of knowledge and expertise.

## The solution

To rapidly enable this digital transformation, the company joined forces with HCLSoftware to secure our AI-powered CVA, HCL BigFix AEX. It made this choice based on BigFix AEX's ability to communicate invoice and chat, mimic human interaction by learning and adapting to client needs through smart conversations and deliver efficiencies required to meet operational demands.

Also, our client experienced a significant reduction in errors, which increased productivity. HCL BigFix AEX leveraged its Natural Language Processing (NLP) and Machine Learning (ML) capabilities to learn and adapt to every call or interaction, improving customer and employee experience. HCL BigFix AEX was available on web and enterprise communication channels such as MS Teams for an omnichannel experience. It was trained on more than 150 use cases with enterprise integrations such as ADFS, Remedy Force and Live Station.

HCL BigFix AEX, under its fallback mechanism, provided a seamless handoff to a Service Desk agent, empowering end-users to self-fix common problems. As a result, their adoption rate exceeded their stated goals.



# Their success

With the purchase of BigFix AEX, our client is better able to support its vision of first-call resolution and employee satisfaction with the ease that its customers have come to expect.

With BigFix AEX, the client was able to:

- Improve response accuracy and significantly decrease wait time.
- Enhance User experience with an adoption rate of 27.91%.
- Enabled intelligent routing of issues to SMEs to provide end-to-end expert assistance and make better use of human resources.

## HCL **BigFix AEX**

HCL BigFix AEX is a part of the Autonomous Endpoint Management pillar under the HCLSoftware Intelligent Operations ecosystem. It is a Generative AI-driven agent assist solution that offers intelligent self-service support, comprehends employee requests, and perpetually refines its responses for enhanced employee experience. It is designed to revolutionize enterprise service operations. BigFix AEX's intelligence approach empowers organizations to deliver exceptional support experiences, streamline operations, and increase overall productivity.

To learn more about BigFix AEX, **[contact us](#)**

### About HCLSoftware:

HCLSoftware, a division of HCLTech, develops, markets, sells, and supports software for Business Solutions, Intelligent Operations, Total Experience, Data & Analytics and Cybersecurity. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success through relentless product innovation.