

HCL Technologies, one of India's largest multinational IT services and consulting companies, leverages eFACiLiTY® to manage its workspaces across its 270+ offices globally

**HCLTech**



## Goal

The goal was to implement a [space management solution](#) that addresses issues related to the employees' return to work post-COVID. Efficient tracking & management of department/cost centre/project-wise space allocation, seat assignment, hot-desking/on-demand seat booking of shared workspaces, etc., at their corporate offices globally.

## Challenge

The IT giant was managing its space requirements with in-house software, that allowed admins to make space allocations for long-term use, but post-COVID, HCL wanted to provide all of its employees the flexibility to serve themselves - book desks by incorporating the hot-desking concept. However, the current software solution was inadequate and needed an upgrade.

HCL required a space management solution that lists all the available facilities on an online platform in a visual format to plan, assign or allocate spaces by integrating with SAP. They also wanted to implement hot-desking to allow employees to book/reserve desks in shared workspaces for a day, week, etc., with kiosks, web, and mobile apps.

With a hybrid model in play, they wanted to make sure that their employees can come in and use the office as and when required seamlessly, book a seat 24/7 at any of their offices across the city, book in the city in which they may be deputed to work, etc., without burdening the administration team. Also, when more people return to work at the office, without an automated/self-service tool, it can be a nightmare.

## About

HCL Technologies is a leading global IT services company with 12.3 billion USD in revenues operating in around 60 countries with a 222,000+ team working across 270+ offices globally.

Source: <https://www.hcltech.com/>

## Solution



After careful deliberations, HCL ultimately chose eFACiLiTY® after understanding that it covered all the space management requirements they were seeking.

[eFACiLiTY® Space Management System](#) enables the admins to manage spaces and allows employees to book workspace easily at their facilities. Now let's take a closer look at how HCL leverages eFACiLiTY® to manage its workspaces globally.

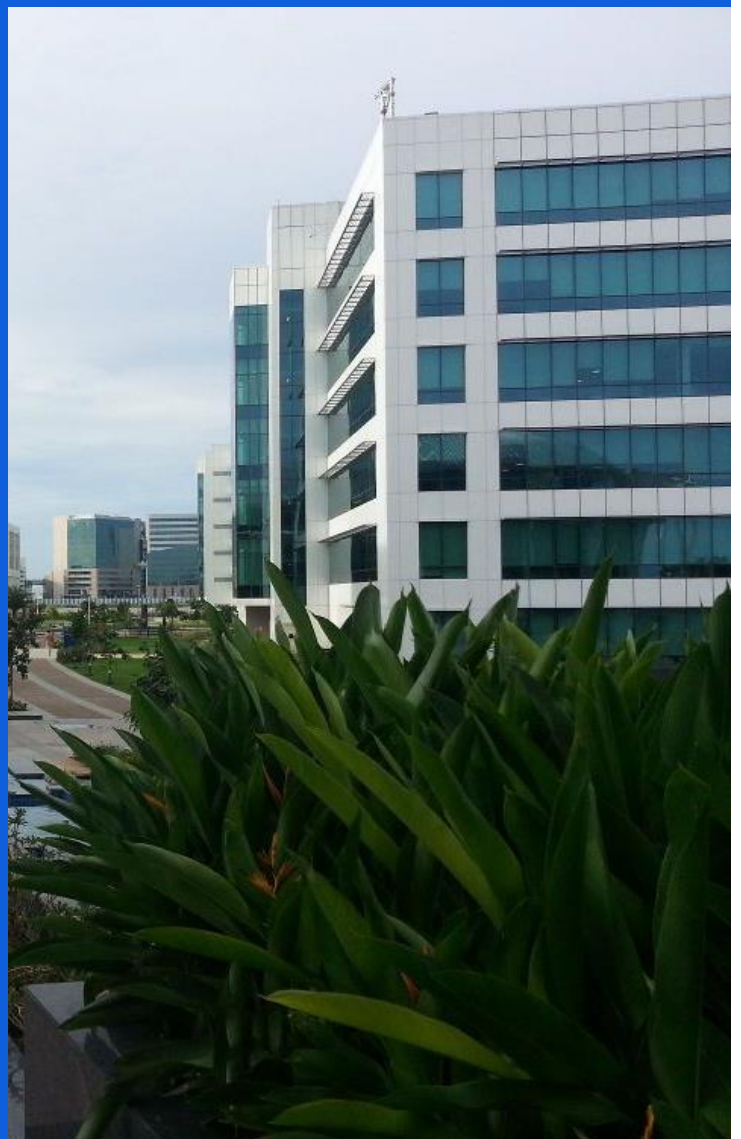
### Hot-desking

#### (Borderless Seat Booking)

Hot-desking or borderless seat booking is a flexible seating arrangement that allows employees to book and use any workspace, anytime, at any location.

Today, companies are implementing hot-desking to redesign their entire workspace and reduce high infrastructure costs.

So, by implementing eFACiLiTY®, HCL maximizes the utilization of its existing office space and easily tracks & manages its departments and project/centre-wise space allocations. It provides HCL employees the independence to choose specific workspaces and book meeting rooms easily through an app or a web log-in.



## Visual Booking

HCL wanted a visual display of their physical spaces, rooms, and areas for better understanding and planning across their locations.

There is a tight integration built with SAP for synchronizing several bits of information like Projects, Cost Centres, Departments, Account Heads, Employee Lists, etc., to ensure that the implementation is seamless to manage their 220,000+ users and 270+ locations.

So, by utilizing eFACiLiTY<sup>®</sup>, HCL gets accurate data on the real-time space occupancy that allows them to plan seating arrangements/allocations every day.

As per the [LEED](#) (Green building rating system) and [WELL Building Standard<sup>®</sup>](#) (Health & Well-being rating system for the built environment), it is found that access to quality outdoor views and natural sunlight boosts the overall productivity and happiness of employees. With eFACiLiTY<sup>®</sup> now, HCL employees are enabled to view the floor plans and book seats with natural views. They can also pick seats that are next to any of the team members with whom they need to collaborate for the day.

## Smart Mobile Application

eFACiLiTY<sup>®</sup> Smart Facility App allows employees to book workspaces instantly in the shared workspace environment, do daily check-ins/outs, view the space allocated for the day, extend or cancel a booking, etc.

## Outcome

Implementing the eFACiLiTY<sup>®</sup> Space Management Software module made booking effortless and encouraged employees to return to the office and work without any hassles, offering them a flexible workspace.

eFACiLiTY<sup>®</sup> is now being actively implemented at HCL locations in 50 countries and 270 sites around the globe.



*"At HCLTech, selecting the right solution for HOTDESKING was crucial for our operations. After thorough evaluation, we chose eFACiLiTY® due to its optimal technical and commercial fit.*

*The implementation process was executed seamlessly, entirely remotely. The eFACiLiTY® team exhibited a profound understanding of our requirements and delivered on time with precision.*

*Their commitment to excellence was evident throughout the process.*

*Our experience with eFACiLiTY® has been exceptional. We highly recommend eFACiLiTY® to any organisation in need of a robust and scalable for hotdesking capabilities."*

**- Rajeev Tomar, Program Manager, HCLTech**

## **Benefits Gained**

- Visual indoor maps of every floorplan across the facilities
- Track and manage project/centre-wise space allocations
- Increased cost savings
- Increased employee engagement and productivity
- Ability to promote collaboration across departments
- View real-time occupancy details



**HCL**