HCLSoftware

Employee Productivity Use Cases

HCL showcases Nippon –
a solution on how to engage
employees for wellness
and productivity

HCL Nippon

Introduction

In today's world, the rate at which organizations are switching over to remote working is increasing on a regular basis. Therefore, maintaining collaboration across the global workforce, along with enhancing employee experience, has become the primary focus. This is also essential for maximizing operational resilience. To navigate these challenges in remote working—while ensuring better business performance—productivity management becomes a critical lever for competitive advantage.

Productivity management for an individual, a team, or an organization revolves around four components: The ability to plan strategically, taking a 360-degree view of data; staying focused on a task at hand; aided by minimized hindrance and encouraged by recognition;

and finally, the ability to prioritize work and follow through consistently. Microsoft's 2022 Work Trend Index Report indicates that *"now is the time for every organization to re-recruit, re-onboard, and re-energize employees"* and calls us take action by *"make learning and growth core to the employee experience—that means bringing the right resources and learning experiences into the flow of work to close the skills gap."*

In this paper, we'll look at how Microsoft Graph Data Connect and **HCL Nippon** takes a novel approach to navigating the challenge in a dynamic, hybrid workplace where there is no one size fits all solution. We'll focus on the benefits of using data-driven methods and get insight into the productivity of the team and employee wellness.

HCL **Nippon**

Nippon automatically captures the time employee spends on work using his laptops through Nippon Buddy. However, if an employee makes calls using a device on which Buddy is not installed, the data is not collected. The goal of the solution is to leverage Microsoft 365 (M365) integration and improve the capability by capturing Teams data for calls placed on devices which do not have Buddy.

This data will also help us in the future to establish insights into the team's collaboration and its impact on the productivity. This data will be very critical for any future AI based analysis use case

Solution Overview

Nippon is a contactless and automated solution that accurately captures effort and output data, keeping employee privacy at its core in a remote working environment. Nippon correlates the two measurements and gives us an insight into the productivity of the team and employee wellness. The workforce management software empowers stakeholders with better workforce management, performance analysis, improvement measures, and eliminates workforce inefficiencies.

Nippon has client side agent called Buddy that collects data, stores it locally before forwarding it to server. Nippon server is a set of IIS based websites and Windows services that processes the data and generate meaningful deep insights and analytics which is then made available to the end users using browser based User interface and reports.
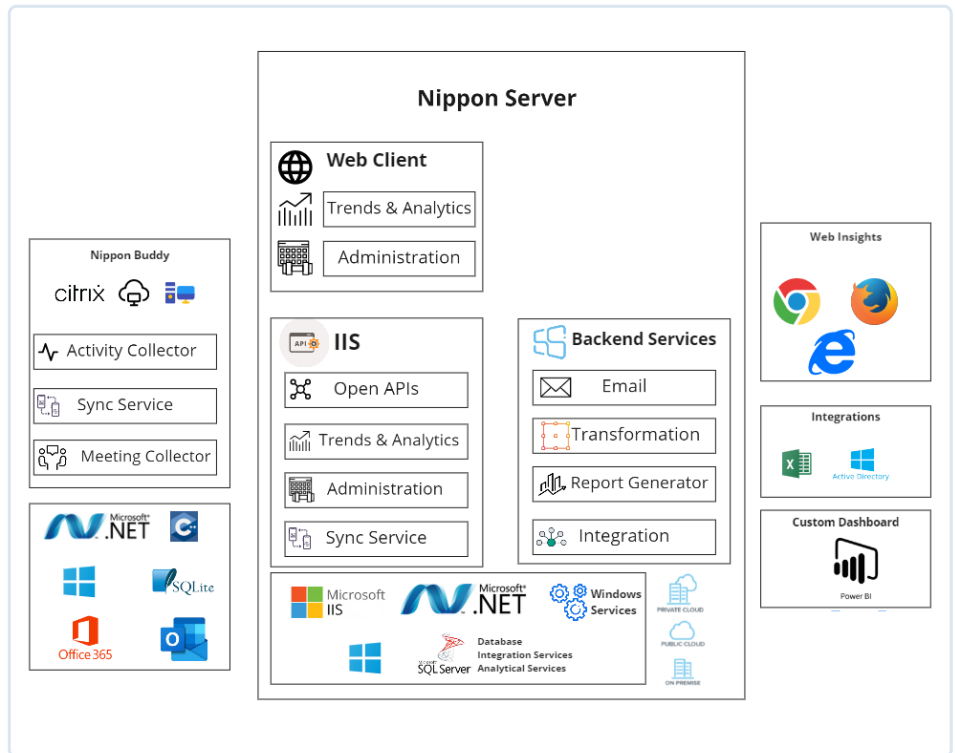

Solution Design

Nippon has a mix of Small to Medium Enterprises (SMEs having up to 10000 employees) and large customers. This warrants using both *Change notifications* and *Data Connect* solutions to get the M365 resource called *call record*. Each *call record* represents either a one-to-one or a group Teams call which happens between employees. Nippon already has capability to merge the data reported by Teams with other data collected by Buddy and remediate any conflicts.


Change notifications

M365 API based solution uses the change notification capability to receive a notification (that has the call record identifier) within 15 minutes of a call getting over. Nippon accumulates these identifiers and then uses these ids to make API calls to M365 to retrieve the call records.

Critical challenge with this approach is to manage the throttling limits that are applicable to a tenant, subscript and resource (i.e. call record).
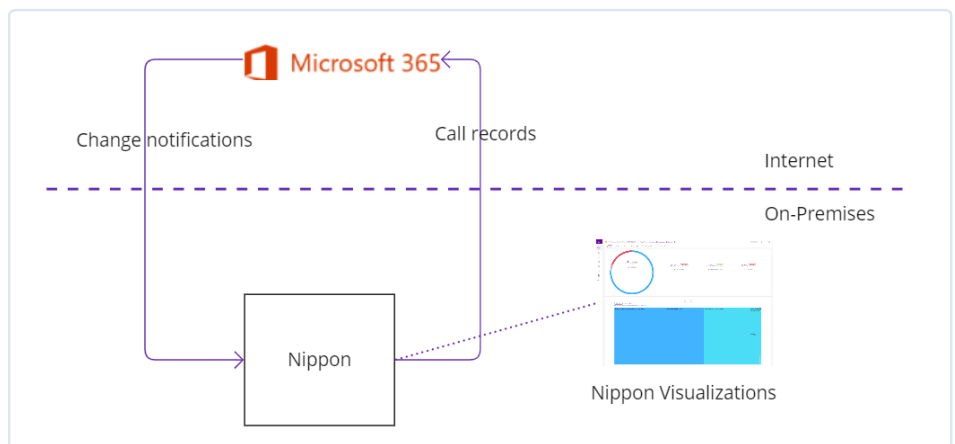
Microsoft Data Connect

In this solution, data is retrieved from M365 in batch mode for a certain period using M365 Data Connect. Data Connect allows data to be synced to a file in Azure Blob storage. The file is transferred to on-premises and inserted into Nippon database. Nippon logic to process the data and merge with other data remains same as the change notification based approach.
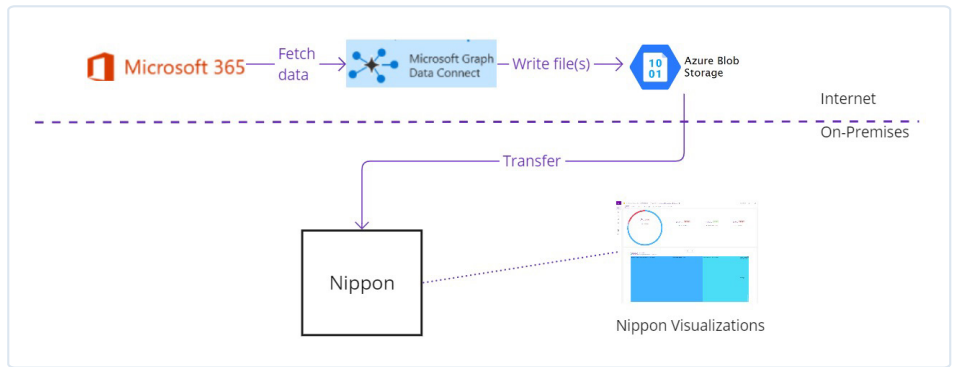
Product Snapshots

Conclusion

By focusing on data driven insights, Nippon helps promote a culture of continuous improvement that empowers everyone in your organization to set and achieve big goals by delivering full clarity into efforts across the enterprise in addition to a cross-functional view. Microsoft Graph Data Connect and HCL quickly and securely transform existing, rich productivity data into proactive, data-driven insights. Nippon powered by Microsoft Graph Data Connect helps leaders to develop effective strategies to empower their most valuable resource: their people.

Next steps

Take advantage of the HCL and Microsoft collaboration to transform your organization's productivity data into data-driven insights for employee productivity & wellness.

HCL **Nippon**

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For additional questions, please reach out to the **Microsoft Graph Data Connect team.**

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