

**Digital Transformation of
PC Software Recovery Process**

**Helped a leading PC manufacturer
as an extended team in developing a
self-service PC OS recovery solution
leading to enhanced customer
satisfaction and reduced costs**

CONTEXT

CLIENT

- A leading global PC manufacturer

KEY DRIVER

- Enhance customer satisfaction and reduce costs through a self-service solution to recover PC Operating System images

CHALLENGES ADDRESSED

- Inefficiencies across different areas when the PC recovery is managed through physical media that are delivered to the customers when requested
- Delays in the overall recovery time due to logistics issues or incorrect versions sent during first customer touch
- Higher cost of operations and personnel dedicated to support and manage recovery processes





SOLUTION

Our client conceptualized a cloud-based OS recovery solution that:

Empowers end users to independently download device recovery information without support personnel intervention (self service)

Provides cloud-based client application to enter their device details and gain access to the latest software images specific to their device

Integrates with a cloud-based recovery manager that maintains and updates up-to-date software recovery images

Enables authorized service teams to manage the downloads and apply recovery procedures as needed by customers

SOLUTION – OUR KEY CONTRIBUTION

SERVICES, APPLICATIONS & INTERFACES DEVELOPMENT



Developed the cloud manager services that act as the centralized hub, customer-facing applications, image administration applications, and authorized service teams image recovery support application

END-TO-END DEVELOPMENT RESPONSIBILITY



As an extended team to the client, responsible for architecture, design, UI/UX development, services development, testing, DevOps, and roll out of all the applications

DESIGN FOR PERFORMANCE



Leveraged technologies & design for scalability and longevity - UI frameworks (Angular), service-oriented architecture (Java, Springboot), integrated with cloud (AWS) services, incremental download design, and platform specific tech (C#, WPF) for Windows client

LONG TERM SERVICES ENGAGEMENT



Continue as the key technical partner since the initial release of the solution over 5 years ago including new development, continuous enhancements, maintenance, and application support

SOLUTION MODULES & TECH STACK

END USER INTERFACE

| | |
|------------------------------|----------------------|
| Device Identification | User Authentication |
| Software Image Download Tool | Incremental Download |
| Recovery USB Creator Tool | Software Installer |

CLOUD MANAGER

| | |
|-------------------------|-----------------------|
| Identity & Access Mgmt | Software Image Upload |
| Software Images History | Version Management |

HUB USER INTERFACE

| | |
|-------------------------|--------------------------------|
| Device Identification | User Authentication |
| Software Image Download | Device Recovery & Installation |

TECH STACK

| | |
|--------------------------------------|--------------------------------|
| App UI frameworks Angular | On-Device UI C#, WPF |
| Services Java, Spring Boot | Cloud AWS |

END-USER ORGANIZATION OUTCOMES



IMPROVED CUSTOMER EXPERIENCE

By making it easier and convenient for the users across the recovery process from identification to installation



REDUCED RECOVERY TIME & COSTS

By eliminating manual errors and the need to delivery physical copies of media



EMPOWERED END-CUSTOMERS

To manage the download & recovery process on their own timeline at their own convenience



ENGAGEMENT HIGHLIGHT & CLIENT ORGANIZATION BUSINESS OUTCOMES

5+
YEARS



Project engagement
for development
and maintenance

29

LANGUAGES



Supported as per the
language
preferences

600K
DOWNLOADS



Of different
versions over the
last 5+ years

Customer Success Briefs

THANK YOU



Digital Customer Experience.