

DIGITAL CUSTOMER EXPERIENCE

**Co-developed a transformational
PC configuration and
management solution for a
global PC manufacturer**



CLIENT

- A global PC manufacturer

KEY CHALLENGES

- Complex to change multitude of settings on one's laptop
- Multiple applications to manage the settings as the default Windows application does not provide all the features
- Lack of clear guidelines/notifications for management of hardware/software preferences and device performance
- Applications to manage settings with the legacy interfaces that are not up to customer expectation of familiar browser-based interfaces

Develop a one-stop native Universal Windows Platform (UWP) application that:

- *Provides a browser-based application interface for users*
- *Enables users to easily manage PC settings and preferences*
- *Offers one app for both gaming and non-gaming devices*
- *Exposes device-specific features that are not available in OS Settings*
- *Supports multiple languages and is compliant with web accessibility guidelines*
- *Acts as an advisor and provides a window to the device ecosystem*
- *Provides social media interactions to create more revenue streams*

SOLUTION - OUR KEY CONTRIBUTION



DIGITAL SOLUTION DEVELOPMENT

Development of the new integrated PC configuration & management solution across – UI Development, UWP (Universal Windows Platform) Services Integration, Content Management Integration, and Enterprise Security



BROWSER-APPLICATION-LIKE INTERFACE DEVELOPMENT

Responsive UI layer with an interface used for familiar browser applications that suits multiple PC form factors and product models leveraging Angular 8 and UWP services integration



CONTENT MANAGEMENT SOLUTION INTEGRATION

Dynamic content presentation to the user based on the context and pro-active brand communication of targeted promotions/services/information by integrating with content management portal (Sitecore)



MULTI-LINGUAL, INTERNATIONALIZATION AND ACCESSIBILITY

Interface presentation as per the language preferences (leveraging i18n) besides providing accessibility features (high contrast screens and narrator)



BEST PRACTICES - SOFTWARE ENGINEERING, SECURITY & DEVOPS

Leveraging the industry standard best practices customized to the specific needs of the client ensuring continuous development & integration including security guidelines adherence, automated testing, and continuous deployment

KEY TECHNOLOGIES





SOLUTION MODULES - REFERENCE VIEW

DASHBOARD



Dynamic Content

System Info

Settings

Pending Actions

DEVICE



PC Details

Hardware Status

Diagnostics

Reference Content

Power & Battery

SECURITY



Security Levels & Advisor

Anti-virus, Password Health

VPN & WiFi Security

Security Mgmt Content & Guides

SUPPORT



PC performance
management

Scheduled Scans

Feedback

VALUE ADDED SERVICES



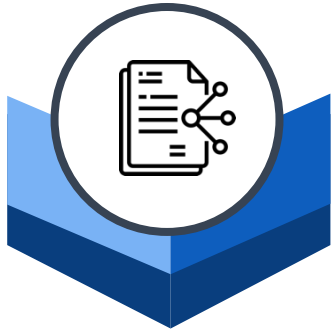
Discover Accessories

Exclusive Deals on Products
& Services

SOLUTION KEY CAPABILITIES

CHAINYARD

All-inclusive service



Enhanced Usability



Integrated Support



Wide-ranging personalization



Optimized customer assistance and maximized PC potential through comprehensive features integrated within a Universal Windows Platform (UWP) application

Easy application access & navigation leveraged through a rich, multifunctional user experience design covering performance, diagnostics, support, and security

Effortless management of PC health, support, and performance using advanced algorithms for ongoing device diagnostics

Unique device – user interaction through extensive interface customization for maximized productivity and customer satisfaction

CONSUMER OUTCOMES

ENHANCED



Customer experience, status visibility, health, security and timeliness of updates

INCREASED



Productivity in managing the device and access to related products & solutions

MAXIMIZED



PC potential, usage of available features in an optimal way, and longevity



ENGAGEMENT HIGHLIGHT & CLIENT ORGANIZATION BUSINESS OUTCOMES

18+
MONTHS



Engagement
with end-to-end
development
responsibility

10+
MILLION



Monthly
average users
in 2019-20

5X



Revenue growth
forecasted over
next 3 years

Customer Success Briefs



THANK YOU

Digital Customer Experience.