HCLSoftware

Accelerate Digital Success

Enable frontline workers to respond more quickly, accurately, and safely
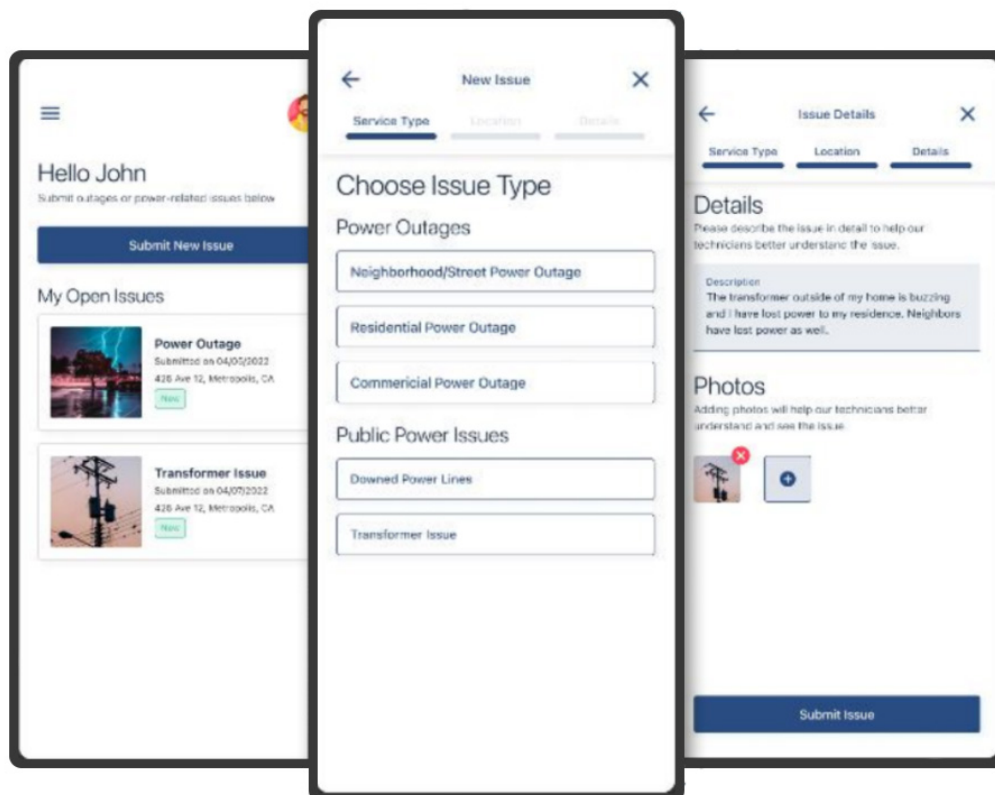
HCL Field Service Management

HCL **Volt MX**

Field service has evolved—it's no longer just mobile.

Today's teams need intelligent, multiexperience access across phones, tablets, kiosks, wearables, and even vehicle dashboards. Add AI-driven guidance and offline functionality to empower your field workers to act faster, smarter, and safer.

HCL Volt MX **delivers all that and more**: From a single codebase, build secure, AI-powered apps capable of working across every channel, integrate with your systems, and keep running even without connectivity.

Target Use Cases

Resolve issues faster, meet service commitments, enhance safety, and deliver better outcomes, all without increasing costs. Extend your field service solution across mobile, wearables, IoT, and in-vehicle apps—all from a single codebase—while covering business scenario models such as scheduled, possible break-fix, facility maintenance, and direct-to-consumer services. Offline-enabled apps ensure work continuity even where connectivity is unavailable.

HCL Volt MX apps are fully customizable: Flexible, prebuilt components like asset tracking and inspections give you a big head start, and can be fully tailored to your needs. Accelerate delivery using AI-assisted development and import your Figma designs to automatically turn them into UI components, shrinking timelines from months to weeks.

Field Inspection

Enhance field operations with AI/ML capabilities like image recognition, anomaly detection, and AR overlays—for smarter inspections, faster training, and real-time remote support. Quickly capture data, access documentation, review client history, upload photos, and sign digitally.

Work Order & Maintenance

Create a mobile-friendly version of work orders, optimized for tablets, phones, and even car apps. This includes job assignments, parts and tool requirements, AR-enabled job procedures, navigation to job sites, and the ability to record results or issues encountered.

Hazard & Incident Reporting

Improve safety and compliance with intuitive mobile reporting—now enhanced with AI-assisted forms and image recognition for faster, more accurate capture. Manage incident prioritization and alerts across teams and analyze trends with AI-powered analytics.

Digital Lockout/Tagout

Meet safety compliance requirements to ensure equipment is de-energized and in a safe condition prior to maintenance or other work, including the ability to provide machine-specific shutdown and start-up procedures, safe condition verification, and lockout/tagout communication. This is supported by digital recordkeeping, push notifications, live updates, and even automated phone calls for schedule changes or forgotten locks.

Journey Management

Monitor safe travel to and from job sites using mobile, tablet and car apps able to detect motion and location, and trigger safety check-ins. AI-based escalation logic ensures proactive intervention when needed.

Field Ticket Management

Manage third-party contractor workflows with AI to validate job completion, digitally approve documents, and automate document routing to speed up invoicing and payment.

Asset Tracking

Track assets in the field using a mobile and tablet solution enhanced with barcode scanning, RFID, image recognition, and AI-powered search. Car apps allow technicians to view part availability or check inventory en route. Integrate seamlessly with Maximo, SAP, or other asset systems.

Industries

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Manufacturing

- Predictive maintenance
- Production line support
- Equipment servicing

Utilities

- Infrastructure maintenance
- Outage response
- Regulatory compliance

Telecom

- Network installation and service
- SLA compliance
- Technician enablement

Oil and Gas

- Remote operations
- Safety inspections
- Asset monitoring

Public Sector

- Emergency response
- Municipal infrastructure
- Service digitization

Healthcare

- Mobile home visits
- Medical equipment service
- Compliance tracking

Learn how companies like Henkel, VELCO, and SoftBank are transforming disconnected processes into intelligent experiences—accelerating innovation, scaling smarter, and saving up to 50% in development time and cost.

Learn more

Extending Legacy Systems

Legacy ERP, asset management, work order, and scheduling optimization systems are typically deeply embedded in your operations but often lack the user experience today's mobile workforce needs. Volt MX bridges that gap.

One codebase for all channels: Deliver apps for iOS, Android, tablets, kiosks, wearables, and car apps.

AI-powered development: Accelerate app delivery with AI-assisted development, smart suggestions, AI-marketplace integrations and Gen AI that transforms Figma designs into applications.

Enterprise-grade integration: Seamlessly connect with systems like SAP, Maximo, and others using robust APIs and prebuilt connectors.

Security and scale: Reusable components, automated testing, and governance with role-based access reduce development cycles and errors.

Enterprise-Grade Solution

Your company requires an enterprise-grade solution. Volt MX is the leading solution in the industry for robust back-end integrations, automated operating system upgrades, security and data management, and scalability and failover.

Volt MX offers a robust integration and middleware layer enabling you to:

Build smarter apps: Leverage Agentic AI and AI connectors, integrations and sample apps for intelligent, contextual experiences featuring AI/ML, AR and chatbots.

Work anywhere: Power offline-first apps that keep teams productive—even without connectivity.

Offline-first capabilities: Volt MX's native capabilities power multiexperience apps that keep working.

Scale securely: Manage APIs, identity, and access with enterprise-grade security and governance.

Powered by the industry-leading Volt MX Platform®

Empower your frontline where it matters most. HCL Volt MX's multi-experience, AI-powered apps boost productivity, engagement, and digital security for your field workers, shopfloor employees, or road warrior staff anywhere, on any device, even offline.

Request a demo

Try for free

About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with its IT investments through relentless innovation of its products.

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