HCL

Automation Services
from Enterprise Studio

Enterprise Studio
by HCL Technologies

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Are your IT and business teams tapping the full potential of IT-led automation?

Is automation a cornerstone of your roadmaps for continuous everything, DevOps and digital transformation such that automation improves the likelihood of success?

Have your teams employed automation for operationally intense work such as for ERP systems and self-service initiatives to improve processes, decision-making and end-to-end visibility?

For organizations in every industry and of all sizes and sophistication, the promise of automation is enormous: new efficiencies, cost savings, fewer errors, faster delivery of capabilities and increased value to internal and external customers.

Success with automation is critical for organizations pursuing digital transformation, DevOps, continuous integration and continuous delivery.

Enterprise Studio can help you get most out of your automation initiatives. Our automation experts can assist you at every level: from implementing a new solution or converting from third-party tools, to collaborating with your teams on specific automation designs, aligning IT solutions and business processes, adopting service orchestration and integrating additional systems.

Executive Summary

Challenge

The opportunities to automate within every organization are almost endless: SAP, Oracle, all phases of the software development and release lifecycle, financial processes, data management, service orchestration, security. And that list just scratches the surface. Artificial intelligence, machine learning and Digital BizOps will geometrically increase the opportunities for automation as the domains of IT and business stakeholders draw closer together.

In our software-driven age, manual processes hinder agility – a key differentiator for organizations to enhance competitiveness, serve customers and deliver value more quickly. Approaches that worked well previously falter as the application landscape increases in size and complexity. Manual hand-offs increase the likelihood of delays and errors. Islands of automation scattered across an organization mean teams may lack an end-to-end view of business processes making inefficiencies and problems difficult to resolve. And, with systems operating 24x7, finding ample maintenance windows to upgrade or service your infrastructure impacts your ability to innovate. Agility simply isn't possible.

Opportunity

A strong automation plan and smart automation design can help make your business "built to change".

With large paradigm shifts reshaping business requirements and ITs role in addressing these requirements, poorly applied automation can cause your organization to fall behind. Alternatively, well-crafted automation can be a catalyst to drive digital transformation.

Enterprise Studio can help you build scalable, adaptable and easy-to-use automation. We can help you create intelligent business automation and services that are flexible and reliable while leveraging your existing IT investments and skills.

Benefits

Working with automation experts from Enterprise Studio presents enormous opportunities to increase the contributions of automation to your business and improve alignment between business stakeholders and IT.

We support you through all phases from initial planning, implementation and upgrades to process optimization and training across IT platforms and IT environments from distributed-to-mainframe, on-premises to cloud. We also assist organizations streamline automation approaches by converting to the market leading solutions from Broadcom.

Improved agility. Strong innovation. Faster decision-making. Lower costs. Better performance. Reliable compliance. Trust the experts with decades of experience and leadership in automation.

Portfolio of Automation Services

Like many organizations, yours has likely enabled IT and business processes with individual point-solutions and possibly with limited deployments of automation suites. And, various teams have developed automation in isolation from other teams. With these disparate approaches, manual hand-offs increase, visibility across complex processes and far-reaching systems is a struggle and, pursuit of additional high-value automation can stall.

Our automation experts can help you assess your current and anticipated needs, incorporate automation into your DevOps and digital transformation initiatives, perform due diligence on your overall automation infrastructure and provide guidance and solution road mapping to set the stage for long term success. While attempting to standardize on a single automation platform may be an elusive goal, there are genuine benefits to committing to a comprehensive automation platform and embarking on a multi-phase automation maturity plan.

Our team excels at designing and implementing smart automation for complex systems where multi-tenancy, firewall, connectivity and innumerable other considerations must be incorporated. We also bring experience in a broad range of use cases and efficient conversions from third party tools so we contribute to your success quickly with proven best practices and less risk.

Improving Results Through Automation. Consulting Services

Often, the tasks and processes that organizations seek to automate are the most complex. Since these use cases may span multiple stakeholder groups, technologies and data sets, developing an integrated approach to automate these processes can be especially challenging.

For example, the complexity of automating a financial process such as period-close multiplies for organizations which operate in multiple currencies, in countries that adhere to different accounting standards and operate in multiple time zones. Add to this, different technologies may be used by various business units or subsidiaries which compounds problems.

Our experts add value by optimizing and automating processes and interfaces up to complete service automation. We bring consulting experience from thousands of deployments where we have designed automation for use cases in enterprise resource planning, human resources, finance, sales, inventory management and customer engagement.

Automation that is isolated to IT is only one part of the opportunity. Consulting services go further by bringing IT and business stakeholders together to address larger, digital transformation initiatives that span IT and business. Automation will be central to unlocking this value. With Digital BizOps for example, automation paired with AIOps can deliver meaningful, in-context information from IT systems to business stakeholders to improve decision-making, support autonomic remediation and enable predictive business intelligence.

Health Checks

Health Check services are available for automation solutions on mainframe and distributed platforms. Enterprise Studio professionals review the technical structure of your deployed solution(s) and the functionality provided, performance and stability as well as review operational strategy and procedures.

Working collaboratively with your team, Enterprise Studio captures data about your solution architecture and configuration, critical components, usage and environment. We then validate the configuration of the solution environments to determine how the current state compares to the original implementation goals, current expectations and anticipated future needs. The team will present recommended actions in a detailed report that prioritizes options to improve your implementation.

Establishing A Strong Foundation. Implementation Services

Whether settings, ports, routers or database partitioning – every kind of software needs a different configuration. When implementing your automation solution, Enterprise Studio collaborates with your team to install and configure the solution and, assists with corollary work such as standardizing or improving naming conventions, agent installation settings, automation objects, role-based user settings, maintenance procedures (e.g. deletion or database reorganization) and transitioning objects from development to QA in the production environment.

Defining and establishing the database connection (MS-SQL, Oracle, PostgreSQL, IBM DB2 for z/OS) and deploying operational services (Java, REST) can also be addressed.

Initial scoping workshops help to clarify your organization's business drivers, functional requirements, governance initiatives, use cases, reliability and security concerns, operating constraints. These interactive workshops improve business and IT communication while preparing your team for a smooth deployment. We can also assist with start-up and shut-down procedures, backup requirements, risk mitigation, security controls, tuning information and troubleshooting.

Upgrade Services

Upgrade services help organizations transition from a prior release of an automation solution to the current release. Enterprise Studio can provide an initial upgrade assessment and assist with the actual technical upgrade.

The assessment identifies risks and benefits that impact technical and business stakeholders and develops a tailored upgrade strategy for your organization. Working with your staff, the team also evaluates opportunities to improve processes and solution performance.

Streamlining Your Automation Platform. Conversion Services

For organizations considering converting to Broadcom automation solutions, our services team can assist with a detailed assessment. By converting jobs and tasks managed in third party tools to the Broadcom platform, organizations can improve efficiencies and reduce complexity for your staff and automation architecture.

The conversion assessment gathers detailed data to help organizations assess risks and opportunities prior to committing to the conversion. The due diligence also helps organizations leverage existing job definitions, process flows and work plans when upgrading to a scalable, agile automation solution that supports current and future scheduling demands.

To proceed with the technical conversion, Enterprise Studio utilizes proven conversion utilities designed for specific third-party technologies to automatically migrate a large portion of jobs and tasks. Jobs and tasks not converted by these automated utilities are adapted by our automation specialists working collaboratively with your team.

With this approach, our automation services team has transitioned more than two million jobs - from simple to the most complex.

Extending Automation Capabilities. Preconfigured Solutions

Working with product development and our customers, Enterprise Studio has created a wide selection of preconfigured toolkits and integration solutions. These solutions address needs of organizations for specific use cases such as in retail and transportation industries, for technology areas such as SAP and Oracle, and for functional use cases such as disaster recovery, IBM Cognos reporting and mail integration.

Our consultants, solution architects and project managers assist organizations to assess their specific needs and configure, implement and train your organization to address your needs.
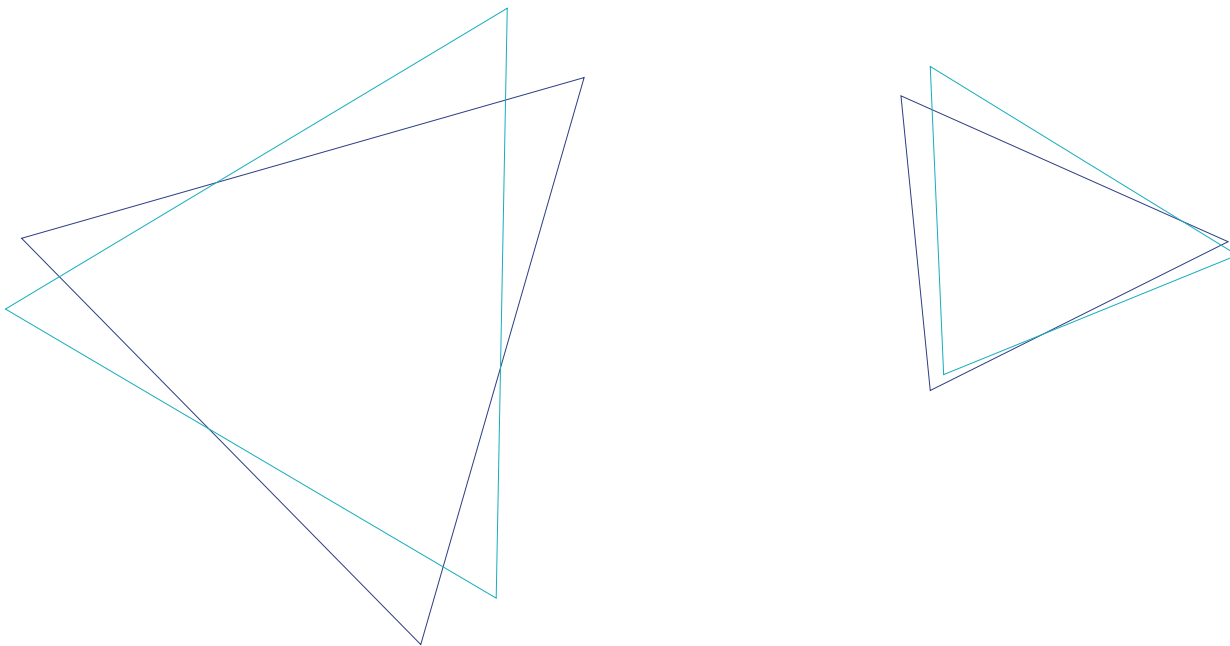
Preparing Your Team for Automation Success: Education from Enterprise Studio
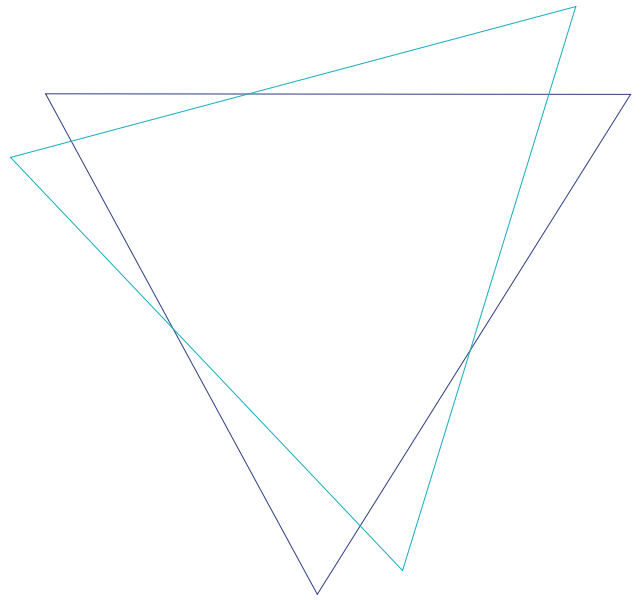
Your employees know every step of your business processes by heart. To bring this knowledge into their work with automation solutions, we can provide training that can be delivered to your organization virtually, on-site or public classes.

Enterprise Studio offers hosted training classes where participants can exchange ideas and experiences with users from other organizations. The global training schedule is available at https://www.hcltech.com/enterprise-studio/education/training-calendar

In-house training options include:

- Standard training sessions according to Enterprise Studio learning paths. Please find our courses and the learning path at: https://www.hcltech.com/enterprise-studio/education/learning-path
- Individual training tailored to your requirements
- Hands-on training using your Broadcom automation solution
- Training on our virtual machines

About Enterprise Studio

Enterprise Studio by HCL Technologies simplifies the complexities of doing business and takes global organizations from idea to outcome by helping them build resilient enterprise solutions. More than just software services, we also work with and become champions of the people needed to create global agile organizations that are ready for the digital future.

Organizational Transformation and Enablement: Accelerating solution adoption to increase speed-to-value realization and develop and support the leadership, people and processes undergoing organizational transformations.

Broadcom Enterprise Software Professional Services: Implementing flexible solutions in your distinct environment that delivers incremental value, speeds up idea-to-outcome, and that will grow and adapt to your evolving business needs.

Future-Proofing: Assisting in the development and execution of a clear plan for long-term success, no matter what the future holds for your business.

For more information, please visit
www.hcltech.com/enterprise-studio

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