Carving seamless e-commerce journey

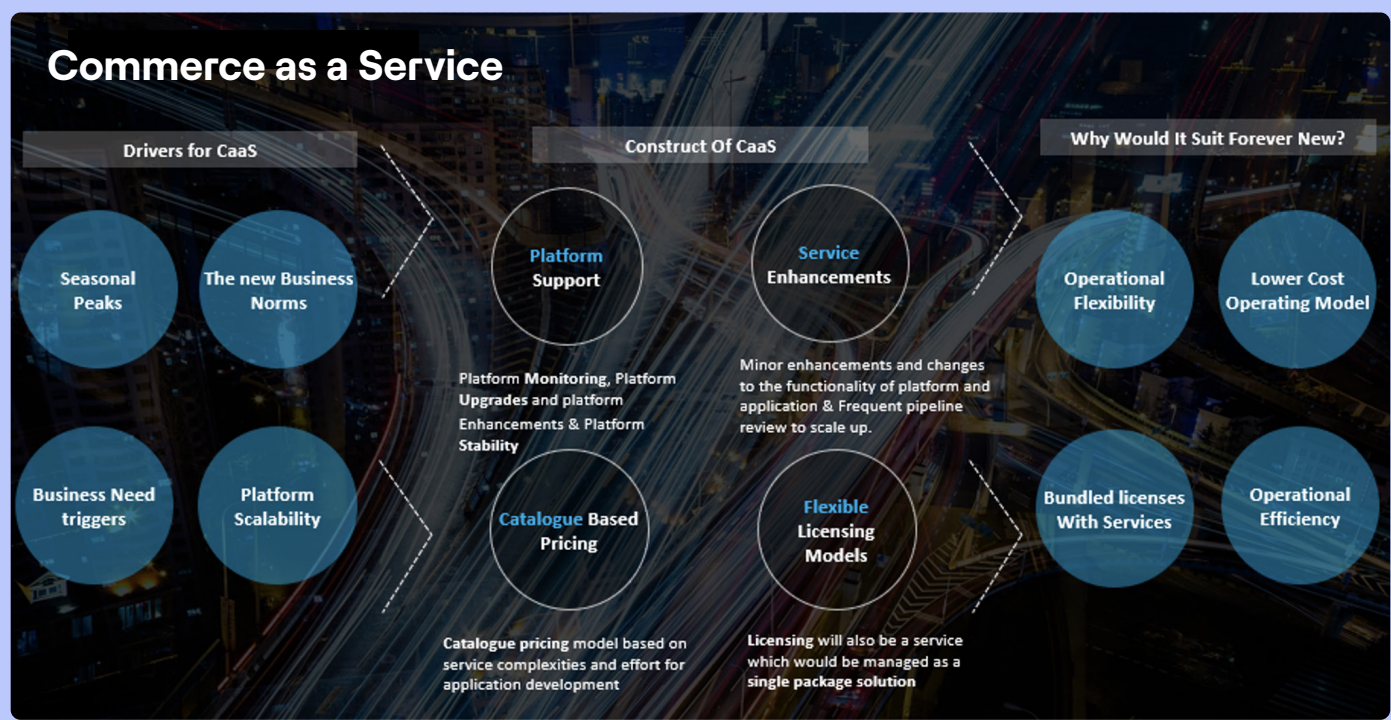with HCLTech's Commerce as a Service offering

Introduction

At the end of the day, any issue on the ecommerce site is still treated as traditional software support. While the reality is that it goes beyond AMS support, it includes, application and business operations and platforms. All these aspects must be addressed for smooth functioning of the commerce site. An ideal solution will be a scalable framework that provides all commerce related services to the business under a single umbrella.

What is Commerce as a Service?

HCLTech's Commerce as a Service is an end-to-end service that brings together all the various ecommerce functions under a single umbrella, making it both easier and more affordable for brands to get started or scale up, as well as minimizing the risks of poor execution or lack of focus on certain functions. It is a cost-effective approach allowing your business to keep current with technological trends without you having to pay high costs.

Commerce As A Service is a differentiated service offering in which HCLTech aims to provide a seamless implementation experience between multiple integrated DevOps projects. It is HCLTech's scalable framework that leverages its underlying services, tools and templates to provide all commerce-related services to clients under a single umbrella.

Commerce as a Service

Drivers for CaaS	Construct Of CaaS	Why Would It Suit Forever New?
Seasonal Peaks	Platform Support	Operational Flexibility
The new Business Norms	Service Enhancements	Lower Cost Operating Model
Business Need triggers	Catalogue Based Pricing	Bundled licenses With Services
Platform Scalability	Flexible Licensing Models	Operational Efficiency

Platform **Monitoring**, Platform **Upgrades** and platform **Enhancements** & Platform **Stability**

Minor enhancements and changes to the functionality of platform and application & Frequent pipeline review to scale up.

Catalogue pricing model based on service complexities and effort for application development

Licensing will also be a service which would be managed as a single package solution
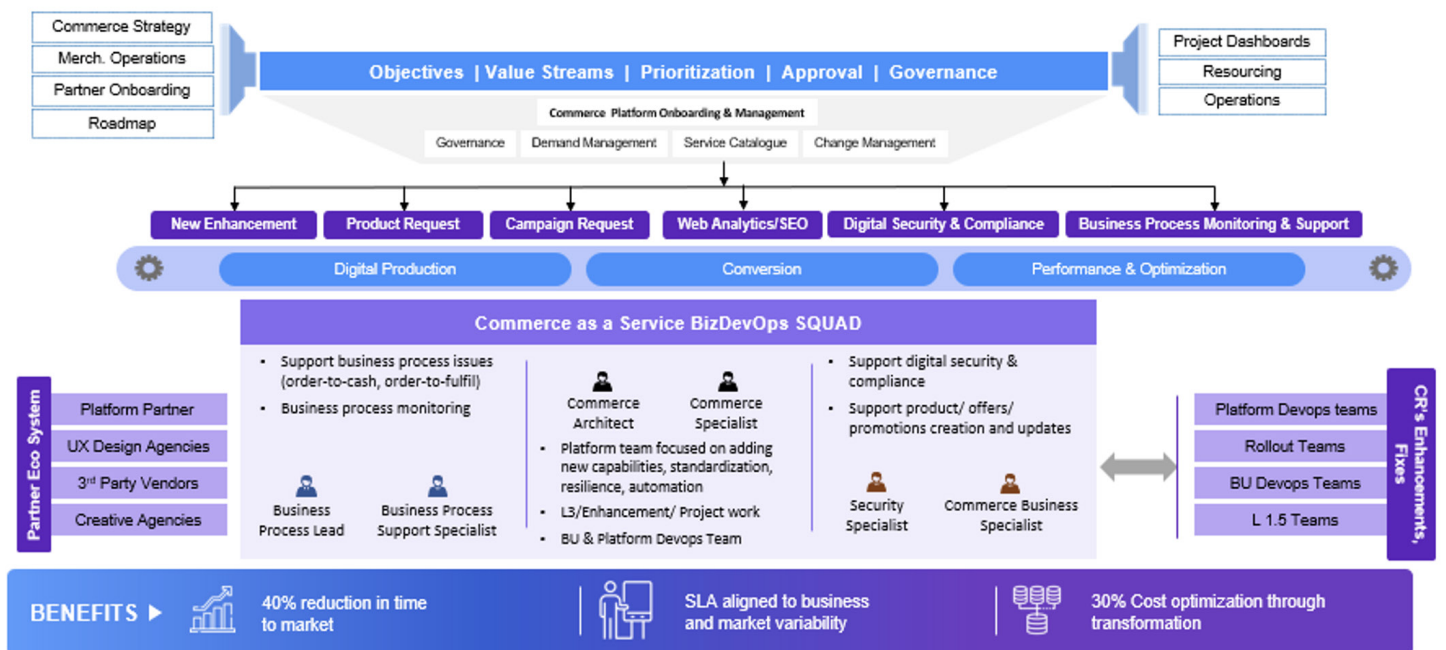
What can CaaS do?

HCLTech's CaaS (Commerce As A Service) provides a core or flexi-based factory-based model which includes end to end services- Development, Validation, and App Ops that reduces operational costs by around 50 percent. It provides flexible ramp-up and ramp-down based on the in-flow of stories or tickets.

As part of our Commerce As A Service framework for ASM (Application Support and Maintenance), we provide B2B/B2C/D2C business support as well as the multi-tenant architecture support, which has reduced the cost of operations for our customers by approximately 30 percent and is very flexible to meet the fluctuating demands.

Commerce as a Service

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 219,000+ people across 54 countries, delivering industry-leading capabilities centered around digital, engineering and cloud, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2022 totaled $12.1 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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