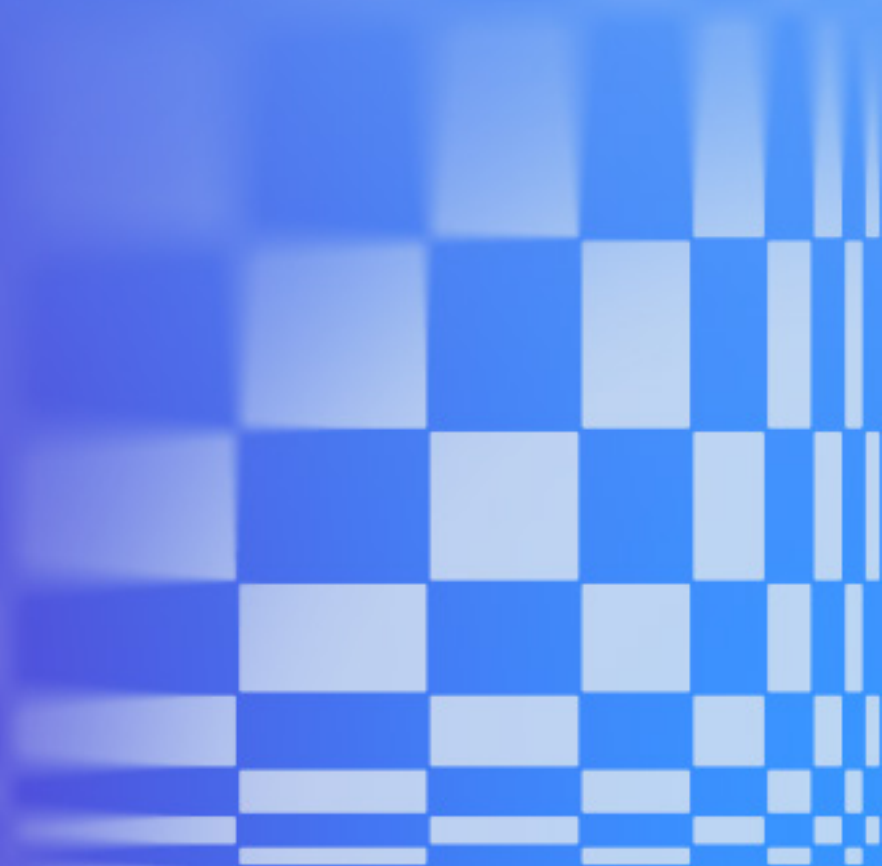


Reliable and resilient enterprise digital transformation with CARE



Introduction

As enterprises begin to transform their business digitally, they are often tasked with the need to strike a balance between the speed of launching a new product or releasing new features and the reliability of the digital foundation needed to provide these features consistently to their customers. For this, they look for solutions that can increase the overall reliability of core IT systems and reduce downtime across all platforms and services.

CARE – Cloud Application Reliability Engineering

Cloud Application Reliability Engineering (CARE) helps to bridge this gap by leveraging a well-defined set of practices and culture built on SRE and DevOps principles with a strong emphasis on engineering capabilities. CARE comes with a robust combination of multiple tenets such as observability, impactful automations and continuous innovation, which ensure 'app-down' and 'platform-up' reliability. With a strong emphasis on reliability, this novel solution helps enterprises increase their operational efficiency considerably.

CARE provides enterprise scenario/requirement-based resiliency and reliability services identified as Site Reliability Engineering (SRE) or Platform Reliability Engineering (PRE). A unique part of the CARE offering is the 'CARE Consulting Services', under which HCLTech performs a robust assessment of enterprises' current state of reliability across multiple parameters and shares a comprehensive report with recommendations and a detailed roadmap to help enterprises achieve higher resilience.

CARE consulting includes:

- '3I Assessment framework' powered by HCLTech's proprietary 'CARE-RI' tool developed to understand the 'as-is' maturity state of customers in terms of reliability engineering
- A roadmap to achieve a higher state of reliability
- A continuous improvement model for sustainable and reliable operations

Features

Under CARE, HCLTech provides its enterprise customers end-to-end observability of systems, reduces labor through automation, addresses the app/platform security vulnerabilities and helps customers to establish a faultless collaborative work environment. The tools and features of CARE are:

- **CARE-RI Assessment:** Provides a bird's eye view of gaps in reliable operations and recommends actionable items to improve
- **End-to-end visibility:** Observability tenet assures unified visibility of system health against CARE parameters like SLI, SLOs, error budgets
- **SRE Dashboards:** A detailed single-platform unified view of metrics and parameters
- **One Click Accelerators:** Powered by proprietary IPs and accelerators like 'one-click' for each platform
- **Tool Agnostic:** CARE is integrated with HCLTech's proprietary automation tools but is open to customer-specific or other tools

Benefits

Reliability engineering practices have proven to provide value to customers in terms of lower downtimes, higher availability, improved performance and low latency. Other customer benefits of CARE are that it:

- Provides maximum visibility and control around business KPIs
- Reduces deployment downtimes
- Reduces incidents and resolution time
- Improves developer productivity
- Automates first with blameless and quick Root Cause Analysis reports (RCAs)

Success Stories

- A US-based financial services company was facing challenges with operational efficiencies and low productivity. It introduced Reliability Engineering for automating most of the activities and implementing customized observability systems. Through this, HCLTech was able to achieve 2x operational efficiency and savings of more than 50% of support hours for the customer.
- Europe's largest operator of energy networks and energy infrastructure firm also engaged with HCLTech to enable CARE Consulting services so that they could improve the reliability of operations for short, mid and long-term.



HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.

hcltech.com

