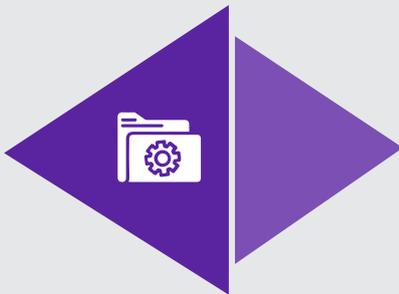


# ASM 2.0

Resilient Operations. Seamless Experiences.





# Reimagining application operations for the digital era

The context of application operations within an enterprise has been redefined in today's high-velocity, software-driven digital world. It's a world where businesses constantly reinvent on an evolving technology stack within a complex infrastructure landscape; where an enterprise is a convoluted amalgamation of legacy systems, digital apps, and SaaS; and where customer experience and effectiveness perspective is as important as cost and efficiency.

The exponential rise in business and technological complexity and the varying pace of transformation in portfolios has made traditional, one-size-fits-all application management obsolete. As enterprises re-balance their budgets for digital acceleration and operations transformation, they require an end-to-end operations model that pervades every inch of the business and enables customized, on-demand, and proactive service management to drive superior customer experience, faster incident resolution, and enhanced business resilience.

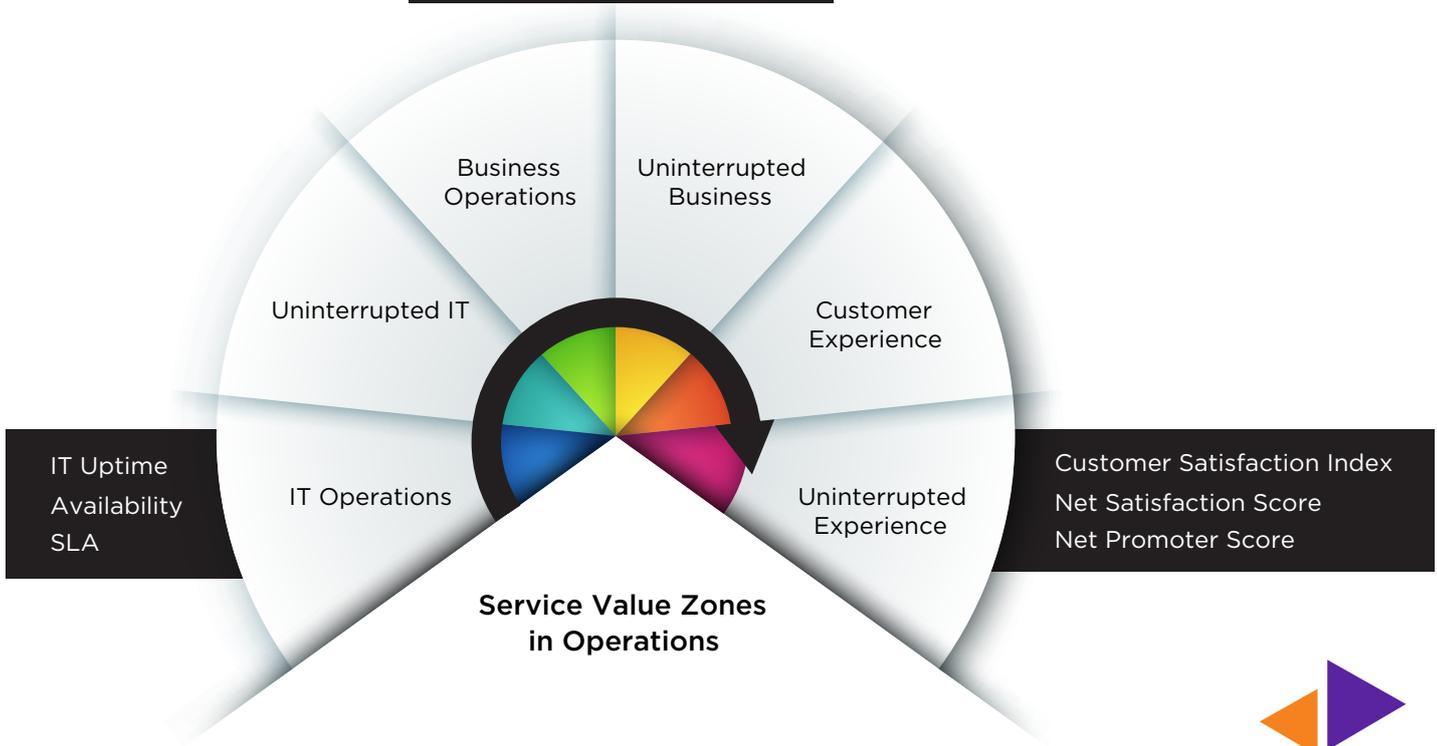


# The evolution of application operations from traditional to digital



	Core Levers	Core ++
Alignment	<i>IT-Focused</i>	<i>Business/Product-Aligned</i>
Operating Model	Siloed	Collaborative
Service Objective	Efficiency	<b>Experience + Effectiveness</b>
Service Quality	<i>SLA-Driven</i>	<i>BLA+XLA-Driven</i>
IT Landscape	<i>Simple with DC or Single Cloud</i>	<i>Complex with Hybrid Cloud</i>

Business Uptime  
Resiliency  
Service Value





# Introducing HCL's ASM 2.0 Framework

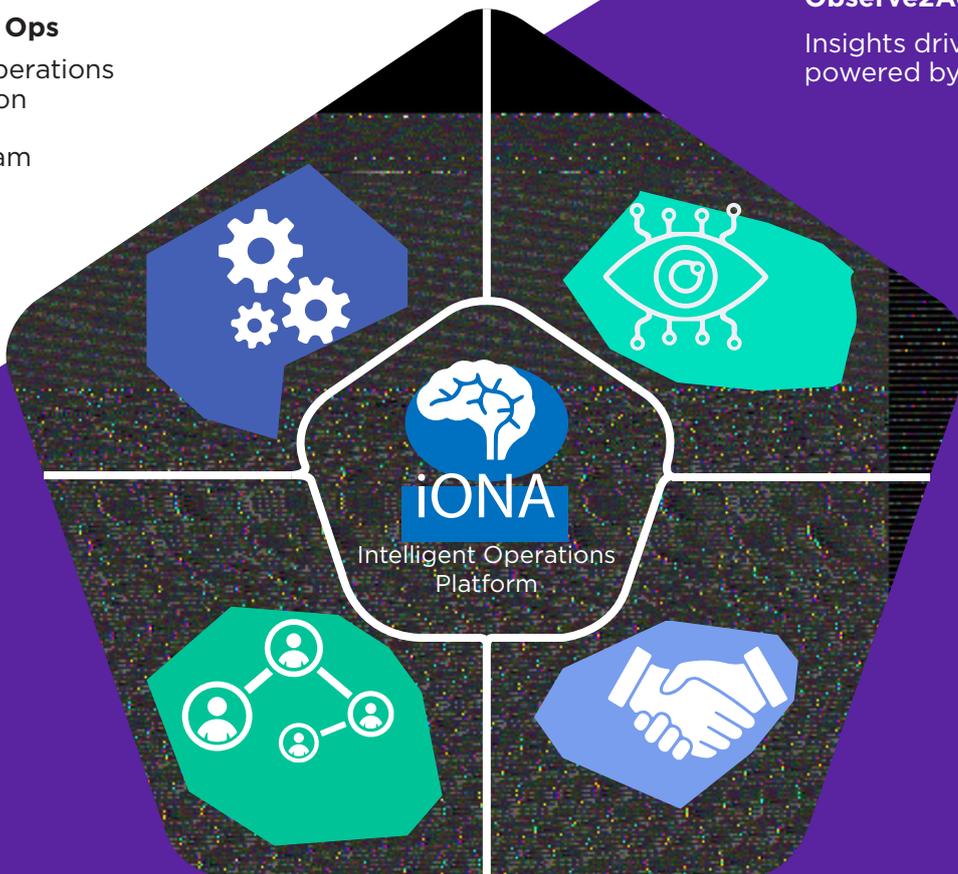
HCL's ASM 2.0 framework enables experience-centric and business-aligned outcomes via automated, intelligent, and contextualized application support operations. It comprises the right-fit operating model in alignment with the relevant business context, DevSecOps-based team structure to drive best-in-class engineering culture, and a platform that drives observability and orchestration roadmap with tools/solutions. These that abstract underlying complexity to offer preventive, predictive, and self-healing capabilities and a new collaboration-based way of working to ensure better knowledge sharing.

## OpsDeck - SRE based Ops

Platform operations  
and common  
services  
support team

## Observe2Act

Insights driven Automation  
powered by AI



## Operating Model

Right-fit operating models for business  
alignment and portfolio transformation

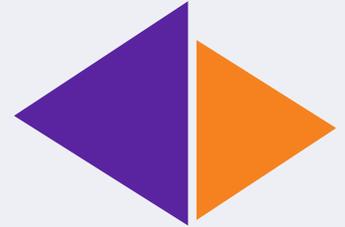
## Context-Aware Ops

Business-aware ops with a  
collaboration-based approach



# Powered by iONA- HCL's Intelligent Application Operations Platform

iONA transforms application operations of enterprises by simplifying operational activities via its three core layers—Observe, Engage, and Act. iONA brings best-of-breed solutions to establish a 360° view of applications related to data and events, builds enterprise-wide knowledge ontology, and provides intelligent and actionable insights.

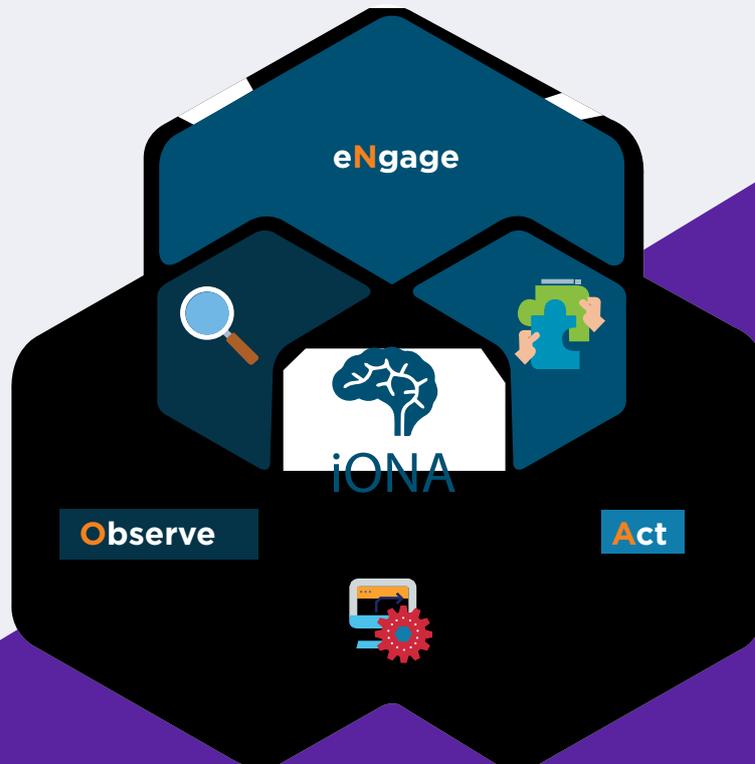


**Biz Process**

**Applications**

Deliver collaboration,  
persona-based immersive  
experience, and empathy.

Capture, correlate, and  
contextualize data for  
algorithmic learning  
and deep analysis;  
provide intelligent  
insights for  
machine/human  
decisions



Apply intelligent  
end-to-end  
automation across  
redundant tasks,  
health checks,  
self-healing, and  
many more.

**Infrastructure**

**DevSecOps**

# Framework Benefits



Cost- and effort-optimized to enable efficient IT operations



Right organization, operating model, and roles to scale agility



Experience-led approach to IT operations, architecture, and process strategies



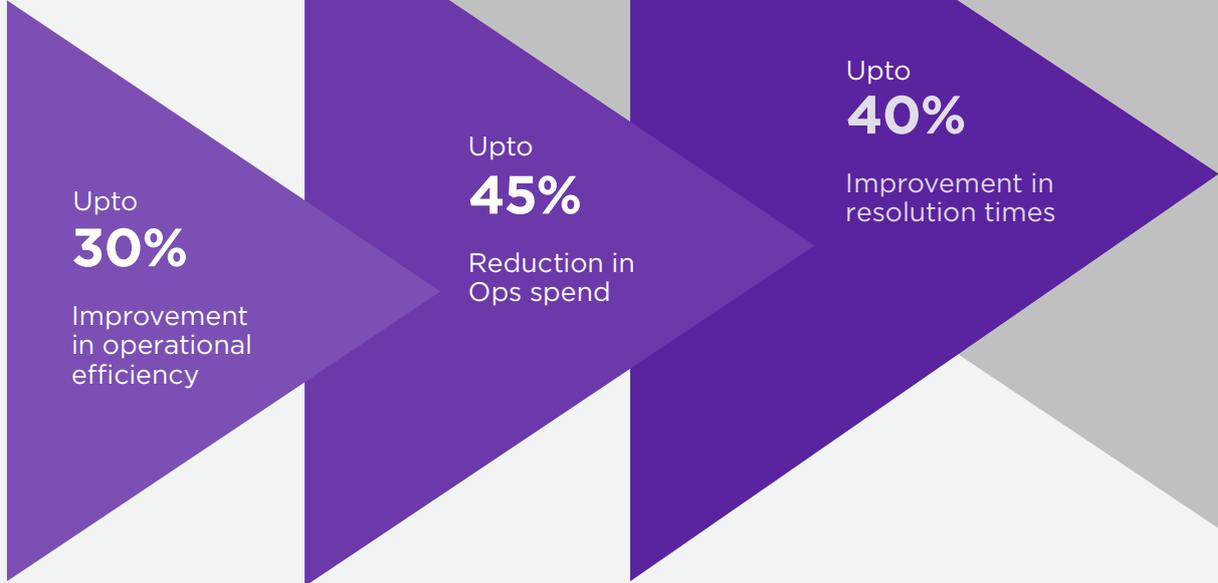
Highly adaptive, and customizable, making it ideal for any type of IT operations journey



Integrated service delivery to bring it all together in a well-orchestrated transformation model

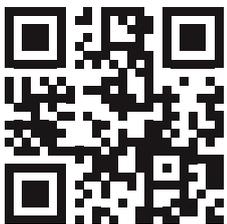


Safeguards investments in existing tools by infusing best-of-breed components to upscale the AIOps journey





HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.



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HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2020, HCL has a consolidated revenue of US\$ 10 billion and its 159,682 ideapreneurs operate out of 50 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)