HCL

Improved resilience through business process observability

HCL re-invented the operational command center for a multinational CPG major

About the Customer

The client is one of the largest consumer goods company, with global operations.

The Challenge

As a part of its overall IT strategy to drive 'resilience' of its IT landscape, the client established operational control center (OCC) to proactively monitor all underlying applications The OCC anticipates and alerts potential IT issues that are likely to impact business ability to deliver desired outcomes.

The client set up the operational control center environment to not only monitor the core ERP systems but also the peripheral applications that supported various business processes.

The client achieved initial success but, visible benefits became virtually non-existent as time elapsed, making the sustenance of the program difficult and justifiable. They reached out to HCL to suggest an actionable strategy using a sample process for one of the system landscapes as a base that will help deliver better IT and business value from the whole initiative.

The HCL Solution

The HCL team of consultants adopted the Discover-Assess- Design-Validate- Recommend methodology. The team tried to understand the client's IT management team's vision, objectives & current state perspectives on operational control center. Next came an assessment of the current state and identification of gaps that were preventing OCC from delivering its stated objectives.

This was followed by a detailed understanding of the sample process selected, including SOPs', exceptions and nuances pertaining to the individual countries within the geography that was taken up for the study. A thorough study of the incident history too was made at this stage.

HCL consultants then defined the set of monitoring objects with thresholds and frequency that must be set up as a part of the OCC monitoring. Using historical data, the team then showed the number of incidents that would have been prevented as a result of the proposed monitors. The team helped define the SOPs' for each incident type that would allow them to do problem analysis and carry out preventive actions to ensure such incidents do not occur in the future. The team also put together the methodology that would need to be adopted by the client for defining the IT monitoring objects for the rest of the process areas and system landscapes across the globe.

The Business Benefits

The HCL's solution enabled the customer to:

Removal of "eye ball" monitoring to "monitoring by exception" leading to more resilient application management monitoring.

Gain operational control center framework that allows the scope to be expanded across business processes and technical monitoring across the enterprise based on business needs/priority.

Productivity gains in terms of reduced number of incidents.

Ability to articulate the impact of IT incidents on business KPIs'.

Improve process/system resilience by bringing focus on cycle time/throughput as a measure.

For more details contact: **rcpg.solutions@hcl.com**

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