HCL CARE

A solution for enterprise reliability and business resilience

Digitalization is bringing about radical changes across organizations, from driving operational excellence to better scalability and business insights for strategic decision making.

Yet, enterprises often face these challenges in the road to digitalization:

Adopting modern age infrastructure

Striking optimal balance between scale and cost of operations

Building business resilience and sustainability

Reliability is critical in today's digital world

Outages and glitches in IT operations can have a detrimental impact in terms of money and reputation.

The average hourly cost of an infrastructure failure is **$100,000** per hour

The average total cost of unplanned application downtime per year is **$1.25 Bn to $2.5 Bn**

Source: IDC

HCL Cloud Application Reliability Engineering (CARE)

The HCL approach to strengthen business reliability

As enterprises embark on their digitalization/cloud native journey, they need to strike a balance between the speed of new product or feature releases and the reliability and quality of the infrastructure needed to provide those features consistently to customers.

HCL CARE bridges this gap by leveraging a well-defined set of practices, principles, and culture built on SRE and DevOps principles with strong emphasis on engineering capabilities.

By availing CARE, enterprises can increase the overall reliability of their core IT systems and reduce downtime across all platforms and services, thereby improving operations significantly.

Service pillars

Consulting Services include assessment and design

Run and Operate Services include build and scale along with operations. It comprises a pool of reliability engineering experts to ensure end-to-end reliability.

▶ Assessment /Discovery

- Assess current cloud platform, application environment, tools and processes

- Readiness Index framework to assess environment maturity

▶ Design

- CARE operating model with defined SLO, SLI, SLAs & OKRs

- Platform design reviews, observability parameters and optimization

▶ Build and scale

- Deploy CARE model and setup observability parameters

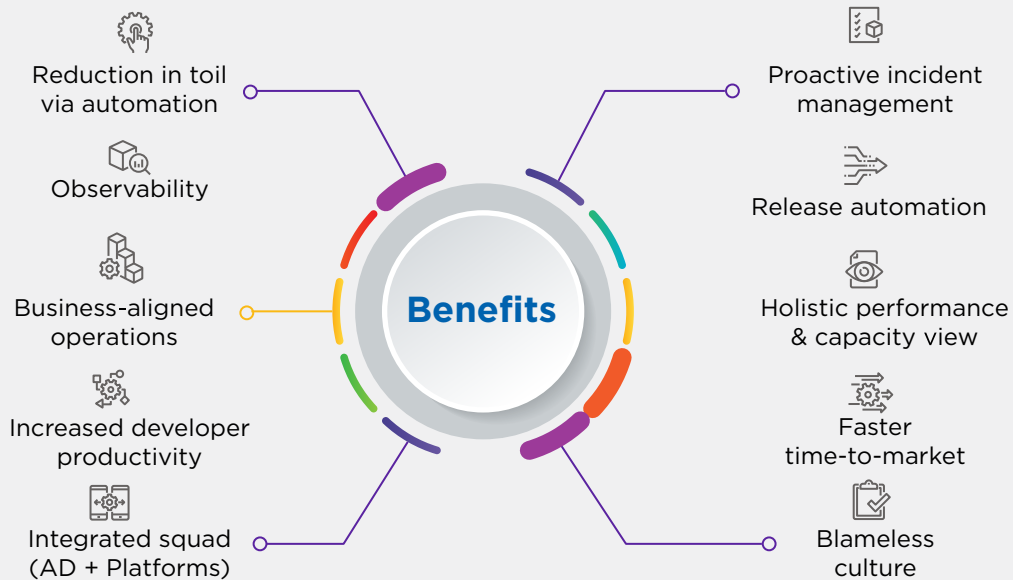- Automation of manual/repetitive tasks and workforce skill enhancements

▶ Operate

- Conduct operations with a software engineering approach to fix associated issues

- Ensure reliability of product and platforms

Under CARE consulting, we perform a robust assessment of an enterprise's current state of reliability on multiple parameters, classifying them as low, moderate and highly mature.

On the basis of this analysis, the enterprise receives a comprehensive report with recommendations and a detailed roadmap to achieve higher reliability.

Business value

Benefits

- Reduction in toil via automation
- Observability
- Business-aligned operations
- Increased developer productivity
- Integrated squad (AD + Platforms)
- Proactive incident management
- Release automation
- Holistic performance & capacity view
- Faster time-to-market
- Blameless culture

Potential business outcomes

- Up to 35% developer productivity
- Up to 90% faster identification of production issues
- Up to 85% improvement and efficiency in monitoring alerts
- Up to 50% toil reduction
- More than 99.9% availability

**Note: Above figures are indicative as they are based on project experiences & standard industry-based improvements available in public domain. The business outcomes will greatly depend on the customer's own vision, mission and current state of reliability.

▶ Success stories

US-based financial services company

Introduced Reliability Engineering for automating most of the activities and implementing customized observability systems

- Achieved 2x operational efficiency
- Support hours savings of more than 50%

World's leading provider of base chemicals, fertilizers and recycled plastics

Provided Platform Reliability services to implement a highly automated architecture for AKS/ACR services

- Faster infrastructure and service provisioning using single-click automation that led to reduction of efforts by over 80%

► Why HCL

Analyst recognition

Leader in all analyst reports for Cloud (Gartner, IDC, Everest Group, ISG, Avasant)

Kubernetes certified service provider

KCSP testifies HCL's capability in helping organizations embark on their Kubernetes journeys

CNCF Gold member

Supports the growth and evolution of cloud-native applications

Assessment framework

CARE Readiness Index to help enterprises perform reliability analysis of their existing infrastructure

Automation

One-click automation solution for reference architecture

Unified monitoring

Ready-to-use, cloud native, unified observability dashboard

Cloud native labs

Cloud native skillset and culture nurtured through HCL Cloud Native Labs in London, New York, Frisco, and Noida

Subject matter experts

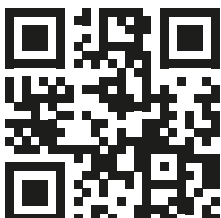Certified pool of SMEs and cloud architects in leading PaaS & public cloud technologies

For more details, email us at **contact.hyc@hcl.com**

HCL

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