



Enhancing resilience with HCL CloudOps solution



The journey towards a **zero incident enterprise**

Application or platform downtime costs Fortune 1000 firms billions of dollars per year, affecting their financials and brand equity. Thus, a company's ability to compete in the emerging digital economy will require faster-paced, forward-looking decisions.

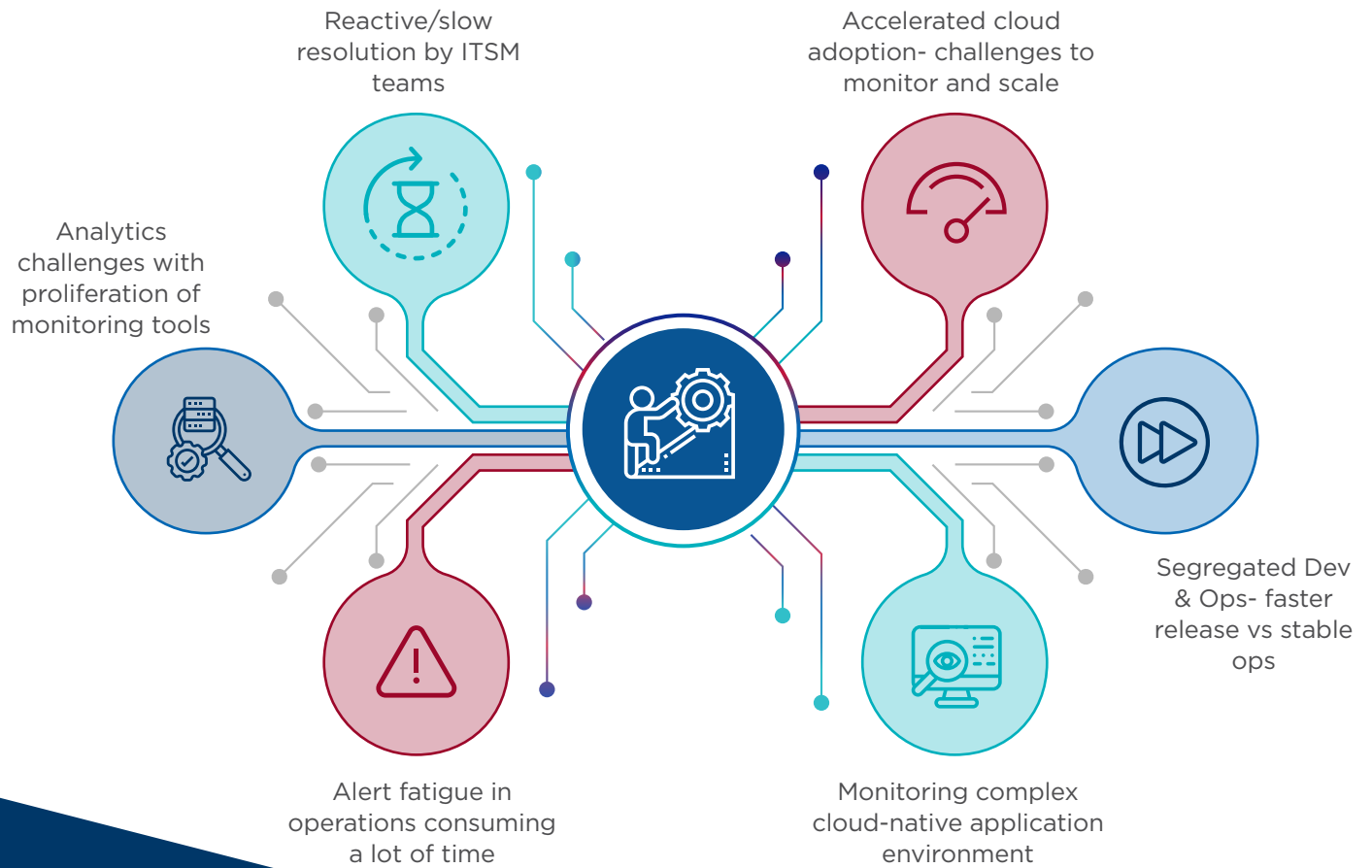
HCL's CloudOps proposition enables proactive detection and auto-remediation of incidents, thereby helping organizations become a zero-incident enterprise. Our services and solutions are driven through AI-led automated operations delivering customer centricity, proactive and preventive operations, and increasing productivity with guided diagnostics.

www.hcltech.com

Get more with HCL CloudOps



Business challenges associated with CloudOps



How HCL can help











HCL's end-to-end CloudOps services and solutions enable customers to overcome challenges at every stage of their CloudOps modernization journey to achieve tangible business benefits.

Key Services







HCL CloudOps proposition

HCL's CloudOps proposition aims to keep complex systems up and running all the time ensuring the best performance, optimized cost, and an up-to-date environment.

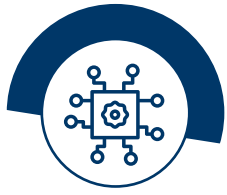
Services	End-to-end services to support and manage platform and environment	
	 24x7 proactive monitoring (cloud infrastructure and platform)	 Incident management, problem management and RCA
	 Deployment, release management, patch and upgrade	 Monitoring/ telemetry and automation setup
	 SRE and engineering automation	 Maintenance and defect fixing for support escalation
	 Cloud Ops consulting and tool selection	 RCA based preventive and proactive optimization
	 On call support and emergency response	 AIOps based support implementation
Governance	SLA management, communication and reporting	
	Cost and usage analytics and control	
	Optimizations driven by automation and cognitive intelligence	
	Reference model supported by proven tools, learnings and best practices	

Services overview

HCL's CloudOps solutions transform enterprises by delivering business value utilizing knowledge engineering, analytics, AI/ML, and automation.

 <p>SRE consulting</p> <p>Assessment of the maturity of current ITSM process, tools, and team readiness</p> <p>Defining SRE operating model or framework</p> <p>Accelerating adoption and customer onboarding</p>	 <p>Full-stack monitoring</p> <p>Monitoring gap analysis</p> <p>Defining monitoring strategy</p> <p>Setup and consolidation of monitoring tools</p>	 <p>Incident management</p> <p>Tailoring of ITSM processes</p> <p>Adopting best practices and automation</p>	 <p>AI Ops</p> <p>Implementation of AIOps</p> <p>Establishing single pane- manager of managers</p>
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Platform Services



Core services



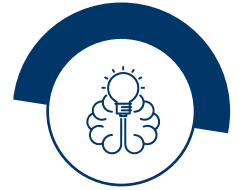
Automation services



Engagement services

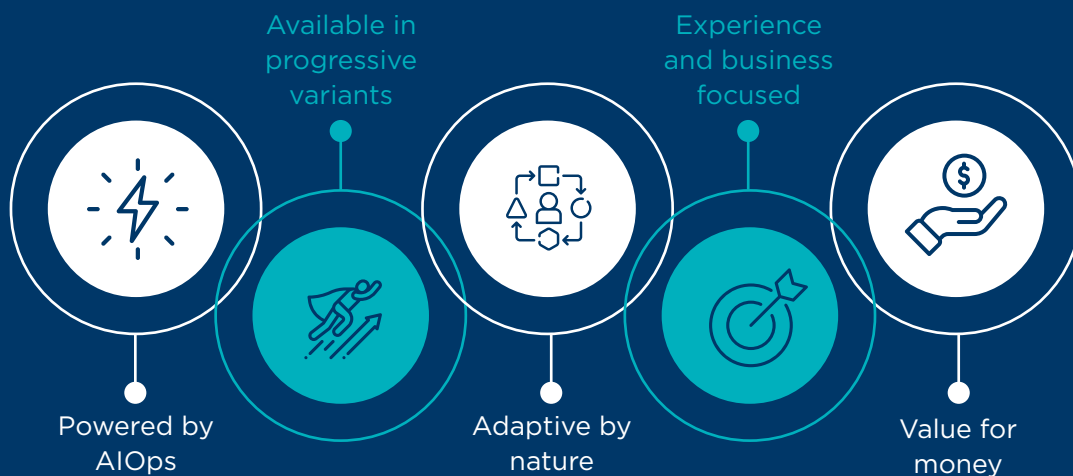


Collect and Organize Services



Knowledge services

Differentiators



Accelerators

Our accelerators, built with deep expertise and experience, are tailor-made to help customers leverage the power of CloudOps.

- 1 CB iStudio-** Comprehensive IaC platform to enable adaptive infrastructure provisioning across multi-cloud.
- 2 CB Cloud Works-** Accelerates the development and management of an application on the Kubernetes cluster across any cloud.
- 3 ITS-** ITS expands the reach of operations teams while assisting end-users, support engineers, and managers. It aids in building a proactive support model and reduces mean-time-to-resolve (MTTR) of any incidents or tickets, improving the team's productivity.

Our Key Enablers



Client Value Delivered



HCL improved value through tools transformation for a leading American media platform company, helping them in scaling up productivity, quicker monitoring, alert optimization, and reorganization.

Key value delivered:

- Scaled up productivity to address a 46% increase in actual incoming incidents
- Helped to monitor about 9K devices and over 250k parameters through Zabbix consolidation
- Migration of all network to solar winds instance enabling the monitoring of 500 devices and 15k+ elements



HCL helped a leading global provider of broadband communication access systems and software in the migration and consolidation of current monolithic platforms to a single cloud-native platform built on telemetry and microservices architecture.

Key value delivered:

- Reduced customer onboarding time by 80% and churn by 35%
- Reduced cloud infra provisioning from 5days to just 1day
- Enabled scaling of platform and handling of 20TB data per day



HCL worked with a global leader in media technology solutions and innovation to help them with AI Ops transformation to bring about industry best automation and event management practices, alert and incident management, lower costs, and adherence to SLAs.

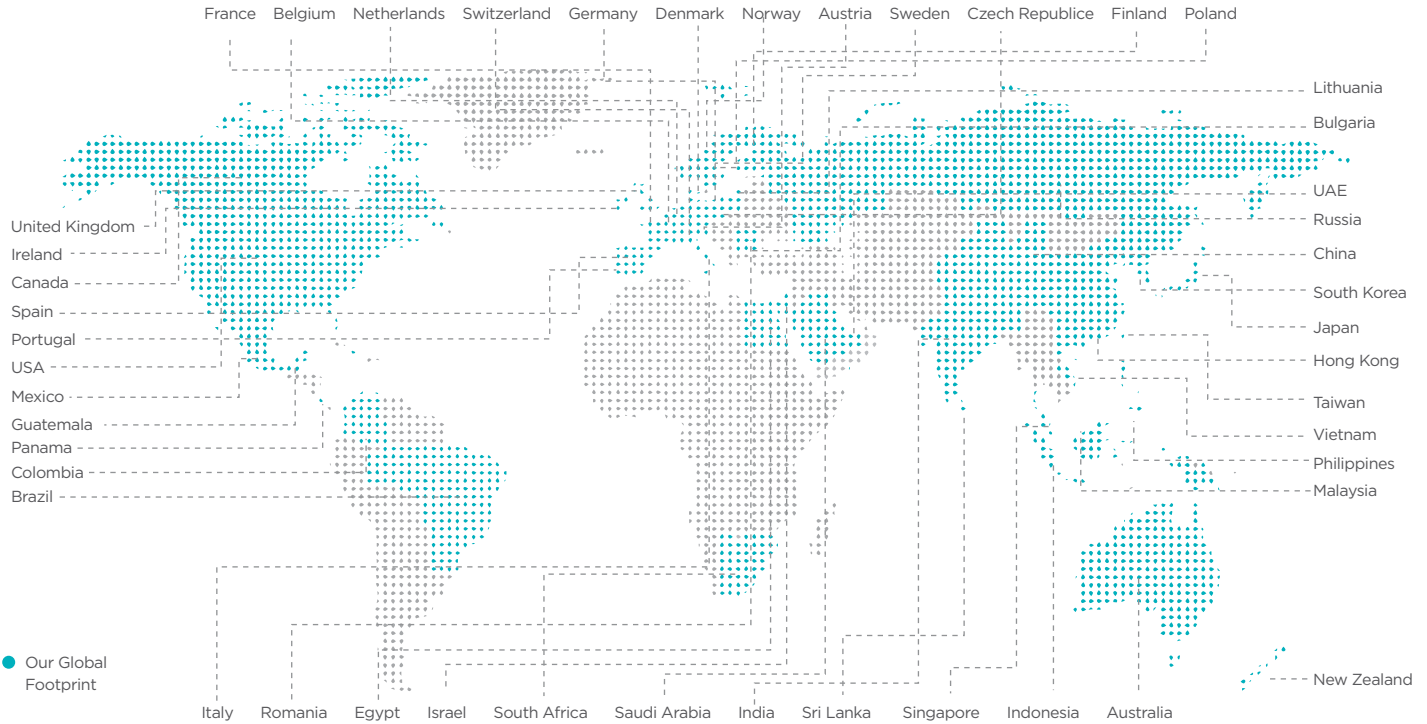
Key value delivered:

- Improvements in MTTR by 60%+ and in MTTA by 90%+
- 55%+ noise reduction with de-duplication alert clustering/ cookbooks and recipes
- Enabled advance correlation, events optimization, outage reduction, and auto RCA to detect alerts







Our GEO Presence

52 Countries. 163 Nationals. One HCL

Over 215 delivery centres and 60 innovation labs across the world



Our Credentials

 <p>450+ Operations and Automation Engineers</p>	 <p>10+ Customers from top G50</p>	 <p>7000+ Person Hours Delivered</p>
 <p>40+ Collaborative Partner Alliances</p>	 <p>USD 5M+ invested in customer lab infrastructure, people, and skill development</p>	 <p>Recognized by Everest, Forrester, Gartner, ISG</p>



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.

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, 2021, HCL has a consolidated revenue of US\$ 11.2 billion and its 198,000 ideapreneurs operate out of 52 countries. For more information, visit www.hcltech.com



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