

# Achieve reliability and resiliency with HCL Cloud Application Reliability Engineering (CARE)



The challenge for always-on digital businesses:



Scale and cost

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



Unplanned application downtime

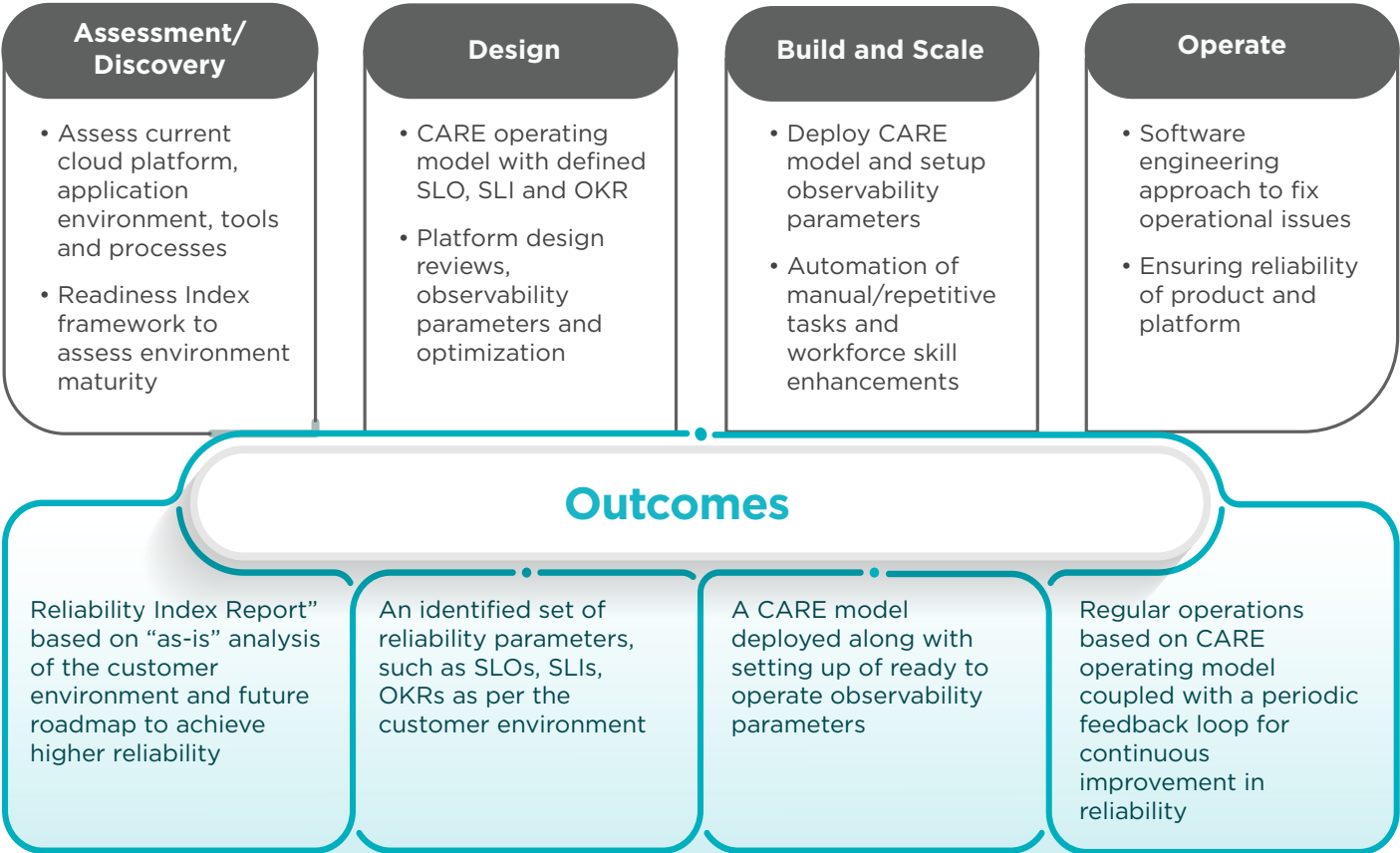
The average total cost of unplanned application downtime per year is \$1.25 Bn to \$2.5 Bn\*

\*Source:- IDC

## Introducing HCL CARE

Built on Site Reliability Engineering (SRE) and DevOps foundations, with strong emphasis on reliability engineering capabilities, CARE is a robust combination of multiple tenets, such as observability, impactful automations, blameless postmortem, and a continuous innovation culture that takes care of 'app-down' and 'platform-up' reliability.

### Service overview



# How is CARE differentiated

## Key Levers:

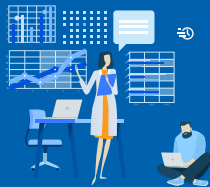


**Enhanced observability provides end-to-end visibility, powered by DRYICE**

- Identifies dysfunctional areas and their causes (metrics, traces, logs, AI/ML)
- Focuses on the golden signals - latency, traffic and saturation
- Tracks SLOs and SLIs with consistent focus on black box and white box monitoring
- Customized dashboard curated uniquely for each customer

- An exhaustive exercise to assess the current state of reliability
- Targeted questionnaire as per business units and stakeholders
- Curated as per industry best practices and standards

## Readiness Index



**OneClick Platform Launcher: Accelerator 2.0 – Automated cloud agnostic launcher solution**

- Acts as a common artifact management for Terraform/Helm Charts/PowerShell scripts
- Provides multi-cloud support
- One DevOps tool controls all managed cloud provider platform services(GKE, AKS, EKS)
- Imbibes Kubernetes and DevOps best practices

## Benefits

- Reduction in toil via automation by up to 50%\*
- Up to 35%\* improvement in developer productivity
- Proactive incident management
- Release automation
- Holistic performance and capacity view across all infra and applications

## Why HCL

- Leader in all analyst reports for cloud (IDC, Everest Group, ISG, Avasant & Gartner)
- Kubernetes certified service provider
- CNCF Gold Member: Supports the growth and evolution of cloud-native applications
- Cloud native labs focused on nurturing the right culture and skill sets

\* Figures are indicative; can vary depending on customer environment

For more information, please write to us at [contact.hyc@hcl.com](mailto:contact.hyc@hcl.com)



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