

ModernOps

Reimagining IT for speed,
resilience and insight



In today's digital economy, enterprises must innovate quickly, operate efficiently, and adapt continuously. Traditional IT operations often lag—slowed by manual processes and fragmented tools. HCLTech ModernOps reimagines operations with automation, AI, and engineering-led practices, enabling a shift from reactive firefighting to proactive, predictive operations that align IT with business velocity and resilience.

Key challenges addressed



- **Shrinking release cycles:** From months to minutes
- **Dynamic infrastructure:** Cloud, containers, SaaS, edge computing
- **Tool fragmentation:** Siloed systems and tribal knowledge
- **Operational debt:** Hidden risks from legacy processes
- **Lack of visibility:** Limited insights from operational data
- **Service disruptions:** Unplanned outages impacting business continuity

Offering overview

ModernOps is HCLTech's next-gen solution for transforming IT and digital operations. It combines observability, automation and engineering-led practices to accelerate resolution, boost resilience and enhance user experience.

With real-time visibility and intelligent operations, ModernOps shifts enterprises from reactive to predictive, aligning IT with business goals and enabling operational excellence in complex digital environments.



Core capabilities

ModernOps is a modular, customizable offering built on five foundational layers

1. **Frameworks and architectures:** Resilient, efficient and scalable by design
2. **Continuous intelligence and observability:** Real-time insights from day 1
3. **AI-Led automation and remediation:** Self-healing systems that reduce manual toil
4. **Modern engineering practices:** SRE, GitOps, DevSecOps embedded
5. **Experience-driven outcomes:** User-centric KPIs and seamless collaboration

Business impact

Benefit	Impact
Reduced MTTX	Up to 60% faster resolution
Automated Remediation	Up to 70% reduction in toil
Incident Reduction	Up to 50% fewer outages
Enhanced Resiliency	Up to 99.99% uptime
Developer Productivity	Faster rollouts, fewer incidents
Customer Satisfaction	Improved CX metrics

Why HCLTech

- Recognized leader by leading analysts in managed services across cloud and data centers
- 50+ innovation labs for co-creating enterprise modernization
- Deep partnerships with hyperscalers and ecosystem players to deliver customized solutions
- Dedicated ModernOps Center of Excellence
- Skilled SRE workforce and proprietary GenAI platform—AI Force
- In-house enterprise-grade generative AI platform – AI Force infused with Agentic AI for autonomous, self-evolving IT operations.

To know more, please write to us at HCBU-PMG@hcltech.com