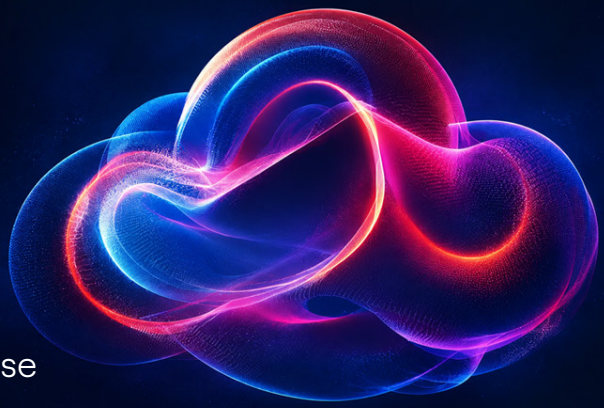
HCLTech | Supercharging Progress™

Cloud application reliability engineering (CARE) services

SRE-powered operations for a resilient digital enterprise



As organizations accelerate cloud adoption and digital transformation, maintaining application reliability while delivering innovation at speed remains a critical challenge.

Cloud Application Reliability Engineering (CARE) by HCLTech helps enterprises improve reliability, reduce downtime, automate operations and build resilient cloud native platforms using Site Reliability Engineering (SRE), Agile and DevOps practices.

Why CARE?

- Balance innovation with operational stability
- Improve application and platform reliability
- Reduce operational effort through automation
- Enable observability-driven operations
- Foster a culture of continuous reliability

Our services

1. Consulting

a) Assess and discover

- Current-state maturity assessment across platforms, applications, tools, and processes using the CARE Readiness Index (eAssess), with maturity classified as Low, Moderate, or High.
- Detailed assessment report identifying key strengths, gaps, risks, and opportunities for improvement.
- Reliability improvement roadmap with prioritized recommendations to enhance resilience, reliability, and operational maturity

b) Design

- Design the CARE operating model
- Define SLOs, SLIs, SLAs and OKRs
- Conduct design reviews
- Develop an observability strategy and optimization plan

2. Manage and operate

a) Build and scale

- Implement the CARE model and establish observability
- Automate manual and repetitive tasks
- Enable workforce skill development

b) Operate

- Run operations using a software engineering approach
- Proactively prevent incidents
- Improve product and platform reliability

Potential business outcomes*

Up to **50%** reduction in operational toil	Up to **90%** faster identification of production issues	Up to **35%** improvement in developer productivity	Up to **85%** improvement in monitoring alerts	Greater than **99.9%** availability

*Results are indicative and may vary based on organizational maturity and operating environment.

Business benefits

- Increased productivity
- Proactive incident prevention
- Better performance and capacity visibility
- Business-aligned engineering teams
- Observability-led operations
- Blameless root cause analysis culture
- Enhanced customer experience

Why HCLTech?

- Recognized by leading analyst firms, including Avasant, Everest Group, IDC, ISG and Gartner for cloud and infrastructure services
- Kubernetes Certified Service Provider
- Cloud Native Computing Gold member
- CARE readiness index framework
- Automation solutions
- Unified cloud native observability dashboards
- Global cloud native labs
- Certified cloud and platform experts

Assess your reliability maturity and start your CARE journey today with HCLTech. Write to us at **HCBU-PMG@hcltech.com.**

HCLTech | Supercharging Progress™