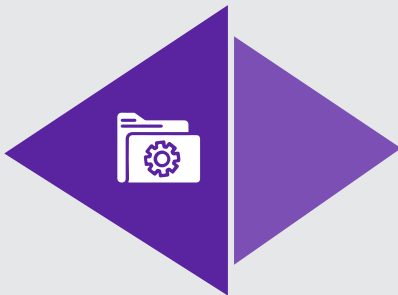# ASM 2.0

Resilient Operations.
Seamless Experiences

Reimagining application operations for the digital era

The context of application operations within an enterprise has been redefined in today's high-velocity, software-driven digital world. It's a world where businesses constantly reinvent on an evolving technology stack with complex infrastructure landscape; where an enterprise is a convoluted amalgamation of legacy systems, digital apps and SaaS; and where customer experience and effectiveness perspective is as important as cost and efficiency.

The exponential rise in business and technological complexity and the varying pace of transformation in portfolios has made traditional, one-size-fits-all application management obsolete. As enterprises re-balance their budgets for digital acceleration and operations transformation, they require an end-to-end operations model that pervades every inch of the business and enables customized, on-demand, and proactive service management to drive superior customer experience, faster incident resolution and enhanced business resilience.
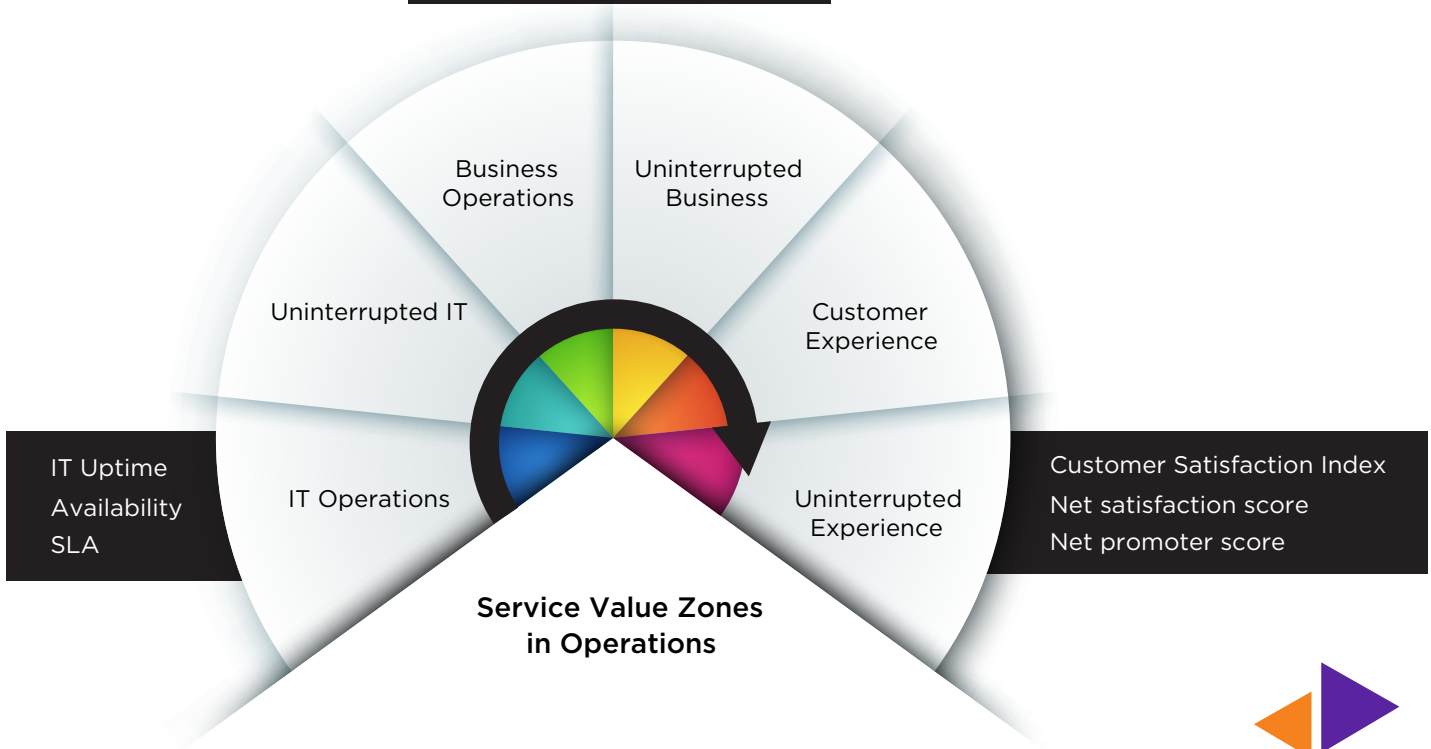
The evolution of application operations- from traditional to digital

	Core Levers	Core ++
Alignment	IT Focused	Business / Product Aligned
Operating Model	Siloed	Collaborative
Service Objective	Efficiency	**Experience + Effectiveness**
Service Quality	SLA Driven	BLA + XLA Driven
IT Landscape	Simple with DC or single cloud	Complex with hybrid cloud

Business Uptime
Resiliency
Service Value

Business Operations

Uninterrupted Business

Uninterrupted IT

Customer Experience

IT Uptime
Availability
SLA

IT Operations

Uninterrupted Experience

Customer Satisfaction Index
Net satisfaction score
Net promoter score

Service Value Zones in Operations

Introducing HCL's ASM 2.0 Framework

HCL's ASM 2.0 framework enables experience-centric and business-aligned outcomes via automated, intelligent and contextualized application support operations. It comprises right fit operating model in alignment with business context, DevSecOps based team structure to drive best-in-class engineering culture, a platform that drives observability and orchestration roadmap with tools / solutions that abstract underlying complexity to offer preventive, predictive and self-heal capabilities and a new collaboration-based way of working to ensure better knowledge sharing.
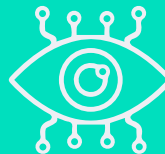
OpsDeck - SRE based Ops

Platform operations & common services support team

Observe2Act

Insights driven Automation powered by AI

iONA
Intelligent Operations Platform

Operating Model

Right fit operating models for business alignment and portfolio transformation

Context aware Ops

Business aware Ops with Collaboration based approach

Powered by iONA-
HCL's Intelligent Application Operations Platform

iONA transforms application operations of enterprises by simplifying operational activities via its three core layers: Observe, Engage and Act. iONA brings best-of-breed solutions to establish 360° view of applications related to data and events, builds enterprise-wide knowledge ontology and provides intelligent and actionable insights.
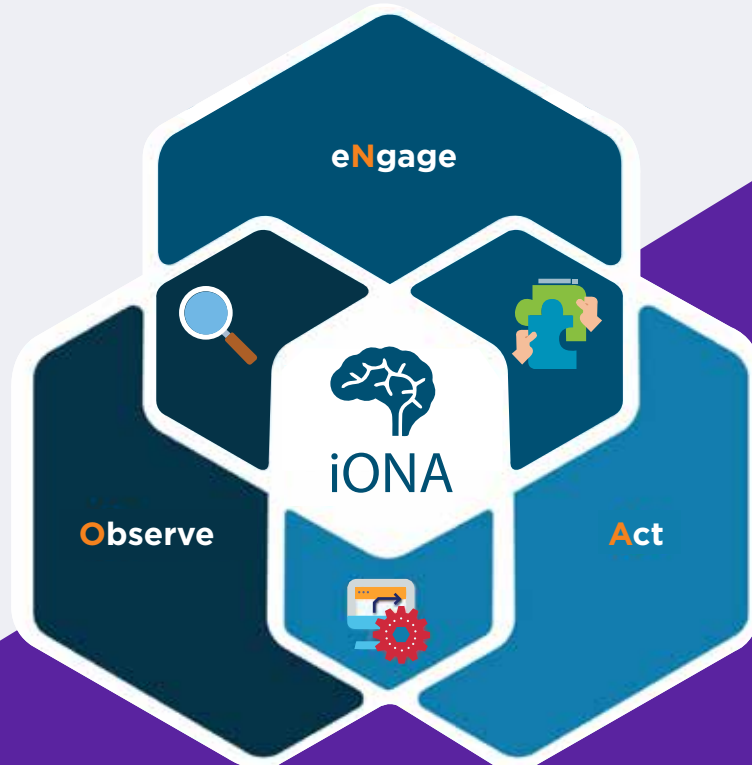
Biz Process

Applications

Deliver collaboration, persona-based immersive experience, and empathy.

eNgage

iONA

Capture, Correlate, and Contextualize data for algorithmic learning and deep analysis; provide intelligent insights for machine/human decisions.

Apply intelligent end-to-end automation across redundant tasks, health checks, self healing and many more.

Observe

Act

Infrastructure

DevSecOps

Framework Benefits

Cost and effort optimized to enable efficient IT Operations

Right organization, operating model, and roles to scale agility

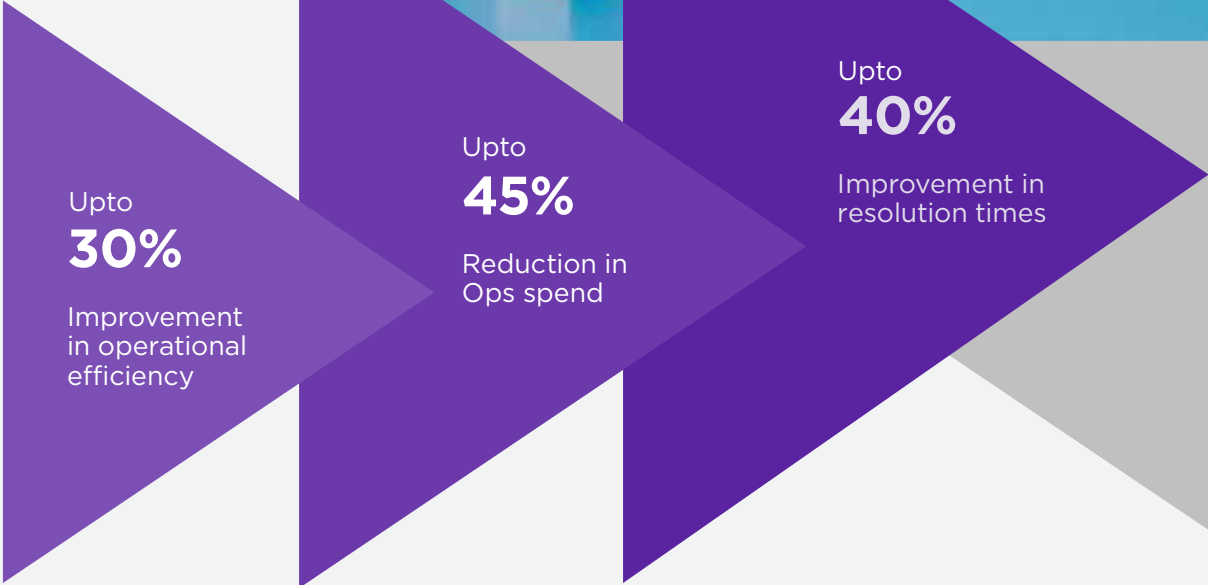Experience led approach to IT operations, architecture and process strategies

Highly adaptive, and customizable making it ideal for any type of IT operations journey

Integrated service delivery to bring it all together in a well-orchestrated transformation model

Safeguards investments in existing tools by infusing best-of-breed components to upscale AIOps journey

Upto
30%
Improvement in operational efficiency

Upto
45%
Reduction in Ops spend

Upto
40%
Improvement in resolution times

HCL

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, 2020, HCL has a consolidated revenue of US$ 10 billion and its 159,682 ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com

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