

Industry-leading social media service revs up data center and lab network performance

The client, a social media provider, already drives like a sleek sports car but they wanted to perform even better by revving up the data center and lab network support.

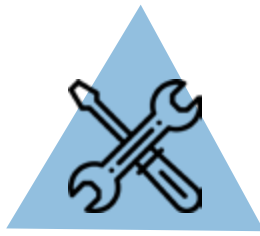
With billions of users worldwide, the client must keep humming 24x7x365. It sought a partner that could keep its well-oiled data centers and labs running at peak efficiency. The client's requirements also included partner resource availability, flexibility, and accountability in maintaining a global break/fix network. Strict adherence to established processes was key, as was continuous improvement of processes that needed attention.

The client wanted its partner to take the wheel to improve network efficiencies, documentation, and governance. Finally, the partner would streamline onboarding, training, and offboarding of team members.

The client gave HCL Technologies, which has extensive network experience and an eight-year+ partnership with them in other areas, the keys of the prized "sports car".



An HCL discovery led to a substantial reduction of RMAs saving the client time and money₁.



HCL facilitated and implemented new 3D floor layouts resulting in fewer break/fix incidents and less hardware replacement₂.



In a typical month, the HCL Lab team completes 40+ tasks with a minimum of 20 projects in the queue₃.

Data center operations

The massive scope of operations include a large number of custom-built systems, multiple vendors, and a substantial inventory of hardware and software.

HCL now provides on-site network deployment and management services for the break/fix network support at the client's multiple global data centers. The team supports the end-to-end data center lifecycle—initial launch, expansion, break/fix and decommission. It also plans and executes hardware return merchandise authorization (RMA), replacement, redeployment, erasure, and maintenance. Finally, HCL audits and optimizes processes to support the client's vast scale, ensure resiliency, and meet aggressive capacity growth targets.

Every month HCL manages a multitude of incidents and deployment requests across global data centers.

Data center initiatives and innovations

HCL 'mechanics' introduced several innovations that continuously tune up the sports car and keep it humming.

By introducing a new testing procedure, HCL discovered the source of network component failures. This led to a substantial reduction of RMAs saving the client time and money₁.

To improve the length of hardware lifecycles, HCL facilitated and implemented new 3D floor layouts for data centers and point of presence (POPs) that arranged server racks and other equipment in alternating hot and cold aisles. This helps retain the efficiency of the equipment resulting in fewer break/fix incidents and fewer hardware replacements₂.

Automation

Automation is always the key to efficient operations. That's why HCL implemented command line tools that streamline and expedite troubleshooting and deployment procedures to ensure that break/fix engineers don't miss a single step. HCL's wrapper script detects each device type and details the precise order of steps for engineers to follow.

HCL also automated health checks for device back-up, provisioning workflow, and asset DB updates. These automated processes, which ensure health check integrity and efficiency, improve troubleshooting and time for resolution.

Globally, companies are experiencing a hardware shortage, making it challenging to acquire equipment needed for growth. While the shortage may soon ease up, the client wanted to proactively decommission redundant data center equipment for use in other data centers. More personnel were needed in the data centers for this project.

When the client came to HCL with this challenge, the HCL team saw another opportunity to save costs for the client. Instead of hiring short-term contract personnel, HCL was able to flex their existing support staff, expanding work hours including nights and weekends and leveraging staff from other data centers as needed. This reduced time and money by not having to train and onboard new people. Existing staff was ready and immediately able to support the efforts as needed.

The service HCL provides takes into account the importance of the right people for the job, efficient onboarding, training and offboarding. HCL has created and facilitated advanced onboarding and training for all new hires which includes everything from getting a badge, facility tours, troubleshooting, ticketing systems, and equipment requirements. When HCL's team performs at the highest caliber, it keeps the sports car in top condition for both short-term hops and long-term treks.

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Governance

Communicating about governance is essential: To keep stakeholders informed, HCL creates weekly, monthly, quarterly and twice-yearly reports and delivers them to relevant stakeholders in meetings on the same cadence.

Lab network management, projects, and support

For the client's multiple labs, HCL supports the full lab lifecycle by:

- Acting as first-level point of contact
- Deploying and troubleshooting lab network devices
- Managing support cases with third-party vendors
- Defining and optimizing SLA/KPI processes
- Updating and maintaining the asset management database
- Conducting periodic network audits

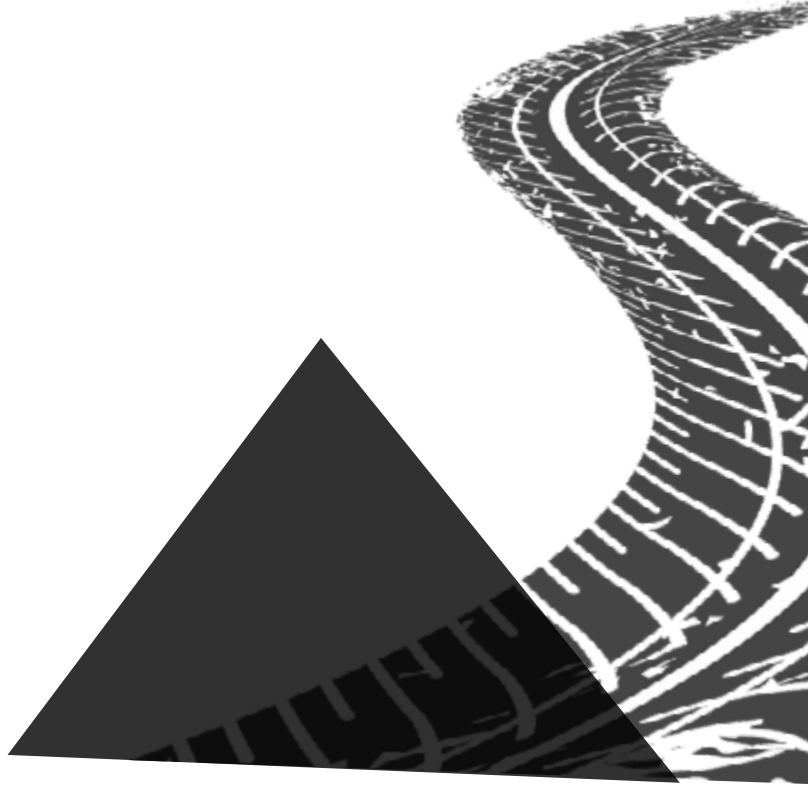
Unlike the data center, which is more like an assembly line where technicians follow strict procedures, HCL's lab team has more leeway to propose and advance innovations. The lab team works on projects, especially testing and deployments, that support new products, features and functionalities.

In a typical month, the team completes 40+ tasks. At any one time, the team has a minimum of 20 projects in the queue₃.

Revving up for the future

This eight+-year relationship is accelerating and the data center and lab partnership is being renewed.

In addition to the ongoing support, HCL has identified several other improvements to add even more horsepower to this first-class sports car. As the partnership revs up for the future, many of those initiatives will come to fruition.

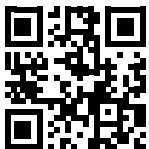


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HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings 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.

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