

PROACTIVE OBSOLESCENCE POWERED BY ASM™

HCL SUPPORTS THE CUSTOMER'S VISION FOR
ENHANCED PROBLEM MANAGEMENT AND
CONTINUED IMPROVEMENT

CASE STUDY

The Customer

A leading beer company in the U.S. headquartered in Chicago and employing more than 8600 people at their offices, breweries and other manufacturing facilities.

Snapshot

- **Vertical:** Consumer Products Group
- **Service Areas:** Application Support & Maintenance
- **Technologies:** SAP(ABAP, FICO, APO, BW, EP, MDM, MM, SD, HR, LE/WM, PM, Solution Manager, XI, and SRM), Mainframe, VAX/VMS, BI, Microsoft, EAI and Custom Applications

Business Challenges

- Highly complex landscape consisting multiple applications integrated through various inbound and outbound interfaces
- Business critical applications hosted on Legacy and EOL platforms
- Increasing ticket count and very high open ticket backlog as the existing vendor was providing services without any focus on continuous improvement
- Inadequate focus on problem management
- Insufficient visibility of the application environment

The HCL Solution

- Established governance processes and forums to continue to monitor and measure HCL's delivery through transparency and outcomes-based analytics.
- Enabled continuous improvements and effective problem management by identifying leads for Problem Management, Change Management and Incident Management; these leads worked with all the teams to setup and ensure the right execution of new processes .
- Facilitated daily reporting and monitoring of key delivery parameters like ageing, open tickets etc. and SLAs.
- Implemented PRIZM™ and conducted application portfolio analysis during transition.
- Provided recommendations for application portfolio optimization.

Benefits to the Customer

- Incident reduction of more than 180 high priority incidents and 40 low priority incidents on an annual basis through problem management within 3 months of steady state
- Incident backlog reduction by more than 33% within first quarter of steady state
- Faster resolution of incidents—more than 20% reduction in mean time to repair (MTTR) within the first quarter of steady state
- Enhanced visibility of the application portfolio and the health of the environment through PRIZM™

The HCL Difference

- Smooth handover from incumbent support provider—transition completed on time with zero business disruption and a metrics-based approach to measure success
- Complete visibility enabled through PRIZM™—HCL's Intelligent Application Portfolio Management (APM) framework to optimize customers' IT asset portfolio through continuous asset health and performance
- Engagement transparency and close collaboration with customer teams



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