

## US ENERGY MAJOR MODERNIZES APPLICATION OPERATIONS TO MEET GROWING BUSINESS DEMANDS

### Customer Background



- ▶ The customer is the electricity and natural gas leader in US and serves over 2 million customers with 7.5K employees worldwide

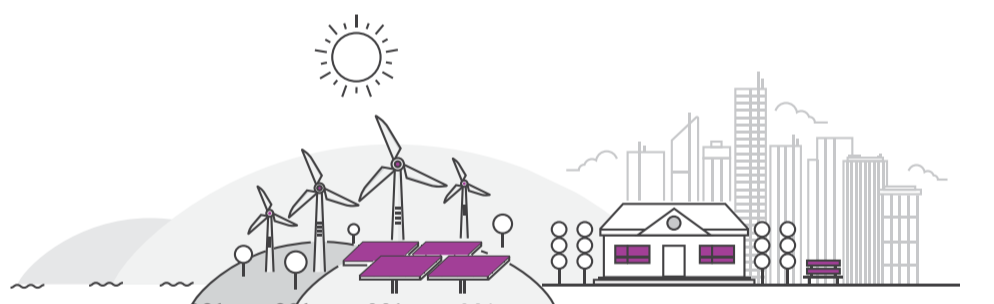
Accelerated growth in business and the number of subscribers, was starting to put pressure on an IT environment that was already exceedingly complex. Some of the challenges associated with Application Operations & Application Services were:

- ▶ The support staff in place was not able to handle 24x7 support requirements
- ▶ Ongoing system maintenance and other critical activities (such as supporting the SAP system) were becoming tedious and inefficient; leading to the increased cost, effort and time overheads
- ▶ Over time the IT environment had amassed a variety of third party tools, which added to the complexity
- ▶ Specifically, the "Backup & Recovery" function was put under a lot of stress with the need for storage and system resources expanding at an alarming rate
- ▶ Deploying system resources as per business requirements had become a time-consuming process - leading to business dissatisfaction
- ▶ While batch management was a critical tool for IT - they had limited control over it (as it was managed by a 3rd party vendor)
- ▶ Application Service levels had become inconsistent

All these were driving a need for centralization, optimization and simplification of the existing IT landscape.

### Customer Pain Points

### Solution



HCL was called in as a trusted IT transformation partner to help meet these challenges. After evaluating the current architecture, dependencies, toolset and technology portfolio - HCL designed a solution that leveraged automation at the core - to streamline and simplify typically complex IT management tasks.

Here are some key highlights of the HCL solution which transformed Application Operations & Application Services scenario:

- ▶ Revamped batch management with increased control for system admins
- ▶ State-of-the-Art backup solution requiring lesser storage, and generating no impact on system performance
- ▶ Economically optimised solution through Remote Infrastructure Management (from offshore location) based on a proven platform
- ▶ Continual optimization and simplification by putting in place DRYICE® automation tools

HCL's solution not only transformed IT performance and quality - it also impacted the relationship between IT and business. Using levers such as automation, HCL's solution not only enabled IT to be more efficient; it also allowed them to manage service level consistency, respond faster to business needs and reduce overheads across the board. Furthermore improvised SLA with proactive landscape monitoring increased the admin infrastructure control.

Implementation of HCL's solution made the customer realize several tangible outcomes:

- ▶ Optimization of resource utilization and cost with reduced maintenance time significantly.
- ▶ Standardized critical SAP activities
- ▶ Continued to optimize IM activities globally
- ▶ Reduction in manual effort and more efficiency through automation.
- ▶ Top line growth by IM innovations

### Impact



To find out more about how HCL's Infrastructure Management services can help you simplify IT complexity & support your business' digital initiatives - please contact us at [ITO@hcl.com](mailto:ITO@hcl.com)