



**HCL TRANSFORMED
MANAGED SERVICES FOR A
LEADING UTILITY COMPANY
IN USA**

**Application & Infrastructure Managed
Services | Testing-as-a-Service**

ABOUT CUSTOMER

The largest utility company in the state of Michigan, USA, with approximately \$7 billion annual revenue. The utility provides natural gas and electricity to over 6.5 million customers in the state.

CUSTOMER BUSINESS NEEDS AND CHALLENGES

- Lower total cost of ownership for run-the-business operations, use savings to fund change the business smart grid projects
- Greater accountability and service levels by moving over to SLA-bound managed services from an in-house IT supported model
- Aligning IT with business goals and strategy and to evolve IT as a true business empowering platform
- Effective IT demand management and access to quality skill base
- Employee development by moving them from “run” to “build” function into more energized and empowered roles





ENGAGEMENT BACKGROUND/ SOLUTION IMPLEMENTED

HCL provided complete managed services with end-to-end AMS, AE, and projects and infrastructure support services. HCL also provided testing services through a test center of excellence (TCOE) to cater to all the AMS and AD testing services with end-to-end ownership of service delivery. The TCOE services are provisioned through an on-site (20%) and offshore (80%) model.

Testing scope: Manual testing services, test automation, automation testing, performance testing, SOA testing, mobile application testing (handheld devices), operational acceptance testing, regression testing, and support to user acceptance testing and infrastructure testing.

UNIQUENESS OF ENGAGEMENT

Partnership moved from vendor to strategic partner

Scope:

Application managed services 250 applications and 16,000 users

- SAP
- GIS
- .NET
- Java
- SharePoint

Infrastructure managed services 2,500 servers

- Wintel
- Linux
- Private cloud
- Network
- Workplace
- Service desk

Testing as a service and development

- 32,000 hours of annual development work
- 40,000 annual test cases executed

KEY OUTCOMES/VALUE DELIVERED TO CUSTOMER



Business Outcomes

- **100%** of bills delivered to print on time



Autonomics

- **20%** man-hour savings through lean and automation delivered in 2017



Value

- **30** additional apps moved to support without increasing the cost



Savings

- **\$1.6M** additional savings delivered in 2016



Ease to do Business

- Application-based pricing model



Cost Reduction

- Average **8%** YoY cost reduction



Ideaperneurship

- **\$6.80M** of value delivered in 2017 at no cost
- **\$6.24M** of value delivered in 2018 at no cost
- Co-innovation bi-annual workshops



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