



HCL HELPS LEADING GLOBAL SPECIALTY CHEMICALS COMPANY TRANSFORM ITS **IT OPERATIONS**

HIGHLIGHTS

- The client is a leading global specialty chemicals company that leveraged HCL's differentiated IT outsourcing and transformation methodology to achieve improved customer service experience, support cost restructuring, guaranteed service coverage, and execute a proposed divestiture.

ABOUT THE CLIENT

- The client is a global specialty chemical company listed on the New York Stock Exchange and Euronext Paris. The annual sales turnover is approximately USD 2.0Bn.
- The client's products are manufactured such that makes other products more durable, safer, cleaner, and more efficient. Major industries served include transportation, energy, and electronics.
- The client's global headquarters are in Philadelphia, PA, USA. It manufactures products in 11 countries and markets and sells them in over 100 countries. The client employs approximately 2,500 employees in research, manufacturing, sales, and administrative facilities in every major market of the world, with regional headquarters and shared service centers in São Paulo, Brazil; Shanghai, China; Middlebury, Connecticut, USA; and Manchester, United Kingdom/ Frauenfeld, Switzerland.

BUSINESS CHALLENGES

- The major business challenge was primarily focused around controlling organizational cost however from an IT perspective. The client was concerned about its IT operations limitations such as low productivity, low resource capacity, and insufficient support coverage which constrained its IT in serving its business efficiently.

OBJECTIVES

- Expected top line reduction (~USD 800Mn) due to a proposed divestiture
- Organizational restructuring and portfolio readjustment

- Align SAP license count to new organizational requirements
- Reduce applications capacity through redundancies and outsourcing
- Outsource infrastructure management
- Align and standardize organizational processes to ITIL standards
- Streamlined, efficient, and integrated IT operations

HCL was chosen as the transformation partner to drive the IT operations and co-execute the Divestiture Program.

SCOPE OF SERVICE

- Application support
 - SAP ECC 6.0, EHS, APO, Vendavo, GTS, GRC, BI, and PI
 - Open Text
 - SAP Basis
 - DBA support
 - Hyperion
 - TM1
 - Application security
 - Service model
 - Dedicated services
- Infrastructure: Remote and local support
 - Network Management
 - DC support
 - Desk-side support (Dedicated)
 - Service desk (Dedicated)
 - Managed tools (As-a-Service)
 - Service model
- SAP Services
 - HCL-hosted Private Cloud
 - 6-year term license
 - Realigned sizing
 - DR services
 - SAP migration
 - Service model
 - MCaaS
- Projects and Transformation
 - DC consolidation into four global DCs
 - Citrix transformation
 - Exchange transformation
 - Windows 7 rollout
 - Mobile Device Management
 - Service model

SOLUTION METHODOLOGY

HCL leveraged its proprietary iGDM methodology to drive the global transformation. The iGDM methodology is a mature collection of processes, templates, best practices, and documentation to support global transformation projects.

HCL worked with the client's IT team to build a matured ITO strategy around:

- Target Operating Model
- Engagement Organization Model
- Governance Model

The strategy to stabilize IT operations included:

- Formation of 24x7 operations group
- • Fixed baseline capacity team for break fix support and minor enhancements
- SLAs that aligned with the client's business operations
- Capacity of 1000 hours per month for enhancements and business continuity
- Variable capacity option at a nominal cost
- Highly-leveraged right-sized resource pool
- Onsite coverage for core and growth areas
- ITIL-aligned service model
- All ITSM process centralized on MTaaS
- PMSmart™ for integrated project management

BUSINESS BENEFITS

HCL was able to identify one time and recurring benefits in excess of USD 24Mn for the program across multiple tracks. Significant portion of the benefits were accrued from transformation program and operational improvements.

Other key benefits include:

Application domain:

- Improved Customer Service Experience
- Improved FCR
- Predictable and sustainable cost structure
- Guaranteed service coverage and performance levels
- Transparent AD capacity driven by value-centric demand
- Cost efficiencies on additional development requirements
- Significant productivity improvements built into the solution
- Do more work for less
- ITIL-based service delivery operations
 - Real-time Reporting Tool – HCL MyDashboard
 - Complete visibility into project development life cycle

Infrastructure domain:

Improved customer service experience

Improved FCR

- Rationalized solution
- Minimize transition risks and KT by rebadging onsite positions
- Cost Arbitrage by Right-shoring
- Service Delivery Standardization and SLA Management
- ITIL-based service delivery operations
- Powerful real-time reporting tool – HCL MyDashboard
- Service Now Service Management tool
- Service Automation - Single unified interface on all workflows across the IT management space

THE HCL DIFFERENCE

- In 2013 and 2014, the client divested two businesses to new buyers in order to optimize their business lines to increase focus on their core business. To support the client's divestiture initiative, HCL was challenged to build and deliver a fully-operational IT landscape including applications and infrastructure systems within the shortest time possible.
- By implementing target operating model, HCL helped the client improve operational efficiency and achieved steady state
- HCL is consistently delivering Demand Requests every month to help business users conduct business as per current market trends
- HCL demonstrated its global delivery and resource ramp-up ability to undertake several critical projects in parallel to divestiture project and system support



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