



HCL'S RIGHT BALANCE OF ONSITE AND OFFSHORE APPLICATION SUPPORT **OPTIMIZE IT OPERATIONS**



APPLICATION SUPPORT & MAINTENANCE

THE CUSTOMER

The Customer is a chain of leading retail stores, operating over 465 stores across 45 U.S. states. Employs more than 14,000 employees and has recorded annual revenue of USD 3.5Bn.

Having never outsourced its applications support previously, the customer was wary of the model and was reluctant to provide remote connectivity infrastructure needs.

BUSINESS CHALLENGES

- To maintain profitable growth in the changing business landscape
- To optimize IT operations and reduce costs
- To concentrate on core competency of retailing
- To improve flexibility and agility of service model to reflect future business requirements
- To reduce vendor management overhead through strategic partnering
- To achieve better knowledge management by documenting the existing technical / business processes and operational needs (most commonly faced problems and their solutions)

In order to meet these objectives, the customer decided to hand over its entire IT operations to HCL.

THE HCL SOLUTION

HCL provided Production Support along with Application Development and Maintenance. Service delivery excellence was ensured through the following:

De-risked transition

- Very good transition team
- Quick ramp-up of offshore positions and onboarding
- ODC set-up done quickly
- Frequent executive meetings
- Placement of Engagement Manager pre-transition
- Waved approach

- Higher initial onsite ratio
- No surprises during transition – wave completed on time with measurable signoffs by the customer leadership team
- Smooth steady state operations with 24x7 support model

Improved performance

- Maintained the current levels of SLA
- Improved industry benchmarks, where SLAs are not dependent on existing environment
- Defined plan to cover gap between target and current SLAs, if any
- Increased use of industry best practices and tools

Reduced operational risk

- Ability to execute change that is not constrained by available capacity
- No risk to SLAs on increased project activity
- Transfer of people risk to HCL
- Increased visibility in operations

Variable capacity and costs

- Pool of business knowledge and technology expertise
- Built-in enhancement to meet the basic development needs
- Alignment of Variable Development team with actual planned demand

HCL offshore services

- Level-2/3 support for applications.
- 24x7 application operations support

HCL onsite services

- Engagement management / Customer touch point
- Technology refresh, architecture, engineering

BENEFITS TO THE CUSTOMER

- Significant project cost reduction using an onsite-offshore cost effective model
- Improved IT operations through the introduction of ITIL framework, SLA metrics, and technology solutions that leverage industry knowledge and service request automation
- Enhanced responsiveness to business needs
- Substantial cost-saving by “managed services” model and by leveraging offshore for IT service delivery
- Availability of skill pool for changing business needs

THE HCL DIFFERENCE

- Deep expertise and proven methodology in managing the breadth of applications and infrastructure related components in 2013
- Vast experience with US retail customers
- A dedicated retail CoE
- Relationship style: Co-sourcing model with client retaining strategic control and HCL executing operations and projects; flexibility in relationship
- Best practices: Introduction of ITIL framework; SLA metrics orientation and technology solutions leveraging industry knowledge, and service request automation
- Onsite-offshore cost effective model which considerably reduced the cost of project implementations
- Access to the best in class IS capabilities and latest technologies
- Integrated infrastructure and operations (IOMC) model
- HCL's strong presence across America

HIGHLIGHTS FROM THE ENGAGEMENT

We started this journey during later part of 2013 with a customer who had very little confidence in outsourcing its operations. However, HCL completely turned this around by delivering services of high quality and exceeding the customer's expectations. Currently, HCL is fully managing the customer's application support and enhancement



APPLICATION
SUPPORT &
MAINTENANCE



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COLLABORATION,
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