



Financial transformation for world's leading 5G network carrier

About the Customer

The client is one of the leading Telco companies in the U.S. where HCL is engaged in for more than a decade. HCL has been instrumental in digitization, transformation, modernization, and cloudification, thus bringing in efficiency, cost benefits and improved user experience.

Business problem/need



Replace the current Enterprise Integration Platform (EIP) finance system and introduce a single streamlined platform



To launch a national financing platform for the customers across all channels (MERCURY- Next Generation Financing Platform)



Need for a financial product platform that supports future new financial products & services

Solution highlights

- Flexible, open API-based, integrable next generation financing platform for the customer
- 61 store: **6565 BANs, USD 36MN+** financing plans, USD 15.8K financed devices & national rollout as part of a program

Migration to Oracle Finance



Project: Support launch & expansion to east & west time zones for 61 retail stores (gradual rollout from 2 to 61 stores)



Launch of Mercury finance platform: Transition of EIP finance system to Mercury finance platform (Oracle Financial Service Lending & Leasing)



Migrated all consumer, Technology for Business (TFB) employees & Government's BAN's with eligible financing plans

End to end automated testing of finance platform



Code build & development of Mercury finance platform completed in 125 days



Risk mitigation planning & disaster recovery (resiliency via recovery time objective reduction)



End to end build verification testing for national mode



End to end automated Technology Experience Quality (TEQ), Customer Experience Transformation (CXT) & business testing

Beta rollout for select customers followed by patch updates



61 store: 6565 BANs, USD 36MN+ financing plans, USD 15.8K financed devices



Risk mitigation planning: New plan creation to be pointed back to EIP system in case of resolutions



Gradual rollout & batch migrations (in third and fourth month of the project)

24*7 command centre



24*7 manned command center support until complete migration: Coverage across multiple locations including Atlanta, Bothell, Bellevue

Benefits delivered



Recovery Time Objective (RTO) <15 mins and Recovery Point Objective (RPO) of 0



Finance platform performance optimized (up to 3x load)



Zero disruption to customer facing applications & upstream finance systems through gradual rollout & automated platform testing



For more details contact: CS_Marketing@hcl.com



HCL

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

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