

MAKING END-TO-END AUTOMATION

A Reality For a World's Leading
Media And Entertainment Organization



> Client Background

Client is the one of the world's leading media and entertainment companies in the development, production, and marketing of entertainment, news and information to a global audience



> Business Scenario

The organization was growing at more than 10% for 3 consecutive years, leading to increase in application portfolio. The user database increased by 30% while the data captured increased by 2-fold. The support requirement was increasing radically and company was looking for a more scalable solution. HCL proposed an assessment of their environment to identify Automation opportunities across the value chain using HCL proprietary framework called DRYICE™



> HCL Solution

HCL proposed an automated assessment of company's environment using DRYICE™

DRYICE™ is HCL's Autonomics and Orchestration suite of services, products and platforms powered by the world's best A.I. technology to enable Enterprises to operate leaner, faster & cheaper, while ensuring superior business outcomes in terms of experience, speed and agility. Know more



> Solution Implemented

HCL identified tools/automation potential across the value chain of the customer that not only automated but are cognitive enough to resolve the issue automatically if it reoccurs

iAutomate:

A.I. Powered Intelligent Runbook Automation

- Configured more than 200 runbooks
- Reduce support team effort by 20%

MYXALYTICS

Powerful Visualization & Analytics Into Enterprise IT & Business

- Unified reporting for Server, Network, Application, Database & Middleware
- Automated reporting of more than 25 reports

SMARTBUILD, SMARTTEST & SMARTRELEASE

Application Enhancements (Dev, Build & Test Automation)

- Using HCL reusable test cases brought automated testing
- Reduced release cycle time by 30%
- Faster build and smoother release cycles

SATORI

Collaborative Knowledge Management For An Enterprise

- Increased efficiency of the service desk
- 15% increase in 1st call resolution

MOOSOFT

Machine Learning and NLP based event correlation

- Auto Incident Creation and Assignment using Moogsoft
- Automated Fault Management
- Event Enrichment
- Proactive Performance Management
- Reduced number of alarms by 56%
- Integrated with IAutomate for automatic resolution

LUCY

AI Enabled Cognitive VirtualAssistant

- Self service portal usage increased by 8%
- Reduced in call to service agent by 11%



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Relationship[™]
BEYOND THE CONTRACT

HCL