HCL

TRANSFORMING BUSINESS
PAGE BY PAGE

LET'S TALK
APPLICATIONS

MEDIA, PUBLISHING AND ENTERTAINMENT

APPLICATION
SUPPORT AND
MAINTENANCE

CUSTOMER DESCRIPTION

It is a market-leading global information services and publishing company with primary focus on information, software, and services to legal, tax, finance, and healthcare professionals. Combines deep domain knowledge with specialized technology for professional decision making by providing vital insights, intelligent tools, and the guidance of subject-matter experts.

BUSINESS NEED

- Business Agility
- Operational Excellence
- Consolidation & Standardization
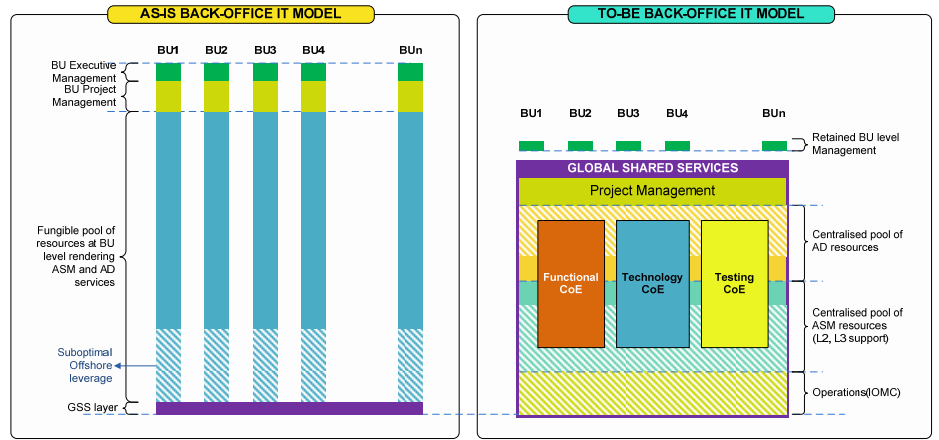- Cost Optimization

SOLUTION PROVIDED

- Discover, Consult and Set up of Global Shared Services organization
- 33 Harmonized process across 15+ Business Units and single HCL operations
- 450 + SMEs & consultants spanning North America, Europe and Asia Pacific
- MaSCoT™ led service delivery approach with Learn ASM
- Supports a total of 24 business units (key processes are Order to Cash, Procure to Pay, Hire to Retire, Finance and Accounting, Sales and Distribution)

BUSINESS CHALLENGES

1. 16+ IT locations, 80% of common backend business processes

2. Diverse platforms, fragmented and monolithic IT service delivery and legacy platforms

3. High cost of application maintenance and management

4. Vendors diversity and high cost of governance

HCL ENABLED BACK-OFFICE APPS SHARED SERVICES

AS-IS BACK-OFFICE IT MODEL

BU1 BU2 BU3 BU4 BUn

BU Executive Management
BU Project Management

Fungible pool of resources at BU level rendering ASM and AD services

Suboptimal Offshore leverage

GSS layer

TO-BE BACK-OFFICE IT MODEL

BU1 BU2 BU3 BU4 BUn

Retained BU level Management

GLOBAL SHARED SERVICES
Project Management

Functional CoE
Technology CoE
Testing CoE

Centralised pool of AD resources

Centralised pool of ASM resources (L2, L3 support)

Operations(IOMC)

1	Lack of form SLAs →	Clearly defined SLAS for each service	1
2	Diverse or non-existent processes →	Standard processes across BUs	2
3	Non-uniform tools landscape →	Standard tooling architecture	3

BENEFITS

- Process standardization and harmonization of 16+ process clusters including Problem, Change, Incident Management and Governance

- 30% Productivity improvement over deal term (committed), SLA improvement of 5% for Y2, Response/ Resolution time reduction by 7%

- Business Aligned IT – collaborative efforts between the two organizations architecture groups led to fuelled growth

- Reduced applications management and development costs by leveraging increased offshoring and Centers of Excellence, and clearly defined SLAs

- Reduced total cost of ownership and increased agility through transformational changes – platform consolidation, portfolio optimization, business process study and re-design

- Reengineered content supply chains to support next-generation digital publishing

APPLICATION SUPPORT & MAINTENANCE | BIG DATA & BUSINESS ANALYTICS | BUSINESS ASSURANCE & TESTING | CLOUD, DIGITAL EXPERIENCE & MOBILITY | COLLABORATION, CONTENT & SOCIAL | CUSTOMER RELATIONSHIP MANAGEMENT | DIGITAL SYSTEMS INTEGRATION | E-COMMERCE & OMNI-CHANNEL | ENTERPRISE RESOURCE PLANNING | HUMAN CAPITAL MANAGEMENT | MODERN APPLICATION DEVELOPMENT | PLATFORMS & INTEGRATION

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