



## HCL – UNILEVER'S CASE STUDY ON **OPERATIONAL CONTROL CENTER**



### INTRODUCTION

HCL was chosen to partner with Unilever for driving innovations around Resilience & Composite Uptime across all applications and business processes – owing to the CPG industry expertise of HCL with Unilever for driving innovations around Customer & Brand development across processes.

Unilever has identified “Resilience” of its IT landscape as a key driver in driving Unilever growth agenda (short/long term). Unilever’s vision places IT as a key enabler for driving not only operational efficiency but also key innovations around customer development, brand management, supply chain finance, supply chain management and R&D. Hence, any unplanned application downtime was deemed to have a measurable impact to Unilever’s business health and hence, there was a significant opportunity to introduce capabilities which reduce such downtime.

### ENGAGEMENT AREAS

HCL worked with Unilever to establish 3 work streams as part of the Operations Control Centre (OCC) set up in Unilever’s Enterprise and Technology Solutions Centre (ETSC), Bangalore.

1. Business Process Monitoring (BPM)
2. Technical Monitoring (Middleware) Monitoring
3. Application BASIS Monitoring

### HCL SOLUTION

- The Unilever – HCL Operational Control Center framework leverages Standard Operating Procedures (SOPs) which allows for the team to react and engage in a predictable manner with the Unilever Application Management (AM) teams
- The Operational Control Center organization has distinct roles across HCL Operational Control Center and Unilever AM with a defined engagement model

- The SOP defines the various engagement points as well as the actions expected from Operational Control Center team against all Amber and Red alerts received against all the KPIs as established in the Operational Control Center
- The Operational Control Center design principles allow the scope to be expanded across business processes and technical monitoring as the priorities of the Unilever evolve

## CLIENT BENEFITS

1. Zero Error/Error free order processing
2. 600-800K cost reduction
3. Removal of “eye ball” monitoring to monitoring by exception in Apps BASIS space leading to more Resilient Application Management monitoring
4. Productivity Gains which will deliver annual ~ £250,000 cost reduction across Apps and business process monitoring



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



www.hcltech.com

**Hello there! I am an Ideapreneur.** I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 105,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

*Relationship*<sup>™</sup>  
BEYOND THE CONTRACT

**HCL**