HCL

HCL INTEGRATES AMS & IMS FOR A GLOBAL CPG ENTERPRISE

About The Client

- The client is a 170-year-old CPG company headquartered in the US. The company has operations in the US, Canada, Mexico, the UK, and the APAC region. It has 11 manufacturing plants spread across the US. Its other manufacturing locations are in the UK and Mexico.

- The client required the implementation of Application Management Services (AMS) and Infrastructure Management Services (IMS) via a managed services model for its organization. AMS involved the support and maintenance of, and enhancements to, SAP and non-SAP apps. On the other hand, IMS included the support and maintenance of the Wintel, networking, database, backup and storage, service desk, Lync, and the desk-side support tracks.

- The client also required design, development, and execution of new projects in the applications and infrastructure areas.

- In order to get the overall benefit of a managed services environment, the client decided to outsource its SAP Hosting services to HCL.

Key Challenges

- The client needed to reduce overall IT operations costs so as to fund transformational projects.

- The customer required better coordination in service delivery between the applications and infrastructure tracks.

- The customer was striving to create a single service window across applications, infrastructure, and SAP hosting.

- During M&A activity, the client needed technical integrations and IT mergers and support.

- The client wanted the overall backlog to be reduced in a given timeframe.

HCL Approach

- In the Transition Phase, HCL leveraged its AsseT framework to ensure the service transition across AMS and IMS was seamless and without any delays or disruptions to the business.

- In the steady state, the integrated services are being delivered using the MASCOT framework developed for managed services environments with single SLA.

- Adopted the shift-left strategy so that the routine work being delivered by Level 2 team could be delivered by the L1.5 teams using KeDB/RunBooks.

- Actioned problem management strategy (both reactive and proactive) to resolve recurring, historical tickets by finding permanent solutions for them.

- HCL collaborated with the client's other vendors to ensure effective coordination to eradicate issues in service delivery.

- HCL-led process harmonization best practices were adopted by the client and made mandatory for other vendors.

Key Tenets of HCL's Services

- Ensured that some of the steady and routine services were moved to the offshore team.

- Automation opportunities were identified and executed in the areas of monitoring and reporting.

- Third-party contractors were replaced/absorbed.

- Monitoring tools like SolarWinds, SAP Redwood, and Nimsoft were implemented.

- Application Portfolio Optimization exercise was conducted using the PRIZM tool implementation.

- Steady State operations are being optimized by leveraging the Run.Advisor tool — generating metrics and analytics. ALT ASM lean productivity levers are under implementation.

- Value Portal was set up, and Value Ideas are being captured on the same. Some of the ideas have been implemented, providing cost avoidance/cost saving to the customer.

- Customer Business Academy has been set up. It helps during onboarding of new team members into the engagement.

- Envisioned a balanced score-based engagement assessment for health check.

- Process harmonization achieved for critical incident management, problem management, enhancement management, change management, and communication management.

Business Impacts

Successfully reduced overall IT operation costs (run the business) for the client through an integrated service delivery approach across the AMS and IMS streams.

Utilized HCL's Managed Services model for AMS and IMS service delivery with a single SLA across the two service streams — resulting in cost savings and improved synergy/coordination in service delivery. Achieved 100% SLA compliance since transition cut over.

Involved in technical integrations/IT mergers and support during the client's M&A activity.

$480K worth of value generated and delivered in Year One of steady state.

Delivered 30% increase in enhancement deliveries, 20% increase in team productivity, and 20% reduction in enhancement backlog in first year of service.

Achieved 40% reduction in incident backlog — 30% reduction after six months of steady state.

Reduced unhealthy aged tickets (aged greater than 20 days) by 70%.

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BEYOND THE CONTRACT

HCL