HCLTech | Google Cloud

Empowering Business Transformation with HCLTech's Agentic Solutions with Google Cloud Agentspace

Overview

At HCLTech, we are revolutionizing business tasks by developing intelligent agents that transform how organizations function. Our Agent and Agentic solutions, powered by the capabilities of Generative AI, enable businesses to automate complex tasks, enhance decision-making and achieve new levels of operational efficiency. These Agents are designed to understand context, reason autonomously and act with minimal human intervention, unlocking new value streams and driving digital transformation across industries. Each Agent is built with a strong focus on accountability, safety, privacy and scientific rigor.

HCLTech is driving innovation in Agentic solutions, using Google Cloud services to empower intelligent agents with the ability to reason, act and adapt. Leveraging services like AgentSpace, Agent Builder, Vertex AI, BigQuery, Dialogflow, etc., these agents are reshaping customer experiences and optimizing workflows for enterprises.

Business Challenges

- Complex and fragmented workflows
- Inability to scale operations efficiently
- Inefficient customer service and support
- Limited personalization
- High operational costs
- Legacy business processes hinder launching new capabilities

Our Services

- **Agentic Consulting and Advisory Services**
- **Agent Factory – development & customization**
- **Agentic Operations (AgentOps)**
- **Agent Deployment & Testing**
- **Agent ROI Analysis**
- **Agent Security & Compliance**

Key Benefits

70%
reduction in manual intervention using HCLTech developed Agents

Agents offer insights and recommendations that allow
30%
faster decision-making

Enterprise operations benefit from Agentic solutions that proactively identify and resolve issues
50% faster

By providing real-time, personalized assistance, Agentic solutions boost enterprise CX by up to
40%,
leading to increased customer loyalty and higher retention rates

Automating enterprise workflows and optimizing business processes can reduce operational expenses by as much as
50%.

Enterprise organizations gain the ability to adapt to market changes and customer demands
50%
faster through GenAI and Agentic solutions, ensuring they remain competitive in fast-paced industries

Why use HCLTech?

100%
dedicated Google business unit.

15K+
trained Google Cloud consultants on GenAI

50+
ready to use Agents across multiple industries.

Our Solution Portfolio

HCLTech ready to use Agents can cater to Industry, Enterprise Business Function or Engineering Use cases.

Industry Agents	Enterprise Function Agents	Engineering Agents
Supporting **CEOs Transformation and Growth objectives** enabling new business models, approaches & services	Supporting **CEOs Productivity and Efficiency** objectives enabling new employee support/assistance & augmentation services	Supporting **CEOs Innovcation and Tech Modernization objectives** enabling tech disruption and targeting technical debt

Accelerating HCLTech Agentic Solutions to Production

- **Rapid development with Agentic frameworks:** We leverage HCLTech's advanced agent development framework and GCP services to streamline intelligent agent creation, reducing development time by up to 30%. This accelerates delivery and shortens time-to-market, enabling faster deployment.
- **Seamless integration with existing infrastructure:** HCLTech's Agentic solutions are designed to integrate effortlessly with existing enterprise applications, reducing the complexity of deployment and minimizing integration time by up to 45%. This allows for quicker rollout and operationalization of intelligent agents.
- **Agile methodology for fast iteration:** Using an agile development approach, we ensure quick iterations and rapid testing of agent functionalities. This allows us to fine-tune and deploy agentic systems faster while maintaining flexibility to adapt to business changes and new requirements.
- **Cloud-Native deployment for scalability and speed:** By leveraging Google Cloud's infrastructure, our Agentic solutions are designed to scale automatically, enabling enterprises to deploy agents rapidly without worrying about infrastructure limitations. This ensures fast, reliable production deployment even as workloads grow.

Ensuring Compliance:

- **Built-in governance and security frameworks:** HCLTech's Agentic solutions leverage Google's secure infrastructure, offering built-in protections that safeguard both AI systems and user data. By implementing robust security controls, we protect against emerging threats like prompt injection attacks, ensuring data integrity and confidentiality across AI applications.
- **Continuous adaptation and improvement of security controls:** At HCLTech, we prioritize continuous learning and adaptation in our security practices. Through regular assessments, reinforcement learning, we refine our detection mechanisms and mitigation strategies to stay ahead of evolving threats, ensuring the highest level of safety for AI deployments.
- **Contextualize AI system risks in surrounding business processes:** Perform comprehensive risk assessments on how organizations will deploy Agents. This involves evaluating end-to-end business risks, including data lineage, validation, and monitoring of operational behavior of applications.

Google Cloud + HCLTech story

Learn more
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