

Achieve operational resilience with ASM 2.0

In Energy and Utilities industry



ASM 2.0 Framework

HCLTech's **ASM 2.0 framework** takes a customized, on-demand and proactive approach for smart application operations and helps propel enterprises toward enhanced customer experience, improved effectiveness and better resilience and efficiency at optimized spend.

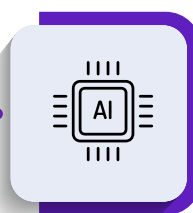
ASM 2.0 encompasses lean thinking, custom support models based on the pace of change of portfolio and DevSecOps based team structure for best-in-class engineering culture backed by SRE practices. ASM 2.0 focuses on observability and drives an automation roadmap with tools and solutions that offer preventive, predictive and self-heal capabilities, while facilitating actionable insights for improved decision-making.

Core to HCLTech's ASM2.0 approach is **iONA, HCLTech's SmartOps platform**. iONA transforms application operations of enterprises by simplifying operational activities via its three core layers: Observe, Engage and Act. **iONA brings best-of-breed solutions to establish a 360° view of applications**—related data and events and build enterprise-wide knowledge ontology to provide intelligent and actionable insights.



Operating Model

- Team's alignment to Business Function
- Operation model based on pace of portfolio change
- Converged 'build' and 'run' teams



Observe2Act

Insights driven Automation powered by AI

OpsDeck - SRF based Ops

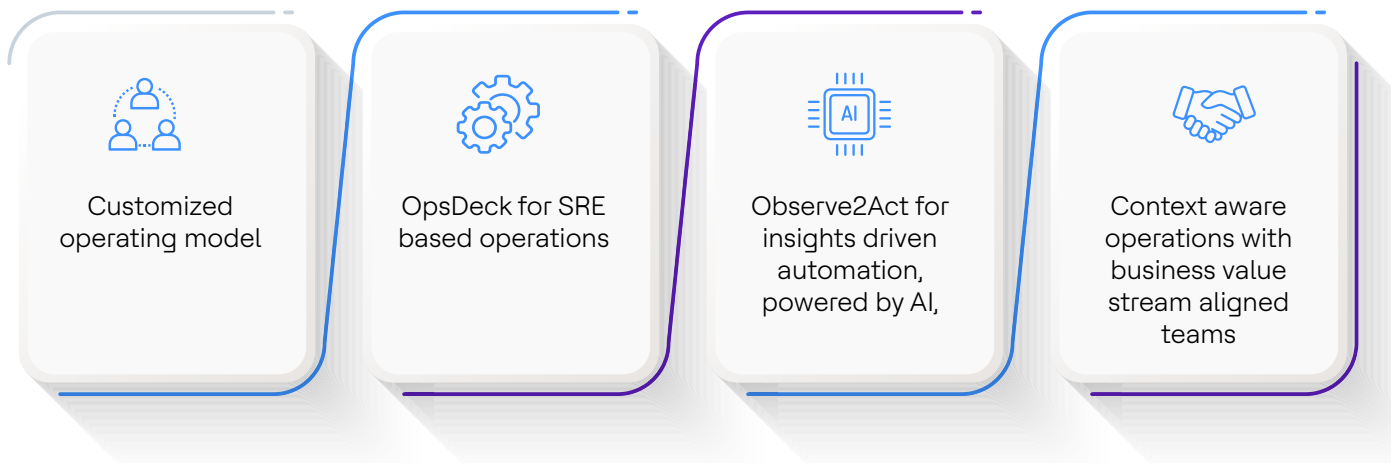
Platform operations and common services support team



Context aware Ops

Business aware Ops with Collaboration based approach

ASM 2.0 focuses on 4 key elements for success



Here's a detailed look at the four tenets

- **Customized operating model:** Led by a DevSecOps based product aligned mindset and infused with best-in-class engineering culture, ASM2.0 minimizes silos across various application teams and synergizes them into one group with a shared vision. Fast changing application portfolios are steered by an operating model that aligns business and DevOps teams with the focus on experience and effectiveness. Slow-changing portfolios are largely driven with a focus on efficiency and optimization with limited business interactions.
- **OpsDeck:** A team construct that focuses on engineering aspects of digital platforms, such as availability, reliability, automation and launch engineering. This allows the core team to focus on adding more business value and improving customer experience.
- **Observe2Act:** In dynamic environments, there is an increase in interrelated complexities and emphasis on CICD, DevOps, containers and microservices. As a result, enterprises need to move from traditional monitoring approaches to cutting-edge observability and AIOps to strengthen automation and preventive, predictive and self-heal capabilities while facilitating actionable insights for business decision-making.
- **Context-aware operations:** The focus is on realigning teams with business functions and value streams to enable improved business monitoring, drive improved process efficiencies and process automation, enhance the overall customer experience and deliver value.



Framework benefits



Cost and effort optimized to enable efficient IT operations



Experience-led approach to IT operations architecture and process strategies



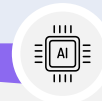
Appropriate roles and responsibilities, organizational structure and operating model to ensure scalability and agility



High adaptability and customizability for any type of IT operations journey



Integrated service delivery to drive a seamless, well-orchestrated transformation model



Safeguards investments in existing tools by infusing best-of-breed components to upscale the AIOps journey



Up to **45%** reduction in operational spend

Up to **30%** improvement in operational efficiency

Up to **40%** improvement in resolution time



Case studies

1. Transforming IT operations with zero disruption
2. Streamlining business operations with CoE Command Center
3. Accelerating business performance with application support
4. Personalizing high-end IT applications
5. Enhancing IT Strategy with cloud transformation

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