

# Redefine cognitive intelligent operational excellence with HCLTech iONA

HCLTech's DigitalOps Platform for resilient operations  
and seamless experiences



## Overview

In today's high-velocity, software-driven, digital world, application availability is expected to be 100% and surprises are not welcomed. The ability to prevent failure before it occurs is the game changer. Predictive operations are therefore the need of the hour for forward-looking enterprises.

Traditional approaches to operations where individual tools are entrusted to bring in the expected value, be it cost reduction or business benefits are difficult to scale and hard to use in real-time environment. The vast data from these tools are often not leveraged in isolation and the true potential of analytics are not being effectively applied on these siloed data to gain right insights.



Hence, an integrated view of observability is required, which is data driven and cuts across correlation, impact analysis, and automation etc. This brings in the big picture of enterprise-level operations providing greater scope of data analytics rather narrowing down to point solutions.

Thus, the need for a platform where predictive operations comes to play with an end-to-end observability in place. This consumes and correlates data from various sources to make decisions that are more precise, targeted and personalized thereby ensuring maximized value and superior experience to the customer.

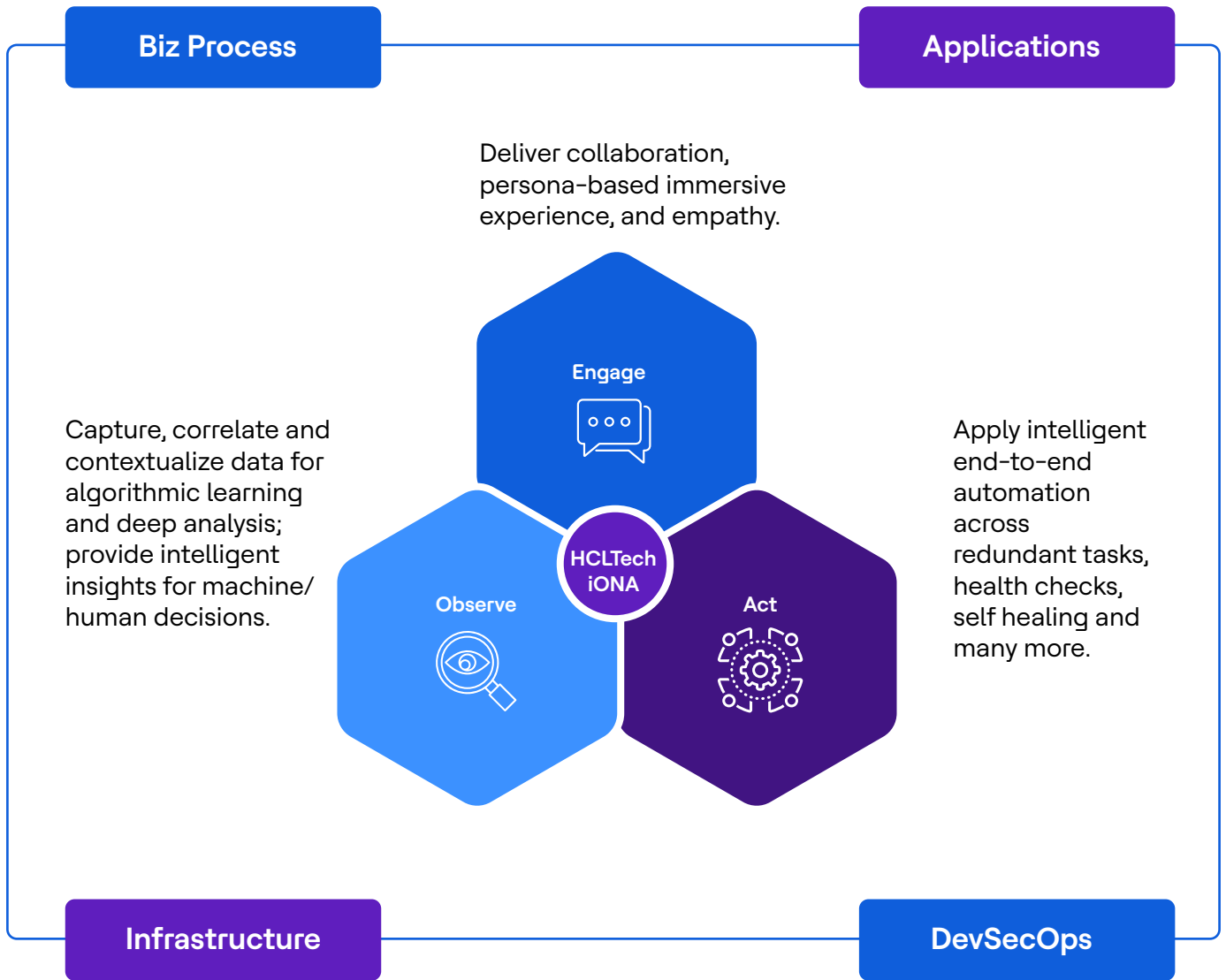
## Customer challenges

Businesses often see challenges in not having complete visibility and observability across their entire IT estate which could provide an enterprise-wide business lens view. Most of the IT support teams use fragmented automation solutions to address their needs hence duplication of tools and non-standardization of enterprise landscape. Despite having automation tools, most of the IT operations teams operate in a reactive manner causing higher operational costs and business impact. The lack of an enterprise-wide automation strategy often makes it challenging for businesses to gain the right insights.



# Proposition introduction

Our DigitalOps platform HCLTech iONA, transform enterprise operations by bringing in predictive AIOps and a proactive approach to resilient and agile operations. HCLTech iONA steps in with a plug and play architecture to integrate with existing toolchain of the customer environment.



# Components of HCLTech iONA



## Holistic Observability Platform

A holistic intelligent observability platform to observe contextualized events across infrastructure and applications



## Virtual Private Assistant

Conversational assistant solution with the ability to automate and transform application support, business operations and service desk experience for end users



## Intelligent Automation

Intelligent automation engine with reusable repository of use cases to run on heterogeneous environments and target systems, including hybrid cloud, ERP, SaaS, and custom apps



## Intelligent Knowledge Management

A companion solution for various personas of Ops organization which enables them with curated knowledge across enterprise knowledge platforms and technology assets



## Smart Ticket Triaging

AI enabled auto ticket triaging solution that assigns tickets to the best human engineer or to a bot based on reputation rulebased criteria



## Operational Excellence Expert System

Best-in-class operational excellence system that generates comprehensive insights & recommendation to drive operational efficiencies



## Agile & DevSecOps Insights

Comprehensive solution catering to program/portfolio teams to get insights across ALM for their agile/DevSecOps processes for efficient build, deploy and operate needs



## Single Pane of Glass Dashboard

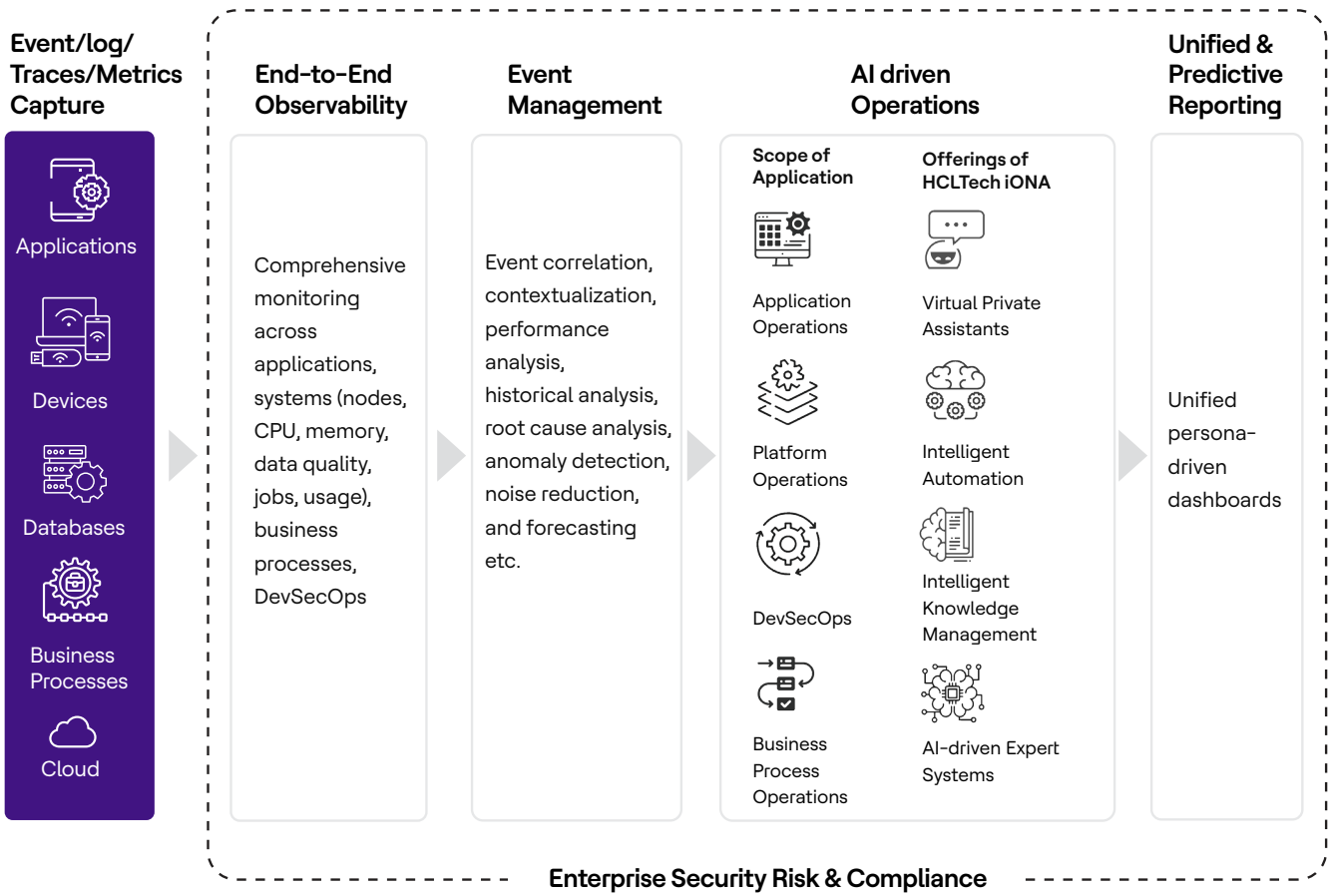
Unified view aligned with persona journey maps to facilitate deep insights for enhanced decision-making powered by advanced analytics techniques



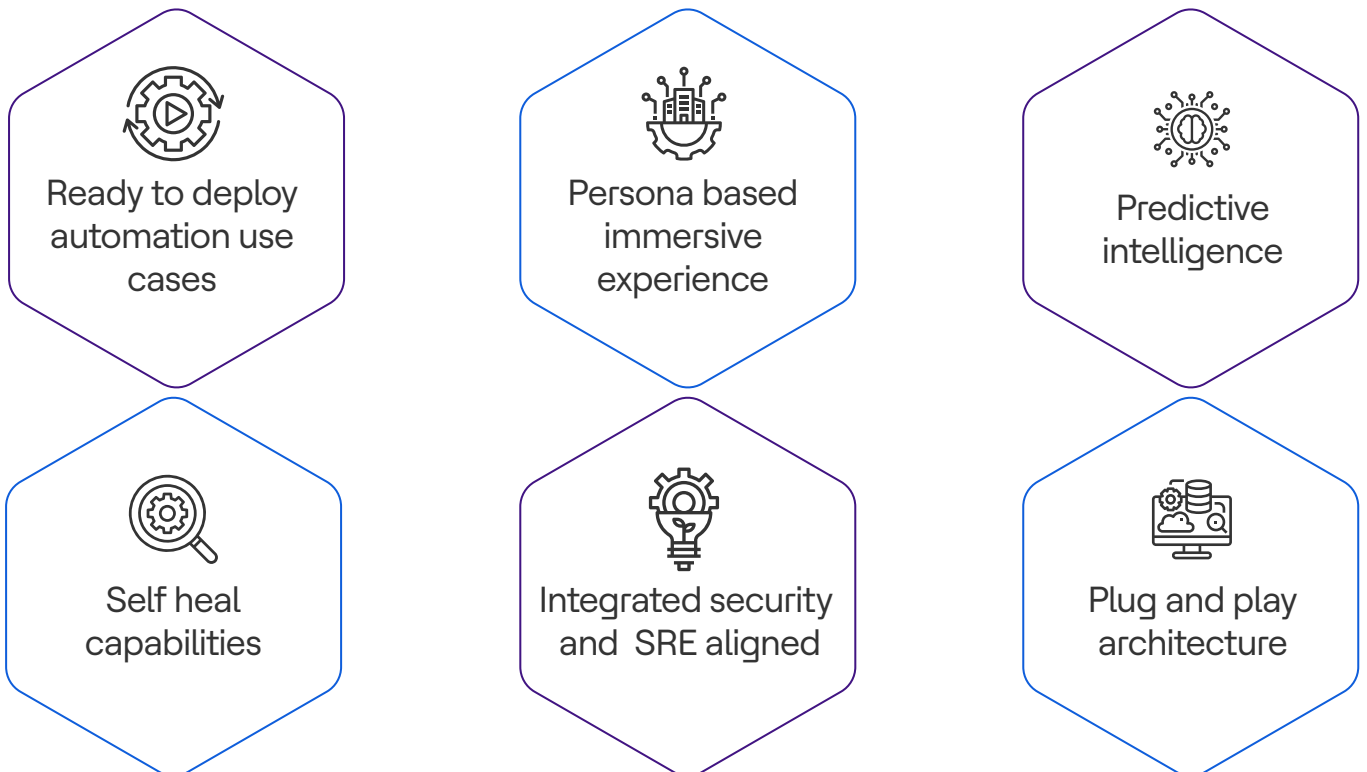
## Chaos Engineering

Comprehensive chaos engineering solution with rich repository of out-of-box experiments for building resilient and reliable environments to maintain customer trust and improved incident responses

# HCLTech iONA cross-sectional view



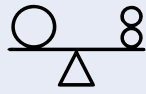
## Differentiators



# Business Benefits



**25%-35%**  
improvement in  
productivity



**40%-60%**  
improvement in  
operational stability



**20%-25%**  
task automation  
(Tickets & Non-  
Tickets)



**60%-80%**  
reduction in  
application  
outages



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HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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