HCLTech | Supercharging Progress™

HCLTech ASM 2.0

Seamless experiences enabled
through resilient operations.

Reimagining application operations for the digital era

The context of application operations within an enterprise has been redefined in today's high-velocity, software-driven digital world. It's a world where businesses constantly reinvent on an evolving technology stack with complex infrastructure landscape; where an enterprise is a convoluted amalgamation of legacy systems, digital apps and SaaS; and where customer experience is as important as cost and efficiency.

The exponential rise in business and technological complexity and the varying pace of transformation in portfolios has made traditional, one-size-fits-all application management obsolete. As enterprises re-balance their budgets for digital acceleration and operations transformation, they require an end-to-end operations model that pervades every inch of the business and enables customized, on-demand and proactive service management to drive superior customer experience, faster incident resolution and enhanced business resilience.
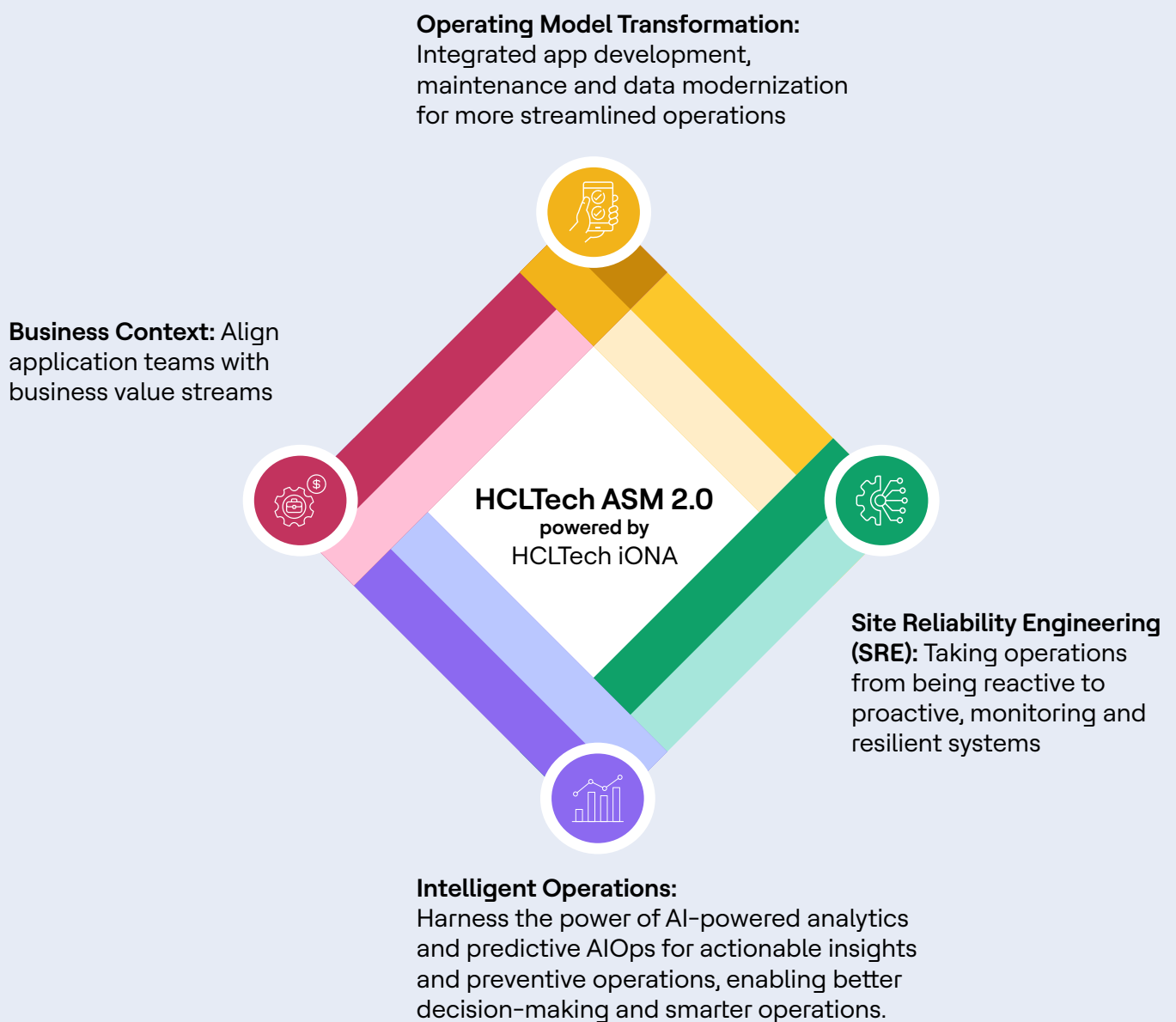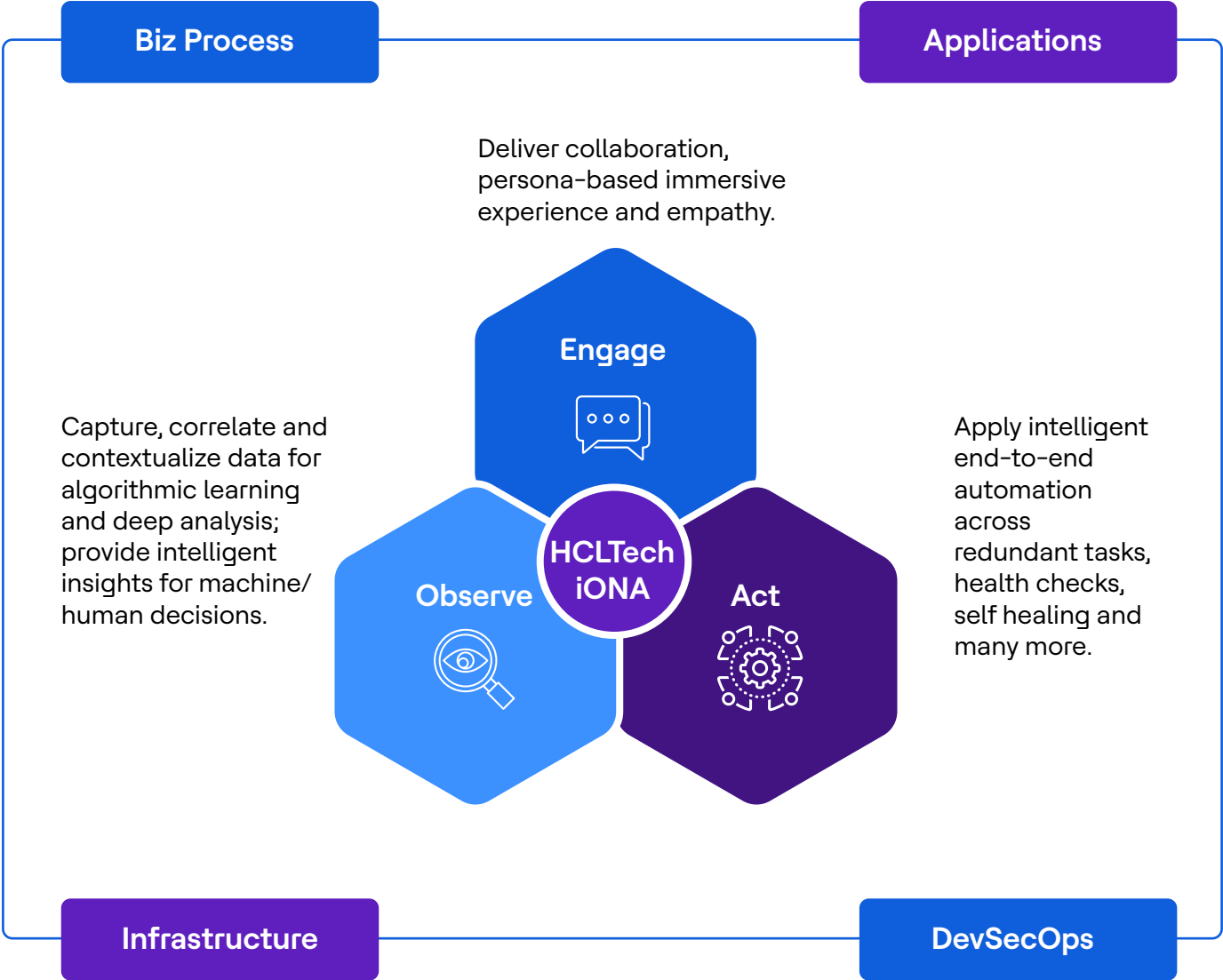
Introducing HCLTech
ASM 2.0 Framework

HCLTech ASM 2.0 framework enables experience-centric and business-aligned outcomes via automated, intelligent and contextualized application support operations. It comprises right fit operating model in alignment with business context, DevSecOps based team structure to drive best-in-class engineering culture, a platform that drives observability and orchestration roadmap with tools / solutions that abstract underlying complexity to offer preventive, predictive and self-heal capabilities and a new collaboration-based way of working to ensure better knowledge sharing.

Operating Model Transformation: Integrated app development, maintenance and data modernization for more streamlined operations

Business Context: Align application teams with business value streams

HCLTech ASM 2.0
powered by
HCLTech iONA

Site Reliability Engineering (SRE): Taking operations from being reactive to proactive, monitoring and resilient systems

Intelligent Operations: Harness the power of AI-powered analytics and predictive AIOps for actionable insights and preventive operations, enabling better decision-making and smarter operations.

Powered by HCLTech iONA
Intelligent Application Operations Platform

HCLTech iONA transforms application operations of enterprises by simplifying operational activities via its three core layers: Observe, Engage and Act. It steps in with a plug and play architecture to integrate with existing tool chain of the customer environment.

Biz Process

Applications

Deliver collaboration, persona-based immersive experience and empathy.

Engage

Capture, correlate and contextualize data for algorithmic learning and deep analysis; provide intelligent insights for machine/human decisions.

Observe

HCLTech iONA

Act

Apply intelligent end-to-end automation across redundant tasks, health checks, self healing and many more.

Infrastructure

DevSecOps

Framework Benefits

Cost and effort optimized to enable efficient IT operations

Right organization, operating model and roles to scale agility

Experience led approach to IT operations, architecture and process strategies

Right organization, operating model and roles to scale agility

Integrated service delivery to bring it all together in a well-orchestrated transformation model

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

Upto **30%** improvement in operational efficiency

Upto **45%** reduction in Ops spend

Upto **40%** improvement in resolution times

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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.