

Reshaping the IT

Navigating the shift to modern operations



AI for IT Operations (AIOps) began around a decade ago as a response to the increasing complexity of IT environments and the overwhelming volume of data that traditional monitoring tools struggled to manage. Initially, AIOps focused on automating basic tasks like event correlation and anomaly detection by leveraging machine learning and pattern recognition algorithms. Over the years, its capabilities have significantly evolved. Today, AIOps enables predictive analytics, and real-time automation integrates deeply with cloud-native environments, hybrid infrastructures and

DevOps practices. It offers more competent incident management, self-healing systems and more precise root cause analysis.

As IT operations continue to shift toward smarter, more autonomous environments, AIOps alone is not enough for smart operations. This is driving innovation in how organizations manage and optimize their digital infrastructure. This transformation reflects the increasing need for agility, efficiency and proactive problem-solving in rapidly changing technology landscapes.

The IT leaders have been focusing on IT operations management (ITOM), root cause analysis, and faster resolutions as they have remained focused on for years. They overlooked the reshaping of IT delivery and models and are struggling with aligning IT operations with their business objectives. Before getting onto the storyline of challenges for IT Operations for customers, it is to understand what AIOps is. It is limited to how just adopting AIOps does not change much in terms of productivity and growth.

Beyond AIOps: Evolving towards ModernOps

Many fail to understand the scope of AIOps and its usage.

AIOps refers to using machine learning (ML), ML, AI (AI), and data analytics to automate and improve various IT operations, such as monitoring, performance

management, and incident response.

AIOps platforms analyze large volumes of data from different IT systems (e.g., logs, metrics and events) in real-time to detect patterns, identify potential issues,

and even predict problems before they affect the system. The goal is to reduce the manual effort required to manage IT environments, improve operational efficiency, and proactively address incidents or system failures.

Let's have a look at the key capabilities of AIOps:



Anomaly detection

Identifying unusual patterns or behaviors in system performance



Root cause analysis

Pinpointing the source of issues more quickly than traditional methods



Automated remediation

Triggering actions like restarting services or scaling resources to resolve problems automatically



Predictive insights

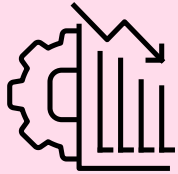
Forecasting potential issues based on historical data

AIOps has undoubtedly eased the ITSM part for IT operations from monitoring to identification to resolution of issues, incidents and

problems with IT Operations. It focuses on the efficiency of operations by reducing the MTTR and MTTD and faster resolutions.

Whatever gets overlooked outside ITSM in Operations has been put across these five key challenges.

Addressing gaps in today's delivery models



- **Failing to break down silos**
Demand, goals and results achieved mainly don't align as different sectors lack synergy between them. Customers and businesses are struggling to break down the silos between business, development, operations, legacy etc.
- **The sole focus is efficiency**
Current delivery methods focus on efficiency, such as reducing resolution time and automating every day and repetitive tasks, thus overlooking the need to meet the business outcomes that tie back to business.
- **Adoption of next-gen technologies**
One of the most common challenges is that operations teams are not structured to leverage next-gen technologies. The most common challenge is that Operations teams are not structured to leverage next-gen technologies such as automation and intelligence.
- **Misalignment of KPIs**
IT KPIs are not aligned with business KPIs, overlooking the impact of IT to overcome business challenges and growth.
- **User experience**
is lost as the stress is poured onto meeting service-level agreements.

Leading analyst firms, such as Forrester and Gartner, rooting also root for the same.

Key market trends around IT Operations

Organizations reevaluate their IT operating models to align with business goals and customer expectations. Forrester's report highlights the shift from traditional, siloed approaches to integrated, agile frameworks.¹

Organizations are adopting hybrid and multicloud environments to balance cost, performance, and flexibility. Advanced tools and strategies are needed for seamless integration and optimal performance.²

Automation is at the forefront of ITOM evolution, focusing on "automate first" strategies. AIOps platforms are used to automate routine tasks, enhance predictive capabilities, and provide prescriptive insights.¹

Modern ITOM focuses on delivering business value and moving towards infrastructure-led disruption.²



Sources:

1. <https://www.gartner.com/smarterwithgartner/gartner-predicts-the-future-of-it-operations>
2. <https://www.forrester.com/report/the-state-of-it-operating-models-2022/RES177509>

Recognizing the limitations of traditional IT operations, HCLTech has pioneered a transformative approach that addresses these

challenges head-on. By integrating advanced technologies and fostering a culture of continuous

improvement, we are redefining IT operations to be more agile, efficient, and aligned with business objectives.

Market overview

The current state of the ITOM market.

The landscape of IT Operations Management (ITOM) is undergoing a significant transformation, driven by the rapid pace of digital innovation and the increasing complexity of IT environments. According to leading analyst firms such as Forrester and Gartner, several key trends and challenges are shaping the current state of ITOM.

■ Evolving IT operating models

Organizations are reevaluating their operating models to align with business goals and customer expectations. Forrester's report highlights the shift from traditional, siloed approaches to integrated, agile frameworks.¹

■ Hybrid and multicloud environments

Organizations are adopting hybrid and multicloud environments to balance cost, performance, and flexibility. Advanced tools and strategies are needed for seamless integration and optimal performance.²

■ Focus on business value

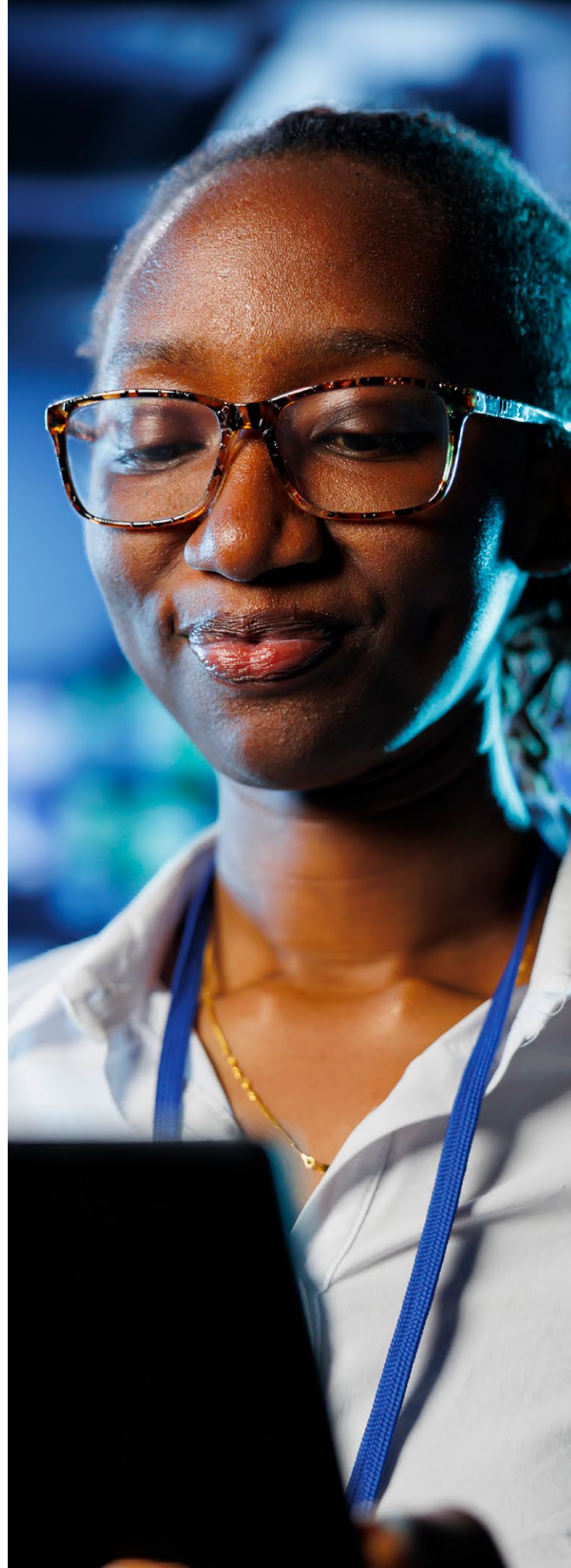
Modern ITOM focuses on delivering business value, moving towards infrastructure-led disruption.²

■ Automation and AIOps

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■ Edge computing and AIOps synergy

The rise of edge computing presents new opportunities and challenges for ITOM. AIOps platforms must evolve to handle the unique demands of edge environments.²



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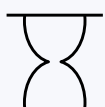
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Capabilities – HCLTech's innovative, bright and modern operations



Reforming the IT operating model

We are transforming the models to align, leaving the customer goals and expectations. Our model targets users' needs, whether external or internal. There is a complete shift from traditional siloed models to fully integrated and high-agile models with easy adoption. Various functions operate in sync with each other, leaving waste at bay. One of the key benefits is quicker delivery cycles with reduced risks.



Infrastructure under a few minutes

HCLTech's solution, the, automates infra and platform deployments and, with the solution's maturity, reduces deployment rates to a few minutes. Overall, the approach and solution are developer-friendly, from laggard to advanced, catering to all users, whether internal or external and owning the complete lifecycle from provision to deprovision.



360 observability

Often, Observability gets lost in the rebranding of merely monitoring, APM Application Performance monitoring and NPM Network performance management. Our Full stack Observability FSO solution helps enhance monitoring by spotting blind spots, building better relations, and using dynamic modeling. Full stack observability solution, end-user to trace from the top down, i.e., from the end-user application or product to the infrastructure layer, leaving with better identification and causal analysis of the issue and leaving surface level scanning behind.



Reliability at the center of delivery

Outside the IT Operations sphere, traditional objectives of keeping systems up and running to support business applications fall short. Service availability and accessibility alone are not sufficient, but how much are the applications reliable and the underlying infrastructure hosting them? The response times, expected delays etc., are the critical parameters. HCLTech has skilled reliability engineers who bring the best practices and reliability and help customers achieve reliable systems with constant availability.



Business aligned operations

With current methods of operations, work is pushed towards the top. That's when the business objectives start to misalign with IT Operations and with time just practices bestowed deep in culture that IT and business never merge and continue to run in highly disconnected manner with businesses continuously failing to realize IT's importance for overall growth. HCLTech's Modern delivery of IT operations bridges the gap between business by adopting backward from customer approach, IT and development and legacy technologies by bringing the modern culture and practices and setups to directly overturn the growth to 3X and providing competitive edge in the markets.



Hyper automation

Our in-house solutions and automation platforms combined with expert skill force breaks down the complexity of different automation solutions. Our customers faced challenges as their automation strategy was limited to different stacks teams and was not scalable. Our Automation platform overcomes these challenges by applying a central repository accessible to all functions and departments and easy to adapt with minimum customizations. These customized automation platforms fit the customer environment and needs by providing tailored solutions that enhance operational efficiency, reduce costs, and improve responsiveness to their business goals.

As we explore the capabilities that define our approach to modern IT operations, it's essential to recognize how these strengths translate into tangible value for businesses. By leveraging cutting-edge technologies and industry-leading practices, we

enable organizations to streamline their processes, reduce operational complexity, and enhance efficiency. The seamless integration of these capabilities not only drives immediate improvements but also lays the foundation for long-term business

impact, fostering innovation and sustainable growth. Now, let's delve deeper into how these elements come together to generate real-world business outcomes.



Business impact

Greater operational efficiency



By automating key processes such as provisioning and de-provisioning, businesses can reduce manual errors and speed up operational workflows. This results in faster delivery of products and services, allowing the company to react more quickly to market changes, customer needs, and competitive pressures. Customers benefit from quicker response times and a smoother experience.

Improved customer experience



Unified and streamlined operations ensure that products and services are consistently available and perform as expected. By aligning different business functions, companies reduce downtime and improve reliability. Customers experience fewer disruptions, leading to higher satisfaction and trust in the brand.

Cost savings and scalability



Automation and integrated operations help businesses optimize their resources, ensuring that they only spend on what is truly needed. This reduces unnecessary costs and allows for better scalability. These savings can be reinvested into customer-facing initiatives, providing more competitive pricing or enhanced features which benefit the customer directly.

Faster innovation and time-to-market



With streamlined collaboration across business and operational teams, companies can focus more on innovation. Automated systems free up resources to concentrate on developing new offerings and improvements. Customers benefit from more frequent product updates, new features, and the ability to meet evolving needs more quickly.

Enhanced reliability and trust



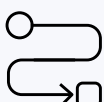
A modern, reliable operational model ensures that services are always available when customers need them. By reducing manual processes and automating key functions, businesses can improve system stability and reduce the likelihood of service interruptions. Customers enjoy a more dependable experience, building stronger brand loyalty.

Stronger security and compliance



Automation helps ensure that security measures and compliance requirements are consistently met, reducing the risk of costly errors or breaches. Customers can trust that their data and privacy are protected, which strengthens the company's reputation for reliability and adherence to regulations.

Agility in responding to market shifts



A more agile operational framework allows businesses to quickly pivot when market conditions change, or new opportunities arise. This flexibility means faster adaptation to customer demands, industry trends, and competitive landscapes. Customers benefit from a company that can quickly deliver new solutions and respond to their needs in a timely manner.

Stakeholders – Different personas making a positive shift from business to IT



CXO Group
CIO CTO CEO



Business owners

- Business units
- Product owners



Technical experts

- Reliability engs
- Ops teams
- Dev teams

- Service health
- Total ticket volume
- System and application overview

- Request backlogs
- Application metrics
- Delivery cadence

- Incidents, changes and problems
- Observability dashboards
- Events and failures

Challenges pertaining to the change

Despite the numerous benefits of onboarding the Modern Models for IT, customers still can feel hesitant and face numerous hurdles while traversing through the process of transformation and adoption. On a high level, they are:

- Often organizations build resilience to change, owing to comfort- of established processes, complexity, cost of change and struggle to realize the value of change.
- Lack of current skills of operations teams to adapt to modern models and next gen technologies.
- Availability of so many tools leads to difficulty of choosing the best fit tools.
- Complexity of application layer and modernizing the applications.
- Fear of change by skilled forces to be replaced by AI and advanced technologies.



Navigate these challenges and adopt the modern IT Operations with HCLTech



Summary

The white paper explores the dynamic landscape of IT Operations, emphasizing the shift towards modern delivery models that align with business goals and customer expectations. It highlights the importance of transforming operating models to modern models, horizontal and

vertical observability, and the integration of GenAI capabilities into IT operations. The document delves into the challenges faced by organizations, such as breaking down silos, adopting next-gen technologies, and aligning IT KPIs with business outcomes. It also shows HCLTech's innovative

solutions, including hyper-automation hyper automation, 360 observability, and business-aligned operations, which drive operational efficiency, cost savings, and enhanced customer experience.

About HCLTech

HCLTech is a global technology company, home to 219,000+ people across 54 countries, delivering industry-leading capabilities centered around digital, engineering, and cloud, powered by a broad portfolio of technology services and products.

And if you are interested in exploring any of the services and solutions explained above, or trying to shift towards modern IT delivery, please contact HCBU-PMG@hcltech.com.





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About the Author

Poonam Sharma is an accomplished Product Manager with over a decade of diverse IT experience, collaborating with global leaders and clients worldwide. Currently driving innovation in HCLTech's Hybrid Cloud Business Unit, she excels in crafting and executing impactful Go-To-Market strategies and pioneering solutions in modern IT operations.

To know more, you may write to us at HCBU-PMG@hcltech.com

HCLTech | Supercharging
Progress™

HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, High Tech, Semiconductor, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending June 2025 totaled \$14 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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