



Fortune 500 Company Achieves Business Transformation with HCL

The Client:

The Fortune 500 Company designs, manufactures, distributes and services engines and related technologies. Headquartered in the U.S., the company sells in approximately 190 countries and territories through a network of more than 500 company-owned and independent distributors and approximately 5,200 dealers.

The Situation Analysis:

The customer was looking for a reliable outsourcing partner to consolidate its entire internal client services, including IT, HR, accounting and professional support into a single operation. The customer wanted its internal IT organization to focus on strategic and core IT.

With its business operations spread all across the globe, the company's existing IT landscape was heterogeneous. Thus, the customer needed to outsource a wide scope of engagement that included end user computing, data center management, infrastructure applications, network and security and process con-

sulting and tools implementation.

The Solution:

HCL Technologies delivered end-to-end IT infrastructure services to the client. It undertook several transformational projects for backup tape optimization, application consolidation, database optimization, server virtualization and more such. Besides, HCL well-executed a major area of concern for the customer i.e. data center consolidation. It handled all data center operations without any external support; successful migration of servers from Australia to Singapore data center being one.

AT A GLANCE

Client

Fortune 500 Company

Service Provider

HCL

Services Provided

Consolidating its entire internal client services, including IT, HR, accounting and professional support into a single operation

Industry

Hi-tech

SUCCESS METRICS

HCL's automated tools helped the client improve its IT services with reduced costs.

- Helpdesk consolidation across geographies decreased support costs and reduced ticket resolution by 30%
- Focus on SLAs, process standardization across the globe and resource optimization with zero impact to the business improved CSAT
- Successful completion of Six Sigma projects saved client \$50K to \$100K annually per project.