



# RUN YOUR ENTERPRISE AT **LIGHT SPEED**



Compared to other industries cloud services have been nascent within Utilities. But we're at the inflection point and Utilities are shopping for cloud services. Everyone's talking about their single application as the silver bullet for your business needs. The reality though is that organizations traverse through the fog to realize that there's no one-size-fits-all homogenous solution in the Cloud.

## Five Questions Utilities are Asking



### 1. How do I select the right Cloud Product?

While the benefits of Cloud Services are compelling, transforming your existing infrastructure to accommodate a vast private cloud or migrating a big part of your core business applications to the cloud may not be your proposition. That's why companies are shopping for cloud services a la carte style where you can either pick to outsource your highest IT expenditures or opt for the complete suite, that way they have the option to think big but start small. By using Resource Virtualization and Usage Based Pricing, IaaS (Infrastructure-as-a-Service) and PaaS (Platform-as-a-Service) provide the biggest bang for your buck when the organizational focus lies on cost savings. On the other hand, SaaS (Software-as-a-Service) and BPaaS (Business-Process-as-a-Service) provide more than costs savings and allow your organization to focus on growth and innovation. A flexible cloud service catalogue from your provider allows you to scale your portfolio consistently as your organization focus evolves. A mature Cloud service provider can also provide advisory services in which they can help architect the right Cloud mix for your business - Public, Private or Hybrid.



### 2. How can my business maximize the economic benefits of the Cloud?

The financial value of cloud services has been reductively stated in moving from a Capex to Opex based model but it's more than that. Cloud services can reduce both Capex and Opex simultaneously. Lowering Capex however, may not always be attractive especially for Investor Owned Utilities whose Rate Base is hinged on their capital outlay. Therefore your cloud advisor must have the expertise to assess your business and using financial modeling tools determine the optimum mix of Capex & Opex against the catalogue of cloud services. This will help your organization maximize both the business and economic benefits of your Cloud mix.



### 3. What are my biggest risks?

Data Security and privacy remain the top concern for Utilities when designing their Cloud mix. Since the reputation of Cloud Providers is incumbent on their data security and privacy measures, a higher investment is made in mitigating this risk than most companies can undertake themselves. The \$600M CIA deal awarded to Amazon Web Services earlier this year for Private Cloud hosting attests that Cloud providers can comply with the strictest standards. Ensure that your Cloud Provider can adhere to only your Regulatory security requirements and can also vouch for your own organizational Security & Data privacy standards.

Cloud Security Alliance (CSA) was formed to promote best practices whose members provide security assurance with Cloud Computing and implement the necessary controls. Ask your Cloud provider if they're part of the CSA.



### 4. Will I be locked into one platform – SAP, AWS, MS Azure or private?

Once a customer is tied to a vendor, moving to another vendor (e.g., VMware to AWS to Microsoft) can potentially be very difficult due to design constraints. One way to address this issue is to work with a cloud service provider that can manage a multi-vendor hybrid cloud solution and eco system. The ability to manage multi-vendor Service Level Agreements, avoid lock-in and ensure flexibility at different levels is essential. Discuss your exit strategy in advance and document it in contractual agreements.



### 5. What are my next steps?

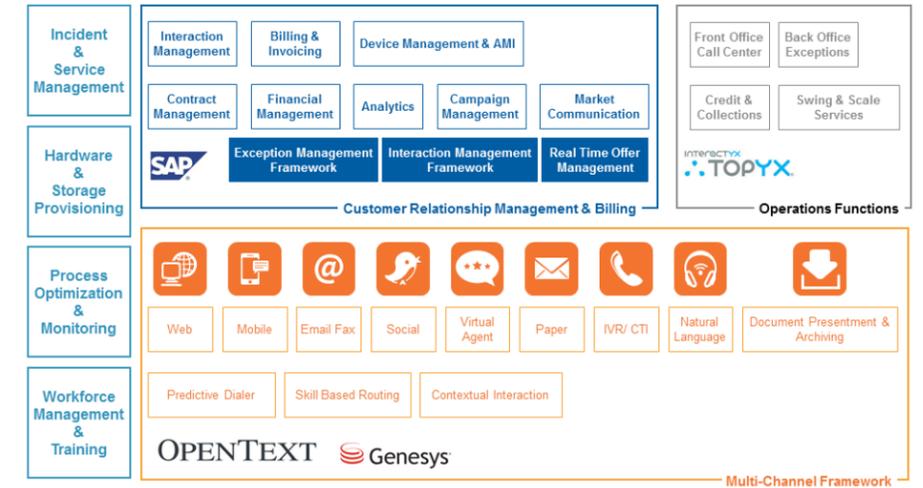
Start by looking internally within your organization's business and benchmark your IT expenditure as a percentage of revenue compared to other Utilities. Identify the opportunities with the biggest returns and map them against the Cloud service offering on the next page.

Avoid building a bricolage of disparate clouds for an IT system so that the outcome isn't the same convoluted architecture when your organization ran on legacy applications. Also, remember that the most crucial part of the cloud doesn't have anything to do with technology – it's the credibility of the Cloud provider and the relationship you build. Reach out to a cloud advisor.

## Engage

Engage is HCL's pre-defined Customer Engagement & Billing platform based on industry Gold Standards. Engage has been designed using over 25 year experience implementing more utility customer care and billing solutions than any other systems implementer.

- Engage is the utilities customer engagement platform of the future, available now from HCL
- Engage delivers guaranteed levels of business process performance
- Engage re-platforms your operations onto the latest technologies owned by you with no transfer penalties



- Engage is available on a component by component basis, as a managed service or as a complete BPO offering

Engage processes are enabled via pre-configured best of breed technology components covering all aspects of utilities customer care from billing through to mobile interactions, from IVR through to dynamic multi-channel content management, from campaign planning through to offer management, all with pre-built integration allowing processes to work seamlessly across the different technologies.

## Our Track Record

### Transformation

HCL has the deepest experience as an SI in North America having lead over 60% of all SAP CRB Utility implementations. With over 600 consultants in SAP it has partnered with close to 50 North American Utilities on 100 plus engagements.

### Operations

Our BPO division started its operation in 2001 with customer contact center services. It has grown to serve 30 clients in Front Office, Billing, Collections, Account Management, Remittance Processing, Sales and Workforce & Order Management. It provides services in over 8 global languages with a network of more than 10,000 professionals in 34 centers across the globe enabling round the clock support.

### Infrastructure

HCL offers industry-leading Cloud service as part of its broad IT services solutions set, giving it's end users the benefit of high performance private cloud offerings in highly secure deployments. These solutions may be deployed in a partner data center or the client's data center of choice. Clients benefit from the economies of scale, flexibility and rapid applications delivery associated with cloud, without the degradation in performance and security associated with public cloud offerings, HCL has established partnerships with every major vendor including Microsoft, Amazon, HP, VMware, EMC, Cisco amongst others to provide over 140 clients hosting services supported by 7000 data center experts.



## ABOUT HCL

### About HCL Technologies

HCL Technologies is a leading global IT services company working with clients in the areas that impact and redefine the core of their businesses. Since its emergence on the global landscape, and after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare & Life sciences. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers its 95,000 transformers to create real value for customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 5.5 billion, for the Financial Year ended as on 30th September 2014 (on LTM basis). For more information, please visit [www.hcltech.com](http://www.hcltech.com)

### About HCL Enterprise

HCL is a \$6.7 billion leading global technology and IT enterprise comprising two companies listed in India – HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 100,000 professionals of diverse nationalities, who operate from 31 countries including over 505 points of presence in India. HCL has partnerships with several leading global 1000 firms, including leading IT and technology firms. For more information, please visit [www.hcl.com](http://www.hcl.com)

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