HCL

LET'S TALK
APPLICATIONS

PLATFORMS &
INTEGRATION
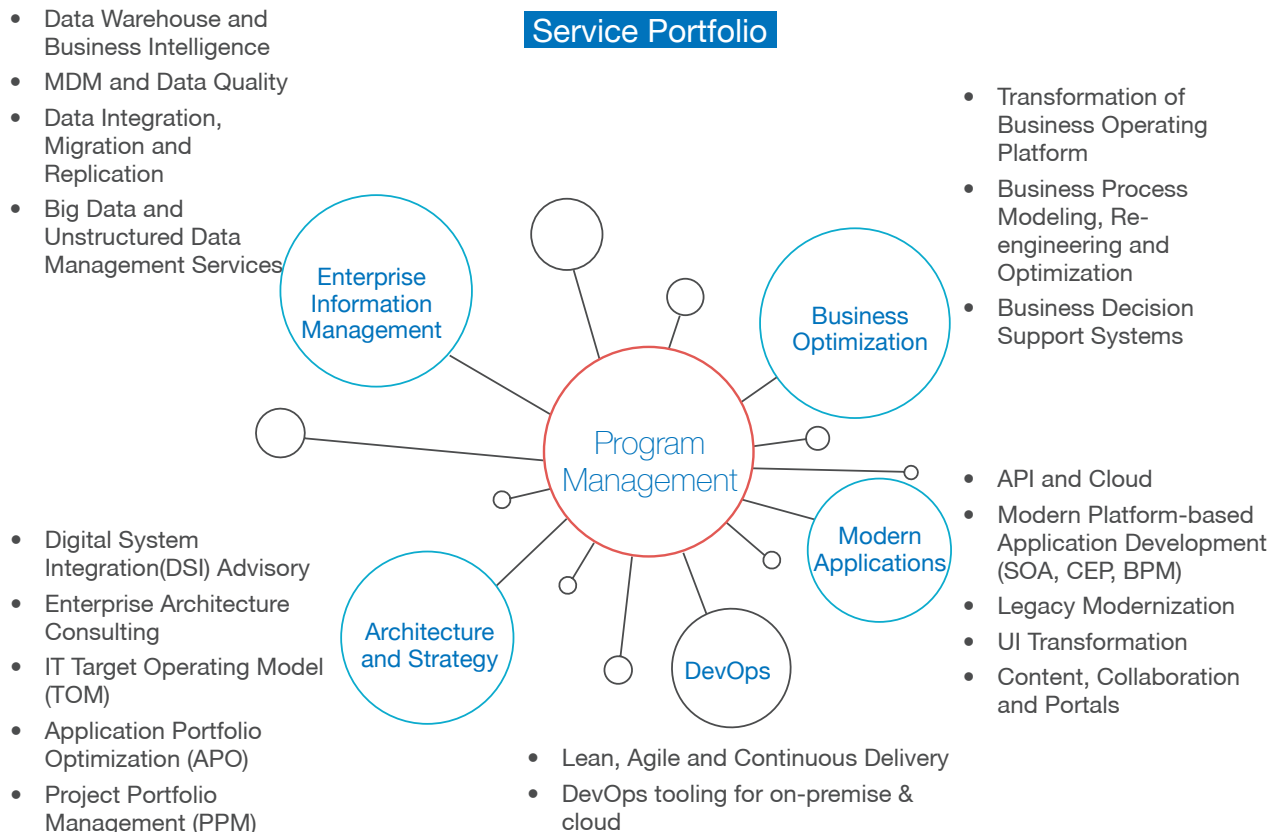
POWERING THE
21ST CENTURY ENTERPRISE
with HCL's Modern Application Services

HCL–MODERN APPLICATION SERVICES: YOUR TRANSFORMATION PARTNER

HCL's Modern Application Services group provides "Advise to Execute" services to our forward-looking customers to develop a roadmap for transformation along with an execution plan. With its ability to effectively bring together process, data, and integration to address customer's business problems, HCL's Modern Application Services strategy positions it as a prime partner for any transformation plans.

HCL's Modern Application Services enabled transformations bring together process, data, and integration; and are driven by use cases that we develop in collaboration with our customers. The transformation programs are supported by our "business-aligned" strategy to address the various aspects of large programs such as change management, program management, disruptive application platforms, IPs, and frameworks.

Service Portfolio

- Data Warehouse and Business Intelligence
- MDM and Data Quality
- Data Integration, Migration and Replication
- Big Data and Unstructured Data Management Services

- Transformation of Business Operating Platform
- Business Process Modeling, Re-engineering and Optimization
- Business Decision Support Systems

- Enterprise Information Management
- Business Optimization
- Program Management
- Modern Applications
- DevOps
- Architecture and Strategy

- API and Cloud
- Modern Platform-based Application Development (SOA, CEP, BPM)
- Legacy Modernization
- UI Transformation
- Content, Collaboration and Portals

- Digital System Integration(DSI) Advisory
- Enterprise Architecture Consulting
- IT Target Operating Model (TOM)
- Application Portfolio Optimization (APO)
- Project Portfolio Management (PPM)

- Lean, Agile and Continuous Delivery
- DevOps tooling for on-premise & cloud

HCL'S
DIGITAL BPM

We strongly believe that processes are at the core of any business transformation. A constantly changing business and economic environment and rapid advances in technology has created opportunity for the organizations that are either Born Digital or traditional organization yet to be re-born Digital. Digitalization programs are centered to leverage nexus of forces such as Social, Mobile, Cloud, Analytics & IoT and the organization's surround Digital ecosystem such as partners, customers, competition, Data custodians, regulatory bodies etc to identify and deliver disruptions around Customer experience improvements and Operational excellence.

To support a process-led Digital transformation, HCL provides end-to-end services, ranging from Initial Digital Process Discovery to Implementation, with the help of pre-defined roadmaps, process templates, process discovery and shared services frameworks. While we bring in several prescriptive frameworks that reduce uncertainty and costs, we make you a part of the journey to tailor the solution to your unique needs.

HCL Digital BPM process discovery approach is based on premise that a process should be analyzed in the context of the organization's surround Digital ecosystem to identify opportunities for leverage.

DIgital BPM Process Analysis in a Customer ecosystem
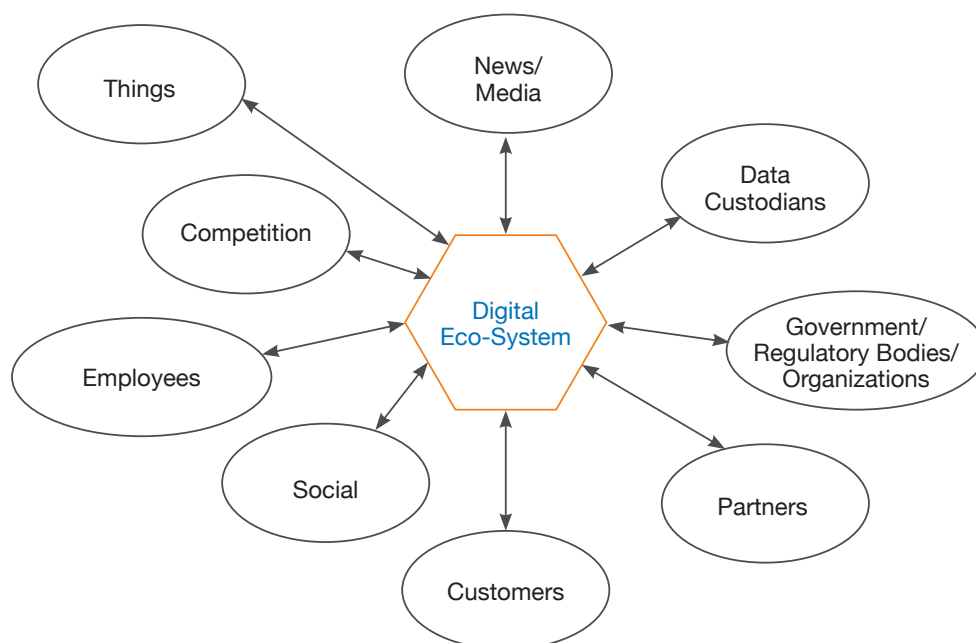
○ Mobility

- Mobility Toolkit application that complement the Out of the Box Appian Mobility solution(e.g Damage Inspection Toolkit)

- Custom Next Gen CX solution to provide the intuitive Customer experience to augment productivity

  - Augmented Reality to provide ability to lookup technical bulletins/information

  - Beacons based personalization

  - Integration with Wearables

○ Cloud Integration Capabilities

- BPM DevOps based automated provisioning of environment for your BPM Cloud environment

- Automated Code Deployment

- Cloud PaaS Runtime assurance integration with in premise monitoring tools such as System center

  - Appian Agent to pull performance and system statistics

  - Management extension packs

  - Appian Cloud PaaS Platform performance reporting directly available via Appian on mobile devices.

  - Performance threshold management and alerting that allows for proactive steps in case of production performance and user experience degradation.

  - Automated Performance Test suite to accelerate the validation of newer versions before upgrades to the environment.

○ Social

  - Integrating Process specific event as part of the Social news feed for insight and collaboration

  - Plugins to integrate in to Public Social channels

- Socialytics to provide insights to understand customer perception and process issues with comparison to industry standard and competition.

○ IoT Integration

IoT integration helps to transform the customer experience and business services to an innovative model such as

  - Usage Based Billing – Pay as you Drive in Insurance

  - Telematics, Predictive Maintenance and Remote Servicing to reduce operational costs

○ Platform based application development paradigm driven by HCL's proven 21CE AD methodology".

HCL believes an integrated application development platform enabled by 21CE AD approach will increase the efficiency of application development phases in the SDLC. Some of the values that HCL believes are critical to this platform approach are as follows:

- Agile

- Lean

- Continuous delivery

- Adopting modern application development paradigm across all AD layers

- Left-shifted, industrialized quality

The above values are best demonstrated using a platform led approach to application development using 21CE AD approach. This integrated platform can will gather end-to-end metrics relevant for measuring AD performance across the SDLC lifecycle. The biggest advantage of platform based approach is the ability to capture, measure and track the metrics to measure the effectiveness of AD phases.

HCL DIGITAL BPM INNOVATION LAB
TO DRIVE "CONCEPT TO MARKET"

HCL Digital BPM co-innovation lab supports customers to evolve propositions from "concept to market". Multi-disciplinary teams to power innovation at high clock speeds with Lean Agile would be the development methodology centered on business outcome.
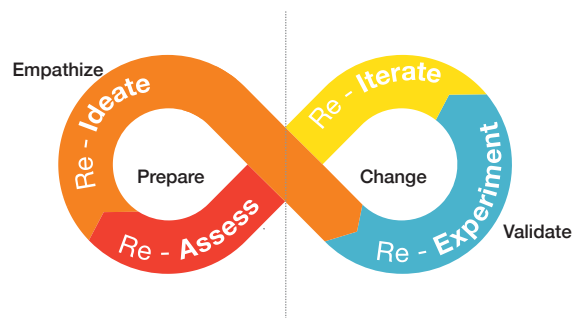
SOLUTION 1 — Building Digital Branch Cx (Customer Experience)

"Branch banking customer experience transformation with digital solutions increasing customer engagement and driving revenue growth"

Branch banking is being redefined globally with significant reduction in the number of branches due to digital disruption. Branches are being reformatted to focus on complex and high value solutions. There is an increasing need to synergize the digital and physical worlds of the customer, thereby driving significant increase in customer engagement and revenue at a branch.

HCL's Digital Branch Customer Experience solution demonstrates how the customer can be engaged at a branch by leveraging digital solutions. The solution assists in managing customer footfall at a branch, reducing wait times, providing priority services to privileged customers, and pushing real-time product offers based on customer profile.
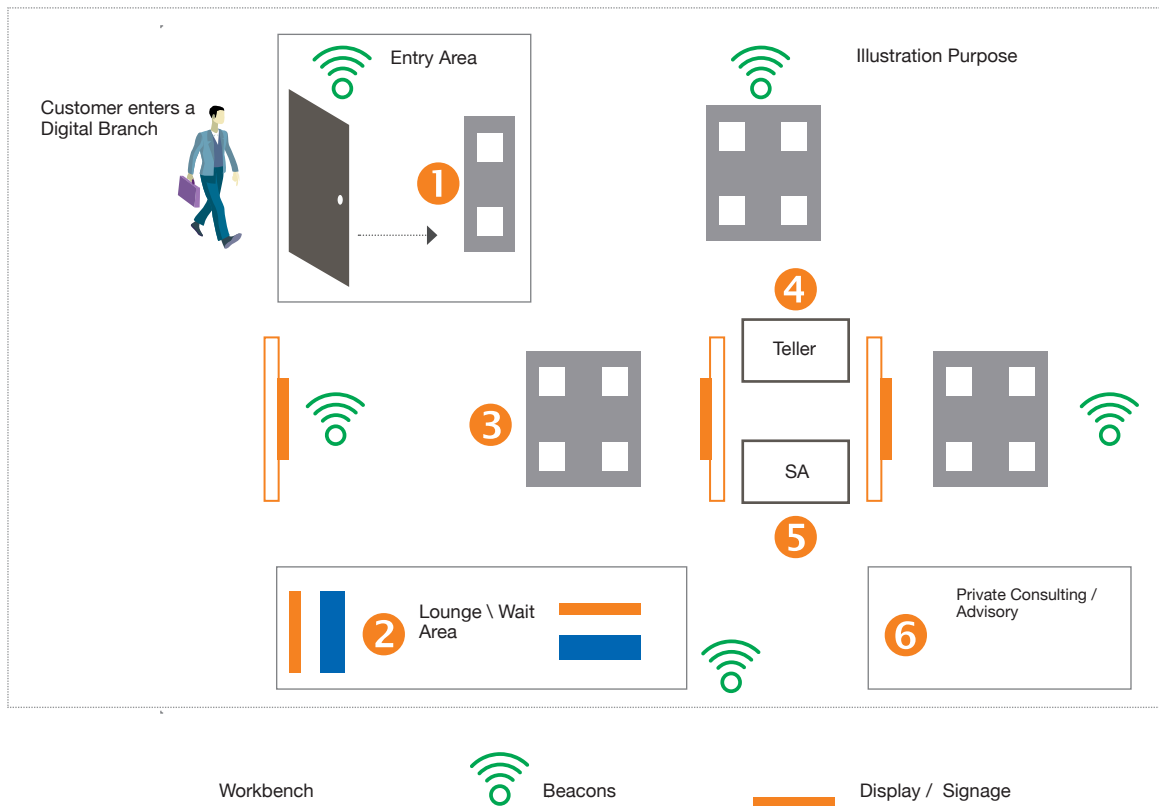
The key features and capabilities include:
- Personalized customer service - Identify customers entering the branch by integrating with 'nearables' deployed at the branch
- Priority servicing for privileged customers entering the branch with custom queue
- Reduced wait time - Allow the customer to join a queue through a mobile device and enable visibility of wait times even when they are outside the branch
- Push targeted real-time product recommendations and offers based on customer profile to their smartphones
- Offer conversion and action - Branch staff equipped with Appian app on tablets to review customer interest, engage, and advice the customer at the branch
- Branch effectiveness measurement - Actionable insight to monitor and measure branch performance

Building Digital Branch Cx

Customer enters a
Digital Branch

Entry Area

1

Illustration Purpose

4

Teller

3

5

SA

2 Lounge \ Wait
Area

6 Private Consulting /
Advisory

Workbench   Beacons   Display / Signage

Retail Banking Digital Account Opening

> "Retail Banking Digital Account Opening solution: Transforming customer experience and operational efficiency through automation and Omni-channel integration"

Digital revolution is changing the lives of customers. Consumer banking has witnessed a surge in transactions over digital channels compared to traditional channels. 61% of internet users bank online and 35% of mobile users bank using their mobile phones. However, only 16.3% of the customers end up opening accounts through digital channels. This provides a huge opportunity to digitize customer on-boarding and transform customer experience.

HCL's Digital Account Opening solution integrates across web, mobile, and branch, enabling a seamless customer journey. Our process automation and API-driven approach reduces customer burden and drives on-boarding efficiency.

The key features and capabilities include:

- Simplified, process-centric, and guided workflow with interactive Ux that engages the customer and bank branch Staff

- Omni-channel experience through an integrated solution

- Automated application data capture for US Driver license etc., accelerating processing time, and minimizing risks

- Integrated document capture with scanner integration that enables branch staff to scan and attach document instantly

- High risk application processing through back office process integration

- KPI measurement - Actionable insights to monitor and measure the account opening process performance

- Targeted real-time product recommendations and offers based on customer profile to cross-sell and up-sell products

Appian App Market : http://www.appian.com/appmarket/application/retail-bank-digital-account-opening/

STRATEGIC
ALLIANCES

K2
Global Service Provider

BOSCH
Global System Integration Partner

Appian
Global Service Provider

Pega
Global Service Provider

IBM
Globally Managed
System Integrators

software AG
Premier Global Systems Integrator

Microsoft
Gold Certified Partner

TIBCO
Global Consulting Partner

ORACLE
Oracle Platinum Partner

trouxo
Strategic IT Planning Partner

HCL'S
DIFFERENTIATORS

○ Thought Leadership

- Filed 15+ patents in the areas of Event technology, process risk models etc.
- Published various articles and papers on BPM.
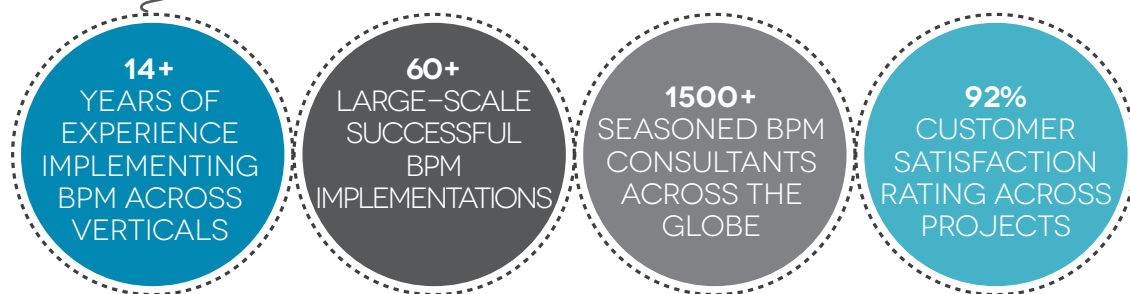- Book authored by HCL Colleagues with Bosch on "Enterprise BPM"

ENTERPRISE BPM

Strategies and Best Practices for Company-wide Business Process Management
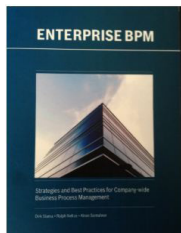
○ BPM Accelerator Kit

- Delivery
  - HCL APPIAN BPM FRAMEWORK/ IP
    - CMIS Integration Smart Plug-in
    - Blueprinting Methodology
    - DocuSign - Digital Signature Capture
    - Multiple Column Report Filter
    - Image resize and embed image into PDF
    - Image Metadata Extractor
  - Pre-configured BPM UI Components and reference patterns implementation
  - BPM-DevOps - Release Management and Environment Provisioning made easy

- Process
  - HCL's Process Library PathFinder™
  - BPM Product Evaluation Kit
  - HCL RAPID BPM Builder Framework
  - HCL Case Management Blueprint for APPIAN
  - ProcessWatch™ for business process visibility and control
  - Product evaluation methodology
  - BPM Estimation methodology
  - BPM CoE Setup
  - Distributed Agile based project execution methodology
  - BPM Cookbook containing patterns such as:
    - Document Indexing and Routing
    - Exception Management

- Operational
  - HCL Real Time Operational Analytics And Reports (Roar) Framework
  - HCL Appian Cloud PaaS – Runtime Assurance Solution
  - SOA-specific IPs or Process Integration | LEAF™ | DAF™ | CMS™ | MMS™

BPM PRACTICE
SNAPSHOT

14+
YEARS OF EXPERIENCE IMPLEMENTING BPM ACROSS VERTICALS

60+
LARGE–SCALE SUCCESSFUL BPM IMPLEMENTATIONS

1500+
SEASONED BPM CONSULTANTS ACROSS THE GLOBE

92%
CUSTOMER SATISFACTION RATING ACROSS PROJECTS

SUCCESS STORIES

For a leading property group, HCL integrated Oracle Service Bus and implemented HR, financial processes and enterprise inbox functionality on Appian BPM.

Key solutions provided included:

- Assisting to migrate from Appian 6.0.1 to 6.7 version
- Handling fixes and enhancements during L3 support process
- Managing issues stalled requests, data issues, process issues and smaller fixes during L2 support
- Supporting the development track, comprising unstructured and structured processes

- -

HCL implemented Appian's Digital BPM solution for a leading US-based logistics and fleet management company.

The solutions provided included:

- Assisting in fleet management and maintenance

- Nurturing foundational platform capabilities and standards
- Modernizing the existing IT system

- -

Leading financial institution teamed up with HCL to implement a Business Process Management-based workflow solution for managing documents and opening accounts.

The solution included:

- Improving customer experience by creating an interactive electronic forms-based portal to capture data into the system accurately
- Analyzing key business rules and automating tasks
- Leveraging Appian's document management capabilities for digitizing documents
- Providing an e-signature solution to customers by utilizing HCL Toolkit and DocuSign to extend Appian's integration capabilities

TALK TO US

HCL's Modern Application Services group is a part of the $7 Billion HCL Technologies, one of India's leading global IT service providers. Modern Application Services provides a gamut of services, from traditional application integration to process modeling and orchestration. Our 3100+ member strong practice has delivered comprehensive BPM solutions to more than 50 global customers across industries like Banking, Financial Services & Insurance, Retail, Gas & Utilities, Life Sciences & Healthcare, Manufacturing & Hi-tech, and Telecom.

Write to us at bpm@hcl.com to discuss how HCL can partner with you.