ASM REIMAGINED

THE TRANSFORMATION CONTINUES...

In a technology driven business world, change is the only constant. Technology is transforming business continuously by leveling the playing field and reducing entry barriers. To stay relevant, organizations need to be proactive in embracing technology to manage changing consumer expectations, new consumption models, smarter products, mergers and acquisitions, improved channels, and impact of digitization.

In this fast-paced dynamic environment, coupled with shrinking IT budgets, CIOs are challenged with balancing the critical need to run their application support operations, while delivering key change initiatives to their IT landscape. More specifically, CIOs are constantly evaluating novel approaches to address critical questions including:
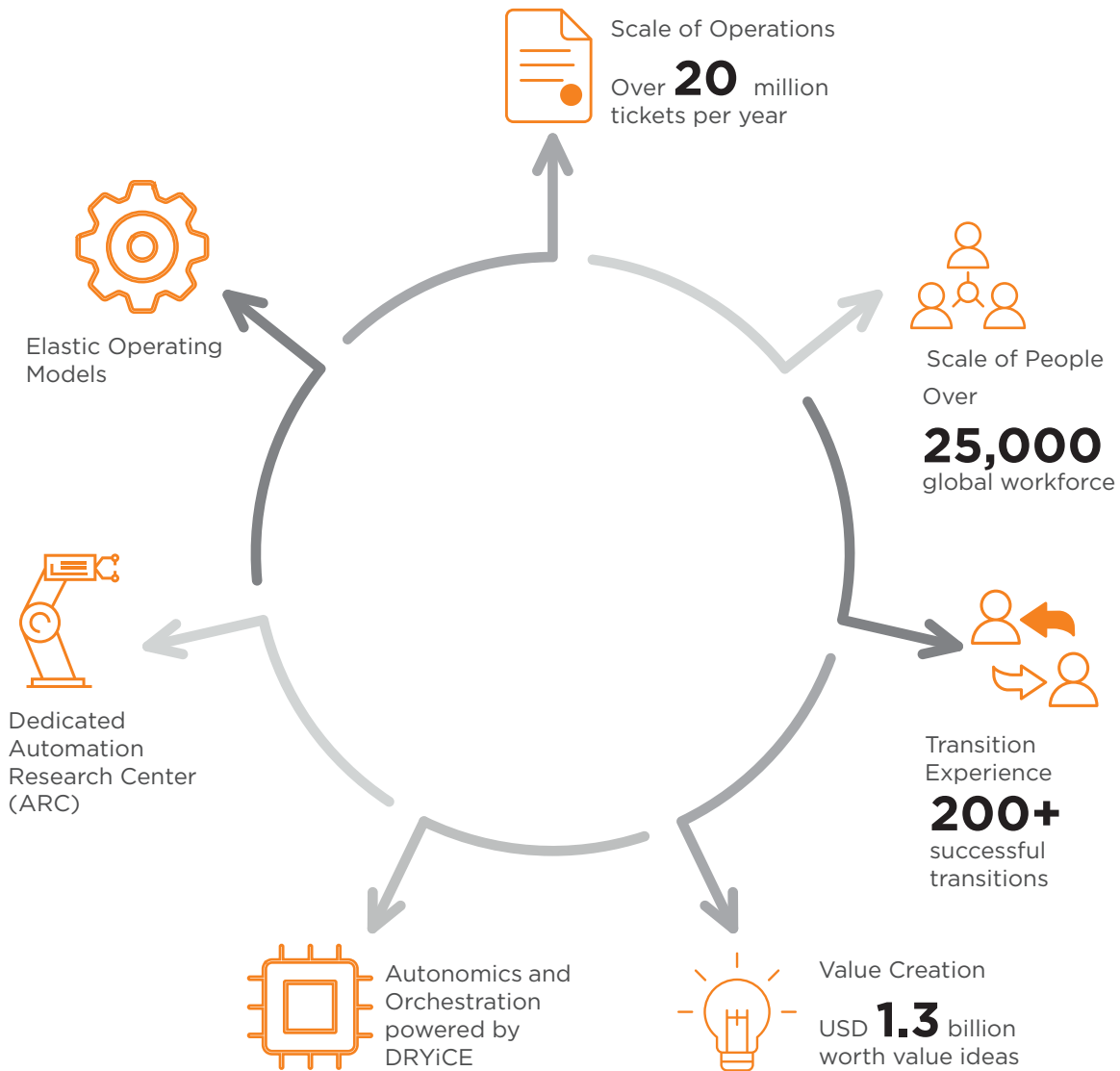
• How do I increase efficiency and improve value in application support operations while my business processes are changing?

• How do I improve cycle time of processes and bring in a service-oriented culture in application support operations?

• How can I improve the quality of experience for my business users?

• How do I reduce my operating costs to drive self-funded IT transformation initiatives?

HCL's Reimagine Application Support offering addresses these questions and provides a transformational approach to managing IT operations.

HCL's AMS Credentials

Based on over 35 years of experience in managing complex IT landscapes for Global 2000 organizations, HCL has devised the 'ReImagine' Applications Support offering to deliver not just IT outcomes but also to enable business outcomes and exponential end-user impact.

Scale of Operations

Over **20** million tickets per year

Elastic Operating Models

Scale of People

Over **25,000** global workforce

Dedicated Automation Research Center (ARC)

Transition Experience **200+** successful transitions

Autonomics and Orchestration powered by DRYiCE

Value Creation

USD **1.3** billion worth value ideas

THE HCL APPROACH

HCL's approach for driving service excellence in Applications Maintenance and Support is built around our 'ReImagine' ASM framework, which enhances our proven Managed Services elements to deliver 'the 3E impact' in IT operations—Efficiency, Effectiveness, and Experience.

Delivers IT Outcomes

Delivers exponential end user impact

Enables Business outcomes

EFFICIENCY

POWERED BY

DRYiCE
by HCL Technologies

EXPERIENCE

EFFECTIVENESS

EFFICIENCY

Improving efficiency through an industrialized, scientific execution approach that is focused on continuously improving, innovating, and accelerating operational practices to drive reduction in operational costs. By leveraging lean and automation strategies, we focus on driving disruptive incident reduction and improving mean time to resolve (MTTR) to enhance operational efficiency.

EFFECTIVENESS

Adopting service 'UBERIZATION' approach to deliver 'Process as a Service'. By orchestrating end-to-end workflows for business areas through proactive business process monitoring and failure point assessment, we deliver additional improvements in business process performance and measurable impact to the top line and bottom line.

EXPERIENCE

Creating exponential end-user impact by delivering personalized experience through data and insights tailored to user personas. We focus on improving quality of experience through greater engagement with end users and by providing two-way feedback to business on potential service improvements to the business processes.

THE 3E IMPACT

HCL's Next Gen Application Support offering is built on a multi-disciplinary approach to deliver 3E impact and includes the following levers:

EFFICIENCY

- Apply scientific approach to execution (Insights - Methods- Tools)

- Focus on improving Employee productivity by eliminating incidents and improving TTR

- Adopt extreme autonomics approach to minimize manual intervention through point automation

- Leverage LEAN techniques to remove waste

- Focused knowledge enablement and Continuous improvement procedures to execution

- Creation of "Change Program Stub"– that focusses on improving colloboration between Run and Change Organization and enable minimal impact of change

EFFECTIVENESS

- Identify Critical workflow/ sub-processes

- Launch Micro-services for critical workflow's using "UBERIZATION APPROACH"

- Enable Process oriented problem management (PPM) for each area

- Enable proactive monitoring of workflow for incident elimination

- Provide feedback to L3/ Engineering teams for workflow or process improvements

- Enable Service Happiness Index surveys for closed loop feedback

EXPERIENCE

- Creation of Elastic TOM to incorporate dynamic landscape changes using Design thinking approach

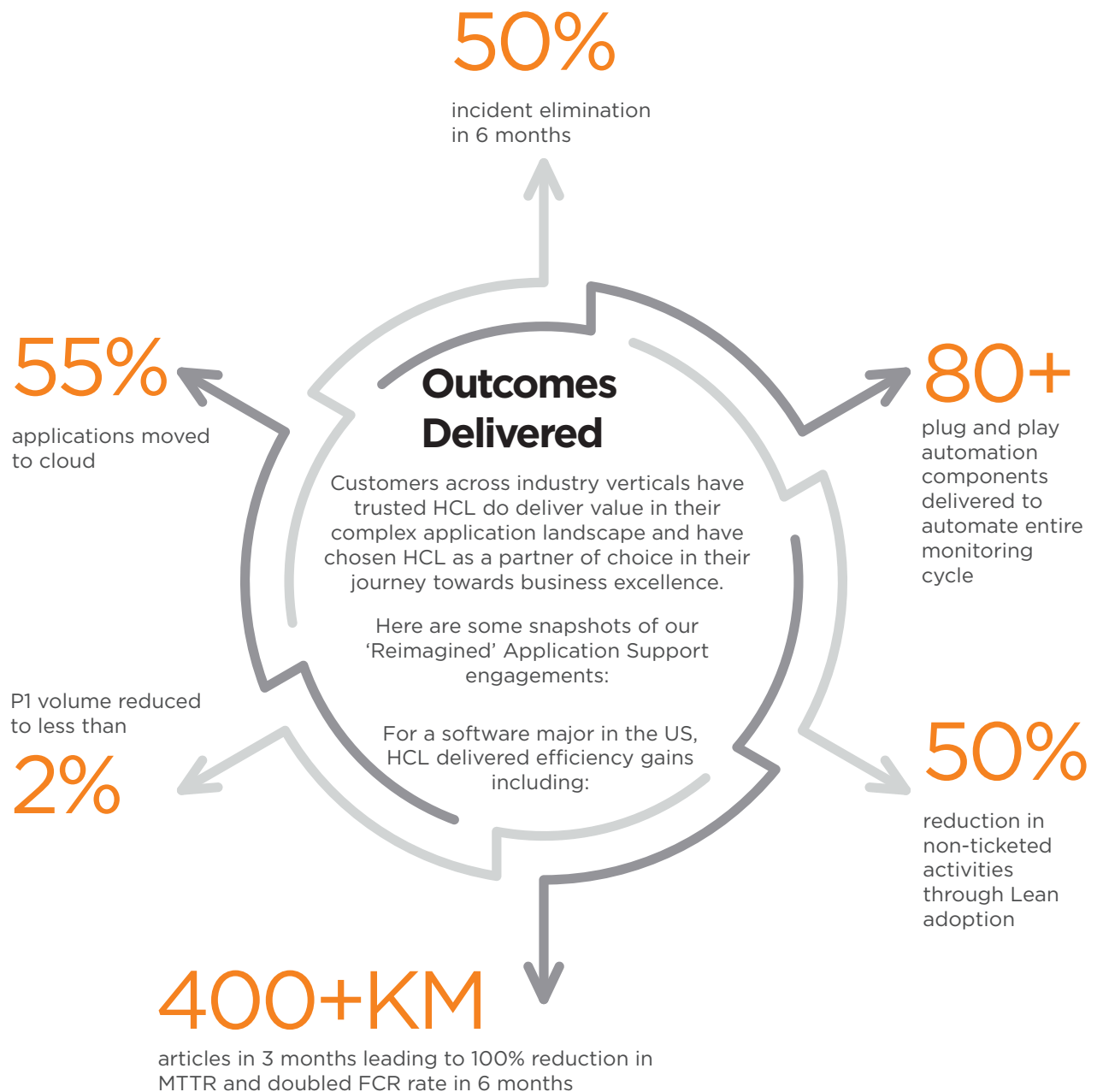- Focus on zones of experience - IT centric, Business Centric, Employee Centric

- Enable Persona based reporting tailored to key stakeholders

- Enable a process that is Simple to Consume for ongoing enhancement work

- Deliver Embedded Innovation to improve service from time to time using "INNOVATION STUB" approach

50%
incident elimination
in 6 months

55%
applications moved
to cloud

80+
plug and play
automation
components
delivered to
automate entire
monitoring
cycle

Outcomes Delivered

Customers across industry verticals have trusted HCL do deliver value in their complex application landscape and have chosen HCL as a partner of choice in their journey towards business excellence.

Here are some snapshots of our 'Reimagined' Application Support engagements:

For a software major in the US, HCL delivered efficiency gains including:

P1 volume reduced to less than
2%

50%
reduction in
non-ticketed
activities
through Lean
adoption

400+KM
articles in 3 months leading to 100% reduction in
MTTR and doubled FCR rate in 6 months

For a Fortune 50 company, HCL adopted 'Process as a Service' approach to transform the Expense Management process that handles a transaction volume of 90,000 expenses per month and around USD 100 million worth transactions per month.

40%
reduction
in incident
volumes in 4
months' time

Improved cycle
time between
approved and
processed by
56%

15+
process
improvements
recommended in
3 months' time

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