

Enhancing **Business Outcomes**

HCL's Integrated Operations Approach



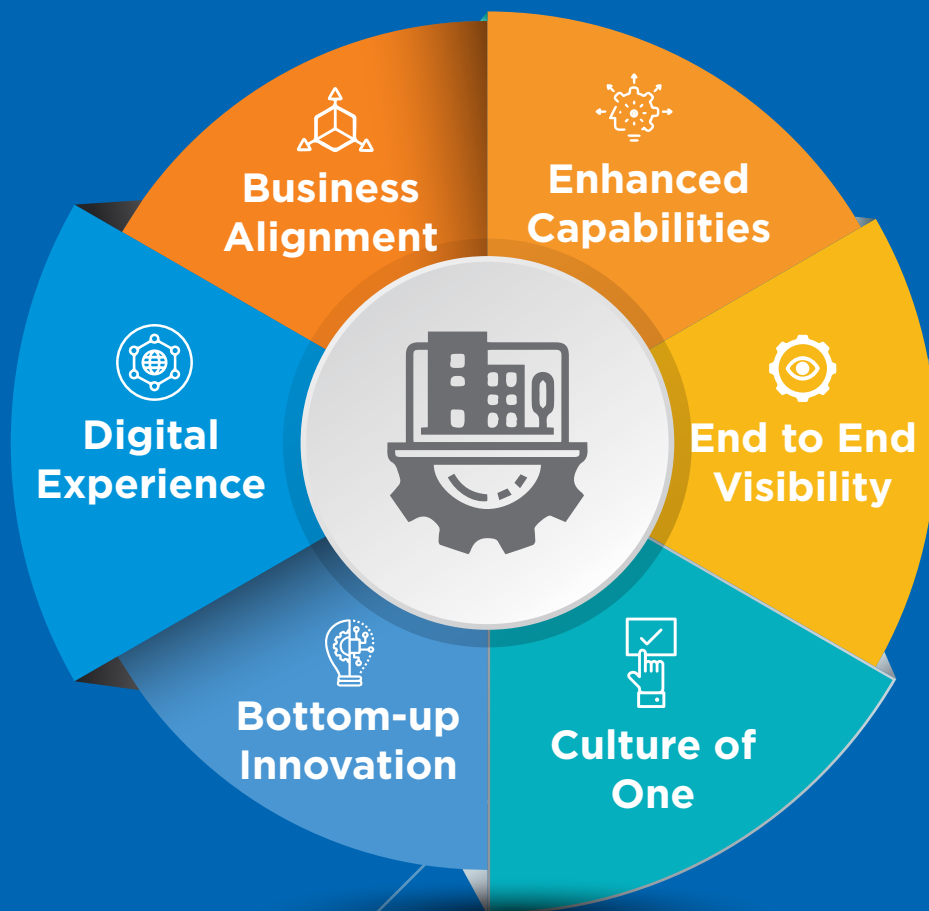
▶ We enable **full stack thinking** through Integrated Operations culture



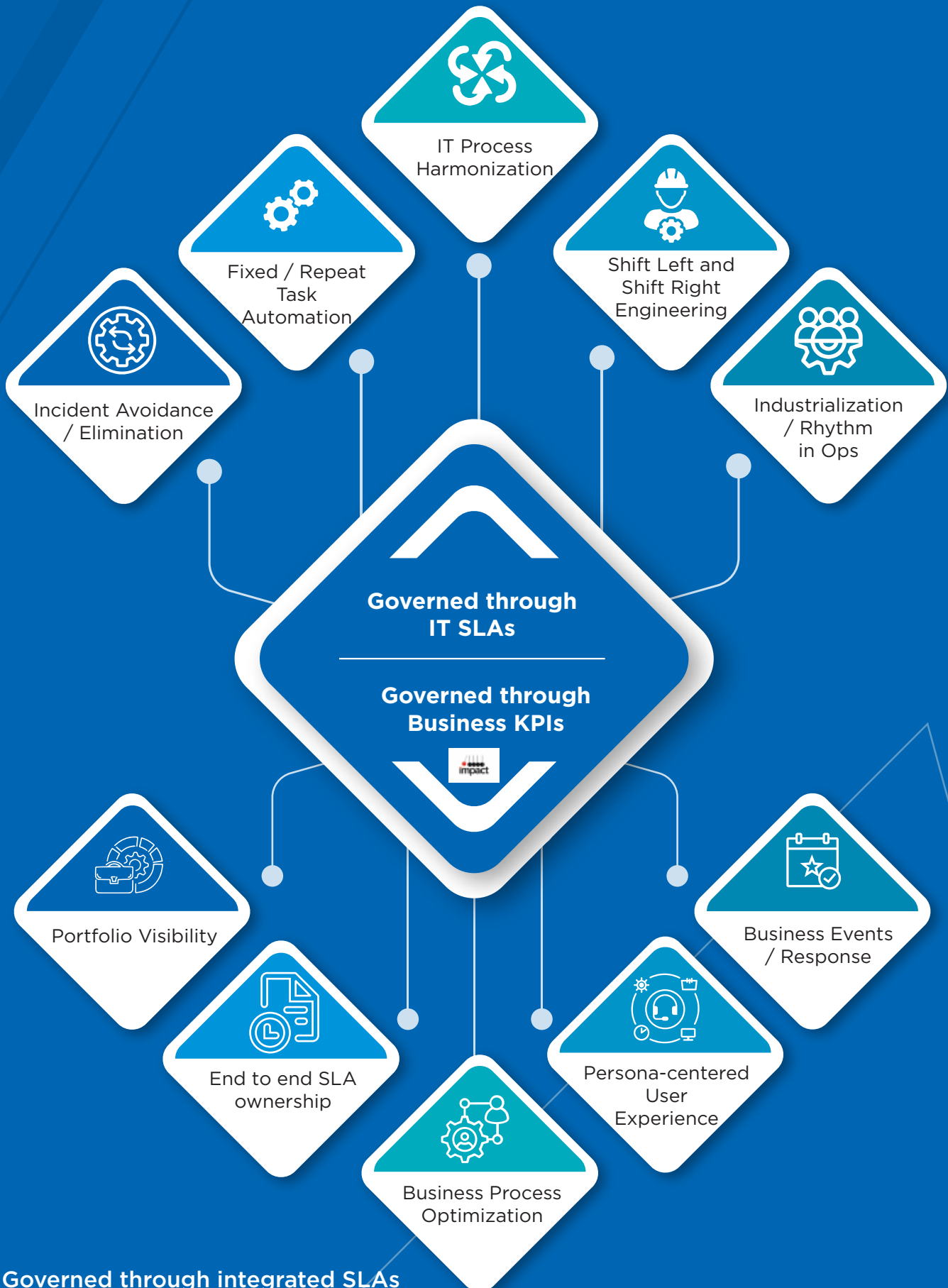
*Integrated Operations enables **business aligned support operations** (Application and Infrastructure layers) into a **single cohesive operating model** aligned by process / technology, with **strong synergies** leveraging **NextGen digitization and automation principles** to deliver **superior outcomes***



▶ We believe Integrated Operations is a key foundation element in building a **scalable digital enterprise**



Creating end to end impact for IT and Business



Our **Application Services Execution** will focus on efficiency and improvement for NPD and enable digital adoption at scale for PD



Integrated Ops



Assessment and Roadmaps

Lean Deployment



Early Adopters (Agile ways of working)

IT Ops Automation



Automating Dev Cycle

- Fixed-task Automation
- Self healing
- Leverage of VPAs

Business Ops Automation



Capability Streams

Enablers

Continuous Collaboration

Handover to Support

Service Engineering

DEVSECOPS

Deep Learning (Process mining)



Platform and Products Playbooks

Continuous Improvement



SRE Ways of Collaboration

Supported by Cognitive Expert System Guidance





Our **Integrated Operations Approach** will drive differentiated experience

Business Aware Ops

Business Aware Operations

- Business process aligned runbooks to support the business processes better
- Deep learning and process mining techniques to help correlate incidents to business process
- Business aligned service deck / command center operations

Pragmatic Automation

Lean Autonomics and Zero Ticket Culture

- An automation potential of 38%-40% identified within operations
- Focus on IT Ops as well Business Ops automation
- Proactive and preventive methods of execution

Full Stack Ops

Full Stack Ops

- No siloed AMS or Data Centre/Cloud Ops, rather one integrated vertical down service
- Ability to adopt ©One Team© concept, full stack SLAs , top down visibility

End to End Ownership

End-to-end Ownership

- Service Quality Assurance function for end to end ownership of tickets
- Full life cycle management

For more information, reach out to us
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