

Scaling Digital Transformation

Demands Attention in Every Corner of Your Business

“A market upended by a global pandemic. Staying competitive. Customer experiences in need of a reboot. Organizational silos. Disconnected or legacy technology, systems, and platforms. **Transformation isn't any one of these things. Often, it's all of them.**

Transformation is an undertaking that involves every part of your business — **people, business, and technology**. The solution, therefore, demands a solution that considers it all— customer experiences, Agile principles, digital development, and Agile ways of working; all as part of a holistic digital strategy.

The Perfect (Business) Storm

Companies are working to scale their digital transformation in pursuit of seamless customer experiences that deliver value. And yet, common business challenges and unexpected market demands often create a cascade of complex considerations in a transformation journey:



Global Impact



Organizational Hierarchies



Legacy Platforms



Disconnected Business Processes And Technology



Siloed Budgeting, Competing Priorities, Unclear Vision



Project-Based Workflows, Overburdened Workforces



Undifferentiated Customer Experiences

Align both your Organizational and Project Priorities to form your **Digital Strategy for Transformation**

Connect the dots from strategy to execution by considering all areas of your business impacted by change, while keeping people at the heart of the transformation the whole way through— both the customer and your employees.

Business Agility

Create a clear and compelling case for change for business agility.

Connect business agility to your brand promise.

Provide transparency into how success will be measured.

Align your organization to value creation and delivery.

Defined Principles

Define the principles for both digital development design and experience.

Connect your principles to your organization's commitments.

Provide a roadmap for how you will be able to change your future with these key principles in play.

Align your organization's behaviours to delivering against your key principles.

Agile Ways of Working

Define the Agile ways of working for your organization that you will develop, nurture, and sustain.

Connect the new ways of working to the difference it will make in your employee's satisfaction in their work.

Provide a clear transition to Agile principles for how your employees will need to do their work differently.

Align performance management to coaching and continuous learning.

Transparent Priorities

Define the prioritization model for digital transformation.

Connect your priorities to what your customers value most.

Provide transparent prioritization for investments aligned to business results.

Align your funding and investments to the capabilities that provide the highest value to your customer in the shortest amount of time.

Consistent Definition Instruments

Organize consistent definition instruments within one application development tool that allows for the flow of value creation.

Connect your value proposition to your organizations' strategic themes.

Provide incremental MVP's that allow your organization to quickly test features to customer's feedback.

Align feedback to dynamic prioritization.

Operational and Development Value Streams

Create durable teams that are organized around the flow of value.

Connect value delivery to value creation.

Provide transparency into how your operational value streams are impacting your customer's experience.

Align your development value streams to your operational workstreams.

Empowered Definition Roles

Create definition instruments and process flow roles that are empowered to drive and define short and time-boxed value delivery.

Connect customer feedback to incremental delivery.

Provide synchronization across definition roles that allows them to collaborate.

Align your definition instruments within a common tool to see the dependencies across capabilities and platforms.

Agile Delivery and Feedback

Bring governance to the work and observable evidence of value.

Connect decisions to common-shared data that shows the progress and possible impediments to feature delivery.

Provide transparency into the evolution of Agile delivery at all layers of the organization.

Align your governance to Agile ceremonies- move away from static reporting.

Continuous Learning Curve

Drive a continuous learning culture that is always curious.

Connect common values, competencies, and practices to your employee's iterative development.

Provide coaching and feedback on a real-time basis.

Align employee's skillsets and roles to a common vision.

Clear Metrics

Create clear metrics at every level for predictability, quality, velocity, and adoption of Agile principles and mindsets.

Connect business agility to a growth mind-set for continuous improvement.

Provide safety for employees to learn and make mistakes.

Align your organization to a relentless improvement mindset that rewards growth.

Successful Digital Transformation Demands Experience

to holistically align priorities, to anticipate challenges and risks, and to ensure that the roadmap is achievable.

We Work

every day with some of the world's largest software ecosystems and Agile operating models. We understand what works and what doesn't as you create a digital framework for agility.

We Understand

the urgency of aligning the organization to your operating model, to develop understanding and priority, and to be sure that your people are brought along and bought in.

We View

the world through predictable value creation and delivery and understand how to measure it.

We Know

that modernization requires a strategic approach for how to build your architecture for scale while continuing to deliver features. It's a balance we understand.

We Bring

deep expertise in distributed teams and in connecting onshore, nearshore, and offshore teams.

We Believe

in empowering Agile roles, while still respecting your organizational model.

We Ensure

business and technical teams work together with a common understanding of using a human-centered approach— from strategy to execution.

We have helped countless

Companies Digitally Transform,

by aligning priorities and considering the impact to people, processes, and technology across the organization.

Business Model Transformation

- » Time to market and need to increase delivery tempo and quality
- » Expanded from Waterfall/Agile to a Scaled Agile Delivery Operating Model
- » Transitioned from Project Based to Feature Driven planning
- » Transformed PMO Governance to Lean Portfolio Management through an Agile PMO
- » SAFe Agile-led transformation for the last 5 years of engagement

Wealth Management Platform Build

- » Movement into a SAFe-based agile IT delivery team
- » Automated testing as part of the deployment pipeline lead to near zero-defect leakage to production
- » Templated build and deployment pipelines and frameworks reduce the overall test and release times
- » Seamless onboarding of new projects to the platform with an Agile PMO

Spotify-based Engineering for a Retail Bank

- » 560-member global team on Spotify
- » Dreyfus-based skill development
- » Hiring squads across Europe and Australia
- » Model bank platform

Engineering Advantasure

- » 300-member team in under 6 months
- » Hack2Hire model across Richmond, VA and India
- » Expertise based hiring; SAFe-based execution
- » Provided current state assessment on the Agile model and prioritized an Agile delivery roadmap for optimizing value
- » Supporting Scaled Agile implementation across subsidiaries
- » Coordinating a distributed agile model between India and the US

Engaging a Global 600-million-strong Fanbase

- » Social, web, mobile engagement and commerce
- » Player-authored content to compete with media outlets
- » Innovation lab based in Old Trafford
- » #1 app across all categories on the day of release

Reimagined Employee Experience

- » End user services engineering transformed an operating model from engineering to solution delivery
- » Created continuous exploration based on the employee hierarchy of needs
- » Leveraged a hybrid SAFe model to organize around value creation
- » Increased delivery predictability and employee sentiment

Core Rail Operations Modernization

- » COBOL-based system modernization (12 Mn LOC)
- » SAFe-based multiple RT execution
- » Increased agility by creating environments on demand
- » Reliable and repeatable deployment workflows

Healthcare Exchange Platform

- » Natural-based system modernization
- » UX-driven modernization strategy
- » WV state implementation converted to a platform
- » Partnered with UHG; SAFe Agile-based delivery

Our Service Offerings



Digital Strategy and Planning



Industry Capability Definition and Business Process Optimization



Program and Product Management



Agile Delivery Transformation



Experience Strategy and Design

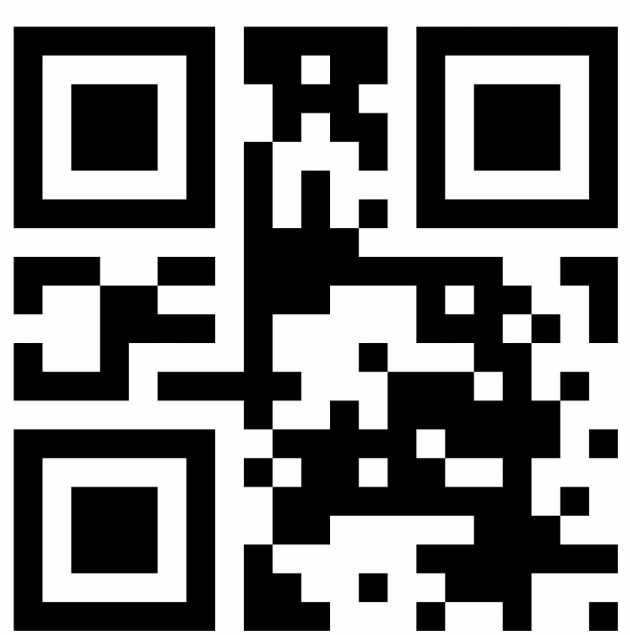


Organizational Agility

The Industries We Work In



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.



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