Transform your business with customer-centric DevOps

DevOps at HCL

In our fast-paced, dynamic business environments, organizations realize that DevOps is not just critical to agile application development, but is also the key driver for profitability, customer satisfaction, and agility.

Global organizations today are holistically adopting DevOps to include newer practices, innovative DevOps strategies, and by investing in standardized DevOps methodologies.

DevOps at HCL addresses these key business needs with engineering-led DevOps solutions based on frameworks and solution accelerators that we have built in-house.

Customer-centric DevOps to tackle your top business challenges

Traditional DevOps brings a set of challenges to organizations ranging from the selection of an appropriate application delivery platform to collaboration between teams; or from the necessary technical expertise to the correct tools and frameworks needed to help organizations achieve their DevOps goals.

While traditional DevOps seeks early feedback and faster releases, customer-centric Devops seeks world-class user experiences for business impact.
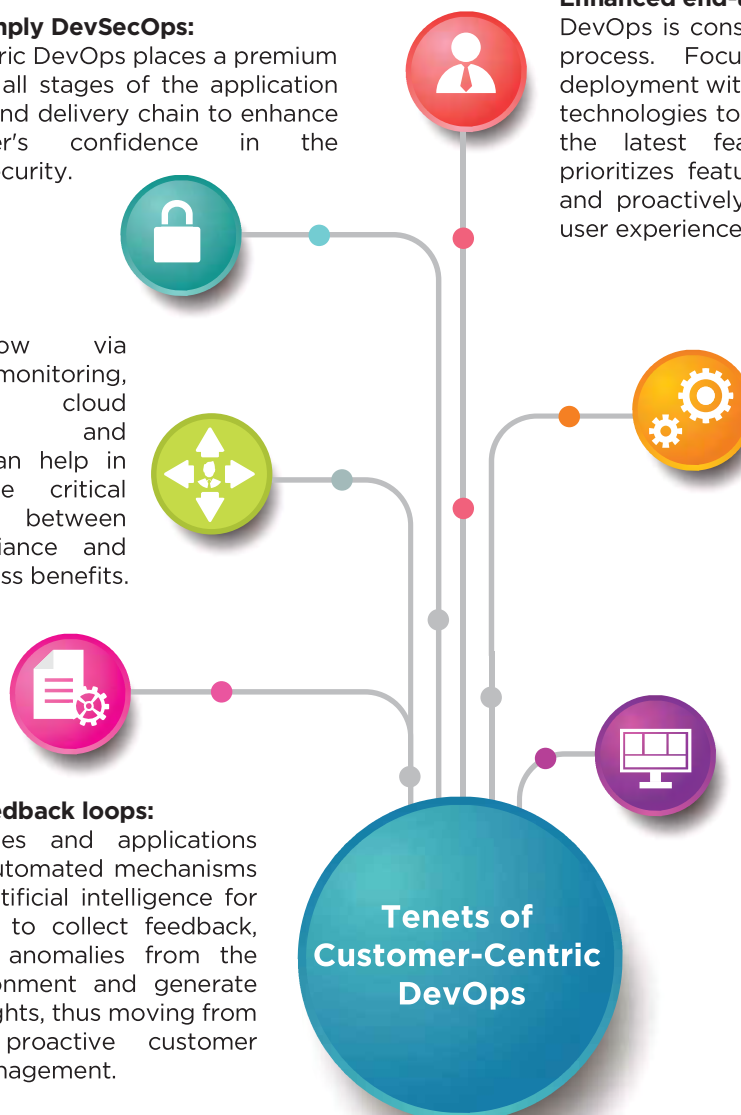
Enhanced end-user experiences:
DevOps is considered as part of the development process. Focus is given to managing the deployment without any delays and using the latest technologies to ensure that end-users benefit from the latest features. Customer-centric Devops prioritizes features that enhance user experience and proactively identifies bugs that hinder great user experiences.

Security, or simply DevSecOps:
Customer-centric DevOps places a premium on security at all stages of the application development and delivery chain to enhance the customer's confidence in the application's security.

Governance:
DevOps flow via governance, monitoring, including cloud monitoring and remediation can help in improving the critical connection between strong compliance and tangible business benefits.

Automation:
An integrated platform that ties together the functions of development, testing, and operations in a seamless, coordinated flow from start to finish. Key automation benefits are enabling efficiencies via self-service/automated provisioning and configuration of application and cloud infrastructure.

Platform:
To scale up DevOps efforts, it is imperative that the application life cycle is managed through a single integrated platform which will enable teams to seamlessly deliver application features to foster a positive customer experience at every stage of the journey.

Automated feedback loops:
Smart machines and applications should have automated mechanisms and AIOps (Artificial intelligence for IT operations) to collect feedback, patterns, and anomalies from the runtime environment and generate actionable insights, thus moving from reactive to proactive customer experience management.

Tenets of Customer-Centric DevOps

HCL's DevOps solutions consider these tenets of customer-centric DevOps to help customers realize the full potential of their DevOps methodology. We enable our customers with the right expertise, consulting mindset, in-house developed platforms, tools, and frameworks.

HCL's "DevOps methodologies and engagement models are designed to suit your business needs

BUILD-OPERATE-TRANSFER

We help in setting up the initial system with our consulting expertise and years of experience in working with customers from different domains. We help customers choose the right tools and embrace modern DevSecOps practices. We also help customers integrate application delivery pipelines with traditional business management and processes to enable agility and accelerated development of new application software capabilities.

BUILD-OPERATE-MANAGE

With our DevOps as-a-Service, customers can focus on core engineering and application development. We set up and run our customers' DevOps services. This helps realize benefits in the overall value chain delivery of digital goods and services, with management processes and best practices as a framework to facilitate this effort.

TALENT SOURCING

With an eye on the future, we focus on training and reskilling our DevOps experts in the latest methods and tools. We maintain a large pool of DevOps experts who enable our customers to overcome the challenges of software development and delivery efforts.

HCL's Unified Customer Centric DevOps Platform

HCL's Unified DevOps application delivery platform, RAPID, addresses the business and technology needs of organizations focused on delivering enhanced end-user experiences and a complete DevOps roadmap.

At HCL we believe that DevOps is all about people and culture. RAPID brings your whole organization under one DevOps platform that unifies your business, engineering, security, and operations teams to drive optimal customer application delivery on the BizDevSecOps model. RAPID efficiently manages an application across the Plan, Build, Test, Deploy and Operate phases.

RAPID helps customers to define the complete blueprint of a project which includes a DevOps roadmap, DevOps planning, and assessment. It helps customers realize the full potential of their concepts with world-class DevOps implementation, while expertly monitoring pipelines with our automation tools for auto-ticketing and auto-remediation, and also with cloud automation.

HCL's DevOps platform includes multiple frameworks, solution accelerators, and templates. HCL's RAPID DevOps platform is fully automated and enables up to 5x times acceleration in DevOps adoption and reduces 20-40% of the effort typically required to set up a DevOps platform.

KNOW MORE ABOUT RAPID

- A factory model for rolling out a well-governed end-to-end DevOps implementation across your enterprise

- Helps rapidly prototype toolchains, along with CI-CD-IAC and SRE (Site Reliability Engineering) pipelines

- Gives your engineering teams the flexibility to self-design their DevOps blueprint.

- Secures your DevOps infrastructure and pipelines from cyberattacks with its anti-forgery tokens, encryption algorithms, CSRF, secured vaults, and a SecureSocket Layer (SSL)

Comprehensive DevOps as-a-Service from HCL

HCL's strong portfolio of DevOps capabilities helps customers succeed quickly and efficiently in today's dynamic operative environment. HCL's holistic DevOps software development process with advanced services in Agile DevOps consulting helps customers to better align their business, applications, and operations for greater business outcomes.

- As part of our DevOps as-a-Service, we start with first understanding the unique requirements of the customer by assessing the current state, performing a gap analysis, and presenting the executive report.

- HCL's Advisory Services include the full stack Devops consulting on key practice areas such as DevSecOps, SRE, containerization, and infrastructure management, including cloud infrastructure.

Advisory and Consulting

DevSecOps

- We help customers build and deliver secured applications with DevSecOps practices.

- Services includes SAST/DAST practices, runtime security, CI-CD, branching strategy, build system modernization, along with artifact and cloud management.

- We have expertise in embedded systems software DevOps. We have developed frameworks for major business verticals like medical devices, automotive, telecom, etc.

- Services include system lifecycle management, continuous integration, embedded device labs, 5G platform standup, AUTOSAR-based build system, and GPU utilization.
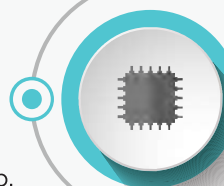
Domain-Specific DevOps

Containerization and Container Orchestration

- Large organizations are moving applications and workloads toward containers. We help clients with the right containerization architecture.

- Services includes application containerization strategy, container deployment, container security and Kubernetes management.

- We help customers in choosing the right strategy for cloud (Infra, operations, tools, cost) and container security using our experience in working on public/private cloud.

- Services include CloudOps, cloud automation, Cloud DevOps, cloud management (AWS, GCP, and Azure).

Cloud Services and Cloud Ops

Application Lifecycle Management Modernization

- We help customize ALM tools, performance tuning, and L1/L2 support with cloud services.

- Cloud services include administration and customization of JIRA, Confluence, Azure DevOps.

- We help organizations to move into an SRE model of operations and measure performance on SLIs, SLOs, and SLAs.

- Services include SRE advisory, monitoring and alerting, cloud monitoring, auto-remediation, AIOps, chaos engineering, predictive ops, and DataOps.

SRE and Observability

DevOps CoE: Success Stories

To beat the competition, the client, a **US-based medical technology company** required a medical data platform for rapid build, test, and release. This requirement made the customer lean toward Agile, DevOps, and cloud-native development for managing the software development.

HCL began with a consulting exercise, bringing in its experts from across the medical devices domain, DevOps, and cloud engineering to help the customer choose the best suited digital transformation strategy for its business. Next, HCL recommended a cloud-native approach to develop this platform to accelerate the software updates. HCL was responsible for the end-to-end delivery of this platform. HCL helped in deploying the microservices architecture on Microsoft Azure, per the customer's specification. Apart from consulting and the architectural design, HCL collaborated with third-party vendors and helped with tool stack identification as well as the recommendation, assessment, and the selection of the right hosting platform.

Benefits: Reduced cloud infrastructure cost of pre-production environments by $2500 per month. Reduced Kubernetes management efforts by more than 40%.

A **global telecommunications equipment company** had a huge software product that generated millions of dollars in revenue. Over time and with the addition of new features, the software had become bulky and inefficient, needing a build and deployment time of 55 hours. This impacted the customer's frequency of releases and impacted the productivity of its developers and testers. The product size had grown to millions of lines of code.

HCL's DevOps experts conducted a detailed assessment of the customer's legacy platform to identify the reasons why it was negatively impacting the customer's business. HCL then proposed a complete solution to address the customer's needs. Configuration of continuous integration tools was facilitated to automate the integration of code. HCL implemented its DevOps solution that included standardizing SCM practices as well as governance and control, implementing build-optimization strategies, and using inbuilt features in continuous integration tools to ensure enhanced performance of the platform.

Benefits: Average time to build was reduced from a staggering 55 hours to 14 hours and developer productivity was enhanced by 15%.

Why Choose HCL DevOps?

Not just DevOps but engineering-based DevOps: With over 15 DevOps platforms, frameworks, solution accelerators, and templates, we are tools-agnostic, support open-source communities, and have partnerships with leading vendors to give our customers world-class support.

You can consult with us: We have over 250 consultants helping global organizations with mature advisory services and a proprietary consulting framework developed on the back of five years of continuous research and development in DevOps, industry interactions, cloud infrastructure, and labs.

Strong Partnerships: We have partnerships with IBM, CA, Microsoft, AWS, GCP (Google Cloud Platform), and contribute to open-source communities like the Linux Foundation.

Embedded DevOps: We offer tools and frameworks for embedded devices across all major business verticals like medical devices, automotive, telecom, etc. to complement the development life cycle of embedded software, and to elevate the quality of embedded software.

HCL Products: HCL has a strong portfolio of DevOps tools such as HCL AppScan, HCL Accelerate, HCL Launch, equipped with advanced features to help customers create highly scalable and robust CI-CD pipelines.

In-house tools and frameworks: To help streamline automation and amplify time-to-market, we offer tools and frameworks for continuous deployment and testing on embedded devices which can be customized to the needs of our customers.

HCL applies its vast skills, experience, assets, best practices, and partnerships to help customers maximize the benefits of their DevOps efforts while significantly bridging the gap between development and operations.

Our DevOps services help customers with faster and reliable outcomes while helping create new revenue streams and world-class experiences.