HCL

Data Strategy

Providing rich business experiences
with HCL's data-first approach

Introduction

As more companies go digital, the data landscape is set to become the battleground for competitive advantage.With the growing need for becoming a data-driven organization, enterprises are looking for business experiences by consistently improving their services based on changing user behaviors. The easy availability of data via channels such as mobile apps, digital clicks, or social media interactions, is making it possible for businesses to provide targeted services.

However, organizations still face a number of challenges while extracting insights from data:

1. Monolithic systems with centralized warehouse and data lake slowdown adoption

2. Inability to scale the central team to build and maintain data platforms

3. Inability to distribute domain knowledge outside the local source system

4. Delays due to growing backlog and prioritization challenges

5. Inability to parallelize work across teams for higher operational scalability and velocity

HCL's Approach

HCL's data-first strategy helps organizations scale data driven initiatives across the enterprise in an agile, dynamic, and expeditious manner. In a broad sense, there are two major aspects of the data-first approach. It helps tackle the challenge of speed-to-market through an ecosystem designed to deliver data faster and achieve actionable business intelligence for real results. It also solves for the challenge of data integrity using refined techniques to ensure that the right data is avialable to make the right decisions the first time and every time to deliver an exceptional business experience. By harnessing the power of data at scale, organizations can not only grow their business offerings but also support constant growth by reacting with greater agility than ever before.

The key tenets of this approach include:

Adaptive Data Platform – Leverage a composable and modular architecture platform, to provide an integrated, 360-degree view of all the relevant data.

Intelligent Data Management – Develop a trusted data ecosystem by ensuring the creation of an end-to-end lean and intelligent data management process integrated with capabilities for metadata capture and use.

Consumable Analytics – Maximize personalization, self-service, and real-time analytics by leveraging a data marketplace for rapid and ubiquitous provisions of data. Improve decision-making by facilitating seamless collaborations.

Smart Data Operations – Drive business impact by leveraging artificial intelligence(AI) for automating enterprise-wide data operations with an underlying framework for AI-driven data governanace.

Key pillars of Data-first Strategy

HCL's data-first approach to coding business experiences is founded on three key pillars:

Experience-driven:
Enable design of differentiating experiences and capabilities through research, strategy, optimization, and transformation.

Product mindset:
Create product and platform mindset by leveraging use cases from multiple lines of businesses and aligning agile practices with the right architecture and platforms.

Wisdom-first:
Inculcate the right competencies in employees by developing strong knowledge management and data literacy solutions.

Establishing a Data-centric Product Organization

HCL also defines playbook for data-driven product organization based on four key dimensions:

Organization Agility:
Define a target operating model with competency frameworks by understanding the changing behaviors of internal stakeholders and external customers to gain business agility.

Business Experience Design:
Develop data consumer personas across business lines with a journey map for each by defining use case prioritization, benefits framework, and journey from design to DevOps.

Digital Engineering:
Lay forth guidelines such as pilot, MVP, feature development, feature enhancement, and support through a service catalog for executing the agile process across business lines for engagement models with data consumers.
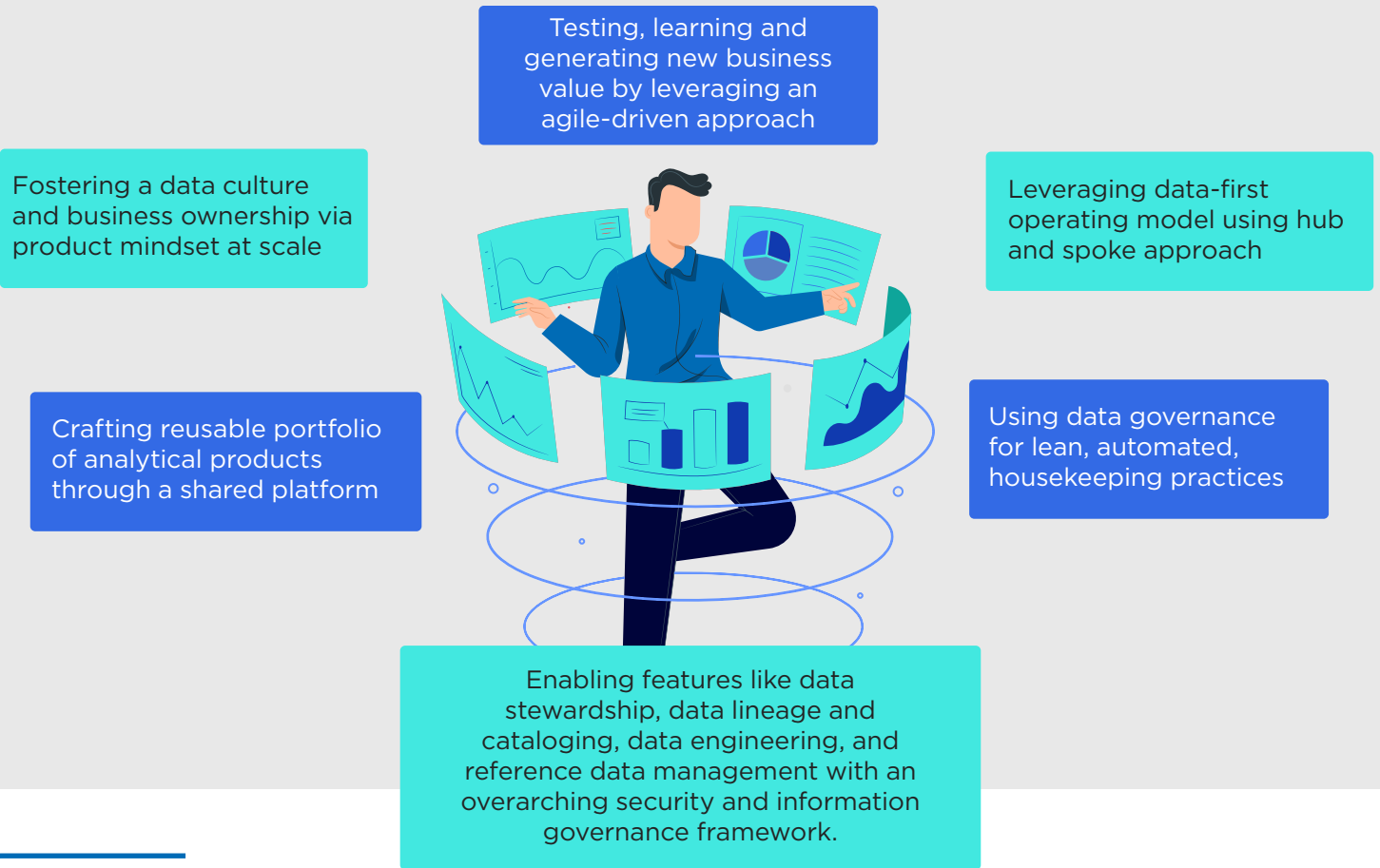
Data-first Product Definition:
Build a business-aligned capability model using product definitions and product component library.

Business Benefits

HCL's data-first strategy consistently enables businesses to drive positive outcomes for customers. Key benefits include:

Testing, learning and generating new business value by leveraging an agile-driven approach

Fostering a data culture and business ownership via product mindset at scale

Leveraging data-first operating model using hub and spoke approach

Crafting reusable portfolio of analytical products through a shared platform

Using data governance for lean, automated, housekeeping practices

Enabling features like data stewardship, data lineage and cataloging, data engineering, and reference data management with an overarching security and information governance framework.

Why HCL

Insights-driven:
Our service helps leverage insights to adopt newer business models/products at reduced cost in order to enhance business agility and become customer-centric.

Strategic approach:
With holistic services in data management, we help organizations manage information by delivering relevant and trustworthy information at scale, enabling clear ownership, strategies, processes and policies to arrive at strategic targets.

Agile technology:
We deliver consistent experiences through measurable outcomes in an agile manner by leveraging nextgen tools, DevOps processes, and agile methodologies for digital execution and operations.

Business-aligned capability model:
We enable business-aligned capability model by learning and understanding use cases, design patterns, and consumption patterns.

Organizational agility:
We align leadership, organization structure, and operating models to enable flow of value through insights into processes, experiences, and organizational structures.

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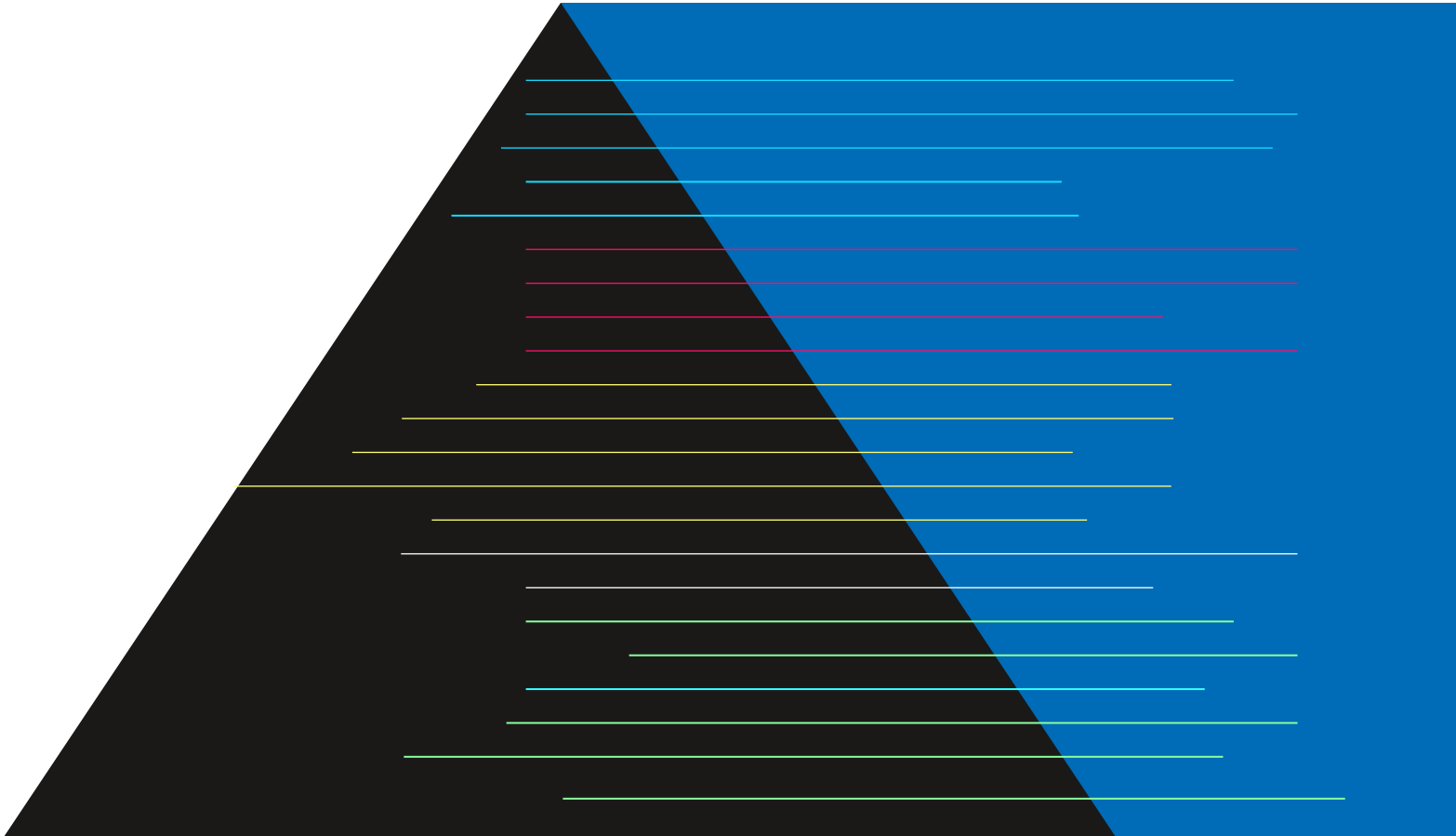
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HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.
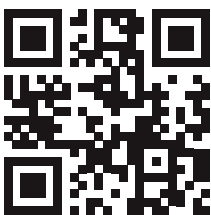
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