HCLTech | Supercharging Progress™

True visibility across your operations

UVISION™ for Operations

Case study

Multinational energy company based in Scotland with more than 11,000 employees

The Challenge

The client was facing the below challenges:

- Aging IT Infrastructure with 60-70 % of technologies either out of support or nearing out of support soon
- Higher number of infrastructure incidents impacting business operations with limited adoption of automation & tools in service management
- Higher opex & capex incurred to manage the core services
- Limited public cloud adoption and a large, owned physical asset base
- Lack of visibility into application availability & performance

The Solution

HCLTech implemented the below solution:

- Service management process standardization increased operational efficiency through HCL Software DRYiCE; AppDynamics for integrated applications monitoring
- iAutomate for runbook automation, enhanced automation, and AI/ML-based implementation of next-generation tooling solution. orchestration across services. Cloud & InfraOps to support the DevOps model

- Infra optimization and waste eliminations. Modernize/retire legacy out of support infra structure components software-defined infrastructure serverless and containers

- Cloud Assessment and setting up the foundation to start the Hybrid cloud adoption journey, Increased virtualization, Unified reporting, Automation, and Orchestration
  Flexible, Scalable 'as a service' model

The Impact

- Next gen infra and cloud platform provided active network management centralization gave a scalable capability to manage large volumes of flexible connection and dispatch "time critical" flexibility in an economic manner i.e., best value for the network and client's end customers

- Enhanced cyber security controls in line with the network and information systems directive. Built internal platform capabilities in a way that would work alongside industry wide coordination of asset registration (CAR)

- Developed platform capability to value flexibility from different generation and demand sources, helping a range of new customers to participate in flexibility and ancillary service markets

- Increased adoption of Cloud and next-generation solutions to different business units based on HCL cloud assessment

- Achieved overall IT opex reduction in the range of 25% one year after HCLTech transition

- Achieved 30% reduction in Incidents and 25% reduction in incident resolution time with tool-based automation and proactive alert and incident resolution

- Hardware & software optimization and reduction in hosting costs through enhanced virtualization and consolidation

- Technical debt reduction led to improved stability, availability, and security

- Reduction in technology risk by transformation of legacy platforms

- A unified platform for analyzing DMA and DMZ water flow, consumption, demand, and leakage

- Seamless integration between various data sources and accurate data analysis, anomaly identification and real-time dashboards

- Created a 360-degree view for analysis and prediction of Technology Development Fund (TDF) consumption & deliver actionable insights from TDF and bottom-up consumption forecasting reports & use AI/ML-based techniques to achieve consistent experience

A large gas distribution company that maintains natural gas distribution network in the United Kingdom, transporting gas to homes and businesses across different regions of the UK with over 6,000 employees

The Challenge

The client's business objective was to:

- Enable the IT organization to scale and respond to the rapidly changing business needs with higher degree of innovation
- Optimize total expenditure (TOTEX) for running infrastructure in existing DCs and managing end-of-life products
- Handle complexity and inconsistency of the state-introduced cost and security challenges
- Address low degree of supplier and technology portability leading to delivery challenges, poor value and constant conflict
- Handle the impact of the ramp down on employees of the ramp down and; transfer of support responsibilities from the incumbent to new service providers
- Manage heterogeneous database types (Oracle, SQL Server, Access, FoxPro database) and large data volumes

The Solution

HCLTech implemented fully automated DevOps to provide a zero-touch and zero-trust approach for production and non-production systems. Migration and deployment of customized COTS products like IBM Maximo and Oracle E-Business Suite on the AWS Besides, we also:

- Delivered enterprise integration platform using iPaaaS MuleSoft for API-based cloud-to-cloud and hybrid integrations
- Implemented automated testing platform and development of the testing scripts applicable to the application using the HCLTech NextGen framework
- Delivered DevSecOps by automating the static and dynamic assessment of application code
- Integrated Splunk cloud for central monitoring and analysis of application log
- Utilized AMS/AWS features like auto scaling and scheduling to cater to the recovery time objective (RTO) and recovery point objective (RPO) needs of the business scheduling intelligence built in to address summer lows and winter peak loads, thereby avoiding any business interruptions during the peak season
- Utilized cross-region (UK and Ireland) DR offerings from AMS/AWS for seamless implementation of DR requirements of business-critical applications

The Impact

- 25% effort reduction due to fully automated DevOps implementation to provide zero touch and zero-trust for production and non-production releases
- 60% reduction in total infrastructure cost due to a 90% reduction of total data center footprint in the current data center
- 20% reduction in integration license spend by adopting an enterprise integration platform using iPaaS MuleSoft for API-based cloud-to-cloud and hybrid integrations

Leading electric utility in the state of Texas providing transmission & distribution services in the US with 4,000+ employees.

The Challenge

The client had the below business objectives:

- Optimize and consolidate the entire IT infrastructure estate operating model
- Achieve cost savings and drive predictability in operations and responsiveness across all the business units
- Optimizing release cycles and further improving go-to-market timelines for critical initiatives
- Defining and executing a robust DR strategy for the infrastructure
- Intelligent network traffic visibility and granular insight into network
- Improve reliability of the RTU (remote terminal unit) network across the utility territory to ensure continuous BAU for the end customer

The Solution

- HCLTech fully owned, resource unit-based managed services for the customer product and Non-product IT estate (3100+ servers, 1000+DBs, 1.41PB of backup, 5.6pb of storage data & voice network management, field services. 1000+ N/W devices, 3400+ voice mail boxes, 6000+ Lan ports, 5000+ VPN users, 5500+ PBX ports, 600+ WAPs)
- Implemented SLA and business outcomes-driven engagement with committed YoY improvement across operational metrics and core-flex team structures to ensure elastic capacity across service lines
- Implemented Safe a Agile converged delivery model for os, databases, backup and storage solution towers ensuring lower dependency and higher agility in operations
- Risk management office conducted audits and managed controls to reduce system vulnerabilities
- Change management office drove and sustained operating model change, defined robust and reusable SOPs to help users adopt and implement continuous process improvement in areas of EUC, smart grids, data centers, platforms and network operations
- Implemented robust DR strategy to ensure 100% availability of business critical systems through a hybrid approach by ensuring an active-active, active-passive and load balancing approach complying with business SLAs.
- Streamlined approach to ideation, innovation and automation through HCL's value creation framework and portal

The Impact

- Reduction of critical incidents lead to a reduction in business disruptions by ~80% over 5 years
- Reduced annual outage duration of critical infrastructure by ~85% thus ensuring higher availability of business-critical applications over 5 years
- Achieved 99.99% availability for highly critical infrastructure such as servers, storage, emails & network leading to faster GTM for critical applications and new projects/initiatives
- Delivered 50+ quality and cost-saving ideas leading to cost avoidance worth more than $20 million across service lines over 3 years
- Automated ~45% of BAU tasks across the client infrastructure operations estate: 100+ tasks automated and over 2,200 man hours of productivity savings achieved

- First contact resolution is 96.3% for all service desk contact points over the engagement duration.
- 1:1 (alert-to-incidents) ratio across the service lines.
- Improved application performance and enabled new applications/capabilities through remote site bandwidth upgrade initiatives
- Successful adoption of global agile delivery model leading to increased flexibility, productivity, agility and faster time-to-market across the service line operations for the scope managed.