Application observability for optimal business impact

Powered by Cisco Full-Stack Observability

Empowering business-centric observability

HCLTech's approach with Cisco Full-Stack Observability

As more businesses shift their transactions online in this digital era, it's important for enterprises to take a comprehensive approach to gaining deeper visibility of their application landscapes. This approach, known as observability, allows them to monitor their one front-end and back-end performance and identify any underlying factors beyond the traditional tech stack that connect customer or employee experiences to all the technology layers below.

By pinpointing the most critical data and contextualizing IT performance insights with real-time business information, technologists can become more strategic. This allows them to prioritize actions, investments and innovations based on their direct impact on the business. With this approach, resources can be deployed more efficiently, while always keeping sight of what truly matters - the business, its customers, employees and users.

> HCLTech offers a comprehensive approach to monitoring applications, correlated with business context, to gain a full understanding of customer experience. This is achieved through Cisco's Full-Stack Observability solution.

Driving business transformation through observability

Today elevating the application experience and providing business context is key:

- Modern applications are complex and dynamic
- Built-in the multi-cloud environment
- Running on cloud-native and hybrid cloud architecture
- Support requirement on decentralized services
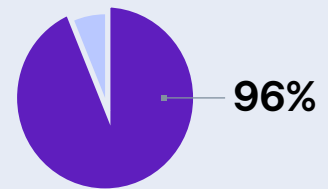
Spiraling complexity with a lack of visibility

75%
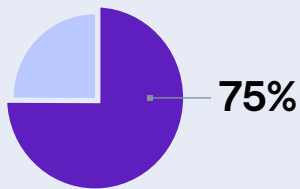
Face more complexity than ever before and wrestle with overwhelming data noise.

Limited real-time application and business insights

85%
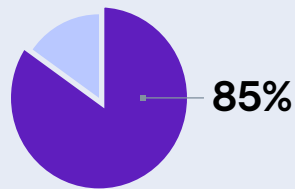
Challenged in cutting through the volumes of data to identify root causes of performance issues.

Inability to prioritize actions for users and businesses

96%

Anticipate negative consequences for their business from lack of insights and visibility.

Customer challenges

Business context

A holistic view of the business Insights which includes business KPIs, business impact

Secure

Address application security with business risk observability

Agility

Multiple OEMs and stakeholders working independently in silos for network, application and compute support

Insights

Monitoring in silos and thereby dealing with a high Mean Time To Identify (MTTI) and Mean Time To Resolution (MTTR)

Correlation

Cross-domain correlation and dependency

Optimize
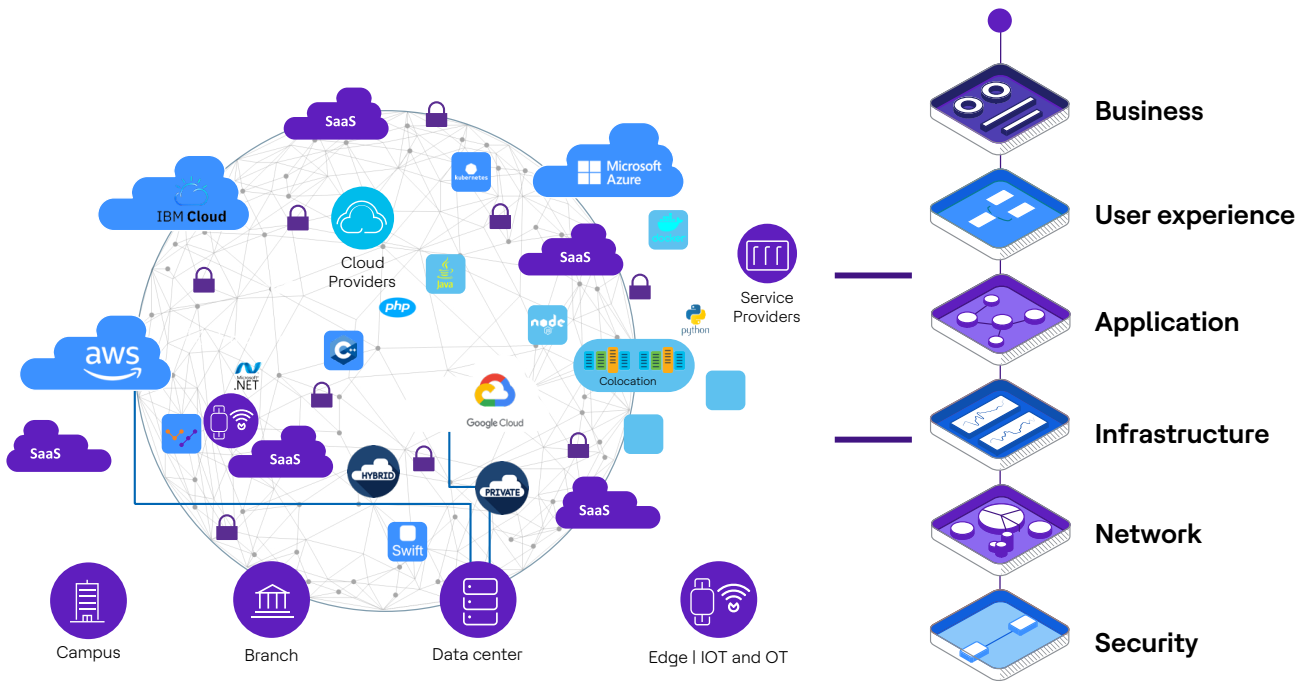
Optimize resources and costs, seeking performance insights throughout the stack while prioritizing business, security and user experience
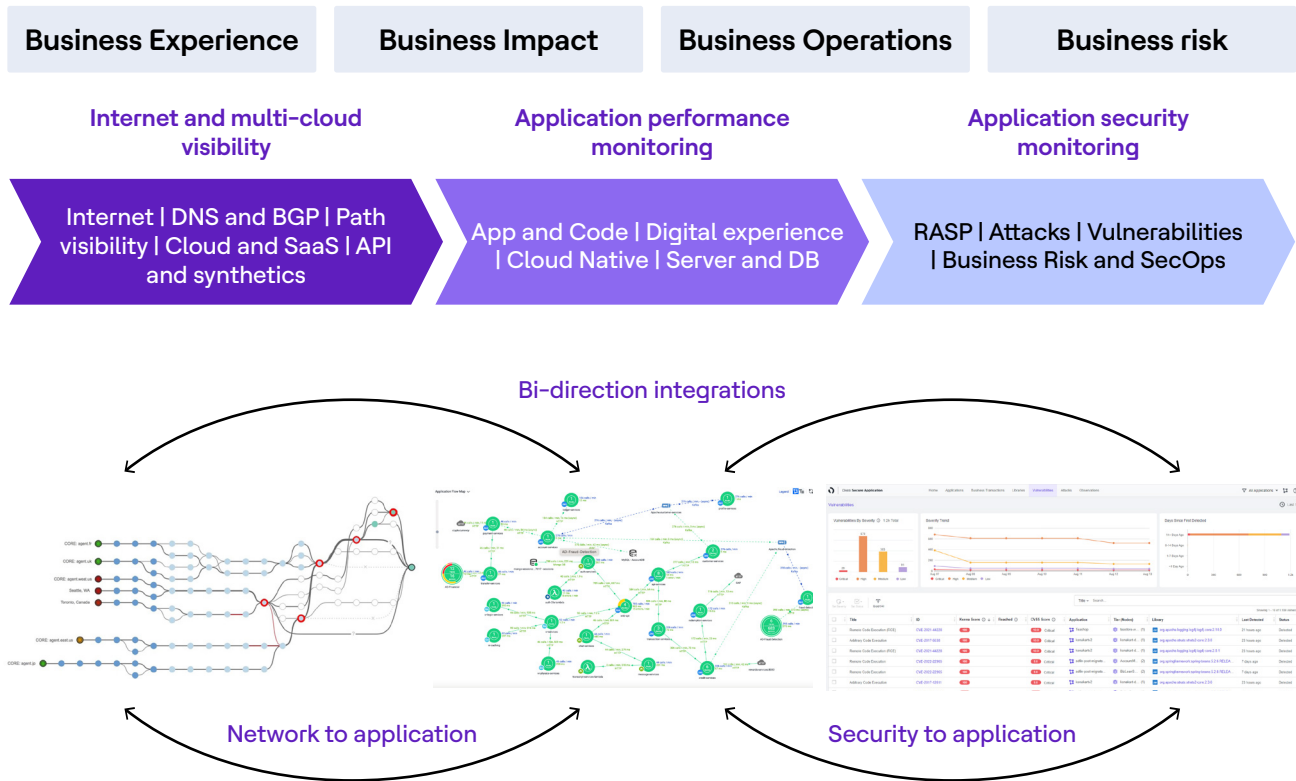
HCLTech solution approach

HCLTech Framework for end-to-end observability emphasizes on a top-down approach that addresses different layers of the customer ecosystem, such as business insights, user experience, APM, infrastructure, network and security.

HCLTech's end-to-end application observability with business context

Business Experience	Business Impact	Business Operations	Business risk

Internet and multi-cloud visibility

Application performance monitoring

Application security monitoring

Internet | DNS and BGP | Path visibility | Cloud and SaaS | API and synthetics

App and Code | Digital experience | Cloud Native | Server and DB

RASP | Attacks | Vulnerabilities | Business Risk and SecOps

Bi-direction integrations

Network to application

Security to application

HCLTech's end to end application observability with business context - Dashboard

HCLTech's application observability architecture - powered by Cisco

Business context

| Business impact | Business risk | Business experience | Business operations |

Services

| Applications performance monitoring | Network and internet monitoring | Application security monitoring and action |
| User Digital experience monitoring (DEM) | Applications resources optimization | Multi cloud infrastructure and cost |

HCLTech managed service

Integration with HCLSW DRYiCE tools framework

Operations consulting

HCLTech's U4X

Technology consulting

Apps/ infrastructure management

Project and program management

HCLTech + Cisco tool stacks

| HCLSW DRYiCEMyCloud | HCLSW DRYiCE iAutomate | HCLSW DRYiCE iControl |
| Cisco AppD | Cisco ThousandEyes | Cisco FSO Platform |

Use cases and solutions

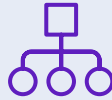**Customer digital experience monitoring**

Application security

Partner solutions and custom use-cases

Cloud native application observability

App dependency monitoring

HCLTech network monitoring and workflow management

HCLTech's application observability with business context

HCLTech application observability with self-healing

HCLTech application observability hybrid/ multi-cloud with cost optimization

HCLTech-Cisco E2E application observability benefits

Business impact and digital experience monitoring

Gain actionable, end-to-end insights into your application experiences and their underlying dependencies and business impacts.

Lower costs

Map app-to-infrastructure dependencies to prevent over-provisioning.

Application security

Actively identify and block vulnerabilities found in your application run-times in production.

Improve customer satisfaction

Proactively contextualize data to increase app and infrastructure uptime. Reduce MTTI and MTTR to improve app uptime and performance.

Modern and Hybrid application monitoring

Monitor performance of your cloud native applications that are often microservices-based, distributed and leveraging cloud technologies hosted on public or private clouds Monitor performance of Hybrid and traditional applications that are monolithic.

Application dependency monitoring

Assure the performance of your managed and un-managed (3rd party) application services and APIs, including their Internet and cloud network performance.

Accelerate innovation and collaboration

Establish common app vocabulary between dev sec and ops teams.

Why HCLTech?

Industry analysts like Gartner, IDC, Everest Group, ISG and Avasant have consistently recognized HCLTech as the top performer in cloud

A range of solutions and offerings that encompass Cisco's extensive partnership ecosystem
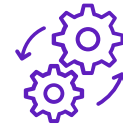
Multi-cloud framework based on HCLTech's CloudSMART strategy

The recognition as a "Cisco Global Gold Provider" adds to our credibility regarding Cisco's products.

Our partnership with Cisco has been strategic and 360-degree for more than 26 years

First global systems integrator (GSI) to co-develop a hybrid/ multi-cloud stack with Cisco

HCLTech | Supercharging Progress™

hcltech.com

HCLTech is a global technology company, home to more than 223,400 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending June 2023 totaled $12.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.