

HCLTech | Supercharging
Progress™

Seamless network connectivity for exceptional user experience

Network performance management by HCLTech



Platinum Partner

The complexities of the modern IT infrastructure demand efficient tools to boost network performance and enhance customer experience. HCLTech and IBM have partnered to provide network monitoring and performance management solutions that leverage AI/ML for proactive issue identification and remediation.

Communications Service Providers (CSPs), Managed Service Providers (MSPs) and enterprises grapple with the challenge of effectively monitoring and measuring network performance across diverse vendor tools and technologies. Leveraging AI/ML for proactive issue identification and resolution, alongside effective network capacity planning, is vital for maximizing resource utilization and improving customer experience.



Challenges in network management

Increasing network complexity: The new-age devices, protocols and technologies complicate network management, demanding sophisticated solutions for efficient operation

Security threats: Rising cybersecurity threats pose a significant challenge for network management to identify and mitigate vulnerabilities while ensuring the integrity and confidentiality of data

Automation and orchestration: Implementing automation and orchestration solutions requires meticulous planning and design

Network virtualization and cloud computing: The adoption of cloud computing and network virtualization has made it challenging to maintain visibility in hybrid and multicloud environments

Data management and analysis: Network administrators need tools and techniques to collect, store, analyze and visualize data to gain actionable insights

Skills shortage: Technological advancements outpace the availability of specialists, resulting in a lack of skilled network professionals

HCLTech's network performance management

Our **Network Performance Management (NPM)** is an end-to-end solution that combines its tools, DevOps and automation capabilities to deliver a seamless and efficient customer experience. NPM is designed to be natively multi-tenant, allowing enterprises to offer it as a service to their clients. The flexible deployment option lets enterprises choose between on-prem and cloud-based solutions, tailoring the implementation to their specific requirements. The pay-as-you-go and subscription-based models enable enterprises to make the best use of the features while being cost-effective. A few key capabilities of this offering are as follows:



NPM service design and implementation

involves an end-to-end assessment of the existing network infrastructure. This includes consolidating tools, streamlining the network design and executing the implementation phase. Skillful program management is a key component to ensure the seamless operation of the enterprise wide NPM solution



NPM as a service empowers organizations to boost their network performance and streamline network management operations across diverse geographical locations



Day 2 and integration services

address the ongoing operational aspects and ensure the seamless connection of existing or third-party AIOps solutions into the NPM infrastructure. This integration tackles the current network challenges and maximizes the efficiency and effectiveness of the network management system

IBM SevOne for HCLTech NPM

NPM uses IBM SevOne, a modern network management solution that combines IBM's extensive industry experience with its expertise in advanced analytics to enhance network performance. IBM SevOne proactively monitors multivendor networks and transforms insights into actionable measures across the enterprise, communication and MSP environments.



Go beyond detection: Uncover the hidden insights that drive network performance and prevent costly performance issues



Embrace next-gen networks: Seamlessly adapt to software-defined, 5G and edge multicloud networks



Scalability: Drive network performance at scale without compromising quality or accuracy



Holistic visibility: Enhanced visibility across all environments, including SDN, SD-WAN, cloud and Wi-Fi networks, leaving no blind spots in your network monitoring



Why us?



Expertise in telco service assurance and AIOps:

HCLTech's Telco Service Assurance and AIOps services, powered by IBM Cloud Pak for AIOps and IBM SevOne, demonstrate a deep understanding of network performance management challenges and solutions



Global support infrastructure:

HCLTech's IBM Telco delivery centers, Centers of Excellence (CoEs) and labs worldwide ensure clients get localized support and expertise whenever and wherever required



Strategic collaborations:

Collaborations with ecosystem partners like Red Hat, Intel, Mavenir, Cisco and VMware enable HCLTech to create innovative joint solutions on the IBM stack

Success story

Building a sustainable and reliable network service for a Canadian telco

Challenges

- **Limited visibility:** The client struggled to gain comprehensive visibility into their overall network performance and health, restricting their ability to identify and address potential issues
- **Higher operational cost:** Inefficient network management practices led to rising operating costs, impacting the client's bottom line
- **Operational inefficiency:** Manual and reactive network monitoring processes resulted in operational inefficiency, hindering the client from responding to network disruptions quickly

Our solution

We partnered with the client to establish a robust and reliable network service, ensuring consistent performance and stability.

- We leveraged IBM SevOne software to provide real-time insights and improve the client's operational transparency
- Equipped the client's network operations and engineering teams with the tools and expertise to collect, analyze and report on end-to-end network data and metrics
- Facilitated the implementation of network capacity planning strategies, ensuring the client's network infrastructure could adequately handle growing demands





The impact

- **End-to-end network visibility:** The client gained end-to-end visibility into their network performance, empowering them to make informed decisions and optimize network operations
- **Proactive issue detection:** Our solution enabled the client to detect and resolve network performance issues, minimizing downtime and maximizing uptime
- **Exceptional CX:** Effective network performance management helped the client to deliver an excellent user experience, fostering customer loyalty and trust

Our NPM solution, powered by IBM SevOne, provides a holistic and proactive approach to network management. It enables enterprises to optimize network performance, streamline operations and deliver an outstanding customer experience.

For more information or queries, please write to us at ibmecsystem2@hcl.com

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HCLTech is a global technology company, home to more than 221,000 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 September 2023 totaled \$12.9 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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