

Redefining IT operations for a leading manufacturing company

Driving resilient operations and seamless
experiences with HCLTech ASM 2.0 framework



Our client is a **US-based manufacturing company with an extremely broad and complex IT systems**. Since they worked in silos, the client lacked agility and visibility in its business operations and faced a set of pain points that revolved around various operational inefficiencies. HCLTech, having a long-time partnership with the customer, played a vital role in bringing end-to-end digital transformation to IT operations by delivering hyper-automation services across the IT ecosystem.

The Objective:

Enable digital transformation to redefine IT operations

The client, having been associated with HCLTech for a long time, was confident about the expertise we hold. Together, we identified the improvement areas and automation opportunities that could make the system more efficient. Leveraging hyper automation, the operations and the business processes were to be made highly efficient and minimize the cost involved. The reporting and governance structure were to be strengthened to bring in standardized business processes across business units.

The Challenge:

Overcoming inefficiencies and streamlining IT operations in a complex landscape

As the client evolved, the IT landscape became even more complex, and hence the inefficiencies within the system become more apparent. The excessive manual and repetitive IT tasks, poor synergy and lack of collaboration between business and IT teams diminished the overall productivity of the service operations, leading to low operational efficiency and high service delivery times. Lack of automation led to laborious, repetitive and inefficient operations. There was a lack of consistent audit trail to track the IT operations. Moreover, the company relied on a manual reporting system and governance structure, which resulted in human errors and setbacks. Also, the company focused on highly manual incident resolution practices, thereby consuming an increased number of resources and efforts. Overall, the cost of IT operations was high, as the operations were highly inefficient and non-automated.



The Solution:

An accelerated approach to selecting the best enabling platform

HCLTech followed an accelerated approach to enable end-to-end digital operation transformation across the client's IT landscape. We threw light on numerous improvement areas that could be worked on to make the operations more resilient and improve availability.

An integrated operations model was implemented, focusing on business-IT convergence and product-centric teams. Multiple DevOps tools were rolled out to accelerate the delivery of applications and provide better governance over application and automation tools. Test automation was brought in for increased test coverage, accuracy, consistency, cost savings, and to enable DevOps.

HCLTech brought in unified service management reporting and dashboarding, providing a bird's-eye view of operations. Business KPIs were introduced to enable and keep track of the collaboration-based, business-aware operations. We introduced the concept of an OpsDeck team, where they collected server anomalies, analyzed them, and reported areas for improvement, thereby optimizing overall server performance. This resulted in better business productivity, enhanced capacity and efficient performance management.

The Impact:

Journey to a desired state of speed, scalability, and seamless user experience



The digital transformation roadmap that we charted out for the client was efficient enough to provide superior business value. Significant reductions in manual monitoring efforts, incident numbers, and process costs were identified across business units, thereby increasing efficiency in daily operations.

Runbook automation and the Standard Operating Procedures were incorporated which brought a 12% reduction in ticket volume, significant reduction in MTTR, productivity improvements, and minimal human errors. Test automation solutions resulted in increased test coverage, accuracy, consistency, cost savings, and the enablement of DevOps. HCLTech helped improve visibility and efficiency of client's overall business processes by introducing Business Key Performance Indicators (BKPI).