POWERING THE NEXT-GEN ENTERPRISE

Cloud Operations

HCL

Different Operation Models

Dedicated

- Dedicated FTE
- Dedicate Tools Stack
- Cost Heavy
- Customized KPI
- Onsite + Offshore Modeling

Shared

- Shared FTE
- Shared Tools Stack
- Cost Effective
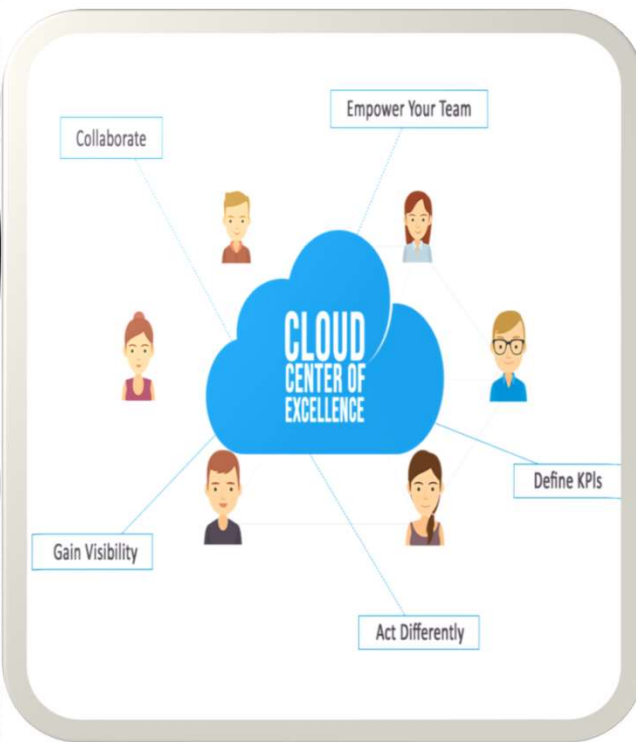- Standard KPI
- Offshore Modeling
- Eops Framework

Hybrid

- Concoction of Dedicated + Shared FTE
- Dedicated or Shared Tools Stack along with Leveraging Existing Enterprise tools in customer environment
- Cost Effective
- Standard KPI
- Combination of Onsite + Offshore Modeling

Cloud Native Tool Integration

HCL

Customer CCOE

Tools

Capacity Planning

Integration

Patching

Financial Management

Monitoring

Automation

Reporting Dashboard

CMDB integration & population

CLOUD CENTER OF EXCELLENCE

Collaborate

Empower Your Team

Define KPIs

Gain Visibility

Act Differently

HCL Operations

Shell

Counselor

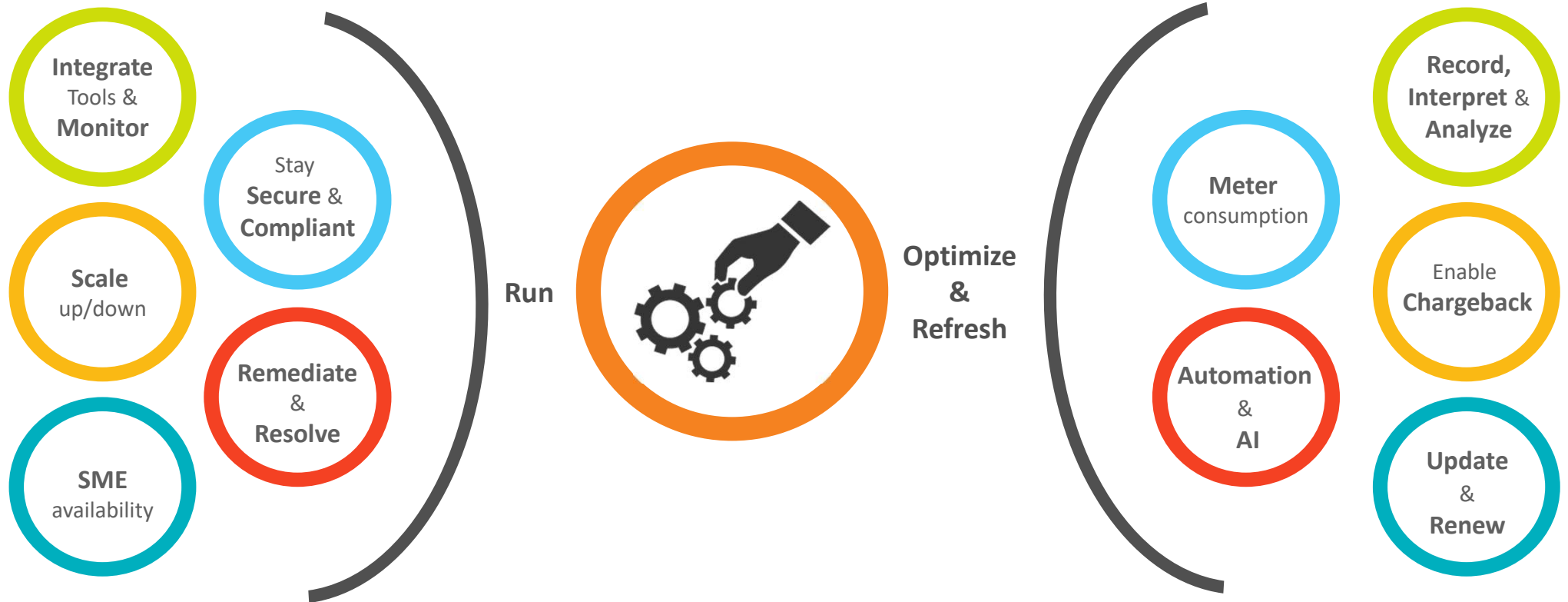| Monitoring Squad	Resolution Squad	Tools Squad
FinOps Squad	Learning & Development Squad	DevOps Squad

HCL Governance

Benefits Comparison Of Mentioned Models

	Low cost IT service delivery model	Flexibility of Operations	Proven and matured operations	Strong dedicated Governance	Low Facility Cost	IT service solution for all platform size cost	Sustaining secured IT operation	Robust DR BCP
Dedicated	▮▮▮▯▯	▮▮▮▮▯	▮▮▮▮▮	▮▮▮▮	▮▮▯▯▯	▮▮▮▮▯	▮▮▮▮	▮▮▮▮
Shared	▮▮▮▮▮	▮▮▮▯▮	▮▮▮▮▯	▮▮▮▯▯	▮▮▮▮	▮▮▮▮▯	▮▮▮▮▯	▮▮▮▮
Hybrid	▮▮▮▮▯	▮▮▮▮▮	▮▮▮▮▯	▮▮▮▯▯	▮▮▮▯▯	▮▮▮▮▮	▮▮▮▮▯	▮▮▮▮

HCL

DEFINING CLOUD OPERATIONS

Keeping all systems **up and running** all the time ensuring **best performance**, **optimized cost** and **updated environment**

Integrate Tools & **Monitor**

Scale up/down

SME availability

Stay **Secure** & **Compliant**

Remediate & **Resolve**

Run

Optimize & Refresh

Meter consumption

Automation & AI

Record, Interpret & Analyze

Enable **Chargeback**

Update & **Renew**

HCL

CloudOps– OPERATIONAL DIFFERENTIATORS

- Option of **Standard SLAs and Stretched SLAs**
- Option to **upgrade SLAs** based on business cycle

- On-demand skills for projects, technology migration etc.
- **Seasonal tasks-** Ability to quickly increase resources in **Flex Model with Core Team in Place**
- **Increase in workload -** HCL Team will be able to take care of any **minor enhancements** with minimal increase in the resource count for any increase in the Cloud workloads through **Automation and Team structure**

Service Window

Tools

Service Levels

Skills on Demand
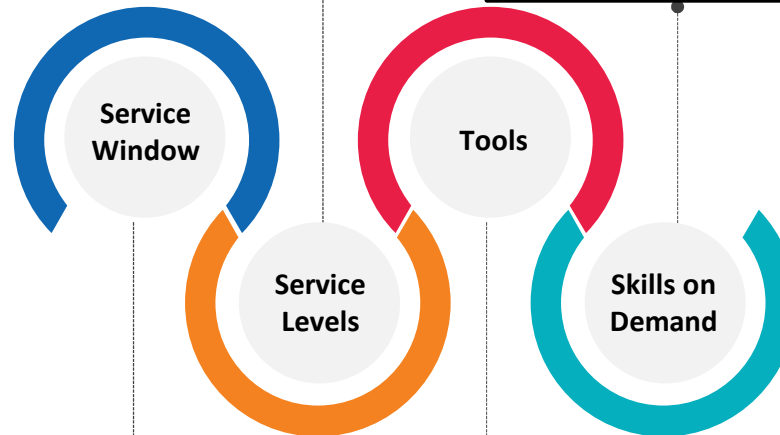
- Option to switch to between different **modes like 8x5, 16x5 or 24x7 operations** during the Delivery Cycle
- Track wise service window flexibility
- Option to increase the **window per business cycle**

- Service Based tools offering with **rich experience on Cloud Native Tools** which makes HCL relevant to customer's ask
- Choice of web based report
- Option for **Customer tool integration**
- Option to choose from multiple consumption models however as per Customer's environment. HCL has option to propose **Dedicated/Shared Delivery Model** with a mix of **Onsite/Offshore Mix**

HCL