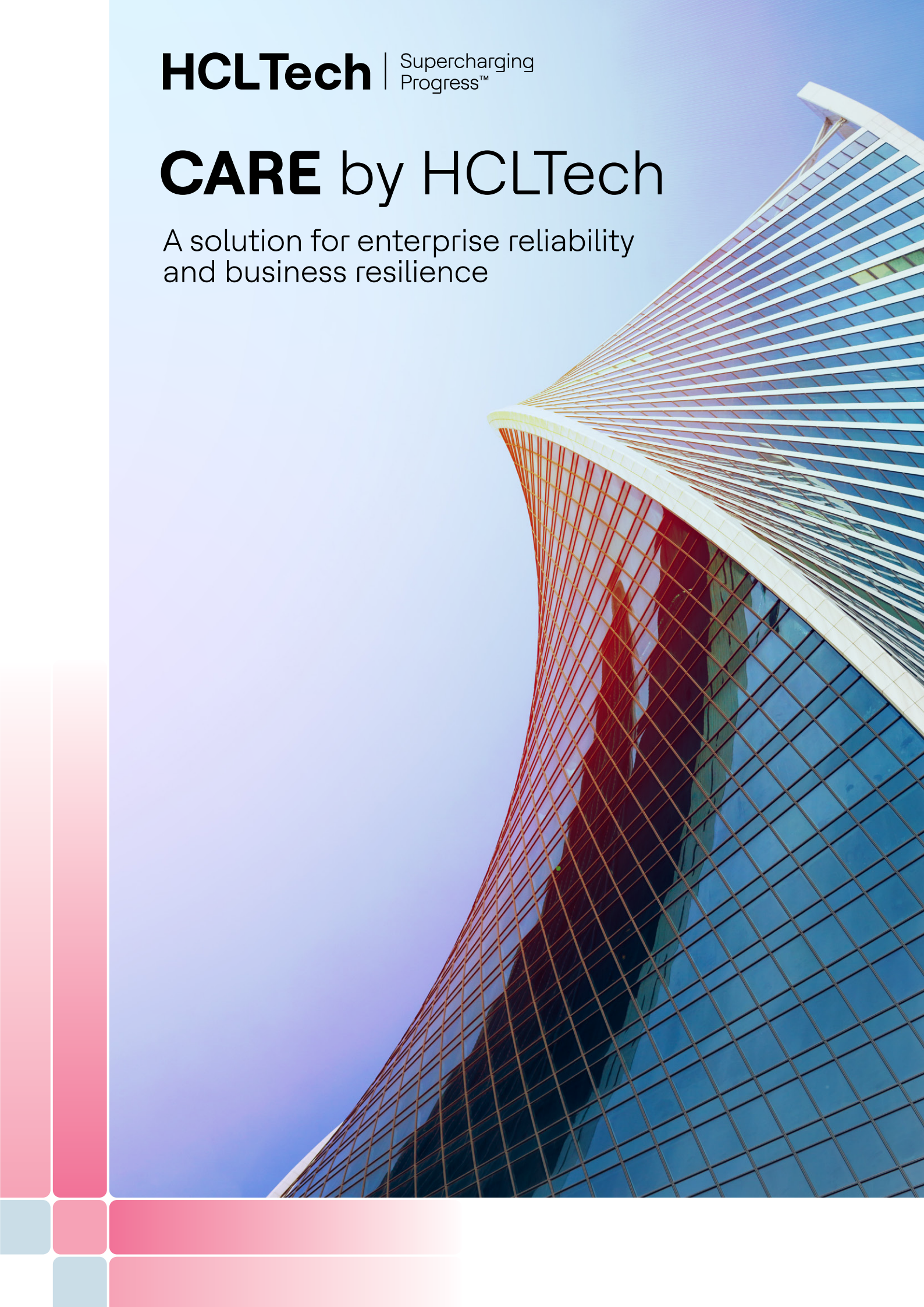


HCLTech | Supercharging
Progress™

CARE by HCLTech

A solution for enterprise reliability
and business resilience



Digitalization is bringing about radical changes across organizations, from driving operational excellence to better scalability and business insights for strategic decision making.

Yet, enterprises often face these challenges in the road to digitalization:



Adopting modern age infrastructure



Striking optimal balance between scale and cost of operations



Building business resilience and sustainability

Reliability is critical in today's digital world

Outages and glitches in IT operations can have a detrimental impact in terms of money and reputation.



The average hourly cost of an infrastructure failure is **\$100,000** per hour



The average total cost of unplanned application downtime per year is **\$1.25 Bn to \$2.5 Bn**

Cloud Application Reliability Engineering (CARE) by HCLTech

The HCLTech approach to strengthen business reliability

As enterprises embark on their digitalization/cloud native journey, they need to strike a balance between the speed of new product or feature releases and the reliability and quality of the infrastructure needed to provide those features consistently to customers. CARE by HCLTech bridges this gap by leveraging a well-defined set of practices, principles, and culture built on SRE and DevOps principles with strong emphasis on engineering capabilities. By availing CARE, enterprises can increase the overall reliability of their core IT systems and reduce downtime across all platforms and services, thereby improving operations significantly.

Service pillars



Consulting Services include assessment and design

Assessment/Discovery

Assess current cloud platform, application environment, tools and processes

Readiness Index framework to assess environment maturity

Design

CARE operating model with defined SLO, SLI, SLAs & OKRs

Platform design reviews, observability parameters and optimization



Run and Operate Services include build and scale along with operations. It comprises a pool of reliability engineering experts to ensure end-to-end reliability.

Build and scale

Deploy CARE model and setup observability parameters

Automation of manual/repetitive tasks and workforce skill enhancements

Operate

Conduct operations with a software engineering approach to fix associated issues

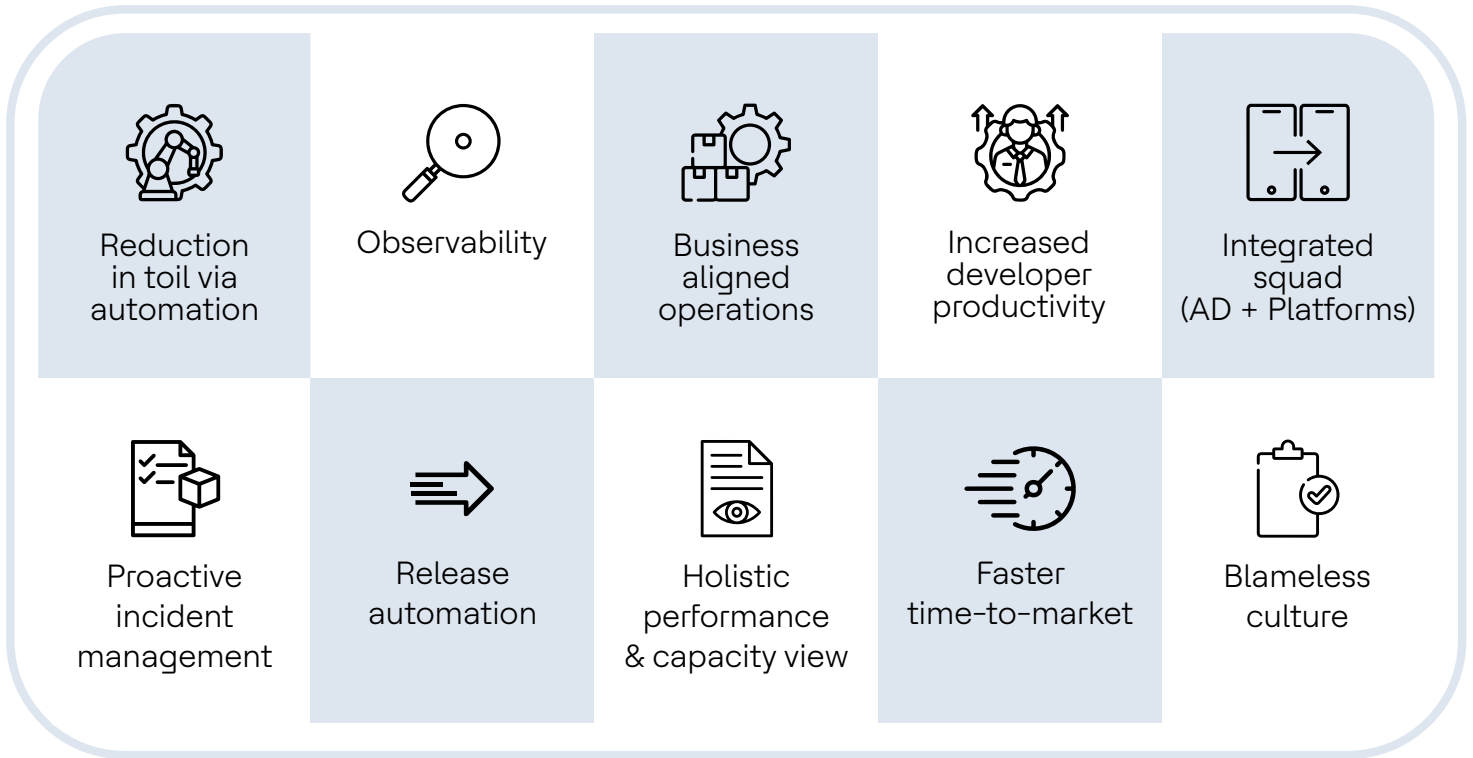
Ensure reliability of product and platforms

Under CARE consulting, we perform a robust assessment of an enterprise's current state of reliability on multiple parameters, classifying them as low, moderate and highly mature.

On the basis of this analysis, the enterprise receives a comprehensive report with recommendations and a detailed roadmap to achieve higher reliability.

Business value

Benefits



Potential business outcomes

50%

Up to 50% toil reduction

90%

Up to 90% faster identification of production issues

35%

Up to 35% developer productivity

85%

Up to 85% improvement monitoring alerts

99.9%

More than 99.9% availability

****Note:** Above figures are indicative as they are based on project experiences & standard industry-based improvements available in public domain. The business outcomes will greatly depend on the customer's own vision, mission and current state of reliability.

Success stories

US-based financial services company

Introduced Reliability Engineering for automating most of the activities and implementing customized observability systems

Achieved 2x operational efficiency

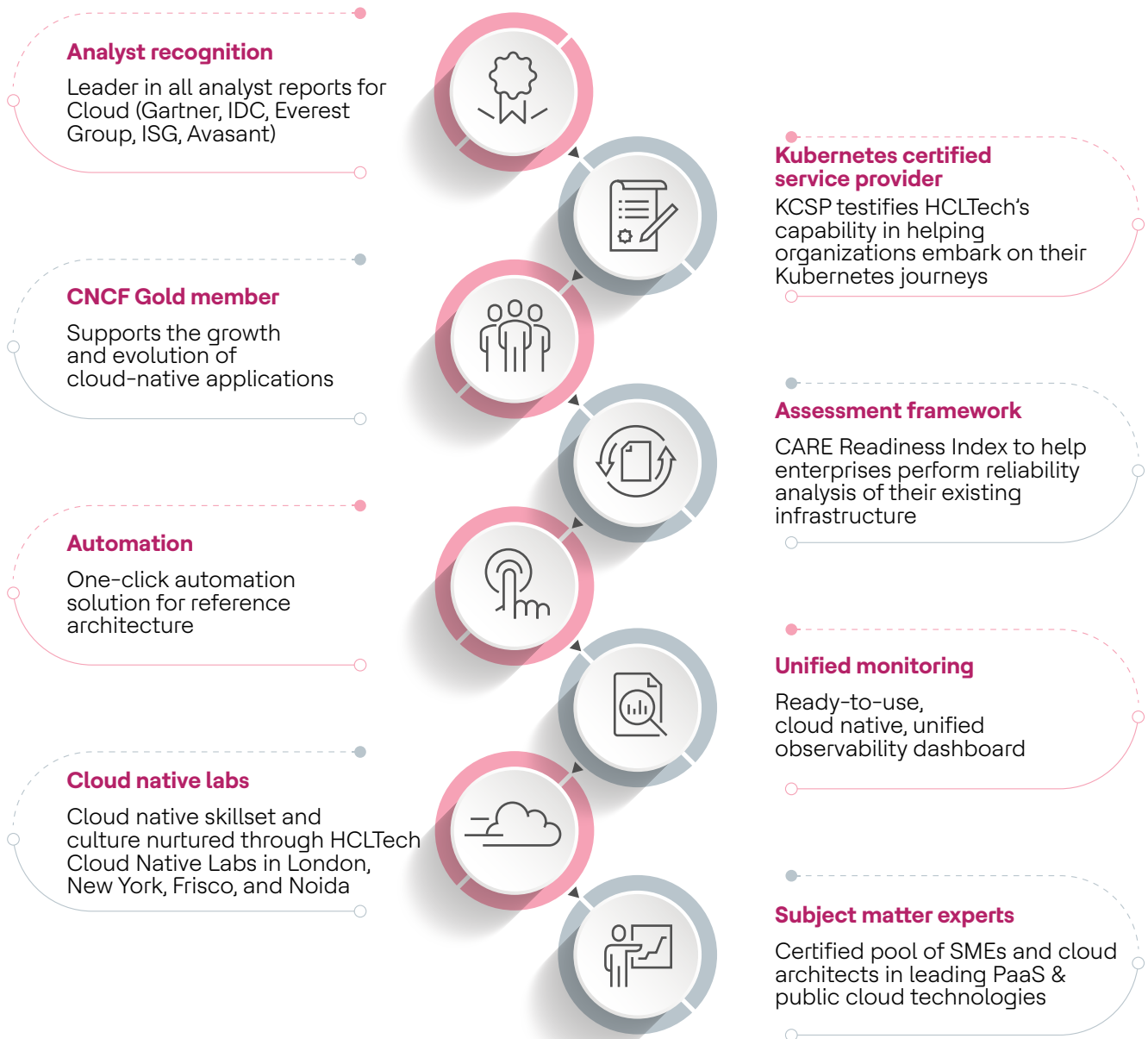
Support hours savings of more than 50%

World's leading provider of base chemicals, fertilizers and recycled plastics

Provided Platform Reliability services to implement a highly automated architecture for AKS/ACR services

Faster infrastructure and service provisioning using single-click automation that led to reduction of efforts by over 80%

Why HCLTech







HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 219,000+ people across 54 countries, delivering industry-leading capabilities centered around digital, engineering and cloud, 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 2022 totaled \$12.1 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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