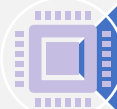



Large Application Support and Maintenance Experience

A large manufacturer of industrial tools, household hardware and provider of security products

<p>Customer Profile</p> <p>US based the world's largest tools and storage company, the world's second- largest commercial electronic security company, and a world-leading provider of engineered fastening systems, with unique and powerful growth platforms in the oil & gas and infrastructure industries.</p>	<p>Project Description</p>	<p>Business Problem: Lack of clarity related to application architecture, Inconsistent implementation and adherence to change and release processes, Application change management practices not consistently adopted and in use, Lack consistent tools, process, and governance for effective master data management, data quality and master/transactional data ETL</p> <p>Objectives: To outsource Applications and Infrastructure IT operations Application Services (AS) Digital, CRM, Microsoft .Net-stack, SharePoint On Prem and O365, Azure/ On Prem, Mobile applications (both Apple and Android),BI, Analytics, MS Power BI, Continue to move all application run activity; shift to MSP. Mature dedicated M&A team within Application Services.</p>	 <p>Support Methodology ASM 2.0</p>  <p>100 Apps</p>  <p>50</p>
<p>Domain</p> <p>Manufacturing</p> <p>Business Area</p> <p>ASM MS Technologies</p> <p>GEO</p> <p>North America</p>	<p>HCL's Solution</p>	<ul style="list-style-type: none"> Establish AS Solution Architecture team, governance model, and integrate into Enterprise Architecture and ITSF delivery framework ,Continue to move all application run activity; shift to MSP. HCL has developed a business case to support Azure initiatives of customer using HCL's Advantage Azure Architecture Services including Azure Readiness Assessments, Azure Roadmap and Strategy & Tool Selection for RAD Most of the Mission Critical & Business Important applications will be aligned with cloud hosting (Azure) strategy of customer Utilizing ASM 2.0 methodology while supporting the application A team of 8 resources delicately supporting MS.Net Applications Modernization of Monolithic Application to Microservices Architecture Established Governance strategy & model 	
<p>Technical Environment</p> <p>Microsoft .Net stack, SharePoint On Prem and O365, Azure/ On Prem, IOS & Android, & Power BI</p>	<p>Challenges</p>	<ul style="list-style-type: none"> Team's knowledge of current application due to limited documentation of the existing applications, customizations, and features Limited optimization of QA, monitoring, and incident management. Application change management practices not consistently adopted and in use. Release management at low level of maturity for most application domains 	
	<p>Benefits / Value Added</p>	<ul style="list-style-type: none"> A scalable cloud platform accessible from anytime anywhere over various channels HCL's tool and strategy helped in efficient support operation Usage of the tool (Service Now) beneficial Initial Bootcamp to team (1-month time to understand the code and environment) Substantial cost saving through transformation of legacy Monolithic Application to Microservices Architecture 	