



Microsoft

Case Study



Microsoft Business Operations (MBO)



Data @ Scale



7+ Years
Partnership



700+ Sprints, on-
time delivery



70+ strong
engineering team



\$10+Mn of Value
Creation



HCL Frameworks
Leveraged

Implementation Highlights:

- ❖ E2E Managed Data Pipeline for 120+ data sources
- ❖ Operation lifecycle process automation for worldwide product launches (taxation, pricing, legal, currencies, regulatory compliance)
- ❖ Data over BPM (unique implementation with data and BPM integration)
- ❖ Legacy on-premise migrated to Azure PaaS (zero business downtime)

Key Components & Features:

- ❖ **Modern BI** – Big Data; Azure PaaS with open source
- ❖ **Analytics** – Volume Forecast; Anomaly Detection, Text Mining
- ❖ **BPM** – Product launch and pricing workflow
- ❖ **PSA** – Project service automation for Product Launch
- ❖ **Portals** – LOB wise Micro-portals
- ❖ **Dashboards** - CxO level near real-time enterprise operations
- ❖ **BI over BI** – covering usage, performance, costing and infra
- ❖ **War-Room** – 24x7 Worldwide coverage during quarter close

HCL Tools, Accelerators & IP's Leveraged:

- ❖ Leveraged Sketch framework to build connected data platform
- ❖ Leveraged R2D2 framework to build data quality components

Value Creation Initiatives:

- ❖ Data Vault data model implementation (better Dev Productivity)
- ❖ Cube generation automation using metadata (better time to market)
- ❖ Quarter close process streamlining and automation (business impact)
- ❖ Data Discovery for search & find data objects (better User Experience)

Engineering Best Practices:

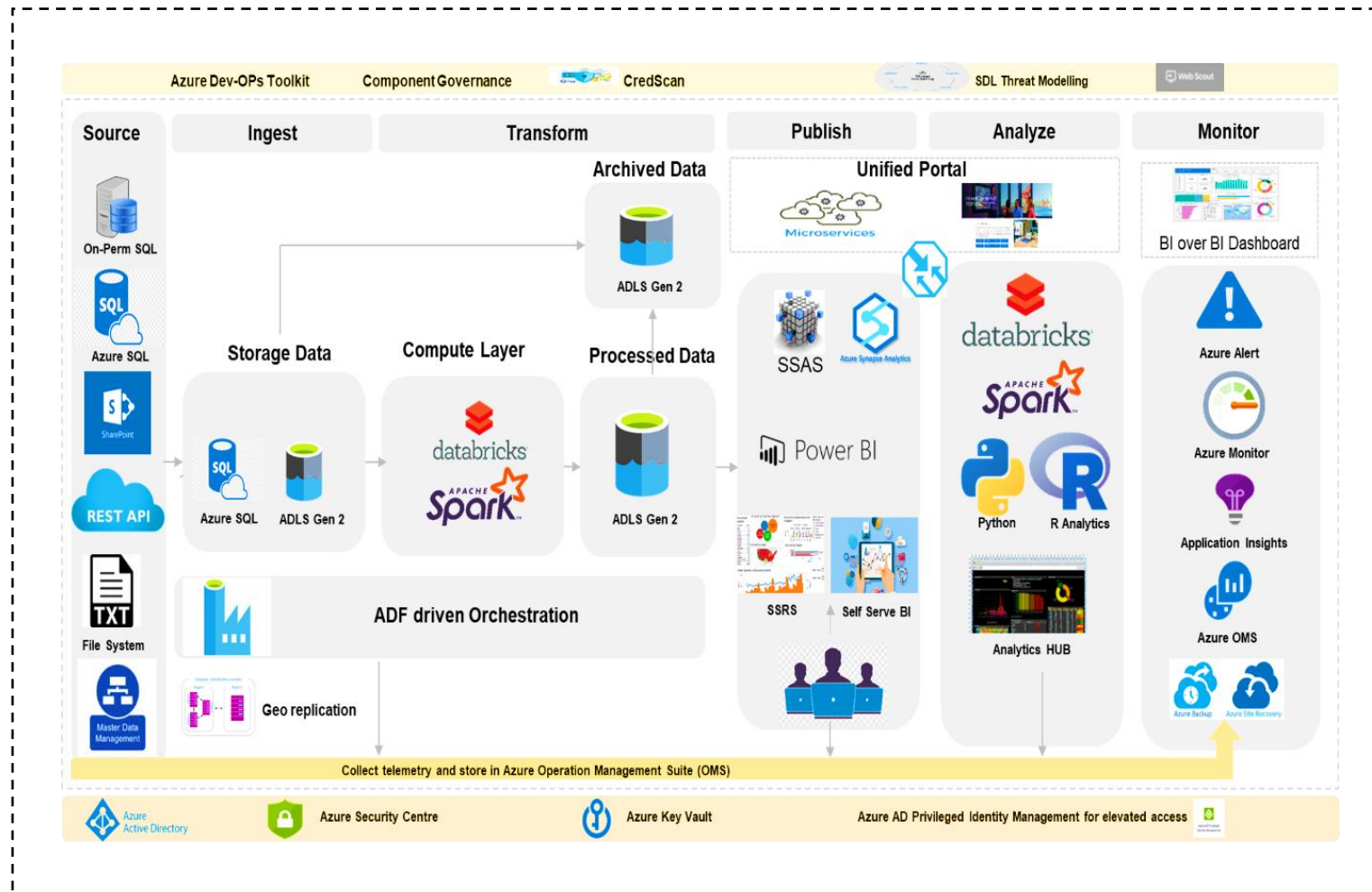
- ❖ Secure development life cycle to handle GDPR, PII
- ❖ SOLID architecture approach for scalable, flexible system
- ❖ Detailed BI over BI enabling deep performance insights
- ❖ BI University – Central repository for self-paced end user learning
- ❖ Scaled agile execution; DevSecOps

Business Impact Created:

- ❖ Zero issues reported at quarter close (past 3 years)
- ❖ 98% (Max) volume forecasting prediction accuracy
- ❖ \$7M+ savings on partner commissions payouts (till date)
- ❖ 20 days reduction in product launch life cycle (for each product)

Engineering Driven Approach

Azure Deployment Reference Architecture



Key Highlights

Goal : Highly available, resilient and scalable platform

Automated E2E Data Pipeline

- ❖ ADF orchestrated data ingestion enabled by HCL accelerators and reusable components
- ❖ Scalable compute layer to handle automated transformation with robust data quality and enrichment rules
- ❖ Hot, Warm and Cold paths to access streaming, NRT and Archive data

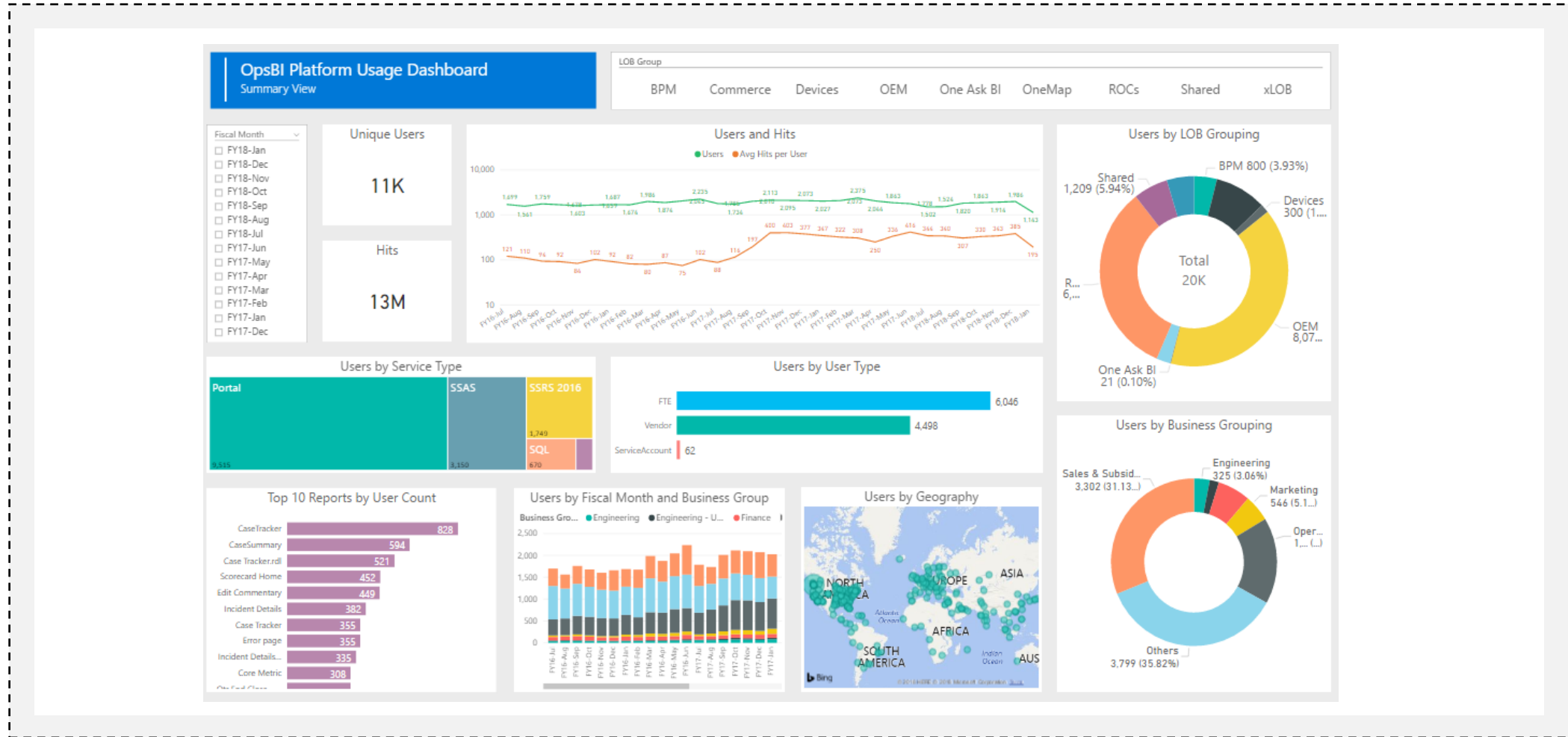
Reporting / Portal

- ❖ Visualization platform that is compliant to existing ways of data access and newer routes
- ❖ Secured portal to provide external users access

Pragmatic use of Industry Tools

- ❖ Python, R – Hybrid approach, leverage best from both tools
- ❖ Secure
- ❖ Adhere to Microsoft policies and Secure Development Lifecycle

BI Over BI – CXO Dashboard(s)



User Friendly Self-service Portal(s) - One Stop Shop for MBO users

	Report Name	Description	Report Type	Report Owner	Business Owner
SOX Compliance	MG02MG03MagnumExceptionsAndOverrides	Report showing all exceptions from Magnum, plus those which were overridden.	SOX	Nicole Harris	
VL Close	MG04-MagnumOptOutReport	Report showing all tickets from Magnum set to OptOut.	SOX	Nicole Harris	
VL Non Close	MG05-SOXCompletenessMissingMagnum	Report showing all in-scope agreements, amendments or orders from MSL which did not go through Magnum, and are being flagged for further follow up.	SOX	Nicole Harris	
eLOB	MG05-SOXCompletenessMissingMagnum (History)	Report showing the full history of all in-scope agreements, amendments or orders from MSL, and their status in Magnum.	SOX	Nicole Harris	
GESO - Velocity	CaseTracker	Delinates near real time case tracking reporting for VL Field Sales uses to ensure cases are resolved within quickest manner possible.	SOX	Rosmeen Feroz	
GESO - Volume	CaseHoldSummary	Delinates near real time case tracking reporting for VL Field Sales uses to ensure holds are resolved within quickest manner possible.	SOX	Rosmeen Feroz	
GESO - Case Management					
GESO - Quality					
GESO - MCS Engrmt Delivery					

BI University
Welcome to BI University! The customized learning platform you count on to stay relevant, with tools that measure your skills and solve your business problems faster.

Data Discovery
Instantly search for data assets across a centralized data catalog and add new data assets to the repository for discoverability.

Telemetry
Telemetry dashboard provides Usage, Support and SCOM metrics to gain insights on BizOps capabilities and the current infrastructure.

24x7 Support
Report issues related to Access, Data Quality, etc through an online support tool.

Business Intelligence

BizOps is a modern engineering platform that currently enables and empowers over 2000 business users across Microsoft to make better and faster decisions through managed reporting, self-service and data access. Offers L2E BI capabilities through varied Data Acquisition and Integrations, Optimized Tabular models, Consumer interfaces via Power Views and excel reports, Business and Personalized dashboards via Power BI.

- ROC BI
- COMMERCE
- OEM BI
- FINMAP
- INDV
- DYNAMICS
- AD OPS

World Wide Ops – DevOps



**1 CLICK
DEPLOYMENT**

CHALLENGE

- ❖ Independent Development and Operations sphere of influence
- ❖ Multiple handover resulting in many failures
- ❖ High cost of maintenance as solutions not built with operation focus
- ❖ Time consuming manual deployments with high effort
- ❖ Resource intensive, manual build, testing and release etc.
- ❖ Less adaptable to changes and business direction
- ❖ Building a culture of DevOps



**15 FEATURE
TEAMS**

SOLUTION & CONTRIBUTION

Recommended and Evangelized DevOps adoption

DevOps workshops and brown bags

Built end-2-end DevOps framework in collaboration with operations

Build Automation and Gated Release

Test Automation and Data Quality

Performance automation with Auto-Scalability

One Touch Deployment



**100% INCREASE
IN VELOCITY**

BENEFITS

- ❖ Integrated Dev and Ops as one team
- ❖ Performance oriented culture
- ❖ Continuous Integration and Deployment resulting in productivity
- ❖ Increased velocity in sprint teams
- ❖ Test automation improving quality
- ❖ Efficient utilization of resources with high cost saving
- ❖ Increased responsiveness and reliable delivery
- ❖ Better feedback loop resulting in continuous improvement

Visual Studio Online, BAML, Power Shell, C#, Test Automation Framework, SQL Server Suite, COSMOS, Azure IaaS, Azure PaaS

HCL

*Relationship*TM
BEYOND THE CONTRACT

\$10.5 BILLION | 176,000+ IDEAPRENEURS | 50 COUNTRIES