HCLSoftware

A modern approach to digital process **orchestration**

HCL Automation Orchestration

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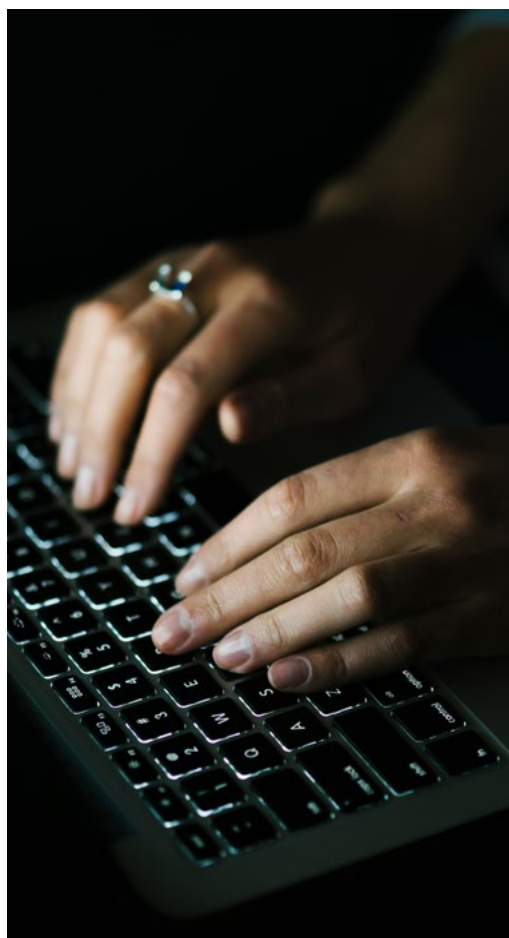
We are not
automated!

94%

of your workforce spend some portion of the day performing repetitive, time-consuming work.

Today,

80%

of developer time is spent in operations and maintenance.

Source: According to Zapier's 'The state of business Automation' report

The world of
automation

Automation has become a critical factor for success in today's rapidly evolving IT and business landscape. Enterprise today focusses on automation to achieve the following aspirations:

Digital transformation

Digital Transformation is closely intertwined with the Enterprise Automation Trend. In context of Digital transformation, clients need to accelerate their cloud transformation and **automation is an imperative.** Traditional automation markets are evolving to cope with end-to-end digital transformation.

Business applications

To accelerate business growth and address new opportunities, organizations are looking to build or **transform their applications** to **deliver higher performance** and **better experiences** for their customers.

Operational excellence

Technology drives towards a democratized approach to automation, with business users and non-coders building their processes using RPA and leveraging no-code technologies. The lack of convergent technology hinders digital transformation, **causing inefficiencies and islands of automations .**
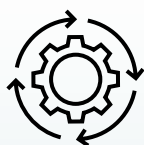
Technology

Companies want to use the latest application development capabilities and technologies including AI, to **get to market and iterate faster** and provide **greater productivity.**
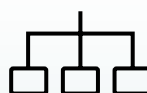
Bridging the
automation gap

Within the sphere of automation, workflow orchestration occupies a pivotal role. Enterprises grapple with many tasks, ranging from data processing and batch jobs to intricate workflows. The choice of the right automation solution is not just beneficial but critical for optimizing operations and ensuring seamless execution. Here are a few capabilities of an ideal solution:

Business resiliency

An ideal product will help you in managing tasks more easily.
It will also expand the outreach of your automation from traditional workload to hybrid cloud workflow, data pipeline and cloud-native applications.

Democratization

Your orchestration platform should look to reduce friction between your IT and your business. It should engage business users with self-service automation, giving businesses the information, they need to complete projects on time and take informed decisions.

Holistic automation

An orchestration platform produces a jump forward to the power of automation, integrating and optimizing RPA, Document processing, Data pipelines, and more Business processes, with a unified low-code experience, workflow execution optimization with AI/ML intelligence, and ensuring consistent business compliance.
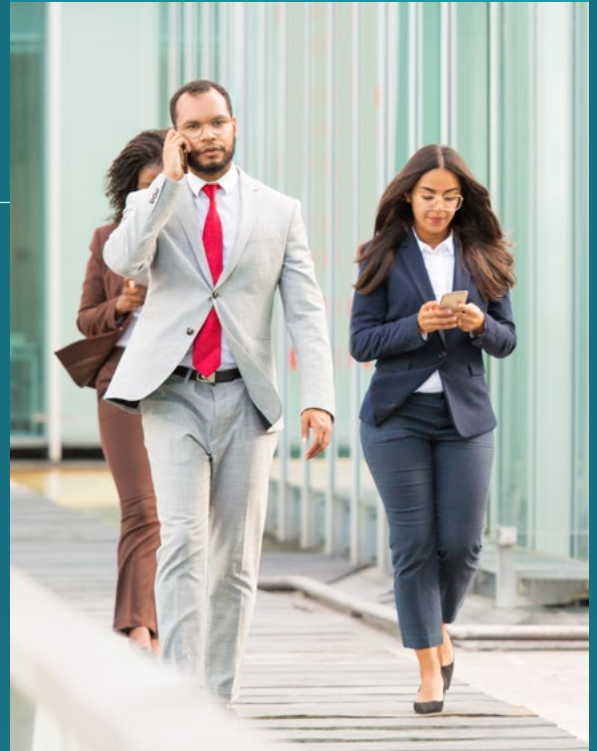
Enable innovation

The perfect solution is incomplete without NLP, Predictive Analysis, pro-active notifications, virtual assistant & AI driven optimization recommendation. It also needs to be cloud-native, have an active-active architecture to ensure business continuity and resilience.
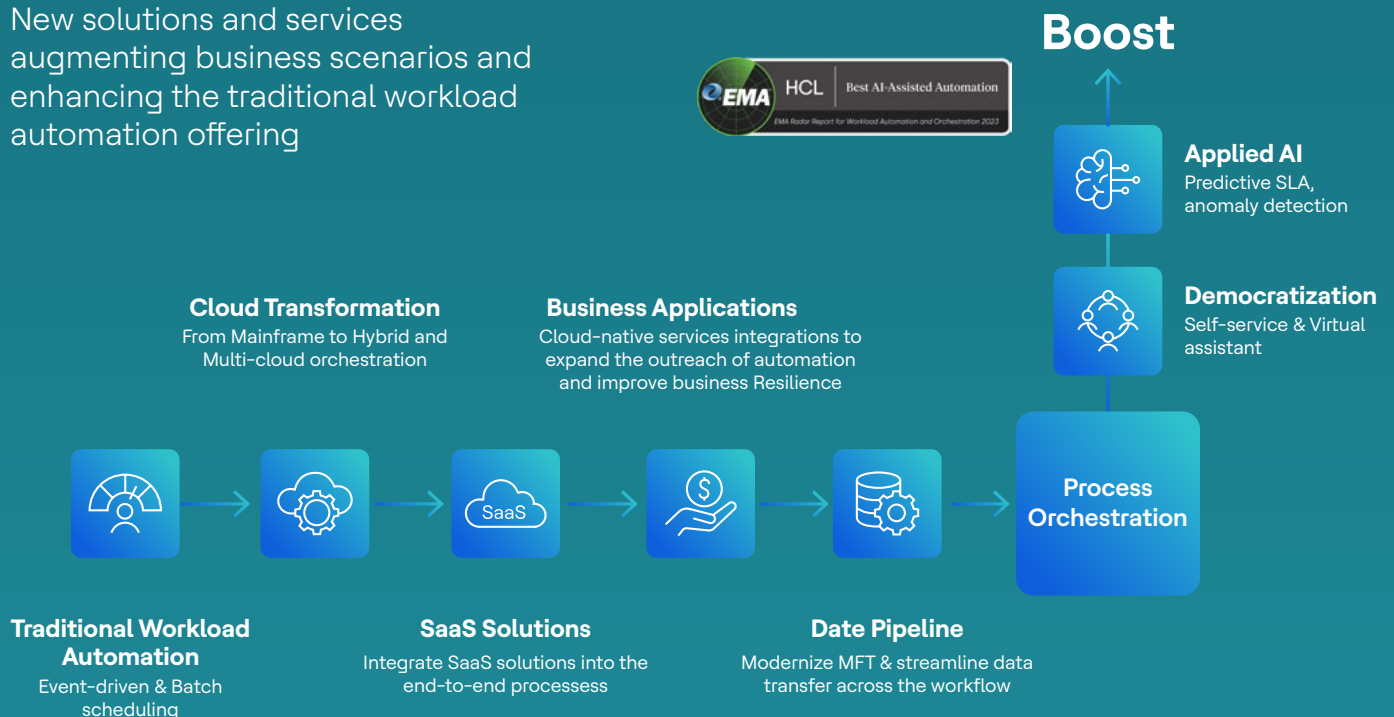
A peek into our
evolution

The evolution of the Automation Orchestration Portfolio is happening on two different dimensions: expand the support of more orchestration solutions with the new Universal Orchestrator engine and boost it with AI and LCNC (Low-code no-code) technologies to democratize the access to automation.

Evolution of the Automation offering & positioning

New solutions and services augmenting business scenarios and enhancing the traditional workload automation offering

EMA HCL | Best AI-Assisted Automation
EMA Radar Report for Workload Automation and Orchestration 2023

Boost

Applied AI
Predictive SLA, anomaly detection

Democratization
Self-service & Virtual assistant

Cloud Transformation
From Mainframe to Hybrid and Multi-cloud orchestration

Business Applications
Cloud-native services integrations to expand the outreach of automation and improve business Resilience

Process Orchestration

Traditional Workload Automation
Event-driven & Batch scheduling

SaaS Solutions
Integrate SaaS solutions into the end-to-end processess

Date Pipeline
Modernize MFT & streamline data transfer across the workflow

The new HCL Automation Orchestration engine enables a shift from the execution of traditional workloads to the orchestration of multi-cloud services, data pipelines and business processes, especially because of its cloud native architecture particularly efficient with its Kubernetes deployment, the cloud event triggers and its roadmap including an AI-empowered graphic workflow modeling UI and the management of human tasks.

The integrations exposed by Automation Hub allow a low-code-no-code approach for the orchestration of many business applications enabling easy definition of process workflows for application and solution developers.
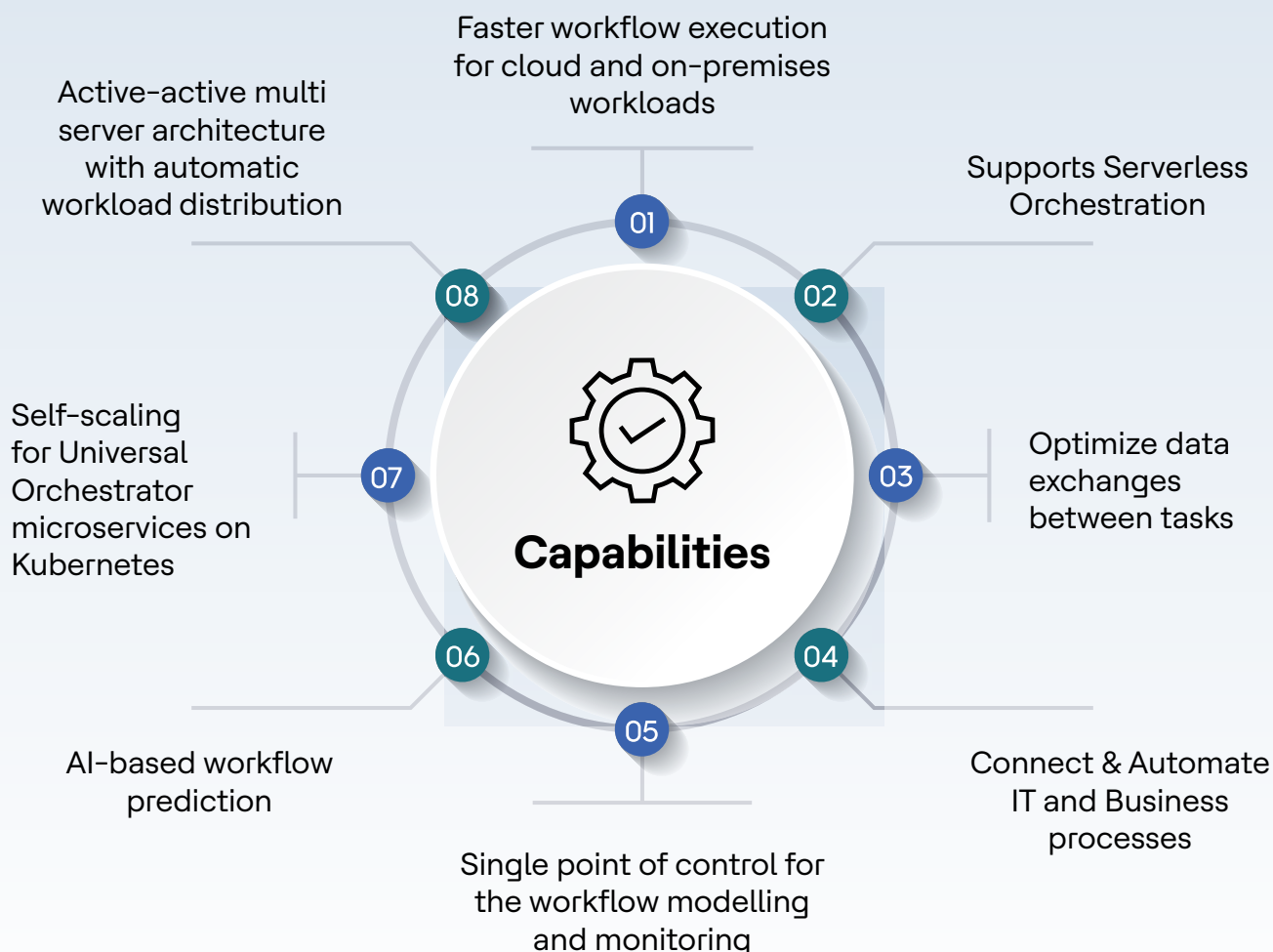
HCL Automation Orchestration

automate anything!
run anywhere!

The Automation Orchestrator Suite is the bundle offering comprising of HCL Workload Automation, HCL Universal Orchestrator and HCL Intelligent Operations. It provides an enhanced Automation Platform based on HCL Workload Automation, with the all-new Universal Orchestrator to empower complete cloud native scenarios.

The Automation Orchestrator suite brings speed, agility, and innovations that businesses need to drive more cost-efficiency, customer-centricity, and productivity. It is a one-stop shop for all essential automation needs and enables customizable component utilization based on your requirements.

Faster workflow execution for cloud and on-premises workloads

Active-active multi server architecture with automatic workload distribution

Supports Serverless Orchestration

01

08

02

Capabilities

Self-scaling for Universal Orchestrator microservices on Kubernetes

07

03

Optimize data exchanges between tasks

06

05

04

AI-based workflow prediction

Single point of control for the workflow modelling and monitoring

Connect & Automate IT and Business processes

Benefits

A digital transformation booster

The HCL Automation Orchestration Suite promises to deliver on today's modern IT environments that include cloud-native infrastructure and big data workloads. Our new offerings will unlock further value by aligning to your future strategic goals and promise to be robust, reliable, and flexible throughout your digital transformation journey.

Lowest TCO in the market

Stop worrying about costs, start¬ enjoying all the features. The HCL Automation Orchestration Suite is proven to save you up to 40% TCO based on competitor's average without any additional hidden costs.

Simplify and control complexity

The Suite provides a single console and an automation engine to manage complex workloads and data pipelines. This minimizes complexity and increases speed and agility by enabling a single platform to manage all business processes, as opposed to relying on a mix of separate tools.
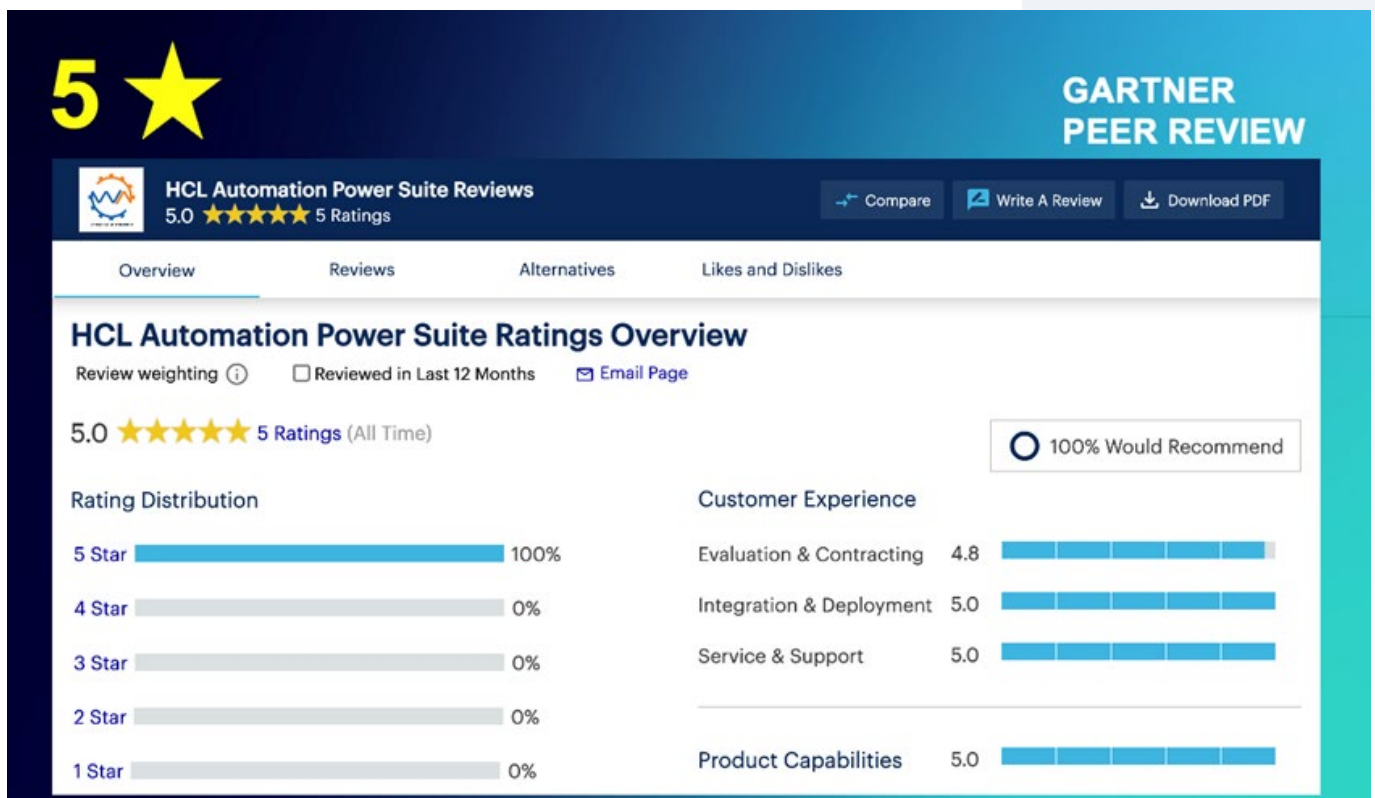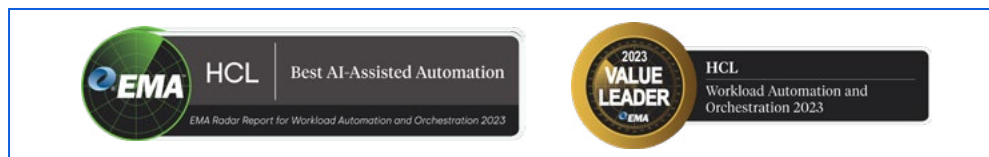
A full range of services

Take advantage of the wide range of services offered by the best HCL experts. We can aid with upgrades, migration, implementation, application integration and health check. Moreover, we can cover your needs and help you detect them with on demand workshops, to deep dive into product features or business scenarios implementations.

Setting us
apart!

Our growth and achievements are recognized by some of the leading industry analysts and experts. HCL Automation Orchestrator Suite is a Value Leader in EMA (Enterprise Management Associates) Radar Report 2023. In addition, HCLSoftware was also awarded with the Best AI-Assisted Automation for our strong intelligent AI-powered assistants like Clara, HERO, and AI Data Advisor (AIDA).
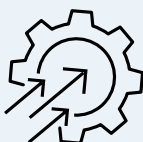
Impact By
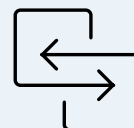# **Numbers**

Save from
20% to 30%
in operation efforts

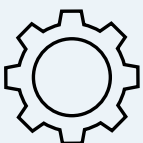Increased
productivity by up to
30%
& visibility

60%
savings on manual
effort and file
transfer time

Cost and time
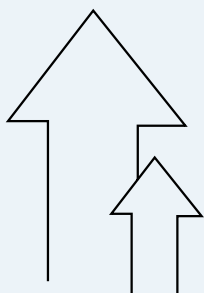savings from
30% to 45%

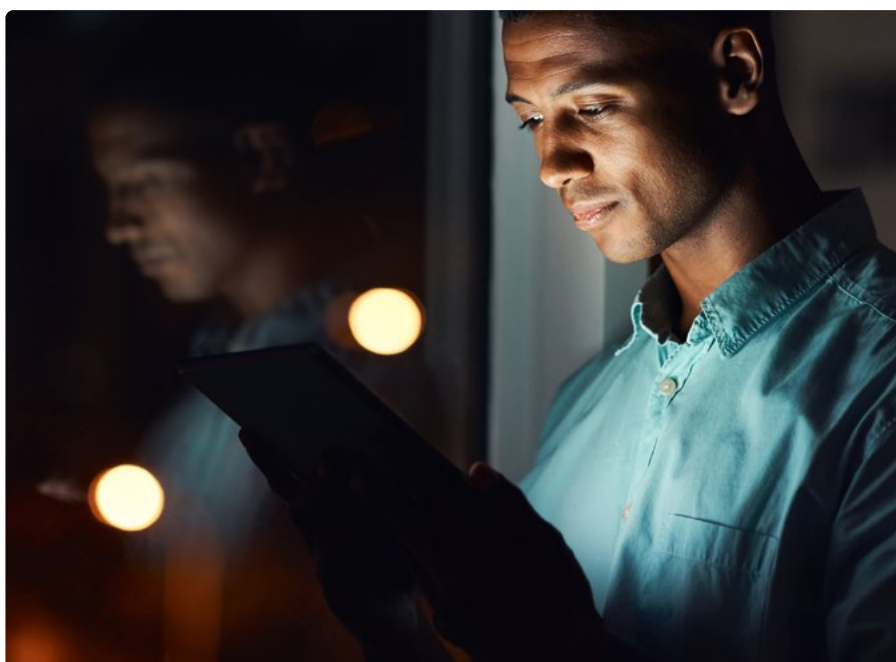**100+**
New Automation
use cases

98%
first step success rate
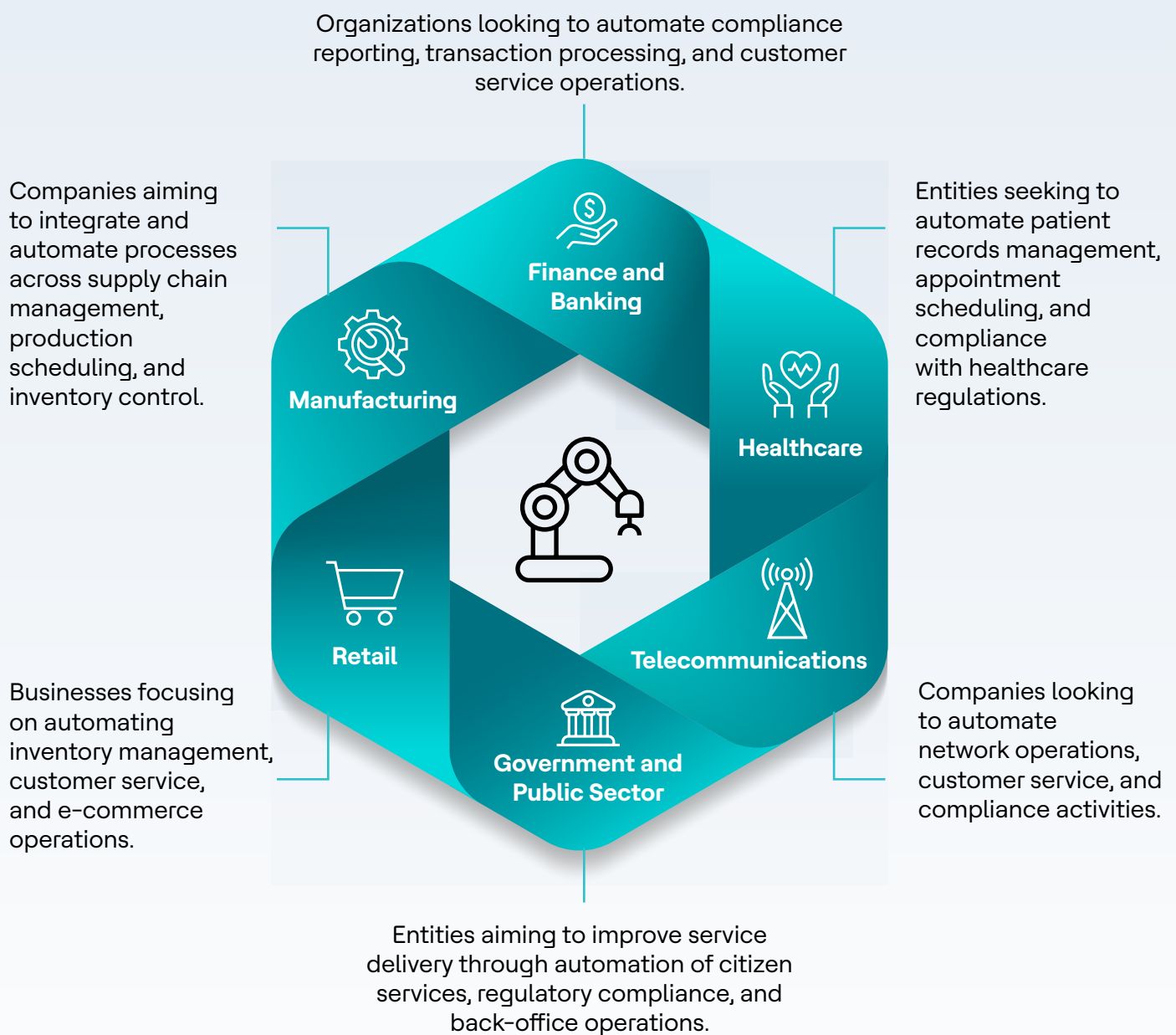for critical business
workflows

Provide up to
90%
high level of business
continuity and service
availability to 99%

Expertise across
industries

The **HCL Automation Orchestrator Suite** offers a comprehensive solution designed to automate processes across all industries, targeting primarily large to medium-sized organizations in various sectors. These sectors rely heavily on IT infrastructure for their operations and are either in the process of digital transformation or seeking to enhance their operational efficiencies.

Organizations looking to automate compliance reporting, transaction processing, and customer service operations.

Companies aiming to integrate and automate processes across supply chain management, production scheduling, and inventory control.

Entities seeking to automate patient records management, appointment scheduling, and compliance with healthcare regulations.

Finance and Banking

Manufacturing

Healthcare

Retail

Telecommunications

Government and Public Sector

Businesses focusing on automating inventory management, customer service, and e-commerce operations.

Companies looking to automate network operations, customer service, and compliance activities.

Entities aiming to improve service delivery through automation of citizen services, regulatory compliance, and back-office operations.

Our success
stories

Building on the comprehensive capabilities of the HCL Automation Orchestration Suite, this section takes a closer look at how real customers across various industries have harnessed this suite to transform their business operations. Through a series of success stories and detailed business scenarios, we will explore the tangible impacts of automation on enhancing operational efficiencies, driving digital transformation, and achieving strategic objectives in sectors that form the backbone of the global economy.

From finance and banking to healthcare, and from manufacturing to retail, telecommunications, and the government sector, these narratives will highlight the diverse challenges organizations face and the innovative approaches they employ to overcome them. Each story is a testament to the power of HCL Automation Orchestration Suite in streamlining processes, improving service delivery, and fostering innovation.

Whether it's a financial institution automating its compliance reporting to navigate the complex regulatory landscape more efficiently, a healthcare provider leveraging technology to manage patient records and appointments, or a manufacturing giant integrating processes across its supply chain for enhanced productivity, these examples will provide insights into the strategic application of automation technologies. Retailers optimizing inventory management and customer engagement, telecommunications companies enhancing network operations and service delivery, and government entities transforming their citizen services and regulatory compliance processes will also be featured, showcasing the breadth of HCL's impact.

Banking,
financial
services and
insurance

Cloud transformation for a large multinational finance corporation

Client background

A large multinational banking and financial services corporation headquartered in Singapore that is one of the "Big Three" banks in Singapore, has chosen HCL Universal Orchestrator Suite to boost their digital plus transformation journey to the cloud.

Business challenge

- The customer relies on traditional scheduled jobs (~4 million a month) to run their mission-critical workflows,

- They have a downtime of over 30 minutes daily during their plan creation process,

- Lack of agility and longer application release times for orchestrating workflows in the cloud,

- Added administration overhead with agent-based orchestration in the cloud.

Solution and business benefits

HCL Automation Orchestrator Suite, designed for the real-time orchestration of cloud applications, automates, and orchestrate the customer's business workflow across hybrid systems (OnPrem & Cloud) to:

Faster (Active/Active) workflow execution compared to incumbent solution,

Save 2160 hours of downtime for their business in a year,

Save 2150+ hours of time for their application teams / year.

Streamline complex business processes for a renowned German Bank

Client background

A German bank, which is one of the world's leading banking groups, with offices in Europe, America, Asia, and the Pacific, has chosen HCL Workload Automation to speed up and simplify complicated and laborious Mortgage processes.

Business challenge

- The Bank must gather data from multiple systems to analyze a customer's transaction behavior **(employment verification, credit checks, inspection)** and verify that the customer is reliable enough to apply for a **Mortgage.**

- Even the slightest mistake made by the Customer, or the Bank could dramatically delay the mortgage loan processing.

- The Bank, therefore, needs to process the customer's data and obtain a certain degree of reliability beforehand.

- To get to know customers' behavior, the Bank processes the Customers' data, including transaction history, stored **On-Prem**, using **cloud** services hosted on **Google.**

Solution and business benefits

HCL Workload Automation orchestrates end-to-end Google Cloud processes, runs workloads anywhere, enables governance over **hybrid systems (Google Cloud & On-Prem),** manage extensive data analysis, file transfers, storage and performs analysis over petabytes of data.

Customer degree of reliability gained on demand using the WA Self-Service capability,

Speed up Mortgage processing eliminating all potential bottlenecks and mistakes,
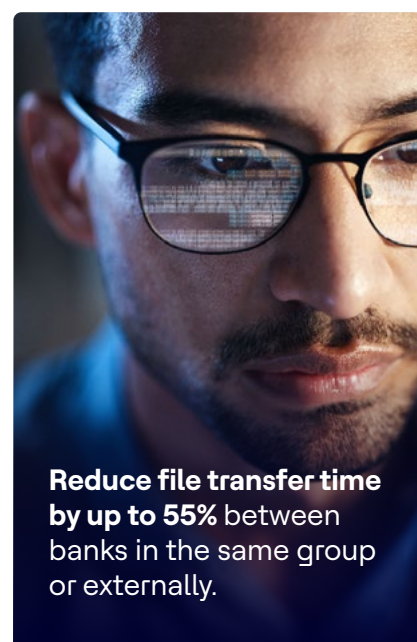
Nearly
95%
first-pass success rate for critical business workflow,

65%
savings on manual efforts spent by the Bank Operations Team,

Reduce file transfer time by up to 55% between banks in the same group or externally.

Modernize workflow for a leading US based insurance company

Client background

One of the best Healthcare Insurance companies , in the United States has chosen HCL Automation Orchestration Suite to manage the entire **claim management** process.

Business challenge

The company **validates, processes, and refunds** vast hospital **claims.** It deals with:

01 Inbounding claims from the hospital	**02** Processing the claims	**03** Instructing the bank for payment
04 Updating hospital' systems	**05** Updating claimer via email,	**06** Provide business reports

Complex **Hybrid & Multi-cloud** scenario

Move claim data from Cloud Google to On-Prem (Snowflake),	On-Prem applications to move data up & down to cloud: Axway or File Transfer integration,	Cloud AWS services for big data analysis & report generation.

Solution and business benefits

HCL Automation Orchestration Suite automates and orchestrates the entire workflow **(Hybrid & Multi-cloud scenario)**, interacting with **GCP & AWS & Axway** or File Transfer integration & Snowflake, to retrieve and transfer data, collect, and analyze data, to manage big data analysis and storage to obtain reports.

Provide up to 90% high level business continuity and service availability,

Save up to 60% of manual efforts,

Save up to 50% of time on file transfer, moving from a full day, to just 12 hours, for transfer between OnPrem and cloud AWS.

Accelerating loan process for a leading European Credit institution

Client background

One of the largest banking groups in the world (Forbes Global 2000), the first European credit institution by capitalization, has chosen HCL Workload Automation to optimize and speed up the entire **Loan** processes.

Business challenge

The Bank needs to determine the fair value of **Loans** by downloading and formatting the pricing information from government loan websites and then elaborating it on the Loan Processing.

This information-gathering task was very tedious and time-consuming, not to mention routine.

This resource-intensive, repeat exercise has a high cost and does not provide added value.

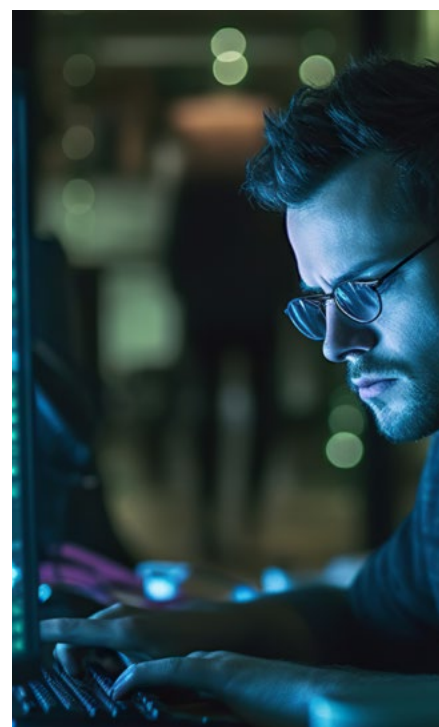## Solution and business benefits

HCL Workload Automation orchestrates the end-to-end loan process, starting with gathering all the reports (**RPA tool** like **Automation Anywhere**), formatting data in the desired manner and making it available on a shared location (**ETL tool** like **Informatica PowerCenter + Snowflake**), uploading the data on other systems **(Azure)**, and matching it with information extracted from documents sent by the customer **(MFT tool like Axway & Sterling)** to obtain the loan.

Predict and monitor the business SLA and increase the uptime of business-critical workflows by 40%.

Reduce the whole **Loan Processing** from month to a record time of 10-15 minutes.

Reduce the checking fair value process time to 91% from 45 to 4 minutes for each execution.

The **90% reduction in process time** allows the Financial Services team to dedicate their time to more valuable projects and revenue-generating channels.

Empowering large Swedish bank with anti-money laundering processes

Client background

A Swedish bank, which in 2022 was the fifth largest retail bank in Sweden, has chosen HCL Workload Automation to run the very delicate **Anti-Money Laundering** processes.

Business challenge

The Bank needs to track the transaction flow of its customers to evaluate and detect any **Fraud** in their usual behaviors, so it runs **Anti-Money Laundering** processes to catch suspicious bank transactions and act accordingly.

Customers' data, including transaction history, is stored On-Prem, while the company uses cloud services hosted on AWS to train the customer's behavioral models. Cloud services need to access data stored On-Prem.

Solution and business benefits

HCL Workload Automation orchestrates end-to-end AWS cloud automation processes and runs workloads anywhere, enabling governance over **hybrid systems (AWS & OnPrem).**

Optimize data storage costs and maximize resources,	Use the **Conditional Dependency** method to identify any potential fraud and flag them for a quick resolution to the concerned department saving from 20% to 30% in operation efforts,	**Improved customer satisfaction** with enhanced efficiency, security, and agility; customer service has dramatically improved.

Digital transformation boost for an Italian insurance organization

Client background

An Italian company in the Insurance market, with over 70 years of history and constant growth in the last few years, chooses HCL Universal Orchestrator to boost their digital plus transformation journey to the cloud.

Business challenge

Customer currently uses a Workload Automation solution to orchestrate their business processes, as insurance policy creation, payment requests, process claims.

They want to enhance their current solution to achieve the following results:

01	02	03
Expand & unify orchestration solution across multiple cloud services providers.	Leverage **AI and Self-Service** features to enhance operational efficiency and autonomy.	Ensure **business continuity and resilience** of their processes while advancing their cloud transformation.

Solution and business benefits

HCL Universal Orchestrator, which is one of the products of the **HCL Automation Orchestration Suite,** designed for the real-time orchestration of cloud applications, automates and orchestrate customer's business workflows across hybrid and multi-cloud systems (OnPrem & Cloud & Multi-Cloud).

Manufacturing

Enhanced data processing for a leading manufacturer

Client background

A leading manufacturer of commercial vehicles has chosen HCL Workload Automation to streamline and enhance their **Data Processing** capabilities.

Business challenge

The company uses big data to generate new, value-added services that empower drivers and improve vehicle uptime.

It starts with the remote diagnostics system, which **captures data from many telematics providers** to create millions of daily records. The Big data team was spending significant time and resources **retrieving data** and **running scripts manually** to aggregate, normalize, move, and process data. They needed a faster and more efficient way to get the job done.

Solution and business benefits

HCL Workload Automation automates and orchestrates complex workflows and large-scale data moves by consolidating data from internal and external sources and making it available to **Snowflake** (On-Prem) or **Cloud** (Google, Azure, AWS) for analysis.

WA manages customers' day-to-day business operations, performing tasks also on SAP such as database updates, data extractions, updates of price and parts masters, integration with distribution center and warehouse management systems, and financial reporting. With **WA for Snowflake,** the staff manages big-data project workflow using the same solution that supports other critical business processes.

01   Previously, three engineers worked full-time collecting and transforming data. Now the **task is done automatically** and **immediately.**

02   **Save engineers 25% of their work time** by automatically collecting and reporting on the results of cybersecurity vulnerability scans.

03   Application developers are now actively scheduling the jobs, **freeing up their time by up to 30%,** which they can dedicate to more strategic activities.

A renowned Italian jeweler revolutionized their Order Management system

Client background

An Italian corporate group, renowned for its exquisite design and craftsmanship in jewelry and watches, has chosen HCL Workload Automation to revolutionize their **Order Management** system.

Business challenge

The company needs to manage and fulfill the numerous order requests it receives through **File Transfer Protocol** (FTP) every day from external entities such as distribution centers and storage facilities.
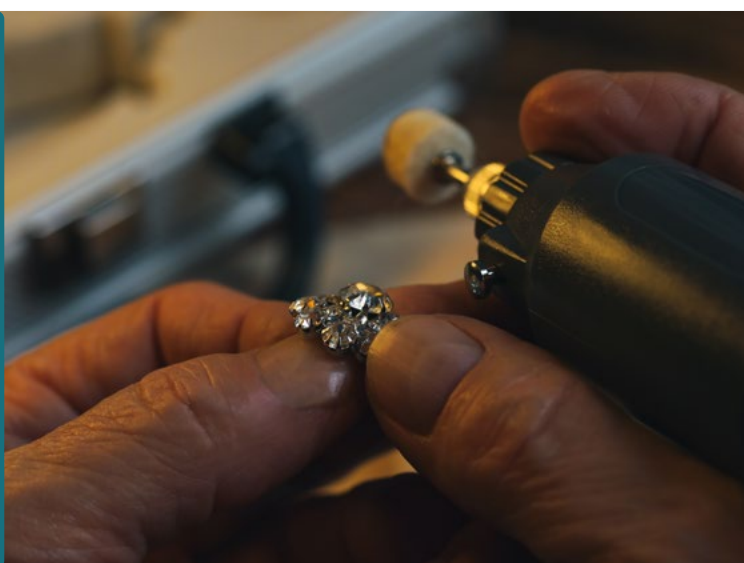
To be able to manage them, the company needs to upload and process the information contained in the requests in its **SAP system** and the upload takes place through a manual process within a **Batch Data Communication** (BDC) session. However, this process requires that all sessions be completed successfully: if an error occurs, the company is forced to take recovery action in order not to lose important information.

The company would like to create an automatic and simpler solution than the manual one for processing requests.

Solution and business benefits

HCL Workload Automation automates and orchestrates batch processing execution, eliminating the need for manual intervention. This innovation has simplified batch processing, automated the uploading and management of orders received via FTP, enhanced governance and accuracy in customer relationships, and reduced costs.

01 **Reduce file transfer time up to 85%** from 100% manual to 100% automated,

02 **65% savings on manual efforts** spent by the Operations Team,

03 **Eliminate manual errors** with **a first-step success rate of nearly 97%** for critical business workflow.

Enhanced efficiency for a leading steel manufacturer

Client background

One of the world's leading steel manufacturing giants has strategically chosen HCL Workload Automation to significantly enhance the governance and operational efficiency of its order management process.

Business challenge

The company used **SAP** to manage its supply chain and transformed its order management capabilities to offer more flexibility to its customers while reducing operational costs. The business pushed forward in its automation and transformation efforts attempting to stretch the native SAP scheduling capabilities to address highly complex workload, event, and scheduling dependencies, but several problems emerged. The native scheduling capabilities could not keep pace with changes in priorities, evolving interdependencies between **mainframe** and **distributed** infrastructure, increasingly sophisticated use of asynchronous integration techniques and file exchanges, event-driven scheduling requirements, and the growing number of users requiring specific access to specific workload management capabilities.

Solution and business benefits

HCL Workload Automation improves workload governance and operations.

Improved workflow knowledge and insight leading to optimized processes

Dramatically lowered time from 1 hour to 10 minutes the effort needed to design, implement, and apply new scheduling processes,

Improved scheduling and management with consistent mainframe and distributed workload, eliminating additional custom efforts to manage file and job transfers between Mainframe and Distributed systems **by up to 80%.**

Reduced scheduling time by up to 55% and **manual effort by up to 60%** thanks to improved staff productivity,

Automated billing cycle for a US manufacturing company

Client background

A multinational US home appliance manufacturing company headquartered in Michigan and included in the Fortune 500 list, has chosen HCL Workload Automation to automate its entire **Billing Cycle.**

Business challenge

The company needs to secure the correct currency value before starting the billing cycle on SAP.

- Retrieve the actual value of each desired currency from Bloomberg with REST API,
- Manipulate Json data on the fly and Update SAP running ABAP job,
- Run the billing cycle SAP Process Chain.

Complex Hybrid scenario:

- Customer' data, including transaction history, stored **On-Prem**
- **SAP** applications **On-Prem**
- Currency services on **Cloud**

Solution and business benefits

HCL Workload Automation automates & orchestrates end-to-end flow, enabling governance over **hybrid systems (On-Prem & Cloud).**

Reduced complexity and cost of FT solution (No file transfer),	Speed improvement with real-time processing,	60% saving on manual efforts spent by the operators.

Retail

Automate business process for a large American electronics retailer

Client background

An American multinational consumer electronics retailer, which is the largest consumer electronics retailer in the United States (21% of the market) and among the Fortune 500 companies, has chosen HCL Workload Automation to automate the process to ensure a competitive advantage in terms of price for their e-commerce.

Business challenge

The company regularly updates inventory ensuring the best price.

- Retrieve prices exposed on competitors' web sites (**RPA** tool),
- Compare with historical data and trends using **Azure** services,
- Update **SAP** inventory.

Complex **Hybrid** scenario:

- Inventory data, stored **On-Prem,**
- Legacy applications **On-Prem,**
- Cloud **Azure** services for price analysis,
- **RPA** bot hosted **On-Prem.**

Solution and business benefits

HCL Automation Orchestration Suite automates & orchestrates the workflow across **hybrid systems (OnPrem & Cloud Azure),** gathering competitors' price integrating **UiPath** (RPA tools), analyzing historical price changes and providing real-time business intelligence and reports.

Save time up to 70% for data analysis and forecasting

Shorten by 80% preparation time of master reports for sales and inventory

Nearly 98% first-step success rate for critical business workflow, **avoiding manual errors**

Enable on-demand consumption using the **HWA Self-Service capability**

Orchestrating business workflows for a European mid-size retailer

Client background

One European midsize consumer retail has chosen HCL Workload Automation to orchestrate the entire business workflow that includes legacy CRM and ERP systems.

Business challenge

The company uses legacy CRM and ERP systems without API capability. The company must manually enter data into CRM using the UI whenever it needs to fill out customer information, enrich customer data, create a new order in the ERP system, etc.

All these processes require a lot of manual work, making them cumbersome and error prone.

Solution and business benefits

HCL Workload Automation streamlines repetitive tasks that are not programmable by integrating with RPA tools (such as UiPath, Automation Anywhere, Blue Prism, and IBM RPA). It orchestrates entire business workflows, incorporating complex validations and checks, thus eliminating the burden of manual and time-consuming processes.

Improved business agility by 45%,	**Nearly 95% first-pass** success rate for critical business workflow,	**Extended visibility** into the business process and transaction to **cut down time** for completing the activities **from hours to minutes.**

Leading British retail firm migrates from Mainframe to Cloud

Client background

One of the UK's leading pharmacy-led health and beauty retailer. With over 2,300* stores ranging from local community pharmacies to large destination health and beauty stores. The Retailer is a part of a retail chain which is a global leader in pharmacy-led, health and wellbeing retail.

Business challenge

Migrate incumbent Mainframe scheduler to Distributed, within the context of a huge Mainframe migration to Azure cloud.

Maintain business continuity through the process, being able to operate workload automation seamlessly through the re-platforming project.

Solution and business benefits

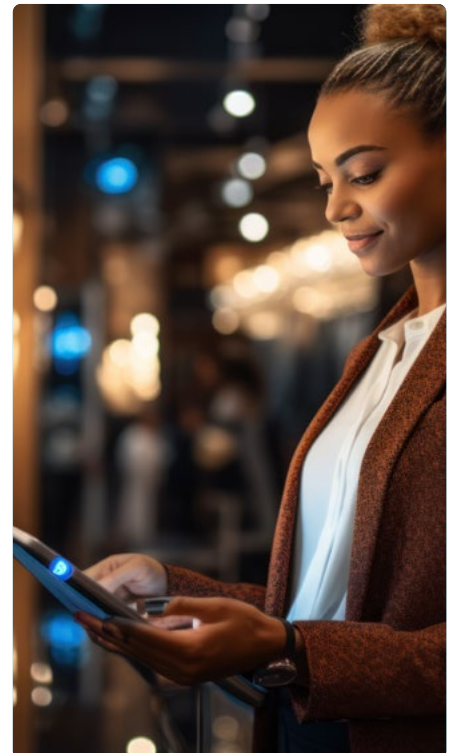|	
Mainframe and Application modernization	HCL Workload Automation for distributed platforms
Conversion of legacy zOS scheduling to distributed HWA	Integration of HWA with SDM (Software Defined Mainframe, the solution adopted by the customer helps re-platform their legacy zOS apps

Healthcare

Providing a single point of control to a leading American healthcare company

Client background

A top 10 Fortune 500 American Healthcare company has chosen HCL Workload Automation as its unified solution, consolidating four scheduling tools into a single point of control.

Business challenge

The company, following an incredible growth and acquisition of many managed care health systems, which introduced multiple job scheduling tools, had to face the following challenges:

- Limitations on functionality & security
- Limitations on automation & scalability
- Limitations on reporting & job optimization
- Uncontrolled cost growth

Solution and business benefits

HCL Workload Automation consolidates **four scheduling tools** into one solution, reducing operational costs while increasing business agility and flexibility and avoiding errors.

The adoption of HWA has resulted in operational **savings exceeding $750K annually** in licensing and S&S costs. Benefits include:

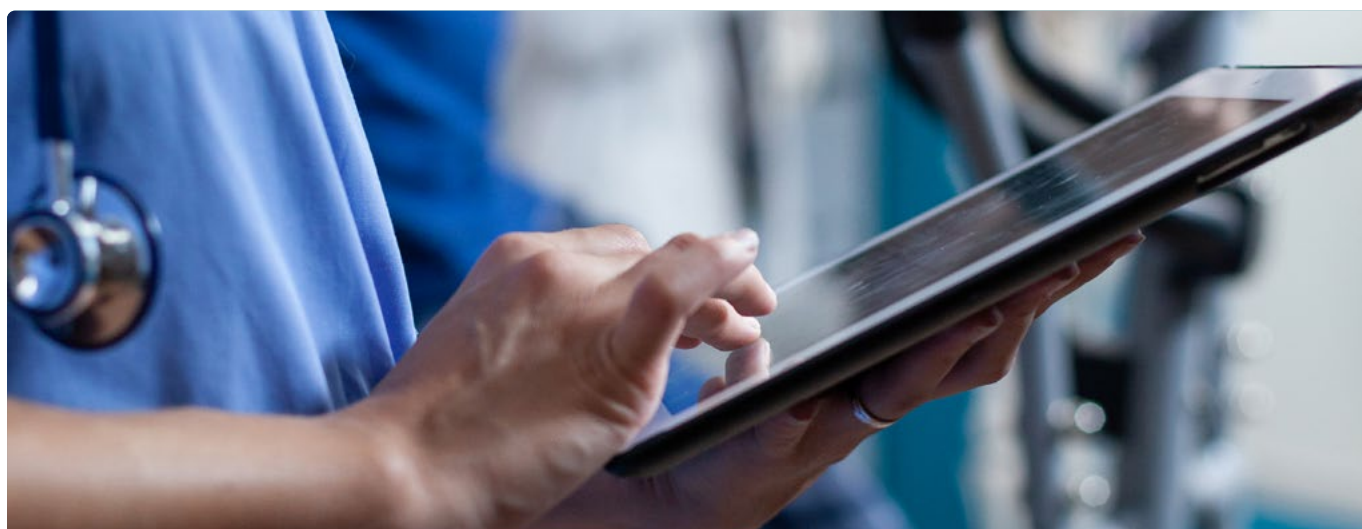| 01 Enhanced quality and efficiency of services,	02 Increased availability and throughput, coupled with reduced risk,	03 A shift in IT culture from platform dependency to a service-oriented approach,

Decreased infrastructure footprint and simplified support.

Schedule major workloads for an American care consortium

Client background

An American integrated managed care consortium has chosen HCL Workload Automation to schedule surgeries, including scheduling surgeons, support staff and operating rooms at 39 medical centers.

Business challenge

The company needs to manage the batch processing and operational demand for one of the largest healthcare providers serving **11.8 million members in 39 medical centers, 677 medical offices** with **21,275 physicians** and **54,072 nurses,** with an overall staff of **201,776 employees.** It is a monumental task, and the company must ensure this vital health care operates efficiently.

Solution and business benefits

HCL Workload Automation reduces operational costs while increasing business agility and flexibility.

Critical business applications like customer-facing Web UIs rely on HWA's continued 24x7 operation and performance. For the past 15 years, HWA has been scheduling this institution's surgeries, including scheduling surgeons, supporting staff, and surgery rooms in 39 medical centers.

HWA is present on more than **800 production servers** processing more than **90K daily jobs** out of more than **4K schedules.**

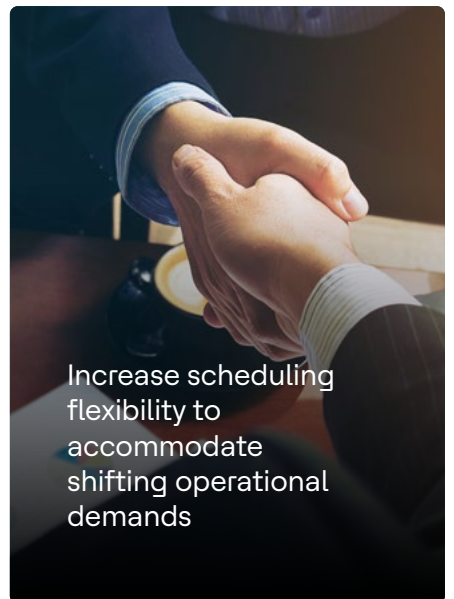Reduce operational costs by
25%
overall

Increase throughput and reduction in manual errors.

Increase transparency of workload schedules and production status,

Increase scheduling flexibility to accommodate shifting operational demands,

Increase scheduling flexibility to accommodate shifting operational demands

Orchestrate entire processes for a European healthcare organization

Client background

A European Healthcare organization has chosen HCL Workload Automation to orchestrate their entire Business processes creating reports and notifying the business users.

Business challenge

The company receive huge number of files on their legacy/custom application every hour and need to process them as per stringent business SLAs based on various validation, checks and complex scheduling criterion.

All the actions are performed manually and in fact, the files which was to be processed weekly or monthly would trigger only when the last run was successful, else the company would notify users that current monthly processing will be on hold since last run was not successful.

The entire process is very complex in terms of scheduling, and it need an automation tool which ensured that complex scheduling and event base trigger were in place.

Solution and business benefits

HCL Workload Automation, which integrates with **RPA tools** (such as UiPath, Automation Anywhere, Blue Prism, and IBM RPA), enables the automation and orchestration of mundane tasks as well as end-to-end IT and business workflows, executing the entire process 24/7 at two-hour intervals. The ETL process is initiated by HCL Workload Automation, and through stored procedures, customers receive reports before notifications are sent out to all business users.

Predict and monitor the business SLA, **uptime of critical workflow increased by 40%**

60% savings on manual efforts spent by operations team

Processing cycle reduced to minutes from hours.

Telecommunications

Run business critical applications for an English telecom organization

Client background

A multinational English mobile and landline telephony company has chosen HCL Workload Automation to ensure that their business-critical applications run with near zero downtime.

Business challenge

The company needs assurance that their business-critical applications run with near zero downtime, and, in case of an issue, they want the business unit processing to automatically hold and then automatically resume once the problem is over.

The Operations team uses Netcool 24*7 to ensure zero downtime of critical business servers. When an alert appears on the Netcool UI, the team must acknowledge it within 15 minutes and follow up with a level 1 triage. If the server is unavailable, they access ITSM and open an incident to the respective OS team.

Solution and business benefits

HCL Workload Automation integrates an **RPA tool** (like UiPath, Automation Anywhere, Blue Prism, IBM RPA), **ERP** application, and **ITSM** tool (like ServiceNow or Jira), allowing to reduce the systems switching time and speedup the triage. **ERP** applications perform business processing, **RPA** is responsible for level 1 triage, while Workload Automation orchestrates the entire business workflow.

Provide up to 60% high level of business continuity and service availability,

At least 40% Leaner operations and 35% faster turnaround time,

Automate and orchestrate end-to-end business workflow based on real-time events.

Energy

Cloud transformation for a large British gas distributor

Client background

Leading British gas distribution company which manages the network that distributes natural and green gas to 5.9 million homes and businesses across Scotland and the south of England has chosen HCL Workload Automation to take a big leap towards **Cloud Transformation.**

Business challenge

The company was in the middle of their cloud journey, completely moving company's infrastructure and related business units and activities to AWS. Customers needed to increase efficiency by simplifying and automating workloads, improving service level agreements, and reducing deployment and management time.

Solution and business benefits

HCL Workload Automation, with its robust technology strategy focusing on Cloud/AWS/Kubernetes implementations, ensures business continuity through **hybrid** coordination within a dynamic application context.

Deployment of **HCL Workload Automation** in a **cloud-native** environment like Amazon EKS leads to:

10x easier, faster, and more scalable implementation

Full benefits of HWA accessible on AWS

Low Total Cost of Ownership (TCO) due to:

Availability of AMI images on AWS

"

HWA has proved to be robust, reliable, and flexible through-out prospects' organization recent digital transformation to the cloud. As a vendor HCL have encouraged our participation in developing new features which will unlock further value by aligning to our future enterprise strategic goals."

–Service Delivery Manager, Leading British Gas Distribution Company

Transport infrastructure and public services

Order processing for a Spanish multinational

Client background

A Spanish multinational involved in the Design-Build-Finance-Operate (DBFO) of transport infrastructure and public services, has chosen HCL Workload Automation to process orders in near real-time.

Business challenge

The company needs to collect information from different source systems, most of which are **SAP**, and few are **Microsoft Excel.** During a typical day, the company runs 4,500 jobs on its SAP ERP, many of which are recurring, to manipulate and export data making them available to external systems such as **Oracle** WHMS. The company's staff spent **considerable time creating and submitting those jobs manually. They needed to:**

Automate the workflow managing repeatable jobs and dependencies between them	Provide a foundation for integrating SAP and other applications.

Solution and business benefits

HCL Workload Automation automates and orchestrates business workflow aligning its warehouse application with its SAP operations to process orders in real-time.

Increased productivity by up to 30% & visibility: Delivery management is faster, and employees can give customers up to date. WA provides a single point of control and visibility. WA provides a single point of control and visibility.

Cost and time savings from 14 to 8 hours: enable the customer to receive and fulfill more than 5,000 orders a day quickly and efficiently, meeting their goal of 100% next-day order fulfillment.

Reduce application development costs for custom workloads **by 5%,** software maintenance **renewal costs by 95%, and compliance costs by 25%.**

Conclusion

Workflow Orchestration tools have become an essential requirement for enterprises as the complexity of systems continues to grow. Depending on human intervention and traditional job scheduling is no longer practical.

As IT ecosystems evolve, there is a growing demand for sophisticated and effective workload automation solutions. Enterprises should anticipate advancements in workload automation to cater to the diverse needs of heterogeneous systems.

This includes enhanced support for hybrid cloud and multi-cloud environments, ensuring seamless automation across various cloud platforms.

HCL Automation Orchestration understands and fulfill all these ever-changing demands and provides cutting-edge solutions that can help you navigate on your Digital+ Transformation Journey.

Schedule a demo with us to learn more about us from our expert.

HCLSoftware

hcl-software.com

About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.