

HCLSoftware

F500 financial services firm deploys HCL iControl

Addresses ballooning complexity with intuitive
visualization of critical business processes



HCL iControl



The Client

The client is a financial services firm with more than USD 45B in revenue and presence in over 50 countries. It has a global workforce of over 100,000 employees.



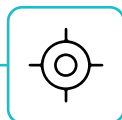
Business Challenges

The customer received more than two billion alerts daily that were technical in nature, making it difficult to derive business insights and generate value. The loosely monitored day-to-day operations posed operational risks and the regulatory body demands remained unmet.

Other challenges included



Improving the outage Mean Time To Repair(MTTR) and the visibility on the End-to-End(E2E) payments process flow



Tracking business metrics against each step of the business workflow to make the process more efficient



Lack of system stability leading to a lower overall customer perception



Our Solutions

HCL iControl was deployed to sort and analyze ready business data and aid in the decision making process. This allowed the top management of the company to handle situations better and improve the overall efficiency of the workforce. The major highlights of the solution included:

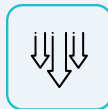
- Creating E2E payments observability dashboard and breach alerting system, along with the development of a bespoke toolkit to observe VIP client files
- Enhanced risk management by maintaining a dashboard and alerting payments engine, access channels, and supporting applications
- Clear visibility of E2E processes, exceptions, impact of changes, along with historical performance reporting to compare efficiency across time periods
- Stability achievement by providing visibility and prompting action on possible issues before occurrence, by alerting relevant parties in real-time of any potential breaches
- Proactively mitigating regulatory risks by clearing cut-off times and tracking payment process life-cycle with full visibility

The Business Impact



90%

Reduction in breaches



80%

Decrease in major incidents



1 full time

Improved efficiency by saving the efforts of **1 full time employee** per week



What is HCL iControl

It gives an end-to-end view of business process so you know when things are going wrong and what comes next in the flow. Business Flow Observability, enabled by iControl, offers next-gen analytical capabilities for both business and IT operations. By creating meaningful views and providing in-depth critical insights, iControl helps in responding quickly and effectively, reducing the time taken in problem identification and efficient resolution, hence improving the end-user satisfaction considerably.



Payment errors requiring manual intervention

Error in payment status

Observe errors through

- Payments in manual repair stage/fatal status
- Process stage drill down
- Transaction details
- Effected business area mapping



Payment abnormalities

Operations need to predict

Machine learning identifies

- Queue counts
- Processing rates
- Value breaches
- Historical analysis
- Threshold attainment



Payment missing end of day cut-offs

Operations needs to know

Display information about

- Payment inactivity
- EoD cut-off proximity & danger
- Payment alerts
- Payment volumes
- Payment breaches



Payment summaries

Operational views

Dashboarding of

- Persona-based summaries
- User metrics
- Predictive leading indicators
- SLA performance
- Flow performance & cut-offs
- Business performance

About HCLSoftware

HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success with its IT investments through relentless product innovation.

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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.