



IP Fabric | HCL Technologies

HCL Technologies set the new standard for world-class service with network assurance

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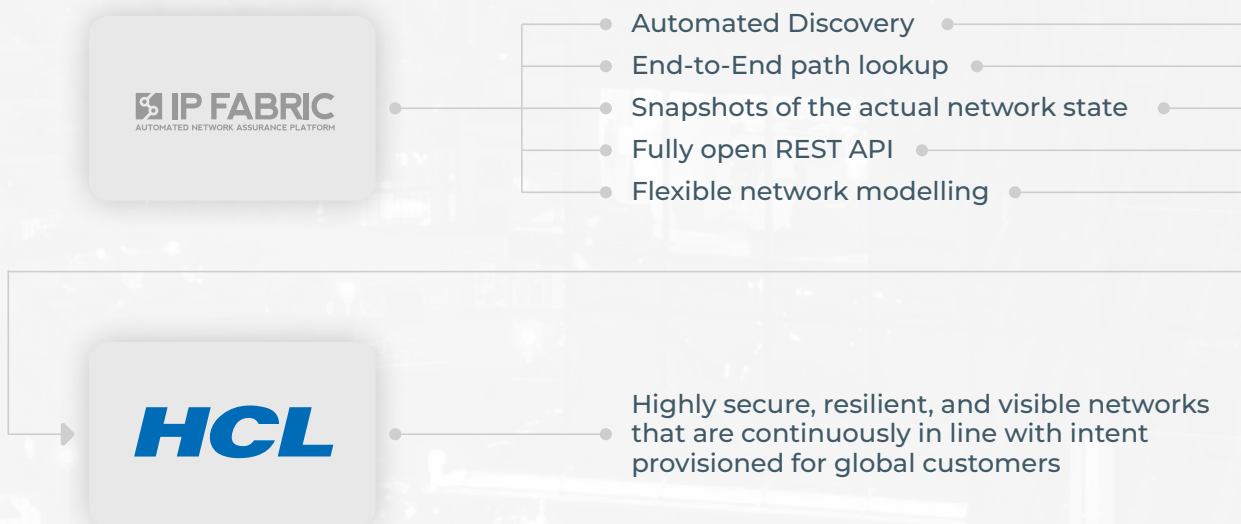
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The art of mastering network complexity

HCL Technologies ensures that enterprises are always at the forefront of digital innovation. With this mission in mind, relentless improvements are a cornerstone of their network operations, and their network teams need tooling that can support and accelerate the journey forward.

As a service provider catering to customers across multiple domains that includes one of the largest global automotive manufacturers, HCL is expected to handle increasingly complex networks with controlled precision and bold strategy; HCL continually meets and exceeds this expectation through ensuring full visibility and control of a complex, diverse network environment.

This focus does not waiver when encountering 30+ years of legacy network implementation or a complicated spaghetti network. With network assurance underpinning each project, HCL technologies can maintain the level of service their customers rely on to deliver critical services. Through their Global Shared Services organization, HCL services the IT infrastructure for multiple customers across the globe.



Here's how Global Shared Services spans the three phases of adoption of IP Fabric: from baselining their network, to augmenting and optimising their operations, to proactively using network assurance to innovate, and use their network data in creatively.

Baseline Unprecedented network visibility

Challenge

HCL's Global Shared Service's network management organization is responsible for managing more than 10 thousand network devices for multiple customers across the globe. This introduces **network complexity and diversity** that makes it almost impossible for the network infrastructure to function as a single system.

Regardless, HCL's network teams need central visibility of the entire network to effectively operate the network in alignment with organizational standards.

Our Solution

IP Fabric's automated network discovery, documentation, modeling, and validation has enabled HCL Technologies to achieve **complete network visibility of their systems**.

This visibility enables efficient centralised life cycle management, with planning of network updates made simple.

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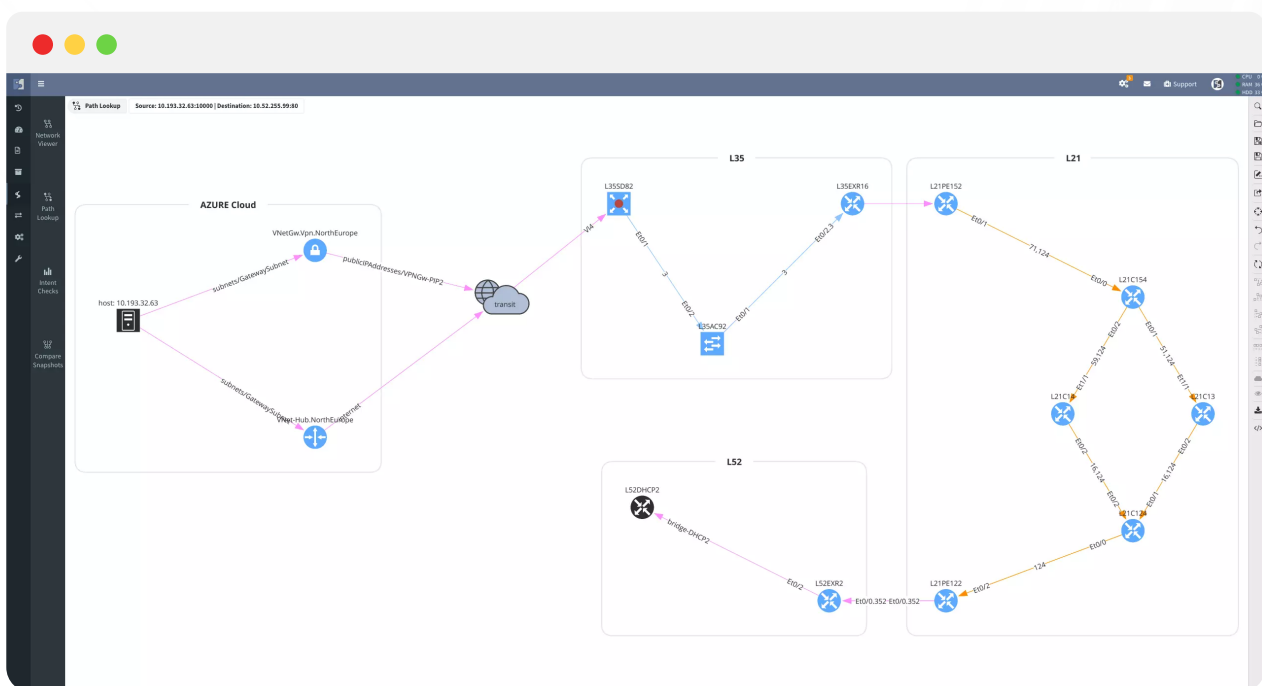
Our digital transformation was very much focused on how to manage our network complexity. This complexity brings a lot of challenges, first and foremost documentation, which is what sparked our interest in IP Fabric.

Fatih Bezirganoglu

Procurement Head - EMEA & APAC

Benefits

- Network data is easily available to use in other tools via API
- Network data is available to non-network teams
- Teams don't spend time on tedious tasks
- Reduction of manual errors



Operate

A new way to troubleshoot

Challenge

The large number of modern, dynamic network devices means that a lot of time is spent on troubleshooting.

In HCL's case, fault isolation was a time-intensive activity, with network engineers constantly trying to understand an ever-changing infrastructure.

In a practical sense, there is a dollar value attached to each incident that needs resolving. Without the right tools to optimise this process, troubleshooting becomes an expensive business operation.

Our Solution

End-to-end path lookup shows exactly how data travels from source to destination in your network. Having this view immediately led to quicker fault isolation.

The snapshot feature of IP Fabric provides a historic view of the network, which HCL can easily compare to different points in time. This makes it easy to diagnose what changed in your network from one day to the next.

Intent verification checks bring a proactive stance to troubleshooting processes. All this led to a significant decrease in high priority incidents.

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By taking a regular snapshot of the whole network, you can always answer the question “what has been changed”.

Fatih Bezirganoglu

Procurement Head - EMEA & APAC

Benefits

- Network engineers are empowered with instant insights while troubleshooting issues
- Lowered MTTR by 30%
- Proactive elimination of issues before they become incidents

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It is clear to our team that IP Fabric has unique capabilities which allows to solve typical incidents within half an hour which would have consumed between 2 and 24 hours before we had this tool. We are now able to directly pinpoint how applications will be impacted by network changes and for that reason, IP Fabric has become a go-to tool for our teams.

Piyush Sinha, IT Director

Global Shared Services

On the forefront of innovation

Challenge

Though they now have clear visibility into their network and have seen massive reductions in resource-intensive operations, HCL's digital transformation journey continues.

Sprawling toolsets, network growth, and customer expectations; these all pose new challenges that HCL must respond effectively and efficiently. Continuous optimization is essential.

Our Solution

Making use of IP Fabric's API programmability to integrate with the CMDB and for asset control, means that HCL continue to see value, with the ability to plan for and quickly respond to the inevitable issues that will arise with a large network.

Benefits

- Start automating with confidence
- Empower network teams to accelerate innovation with the time they gain back
- Customers trust that HCL actively continues to evolve their operations on the path to innovation
- Cost optimization
- Reduction of resource strain

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When we started our IP Fabric journey, we saw benefits beyond what we expected. We already knew the business value of automated documentation, for example, but IP Fabric has helped us in many other ways that came to fruition down the line, and we expect to see more use cases as we continue to integrate it into our tools (for example, our CMDB) in the upcoming year.

Piyush Sinha, IT Director
Global Shared Services



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