



**REACH ACROSS 4000+ TOWNS**  
**MANAGING 10 Mn+ DEVICES**  
**RESOLVING 2.5 Mn+ TICKETS/YEAR**  
**LINEAGE OF 30+ YEARS**

HCL Transforms Client Infrastructure to  
**Accelerate Business Growth.**

**HCL**

# Transforming your IT Infrastructure

Enterprises today are living in a highly competitive world which makes it critical to maintain a tight cost structure while also delivering the best quality service to their end customers.

We, at HCL, take complete ownership of “Run the Business” part of your IT organization, focusing on achieving cost efficiencies which enables these savings to be invested in the “Grow & Transform” part. We take pride in working collaboratively with our customers, achieving operational excellence, maximizing efficiencies and bringing technology enabled business transformation with the utmost focus on quality.

“HCL has successfully transformed IT Infrastructure for Enterprises and Government clients for several years. We partner with our customers to provide full-spectrum of IT Infrastructure Management Services customized to their specific business needs.”

Our comprehensive Infrastructure Managed Services offerings uses an assessment driven methodology, enabling organizations to first understand the 'as-is' and the 'desired-state' and then build a strong roadmap to achieve the desired objectives. This is further strengthened by our strong technology partnerships, ITIL v3 compliant delivery and a strong governance model.

## Choose the right services for you from a Comprehensive Portfolio

### End User Computing Services

Employee productivity and a near-zero downtime is the key to growth in today's competitive world. At HCL, we understand this need of our customers and focus on improving availability and ensuring high service quality by lowering TCO through best practices that include standardization, best of breed tools and latest technologies.

HCL works with the customers to provide Efficient & agile workplace with predictable services and enhance productivity & boost business.

Our suite of services under End User Computing includes

- Comprehensive Service Desk
- Asset Management Lifecycle Services





## Several of your peers have taken this transformation journey with HCL

“Reduction of cost per asset by 5 % for one of India's Largest Financial Conglomerates.”

“Remote Resolution Ratio improved from 20% to 45% for a major Adhesive Firm.”

“Significant reduction in server downtime for India's top Power company.”

# Our Services Portfolio

## End User Computing

Manage your end-user environment optimally through remote management, while increasing productivity and minimizing costs.

## Data Center Management

Transform and manage Data Center for higher availability, improved SLAs & zero downtime.

## Network Management

Monitor and manage services for all network to quickly detect & rapidly resolve network issues.

## Managed Security Services

Streamlined and regulatory-compliant security operations, to gain cost-efficiencies and lower service downtime.

- Client Management Services
- Infrastructure Application Management
- Mobile Device Management

## Data Center Management Services

With increasing data growth and high cost of downtime, it is critical to ensure that data centres are flexible and efficient enough to support this business growth. We at HCL understand this perfectly and ensure to reduce IT Infrastructure and operational costs, provide higher service levels along with an efficient and effective IT Infrastructure management through a unified service delivery framework and next generation IT operations management tools.

We work with our customers to provide Optimized Data center to reduce cost, increased energy efficiency and a near-zero downtime.

Our suite of services under Data Center Management Services include

- Virtualization plan, design, build & support
- 24x7 incident and problem management
- Performance and capacity management
- OS installation, configuration and sustenance
- Version migration and up-gradation
- Middleware Management
- Data Center Infrastructure Management (managing IT and non IT components)
- Backup Management Services
- Disaster Recovery
- Database Management
- Storage Management

## Network Management Services

With the growth of companies leading to widespread geographical operations and addition of complex new technologies, network efficiency & availability has becomes paramount. We at HCL understand this need of our customers and focus on providing network management focused on decreasing the operational costs while increasing the productivity.

We work with our customers to quickly detect & rapidly resolve network issues and ensuring near zero network downtime.

Our suite of services under Network Management Services include

- 24x7 Network Monitoring
- Network device support & IMAC services
- Network Optimization
- Problem detection, resolution & notification
- Reporting

## Managed Security Services

Threats to the confidentiality, integrity and availability of organization information are increasing exponentially in today's competitive environment. At HCL we understand this need of our customer and focus on providing a standardized model for information security based on a business risk approach to establish, implement, operate, monitor, review, maintain and improve overall information security for our customers. We effectively manage the threats and risks to your organization's information through our security model, which is based on industry best practices and ISO standard.

Our suite of services under Information Security Management Services include

- Authentication & Access Management
- Confidentiality & Integrity Management
- Accounting & Forensics
- Proactive monitoring & prevention
- Audit & Trails
- Endpoint Security
- Security Information & Event Management





## Experience the HCL Edge

**Depth of capabilities** – Our experience and deep expertise spans the Service Desk, End-user Computing, Data Center, Database, Storage, Networks & Security. HCLs experts have been Designing, Deploying, Integrating and Supporting Technology-driven business solutions for the past 30 years

**Best-in class Partnerships** – Strategic alliance partnerships with leading technology vendors, including IBM, NetApp, EMC, Cisco, VMware, CA etc.

**Strong Processes** – ISO 9001:2008/20001 certified ITSM Processes

**Security Standards** – ISO/IEC 270001:2005

certifications for Information Security

**Service Management** – ITIL v3 process driven approach for service support and delivery

**Unparallel Reach** – Reach across 4500+ towns across India

**Conformance to Standards** – Conformity with the desired standards for security, reliability and availability

**Quality Standards** – Each and every employee supporting our client is on HCL rolls with no contract staff ensuring high quality standards and governance



## ABOUT HCL INFOSYSTEMS LTD.

HCL Infosystems Ltd. with revenue (LTM) of Rs. 8416 crores is India's Premier Distribution and IT Services and Solutions Company. HCL Infosystems' has one of the largest sales & distribution network in the country and provides value added distribution for partners including last mile connect and support in marketing and promotions for Telecom, IT, Office Automation and Consumer Electronics products covering more than 15000 towns across 664 districts in India.

Our distribution business has an unparalleled network that reaches more than 100,000 retail outlets, over 800 Direct and Micro Distributors and over 12400 Channel Partners across India. In the services space the Company has robust services offerings such as a comprehensive portfolio of Infrastructure Managed Services, Enterprise Application Services, System Integration Services, Office Automation Services, Managed Print Services, Life Cycle Services and After-Sales Support Services. HCL Learning, the Company's learning solutions business, serves the entire spectrum of education and training requirements across schools colleges, individuals and enterprises and offers Digital Content & Learning Solutions.

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