

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

**Enterprise Multi/ Hybrid Cloud
Management**

Service Definition

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

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About HCLTech

HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships.

Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital, Engineering and Cloud, we deliver solutions that fulfil the traditional, transformational and future needs of clients across the globe.

DRYiCE MyCloud

When it comes to Cloud Management, we leverage **DRYiCE MyCloud** which is a one stop solution to manage multi/ hybrid-cloud environment for an enterprise. It acts as a single pane of glass that gets integrated with multiple cloud platforms and increases control and visibility across the cloud environment.

MyCloud is a hybrid cloud management product, providing organisations with a single line of visibility into the compliance, security, utilisation and cost optimisation of their cloud infrastructure. It is equipped with a self-service catalogue that ensures simplicity and speed of use in provisioning of Infrastructure as a Service (IaaS), Platform as a Service (PaaS) services and multi-machine blueprints in alignment with organisational policies. It is enabled to provide users within an organisation, the access required to request and provision services based on their role and eligibility.

Driven by its simple and intuitive user interface, MyCloud can quickly release new versions of required services from its cloud providers without making any code changes at the product level. MyCloud functions as a single pane of glass to manage, control and govern the hybrid cloud infrastructure, providing an increased control and visibility across environments. It offers a host of features to streamline and ease the process of hybrid cloud platform management. While the entire process is automated, MyCloud ensures that it incorporates the enterprise's protocols. It gives an in-depth analysis of usage patterns, billing reports, and advisory, while ensuring the safety of data.

Features

Listed below are the features of MyCloud:

- **Self Service Catalogue Based Provisioning:** Provisioning of IaaS/ PaaS services and multi-machine blueprints in a multi-cloud environment, through an intuitive self-service catalogue
- **Auto-Decommissioning:** Flexibility to pre-define the usage period for the system and services to be decommissioned automatically, thereby avoiding cost leakages
- **Metering, Billing & Showback:** Track utilisation of resources across Business Units (BUs), enabling transparency and visibility
- **Advisory & Recommendation:** Proactive recommendations around cost optimisation, fault tolerance, performance and security
- **Policy Driven Orchestration** and provisioning of resources with fine grained control over what gets deployed where and with security and compliance controls
- Provisioning of entire the application stack rather than infrastructure provisioning, Ability to design architectural blueprints which can be deployed in different hyperscalers
- **Rich Integration Ecosystem:** Enables integration with industry leading third party tools through REST APIs and CLI; Rich set of prebuilt templates and integrations which provide enterprises with rapid adoption of cloud environments
- **Deep integration with Continuous Improvement/ Continuous Development (CI/ CD) tools** to enable API based provisioning of workloads through the CI/ CD pipeline. The developers can consume cloud services in a headless fashion
- **Role Based Access Control (RBAC):** Manage user privileges based on their roles, eligibility and policies
- **Dynamic User Interface (UI):** Flexibility to customise the service request form templates to capture configuration parameters while placing provisioning requests

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- **Dynamic Process Workflow:** Enable automation of generic and custom tasks like installing agents, machine cloning, etc.
- **Enterprise Grade Security:** Ensure security of end to end cloud management and orchestration ecosystem through various mechanisms.

Benefits

- Reduction in Service Provisioning cycle time by up to 85%
- Enables up to 50% faster deployment of services through automation
- Optimise virtual asset utilisation to avoid cost leakages
- Higher cost savings through process standardisation and automation
- Improve performance, fault tolerance and compliance of systems and services through proactive advisories
- Provide visibility of usage of virtual assets and cost obligations to key custodians
- Transform the process from human driven to automation driven and eliminate human error from the equation.
- Mitigate security and compliance related risks via system driven suggestions.

AI-Led & Human-Assisted Approach

In the last few decades, the technology industry has witnessed a massive phase shift. Earlier, it was easy to manage the environments with a limited set of tools, technologies and resources with a high percentage of humans involved in decision making and problem solving, as the components were limited.

Now, with more and more workloads moving to hybrid cloud, there is additional complexity which comes in because of disparate systems and technologies in the environment. This results in inefficiencies, lack of visibility and control, increase in operational costs and risks with respect to security and compliance, to manage these diverse set of technologies.

Automation is not something new and has been in existence for quite a while now in the IT domain in different forms like provisioning and patching, zero touch monitoring, Runbook Automation (RBA), Robotic Process Automation (RPA), automated reporting and many more. However, the majority of these were still human led and automation assisted.

With the evolution of new technologies like Artificial Intelligence (AI), Machine Learning (ML), and Natural Language Processing (NLP), we are further venturing into a new era where AI leads the operational management and the human assists when required.

Algorithm driven products now have the capability to perform triaging, event correlation and Root Cause Analysis (RCA), completely taking this job over from humans.

Extreme automation driven intelligent products, take charge of automating the detect-to-correct lifecycle of an incident.

Cognitive assistants ensure 24X7 availability with high levels of First Call Resolution (FCR), directly providing a boost to efficiency and user experience.

The entire environment is now constantly monitored, validated and corrected by AI powered machines with minimal human intervention. The AI powered products are capable to go through the enormous amount of data to recognise and identify patterns in order to predict and flag any future outages or critical incidents. In a way, we are continuously evolving from a human-led approach to one where AI leads and humans assist only when required.

When it comes to Intelligent IT Operations, HCLTech brings extensive experience and expertise across various third-party solutions. Our organic product offerings have been implemented successfully for many customers with a large and complex IT landscape. HCLTech's DRYICE AIOPS is our market leading platform differentiator which changes the way IT Operations have been run for decades, by infusing Artificial Intelligence, Machine Learning and Cognitive Technologies. AI Ops focusses on simplifying and automating the IT operations for legacy, hybrid and cloud native applications. With AIOPs, we are entering into a new era which further increases optimisation and efficiency in our operations. This brings machines and algorithms to the forefront and takes user experience to the next level.

DRYiCE AIOPS Construct

At HCLTech, we follow an AI led approach for managing the end to end IT operations lifecycle and deliver predictability, visibility, control and effectiveness for enterprise IT through a proven, integrated and modular architecture defined by five unique and intelligent layers, as described below.

- **Unified Monitoring** (infrastructure, application and user experience) – This layer is responsible for monitoring all underlying elements, right from the infrastructure up to application down, as well as user experience and raises an alert if something is not working as expected.
- **Predictive Analytics based Event Correlation** – This layer uses Machine Learning to do auto event correlation. With advanced correlation we are now able to reduce the noise in the environment because of unwanted alerts, we can correlate events and merge them based on their relationships, we bring prediction capabilities and automated Root Cause Analysis (RCA) to ensure that the self-healing AIOPS platforms have a strong foundation.
- **Intelligent Automation Layer;**
 - This layer is capable of observing and identifying the symptoms and recommending the necessary action. It triggers actions to perform autonomous resolutions without human intervention.
 - Additionally, the entire lifecycle of hybrid cloud management is automated via the cloud management platform. It provides a unified interface to perform all activities associated with cloud management, including the provisioning/ decommissioning, policy driven orchestration, metering, billing and showback. The recommendation and advisory modules provide proactive recommendations on cost optimisation and security threats.
 - It also encompasses various other areas like DevSecOps, end user automation, infrastructure as code and network automation.
- **Service Management** - The next layer is the service management layer which acts as a system of record for all the issues and requests in line with the ITIL guidelines. It enables standardisation of processes and elevates the user experience, enabling the self-service promise of DRYiCE.
- **Visibility, Analytics and Insights** – This layer provides analytics and insights into the operations and resource performance. It automates the governance processes, Service Level Agreement (SLA) measurements and provides a single pane of glass view into what is happening in your IT ecosystem, from a process, technology and people perspective.
- **Cognitive Virtual Assistant** - The top layer belongs to our Cognitive Virtual Assistant (CVA) which acts as an overarching layer that enables the interaction between end users and multiple underlying systems, thus enabling a conversational platform to address user queries and perform actions, as required.

The automation tools supported in some instances are selected based on the technology environment analysis of the customer which includes:

- Analysis of the current technology stack
- Customer's requirements and fitment of tools as per the environment
- Leverage existing tools to optimise the returns on investment.

Technical Specifications

Integrations:

MyCloud comes with a robust integration engine which enables it to work in conjunction with various enterprise tools, thus.

- At the ITSM layer, it has integrations with BMC Remedy, Cherwell and Service Now.
- MyCloud supports the following Cloud Platforms;
- For installation agents, patching and other post provisioning activities, it has integrations with various server automation tools like BMC BladeLogic, Chef, Puppet, Microsoft SCCM, BigFix, Cobbler and Ansible.
- At the monitoring layer, MyCloud can be integrated with BMC BPPM, CA Nimsoft and HP OpenView, Microsoft SCOM.
- It can also leverage/ integrate with provisioning templates like Terraform, AWS Cloud Foundation, Microsoft ARM and Google Deployment Manager templates.

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- It can also integrate with Active Directory, LDAP for authentication purposes, Infoblox for IP assignment and decommissioning, F5 for load balancer configuration and Commvault, Rubrik for storage and backup.
- MyCloud can be integrated with any third-party tools which supports Rest APIs and command line interface.

Deployment Options

Multiple deployment options are available such as:

- On-Prem: Dedicated deployment in customer environment
- Shared SaaS: Available through DRYiCE Managed Tools as a Service (MTaaS) as a shared offering with multi-tenancy.

Based on the customer requirements and environment understanding, further suggestions can be provided.

Requisite Hardware Sizing:

MyCloud has a robust and scalable architecture and can cater to requirements of any scale. Based on the analysis of the customer requirements, hardware sizing is arrived at by considering parameters mentioned in the below figure.

- Number of VMs: The total number of VM instances that are in scope to get provisioned.
- Data Retention: The amount of time (in months) that will retain the data in MyCloud.

The scale has been defined, based on “Number of VM Instances” that are required for provisioning.

Port Requirements

To enable proper communication between MyCloud’s services, orchestrator and target machines, certain ports need to be enabled. Detailed information can be made available on demand.

Software Prerequisites

In addition to the hardware requirements, there are certain other software and non-software requirements which need to be catered to before proceeding with the deployment, installation and configuration of MyCloud. These can be made available on demand.

Implementation

Listed below are the typical stages that are involved pre and post implementation of MyCloud.

Due Diligence

- Due diligence activity needs to be done, post the contract signing with customer
- Workshop and design document.

Planning

- High-Level Design (HLD) finalisation
- Finalisation of implementation plan
- Availability of hardware requirements

Deployment

- Configuration of MyCloud components
- Incorporation of functional requirements
- Integration of ITSM, Azure/ AWS/ SCVMM/ vCenter/ CMS & LDAP (depends on the scope defined by the customer)

Testing

- User Acceptance Testing (UAT);
 - Create UAT test cases against each functional requirement
 - Obtain sign off on test case document

Support

- Final release;
 - Release product to the customer
 - Go live and Hyper care
 - Onboarding support services.

Support Arrangements

Upgrade/ Patching Cycle

The regular patches/ product upgrades are released on a half-yearly basis with proper change management procedure as per the customer policies. In case of any bug fixing/ patch deployment, it is first tested in the DRYICE lab and then the Change Request is raised by the customer and needs to be approved. Post approval, the patch is rolled out. We ensure that the entire patching and upgrade process adheres to the customer's security policies.

Support Levels

Primarily, two different types of support models are available for the customers, looking to deploy the solution on-premise or consume it as a service, thus.

- Dedicated Support Model – 100% FTE allocation in a dedicated manner; SLA Support as per the agreed support window
- Shared Support Model - % based FTE allocation; SLA Support as per the agreed support window.

Additionally, based on the severity of the issue, the following response and resolution SLAs are defined.

1. P1 - Incident Ticket - Response SLA - 15 mins; Resolution SLA - 2 Hours
2. P2 - Incident Ticket - Response SLA - 30 mins; Resolution SLA - 6 Hours
3. P3 - Incident Ticket - Response SLA - 3 Hours; Resolution SLA - 16 Hours
4. P4 - Incident Ticket - Response SLA - 6 Hours; Resolution SLA - 32 Hours

These can be customised further based on requirements and mutual agreement.

Extensive Documentation

To assist the users, a comprehensive set of documentation is available on demand. It includes Installation Guide, Configuration Guide (Provider and Admin), Prerequisite Guide, User Guide, Troubleshooting Guide, API Guide and Integration Guide.

Business Continuity/ Disaster Recovery

HCLTech recognises the potential impact associated with major service disruptions and the importance of maintaining viable recovery strategies. Business Continuity Management System (BCMS) implementation is key to meet strategic, operational, contractual, legal and regulatory requirements. The HCLTech Board has endorsed having a strong business continuity culture across our organisation, which shall drive successful enterprise wide and sustainable BCMS.

This programme has been implemented using a defined Business Continuity Management System (BCMS) which is based on leading industry standard ISO 22301:2012. The Business Continuity Plan (BCP) is a set of documented activities/ processes that guide the required teams to respond, recover, resume and restore to a pre-defined level of operation, within a predetermined time frame, following a business disruption

HCLTech is committed to its employees, customers and interested parties to ensure that applicable requirements are met, critical client services are resumed at predefined levels in the event of any untoward incident and necessary efforts are made to safeguard the safety of personnel.

Towards this, HCLTech provides for, a Business Continuity Management System that is appropriate to the purpose of the organisation and acts as a framework for identifying applicable requirements, setting objectives for business continuity and achieving them, while evaluating performance and continually improving them.

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HCLTech has a common framework for developing business continuity and crisis management plans. This framework is referred to as HCLTech Business Continuity Management System (BCMS), which is based on leading industry standard ISO 22301:2012 (Societal security – Business continuity management systems – Requirements). Some of the areas that are included in this framework are as follows:

- BCMS Manual
- Actions to address risks and opportunities
- BCMS Legal and Regulatory Requirements
- BCM Communication
- Business Impact Analysis (BIA)
- Risk Assessment
- Crisis Management
- Business Continuity Procedures
- BCM Recovery
- BCMS Maintenance, Measurement, Analysis and Evaluation.

As far as the platform and solution offerings are concerned, the platform/ product architecture supports deployment in High Availability mode.

In case of dedicated on-premise deployments, this will be taken care of by the customer at the infrastructure level, as per their defined policies and requirements.

Data Backup/ Restore

As a default, all the data is stored for 365 days. Data backup and restore timelines and levels can be customised based on customer requirement and environment.

Security

MyCloud has enterprise grade security mechanisms in place to ensure enterprise grade security. Some of the features are mentioned below:

- Support for SAML based authentication enabling users to leverage existing Single Sign-On and Active Directory integrations
- All sensitive information (data at rest and data in transit) is encrypted using various mechanisms
- Token based authentication for third party integrations
- Enhanced security by reducing chances of disclosure, eavesdropping, etc. using Key Rotation System.

Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

The location and extent of their involvement will depend upon the level of the engagement.

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