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G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

Cyber Security

Service Description

Foreword

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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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G-Cloud 15 - Lot 3 Support – Cyber Security - Service Description

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.

Service Description

With over two decades of unparalleled expertise, HCLTech leads the forefront in delivering cutting-edge Cybersecurity solutions. Our holistic approach encompasses strategic consultation, implementation, and ongoing support, empowering organisations to fortify their security posture while enabling seamless access for users. We leverage innovative technologies, industry best practices, and a vendor-agnostic approach to craft bespoke solutions tailored to each client's unique needs.

HCLTech Cybersecurity, IAM and GRC services are described in the text below, which not only will empower your security posture but also will make your framework around the infrastructure and cloud immune from external threats and bad actors.

HCLTech Exposure Management as a Service

HCLTech's Exposure Management Service is a comprehensive solution designed to fortify organisations against cyber threats by systematically identifying, analysing, and mitigating potential attack vectors across three crucial pillars: Internal, External, and Digital Risks. Leveraging advanced techniques including attack simulations, asset discovery, security benchmarking and deep web monitoring, this service provides proactive defence strategies tailored to the unique risk landscape of each client.

Features

1. **Internal Attack Surface Assessment**: Through sophisticated attack simulations and analysis, HCLTech evaluates internal systems and networks to uncover vulnerabilities and potential attack paths. By mimicking real-world threat scenarios, this feature enables organisations to pre-emptively address weaknesses before they are exploited.

2**. External Asset Discovery:** HCLTech's service scans the internet to identify and catalogue an organisation's externally exposed assets, including websites, servers, and applications. This proactive approach helps in understanding the organisation's digital footprint and highlights potential entry points for cyber threats.

3. **Digital Risk Monitoring**: By monitoring deep and dark web sources, HCLTech's service detects exposures such as leaked credentials, sensitive data, and other digital risks that could compromise an organisation's security posture. This continuous surveillance ensures timely mitigation of potential threats emanating from the hidden corners of the internet.

4. Ransomware Readiness Review - HCLTech Ransomware Readiness Review focuses on proactively preparing people, processes and technology to mitigate the threat of a potential ransomware. We work with customer nominated Single Points of Contact (SPOCs) to develop control enhancements, remediation recommendations and a playbook based on the latest best practices and threat intelligence to achieve a target state of ransomware readiness.

5. **Managed Attack Path Simulation**: HCLTech's Managed Attack Path Simulation approach brings the attackers context by using the breach methods across the entire kill chain to find the low hanging fruits in any environment before an adversary does. It acts as a "virtual hacker" or "automated red team" that performs continuous security validation.

Benefits

1. **Enhanced Security Posture**: By systematically assessing internal, external, and digital risks, organisations can strengthen their overall security posture and better defend against cyber threats.

2. **Proactive Threat Mitigation**: Early detection of vulnerabilities and digital risks allows for proactive mitigation measures, reducing the likelihood of successful cyber-attacks and minimising potential damage.

3. **Comprehensive Risk Visibility**: HCLTech's service provides comprehensive visibility into an organisation's attack surface, enabling informed decision-making and prioritisation of security efforts.

4. **Cost Efficiency**: By identifying and addressing vulnerabilities before they are exploited, organisations can avoid costly data breaches, regulatory fines, and reputational damage associated with cyber incidents.

5. **Customised Solutions:** HCLTech tailors its services to meet the specific needs and risk profile of each client, ensuring that security strategies align with business objectives and regulatory requirements.

HCLTech's Exposure Management Service offers a proactive and comprehensive approach to cybersecurity, empowering organisations to safeguard their digital assets against evolving threats. By combining advanced technologies with expert analysis, this service enables clients to stay ahead of adversaries and maintain a robust defence posture in today's dynamic threat landscape.

HCLTech Managed Detection Response (MDR)

HCLTech’s MDR solution backed by AI-Powered Fusion Platform is specifically designed to address the current and future requirements of an enterprise with 24x7x365 coverage. The modular platform delivers an always on managed detection and response solution that converges security signals across Endpoint, Network, Identity, OT/ IOT, Apps & Cloud for automated attack confirmation, enrichment and investigation, triage, and remediation on a single consolidated platform and at no extra cost.

With MDR we take the ownership of all incidents through this end-to end AI & automation first platform and advise clients with a single touchpoint for all security needs. Our solution is built on a foundation of streamlined processes, deep knowledge, and global presence, ensuring that your business is always protected.

Features

1.Visibility: Our robust eXtended security analytics and response platform centralises all security signals at cloud scale with the power of an advanced security data lake, providing full visibility across hybrid environments and eliminating blind spots caused by data silos, tool sprawls and cloud shift.

2. Streamlined SOC Processes: Our Security Operations Centre (CSFC) processes are designed to be efficient and effective leveraging advanced automation capabilities. We supercharge analyst’s productivity by providing them with the tools and information they need to quickly identify and respond to threats.

3. Open Platform Approach: Our MDR solution is built with the agility and openness of a Software as a Service (SaaS) ready to integrate and inter-connect with your existing security infrastructure and solutions.

4. Scalability and Predictability: We understand that in the world of cybersecurity, the only constant is change. That is why our MDR solution is designed to be both scalable and predictable. We offer continuous service improvements, ensuring that your cybersecurity measures are always up-to-date and capable of dealing with the latest threats.

5. Deep Knowledge and Expertise: Our team of seasoned experts brings deep knowledge and expertise to your cybersecurity operations. They leverage intellectual properties and service accelerators to provide you with the best possible protection. This deep knowledge allows us to start off on the right foot, quickly identifying potential vulnerabilities and implementing measures to protect your business.

6. Global Cyber Security Fusion Centre: Our Global Cyber Security Fusion Centre provides a delivery presence that spans the globe. This ensures that no matter where your business is located, you can benefit from our MDR solution's superior protection.

7. Cutting-edge Technology: HCLTech' s Fusion Platforms leverage advanced AI/ML capabilities with crafted use cases ensuring efficient threat detection & incident management.

8. Proactive Detection and Hunting: MDR employs automated and human intelligence-driven hunting techniques for detection and enrichment of threat signals. We interpret complex technology-driven findings in easy to consume insights to enhance ease of use and speed of response and mitigation.

9. Fusion EDR Service: HCLTech has its own FusionEDR Service which covers the Comprehensive Endpoint Protection and Threat Detection which enables organisations to address all aspects of security relating to endpoints and critical assets. HCLTech will manage customer owned NGAV and/or EDR platform which with advanced Artificial Intelligence algorithms analyses relevant telemetry on the enterprise's endpoints preventing malware, malicious scripts, rogue applications, and fileless attacks from harming the business.

This information is fed into HCLTech Centralised Workbench and is enriched with HCLTech **Collaborative Threat Intelligence** sourced from the external as well as internal sources to detect known and unknown threats and provide actionable insight to the security teams.

Based on customer owned EDR tool capability the Fusion EDR Service can bake in containment and response capabilities with a number of response actions that can be pre-authorised by the Customer to ensure quick response to critical cases.

10. Security Benchmarking – HCLTech has recently partnered with Security Scorecard to provide deep external views on the security risks that might be impacting customer environments. HCLTech can discuss with customers about applicability of this service to customer from ongoing basis and, once agreed, HCLTech and the customer can design Statement of Work (SOW) around the same. This service will enable any organisation to proactively monitor, identify, investigate, respond, report, and evaluate cyber risks and recommend best practices to mitigate those threats. Security Scorecard also ensures that customers achieve a responsive cybersecurity ecosystem security posture, including their third and fourth-party vendors, are constantly monitored and reviewed for 360-degree protection.

11. Security architecture & Innovation function – HCLTech also has offerings for security architecture and innovation function, which will work with customer teams (like applications, infrastructure, etc.) to understand business requirements and will accordingly map the security requirements around the same. The architects placed in this function will also have backend support from HCLTech cybersecurity Centre of Excellence (CoE) who will keep on providing feedback to this function on latest trends, tech adoptions, latest security use cases, Points of View (PoVs), architecture blueprints, etc. Additionally, HCLTech has made investments in the next gen cybersecurity labs, which provide ready-made environments to run security war-rooms, test new technologies, etc. HCLTech and the customer can discuss about how and when these cybersecurity labs can be used to uplift security posture of customer.

Benefits

1. HCLTech MDR enriches content and adds value to native security tools via integration with our cloud native Fusion platform, customer User Interface (UI), and Global CSFC (HCLTech own Cybersecurity Fusion Centre)

2. AI & Automation first technology capabilities that deliver comprehensive threat detection, hunting, Investigation and response. HCLTech also has a 360 degree Partnership with Microsoft, which will enable any customer to leverage XDR Automation capabilities in EDR as a service.

3. Built on HCLTech's proven SecIntAI Framework and powered by HCLTech's Collaborative Threat Intel

4. Actionable threat insights from HCLTech's Cybersecurity Fusion Centre (CSFC)

5. Extensive threat visibility with a holistic view across enterprise systems

6. Consolidated Platform with Advanced capabilities of a Data lake, Threat Intelligence & Security Analytics Platform, Automation & Orchestration engine and much more

7. As part of operations, HCLTech will also carry continuous service improvement (CSI) if required. During this HCLTech will understand customer business requirements. HCLTech's Client Advocacy Group (CAG) is such a forum, where client CIOs come together to discuss about new business needs, prevailing and upcoming industry trends, etc. Moreover, HCLTech's **Marketing and R&D** teams continuously monitor industry trends and recommend new initiatives/ service offerings to be added to the portfolio. After getting inputs on the business needs and industry trends, HCLTech performs a gap analysis on its current practices to find out areas of improvement.

HCLTech OT security as a Service

HCLTech has an experienced & mature OT security service with capabilities and experience across all aspects of an enterprise's security journey can help customer's business grow in a secure manner while remaining compliant to your business and regulatory needs through which customer's OT posture will be able to adapt and evolve to meet organisation's security challenges in a transparent yet ever-present manner, inspiring business confidence for your employees, customers, and stakeholders. At HCLTech, we enable this for all our customers through its Dynamic OT security Framework.

Features:

OT Cyber Design - The approach for HCLTech's OT Cyber design offering begins with asset discovery with a standard design and architecture blueprint supporting the individual site deployment. The solution will address the unique challenges of ICS systems in the customer site environment. The solution will also help the Customer to quickly identify vulnerabilities on system/ network.

OT Cyber Resilience - HCLTech also has offerings for OT cyber resiliency in the OT environment with best-in-class industry solutions aligned to customer's Cyber Resiliency roadmap, which would provide important capabilities such as:

- OT Asset Management
- OT Network Traffic & Alert Monitoring
- OT Security Incidents Management
- OT Network Segmentation
- OT/IT SOC Convergence
- Backup & Recovery Management.
- Long term cybersecurity maturity alignment
- Breach & Simulation Service.
- End Point Protection.
- IT/ OT Network Segmentation
- Connected Vehicles Security: WP.29 / ISO 21434 Compliance Services
- Threat and Risk Assessment, IoT & OT Device Security Testing
- Onboard Security Engineering, Onboard & Offboard Security Analytics Services.

Benefits

- On-demand security risk assessments, Proof of Concepts (POCs), pilot implementation of partner technologies
- Strategic Partnerships with OT/ IoT focused solution providers
- Consumption based transparent and flexible pricing
- Lower Total Cost of Ownership (TCO) for ongoing security management and operations
- Better resilience of industrial systems and networks against cyber attacks
- Continuous monitoring of vulnerabilities and threats to the business environment
- Comprehensive insights into the management of security risks across the enterprise
- Access to the knowledge base of product partners
- Advance information about niche products, platforms, services, and industry trends
- Deployment of a technology-focused resource pool through skill exchange programmes, trainings, and co-setup of simulation and testing labs

- Leveraging already proven business methodologies and domain expertise
- Integration with other third-party security solutions like SIEM, Syslog, etc.

HCLTech Cloud Security as a Service (CSaaS)

HCLTech's Cloud Security as a Service (CSaaS) powered by our Borderless Security reference framework, helps customers easily migrate applications to the cloud without hampering security in any way, thereby keeping compliance requirements intact.

CSaaS provides comprehensive security to all kinds of cloud applications, e.g. SaaS, IaaS, etc. hosted anywhere, be it on a public cloud environment or private cloud/on-prem data centre. It can also be accessed by all users from anywhere and on any device.

Committed to driving cybersecurity and risk-aligned digital transformation, HCLTech offers enterprises the following differentiators:

- Multi-platform support
- Partnership with leading vendors across the industry for the most optimum solution
- Skilled architects who can meet the dynamicity of the cloud environment and provide the needed output
- Cutting edge borderless security reference framework to improve on security posture across a hybrid Infrastructure and meet the next-Gen security and compliance requirements
- Flexible delivery model through our Cyber Security Fusion Centres (CSFC) spread around the world
- Rich experience across a range of industry sectors with focus on regulations, standards, and cyberattacks.

Features

CSaaS provides a roadmap to enhance cybersecurity risk and compliance management of enterprises by offering the following:

- 360-degree services comprising CSaaS provides a roadmap to enhance cybersecurity risk and compliance management of enterprises
- Standard and validated reference architectures for hybrid cloud migration
- Robust architectures for customers who are frequent targets of cyberattacks
- Seamless delivery model for maintenance of security controls across customer environments.

HCLTech offers the following cloud security services:

- Governance, Risk & Compliance - Cloud governance and compliance maintenance with risk management and reporting services
- Advisory Services - Advisory services to align and integrate security policies with business policies
- Cloud sec Protection Service - Security for cloud workloads including Virtual Machines (VMs), containers, serverless and the network communications around them
- Identity Service - Securing privileged and non-privileged user identities accessing cloud applications
- Data Security Services - Service providing right data security controls for critical & non-critical data on cloud
- Unified Vulnerability Management Service - Identification of gaps in cloud environment and mitigate them before their exploitation
- Monitoring Service - Real time threat monitoring and incident response across the cloud environment

Benefits:

- Continuous assessment and transformation of security posture via HCLTech's Dynamic Cybersecurity Framework.

- Cutting edge security frameworks help our customers to improve their security posture across a hybrid infrastructure and meet the next generation security and compliance requirements.
- Partnership with leading vendors across the industry help to build the best optimum security infrastructure for our clients
- Skilled architects who can meet the dynamicity of the cloud environment and be able to design robust security architecture for all kinds of cloud deployment models
- Use case-driven innovation environment built on leading tools and technologies that are designed to help customers address cloud cyberattacks.
- Pre-built integrations to shorten time-to-value.

HCLTech Cybersecurity Consulting as a Service

Defending your organisation's people, assets, and information is a task that grows more complex every year, but you do not need to face these challenges alone. Our Cybersecurity Consulting Services combine reasonable pricing with the deep domain expertise you need to tackle today's most challenging Cybersecurity issues.

Features

- **Zero Trust Services**
  - Zero Trust Transformation Service
  - Zero Trust Maturity Assessment
- **Assessment Services**
  - Evergreen IT Security Assessment
  - ZTNA Assessment
  - SASE Maturity Assessment
  - Ransomware Readiness Assessment
  - Incident Response Readiness Service
  - Security Standards Assessment Service
- **Strategic Services**
  - CISO Advisory Services
  - VCISO Services
- **Data Security Services**
  - Crown Jewel Data Assessment
  - Data Protection Programme Design Service
- **Maturity Workshops**
  - Data Protection Maturity Workshop
  - Endpoint Security Maturity Workshop
  - Network Security Maturity Workshop
- **Residency Services**
  - Resident Consulting Services
  - Insider Threat Monitoring Service
  - SOS Services
- **OEM Partner Services**
  - Technology Consulting Services

Zero Trust Services

Real Zero Trust Experience	Zero Trust leads the industry in security focus strategies, but the practical process of moving to Zero Trust is far from well understood. HCLTech's Gartner certified ZT experts have experience implementing ZT controls for a multitude of industries around the world, and they can help you make the journey painless and valuable. Whether it is strategic advisory needs, or practical transformation needs, HCLTech can deliver the value you need to realise this modern security strategic goal.

Assessment Services	
Assessments with Flexibility	Making major security changes requires a deep understanding of an organisation's current state. To achieve this understanding, there is no better or more reliable process than the adoption of an external consulting assessment. HCLTech, as a deliverer of a massive amount of global transformations, has unparalleled experience with providing deep, meaningful insights regarding organisational states. Whether it is ZTNA, SASE, Ransomware readiness, NIST, CISA, ISO, or any industry standard measurement or best practice platform, HCLTech Consulting can deliver fast, thorough, meaningful insights that guide powerful decision-making.
Strategic Services	
Empower Leadership	At the CISO level, Cybersecurity decisions are deeply complex and carry both safety and business considerations that are outside the experience of the vast majority of consultant behaviours. At HCLTech, we have a dedicated team of senior leadership experience advisors with real, demonstrable experience in enabling the world's top cybersecurity decision-makers. Whether you need a specific technology expertise transformation expertise to support a new direction for your organisation, or a transitional leader to aid your organisation's strategic business goals, HCLTech has unique experts who can deliver value for you.
Data Security Services	
Data in Focus	Data Security is a deep study technical and strategic expertise that reaches across numerous branches of an organisation, across IT disciplines, and across technical, regulatory, and legal considerations. Developing and delivering a sophisticated and modern Data Security programme, Identifying the data the hold the keys to your organisation's success, and protecting users, customers, and the business all require unique skills that are rare in the field. At HCLTech, we have a pure Data Security Consulting practice that specialises in delivering the most successful data security programmes around the world.
Maturity Workshops	
Learn and Do Together	Maturing Cybersecurity programmes and technologies requires a successful framework, experience, and strong guidance. At HCLTech, we deliver a unique workshop experience where your team's experts can work hand-in-hand with our domain experts to ensure your understanding of your programmes maturity is profound and data-driven. Our workshops not only deliver the value of a maturity assessment, but also empower your team with the tools and frameworks they will need to further organisations security maturity with confidence.
Residency Services	
Expertise on your team	Numerous transformations, organisational changes, combined with the challenge of finding exact expertise can leave organisations suddenly short on critical expertise. HCLTech is a global powerhouse in identifying and enabling technical and strategic experts and we can leverage that power to provide you with the right expertise, at the right price, right away. We can even offer broad specialised expertise across vendor technology sets, enabling your resident consultant to work across the entire organisational scope as projects and changes progress.

OEM Partner Services

Valuable Connections	HCLTech Consulting services have a vast array of industry partnerships with the world's largest cybersecurity technology vendors, enabling us to provide vendor supported consulting experiences delivered hand-in-hand with the vendors of your choice. Our deep connections provide unique benefits from customised delivery and complex tuning, to enhanced vendor support and integrations.

Benefits

- Right expertise right when you need it, anywhere in the world
- Fully flexible service scheduling
- Broad or deep, technical or strategic, we have experts who have global expertise delivering solutions for organisations of all sizes
- Pay for what you use, project-based, or residency-based services
- Niche technologies and expertise supported
- The power of HCLTech's global presence allows for hybridised delivery that creates compelling cost differentiators.

HCLTech IAM and PAM as a Service

With over a decade of unparalleled expertise, HCLTech leads the forefront in delivering cutting-edge Identity and Access Management (IAM) and Privileged Access Management (PAM) solutions. Our holistic approach encompasses strategic consultation, implementation, and ongoing support, empowering organisations to fortify their security posture while enabling seamless access for users. We leverage innovative technologies, industry best practices, and a vendor-agnostic approach to craft bespoke solutions tailored to each client's unique needs.

Features:

- Seamless Integration with leading IAM and PAM Technologies, ensuring interoperability and ease of deployment.
- Continuous monitoring and compliance enforcement, with real-time compliance checks and policy enforcement.
- Role-Based Access Control (RBAC) and least privilege principle implementation, ensuring granular access controls and minimal privileges.
- Multi-Factor Authentication (MFA) and Risk-Based Authentication, offering robust authentication mechanisms and adaptive access policies.
- Self-Service Access Request Portals and User Provisioning Workflows, empowering users while reducing administrative overhead.
- Privileged Session Management and Just-In-Time Access Provisioning, enhancing security for privileged accounts and reducing attack surface.
- Identity Lifecycle Orchestration and Automation, streamlining user lifecycle management processes and reducing manual effort.
- Adaptive Authentication and Contextual Access Policies, enabling dynamic access decisions based on user context and risk factors.
- Cloud-native IAM and PAM Solutions with Scalability and Elasticity, providing flexible deployment options and seamless scalability to accommodate business growth.
- Customer identity and access management for managing customer identities and profiles.

Benefits:

- Enhanced threat visibility and incident response capabilities, enabling proactive threat detection and rapid response to security incidents.
- Reduced time-to-value with accelerated IAM and PAM deployments, ensuring quick implementation and tangible business benefits.
- Improved regulatory compliance and audit readiness, with comprehensive compliance reporting and audit trails.
- Enhanced user productivity and satisfaction with seamless access experiences, leading to increased user adoption and satisfaction.
- Cost savings through operational efficiency and automation, driving down operational costs and improving resource utilisation.
- Adaptive security controls for dynamic workforce and business environments, ensuring security adapts to changing business needs and threat landscapes.
- Centralised Identity Governance and Data Access Governance, providing centralised control and visibility over identities and access permissions.

HCLTech GRC as a Service:

HCLTech understands the client's local and international regulatory and compliance requirements with respect to information security and standards. HCLTech has a clear overview of our client 's business processes and their underlying policies/ controls/ compliance requirements that should align with industry specific standards, such as ISO 27001, NIST 800, GDPR, SCHREMS II, TDPL, CIS, PCI - DSS, SOX etc. HCLTech with its dedicated GRC Centre of Excellence (CoE) services provides wide range of IT domain requirements, e.g. compliance and risk management catering to various geographies and industry sectors.

Sensing similar needs from regulated business verticals and to support organisations with ever increasing and changing challenges in IT risk and compliance management, HCLTech has developed its own GRC proprietary framework BRiCS™ (Business Risk Intelligence & Compliance Solution). It is a process framework covering whole range of an organisation's Governance, Risk & Compliance management bridging gaps between business & IT counterparts. With matured process definition and operational methodology based on industry standards and best practices such as COBiT, COSO, ISO, OCEG, NIST, CIS, IIA, ITIL. Each process has a defined and recommended workflow based instructions as per industry best practices and is integrated with Unified Compliance Framework.

Features

- Regulatory compliance assessment and blueprint
- Enterprise and operations risk management
- Third party assessments and audits
- Compliance audits, information security audits and external audit support
- Data discovery and Privacy Impact Assessment (PIA)
- Privacy by design and privacy readiness
- Data subject access management and cookie and consent compliance
- Privacy platform implementations like OneTrust, BigID and securiti
- Technology tool implementation & support – Archer, MetricStream, ServiceNow Process Unity (TPRM) and AutoBCM (BCP/ DR)
- Platform integration & monitoring
- As part of ESG services, HCLTech provides Platform Implementation & Support, Consulting & Advisory, ESG Data Management Strategy, 3rd party ESG Evaluations & reporting
- Business Continuity Consulting and IT Service Continuity Management.

Benefits

- Centralised risk & compliance monitoring
- Intuitive dashboards and charts
- Automated workflows and notifications
- Robust remediation plans for issue closure
- Aggregation of risk and compliance processes
- Centralised training, tracking and compliance.
- Risk prevention via proactive risk based internal audits
- InfoSec controls & prevention.
- SOC reporting
- Experienced GRC Consultant (to take inputs from GRC Centre of Excellence (CoE)) to meet all client's regulatory and compliance requirements.
- Consolidates control requirements
- Reduced efforts on internal audits
- Reduced efforts on change management due to leverage potential
- Availability of pre-defined processes/ templates based on industry standards and frameworks
- Scalable, repeatable and complete end-to-end process automation on leading TPRM SaaS platform
- Enterprise GRC roadmap to address risk and compliance objectives of an organisation.

Technical Specifications

The Digital Workplace Business Unit has consultants that will listen to a client's business needs and will suggest a cloud appropriate strategy as reequired, along with an implementation and transformation process. We can then help with implementation and support.

The Digital Workplace Business Unit approach is vendor-agnostic and seeks to build winning end-user computing strategies in line with a clear understanding and definition of user needs.

The Digital Workplace Business Unit proprietary method for defining and delivering application or desktop virtualisation and cloud strategy has been proven and refined through engagement with dozens of blue-chip companies and public sector organisations.

The Digital Workplace Business Unit UK-based support centre is responsible for the management and maintenance of many of its customers' IT environments. The centre includes a dedicated team which provides 24x7 assistance to end-user organisations. By employing state-of-the-art sense and respond agent-based technology, the company can proactively monitor, test and interrogate systems in real-time for customers, fostering a culture of continuous end-user service improvement and reporting, through the following:

- Onboarding services
- Design authority
- Business analysis
- Design and development
- Project specification and selection
- Deployment
- Transition management
- User management
- Enterprise Architecture
- Project management
- Programme management and governance
- Service integration
- Systems integration
- Software support
- Helpdesk.

Implementation

On the commencement of our relationship with a customer, HCLTech would work within a Transition framework during the On Boarding and Knowledge Transfer stages, making sure the transition from the existing project/ support supplier to its in-house team is effective and executed in a planned and controlled manner, with a shadowing period and a set of acceptance criteria to be agreed and signed off prior to the service go live.

In a similar manner, in any service exit event, HCLTech aims to maintain the contracted levels of service and the commercial terms of service exit are agreed with our customer, including a planned strategy for exit arrangements and the new supplier's transition timescales to ensure a seamless transfer of services.

Support Arrangements

HCLTech has a dedicated onshore support team who can provide remote support.

HCLTech provides 24-hour issue logging using our onshore and offshore support centres. Our ticketing systems are generally fully integrated with our clients ensuring no new processes are necessary for end users to learn.

Business Continuity/ Disaster Recovery

We provide Business Continuity, Disaster Recovery, High Availability solutions for many of our public sector customers. Based on the requirement, we will be able to provide a bespoke solution.

HCLTech has the delivery location model with focus on key objectives listed below:

- **Right Shoring**: The right shore delivery model has been drafted to drive maximum benefit in terms of cost of operations, scalability and access to skills. The added advantage of tapping talent pools in varied locations is on the business continuity side, as leveraging different locations for support has an inherent people disaster recovery built into the delivery structure.

- **Business Continuity**: To ensure minimal impact on day-to-day operations in an emergency

Data Backup/ Restore

HCLTech can offer a range of options for back-up and Disaster Recovery solutions. The solution can be designed to meet customer specific requirements on a case-by-case basis.

HCLTech will provide a dedicated Storage & Backup Management team depending on requirement. The L2/ L3 specialist team for storage and backup consists of Subject Matter Experts (SMEs) for different storage and backup technologies. The Business Cockpit will provide the 24x7 monitoring and the first level of support to the Storage and Backup infrastructure.

Any issue that does not get resolved at the cockpit will be transferred to the respective specialist of the Storage and Backup Management team. For example, a Storage performance issue gets triaged to the L3 Storage Analyst. The L2/ L3 storage and backup team will perform key activities, such as incident resolution, storage tiering, configure and manage data replication, backup and recovery, problem management and Root Cause Analysis (RCA).

HCLTech's solution aims at implementing a unified set of backup policies in line with the SLA requirements. HCLTech proposed solution is aimed at standardising backup policy by providing homogeneous backup and retention policies across the organisation.

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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