AUTONOMICS | DRIVING 21ST CENTURY ENTERPRISE OUTCOMES

Speaker: Kalyan Kumar, EVP and Chief Technology Officer
HUMANS FIRST: MACHINES SECOND

HCL’S POINT OF VIEW ON AUTOMATION
HCL APPLIES AUTOMATION KEEPING MUTUAL AUGMENTATION IN FOCUS...

Machine Zone

- Low-level tasks
- Machine-only Automated Tasks
- Machines Augmented by Humans

Human Zone

- Humans Augmented by Machines
- Human-centric Tasks
- Higher Order Tasks
INTRODUCING

HCL’S AUTONOMICS & ORCHESTRATION PLATFORM
WHAT IS DRYICE

Orchestration = Automation across processes & functional silos

Autonomics = Automation x (A.I. + Analytics)
HCL’S AUTOMATION STRATEGY AND APPROACH

1. Automation Across Service Lines
2. Strategic Ecosystem of Partners
3. Focus on the Core
4. A.I. for Human Augmentation
5. Pragmatic Automation based on IT Maturity
6. Mandated Adoption / Real World Benefits
DRYICE BUILDING BLOCKS

<table>
<thead>
<tr>
<th>ORCHESTRATE &amp; CHOREOGRAPH</th>
<th>CONNECT</th>
<th>INTEGRATE</th>
<th>CONSUME</th>
<th>ANALYZE</th>
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<tbody>
<tr>
<td>VISUALIZE + INSIGHT</td>
<td>BRICS</td>
<td>ProcessWatch</td>
<td>MyXalytics</td>
<td>Plan &amp; Portfolio</td>
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<td>SecINT</td>
<td>ServiceWatch</td>
<td>MyExlytics</td>
<td>SmartAssess</td>
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<td>ENGAGE &amp; COLLABORATE</td>
<td>Cockpit</td>
<td>Satori KI Collaboratio</td>
<td>iTS</td>
<td>Lucy</td>
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<td>MyCloud</td>
<td>MyCloud</td>
<td>GBP ESS</td>
<td>Kelvin</td>
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<td>IDEATE &amp; CREATE</td>
<td>iArchitect</td>
<td>iDesign</td>
<td>Smart Build</td>
<td>MyWorkplace</td>
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<td>Smart Dev</td>
<td>Smart Dev</td>
<td>Smart Test</td>
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<td>PREVENT + HEAL</td>
<td>iAutomate RPA</td>
<td>ITPA</td>
<td>ToscanaBot</td>
<td>NetBot</td>
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<td></td>
<td>Melvin</td>
<td>Melvin</td>
<td>NetBot</td>
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<td>SENSE + ACT</td>
<td>EnPoM</td>
<td>UniMon</td>
<td>AppMon</td>
<td>LogMon</td>
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BUSINESS PROCESS | APPLICATION | INFRASTRUCTURE & PLATFORMS | THINGS
HCL AUTONOMICS TECHNOLOGY JOURNEY
INCREASING MATURITY WITH ADDITION OF A.I. AND ANALYTICS

Wave 3
Process Maturity: Dynamic & Predictive
- Optibot: End User Self-Healing
- MyWorkplace: Personal Cloud Management
- 2015+
  - SDI: Software Defined Infrastructure
  - iAutomate: ML-based Robotic Process Automation
  - MyXalytics: ML-based Predictive Analytics
  - LUCY: Cognitive engagement advisor
  - SECINTAI: Neural Net Sec Ops
  - KELVIN: Cognitive expert assistant
  - ServiceXchange: XaaS Service Integration & Consumption

Wave 2
Process Maturity: Proactive & Rationalized
- MyCloud: Hybrid Cloud Lifecycle Management
- Runbook Automation: Automation & Orchestration of Complex Multisystem Tasks
- HCL GBP (Gold Blue Print): ITSM & SIAM Blueprint on SaaS

Wave 1
Process Maturity: Active & Standardized
- MTaaS: Managed Tools as a Service
- DC Automation: Smart & Extreme Datacenter Automation
- Event Automation: Real Time Event Monitoring, Control and Management
- Mydashboard: Unified Visibility & Reporting solution

2006 - 2010
..THROUGH A PRAGMATIC AND METHODICAL PROCESS.

IT Maturity

Digital / Next Gen

Modern / Web

Legacy

ACTIVE

PROACTIVE

DYNAMIC/PREDICTIVE

Automation Maturity

Zone A

Zone B

Zone C
DRYICE IS POWERED BY A THRIVING ECOSYSTEM OF PARTNERS.
DRYICE ENABLES A 360° SPECTRUM OF BENEFITS

Our Customers

- Users/Customer
- IT Staff
- Business

Productivity
Profitability
Relationships
Careers

Employees

# DRYICE BENEFITS

## Domain Area

<table>
<thead>
<tr>
<th>Domain Area</th>
<th>Improvement Coefficient</th>
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<tbody>
<tr>
<td>Infrastructure Ops</td>
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<tr>
<td>Application Support</td>
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<tr>
<td>ERP/Package Apps Support</td>
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<td>Enduser Device Mgmt</td>
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<td>Network Mgmt</td>
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<td>Service Desk</td>
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<td>Apps &amp; Product Testing</td>
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<td>Command Center</td>
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<td>SaaS Support</td>
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<td>Digital Apps &amp; DevOps</td>
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<td>DevOps Automation</td>
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<td>Biz. Process Automation</td>
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### Legend:
- **Active**
- **Proactive**
- **Dynamic**
REAL WORLD EXAMPLES OF DRYICE IMPACT

![Diagram showing IT Maturity and Automation Maturity zones with examples of Leading EU Bank, Leading Engines Mfg, and Largest Sports Club.]
DRYICE HAS IMPACTED 90% OF NEW WINS

Average 5-year TCV Cost Reduction by 15-40% over labor arbitrage

Enabled competitiveness in “Transformation Deals” – increasing average deal size

Improved our value proposition - increasing SLA/Fixed component
...AND CREATED POSITIVE IMPACT ACROSS-THE-BOARD

54% Existing Customer DRYiCE Penetration

500+ Core DRYiCE Dev & Engg

1500 + Autonomics Trained Resources

90% New Revenue Scope

29% Growth* Revenue / Employee

85% Growth* EBIT per Employee

* Over 5yrs
THANK YOU – DON’T FORGET TO WATCH THE DRYICE DEMOS!