

HCLSoftware

HCL HIVE

Intelligent Full-Stack
Observability Platform

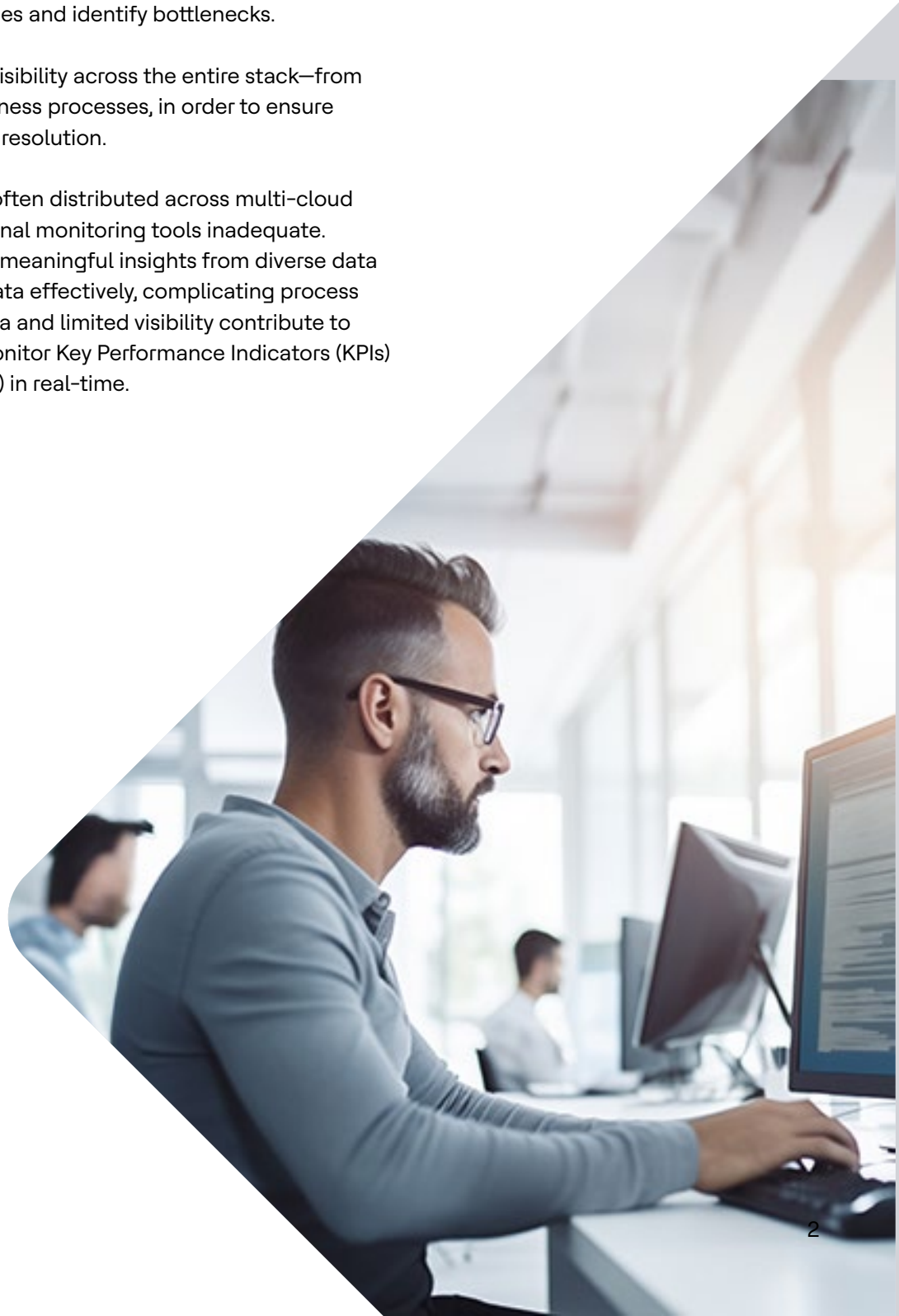


AI-powered observability for real-time, contextual business insights

As organizations weave digital technologies into every aspect of their operations—spanning customer experiences, internal systems, processes, decision-making, and ecosystem interactions—the complexity of their business landscapes has surged dramatically. Business workflows have also become more complex due to new technologies and remote work, making it increasingly difficult to track processes and identify bottlenecks.

Today's customers demand holistic visibility across the entire stack—from infrastructure to applications to business processes, in order to ensure optimal performance and swift issue resolution.

However, modern IT infrastructures, often distributed across multi-cloud environments, have rendered traditional monitoring tools inadequate. Many enterprises struggle to extract meaningful insights from diverse data touchpoints or fail to leverage this data effectively, complicating process optimization efforts. Fragmented data and limited visibility contribute to inefficiencies, making it crucial to monitor Key Performance Indicators (KPIs) and Service-Level Agreements (SLAs) in real-time.



Fragmented visibility and inefficiency

Enterprises relying on traditional point-based monitoring often fail to gain a holistic view of complex modern applications and distributed systems, which hinders effective decision-making.

- **Duplication in monitoring**
Multiple tools monitoring the same stack, leading to redundant efforts, alert fatigue, and inefficiencies.
- **Slow root cause analysis**
Disconnected monitoring tools hinder effective troubleshooting, leading to downtime and revenue loss.
- **Fragmented visibility**
Existing solutions lack a holistic view of the operations, making it difficult to identify and address issues proactively.
- **Unclear business impact**
IT issues often impact business outcomes, but the connection is unclear, hindering proactive management and limiting visibility into business health.
- **Limited predictive capabilities**
Traditional monitoring tools lack advanced AI and ML capabilities to detect and address issues before they escalate.
- **Data overload with no actionable insights**
Organizations are drowning in data but lack the tools to connect and transform it into real-time, actionable insights for timely and effective decision-making.
- **Inefficient business process mapping**
Many businesses struggle with inadequate process mapping, limiting their ability to identify and assess issues. Relying on time-consuming manual techniques prevents them from quickly addressing root causes.
- **No clear understanding of multi cloud cost**
The platform addresses issues like inefficient resource utilization, lack of transparency in cloud costs, and poor governance in multi-cloud setups.
- **Inefficient proactive issue resolution**
IT teams struggle to detect and resolve issues before they affect end users, leading to downtime, financial loss, and poor user experiences.
- **Regulatory compliance gaps**
Organizations need solutions that detect real-time regulatory breaches and ensure continuous compliance with industry regulations.

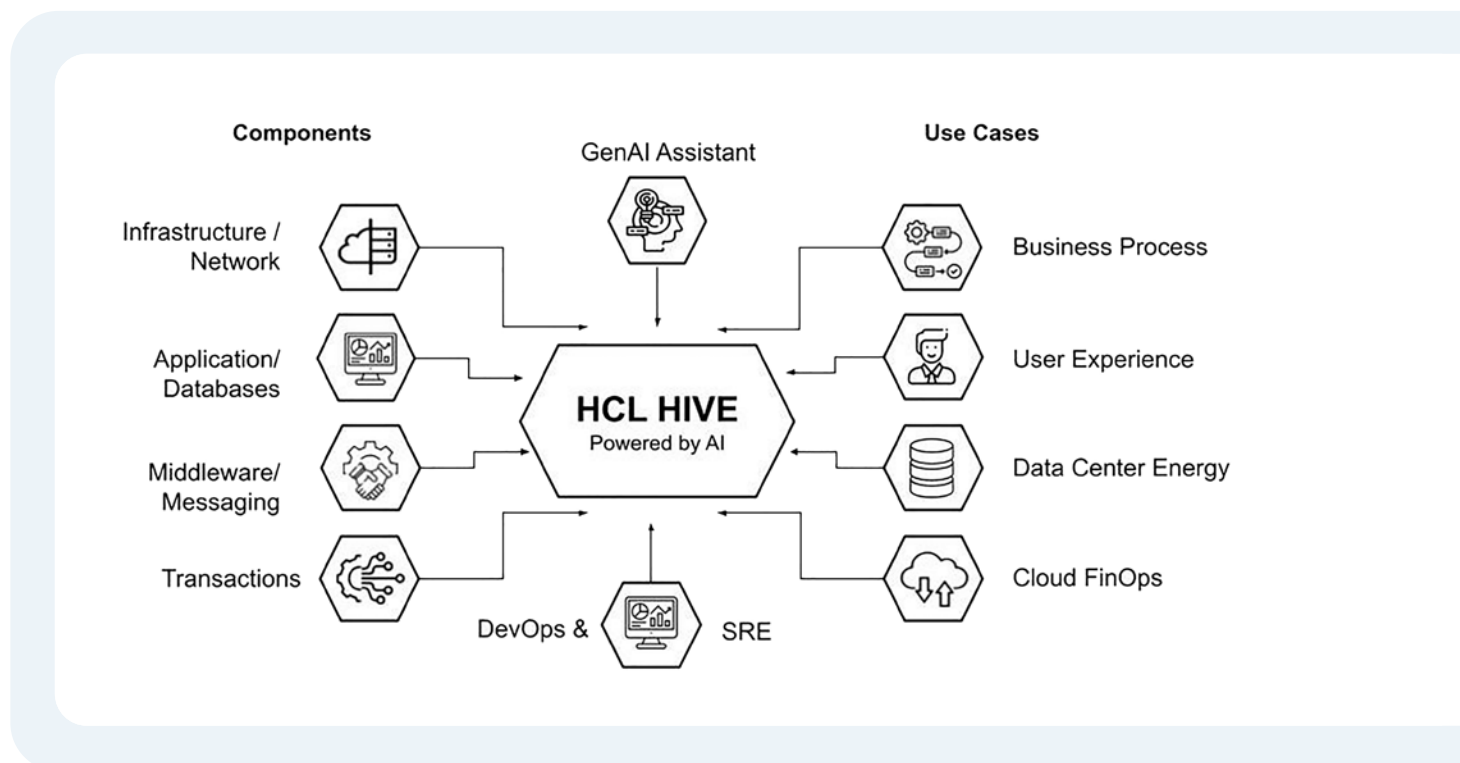
The foundation of future business efficiency lies in the observability tools you choose today. Choose the right tools and pave the way for a brighter, more efficient future.

Transforming business process oversight with AI-powered HCL HIVE

HCL HIVE is an advanced, AI-driven full-stack observability platform designed to provide comprehensive visibility and insights across business processes, cloud operations, and data center infrastructure. It ensures smooth operations and quick issue resolution through intelligent analytics and predictive insights.

HCL HIVE also enables seamless multi-cloud cost management, delivering tailored financial governance, and optimizing cloud expenditures. Additionally, it enhances data center performance by tracking energy efficiency, resource utilization, and operational stability.

With customizable dashboards, actionable alerts, and advanced reporting, HCL HIVE simplifies complexity and enables businesses to meet compliance standards, improve agility, and align IT with strategic goals. This unified platform fosters business resilience, driving productivity and profitability through a holistic, data-driven approach to enterprise observability and optimization.



Core values

- **Holistic approach**

Integrating business and IT performance data for a holistic operational overview.

- **Contextual observability**

Unlike traditional monitoring systems, HIVE provides context across complex end-to-end chains for specific business areas, products, or value chains.

- **Intelligent action**

The ability to understand observations in context and take appropriate preventive or corrective actions, which can vary based on the situation.

- **Business impact focus**

Prioritizing actions that minimize impact on end clients and business success, rather than just addressing technical issues.

- **Adaptive response**

Flexibility to choose between automated fixes and manual interventions based on what's best for the business outcome.

- **Time-sensitive decision making**

Enabling quick, informed decisions in the fast-paced digital economy.

- **Beyond traditional monitoring**

Moving past simple event monitoring to a more sophisticated, context-aware operational intelligence system.

- **Customer-centric problem solving**

Emphasizing solutions that prioritize customer satisfaction and business continuity.

End-to-end full-stack visibility platform

C-suite goal attainment

Comprehensive business flow observability:

- Give business context to tech data through business flow observability.
- GenAI-powered business process engine standardizes business process practices.
- Meet regulatory requirements effortlessly by measuring business KPIs.
- Prioritize business productivity and profitability with end-to-end visibility on business flows.
- Clear view of operational health and performance with real-time business flow insights and predictive analytics.
- Optimize costs and resources across multi-cloud environments.

Future-proof IT

Network, infrastructure, and application observability:

- Gain insights into applications and their underlying layers.
- Ensure SLAs with complete visibility to identify performance issues.
- Reduce Minimize Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR).
- Unified view of multi-cloud, on-premises, and hybrid environments.
- Control and optimize cloud spending across the organization.
- Improve accountability for better cloud and resource management.

Operational excellence

Holistic view of financial and operational efficiency:

- Offers tailored dashboards and views to provide comprehensive visibility into your IT environment.
- Provides detailed insights into multi-cloud environments, tracks usage patterns, and forecasts budgets using machine learning.
- Detects unusual cloud costs and sends automated alerts through various channels.
- Ensures ongoing security, compliance, and governance across cloud environments.
- Optimizes IT environment performance through customizable dashboards and views.
- Minimizes budget discrepancies with accurate forecasting using machine learning.

Impact created

100%

Reduction in manual reporting for multi-cloud cost visibility

30%

Typical Mean Time to Identify (MTTI) improvement

20%

Decrease in escalations

80%

Reduction in alert noise

30%

MTTR improvement

70%

Cloud cost savings

25%

Improved asset utilization via rightsizing or waste elimination

60%

Typical stability improvement

50%

Reduction in unexpected outages

40%

Reduction in anomaly-based increase in cloud spend



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