HCLSoftware

Unlock AI-driven Service Management with **HCL SX**

HCL **SX**

Struggling to deliver services in a dynamic enterprise environment?

- Low ROI due to underutilized service management platforms

- Inferior service consumption and delivery experience for users while availing services from multiple business applications

- High cost of operations and maintenance due to intricate customizations and lack of automation

- Inadequately managed knowledge and limited use of AI driven intelligence resulting in lack of self-service and self-help

- Ineffective governance for siloed business applications and multi-vendor sprawl

- Limited business agility to adapt to changing business requirements

Service management delivers optimized ways of working that support improved business operations and outcomes, including superior employee experiences*

68% of organizations have enterprise service management strategies in flight

The **55%** of organizations that use their ITSM tool outside of IT is significantly lower than the 68% with in-flight ESM

The most shared ITSM capabilities include **IM (75%)**, **SRM (68%)** and **KM (66%)**

80% of organizations have reported some form of digital transformation strategy acceleration in recent years

Only **5%** of organizations claim that their knowledge base is updated and crowd-sourced with relevant information

*Source : https://www.servicedeskinstitute.com/9-things-you-need-to-know-about-enterprise-service-management/

What is **SX?**

HCL SX is a Service Management product powered by AI. Designed for both IT Service Management (ITSM) and Enterprise Service Management (ESM), the product offers Service Management workflows for handling Incidents, Requests, Problems, Changes, Assets, and more without the need for complex coding, thereby enabling a quick, user-friendly onboarding experience.

HCL SX elevates your service management capabilities by leveraging Intelligent Automation, AI-driven Insights and seamless Integration with third-party applications, improving operational efficiency and reducing costs. Additionally, this IT service management software offers advanced security features and easy accessibility from any device, making it a versatile solution for organizations of all sizes.

Why choose HCL SX?

Accelerated Deployment: It enables quick onboarding with a user-friendly experience, reducing the time needed to start using the platform.

Comprehensive Service Management: It provides a single platform for managing various business functions, including IT, HR, facilities, and legal services, without additional charges.

Advanced Security: It ensures secure access to data and applications, offering robust security features such as SAML and MFA for enhanced protection.

Cost-Effective: HCL SX offers significant savings, with approximately 70% lower total cost of ownership compared to leading competitors.

Easy Upgrades and Maintenance: With one-click on-demand upgrades and maintenance, the software is designed for simplicity and ease of use.

Enhanced Operational Efficiency and Productivity: HCL SX enhances service delivery efficiency and consistency through AI-driven automation, reducing operational costs and empowering users with self-service tools and knowledge resources for increased productivity.

Features

No code, microservices architecture

- One-click on-demand upgrade

AI driven intelligence

- Conversational AI driven request fulfillment for end-users
- AISM

Device app

- Anytime, anywhere and any device access

Analytics

- Visually rich, ready to use reports and dashboards

Pre-configured service management processes enabling Everything-as-a-Service delivery

- Incident management
- Service request management
- Problem management
- Change management
- Knowledge management
- Asset & config management
- Task management
- SLA management

HUB integration service

- Integrations with enterprise-wide 3rd party applications including LDAP, event management, SMS gateway etc.
- Enabling SIAM multi-vendor governance relationship and controlled operations
- Integration of DevOps tool chain with SX service management processes for agile delivery

Secure design

- Secure application design augmented by enhanced access management capability using SAML and MFA through seamless integration with identity providers
- Comprehensive risk management and control achieved by rich risk analysis and mitigation capabilities

Advanced multi-tenancy deployment option

- Advanced multi- tenancy deployment solution, offering best in class security for shared hosting across diverse multi functional, multi-cloud setups- designed for dedicated setups and Managed Service Providers (MSPs)

Self-service portal with unified service catalog

- Highly intuitive single system of engagement for all employee services through aggregated service catalog

Pre-defined policies and workflows with additional configurability

- Orchestrated Service delivery leveraging VA and Run-book automation

Robust reconciliation engine

- Generating single source of truth for IT asset and CI data from enterprise wide data sources

Benefits

Accelerated deployment and improved operational efficiency:

- Rapid onboarding with consumer styled experience

- Elevated operational intelligence and automation-driven end-to-end enhanced efficiency

- Uniformity of service delivery across all/ enterprise-wide functions reduces operational costs

- Easy upgrades and maintenance

- Accessible anytime, anywhere, on any device for employees

- Single source of truth for enterprise-wide IT and OT data drives proper asset lanning and quick identification of root cause for service disruptions

Unlocking competitive advantages:

- SX provides a value for money enterprise-grade service management solution, enabling comprehensive Everything-as-a-Service (XaaS) delivery

- Think XSM and not HRSM, Facilities or Legal

- Realize substantial savings with approximately 70% lower total cost of ownership compared to leading competitors

- Effortless one-click on-demand upgrades

- Enterprise-grade repeatable service delivery model for all enterprise business functions at no additional charges

- No specialized skill set required for administration and operations

Enhanced productivity:

- Incident deflection by accessing knowledge articles or leveraging communities enhances self-service and self-help capability

- Empowers business admins, eliminating the requirement for specialized skills in administration and operations

- Quick insights for informed decision-making

- Improved business agility through DevOps alignment

Security hardened:

- Safeguard access to data and apps with simplified user experience

- Secured visibility and authorized usage across data, business functions and entities

Quick ROI:

- Accelerated deployment, orchestrated delivery leveraging AI, incorporating high degree of configurability and above all- significantly lower cost of ownership

Success story

A leading IT services company with 208K employees and $11 billion in revenue was able to optimize its catalogs with SX

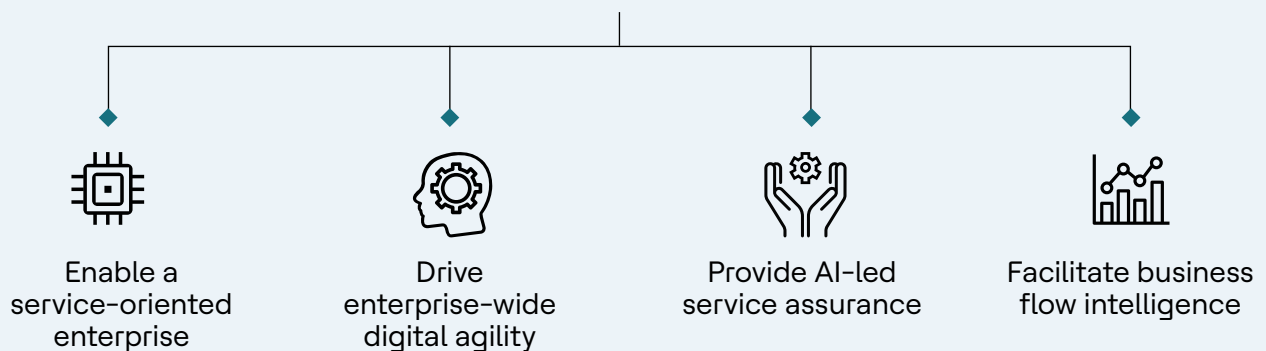## Results

1200+ services offerings consolidated to 200

Benefits

Up to 50% improvement in user efficiency and operational model

Up to 30% savings from SaaS-based offerings on hardware costs

About us

HCL Intelligent Operations is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster and cost-efficient manner while ensuring superior business outcomes.

Our vision focuses on

Enable a service-oriented enterprise

Drive enterprise-wide digital agility

Provide AI-led service assurance

Facilitate business flow intelligence

Want to know more?
Visit our website at hcl-software.com or write to us at intelligentoperationsmarketing@hcl.software

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About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.