HCLSoftware

HCL MyXalytics
A Mining Leader's Journey to IT Optimization

HCL **MyXalytics**

Introduction

Our customer is a titan of the metals and mining industry, a $30 billion+ giant with over 90,000 employees. They extract the raw materials that power our world. However beneath the shiny exterior, an inoperable IT ecosystem connects them.

Despite its strength, the company's IT infrastructure was opaque. It was like figuring out a large mine in the dark. Crucial information, essential for making wise judgment calls, was hidden. In the absence of data analytics, important business decisions were made with uncertainty.

Problem statement

Beyond the blindfold:

For all its might, the company lacked transparency in its IT infrastructure. Critical data remained buried. Without data analytics, crucial business choices were made on shaky ground.

Lost in the information maze:

There was a one-size-fits-all reporting mechanism. The company lacked reports specifically designed for certain functions. This made identifying important gaps to corporate operations and developing workable solutions challenging.

SLA shackles:

IT operations, devoid of IT Infrastructure Library (ITIL) best practices, were riddled with inefficiencies. This resulted in a rising tide of missed Service Level Agreements (SLAs), which serve as contracts that guarantee a certain level of IT service uptime or performance. Every breach meant penalties, bleeding valuable resources.

From hindsight to foresight:

The company's IT lacked a proactive approach. They were like firefighters, constantly reacting to emergencies instead of anticipating them. There was no mechanism to predict and flag potential issues or critical incidents before they spiraled out of control.

Challenges

As formerly mentioned, there were several challenges this mining industry leader faced inhibiting their ability to make informed decisions. There was a lack of visibility into the IT ecosystem, which led to the absence of data analytics. A rise in SLA breaches and penalties occurred due to the absence of ITIL best practices. The system had an inability to run role-based or customized reports to identify critical gaps and define remediation strategies. Ultimately, there wasn't a proactive mechanism to predict and flag potential issues and critical incidents. But within the darkness, there was a spark of hope.

The Solution

This spark, HCL MyXalytics proved to be the solution for the company to tackle their obstacles and emerge stronger. HCL MyXalytics provides intuitive visualizations of data pulled from multiple sources on a unified and role-based/custom dashboard. It hosts a robust reporting feature of ITSM metrics, governance and control, which offers root cause analysis for all incidents. Automated risk management approval for workflows and real-time tracking of risks and remediation plans permits time efficiency and quick-acting decision making.

Impact

About HCL MyXalytics:

HCL MyXalytics is a unified reporting and dashboarding product that provides a simplified bird's eye view of operations by converting data from multiple enterprise tools into intuitive and insightful reports. Its cutting-edge capabilities ensure end-to-end integration, expedited publication of reports, and predictive analytics for ITSM data, helping you make quick and correct decisions.

About HCLSoftware Intelligent Operations:

HCLSoftware Intelligent Operations is 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.

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Fueling the Digital+ Economy

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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 five key areas: business and industry solutions, intelligent operations, total experience, data and analytics, and cybersecurity. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including most of the Fortune 100 and almost half of the Fortune 500.