

# HCLSoftware

## HCL HERO

An IT Administrator's  
Best Friend

A man in a dark suit, white shirt, and dark tie is shown from the chest up. He has a beard and is looking slightly to the right. Overlaid on the image is a complex digital interface with various icons: a person, a folder, a globe, and a group of people. There are also glowing blue lines and circles, suggesting a network or data flow. The background is a light blue gradient with a large, stylized white and blue geometric shape on the left side.

HCL Workload Automation

# An Introduction

HCL HERO effectively combines centralized application monitoring with Runbook automation, providing a solution dedicated to Workload Automation that makes your infrastructure easy to control and hassle free. HCL HERO reduces manual labor and servers downtime, and improves IT operational efficiency across the enterprise with HCL HERO.



## Benefits & Value



### Out-of-the-box Monitors and Runbooks:

Eliminating the need to manually maintain custom monitor scripts. Open platform to integrate predefined custom monitor scripts and Runbooks.



### Failure Prevention:

Providing intuitive dashboard with warnings and errors prioritization and email notifications and allowing better control of internal queues exhaustion before the system hangs.



### Prediction on KPI trends:

Providing actual KPI's, such as throughput and queue monitoring as well as AI-powered trend estimation of KPI's to predict potential problems.



### Achieve Optimum Performance:

Gaining insights into your infrastructure weaknesses, monitoring critical agent availability and planning resource allocation.

# Capabilities

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## Monitoring:

Enabling the health monitoring of multiple production and non-production environments simultaneously.

## Measurement:

Providing dedicated performance indicators for Workload Automation, with predictive analysis and runbook recommendation.

## Application and system-wide monitoring:

Thanks to the Log parsing capability HERO can monitor logs and outputs coming from the system or applications runbook recommendation.

## Integration:

Easily integrate a runbook library with customized monitors and KPI's.

## Recovery:

Recommending and executing runbooks correlated to specific issues identified on the components of your application server infrastructure.



# HCLSoftware

Fueling the Digital+ Economy



## About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products.