

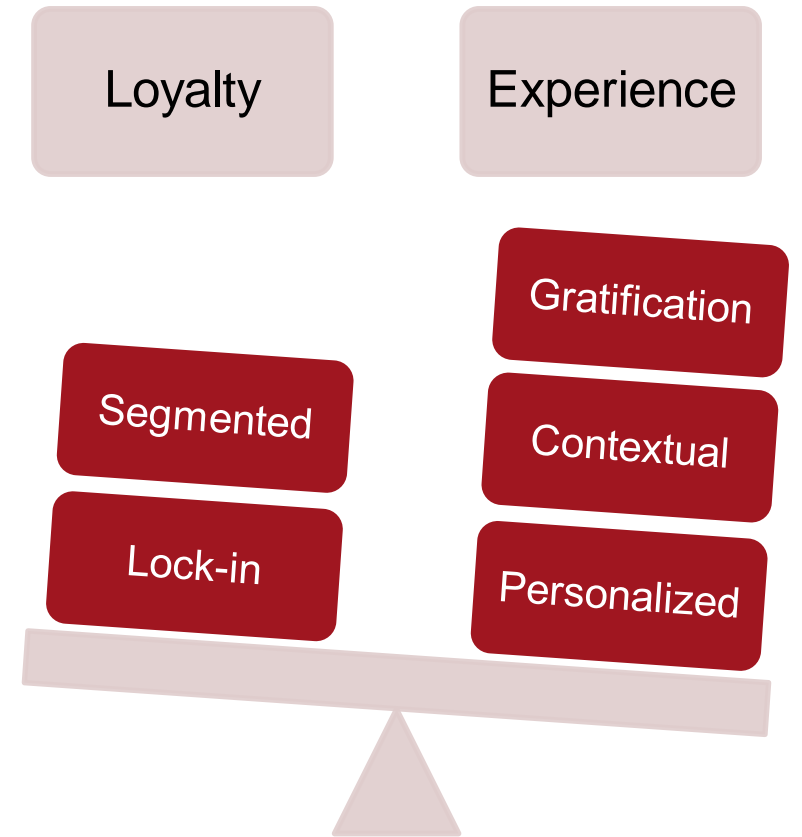
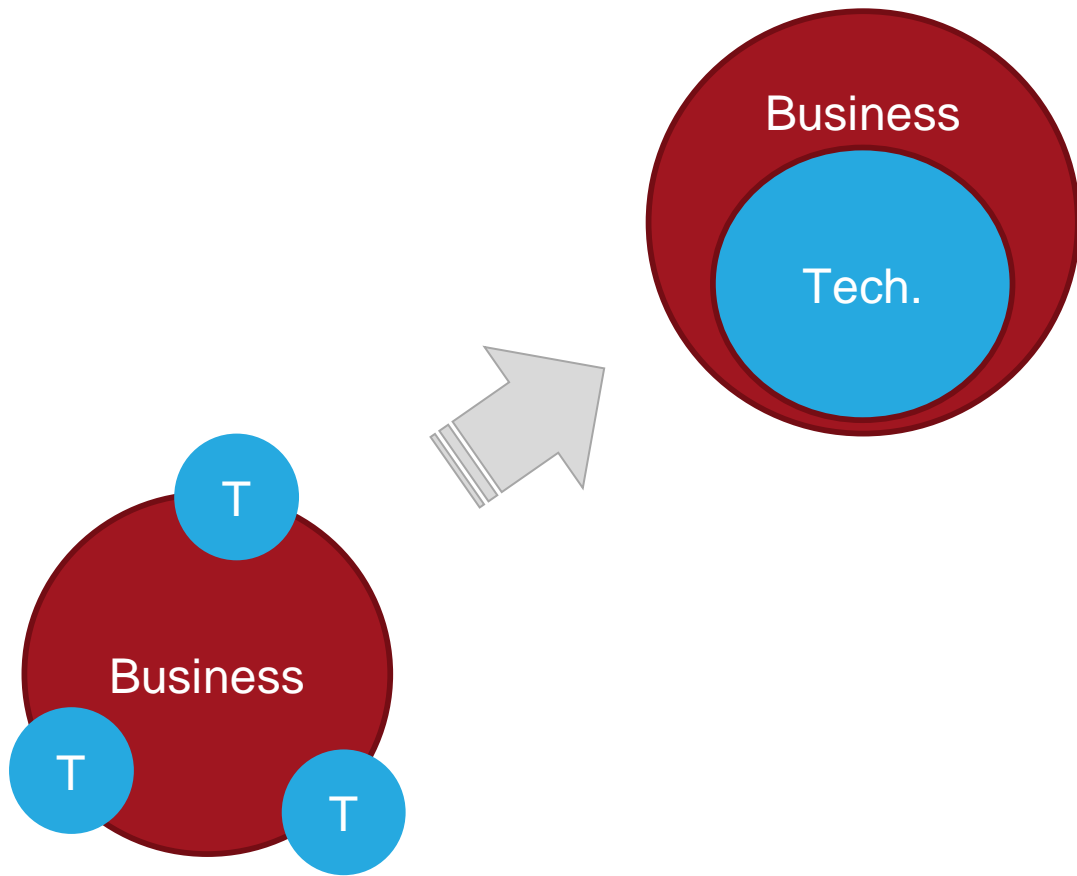
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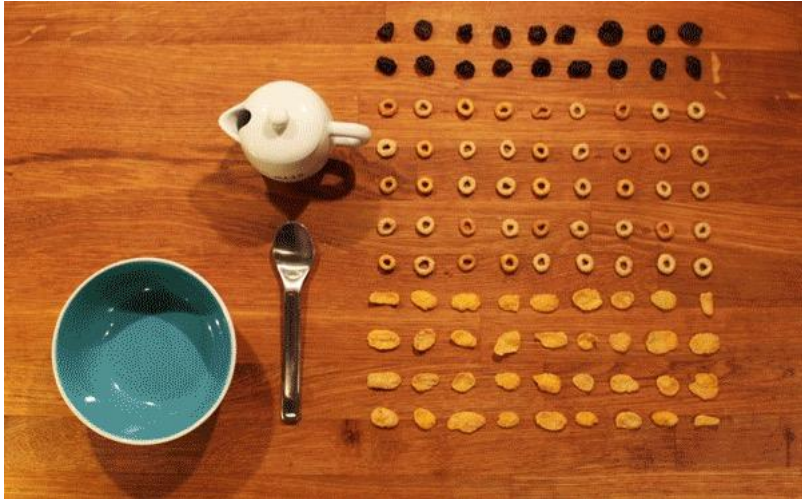
# Platform-Oriented Modernization

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# Enterprise IT: The tale of two trends



# Focus on User eXperience



Product

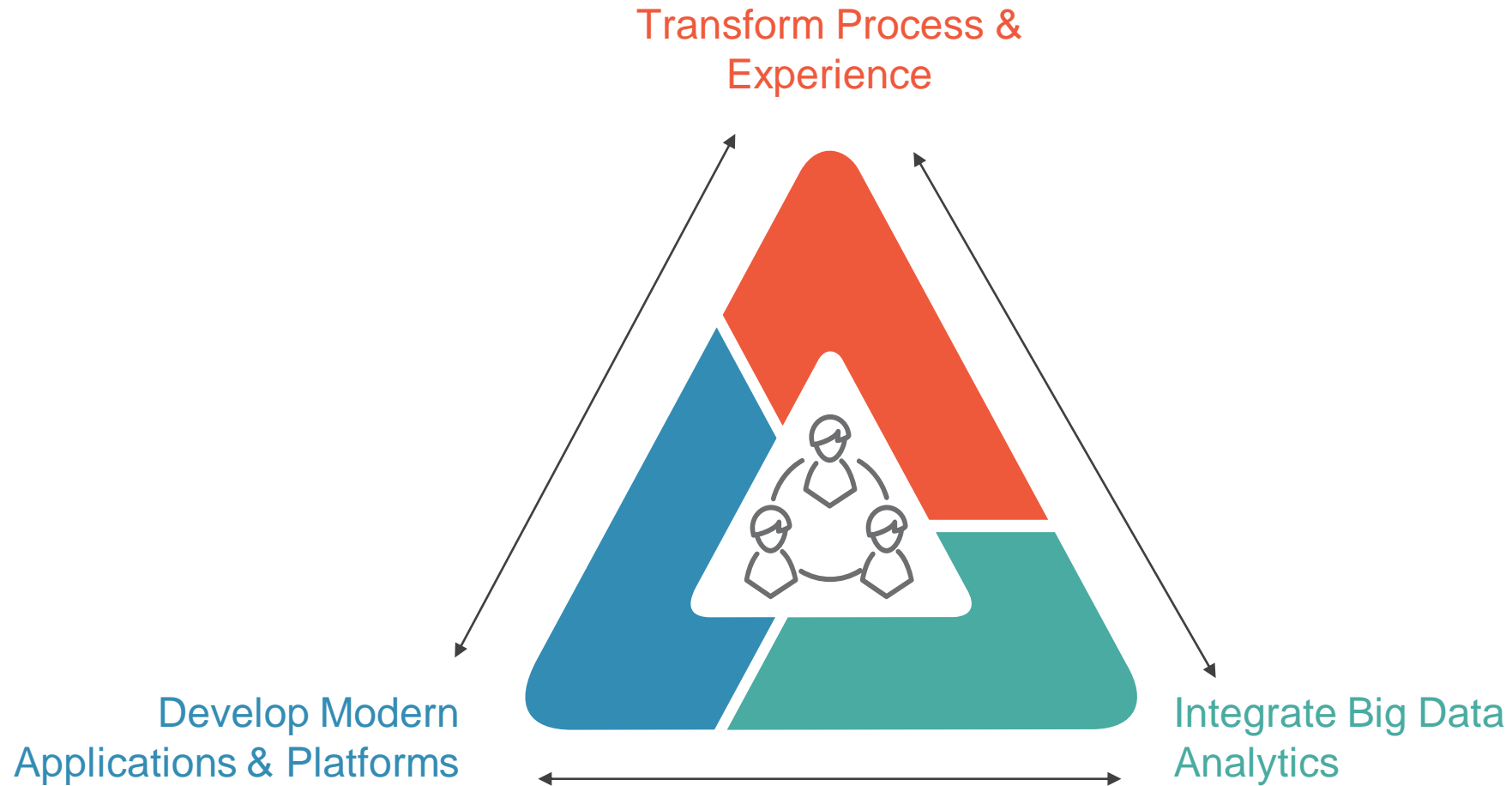


User Interface (UI)



User Experience (UX)

# A holistic view at Digital transformation



# Addressing variety of strategies for business growth

## Modern applications for better customer engagement

- Create new ways to engage with customers
- Leverage NLP to optimize interactions
- Collaborative experience for a network of partners and machines

Experience



Digital Fleet Operations



Cognitive Workforce Platform

## Modern platforms for improved efficiency

- Address technology obsolescence
- Re-platform into a modular architecture
- Leverage cloud and platforms for scale

Technology



Software-defined perimeter



Multi-tenant enrollment platform

## Modern decisions for enhanced outcomes

- Automate decision making
- Provide guidance on Next Best Action
- Optimize operations through Machine Learning

Decisions



Rail Operations Modernization



Flight test preparation optimization

# Leverage information assets to improve customer experience

## Get off legacy

- Reduce reliance on mainframes; significant cost benefits
- Enable modern platform construct without expensive modernization
- Provide modern capabilities without compromising reliability

## Personalized interactions

- Personalized profile across systems – product, customer, location, orders
- Infuse behavior patterns to change the engagement to suit the context; leverage extended social profile

# Create high-performance platforms

## Improved edge-performance

- Improve throughput across edge devices through an expanded cache (persistent)
- Cache API and data access results to improve service performance
- Software defined-everything

## Distributed data-store

- Data ownership is being distributed; aligned to bounded context; federated
- Responsibility of consistency moved to applications
- State machine for event correlation

# Build real-time decision systems

## Operational analytics

- Operational analytics from transaction systems
- Streaming analytics for real-time decisions
- Repository for summarized historic patterns

## Improved decisions

- Micro inferences and decision tree repository for algorithms
- Add information sources to improve accuracy and relevance
- Integrated with a semantic engine to understand intent



# High performance data grids enable modernization

## Superior Experience

- Modern experience
- Improved Engagement

## Technology Modernization

- High throughput
- Distributed modular architecture

## Automated Decisions

- Real-time insights
- Learning algorithms

# **HCL**

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BEYOND THE CONTRACT

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