HCLTech | Supercharging Progress™

AI Force

From AI capability to agentic outcomes. One unified, enterprise-ready platform

Disclaimer: This document is based on AI Force version 2.2 (released on June 30, 2026) and reflects the product capabilities available at the time of publication. Features and functionality are subject to change in future releases.



Overview

AI Force is a GenAI and Agentic AI platform that automates and augments workflows across software and data engineering, IT operations and enterprise business processes to significantly improve and accelerate business outcomes.

The platform is powered by enterprise-grade Responsible AI, auditability and contextual intelligence bringing prompts, RAG, tools, autonomous agents, governance and multi-LLM flexibility together in one place, enabling teams to build and deploy AI-driven workflows quickly and safely.

With deep interoperability, ready-to-use accelerators and flexible deployment options, AI Force helps CIOs, CTOs, CDOs and business leaders drive ROI from their AI investments.

Fast facts

Accelerate software development by up to
30%

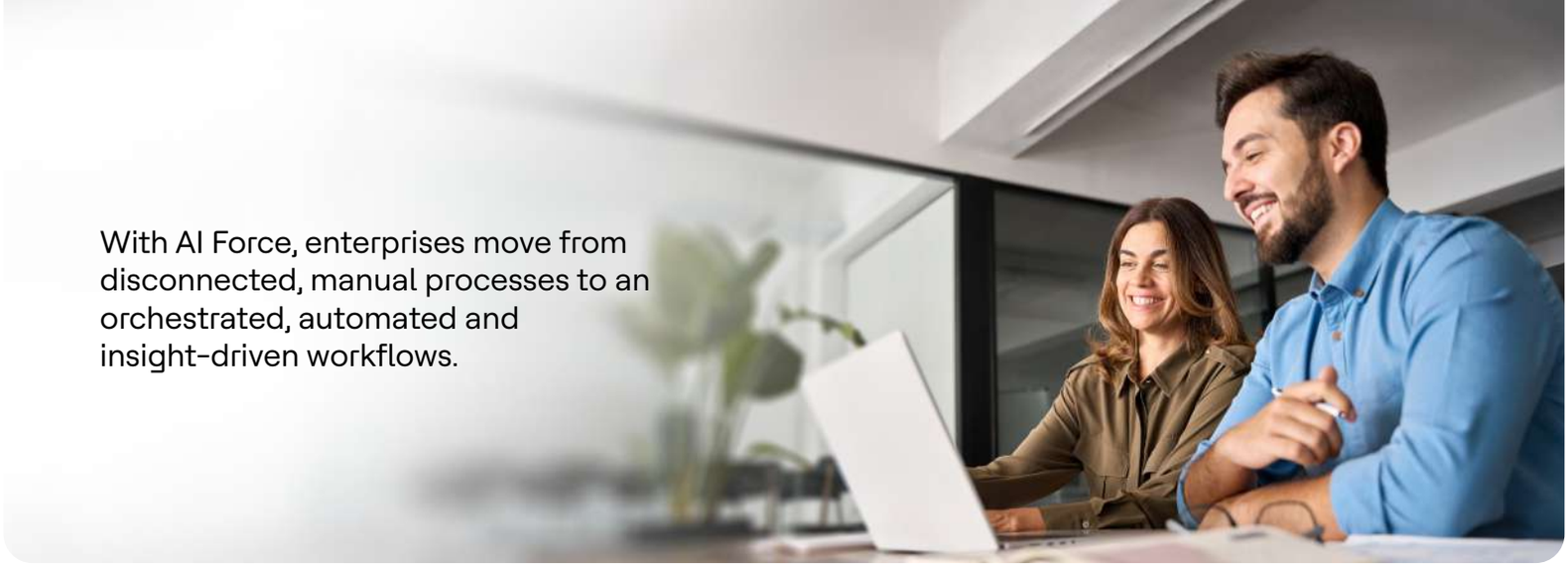
Speed up legacy application modernization by up to
60%

Improve testing efficiency by up to
45%

Increase business operations productivity by
45–60%

Reduce IT issue resolution time by up to
25%

Boost data lifecycle efficiency by
25%



With AI Force, enterprises move from disconnected, manual processes to an orchestrated, automated and insight-driven workflows.

Challenge	Platform capability
Disconnected tools and fragmented workflows across engineering and operations	Unified digital thread connecting tools, data and personas across SDLC, Ops, data and enterprise applications
Siloed, unstructured data that slows decision making	Consolidated, contextualized data with AI-driven insights for faster decisions
Rapidly changing requirements leading to chaos and rework	Automated, impact-aware requirements with end-to-end traceability
Poor code quality and mounting technical debt from manual reviews	AI-assisted code generation, hardening, refactoring and continuous quality enforcement
Manual, repetitive testing cycles that delay releases	Auto-generated tests, optimized coverage and AI-driven prioritization
Slow modernization of legacy applications	Agentic modernization with automated discovery, conversion and remediation
Long deployment cycles and slow time-to-market	Accelerated, consistent releases with AI-powered DevOps automation
Limited governance and Responsible AI controls	Built-in governance, security, compliance and Responsible AI guardrails
Manual incident triage and slow root-cause resolution	AI-driven ticket intelligence, automated triage and accelerated root-cause analysis

How it works?

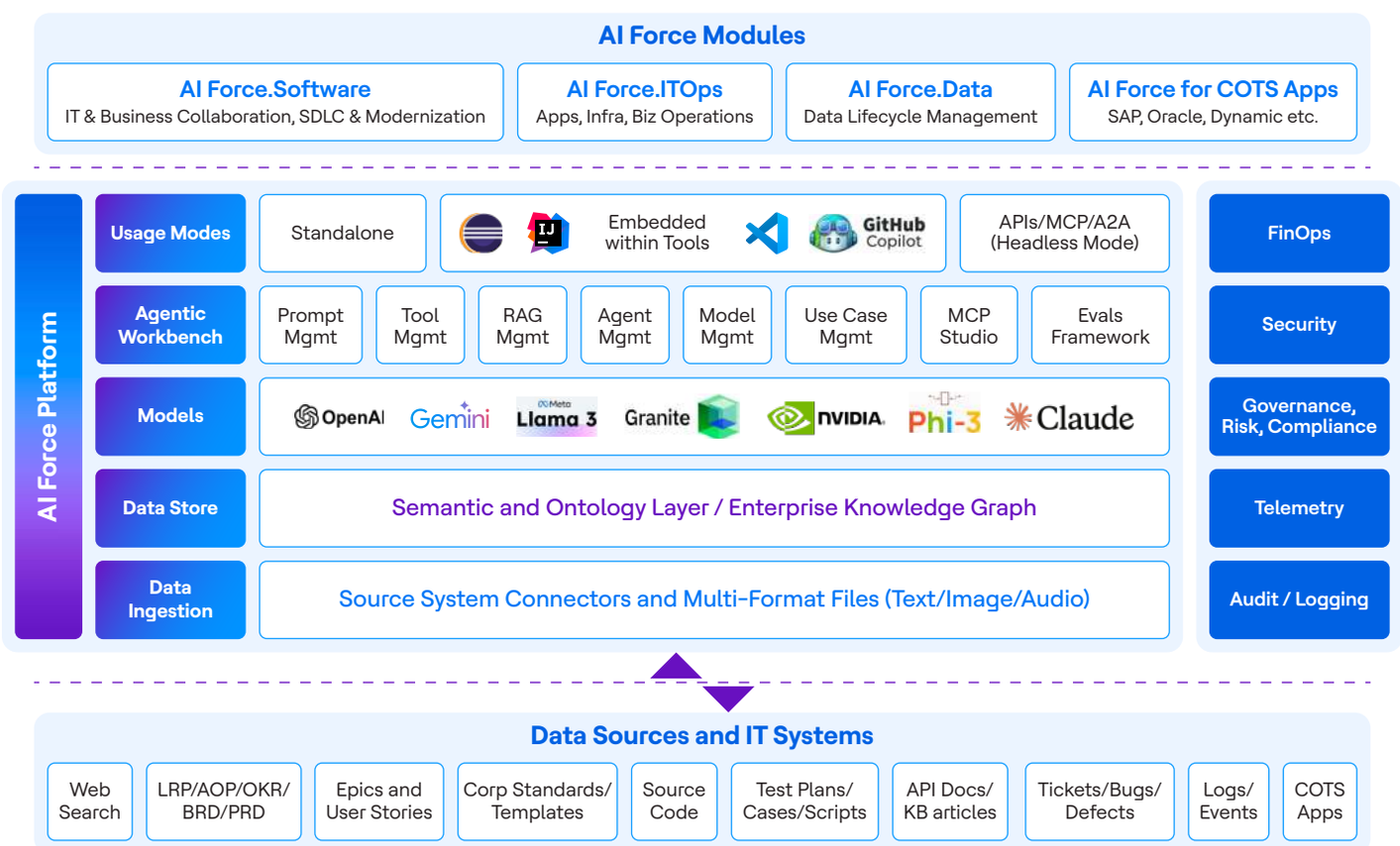
AI Force brings together enterprise data, tools and workflows into a unified AI-driven ecosystem that goes beyond traditional text-based processing. The platform supports ingestion and reasoning across multiple data formats such as text, images, audio and video, enabling richer contextual insights and more informed decision-making.

With intelligent metadata-driven retrieval, AI Force enhances the precision and relevance of outputs, ensuring faster and more accurate responses across use cases. Additionally, the platform supports continuous workflow execution, allowing users to resume and extend AI-driven processes without rework.

AI Force extends these capabilities directly into developer environments through AI Force Connect, enabling developers to interact with autonomous coding agents, receive context-aware code suggestions and execute AI-powered workflows within their existing engineering tools. AI-generated code edits, commands and workflow outputs are governed through approval-based controls, helping teams adopt AI safely within development processes.

AI Force also strengthens enterprise readiness with context-aware agents that leverage interaction history to improve output quality over time, alongside configurable security safeguards aligned to organizational governance and compliance requirements. The platform further supports integration with enterprise tools and multi-agent workflows, enabling scalable and secure AI adoption across diverse business and engineering use cases.

This enables enterprises to achieve higher efficiency, improved accuracy and scalable AI adoption across complex, real-world workflows.



Key features

Prebuilt out-of-the-box assets including prompts, AI agents and use cases

Build-your-own assets

- **Prompt builder and library –** Build optimized prompts for your workflows, save them for reuse and create a centralized library for consistent automation
- **RAG builder and library –** Design tailored retrieval pipelines to deliver context-aware responses using your enterprise data
- **Agentic Studio –** Design, build and deploy intelligent AI agents customized for unique workflows and business goals

Seamlessly integrate with existing customer tools and systems, managing connections for end-to-end automation

In-built observability and analytics with the ability to track token usage, monitor system performance and gain insights into user engagement

Switch between multiple LLMs based on requirements for flexibility and control

Built-in guardrails for secure, compliant and Responsible AI adoption

Multi-tenancy and role-based access support for collaborative enterprise environments

Publish your own **MCP** or connect to an external one for governed and standardized model interactions for consistency and safety



Modules and user personas

AI Force offers a suite of modules built on top of a strong foundation platform, enabling and scaling AI across diverse enterprise workflows and user personas to achieve agility, efficiency, productivity and collaboration.

AI Force .Software

Transforming the end-to-end software development lifecycle through automation, intelligence and extensibility.

Personas

- Product Owner
- Product Manager
- Program Manager
- Business Analyst
- Application Architect
- UI/UX Designer
- Software Engineer
- QA Engineer
- DevOps Engineer
- Doc Writer
- Site Reliability Engineer

AI Force .ITOps

Transforming end-to-end IT operations through automation, intelligence and observability across hybrid cloud, digital workplace, network, cybersecurity and AMS.

Personas

- IT Manager
- Systems Administrator
- Database Administrator
- Service Desk Analyst
- Cloud Ops Agent
- Computer/Storage/ Backup/EUC Agent
- Kubernetes Engine Agent
- Customer Service Agent
- Fraud Detection Agent
- Supply Chain Manager
- Sales Manager
- Finance and Accounting Manager
- Contract Manager

AI Force for SAP

Transforming SAP modernization and operations with AI-driven automation, quality and BTP-ready extensibility to accelerate migration and support.

Personas

- SAP Program Manager/ Solution Architect
- Finance Manager
- Procurement Manager
- Supply Chain Manager
- HR/Talent Acquisition Manager
- Compliance Manager
- Service Delivery Leader

AI Force .Data

Transforming the end-to-end data lifecycle through autonomous engineering, resilient DataOps, rapid discovery and augmented insights.

Personas

- Data Engineer
- Product Manager
- DevOps Manager
- Data Analyst
- Data Scientist

Differentiators

Enterprise grade and full-stack architecture that unifies data, models and workflows delivering secure, scalable and agentic and GenAI across the entire value chain

Supports multiple deployment modes like standalone, embedded, API-based and edge and runs anywhere: on-premises, public/private cloud or hybrid environments

Co-exists and integrates with existing customer tools while connecting to enterprise data sources to unify requirements, source code, test plans, API documentation and tickets

Delivers optimized inference costs through efficient model execution and resource utilization, ensuring high performance at lower operational expense

Pre-built use cases and AI agents that enable quick adoption, complemented by specialized modules like AI Force.Software, AI Force.Ops, AI Force.Data and AI Force for SAP to streamline diverse enterprise workflows

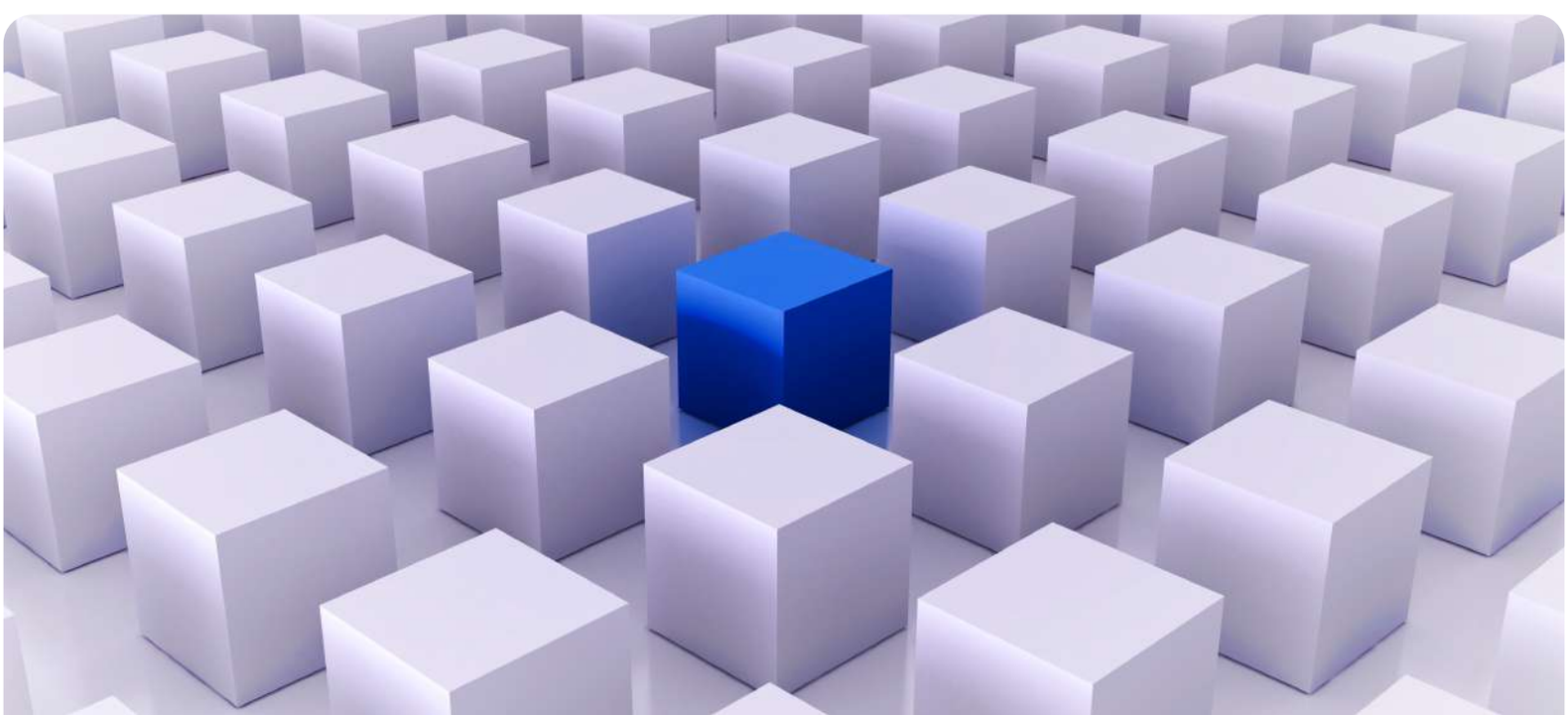
LLM-agnostic with the flexibility to choose any commercial, open-source or proprietary LLMs, SLMs such as Gemini, LLaMA2, Phi-3, OpenAI and AWS Bedrock Claude for powerful generative and predictive capabilities

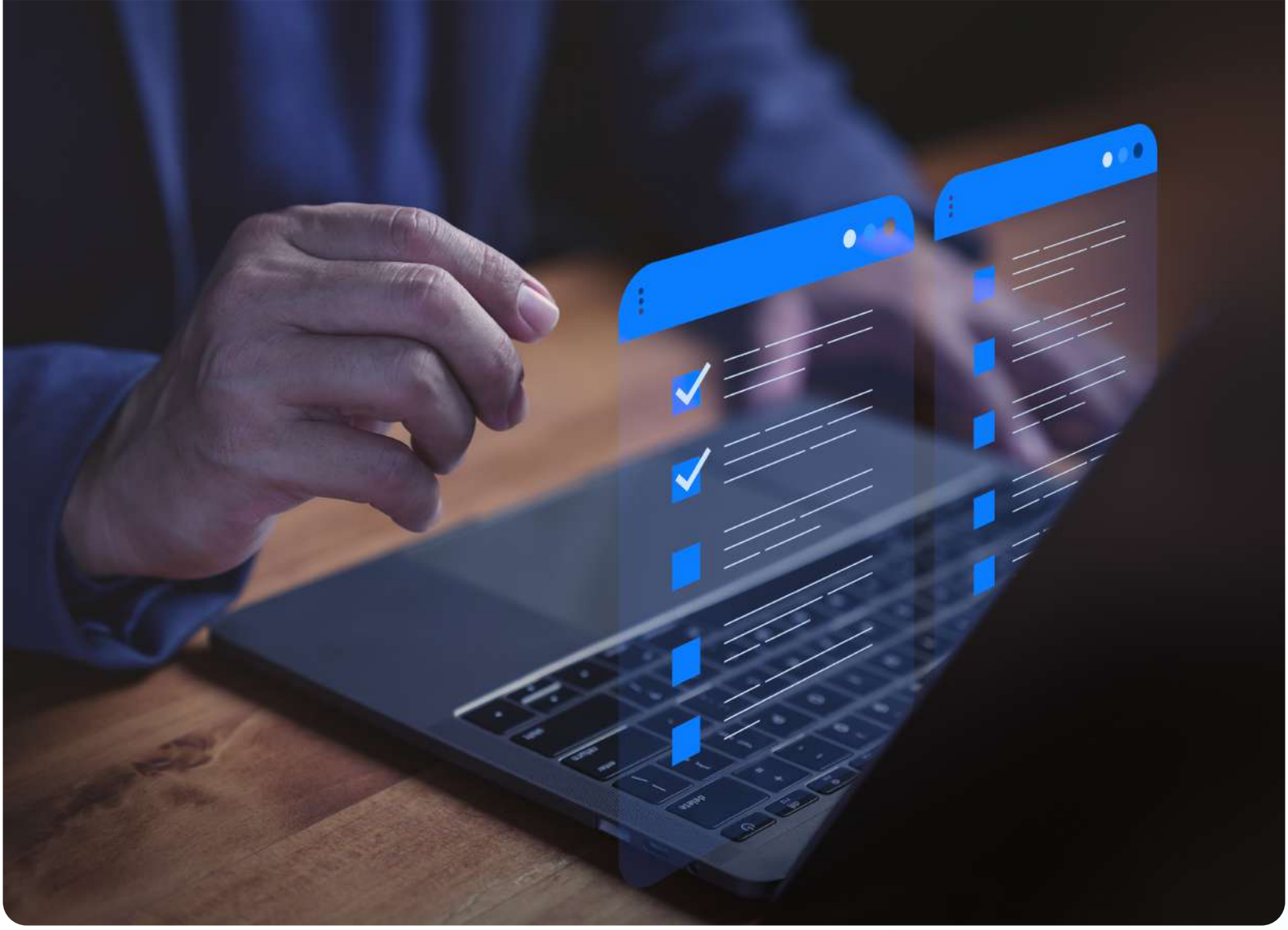
Modular architecture that enables deployment of selected components without monolithic constraints

DIY capability that empowers enterprises to build custom use cases and AI agents, enabling tailored solutions for unique business needs

Customer context aware by aggregating enterprise data into a NoSQL/vector database with embeddings, powered by OpenSearch and leveraging Retrieval-Augmented Generation (RAG) to enable semantic understanding and build knowledge graphs

Built-in governance and compliance that ensures adherence to enterprise policies and regulatory standards, delivering secure, auditable and trustworthy AI operations





AI Force in action

AI Force accelerates support automation for a leading social media platform

The challenge

Manual duplicate task identification and clustering relied on keyword searches and human intervention, resulting in slow resolution, inefficiencies and time-consuming cross-platform testing.

The solution

HCLTech deployed AI Force platform to deliver context-aware duplicate detection, intelligent task clustering, automated task enrichment and AI-driven cross-platform prediction.

The impact

~77% improvement in duplicate ticket identification efficiency with a significant reduction in clustering and bug summarization, faster triaging and resolution.

AI Force powered sentiment analyzer for large-scale game review intelligence

The challenge

Manual collection and analysis of game reviews across multiple sources caused delays, inefficiencies and errors, limiting the client's ability to act on player sentiment at scale.

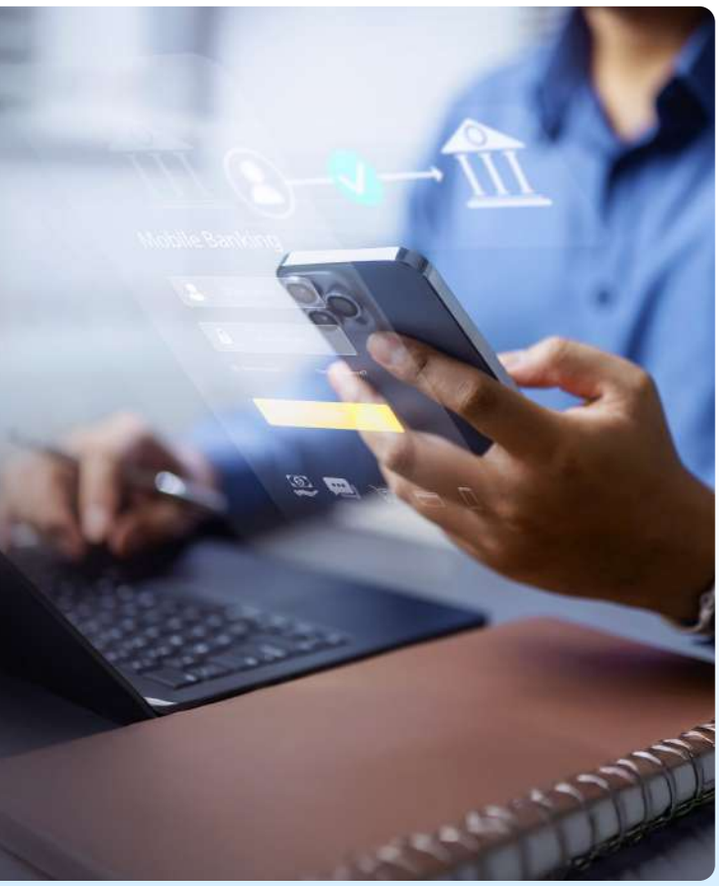
The solution

HCLTech delivered AI Force powered sentiment analyzer with automated data ingestion, continuous analysis and a highly trained AI model to generate accurate insights at scale.

The impact

119% increase in game reviews analyzed and **60%** of incident management reports were generated from sentiment analyzer.





Modernizing a large-scale API ecosystem with AI Force enabled acceleration for a leading Australian bank

The challenge

The bank operated a vast, fragmented API landscape spanning multiple platforms. Deploying AI Force required overcoming security constraints, licensing gaps and heavyweight deployment limitations within a tightly governed network.

The solution

HCLTech adapted AI Force through secure whitelisting, custom licensing mechanisms and containerized deployment, enabling automated discovery, dependency mapping and accelerated modernization across the API estate.

The impact

31-38% improvement in team productivity with **31-35%** hard cost savings driven by AI Force adoption. Automated documentation was published directly to repositories along with auto-generated application code and unit test cases at scale.

Trusted by industry leaders

"At its core, HCLTech's AI Force features extensibility, modularity and flexibility. It can integrate smoothly with existing IT environments, be leveraged for a large variety of use cases within an enterprise and be deployed, consumed and priced in different ways that are suitable to an individual customer's business needs."

TBR

"It has strengthened its market position and enhanced client engagement due to the increased adoption of its flagship AI IPs, driven by the success of AI Force among over multiple clients."

Everest Group®

Everest AI and GenAI Service PEAK

"Platform that uses AI accelerators to augment, accelerate and improve the quality and efficiency of the SDLC and ITOps."

HFS horizons

HFS Horizons: Generative Enterprise Services

"It has also built the HCLTech AI Force suite of solutions, which supports enterprises across critical business domains, including software development (code generation, debugging, summarization and change impact analysis), customer support (knowledge article generation, cognitive searching, ticket triaging and resolution) and bot creation (Gen AI-driven RPA, intelligent automation and process mining agents)."

AVASANT
EMPOWERING BEYOND

Avasant's GenAI Services RadarView

Transform your enterprise landscape with confidence. Contact us to book a live demo and see how **AI Force** can unlock enterprise efficiencies and productivity.

For more details visit our webpage – AI Force | HCLTech

HCLTech | Supercharging Progress™

About HCLTech

HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around AI, digital, engineering, cloud and software, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Semiconductor, Telecom and Media, Retail and CPG, Mobility and Public Services. Consolidated revenues as of 12 months ending June 2026 totaled $14.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.

Copyright © 2026 HCL Technologies Limited