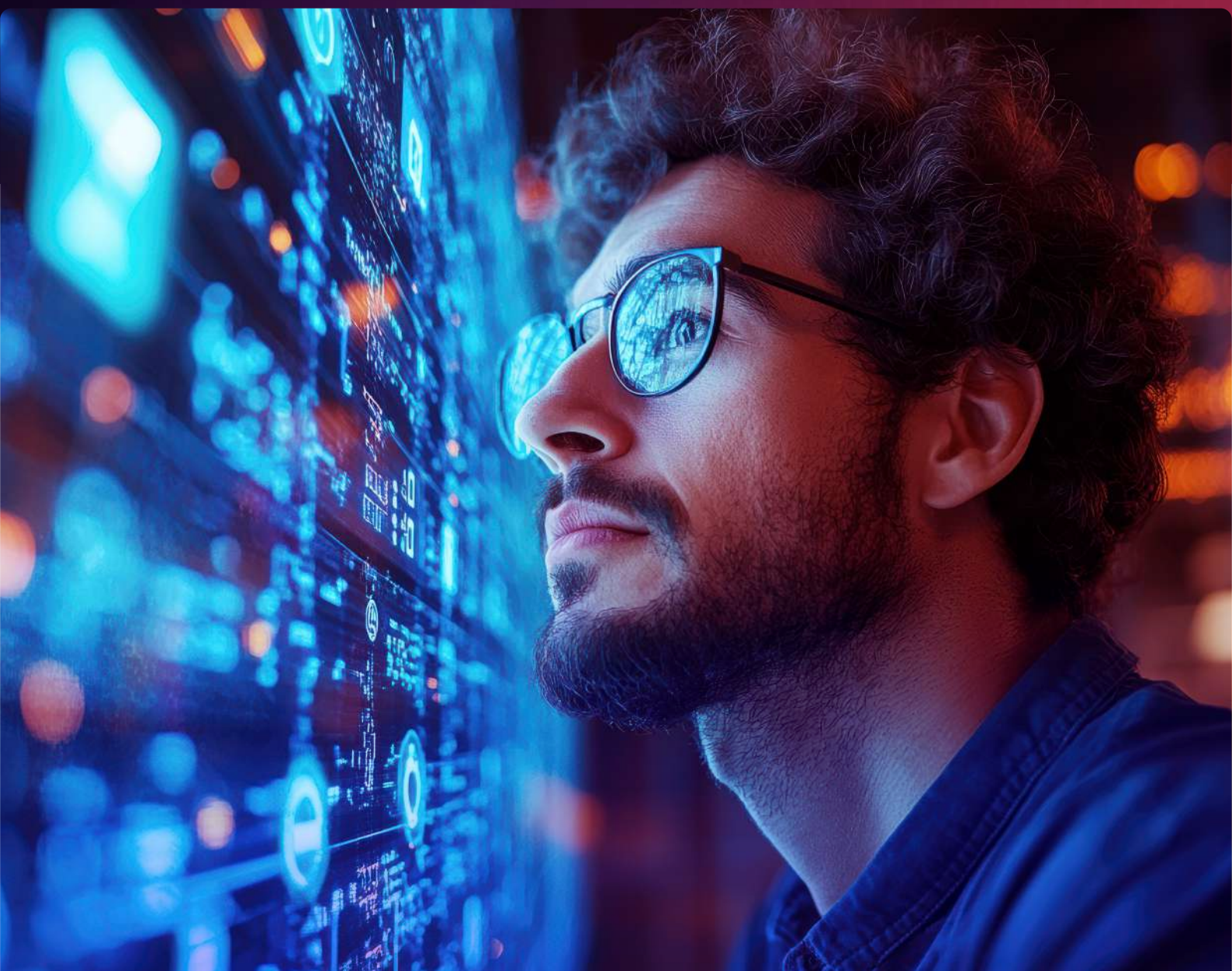
HCLTech | Supercharging Progress™

AI Force.ITOps

AI-led IT operations across infrastructure and applications, delivered using AI Force



AI Force.ITOps

AI Force is our proprietary 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.

AI Force.ITOps is how we deliver AI-led IT operations across infrastructure and application operations using AI Force, our enterprise GenAI and Agentic AI platform. It helps organizations transform digital infrastructure operations and application management services (AMS) from siloed, manual-intensive functions into a connected, intelligent and increasingly autonomous operating model. By continuously sensing signals across cloud environments, infrastructure, applications, endpoints, networks, user interactions and business workflows, it applies predictive reasoning, anomaly detection, risk modeling and autonomous remediation to prevent incidents, improve resilience and elevate experience outcomes.

AI Force.ITOps is built around a Zero Touch Ops vision, where routine operations are increasingly autonomous, human intervention is focused on strategic decisions and operational success is measured through business, customer and employee experience outcomes.

Using AI Force, we deliver together observability, intelligence and execution to deliver AI-led IT operations across the enterprise. The approach combines specialized capabilities that can operate independently or together, enabling organizations to modernize infrastructure and application operations, break down lifecycle silos and accelerate the journey from reactive support to proactive, autonomous operations.



Fast facts

~70%
fewer outages, strengthening resilience and business continuity

~50%
faster time-to-value with accelerated releases and execution

50-80%
reduction in manual operations, freeing teams for innovation

Experience-led operations that improve workforce productivity and digital outcomes

Smarter cloud governance and multicloud optimization that maximize ROI

The problem

Key challenges:

Enterprise IT is stretched thin fragmented tools, siloed teams and manual-heavy processes were never built for today's pace and complexity.



Tool sprawl and operational silos
Infrastructure, app maintenance, cloud, endpoint and network operations run as disconnected functions — creating blind spots and slow response.



Alert noise and reactive firefighting
Teams are overwhelmed by context-less alerts, leading to delayed triage, missed signals and recurring incidents.



Experience degradation
When success is measured only by SLAs and ticket counts, the real experience of employees, customers and stakeholders gets lost.



Inability to scale AI meaningfully
AI pilots exist in pockets, but there's no governed, scalable model for autonomous operations across the enterprise.

The result: Rising costs, slower time to market, fragile resilience and a widening gap between IT delivery and business demand.

The future state: Zero-touch Ops

AI Force.ITOps is built around a Zero Touch Ops vision, where routine operations are increasingly autonomous, human intervention is focused on strategic decisions and operational success is measured through business, customer and employee experience outcomes.

This vision is grounded in the i3 framework:

Intelligent

AI-driven prediction, reasoning and decision-making across every workflow.

Integrated

One operational fabric unifying infrastructure, applications, cloud, endpoints, network and cybersecurity.

Intentional

Every autonomous action is governed, auditable and aligned to business outcomes.

Our approach: Sense → Think → Act → Engage

A continuous closed-loop model connecting data, intelligence, action and experience governance:



Sense

Ingests telemetry across infrastructure, cloud, applications, AMS workflows, endpoints, networks and business processes, creating a unified data fabric that eliminates blind spots.



Think

Applies anomaly detection, probabilistic RCA, risk scoring and noise suppression, correlating signals with business impact to surface what matters.



Act

Executes autonomous remediation, patching, compliance fixes and orchestrated playbooks through a governed multi-agent system. Supports A2A orchestration for agents built inside or outside AI Force.



Engage

The XMO ensures every action improves employee, customer and business experience, moving beyond SLA compliance to experience-level outcomes.

Key capabilities

Using AI Force, HCLTech brings together observability, intelligence and execution to deliver AI-led IT operations across the enterprise. The approach combines specialized capabilities that can operate independently or together, enabling organizations to modernize infrastructure and application operations, break down lifecycle silos and accelerate the journey from reactive support to proactive, autonomous operations.

Predictive prevention and full-stack observability

Full-stack and business observability combined with AI reliability engineering to predict anomalies, correlate signals and prevent incidents before they occur.

AI-driven service intake and experience layer

Natural language interfaces for intelligent ticket creation, contextual understanding and proactive deflection through self-service engagement.

Intelligent triage, routing and swarm orchestration

Dynamic classification, prioritization and routing with intelligent swarm creation for major incident scenarios.

Context-aware RCA and probabilistic diagnostics

Contextual enrichment and probabilistic reasoning for faster, more accurate root cause identification.

Agentic workflow orchestration and autonomous resolution

End-to-end workflow orchestration through a governed multi-agent system. Recommends and executes fixes, generates code and test cases. A2A interoperability extends orchestration to agents built anywhere.

Knowledge engineering and runbook automation

Captures resolutions, generates runbooks and codifies operational knowledge into reusable automation assets.

Continuous intelligence, SLA governance and quality assurance

AI-driven performance tracking, SLA enforcement and optimization insights for a self-improving system.

Self-healing operations

Autonomous remediation across endpoints, infrastructure, applications and cloud. Proactively detects instability, triggers corrective actions and restores health without human intervention.

The differentiators

One ITOps fabric: A single autonomous operations layer across Hybrid Cloud, Digital Workplace, Network, Cybersecurity and AMS, eliminating silos and fragmented workflows.

Predictive prevention: From reactive monitoring to AI-led prevention with full-stack and business observability.

Business-aware AI: Correlates operational telemetry with business workflows, experience scores and risk posture for outcome-driven decisions.

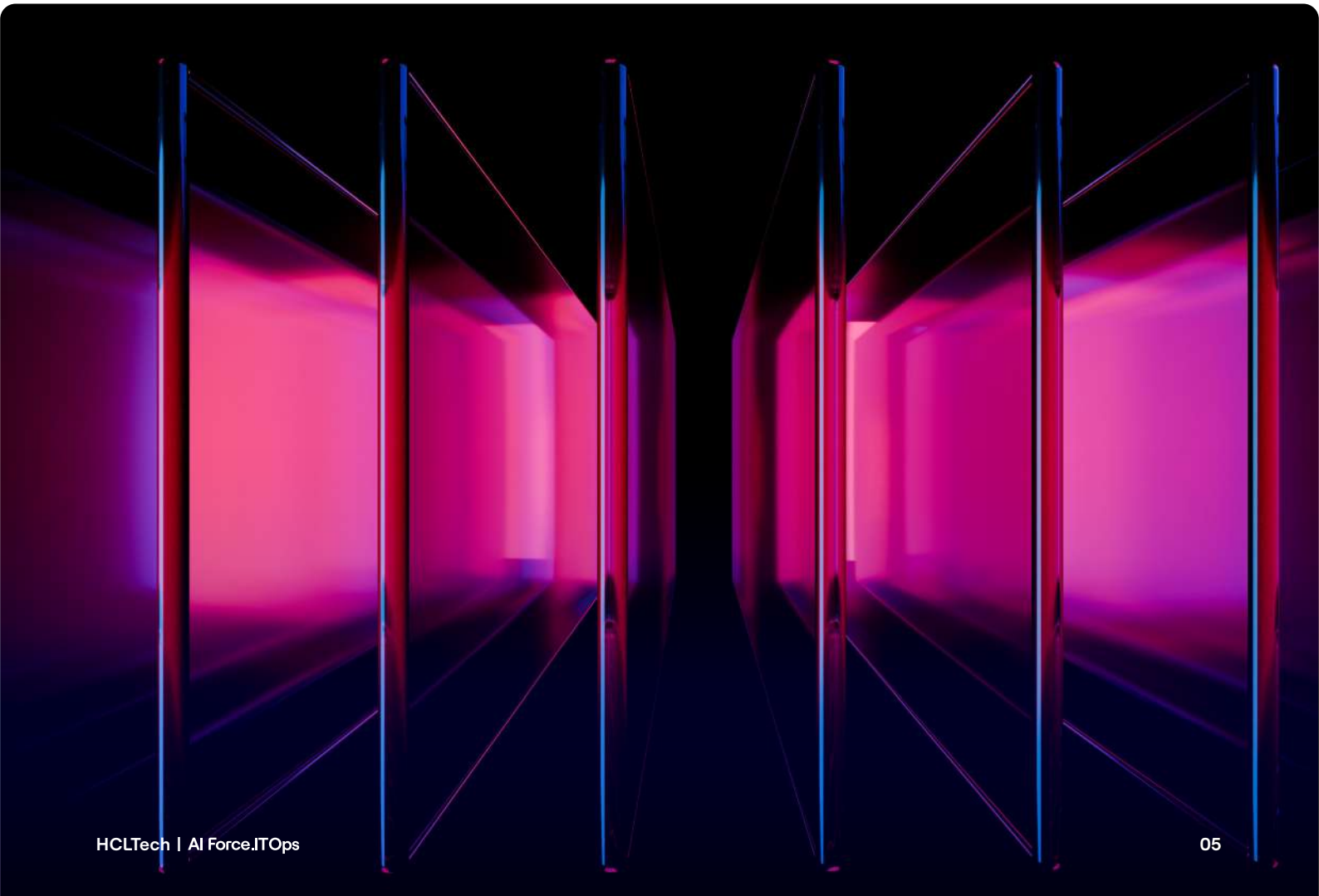
Governed multi-agent orchestration: Enterprise-grade multi-agent system with Responsible AI guardrails and A2A interoperability for governed autonomy at scale.

Experience-first operations: The XMO framework measures success through employee, customer and business experience, not just SLAs.

Embedded operational intelligence: Every resolution enriches the knowledge graph, generating reusable runbooks and self-improving intelligence.

Self-healing by design: Autonomous remediation across endpoints, infrastructure, applications and cloud.

Continuous risk governance: Proactively identifies instability, drift, compliance gaps and failure patterns before they escalate.



AI Force.ITOps in action

Standardizing IT processes for faster ticket resolution

A leading global distributor of pipes, valves and fittings transforms support operations.

Before AI Force.ITOps	After AI Force.ITOps
End users spent significant time creating incidents and managing updates	Faster issue resolution with 55% lower manual ServiceNow effort and a more seamless employee support experience
Agents handled high ticket volumes with limited contextual support	70% of routine requests resolved autonomously, enabling faster support delivery and reduced service desk dependency
Every query required agent intervention	40% ticket deflection reduced support load and improved operational scalability
Slow MTTR impacted user experience and satisfaction	30% faster MTTR improved service responsiveness and strengthened CSAT outcomes
Support availability limited to business hours	24/7 orchestrated support across Microsoft Teams and web improved business continuity and workforce accessibility

Automating incident creation and orchestrating enterprise knowledge access

A Danish multinational emergency response and healthcare provider standardizes support workflows.

Before AI Force.ITOps	After AI Force.ITOps
Complex incident workflows caused routing errors and operational delays	60% faster incident creation improved service responsiveness with accurate routing from the start
Knowledge sources were fragmented across systems	40% faster resolutions through unified knowledge access and contextual search experiences
Manual effort slowed ticket handling and support efficiency	55% reduction in ServiceNow administration effort, enabling teams to focus on higher-value operations
Agents faced overload leading to inconsistent support quality	AI-assisted recommendations improved resolution consistency and increased operational productivity by 20%



Scaling Agentic AI across enterprise IT operations

A global pharmaceutical major shifts service desk volume to Agentic AI-powered autonomous operations.

Before AI Force.ITOps	After AI Force.ITOps
No structured roadmap for scaling Agentic AI	Enterprise-wide Agentic AI roadmap established with 250 operational use cases identified
No production-ready autonomous operations capability	Agentic AI validated in production with MVP deployments accelerating enterprise adoption readiness
No service desk volume managed autonomously	Autonomous operations scaled to handle 9% of ticket volumes with a target of 23% by Q3 2025, reducing dependency on manual support
Security and governance approvals delayed deployment readiness	Security DRN approval and Kubernetes-based deployment established enterprise-grade operational governance
No embedded AI experience within employee workflows	Integrated Agentic AI experiences directly into the customer's chat environment, improving accessibility and user adoption

Run your enterprise on foresight, not firefighting.

With AI Force.ITOps, move toward resilient IT operations, superior experience, lower cost and autonomous execution across all IT domains.

For more details, visit our webpage - AI Force.ITOps I HCLTech

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