The Computerworld Honors Program

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Final Copy of Case Study

LOCATION:
Dallas, TX, US

YEAR:
2011

STATUS:
Laureate

CATEGORY:
Business Responsiveness

ORGANIZATION:
HCL Technologies Ltd

ORGANIZATION URL:
http://hcl.com

PROJECT NAME:
Transformational IT Infrastructure Management Engagement for Energy Future Holdings Corp (EFH)

PROJECT OVERVIEW

Last fall, the Energy Future Holdings IT department selected HCL to assist them in running the company's IT infrastructure. Over the last year, HCL has become an integrated partner, assisting with a number of significant transformational projects. For example, HCL successfully delivered the infrastructure components necessary to transition the TXU Energy CARE environment from one Data Center into another Data Center. Other successful projects included refreshing EFH's critical core network components and establishing a new, secure environment for Luminant's Generation Control System (GCS). HCL has been responsible for managing EFH's IT Infrastructure landscape comprising of Data Center (DC), Voice and Data Networks and End User Computing Services. HCL's Service Desk provides support to EFH end users, including desk-side support, in complete compliance with the stringent NERC, PCI, SOX and FCC regulatory frameworks. HCL is also responsible for providing touch services for the centralized and Distributed Data Centers. EFH has leveraged HCL's state-of-the-art MTaaS™ Business Service Management (BSM) platform which provides online, real-time business service visibility and ensures proactive IT management. HCL also collaborates with EFH to develop an IT Transformation roadmap for the next five years. As part of this roadmap, HCL will be responsible for migration and consolidation of Data Center, Disaster Recovery & Continuity, Next Generation Network Infrastructure and Open Systems & Mainframe Modernization. Quoted References: EFH Connect Company News 2010, "EFH and HCL Mark One-Year Anniversary" online at: http://txuconnect.tu.com/news/announcements/detail.aspx?prid=2989 HCL Press Release 2009, "HCL Signs a five year engagement with Energy Future Holdings for IT Infrastructure Management Services" online at http://www.hcltech.com/media/press-releases/2009/09/17E/

SOCIETAL BENEFITS

A strategic relationship with Texas-based Energy Future Holdings leverages

HCL's unique IP and IT Infrastructure Transformation capabilities to improve operational efficiencies and provide better customer service. Quoted References: HCL Press Release 2009, "HCL Signs a five year engagement with Energy Future Holdings for IT Infrastructure Management Services" online at http://www.hcltech.com/media/press-releases/2009/09/17E/

PROJECT BENEFIT EXAMPLE

"We're pleased with the relationship that has developed over this last year," said Kevin Kerber, EFH, Vice President, IT Governance, Planning and Strategy. "While any partnership has its ups and downs, HCL has consistently been willing to step in as part of the solution." "We operate in an extremely complex environment. The HCL team has responded quickly and effectively to everything we've thrown at them," said Bill Beattie, EFH, Director, IT Standards and Governance. "The HCL team has stepped up and delivered well, which to me demonstrates their commitment to the EFH family of companies." Quoted References: EFH Connect Company News 2010, "EFH and HCL Mark One-Year Anniversary" online at: http://txuconnect.tu.com/news/announcements/detail.aspx?prid=2989

IS THIS PROJECT AN INNOVATION, BEST PRACTICE? Yes