

HCLSoftware

A modern approach to digital process orchestration



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The Orchestration Imperative

The Problem:

A lack of convergent technology is creating "islands of automation." Market research shows that 84% of buyers prefer to use a single solution instead of multiple tools.

(Source: 2023 G2 Software Buyer Behavior Report)

84%

buyers prefer to use a single solution instead of multiple tools

30%

of all cloud spending is wasted

The Consequence:

30% of all cloud spending is wasted due to inefficiencies, poor resource management, and a lack of visibility across multi-cloud environments—problems directly addressed by orchestration.

(Source: Flexera, 2025 State of the Cloud Report)

The Reality:

93% of organizations are actively using or expanding their automation initiatives, making it a universal enterprise priority.

(Source: Gartner, 2024)

93%

of organizations are actively using or expanding their automation initiatives

The Orchestration Challenge in an Agentic World

The Orchestration Challenge in an Agentic World
The enterprise has arrived at a paradox. After years of investment in automation, the result isn't a streamlined, unified operation, but a chaotic sprawl of disconnected tools and processes. These "islands of automation" have created a hidden tax on innovation, forcing teams to spend their time building brittle, point-to-point integrations instead of driving business value. This is the new automation gap: a chasm between the promise of efficiency and the complex reality of managing a fragmented technology estate.

This challenge is now compounded by the urgent push to adopt AI and Agentic technologies. The Digital+ Economy was defined by hyperconnected platforms, but the real shift is now underway. The Agentic Economy brings an integrated workforce of humans and digital workers, adaptive and secure orchestration, and business model reinvention. This forces enterprises to face the conflicting demands of consolidating their existing automation footprint while simultaneously embracing a new generation of intelligent, autonomous systems.

Bridging the Gap with Intelligent Orchestration

To close the gap between automation sprawl and the Agentic Economy, enterprises need a strategic bridge. Intelligent Orchestration is that bridge—a unifying layer that integrates a workforce of humans and digital workers, securely orchestrating your entire automated landscape from the mainframe to the multi-cloud.

Our platform is this bridge that provides IT and Business Orchestration that extends beyond workflows, orchestrating people, processes, and AI agents into an augmented workforce. We provide the most secure and rapid way to reinvent citizen, customer, and employee experiences that drive intelligent journeys, engagement, and new digital revenue streams.

Our journey to deliver this vision began with trusted Workload Automation—ensuring mission-critical reliability at scale. It has evolved into a Process Orchestration Engine, now powered by the Agentic AI Builder, enabling adaptive, self-optimizing workflows. This trajectory reflects our continuous innovation, transforming our offering into a true Platform for the AI Era that unifies legacy, cloud-native, and agentic architectures.

HCL Workload Automation

Managing Data
Flows

Workflow
Orchestration

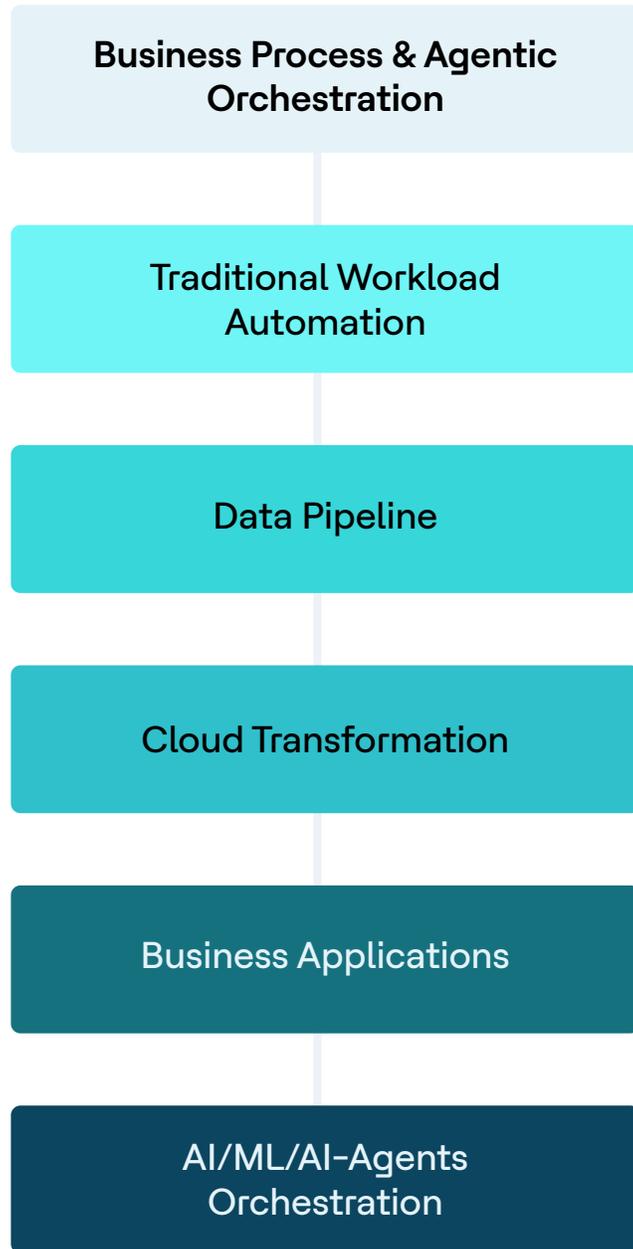
Event-Driven
Automation

Scheduling, Monitoring,
Visibility & Alerting

Self-Service
Automation

Resource
Provisioning

We address the full spectrum of organizational needs, from IT efficiency to business process efficiency. Orchestration is no longer just about managing backend IT jobs; it's about streamlining entire business value chains, from data pipelines and cloud transformation to complex business applications and agentic AI workflows.



Our platform is purpose-built to deliver on this promise across three key pillars:

Orchestrate Anything, Run Anywhere:

The first immediate value of orchestration is connecting and managing any process, anywhere. Our platform provides this fundamental capability, creating a unifying fabric that bridges disparate systems and processes across your hybrid estate.

Business Resiliency:

We provide a single point of control and governance over your critical workflows. This ensures your data pipelines and business applications run with the resilience and continuity your enterprise demands, without interruption.

AI-Powered Operations:

True intelligent orchestration is the foundation for the Agentic Economy. By unifying data and processes, we create the perfect environment for embedding intelligence into your operations, enabling everything from democratized innovation and predictive analytics to the next generation of self-healing workflows.



These three pillars are the proven foundation of our platform's success. Our expertise in solving these core challenges is demonstrated daily in key industries, including:

Finance and Banking:

Automating compliance reporting, transaction processing, and customer service operations.

Healthcare:

Automating patient records management, appointment scheduling, and regulatory compliance.

Manufacturing:

Integrating processes across supply chain management, production scheduling, and inventory control.

Retail:

Automating inventory management, customer service, and e-commerce operations.

Telecommunications:

Automating network operations, customer service, and compliance activities.



The HCL Advantage: A Recognised Leader

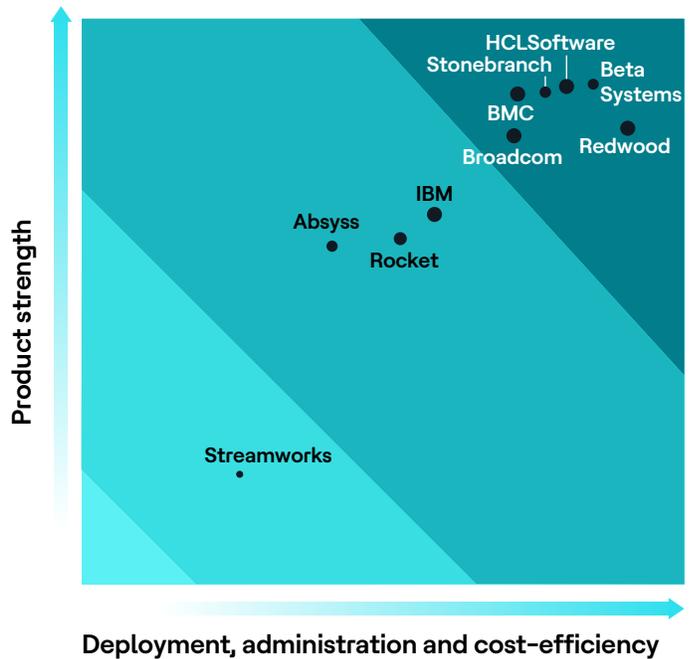
Our platform's value is validated by leading industry analysts as well as the success of our customers. These recognitions provide clear, unbiased proof of our market leadership and our commitment to delivering transformative business outcomes.

Market Leadership & Competitive Superiority

Our position as a market leader is consistently validated by the industry's most rigorous evaluations. In the **2025 Gartner® Magic Quadrant™ for Service Orchestration and Automation Platforms**, Gartner names HCLSoftware a Leader, recognizing our "market-shaping vision and a proven Ability to Execute." This critical placement confirms our strong position against all major competitors.

99.9%
business continuity and service availability

In its 2025 EMA Radar for Workload Automation and Orchestration, Enterprise Management Associates (EMA) rated HCLSoftware as a Value Leader for the third consecutive time, placing us among the top tier of the industry. EMA also awarded us for Excellence in Broad Orchestration Vision and Strategy, highlighting our unified Automation Orchestration Suite that bridges IT operations, business workflows, and human-in-the-loop processes. Notably, HCL is the only vendor recognized across all three defining innovation domains: Agentic AI, Observability, and Next-Generation Orchestration Architecture -demonstrating comprehensive innovation momentum that reflects where the enterprise automation market is heading.



Visionary Innovation Leadership

Beyond our market position, we are defining the future of automation. Our forward-looking strategy is best summarized by our position in the **2025 Gartner® Magic Quadrant™ for Service Orchestration and Automation Platforms**, where Gartner recognized our high Completeness of Vision. This vision is not just a roadmap; it is a reality validated by other top analysts.

EMA, in its Impact Brief, **"HCLSoftware Launches HCL UnO Agentic,"** confirms this by declaring HCLSoftware the **"first traditional WLA vendor to productize agentic orchestration as a native capability."**

The **IDC Perspective** on AI platforms further solidifies our direction, recognizing HCL UnO as the **"next generation of orchestrator,"** purpose-built to function as an **"orchestrator of orchestrators."**

Gartner details what this vision looks like in practice, confirming HCL is **"among the leaders in AI integration"** and praising specific, market-leading capabilities like the UnO AI pilot, HCL Clara, and the HCL HERO engine.

Core Capabilities

These foundational capabilities are what bring UnO's architectural vision to life, delivering tangible results for our customers.

A marketplace of hundreds of out-of-the-box integrations (cloud services, ERP, FTP, etc.) that enables UnO to be the unified command center to bring together disparate systems, applications, and AI frameworks. Offering a wide variety of integrations, it enables seamless, end-to-end business processes. A free Development Kit also allows customers to create custom integrations.

This acts as the central nervous system of a business. It's a powerful, event-driven engine that intelligently coordinates all the different parts of a business process. Whether it is an API call, a software bot, an AI agent, or a task requiring a human decision, the engine ensures they all work together seamlessly and in the right sequence.

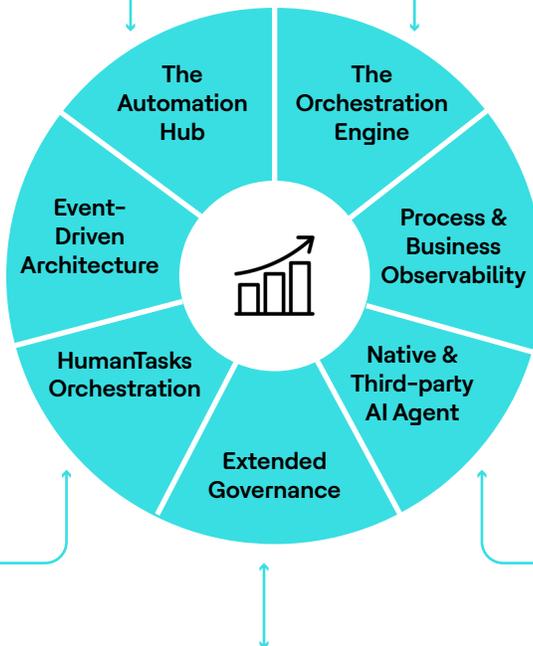
Traditional automation follows a rigid, step-by-step script. UnO differs in its ability to react to business events in real-time. For example, when a customer's order is shipped (an event), UnO can instantly trigger the next steps, like sending an invoice and updating the inventory system. This allows businesses to be far more agile and responsive.

Standard monitoring is often a simple binary check, but Process & Business Observability provides much richer insights. This allows leaders to see the true business impact of their automation, by connecting technology performance to key business outcomes such as process cycle times, cost per transaction, and SLA compliance.

Not everything can or should be automated. UnO excels at creating workflows that blend automated tasks with human expertise. When a process requires critical thinking or a final approval, the platform intelligently routes the task to the right person. This ensures that automation supports our human experts, rather than replacing them.

UnO includes an agentic AI builder and full MCP integration. It believes in an open ecosystem and is designed to integrate seamlessly with leading AI tools from providers like AWS, Google, and Microsoft. This allows our customers to use the best AI for the job within their workflows, without being locked into a single vendor's technology. It is all about providing flexibility and choice.

An architecture which defines a robust, integrated control plane for the platform's lifecycle. This framework ensures system-wide regulatory adherence, automates oversight of intelligent agent workflows, and incorporates adaptive mechanisms for both automated constraint enforcement and subject matter expert intervention. This scope expands beyond basic operational incident handling.



The Voice of Our Customers

While analyst recognition is important, the most powerful validation comes directly from the customers who use our platform every day.

We are proud to be consistently recognized by our customers on platforms like **Gartner® Peer Insights™**, which hosts verified, unbiased software reviews from enterprise professionals.



We replaced our previous solution with HWA. It is an awesome product and it gives lot of flexibility to schedule jobs on latest technology domains.

- **Enterprise Systems Management, Energy and Utilities**



HCL support has been great. We analyzed 11 products and one of the finalists was HCL workload automation.

- **Technical Architect, Manufacturing**



HCL Automation Orchestrator Suite



Open framework to easily develop integrations and AI-Pilot delivering GenAI capabilities to facilitate the work of new LoB.

Chief Executive Officer - Software

HCL Automation Orchestrator Suite



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Chief Executive Officer - Software

HCL Automation Orchestrator Suite



Open framework to easily develop integrations and AI-Pilot delivering GenAI capabilities to facilitate the work of new LoB.

Chief Executive Officer - Software

Service
Orchestration &
Automation
Platforms

4.7/5

30 Ratings
As of Aug 28, 2025

HCL Automation Orchestrator Suite



Open framework to easily develop integrations and AI-Pilot delivering GenAI capabilities to facilitate the work of new LoB.

Chief Executive Officer - Software

HCL Automation Orchestrator Suite



Open framework to easily develop integrations and AI-Pilot delivering GenAI capabilities to facilitate the work of new LoB.

Chief Executive Officer - Software

HCL Automation Orchestrator Suite



Open framework to easily develop integrations and AI-Pilot delivering GenAI capabilities to facilitate the work of new LoB.

Chief Executive Officer - Software



HCL Automation Orchestrator Suite Reviews

by HCLTech (HCLSoftware) in Service Orchestration and Automation Platforms

4.7 ★★★★★ 26 Ratings

Compare

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Overview

Reviews

Alternatives

Likes and Dislikes

HCL Automation Orchestrator Suite Ratings Overview

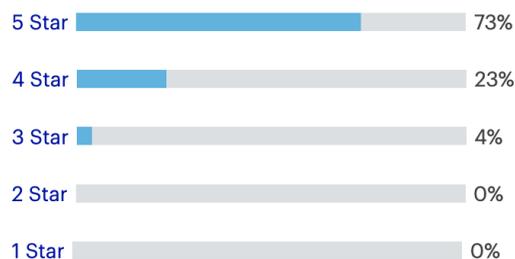
Review weighting ⓘ

Reviewed in Last 12 Months

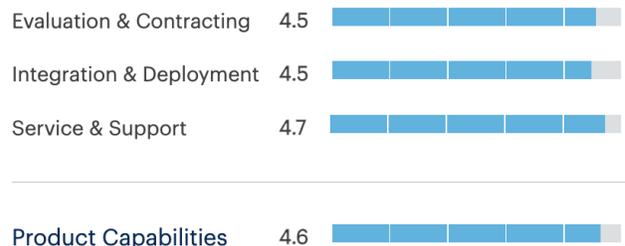
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4.7 ★★★★★ 26 Ratings (All Time)

Rating Distribution



Customer Experience



Orchestration in Action: Customer Success Stories

While third-party analyst validation provides a critical benchmark of market leadership, the ultimate proof of a platform's value is demonstrated through tangible customer outcomes.

Real-world success stories from global enterprises provide that evidence, demonstrating measurable results across key areas of business transformation.

Category 1: Legacy Displacement & Migration Excellence

Proven competitive wins and risk-free modernization from legacy platforms that deliver immediate TCO reduction and enhanced platform capabilities.



Featured Customer Stories:

01

Leading Indonesian Insurer Replaces BMC Control-M with HCL Software - Financial Services

Client Background

A leading Indonesian insurer, which is a key insurance subsidiary of a major banking group, partnered with HCL Automation Orchestrator Suite (AOS) to replace a legacy scheduler and unlock seamless integration with core applications through AI-driven automation.

Solution & Business Benefits

HCL Automation Orchestrator Suite (AOS) was selected after a competitive bid, successfully outscoring and displacing both BMC Control-M and Apache Airflow. The solution's key selling features included its AI-Powered Intelligence, leveraging the AI Pilot—a GenAI powered assistant for workflow generation—and AI-driven data analysis (AIDA) for proactive problem management. Furthermore, the insurer is empowered by the HCL UnO Agentic AI Builder to easily create and deploy sophisticated, goal-oriented AI agents for processes like claim validation or fraud analysis. Its seamless low-code/no-code integration capabilities, enhanced visibility through custom dashboards, and a proven migration methodology were also critical factors in the decision.

- Overcame critical integration limitations with key business applications.
- Leveraged AI to enhance operational efficiency and problem resolution.
- A potential 25% reduction in manual errors.
- Gained improved visibility through tailored dashboards.
- Established a foundation for a broader strategic partnership within the parent banking group.

Business Challenge

- The client's existing BMC Control-M scheduler created critical integration limitations, hindering their ability to process an estimated **10,000+ policies per day** and expand into key business applications.
- They sought a modern, AI-assisted orchestration solution to displace their legacy vendor and enhance their operational capabilities.



We chose HCL's Automation Orchestrator Suite because it was a strategic upgrade, not just a replacement. Its AI-powered intelligence and low-code capabilities promised to transform our operations and solve critical integration limitations. This partnership sets a foundation for a broader, group-wide strategic collaboration

- Service Delivery Manager -
Leading Insurer

Client Background

A global telecommunications and technology leader, specializing in network infrastructure and cloud services, faced aggressive corporate cost-reduction targets and partnered with HCL Automation Orchestrator Suite (AOS) for a strategic solution.

Solution & Business Benefits

In a direct comparison, HCL Automation Orchestrator Suite (AOS) was selected over Broadcom Autosys. The pivotal factor was HCL's significantly more cost-efficient 'per-unique job' licensing model, which drastically reduces costs compared to Broadcom's execution-based model. Beyond the immediate savings, AOS provided the modernized platform and Agentic-AI capabilities needed to support the company's long-term operational streamlining goals.

- Delivered immediate and massive cost savings of over €1 million in annual license costs.
- Provided direct support for their large-scale, strategic €800M–€1.2B cost-saving initiative.
- Gained a modernized platform with GenAI and Agentic-AI capabilities to drive further operational cost reductions across the business.
- Acquired a modern platform aligned with strategic goals for operational streamlining and reduced complexity.

Business Challenge

- The company faced a dramatic **220%+ price increase** on their existing software licenses from Broadcom Autosys, presenting a major challenge to a cost-saving initiative of **€800 million to €1.2 billion**.
- They urgently needed to cut **over €1 million in annual license costs**.



Faced with a massive price hike and a company-wide savings goal, we needed a powerful and cost-effective solution fast. HCL Automation Orchestrator Suite not only delivered over €1M in immediate annual savings with its per-unique job model, but also gave us a modern, AI-ready platform to drive future operational efficiencies.

- **Technical Project Manager –
Global Telecom Leader**

Client Background

A leading Indian private sector bank faced significant challenges with its existing workload automation solution, Autosys, and partnered with HCLSoftware to modernize its core operational platform.

Solution & Business Benefits

HCL Automation Orchestration Suite was selected over competitors like BMC Control-M after a comprehensive evaluation. The decision was based on several key factors: superior technology, including advanced features like HERO for self-monitoring; proven success in similar demanding banking environments like DBS Bank; a tailored solution that aligned perfectly with the bank's needs; and a cost-effective proposal with flexible options.

- Modernized critical banking operations by replacing the legacy Autosys platform with a more advanced and reliable solution.
- **20% faster issue resolution** and a significant reduction in operational errors.
- Improved efficiency by automating manual tasks and streamlining workflows.
- Enhanced security and reliability by strengthening BCP/DR capabilities and minimizing downtime.
- Reduced costs through optimized resource utilization and lower licensing expenses.

Business Challenge

- The bank was facing challenges with its existing workload automation solution, Autosys, and needed to modernize its critical operations.
- A primary need was to enhance system reliability, reduce downtime, and streamline operations to improve efficiency by an estimated **15%**



We chose HCL AOS to modernize our operations, as it directly addressed our key needs for enhanced reliability, improved efficiency, and cost optimization. The platform's advanced features, particularly HERO and Clara, and HCL's proven track record in the banking sector gave us confidence in their ability to provide a tailored, cost-effective solution. With this partnership, we expect to significantly reduce downtime, streamline our workflows, and drive future innovation.

- Chief Technology Officer -
Large Bank in India

Client Background

A leading Canadian enterprise in the frozen food sector, with a significant **annual revenue of \$14 billion**, is partnering with HCL Workload Automation (HWA) to ensure a seamless and efficient migration to SAP S/4HANA and RISE, and to establish a future-proof foundation for intelligent operations.

Solution & Business Benefits

HCL Workload Automation (HWA) was selected for its comprehensive SAP certifications and a strategic partnership approach. Key differentiators included HCL's deep SAP Expertise, with full S/4HANA and RISE certifications; a cost-effective single-tenant SaaS offering; and early engagement through Dedicated Lab Services which provided expertise and risk mitigation, building confidence from the start.

- An estimated **20% reduction in IT overhead** through a cost-effective and efficient SaaS deployment.
- A **seamless and confident transition** to SAP S/4HANA and RISE while maintaining critical workload automation functionality.
- Potential for significant operational cost and effort reduction through **AI-powered intelligent operations** (HCL Clara, HCL HERO, AIDA)
- Established a **strategic partnership** for future innovation and growth across their entire IT landscape.



A modern approach to digital process orchestration

Business Challenge

- The company faced fragmented data from over 500 suppliers, inventory, and logistics, hindering real-time visibility and decision-making.
- Manually managing these complex workflows was highly time-consuming and error-prone, a significant problem for a company with such a massive production scale.



HCL Workload Automation provided the certified S/4HANA and RISE support we couldn't find elsewhere. Beyond the technical capabilities, their dedicated Lab Services and intelligent operations features like Clara and HERO proved they were the right choice to ensure our critical processes continued without a hitch while setting us up for future innovation and cost savings.

- **Software Engineering Manager - Leading Frozen Food Supplier**



Switching to HCL Workload Automation was a strategic move that ensured our complex SAP migration was a success. Their certified solution, cost-effective SaaS model, and proven expertise made them the clear partner of choice for our journey to SAP S/4HANA and RISE.

- **Director of IT - Leading Frozen Food Supplier**

Client Background

A large multi-line insurance provider sought to modernize its customer-facing claims portal and eliminate costly, difficult-to-maintain workflows to keep pace with evolving customer expectations.

Solution & Business Benefits

The solution is a Unified Orchestration Stack that seamlessly blends the customer experience with backend intelligence. Customers initiate claims through a modern web and mobile app built with HCL Volt MX. HCL Universal Orchestrator instantly triggers an AI Agent (built with the HCL UnO Agentic AI Builder) that analyzes the request, retrieves customer history, and decides the next best action.

The agent intelligently invokes a Robotiq.ai RPA bot for screen scraping legacy systems, performs fraud scoring using an LLM, and orchestrates the next step. If the fraud risk is high, a Human Task is automatically created for human review; if low, the claim is approved and processed through SAP. HCL Universal Orchestrator provides centralized execution, SLA management, and complete audit trails for the entire process.

- 30-50% lower operational costs through intelligent automation.
- Faster response times with AI-led decisioning.
- Reduced reliance on siloed RPA via dynamic and intelligent agent invocation.
- Increased First-Time Resolution Rate through adaptive, context-aware workflows.
- A future-proof architecture ready for next-generation AI and GenAI use cases.

Business Challenge

The company's existing claims portal, while built on Volt MX, was supported by costly manual processes and siloed RPA workflows from UiPath, which were difficult to maintain and lacked intelligent coordination. The challenge was to replace their existing RPA tool with a unified solution that could reduce reliance on disconnected bots, embed AI for dynamic decision-making, and bring the entire process under a single governance model.



HCL Universal Orchestrator transformed our claims process—cutting costs, speeding response times, and boosting resolution rates—all while future-proofing us for the AI era.

– Applications Delivery Manager



Client Background

As the second-largest financial services group in Southeast Asia by assets, with one of the world's highest credit ratings, this leading Singaporean bank partnered with HCL to modernize their entire data center operations. Their goal was to replace a 15-year-old legacy scheduler with a future-proof, AI-enabled orchestration platform.

Solution & Business Benefits

HCL Automation Orchestration Suite was selected over competitors like Broadcom Automic and Stonebranch after a meticulous, value-based evaluation. The key differentiator was a two-month, onsite Proof of Concept (PoC) where HCL teams worked side-by-side with the client to prove the technology and validate business benefits. HCL demonstrated deep competitive knowledge and the technical expertise to migrate even the most complex custom workloads, building a foundation of trust and proving advanced capabilities in areas like Citizen Automation, Self-Healing, and Self-Monitoring.

- A 30% reduction in manual effort on repetitive activities, saving approximately 3 hours daily.
- Increased availability by eliminating 4 hours of weekend activity for maintenance and patching.
- A modernized, active-active containerized architecture aligned with the bank's future-proof strategy.
- A flexible costing model with a clear and predictable TCO for the next five years.
- Established a strategic partnership with a clear roadmap for long-term innovation.

Business Challenge

The bank's primary challenge was the immense scale and risk of replacing their long-standing BMC Control-M platform, which managed over 3 million jobs across the enterprise. They needed a solution that could not only deliver superior technology for both legacy and modern microservices applications but also a partner who could guarantee a successful, low-risk migration of their most critical workloads.



Replacing a 15-year-old scheduler that runs over 3 million jobs is an immense undertaking. HCL's commitment during the extended, on-site PoC proved they were more than a vendor; they were a true partner. They not only delivered a modern, highly available platform that immediately reduced manual effort, but they also mitigated the risk of this critical migration, giving us confidence in our path forward

- Head of IT Operations, Leading Southeast Asian Bank

Category 2: AI-Powered Transformation

The Agentic Economy is already a reality, with 73% of companies seeing Agentic AI as a competitive advantage within 12 months. This shift is enabled by **Agentic AI**, a new paradigm where generative AI and digital agents serve as intermediaries between people and processes, making decisions and adapting flexibly to business needs.

Featured Customer Stories:

01

Largest US Public Pension Fund Future-Proofs Infrastructure with HCL's AI-Driven Orchestration – Financial Services

Client Background

As the **largest public pension fund in the US**, the client manages the financial security for over 1.5 million Californians. Their top priorities are maintaining high efficiency and ensuring their systems are prepared for the future (**future-proofing**).

Solution & Business Benefits

HCL Universal Orchestrator was chosen as a strategic partner for innovation, powered by the AI capabilities of **HCL Clara**. The solution's AI capabilities, including AI Pilot, AI Agents and self-service automation, resonated with their internal goals for high agility and cost reduction. Furthermore, the **cloud-native and cloud-agnostic nature of HCL UnO** aligned perfectly with their planned move to AWS, emerging as a pivotal tool for their cloud journey.

- An estimated **25% faster migration to AWS** and a seamless foundation for future cloud adoption.
- Boosted **agility and minimized operational costs** through self-service automation.
- **Extensive connectivity** with existing business systems via a rich library of connectors.
- **Predictable spending** for the next three years, ensuring financial clarity.
- Confidence in a **long-term technology partner** committed to an innovative roadmap.

Business Challenge

- The company sought a transformative solution to navigate its digital journey, aiming to embrace advanced AI/ML capabilities and facilitate a planned migration from legacy systems to the cloud.
- They required a cloud-enabled solution to future-proof their infrastructure and prepare for future challenges.



Faced with a massive price hike and a company-wide savings goal, we needed a powerful and cost-effective solution fast. HCL Automation Orchestrator Suite not only delivered over €1M in immediate annual savings with its per-unique job model, but also gave us a modern, AI-ready platform to drive future operational efficiencies.

- **Technical Project Manager – Global Telecom Leader.**

Client Background

A major European banking group, needed to transform its client onboarding process for micro and small enterprises (SMEs). Their key objective was to automate and streamline this crucial first touchpoint to enhance both employee efficiency and the overall customer experience.

Solution & Business Benefits

The solution is a unified, end-to-end automation managed by **HCL Universal Orchestrator (UnO)**. The new process begins when a branch employee enters a company tax number into a SharePoint form, which triggers an event-based UnO workflow via a webhook.

UnO then orchestrates a Robotiq.ai RPA bot to perform the front-office data entry, automatically populating the form by calling a government API to retrieve company data.

UnO continues to manage the subsequent steps, orchestrating back-office **Robotiq.ai bots** to perform automated compliance checks—such as searching the state register of politically exposed persons and internal black-lists—and finally triggering the generation of contracts and other documents, all within a single, transparent workflow.

- **Annual Time Saving of over 900 days** previously lost to manual data entry.
- **Improved Customer Experience** by significantly reducing in-branch waiting times and moving towards a single-visit onboarding process.
- **Improved Employee Experience** by eliminating tedious, repetitive tasks and allowing staff to focus on the customer.
- **Reduced Cycle Time and Errors** in the end-to-end onboarding and compliance process.
- **Improved Scalability** to handle a rising number of new clients without increasing headcount.

Business Challenge

Branch employees were responsible for manually entering over 50 data points for each new client, a process taking **7-15 minutes per onboarding** while the customer waited in the branch. With approximately **5,000 new SME clients annually**, this manual data entry alone accounted for a loss of over **900 working days per year**—the equivalent of 3.5 full-time employees. The process was further complicated by manual, error-prone back-office compliance checks and the need for a second customer visit for contract signing, hindering the bank's strategic goal of a **single, seamless visit**.



Universal Orchestrator has streamlined our SME onboarding, cutting hundreds of hours of manual work while delivering a faster, more seamless experience for both clients and employees.

- IT Delivery Manager, Major European Banking Group



Client Background

A large manufacturing company, manages complex relationships with hundreds of suppliers, requiring the daily processing of multiple new and renewed vendor agreements.

Solution & Business Benefits

To solve this, the company implemented **HCL Universal Orchestrator** to automate and govern their entire end-to-end vendor agreement workflow—from initial data collection to final archiving. The key innovation was embedding a **Contract Analysis Agent**, built with the **HCL UnO Agentic AI Builder**, into the initial review stage.

When a new contract arrives as a PDF, the UnO workflow automatically triggers the agent. The agent first uses a **PDF Reader** to ingest and structure the document, then a **Contract Validator** subagent compares it against a RAG model trained on verified legal templates. The agent flags deviations and extracts key terms, delivering a pre-analyzed contract to the legal team. From there, **HCL UnO** continues to orchestrate the subsequent steps, including **Human Tasks** for manual review and redlining, negotiation loops, and the final archiving of the approved contract.

- An estimated **80% reduction in manual review** time for standard agreements.
- Allows legal and procurement teams to **focus their expertise on high-value negotiations** rather than routine checks.
- **Improved compliance and reduced risk** by automatically identifying non-standard clauses and deviations.
- Provided **complete, end-to-end visibility and auditability** of the entire contract lifecycle, managed by a single orchestration platform.

Business Challenge

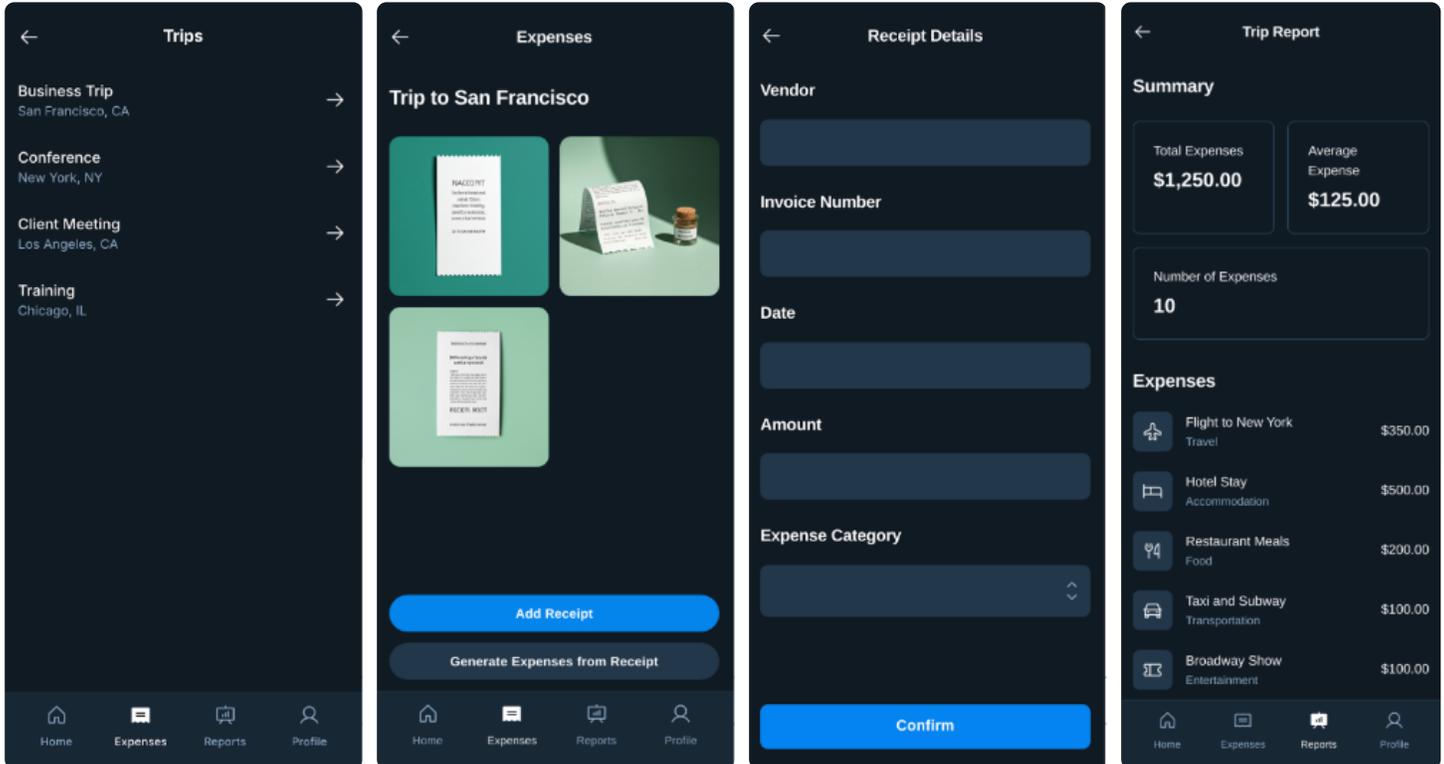
Their legal and procurement teams spent a significant amount of time **manually reviewing** every new and renewal vendor contract, clause by clause. This manual process was slow and prone to human error, such as missing non-standard clauses or overlooking critical information. Ensuring **consistent compliance** across all agreements was a major operational challenge.



With HCL Universal Orchestrator and its AI-powered contract analysis (AI Agents), we've cut contract review times dramatically while improving compliance. Our teams can now focus on strategic negotiations instead of getting bogged down in repetitive checks.

- VP, Procurement & Contracts -
Leading Manufacturing

Receipt Tracking with Agentic AI



Client Background

A global professional services firm with thousands of consultants traveling daily, needed to simplify and accelerate their expense reporting process to reduce administrative overhead and improve employee satisfaction.

Business Challenge

The firm's traditional expense reporting process was entirely manual, requiring consultants to spend hours entering receipt data, categorizing expenses, and filling out complex spreadsheets. This approach was prone to data entry errors, inconsistent categorization, and delays in submission, leading to compliance issues and a slow reimbursement cycle. The existing process lacked a modern, mobile-first experience, causing frustration for their digitally savvy workforce.

Solution and Business Benefits

The solution is an end-to-end, AI-powered expense management system built on the HCLSoftware platform. Consultants now use a modern, intuitive mobile application, built with **HCL VoltMX**, to manage their trips and simply upload photos of their receipts.

Once uploaded, **HCL Universal Orchestrator** triggers a multi-agent workflow to process the receipts automatically. An **OCR & Data Extraction Agent** uses an integrated service to read the receipt and extract key data. A **Categorization Agent** then applies business rules to classify the expense (e.g., "Travel," "Meals"). Finally, a **Reporting Agent** compiles the data into a structured expense report, which is presented back to the consultant in the VoltMX app for final review. This **Human Task**, orchestrated by UnO, allows the user to quickly validate the AI-generated entries before final submission.

- An estimated **90% reduction in time spent** by employees on manual expense entry.
- **Improved data accuracy and policy compliance** by eliminating manual data entry errors.
- A **superior, mobile-first employee experience** that boosts satisfaction and adoption.
- Accelerated the entire **submission-to-reimbursement** cycle for employees.
- Provided **full visibility and auditability** of the expense reporting process for the finance department.



With HCL's Universal Orchestrator and VoltMX solution, we've turned expense reporting from a painful, manual task into a seamless, AI-driven mobile experience. Our consultants now spend minutes instead of hours managing receipts, with the confidence that reimbursements are accurate, compliant, and fast. This transformation has significantly boosted employee satisfaction while streamlining our finance operations.

- **Director of Finance Operations,**
Professional Services Firm



Client Background

A global manufacturing giant, managing a complex supply chain with thousands of suppliers, needed to transform its fragmented and inefficient Source-to-Pay (S2P) process. Their goal was to move from manual, siloed operations to a fully visible, intelligent, and automated value chain.

Solution & Business Benefits

To solve these challenges, the company implemented **HCL Universal Orchestrator (UnO)** as a unified platform to orchestrate its entire S2P process. The core innovation was embedding **AI Agents**, built with the **HCL UnO Agentic AI Builder**, to automate key decision points. This approach delivered:

- **Significant Cost Reduction** with an up to **15% reduction in procurement spend** by optimizing supplier selection and improving contract negotiations.
- **Increased Operational Efficiency** by automating over **80% of manual tasks**, freeing up procurement and finance teams to focus on strategic activities.
- **Enhanced Strategic Decision-Making** with improved forecast accuracy by up to **30%**, leading to optimized inventory and better alignment with market demand.
- **Drastically Reduced Risk** with an up to **95% reduction in compliance-related errors** and a **100% auditable process**.

Business Challenge

The company's S2P process was defined by costly manual interventions, leading to significant challenges. Key pain points included:

- **Lack of Strategic Insight:** Critical activities like demand planning, supplier selection, and contract negotiation were heavily manual, slow, and based on incomplete data, leading to suboptimal decisions.
- **Operational Inefficiency and Errors:** The invoice processing and payment stages were plagued by manual data entry, complex three-way matching, and cumbersome exception handling, resulting in payment delays and a high risk of errors.
- **Poor Visibility and Governance:** Without a central platform, there was no end-to-end visibility, making it impossible to effectively monitor supplier performance, manage risks, or ensure compliance across the entire process.



Implementing HCL's Universal Orchestrator has been a game-changer for us. What was once a fragmented, manual, and error-prone Source-to-Pay process is now an intelligent, automated, and fully visible value chain. By embedding AI agents at critical decision points, we've not only reduced procurement spend by up to 15% but also automated over 80% of manual work—freeing our teams to focus on strategy instead of firefighting. The improved forecast accuracy and near-elimination of compliance errors give us confidence and agility in managing thousands of suppliers across our global supply chain.

- Director of Applications & Infrastructure, Global Manufacturing Leader

Category 3: Cloud & Digital Transformation

Enabling modernization at scale with a unified orchestration strategy for complex hybrid and multi-cloud environments.

Featured Customer Stories:

01 "Big Three" Singaporean Bank Accelerates Cloud Transformation – Financial Services

Client Background

A large multinational banking and financial services corporation headquartered in Singapore that is one of the "Big Three" banks in Singapore, has chosen HCL Universal Orchestrator Suite to boost their digital plus transformation journey to the cloud.

Solution & Business Benefits

HCL Automation Orchestrator Suite, designed for the real-time orchestration of cloud applications, automates, and orchestrate the customer's business workflow across hybrid systems (OnPrem & Cloud) to:

- Faster (Active/Active) workflow execution compared to incumbent solution,
- Save 2160 hours of downtime for their business in a year,
- Save 2150+ hours of time for their application teams / year.

Business Challenge

- The customer relies on traditional scheduled jobs (~4 million a month) to run their mission-critical workflows,
- They have a downtime of over 30 minutes daily during their plan creation process,
- Lack of agility and longer application release times for orchestrating workflows in the cloud,
- Added administration overhead with agent-based orchestration in the cloud.



As one of Asia's leading financial institutions, reliability and agility are non-negotiable in our digital transformation journey. With HCL's Universal Orchestrator Suite, we've been able to eliminate daily downtime, accelerate our move to the cloud, and give our teams back thousands of hours every year. The ability to orchestrate millions of workflows seamlessly across on-premises and cloud systems has not only improved efficiency but also strengthened the resilience of our mission-critical operations.

- IT Operations Manager - Leading Multinational Bank

Client Background

Leading British gas distribution company which manages the network that distributes natural and green gas to 5.9 million homes and businesses across Scotland and the south of England has chosen HCL Workload Automation to take a big leap towards **Cloud Transformation**.

Solution & Business Benefits

HCL Workload Automation, with its robust technology strategy focusing on Cloud/AWS/Kubernetes implementations, ensures business continuity through hybrid coordination within a dynamic application context.

Deployment of **HCL Workload Automation** in a **cloud-native** environment like Amazon EKS leads to:

- 10x easier, faster, and more scalable implementation
- Full benefits of HWA accessible on AWS

Low Total Cost of Ownership (TCO) due to:

- Availability of AMI images on AWS

Business Challenge

The company was in the middle of their cloud journey, completely moving company's infrastructure and related business units and activities to AWS. Customers needed to increase efficiency by simplifying and automating workloads, improving service level agreements, and reducing deployment and management time.



HWA has proved to be robust, reliable, and flexible through-out prospects' organization recent digital transformation to the cloud. As a vendor HCL have encouraged our participation in developing new features which will unlock further value by aligning to our future enterprise strategic goals.

- **Service Delivery Manager, Leading British Gas Distribution Company**

Client Background

A large automotive manufacturer, producing approximately 10 million vehicles per year, chose HCL Workload Automation to streamline its highly complex supply chain management processes.

Solution & Business Benefits

HCL Workload Automation was implemented to orchestrate the entire data pipeline, creating a single, automated flow. The solution acquires real-time and scheduled data from diverse enterprise sources like SAP, Salesforce, and Oracle, transforms it for holistic analysis using tools like Informatica PowerCenter, and automatically generates reports in platforms like Power BI, enabling proactive supply chain management.

- An estimated 20% faster time to market for new vehicles.
- Improved supply chain visibility into production, inventory, and potential disruptions.
- Optimized inventory management levels for cost reduction and stockout prevention.
- Reduced production delays by identifying parts shortages and supplier issues early.
- Increased efficiency through fully automated and orchestrated workflows.
- Faster time to insights for a more prompt and responsive approach to supply chain challenges.



Business Challenge

The manufacturer was struggling with fragmented data from over 500 suppliers, as well as from its own inventory, production lines, and logistics. This fragmentation severely hindered real-time visibility and optimal decision-making. Manually managing these complex, interconnected workflows was highly time-consuming, error-prone, and a significant operational risk for a company with such a massive production scale.

“

Before, our data was everywhere, and it took days to figure out where things were going wrong. Now, with everything automated, we have real-time visibility into our entire supply chain. It's a game-changer.”

- Service Delivery Manager, Leading British Gas Distribution Company

“

We used to waste so much time manually tracking parts and production. Now that our workflows are automated, we can catch potential issues and supplier problems way earlier, which has drastically reduced our production delays.

- IT Director – Technical Program Manager

Client Background

As a global ingredient-tech leader and a major food ecosystem enabler serving over 100 countries, the client operates 9 manufacturing plants and numerous innovation centers. They chose HCL Universal Orchestrator (UnO) to uniquely manage complex data transfers and drive efficiency across their diverse operations.

Solution & Business Benefits

HCL Universal Orchestrator (UnO) was selected for its unique ability to solve this complex data challenge. Key differentiators included its powerful orchestration capabilities for real-time data transfer and manipulation across diverse platforms, an intuitive design for simplifying complex workflows, and a cost-effective and scalable SaaS delivery model.

- **Enhanced operational efficiency** for routine tasks across their diverse international operations.
- **Seamless data orchestration** across a vast and complex global infrastructure.
- **Achieved cost minimization** and a notable reduction in data transfer costs through a SaaS deployment.
- Established a **strategic, supportive partnership** for future growth, with a foundation for advanced AI-powered automation (AIDA, AI Pilot, HCL UnO Agentic AI Builder)

Business Challenge

The company, with its extensive international operations, faced significant inefficiencies in routine tasks and struggled to manage hundreds of thousands of daily data transfers across a wide array of heterogeneous systems. A modern platform was needed to achieve real-time data manipulation and boost overall operational efficiency.



We needed a solution that was not only powerful but also easy for our teams to use. HCL Universal Orchestrator's intuitive design simplified our complex workflows, and the ability to scale on demand through their SaaS offering has been a game changer for our global operations.

- **Service Delivery Manager – Global Ingredient-Tech Company**

Category 4: Operational Excellence & Cost Optimization

Driving significant, measurable business outcomes through platform consolidation, process efficiency, and intelligent automation.

Featured Customer Stories:

01

Providing a Single Point of Control to a Leading American Healthcare Company - Healthcare

Client Background

A top 10 Fortune 500 American Healthcare company has chosen HCL Workload Automation as its unified solution, consolidating four scheduling tools into a single point of control.

Solution & Business Benefits

HCL Workload Automation consolidates **four scheduling tools** into one solution, reducing operational costs while increasing business agility and flexibility and avoiding errors.

The adoption of HWA has resulted in operational **savings exceeding \$750K annually** in licensing and S&S costs. Benefits include:

- Enhanced quality and efficiency of services,
- Increased availability and throughput, coupled with reduced risk,
- A shift in IT culture from platform dependency to a service-oriented approach,
- Decreased infrastructure footprint and simplified support.



Business Challenge

The company, following an incredible growth and acquisition of many managed care health systems, which introduced multiple job scheduling tools, had to face the following challenges:

- Limitations on functionality & security
- Limitations on automation & scalability
- Limitations on reporting & job optimization
- Uncontrolled cost growth



As our organization grew through acquisitions, we found ourselves managing multiple job scheduling tools that limited our scalability, security, and efficiency—while driving up costs. By consolidating four schedulers into a single, unified solution with HCL Workload Automation, we've not only simplified operations but also unlocked over \$750,000 in annual savings. The platform has enhanced service quality, reduced risk, and shifted our IT culture toward a service-oriented approach. Today, we have the agility and resilience to better serve our members and support our business growth.

- **Technical Project Manager – Global Telecom Leader.**

Client Background

A German bank, which is one of the world's leading banking groups, with offices in Europe, America, Asia, and the Pacific, has chosen HCL Workload Automation to speed up and simplify complicated and laborious Mortgage processes.

Solution & Business Benefits

HCL Workload Automation orchestrates end-to-end Google Cloud processes, runs workloads anywhere, enables governance over **hybrid systems (Google Cloud & On-Prem)**, manage extensive data analysis, file transfers, storage and performs analysis over petabytes of data.

- Customer degree of reliability gained on demand using the WA Self-Service capability,
- Speed up Mortgage processing eliminating all potential bottlenecks and mistakes,
- Nearly 95% first-pass success rate for critical business workflow,
- 65% savings on manual efforts spent by the Bank Operations Team,
- Reduce file transfer time by up to 55% between banks in the same group or externally.

Business Challenge

The Bank must gather data from multiple systems to analyze a customer's transaction behavior (**employment verification, credit checks, inspection**) and verify that the customer is reliable enough to apply for a Mortgage.

Even the slightest mistake made by the Customer, or the Bank could dramatically delay the mortgage loan processing.

The Bank, therefore, needs to process the customer's data and obtain a certain degree of reliability beforehand.

To get to know customers' behavior, the Bank processes the Customers' data, including transaction history, stored **On-Prem**, using **cloud** services hosted on **Google**.



Partnering with HCL Workload Automation has allowed us to bring speed, accuracy, and reliability to one of our most critical customer-facing processes—mortgage approvals. By orchestrating workflows seamlessly across Google Cloud and our on-premises systems, we've eliminated bottlenecks, reduced manual effort, and achieved a nearly 95% first-pass success rate. This transformation not only improves operational efficiency but also gives our customers a smoother, faster, and more trustworthy mortgage experience.

– **Service Delivery Manager, Renowned German Bank**

Client Background

An American multinational consumer electronics retailer, which is the largest consumer electronics retailer in the United States (21% of the market) and among the Fortune 500 companies, has chosen HCL Workload Automation to automate the process to ensure a competitive advantage in terms of price for their e-commerce.

Solution & Business Benefits

HCL Automation Orchestration Suite automates & orchestrates the workflow across hybrid systems (OnPrem & Cloud Azure), gathering competitors' price integrating UiPath (RPA tools), analyzing historical price changes and providing real-time business intelligence and reports.

- **Save time up to 70%** for data analysis and forecasting,
- **Shorten by 80% preparation time** of master reports for sales and inventory,
- **Nearly 98% first-step success rate** for critical business workflow, avoiding manual errors,
- Enable on-demand consumption using the **HWA Self-Service capability**.

Business Challenge

The company regularly updates inventory ensuring the best price.

- Retrieve prices exposed on competitors' web sites (**RPA** tool),
- Compare with historical data and trends using **Azure** services,
- Update **SAP** inventory.

Complex Hybrid scenario:

- Inventory data, stored **On-Prem**,
- Legacy applications **On-Prem**,
- Cloud **Azure** services for price analysis,
- **RPA** bot hosted **On-Prem**.



With HCL Workload Automation, we've been able to seamlessly orchestrate workflows across both our on-premise systems and Azure cloud services. Managing such a complex hybrid environment—where our inventory data and legacy applications remain on-prem while leveraging Azure for advanced price analysis and RPA for competitor monitoring—was once a major challenge. Now, we can automatically gather competitor prices, analyze trends, and update SAP inventory in near real-time. The result has been transformational: we've cut data analysis time by 70%, reduced report preparation by 80%, and achieved almost a 98% success rate on critical workflows. HCL Workload Automation has not only streamlined operations but has also given us the agility and intelligence we need to stay competitive in the fast-paced retail market."

- On-Prem & Cloud IT Manager, Large Retail Customer

04 Leading Snacking Company Modernizes with HCL Software – Food & Beverage

Client Background

Building on a legacy of over 100 years, a world-leading snacking company with multi-billion dollar annual sales partnered with **HCL Automation Orchestration Suite (AOS)** to modernize its operations and lay the foundation for future scalability and integration.

Solution & Business Benefits

Aiming to overcome scalability issues and streamline integration, the company selected **HCL Automation Orchestration Suite (AOS)** for its powerful and adaptable architecture. Key decision factors included the platform's proven **scalability** to handle growing data demands and its powerful **Integration (Automation Hub)** for seamless connectivity. Additionally, the ability to incorporate **Human Tasks** for critical approval steps, and the future-proof vision of its **Agentic AI** capability for building intelligent automation, were crucial in their decision. A strong customer reference further validated HCL's reliability.

- An estimated **80% faster integration** with new applications and systems.
- **Significant improvements in operational efficiency.**
- **Optimized resource utilization** and reduced operational costs.
- **Enhanced agility and responsiveness** to market changes.

Business Challenge

Following a recent corporate spin-off, the company faced **significant** scalability and integration limitations with its existing legacy SOAP platform. This created operational bottlenecks that were estimated to cause a **15% drop in operational efficiency**, making it difficult for the company to manage its growing data demands without disruptions.



Transitioning from our legacy SOAP platform to HCL's Automation Orchestration Suite has been transformative. We've gained the scalability we needed to support growth, streamlined integrations across diverse applications, and improved operational efficiency. The reliability and innovation roadmap of the platform give us confidence that our automation foundation will continue to scale with our business, while the adoption of agentic AI further enhances decision-making, adaptability, and the ability to unlock new levels of autonomous value creation.

- **Director of IT - Leading Snacking Company**

Client Background

A large retail company, serving a broad base of digitally savvy consumers, sought to revolutionize its customer service experience by leveraging artificial intelligence and automation to address declining satisfaction and increasing operational costs.

Solution & Business Benefits

To address these challenges, the company implemented a synergistic solution powered by HCLSoftware. They are leveraging the HCL UnO Agentic AI Builder to create intelligent assistants capable of providing highly personalized recommendations. These AI Agents are orchestrated by HCL Universal Orchestrator, which manages the end-to-end workflows from initial contact to resolution. For complex or sensitive issues requiring human empathy or approval, the workflow seamlessly creates a Human Task, escalating the case with its full context to the right human agent.

This powerful combination allows the company to respond to customer inquiries promptly and accurately, optimizing both automated and manual processes for maximum efficiency while ensuring every customer receives appropriate attention based on their specific needs and the complexity of their request.

- 15–20% reduction in customer churn through improved service quality and response times.
- Personalized Customer Experiences through AI-powered recommendations and tailored responses, enhancing satisfaction and loyalty.
- Improved Operational Efficiency as automated workflows reduce manual effort and optimize resource allocation.
- Data-Driven Insights into customer behavior and preferences, enabling better strategic decision-making.
- A scalable solution that adapts to growing customer demands and business expansion.

Business Challenge

Despite offering a wide range of products, the company was facing declining customer satisfaction rates and increasing churn. Their customer service approach, which relied heavily on manual processes and generic interactions, was no longer sufficient and could not keep pace with over 10,000 customer inquiries per day. The manual approach was costly, inconsistent, and failed to deliver the personalized experience that modern consumers expect.



By combining the Agentic AI power of HCL UnO with intelligent orchestration, we're not just improving our customer service—we're fundamentally transforming it. We now provide personalized, relevant interactions at scale while empowering our teams to focus on building stronger relationships.

- IT Operations Manager

Expertise across Industries

HCL Automation Orchestration Suite serves organizations across diverse industries, from Fortune 500 enterprises to mid-market leaders. Our customers share common challenges: heavy reliance on IT infrastructure, ongoing digital transformation initiatives, and the need for operational efficiency at scale.

Industry Cross-Reference Guide

Industry	Featured Success Stories	Key Transformation Areas
Financial Services	Indonesian Insurer (BMC displacement), US Pension Fund (AI migration), Indian Bank (Autosys modernization), German Bank (mortgage processing), European Bank (SME onboarding), Singaporean Bank (cloud transformation), Large Multi-line Insurance Provider (AI claims automation)	Legacy displacement, AI-powered operations, cloud migration, regulatory compliance automation
Food & Beverage	Canadian Supplier (SAP migration), Global Ingredient-Tech (data orchestration), Snacking Company (integration modernization)	ERP modernization, global data management, supply chain orchestration
Telecommunications	Global Leader (€1M cost savings from Autosys displacement)	Legacy cost optimization, operational streamlining
Manufacturing	Vendor Compliance Leader (AI contract analysis), Global Manufacturing Leader (AI Source-to-Pay transformation)	AI-powered document processing, compliance automation, end-to-end value chain automation
Automotive	Supply Chain Leader (10M vehicles/year orchestration)	Real-time supply chain visibility, production optimization
Healthcare	Fortune 500 Provider (tool consolidation)	Cost optimization, operational efficiency
Retail	Fortune 500 Electronics (pricing automation), Large Retail Company (AI customer service)	Competitive intelligence, inventory management, AI-powered business processes
Energy	British Gas Distributor (cloud implementation)	Cloud transformation, infrastructure modernization
Professional Services	Global Firm (AI expense reporting)	AI-powered business processes, mobile transformation

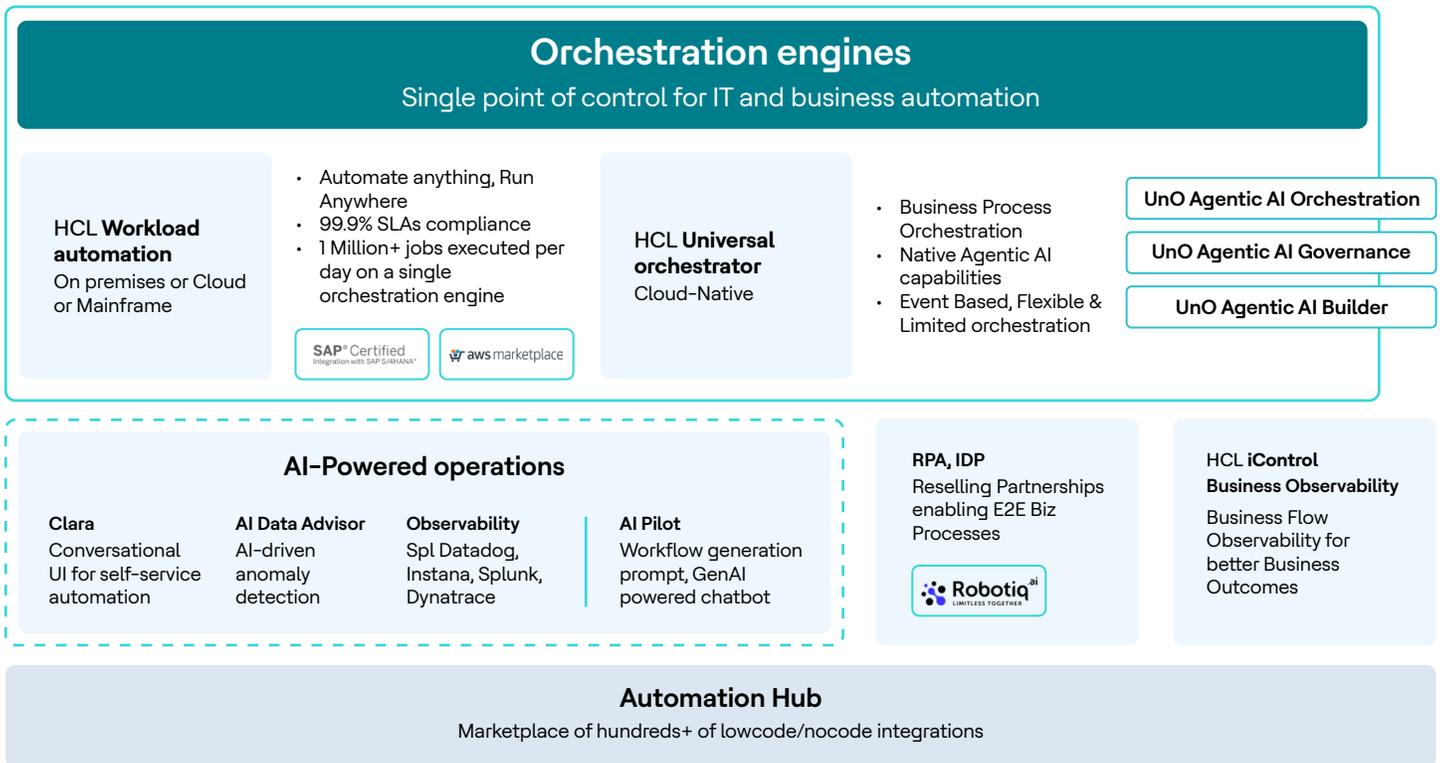
The Platform for the AI Era

HCLSoftware delivers IT and Business Orchestration that extends beyond workflows, orchestrating people, processes, and AI agents into a secure and integrated augmented workforce. The advanced platform, HCL UnO+, helps enterprises seamlessly integrate Agentic AI, people, and systems into fully governed business workflows. It solves the critical disconnect between autonomous agents of action and scalable enterprise operations by ensuring AI agents are not only deployed but also orchestrated effectively. This provides the most secure and rapid way to reinvent citizen, customer, and employee experiences that drive intelligent journeys, engagement, and new digital revenue streams.

The evolution of our orchestration platform occurs across two strategic dimensions: expanding orchestration capabilities through the Universal Orchestrator engine while embedding AI and low-code/no-code technologies to democratize automation access across the enterprise.

Platform Architecture: Built for Intelligence

Modern orchestration requirements extend far beyond traditional job scheduling. Today's enterprises need a platform that can seamlessly integrate AI decision-making, manage hybrid cloud complexity, and adapt to evolving business processes—all while maintaining enterprise-grade reliability and governance.



"Orchestrate Anything! Run Anywhere!" Philosophy

The HCL Automation Orchestration Suite represents a fundamental shift from traditional workload execution to intelligent process orchestration. This comprehensive platform enables the orchestration of multi-cloud services, data pipelines, and business processes through a cloud-native architecture optimized for Kubernetes deployment, cloud event triggers, and AI-empowered workflow modeling.

The Dual-Engine Advantage

The platform is built on a unique dual-engine architecture that combines enterprise reliability with cloud-native innovation:

01 HCL Workload Automation:

The proven, enterprise-grade foundation for mission-critical workload automation, trusted by Fortune 500 companies worldwide for over two decades.

02 HCL Universal Orchestrator:

The cloud-native, AI-powered intelligence layer designed for modern, event-driven orchestration across hybrid environments.

This dual-engine approach delivers the best of both worlds: rock-solid reliability for traditional workloads combined with cutting-edge capabilities for modern orchestration scenarios.

AI-First Architecture: Intelligence at Every Layer

Unlike retrofitted AI capabilities, intelligence is woven into the core platform architecture:

UnO AI Pilot:

GenAI-powered assistant that enables natural language workflow creation, dramatically accelerating development cycles and enabling citizen developers to build sophisticated automations.

Clara Conversational AI:

Intelligent virtual assistant providing real-time guidance, automated request processing, and proactive system insights through natural language interactions.

AIDA Predictive Intelligence:

AI Data Advisor delivers predictive analytics, anomaly detection, and proactive capacity planning to prevent issues before they impact operations.

HCL UnO Agentic AI Builder:

Revolutionary platform for creating and deploying goal-oriented AI agents that can reason, make decisions, and act autonomously to achieve business objectives.

HERO Self-Healing Operations:

Autonomous problem resolution engine that identifies, diagnoses, and resolves operational issues without human intervention.

Core Platform Capabilities

01 Advanced Orchestration Engine:

- Faster workflow execution for cloud and on-premises workloads
- Serverless orchestration support with dynamic scaling
- Optimized data exchanges between distributed tasks
- Single point of control for workflow modeling and monitoring
- Active-active multi-server architecture with automatic workload distribution

03 Integration & Democratization:

- Automation Hub with extensive connector ecosystem for seamless application integration
- Low-code/no-code workflow creation enabling business users and citizen developers
- Human Task management for approval workflows and exception handling
- AI-empowered graphical workflow modeling UI
- REST APIs and event-driven architecture for custom integrations

02 Cloud-Native Foundation:

- Enterprise-grade security, governance, and compliance framework
- Containerized, microservices-based architecture designed for enterprise scale
- Self-scaling Universal Orchestrator microservices on Kubernetes
- Multi-cloud deployment flexibility (AWS, Azure, Google Cloud, hybrid, on-premises)
- Cloud event triggers for real-time responsiveness

04 UnO Agentic AI Builder:

A visual interface for building and deploying GenAI-powered agents aligned to business goals. It enables the orchestration of dynamic interactions between AI agents and human users with real-time logic and exception handling.



Business Value Delivery

- **Digital Transformation Acceleration:**

Purpose-built for modern IT environments including cloud-native infrastructure, big data workloads, and AI-driven processes, ensuring robust, reliable, and flexible operation throughout your transformation journey.

- **Complexity Simplification:**

Single console and unified automation engine for managing complex workloads, data pipelines, and business processes, eliminating the need for multiple disparate tools.

- **Agentic AI Enablement:**

Accelerate the implementation of responsible AI, with benefits including up to a 70% reduction in manual errors and 100% auditable AI agent operations

- **Industry-Leading TCO:**

Proven to deliver up to 40% total cost savings compared to competitive solutions, with transparent licensing and no hidden costs.

- **Enterprise Services Excellence:**

Comprehensive service portfolio including migration, implementation, health checks, and on-demand workshops delivered by HCL experts with deep domain expertise.



From Capabilities to Customer Outcomes

The powerful business outcomes detailed in the preceding stories are a direct result of the HCL platform's unique architectural advantages. The table below maps these core capabilities to the specific customer results they enable.

Industry Cross-Reference Guide

Platform Advantage	Benefit	Success Stories
The Dual-Engine Advantage	(Seamless hybrid orchestration and risk-free modernization)	Global Telecom Leader, Indian Private Bank, German Banking Group, Singaporean Bank, British Gas Distributor, Automotive Supply Chain Leader
AI-First Architecture & Agentic AI	(Intelligence-driven operations and future-proofing)	US Pension Fund, Major European Bank, Manufacturing Leader, Global Professional Services Firm, Indonesian Insurer
Enterprise-Grade Foundation	(Scalability, efficiency, and cost optimization)	Company, Fortune 500 Electronics Retailer

Proven Business Impact

Cost & Time Savings

30% to 45%

reduction in overall operational costs and time.

60%

savings on manual effort and file transfer time.

Productivity & Quality

Up to

30%

increase in operational productivity and visibility.

98%

first-pass success rate for critical business workflows.

Business Continuity & Innovation

Up to

90%

high-level service availability for mission-critical processes.

100+

new automation use cases unlocked for customers.

Your Path to Transformation

Transformation & Displacement Scenarios

Stage 1: Assessment & Opportunity Analysis

Our journey together begins with a comprehensive analysis of your current automation landscape. Our experts work with your team to identify key pain points, integration challenges, and the specific opportunities for the greatest ROI.

Stage 2: Defining the Migration Pathway

Based on the assessment, we design a customized migration pathway tailored to your specific environment. This includes a detailed plan for migrating workflows, data, and dependencies, ensuring a clear and predictable project scope.

Stage 3: Phased Implementation & Risk Mitigation

We utilize a proven, phased implementation methodology that mitigates risk and ensures business continuity. We prioritize the migration of non-critical workloads first, building momentum and confidence before transitioning your most mission-critical processes.

Stage 4: Building the Business Case

Throughout the process, we work with you to develop a compelling business case. This includes ROI modeling, TCO comparisons, and aligning the project's technical benefits to your key strategic business objectives to ensure full stakeholder alignment.

Partnership & Implementation Excellence

Our commitment to your success extends far beyond technology. We provide a full portfolio of services and support to ensure you realize the maximum value from your investment, every step of the way.

Comprehensive Services

Take advantage of our deep domain expertise with a wide range of services, including strategic health checks, seamless migrations from legacy platforms, and on-demand workshops to implement your specific business scenarios.

World-Class Support

Take advantage of our deep domain expertise with a wide range of services. Our 24/7 global support model provides proactive monitoring and expert assistance to ensure your mission-critical operations run without interruption. We offer strategic health checks, seamless migrations from legacy platforms, and on-demand workshops to implement your specific business scenarios.

Training & Enablement

Empower your teams through our comprehensive certification programs and a dedicated Center of Excellence, building the skills needed to drive innovation and continuous improvement.

Getting Started

Your journey to intelligent orchestration starts here. We provide a clear path to help you assess your needs and begin your transformation.

Your Next Steps:

Request a Personalized Assessment:

Work with our experts to analyze your current environment and identify the highest-value opportunities.

Schedule a Live Demo:

Get a customized walkthrough of the HCL Automation Orchestration Suite in action.

Contact Our Team:

Connect with our specialists to discuss your unique challenges and strategic goals.

Visit [Website](#) to learn more.



HCLSoftware

Fueling the Digital+ Economy

[Learn more](#)

About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.