

Workload Automation and Orchestration for Federal Government

Federal agencies today face several automation and orchestration challenges. These include supporting heterogeneous workflows and moving from siloed processes to end-to-end orchestration. While agencies are gradually adopting cloud environments, hybrid environments will need to be supported for the foreseeable future. If an orchestration platform isn't flexible enough to support the underlying infrastructure, an agency will have a fragmented automation strategy and will be hamstrung by multiple siloes of automation.

HCLSoftware has a long history of assisting agencies in accelerating their digital transformations and improving agility and resiliency. We support IT and business automation with streamlined modeling to maximize workloads, creating a one-stop automation platform. We are an acknowledged leader in the service orchestration and automation platform (SOAP) market, allowing clients to combine workflow orchestration, workload automation, and resource provisioning across a hybrid digital infrastructure.

The Imperative for Automation and Orchestration in Federal Computing

Government agencies have been tasked with designing and delivering services that improve the customer experiences of the citizens they serve. This is the focus of Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*. Workforce automation and orchestration are essential to meeting this mandate and achieving greater operational efficiencies and cost-effectiveness.



Benefits

On average, HCLSoftware clients see:

- 30% increase in productivity
- 60% decrease in manual effort through a low code – no code approach
- Improved resilience, scalability, and performance aligned with a hybrid deployment model
- Easier ability for a client to move to a dedicated SaaS offering with their choice of cloud hyperscaler



Agencies can't make these improvements without overcoming challenges such as custom-coded scripts, automation silos, and heterogeneous environments. Automation revolutionizes federal operations by eliminating repetitive tasks and boosting productivity:

- **More Efficient:** Automating routine tasks frees up IT staff, allowing personnel to focus on higher-level initiatives.
- **More Accurate:** Automation minimizes human error, ensuring consistent and accurate processes.
- **Faster:** Automated processes speed up agency processes, leading to quicker response times and improved service delivery.
- **Improved TCO:** By reducing costs and improving resource utilization, automation can significantly reduce the total cost of ownership for federal agencies.

Orchestration can then enhance automation by managing interdependencies between automated tasks and processes:

- **Unified Management:** Orchestration offers a centralized platform to manage and monitor automated workflows, ensuring cohesive operation across different systems.
- **Scalable:** Orchestrated workflows can be scaled up or down, providing flexibility to adapt to changing demands.

- **Resilient:** Orchestration ensures automated processes are resilient and can quickly recover from failures, maintaining continuity of operations.
- **Collaboration:** Orchestration tools facilitate collaboration among internal IT teams, improving efficiency and coordination.

Benefits of Using Workload Automation to Expedite Cloud Transformation

Enhanced Cloud Integration: Adopting HCL Workload Automation allowed a large enterprise client to optimize their Azure cloud transformation by automating their Synapse data pipelines to achieve centralized control. This was vital for the client to integrate with essential applications such as ServiceNow and SAP.

Versatile and Scalable Automation: HWA's cloud-native design and extensive library of over 100 plug-ins provided the flexibility to manage various applications, facilitating a seamless connection to clients' preferred cloud services while streamlining legacy on-premises workload management.

Operational Excellence and Cost Efficiency: The implementation of workload automation resulted in a significant boost in operational efficiency, delivering critical operations automatically, cutting operational costs without compromising service quality, and establishing centralized, end-to-end control with straightforward orchestration of SAP business processes through native integration.

Steering Federal Computing into the Future with Workload Automation and Orchestration

Whether driven by the latest mandates or aiming to improve employee productivity and become more citizen-centric, government agencies must digitally transform processes and applications. Employees and constituents have come to expect seamless experiences across touchpoints prevalent in the private/commercial sector.

Wherever federal clients are in their digital maturity, HCLSoftware can help improve the engagement, enablement, and empowerment of employees and customers to be more connected and effective than ever.

We have a complete portfolio of automation and orchestration solutions to help government agencies operationalize their high-scale workflows, both on-premises and in the cloud.

Reach out to our team at info@hclfederal.com to learn more.

About HCLSoftware

HCLSoftware is a global leader in software innovation. 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. HCLSoftware serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.