

# Connected by Purpose, Driven by Innovation

Strengthening our partnership  
to create a smarter,  
sustainable energy future

## **APS – HCLTech Engagement**



# Current Engagements

**Service Desk  
Support**

**Managed Workplace  
Services**

**NOC (Network  
Operations Center)**

**IT PMO Services**

**Enterprise Data  
Modelling Project**

**SAM (Software  
Asset Management)**

**Dynamics 365  
Consulting Projects**

# APS – HCLTech Relationship so far...



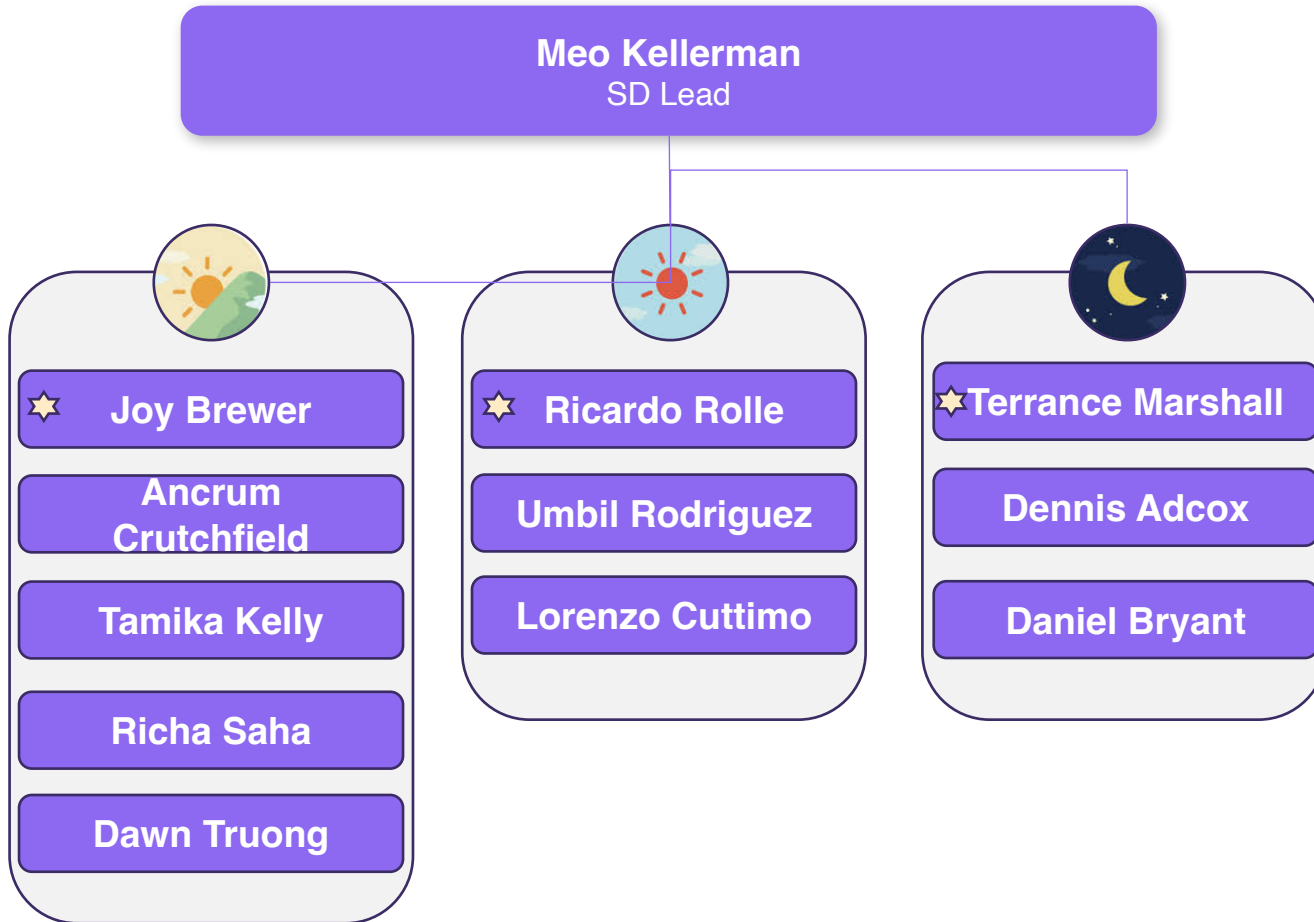
# Industry Specific Trainings

Module Name	Training Mandate	Targeted Audience(E1- E6)
Basics of Utility and Industry Overview	All HCL users	All Utility Employees
Industry Process Understanding	All HCL users	All Utility Employees
Utility Business & IT Challenges/Solutions	All HCL users	Utility E3 & Above
Security & Compliance in Utility Industry	All HCL users	All Utility Employees
Emerging Technologies & Industry trends	All HCL users	Utility E4 & Above
Smart Grid	All HCL users	Utility E4 & Above
Field Service Operations	All HCL users	All E4 & Above
Digital Adoption & Analysis	All HCL users	All E4 & Above
IT Automation and DevSecOps Model	All HCL users	All E4 & Above
Merger & Acquisition in Energy & Utilities Sector	All HCL users	All E4 & Above
Renewable Energy Transformation from Traditional Energy Model	All HCL users	Utility E3 & Above
Digital Contact Center	All HCL users who are E2 & above	Utility E4 & Above
BCP and Utilities industry	All HCL users who are E2 & above	All E3 & Above
NERC CIP in EnU	All HCL users who are 2 & above	Utility E2 & Above
Energy Regulators & Environment Sustainability	All HCL users who are E2 & above	Utility E3 & Above
<b>Health and Safety (SHE Training)</b>	All HCL users who are E2 & above	All Employees
Resiliency and security objectives in EnU Industry	All HCL users who are E2 & above	Utility E4 & Above
Digitizing system operations in EnU industry	All HCL users who are E2 & above	Utility E4 & Above
Role of ITAR	All HCL users who are E2 & above	All ITAR accounts



# Delivery Teams in Morrisville

# Service Desk Delivery Team



★ Shift Leads

- ✓ 24 x 7 Support
- ✓ L1 English Support providing :-
  - Resolution of Incident and Service Request
  - Remote Desktop Assistance
  - Access Management
  - Knowledge Management
- ✓ New User Onboarding
- ✓ Ping ID Authentication Assistance
- ✓ Application Usage Training to users
- ✓ Identity and Access Management (IAM) request support
- ✓ Software Installation and Troubleshooting

# Service Desk and MWS (Managed Workplace Services)

SD+MWS awarded to HCL in July'22 & Went Live in Oct'22

Consistently achieving All CSL's and KPI's

**97% CMDB Accuracy**

CMDB Accuracy increased from 85% to 97%

**1053 Techbar Visits**

Handled highest number of Techbar visits in Aug'25 during Win11 Upgrade

**AHT Improved by 1.49 min** by utilization of KB Articles



## Operation Highlights

- Overall **AHT improved** from 13.49 to 12.00 mins
- **Call Abandoned reduced** from 4.24% to 2.19%
- **GenAI (Qualisys) introduced for Call Quality Monitoring** and Feedback
- **Continuous feedback and coaching around KB usage** has helped keep the score steady
- **Proactive Issue Prevention** - Implemented a proactive monitoring and prevention strategy in partnership with the NOC team, identifying and addressing potential issues before they impact end users.



## Focus Area

- **Knowledge Base Enhancement** - Systematically updated and expanded knowledge articles to ensure accuracy, relevance, and accessibility for both team members and end users
  - **AI Integration Optimization** - Enhanced the knowledge repository shared with AVA (AI chat assistant), improving the quality and accuracy of automated responses and self-service capabilities for users.
  - **MWS & SD Team Collaboration** - Strengthened communication channels and coordination with the internal teams, resulting in more efficient issue resolution and better alignment on support priorities.
  - **Demonstrated exceptional adaptability and rapid learning capabilities** throughout the major organizational changes.
- Identification of Top call drivers for automation opportunities
  - Workblaze Implementation
  - IKnow Walkthrough

# NOC Delivery Team



★ Shift Leads

- ✓ 24 x 7 Support
- ✓ Event based Incident Management
- ✓ Monitoring & Remediation of Control-M Batch Jobs
- ✓ Monitoring and Triaging of Hardware & Applications
- ✓ Incident Creation from Alerts
- ✓ Major Incident Management
- ✓ Manage CIP Asset Security Levels
- ✓ Reporting and Governance

# NOC (Network Operations Center)

NOC awarded to HCL in Oct '24 & Went Live in Dec '24

Consistently achieving All  
CSL's and KPI's

**124 K alerts handled**

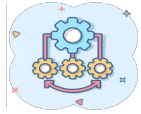
Alerts viewed for calendar year  
2025

**22,879 tickets created**

Tickets created by team from all  
sources for 2025

**6 Major Incidents**

6 Major Incident bridges opened  
and monitored, all within SLA



## Operation Highlights

- Transition to HCL services flawlessly in Dec '24
- Focus on collaboration between SD and NOC teams has helped identify potential P1s/P2s faster, improving NOC response times
- Increased relationship with ECC and focused internal trainings have led to a reduction in after hours P2 callouts resulting in a savings of \$300 per callout.
- Transition from Xmatters to On-Call handled seamlessly
- Continuous maintenance of Knowledge Base has helped ensure process adherence through APS system and process updates



## Focus Area

- After hours PINE, YUMA and MESA domain password resets successfully handed over to NOC
- Multiple appreciations given to team throughout year for exceptional service
- 40% reduction in major incident bridge initiation time
- HCLTech identified major drivers for repeated alerts and worked with resolver groups to reduce or eliminate top alert generators
- NOC personnel are actively engaged in working with other resolver groups to add troubleshooting and support services to their job set



# Rewards and Recognitions

# Service Desk

# Ancrum Crutchfield (Spense)

Service Desk

**Outstanding  
Team Player**



Ancrum drives seamless collaboration, empowers team success through proactive support, and sustains an uplifting work atmosphere while delivering top-tier service outcomes.

# Ricardo Rolle

Service Desk



**Above &  
Beyond  
Call of Duty**

Ricardo consistently exceeds expectations by proactively addressing complex challenges, providing unwavering support during critical situations, and ensuring exceptional customer satisfaction beyond day-to-day responsibilities.

# Tamika Kelly

Service Desk



Tamika demonstrates exceptional growth and potential, adapts swiftly to new challenges, and consistently delivers high-quality results while taking on greater responsibilities.

# NOC

# John Lentz

NOC



John has been a cornerstone of the organization in his role as shift team lead. He serves as the primary trainer for new hires and is the go-to resource for implementing new processes and conducting trainings

# Todd Smith

NOC



Todd brings extensive networking expertise to his role and has earned client recognition for leveraging this knowledge to resolve major incidents effectively

# Jason Nakrani

NOC



Jason is consistently recognized by client as an outstanding team player. He demonstrates curiosity by asking insightful questions and represents HCLTech with a positive and professional demeanour.

# MWS

# David Soto-Bastidas

MWS



David is consistently recognized by clients for his exceptional hard work and commitment. His dedication sets a benchmark for excellence, and his responsible approach continually adds significant value to the team.

# Adel Narouz

MWS



**Above &  
Beyond  
Call of Duty**

Adel consistently brings a bright smile and a positive attitude to work. Passionate about every task, Adel's exceptional performance serves as a true inspiration to colleagues and peers.

# Project Management

# Joel Scrivner

Project Manager



**Above &  
Beyond  
Call of Duty**

Joel is highly regarded for unwavering dedication and consistently delivering exceptional work. Demonstrates remarkable agility in adapting to new challenges while maintaining superior quality in every outcome

# Krishna Kumar

Project Manager



**Outstanding  
Team Player**

Krishna consistently demonstrates exceptional grit and grace in every project, coupled with an unwavering commitment to guiding colleagues in the right direction.

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Progress™

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