HCLTech | Supercharging Progress™

Fueling digital transformation for a multinational entertainment conglomerate with AWS

The entertainment industry continues to innovate and adopt sustainable digital transformation practices to provide an enhanced and safe customer experience. Building contactless and cashless points of interaction has become an integral part of the digitization process at theme parks and vacation clubs. In an effort to adapt to emerging trends and embrace emerging technologies, the entertainment conglomerate was looking to transform and upgrade its legacy architecture and dynamic real-time processing capabilities by implementing an end-to-end technology modernization and migration program.

The conglomerate was looking to implement a faster pace of innovation on par with the experiences of cloud-native organizations.

To achieve this objective, the company wanted to replace the legacy mainframe system with a platform that supported its goal of minimizing and mitigating organizational and system technology risk while increasing data quality.

The company partnered with HCLTech to replace its current system with a new platform that allowed the client to improve its entire contract and loan servicing management processes. HCLTech effectively understood the client's concerns and provided an Amazon Web Services (AWS) solution that addressed its challenges helping it move to more progressive and adaptive technology.

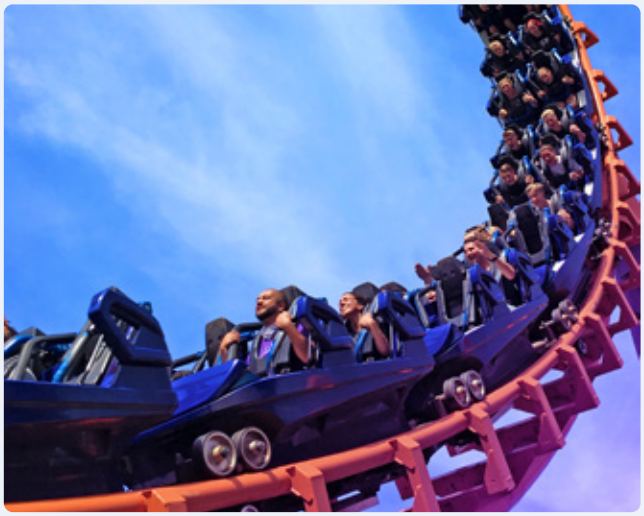
The Challenge: Reimagining a fluid business process

The entertainment conglomerate required a system that facilitates the entire contract and loan preparation and management process. The systems in place were over 25 years old, difficult to maintain and lacked the agility to support modern, operational demands. The company's critical functionality was supported by manual and minimally automated processes, introducing the risk of operational and member satisfaction impacts.

The company wanted to retire legacy AS400 contract and loan applications, facilitate the end-to-end loan and contract management process, reduce manual processes and enhance the internal control environment.

The Objective: Preparing for the next phase of growth

The collaboration with HCLTech helped the company realize that this need would be best addressed through an agile, secure, scalable, on-demand hybrid cloud environment like AWS.



The Solution:
An agile, scalable and on-demand hybrid cloud environment

To prepare for the next phase of growth, HCLTech implemented a hybrid cloud strategy leveraging both AWS PaaS and IaaS services.

- Following AWS Well-Architected framework guidelines, a multi-zone deployment with Virtual Private Clouds (VPCs) to segregate different layers was created. Amazon Elastic Container Service (ECS) was used to run microservices and other application components, while Amazon Relational Database Service (RDS) was used for building the new database layer. The interaction domain elements, Spring Boot-based Microservices, BPM and Security solutions were deployed in Elastic Bean Stalk.
- Amazon Direct Connect fulfilled the need for connectivity between on-premise and AWS Cloud. A dedicated VPC was configured with multiple subnets to ensure availability and scalability needs were met.
- Microservices developed with Spring Boot were containerized, deployed and orchestrated through AWS ECS. A relational database hosted in AWS RDS on Maria DB was developed to have real-time synchronization with on-premise databases for data security.

The Impact:
Scalable IT infrastructure and flexibility to meet the future demands

With HCLTech's help, the customer achieved a 50% reduction in manual processes. Through the reimagination of business process workflows and the enhancement of key functionality accessibility, the conglomerate now enjoys the benefits of operating in a public cloud. HCLTech implemented a cloud native design delivering close to 100% availability. Separation of business logic through microservices also helped enhance business agility and increased reusability.

40%
increase in operational efficiency

50%
reduction in manual processes

Implemented a modular design delivering close to **100%** availability