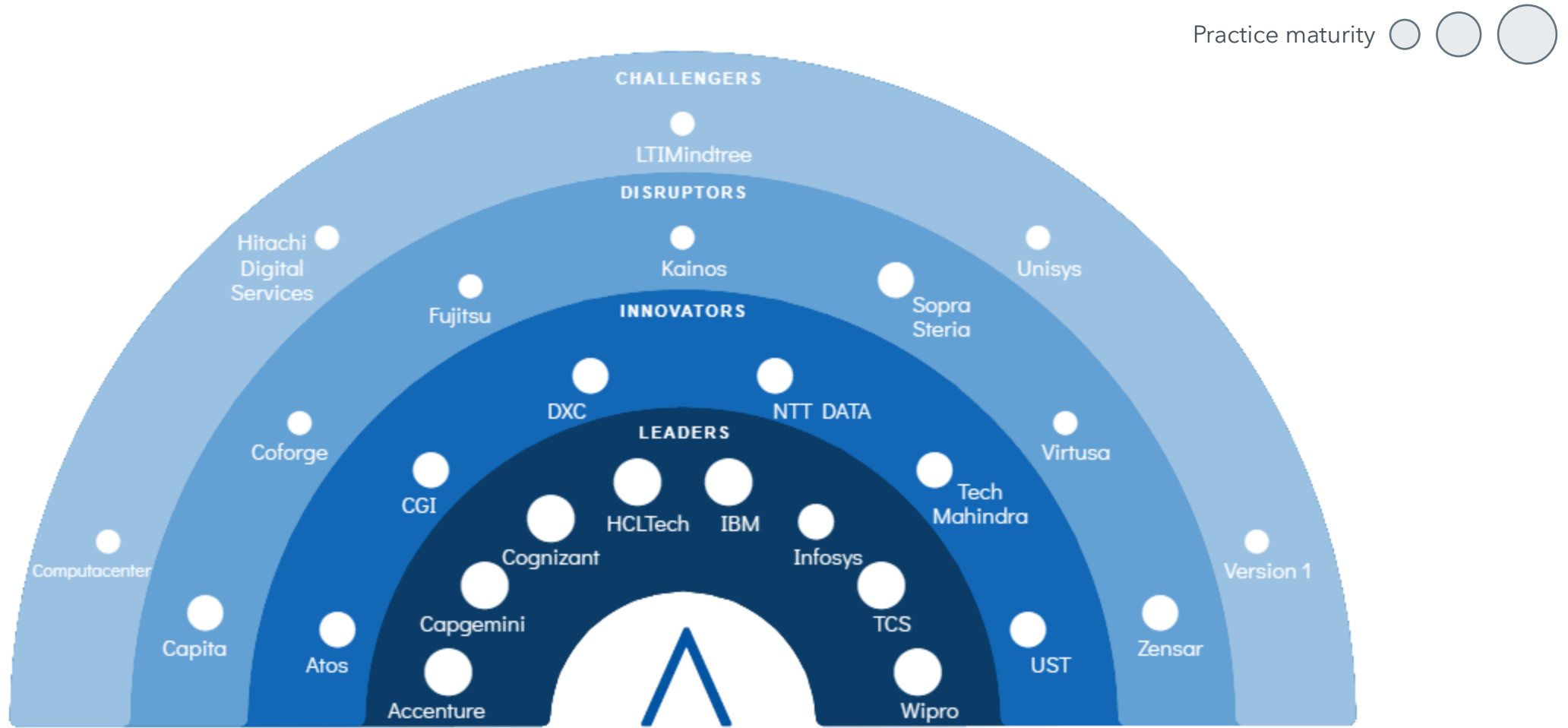


**HCLTech**

United Kingdom (UK)  
Digital Services  
2023-2024 RadarView™  
Service Provider Profile



# Avasant recognizes 26 top-tier service providers supporting the UK region in digital transformation



# HCLTech: RadarView profile

## HCLTech



Practice maturity ★★★★★

Investments & innovation ★★★★★

Ecosystem development ★★★★★

Has a robust nearshore strategy to support UK businesses. Leverages ESG solutions to help UK clients reduce their carbon footprint.

### Practice overview

- Practice size: 3,500+
- Active clients: 115+
- Delivery highlights: 12 delivery centers in the UK

USD 500M+

Revenue from the UK, CY 2022

26.5%

Total revenue share from Europe, FY 2022-23

### Sample clients

- Anglo American
- Jardine Lloyd Thompson Group
- Asda
- Burberry
- A British airline
- A UK-based energy company
- A UK-based bank
- Manchester United
- Kent & Essex Police
- BBC Studios
- Kantar
- Clifford Chance
- Greater Manchester Police

### Key digital solutions

DRYiCE™

An AI/cloud solution to automate and transform business and IT operations while reducing costs

iGOVERN®

A solution to streamline the delivery of unemployment insurance claims and IT services to citizens

FENIX 2.0

A framework to help businesses with digital transformation while enabling unique customer experiences

Net Zero Intelligent Operations

A solution to help enterprises reduce their carbon emissions and achieve net-zero goals

### Partnerships/alliances

arabesque

Leveraged ESG data to comply with the UK Green Finance Strategy and support sustainability initiatives



Utilized HCLTech Cloud Native Lab in London to establish a Google Cloud Generative AI CoE



Partnered to launch a joint lab in the UK region to help clients with migration to SAP Cloud Platform



Collaborated to enable talent development while offering tech careers to students

### Regional coverage

England

Northern Ireland

Scotland

Wales

### Industry coverage

Aerospace & defense

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment





Travel & transportation

Utilities & resources

Darker color indicates higher industry concentration: ●●●●●

# HCLTech: RadarView profile

## Case studies

Client	Capability	Summary	Business impact
	<ul style="list-style-type: none"> <li>• AI</li> <li>• Analytics</li> <li>• Intelligent automation</li> </ul>	<ul style="list-style-type: none"> <li>• The client wanted to modernize its legacy systems to reduce time spent on administrative tasks, ensure effective allocation of officers, and optimize the manual data collection process.</li> <li>• HCLTech leveraged its iGOVERN solution to develop an Operational Policing Tool and Information Kit (OPTIK) to allow officers to update and search crime records. It also designed a bot to automate the manual processing of records while creating an event in the police force system. In addition, it created a force coordination center dashboard, which offered a holistic view of open incidents while having analytical reporting features for senior officers.</li> </ul>	<ul style="list-style-type: none"> <li>• Enabled seamless interactions with citizens</li> <li>• Decreased training and repair costs</li> <li>• Removed manual data processing</li> <li>• Improved efficiency by identifying duplicate reports</li> <li>• Saved 650 hours of effort per month</li> <li>• Eliminated manual dependency</li> </ul>
	<ul style="list-style-type: none"> <li>• AR/VR</li> <li>• Cloud</li> </ul>	<ul style="list-style-type: none"> <li>• The client sought to use data insights to enhance the efficiency of its business while providing a seamless customer experience.</li> <li>• HCLTech delivered business insights on hours prediction and lawyer attrition analysis and enablement of data and analytics strategy. It assessed the existing digital landscape and code modernization scope and consolidated authoring tools in Adobe Experience Manager. It also used AR/VR for office modeling and developed a One Trust-based consent management system.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensured compliance with statutory laws</li> <li>• Improved efficiency through data insights</li> <li>• Enabled informed decision making</li> </ul>
	<ul style="list-style-type: none"> <li>• AI</li> <li>• Cloud</li> <li>• Intelligent automation</li> </ul>	<ul style="list-style-type: none"> <li>• The client wanted to leverage digital technologies and improved customer experience to drive growth for its business.</li> <li>• HCLTech utilized its solutions, such as HCLTech EXACTO™ and Cloud Migration Factory, while collaborating with AWS and Microsoft Azure to enable risk-free migration of applications to the cloud.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced costs</li> <li>• Enabled 70% to 80% automated assessment and migration</li> </ul>
	<ul style="list-style-type: none"> <li>• Cloud</li> <li>• Cybersecurity</li> </ul>	<ul style="list-style-type: none"> <li>• The client needed to migrate its infrastructure and applications to Azure to reduce operational costs.</li> <li>• HCLTech designed a Microsoft Azure Cloud platform for the client to enable the transformation of its legacy infrastructure and applications to move away from reporting consolidation.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced scalability for the client</li> <li>• Saved millions of dollars in costs</li> </ul>

# HCLTech: RadarView profile

## Analyst insights

### Practice maturity



- HCLTech has more than two decades of experience providing services for the UK region, with 12 delivery centers and a revenue of over USD 500M in CY 2022. It has offered tailored industry-specific digital and IT services to regional customers such as BBC Studios, Jardine Lloyd Thompson Group, and Cadent Gas.
- It has strengthened its regional practice by establishing a robust nearshore strategy, including nearshore centers in Bulgaria, Czech Republic, Portugal, Italy, Poland, Spain, Romania, and Hungary, among others, to support UK businesses based on scale and capacity.
- It has a strong relationship with local authorities in the UK region to ensure citizen safety. For instance, it partnered with Kent and Essex Police to implement a SaaS-based Mobility First solution to protect citizens by identifying vulnerable people while improving police officer user experience by automating paperwork.
- In alignment with the UK Green Finance Strategy, it supports regional businesses with ESG-focused solutions: Net Zero Intelligence to streamline ESG reporting processes, Simplified ESG Analytics platform to help clients meet reporting obligations, and EcoSustain framework to help clients minimize their carbon footprint. For instance, it helped a UK-based energy company with a remote assessment solution to reduce over 150 tons of carbon footprint.

### Investments and innovation



- HCLTech's strong presence in the UK is marked by strategic acquisitions to expand its technological capabilities and market reach. For instance, its acquisition of Hungary-based Starschema bolstered its data-driven digital engineering capabilities and expanded its presence in the UK and Central and Eastern Europe.
- It drives innovation through its investments in the UK region. It invested in London-based Kalido, which uses patented AI tech to connect users to economic opportunities. It has also established an HCLTech Cloud Native Lab in London, delivery centers across England and Scotland, a mobility lab for UK police departments, a FinTech innovation lab in London, and a joint lab with SAP in the UK to innovate and codevelop new solutions with clients across industries.
- It invests in local talent development initiatives such as the HCL Apprenticeship Program in the UK in collaboration with Southern New Hampshire University.

### Ecosystem development



- HCLTech cultivates partnerships with regional players that play a pivotal role in supporting clients. For instance, it partnered with Arabesque to leverage ESG data to support UK businesses with sustainability initiatives and compliance with the UK Green Finance Strategy. It also partnered with TechUK for economic growth.
- It has established a robust partner ecosystem of cloud service providers such as AWS for migrating and managing workloads and applications on AWS Cloud, with Microsoft Azure for IT-led business transformation, and with Google Cloud for establishing Google Cloud Generative AI CoE to codevelop solutions.
- It has partnerships with technology providers such as Snowflake to enable cloud implementations using migration frameworks, with Oracle for offering testing services, with Blue Prism for intelligent content digitization, and with ServiceNow for developing platforms that implement ITSM and non-IT processes for clients.

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