

HCL



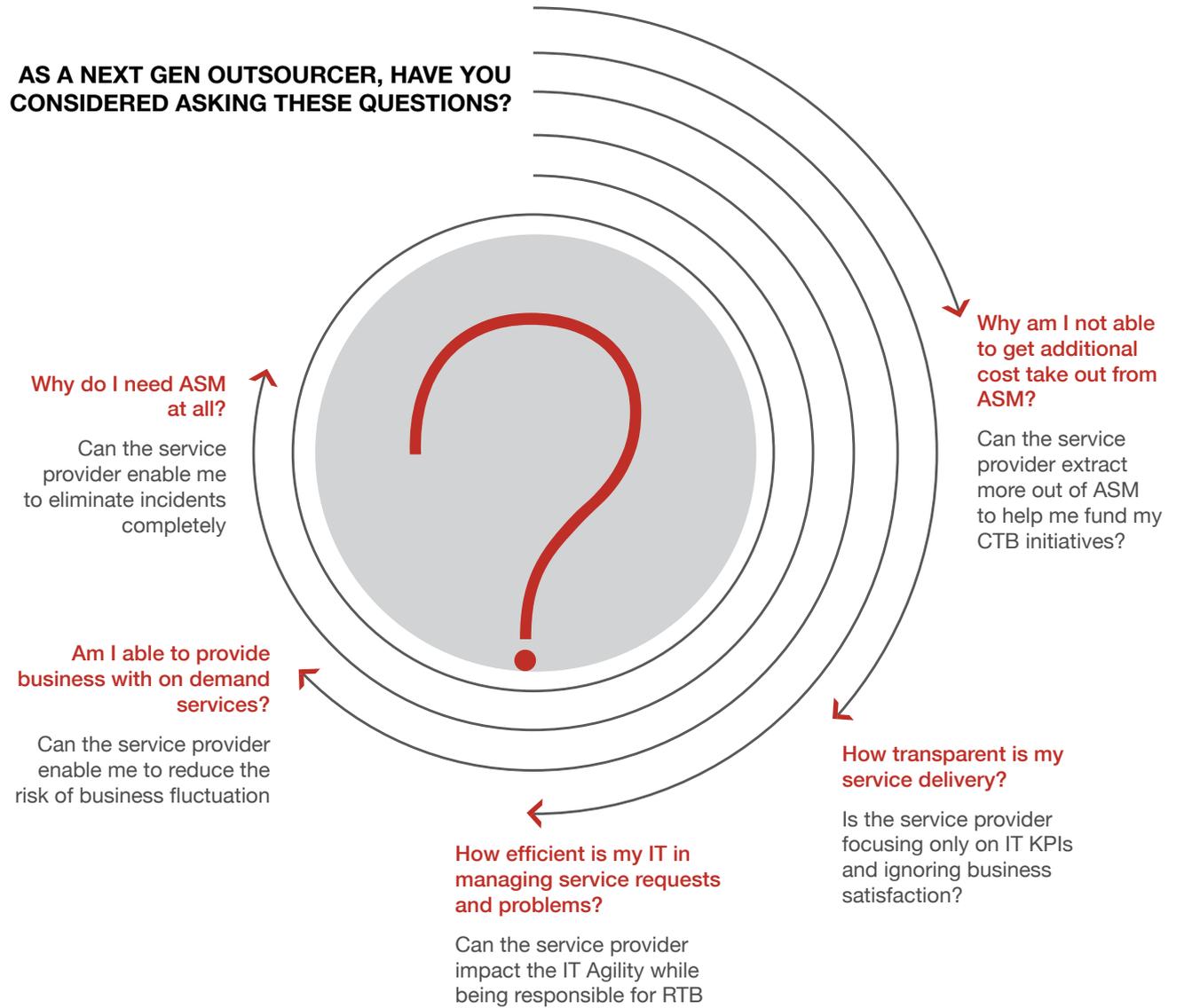
Agile I.T. enables a Better Business

IT leaders are faced with a paradox of shrinking IT budgets in the backdrop of expanding business, forcing them to find means to dramatically reduce the spend on application support. This in turn has weakened the rigor and agility of IT - leading to a poorer business alignment, thereby taking a longer time to adapt to business needs.



Do any of the below questions keep you awake at night:

AS A NEXT GEN OUTSOURCER, HAVE YOU CONSIDERED ASKING THESE QUESTIONS?



Several G2000 companies have chosen HCL to answer these Questions because of our scale and process maturity

**HCL introduces
ALT ASM™**

HCL brings over 35 years of experience in managing complex I.T application and infrastructure environments to offer ALT ASM™, a unified Application Service Management framework. ALT ASM™ helps I.T. leaders manage and govern the “Run the Business” aspect of their process, and infuses principles of “Agile I.T.” to proactively help align business level KPIs with I.T. SLA’s. Through ALT ASM™ we will take you to the next generation in application outsourcing.



Global experience with scale and process maturity

DNA Advantage	People Advantage	Scale Advantage	Experience
35+ Years of RTB Experience	35000+ Professionals across 5 continents	13000000 Tickets per year	100,000+ Applications under Maintenance

Traditional ASM

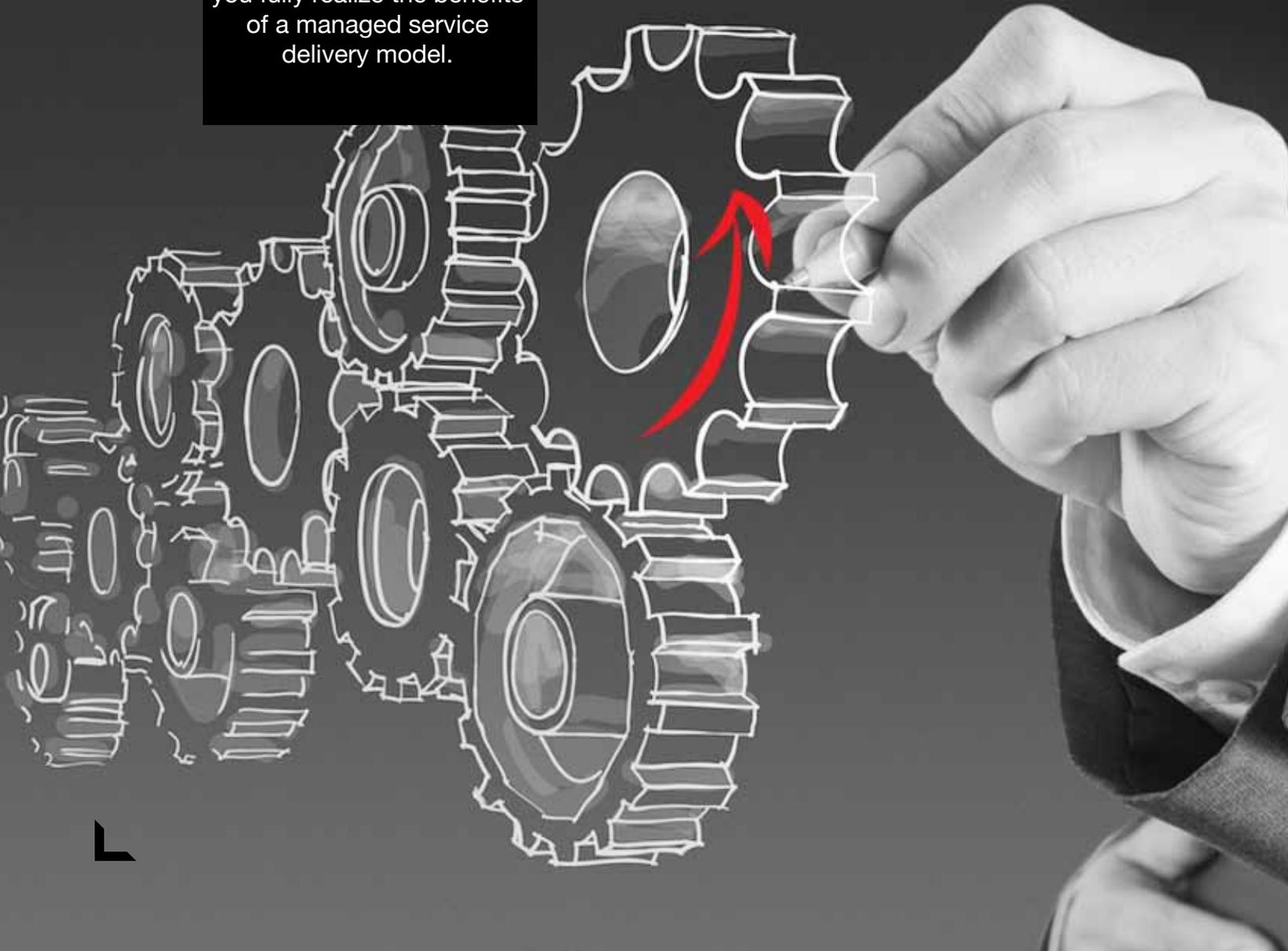
- Silos leading to reduced efficiency as # of apps increase
- Reactive IT leading to poor Agility
- Increased risk with limited ability to support dynamic business demand
- IT led KPIs; IT focused on run the business activities
- Stagnation in operational gains due to effort driven cost management

ALT ASM™

- Business Aligned Target Operating Model for increased engagement **Efficiency**
- Proactive problem management and service request management leading to increased **Agility**
- Flexibility in staffing reducing the risk of business fluctuation
- Business Led KPIs; IT focused on **Business Advantage**
- Committed Operational Gains** from year 1 with optimal service levels through LEAN and ITIL processes



ALT ASM™ is delivered through MaSCoT™ HCL's managed services framework. MaSCoT™ incorporates 40 service elements and several HCL accelerators that will help you fully realize the benefits of a managed service delivery model.



Managed Services with Continuous improvement leading to Transformation (MaSCoT)

MaSCoT is HCL's way of life in delivering managed services. It has built-in mechanisms for eliminating waste in IT through Lean principles.

Proactive preparation of business cases for Transformation

Discovery and optimization of business processes, applications, databases and IT infrastructure through BAIT™

Proactive initiatives for Value Creation within the scope of service

Value Portal through MyCustomer Portal

Productivity benefits through continuous improvement based on LEAN principles

- Right Sizing
- Standardization
- Performance Management
- Tools & Automation
- Proactive & Predictive Delivery
- Knowledge Management

Integrated reporting through MyCustomer Portal

- SLA/KPIs | Risk
- Business Value
- CSAT | Billing

Governance

- Multi-Vendor Governance
- Project Management
- Resource Management
- Risk Management
- Scope Changes
- Demand Management

Solution for Transition and Steady State services

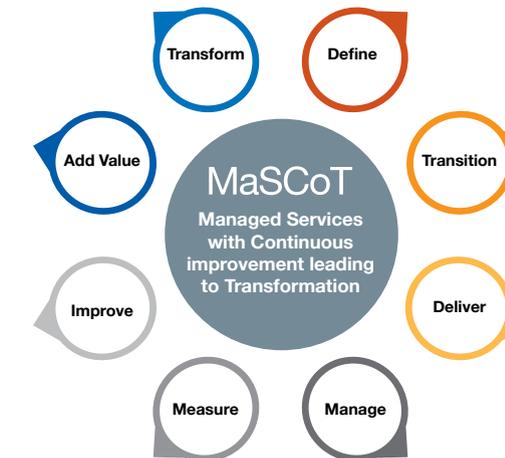
- Due Diligence
- As – Is Scope
- Solution Design
- Target Operating Model (TOM)
- Transition Strategy
- Governance | Price

Mature and proven ASSET™ methodology

- HR and OCM | SLA Finalization
- Tools Setup | Process Harmonization
- Robust Governance | Infrastructure Setup
- Third Party Contracts | Reverse Transition

Global Delivery Model

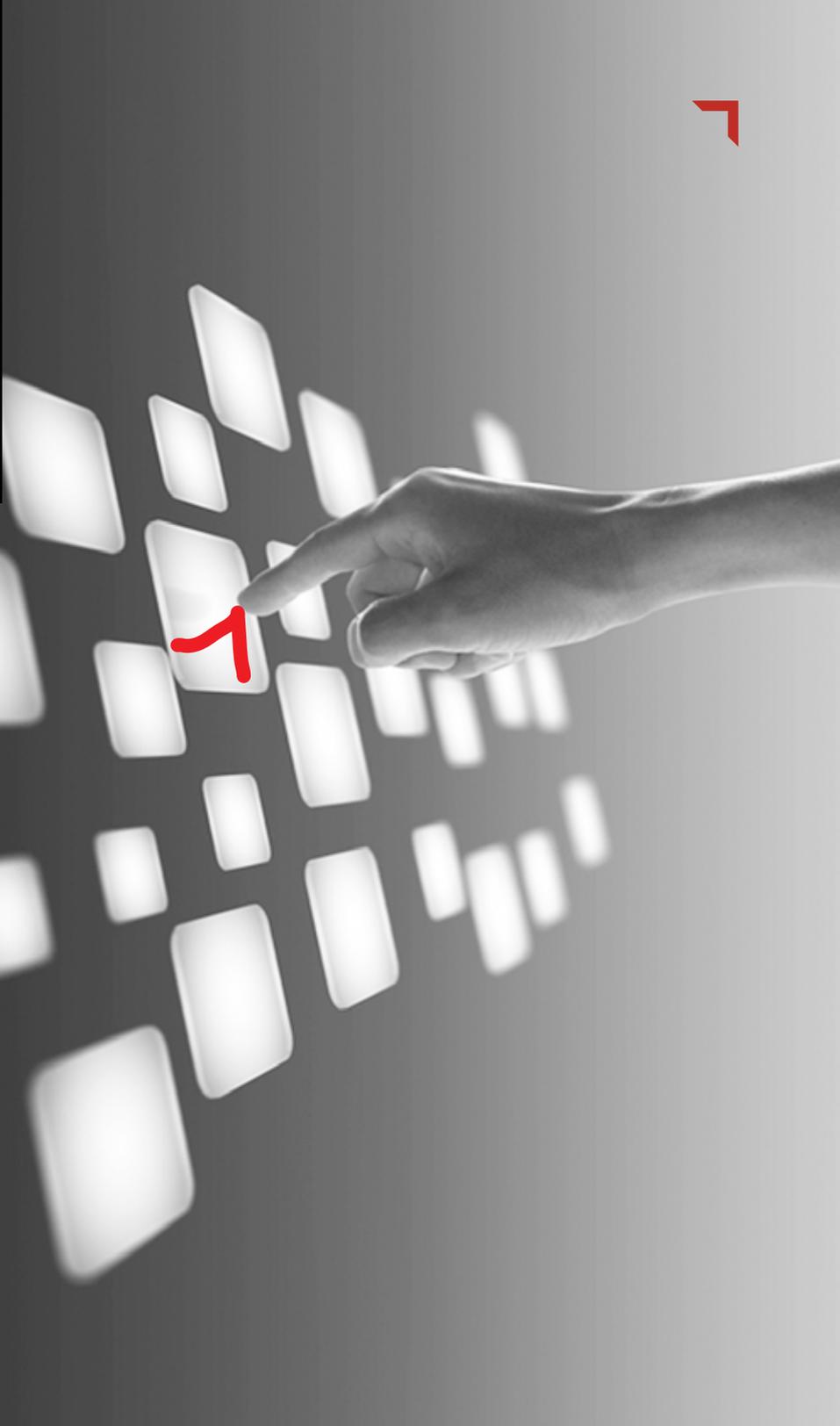
- Tools -(MAST/MTaaS) | IOMC
- CMMi/ITIL based Processes and Quality Control
- Standard Development and Estimation methodologies
- Disaster Recovery and Business Continuity
- Knowledge Management
- Information Security
- Shared Services



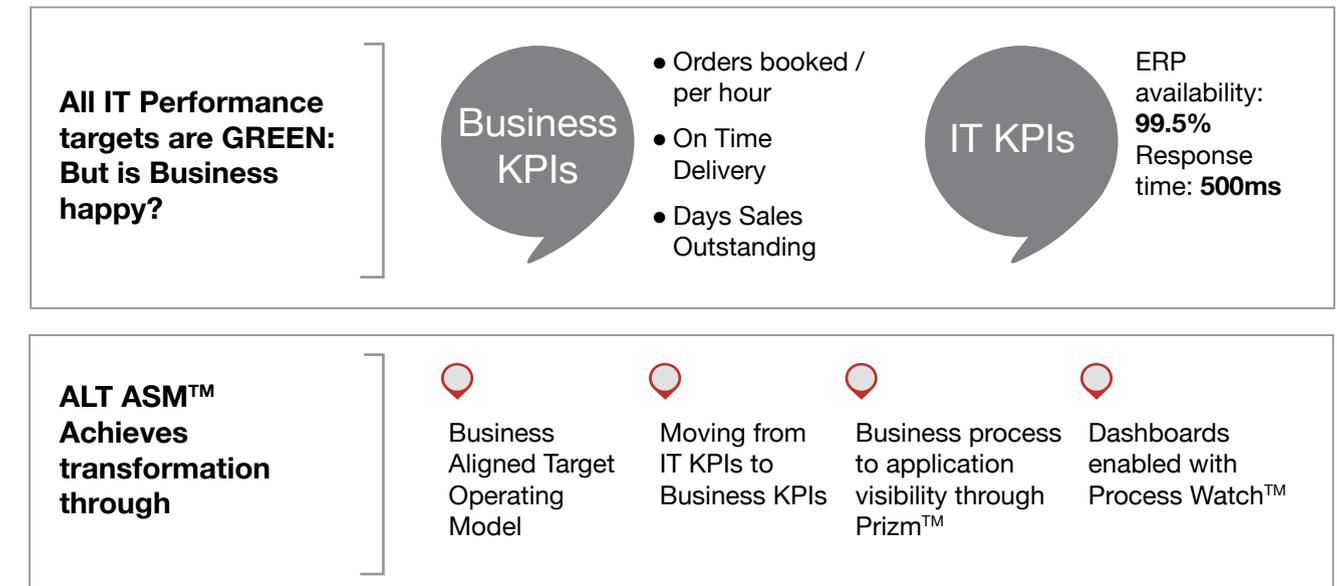
MaSCoT ensures:

- Scientific upfront discovery of optimization levers through baselining and benchmarking.
- Enhances business alignment while creating impact-free transition .
- Assures predictable delivery with emphasis on continuous improvement and commitment to adding value beyond contracted needs.

Have there been instances when your IT providers have met their SLA's and your IT targets show GREEN, however, the business still sees these targets as RED? End result being lower end customer satisfaction and a disconnect between IT and business.



KPIs aligned to business processes for Business Aligned ASM



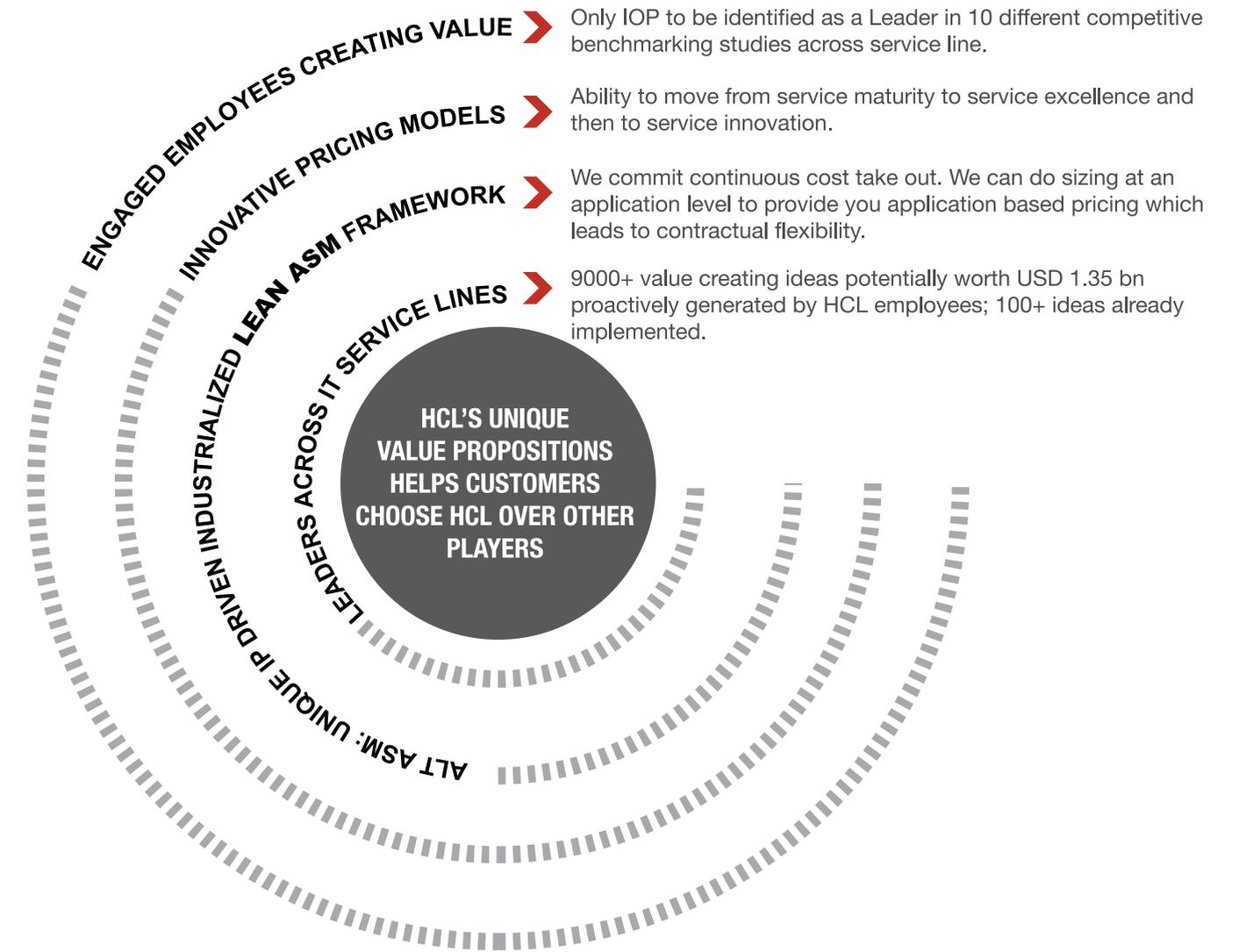
Business to IT Alignment is very critical in creating the shift from IT SLAs to Business SLAs. HCL's proprietary tools enable a wholistic view from business process to IT infrastructure, thus creating a 360 degree alignment between IT and business.

This brings several benefits to the engagement, some of which are:

- Vertically aligned critical incident management
- Business KPI aligned proactive monitoring of IT environment
- Accurate application impact analysis for business process changes
- Accurate business process impact on IT changes

The unique proposition from HCL, is our ability to create this process mapping as a natural by-product of the information captured during knowledge transition, with the help of our proprietary tool called PRIZM™ and enabling ongoing monitoring using our proprietary BAM platform called ProcessWatch which can also be supplemented with customer's own BAM environment such as SolMan, Oracle BAM, etc.

For over 35 years HCL has believed in the philosophy of investing in clients, partners and emerging technologies to help address client business imperatives.



Customers across industry verticals have trusted HCL to deliver value in their complex application landscape and have chosen HCL as a partner of choice in their journey towards business excellence.



Some of our ALT ASM™ engagement snapshots:



Business Aligned Target Operating Model for increased engagement efficiency

- Productivity index improvement by 150% for a F500 document management company
- Per person ticket handling increased by 25% for a leading logistics company

IT proactive in problem management and service request management leading to increased IT Agility

- 70-percent reduction in number of incidents for one of the top 10 telecom company
- 82-percent reduction in critical incidents for a leading logistics company

Highly flexible staffing model reducing the risk of fluctuations in business

- For a leading suppliers of ATE, flexible ramp up/down led to 34% cost savings
- Flexible ramp up/down leading to extra efficiency of 50% for a F50 Investment Bank

Business Led KPIs: IT being measured on business benefits

- O2D time reduction by 50%
- Concept-to-pre-production time reduced by 40% for an apparel giant

Committed operational gains from year 1 with non linear IT cost

- 48.6% operational savings delivered for a F100 global investment bank
- 32% operational savings delivered for a leading logistics company

The World is noticing something unique about HCL



HCL's Employees First is a new and radical management philosophy which will catch on with the world sooner or later



Publishes a Case Study recognizing the business value of HCL's *Employees First* - "For HCL customers, improved engagement and employee passion translates into greater flexibility, proactive innovation, and a desire to do the right thing for the customer, regardless of what the rules might say", it says.



One of Britain's Top Employers for the 5th Consecutive Year



Exclusive report on EFCS recognizes that this philosophy empowers HCL's frontline employees to make decisions and take actions for the benefit of customers



HCL wins the Asian Human Capital Summit 2011 Award for its innovative and impactful people practices centered on its *Employees First, Customers Second* philosophy



Ranked as the world's Most Innovative Company in its workforce practices



Darden School of Business has done a case study on the impact created by HCL through its "Employees First Customers Second" practice



HCL's Employees First and 'democratization' of management concept could 'bring about a corporate renaissance'



Harvard Business School teaches about HCL as a case study on business transformation highlighting the Employees First initiative



HCL is in the Elite "Thinkers 50" List



Acknowledges HCL Technologies as the world's most modern management



Honored with the Forrester Groundswell Award 2011 in the 'Management - Innovative Systems' category for 'Value Portal' - an employee idea exchange platform where employees collaborate, innovate and lead the implementation of their ideas to deliver value to HCL's customers



WorldBlu lists HCL as one of the 44 Most Democratic Workplaces in the World



Published by Harvard Press, **Employees First, Customers Second** is admired by global thought leaders - Tom Peters, Tony Hsieh, Gary Hamel, Judy McGrath, Ram Charan and Victor K. Fung; Ranked No. 17 on the Best Seller list in 800-CEO-READ; Listed amongst the 'Best Business Books of 2010' by the Library Journal of America; Ranked No. 7 on Amazon UK's listing of 'Best Business Books of 2010'.

Employees First Customers Second

In an industry that has long lived by the mantra that focus on the customer is the only thing that brings results, we wish to differ. At HCL, we focus on employees first. We believe that employees bring strategic value to an organization and are critical to its success in the global marketplace. The future growth and competitiveness of any organization depends more than ever before on attracting best talent, engaging and empowering them to achieve their own, and the organization's goals. Towards this, we practice Employees First - the first of it's kind of articulation, which is at the core of our efforts to provide our employees a work environment and culture they can take pride in. And it is lived everyday at HCL.



Hello, I'm from HCL! We work behind the scenes, helping our customers to shift paradigms and start revolutions. We use digital engineering to build superhuman capabilities. We make sure that the rate of progress far exceeds the price. And right now, 90,000 of us bright sparks are busy developing solutions for 500 customers in 31 countries across the world. **How can I help you?**

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HCL

To know more about our manufacturing practice, please visit <http://www.hcltech.com/manufacturing/>

