



HCL Capital Markets BPO Services
Balancing Innovation
Delivering Growth

Disruptive 
ideas
Transformative 
solutions



Ranked in the Leaders Category of IAOP's Global Outsourcing 100, 2014



HCL is positioned as Star Performer and Major Contender in Capital Markets BPO as per the Everest Group PEAK Matrix™ 2014

The financial services industry is slowly but surely emerging from the market turmoil. However, lingering economic uncertainty and new statutory regulations have led financial organizations reconnoiter for partners who can reverse the negative trend and deliver growth, efficiencies and better risk management through transformational solutions. HCL Business Services has the right solution and transformation experience to help organizations achieve their core objectives and improve profitability.

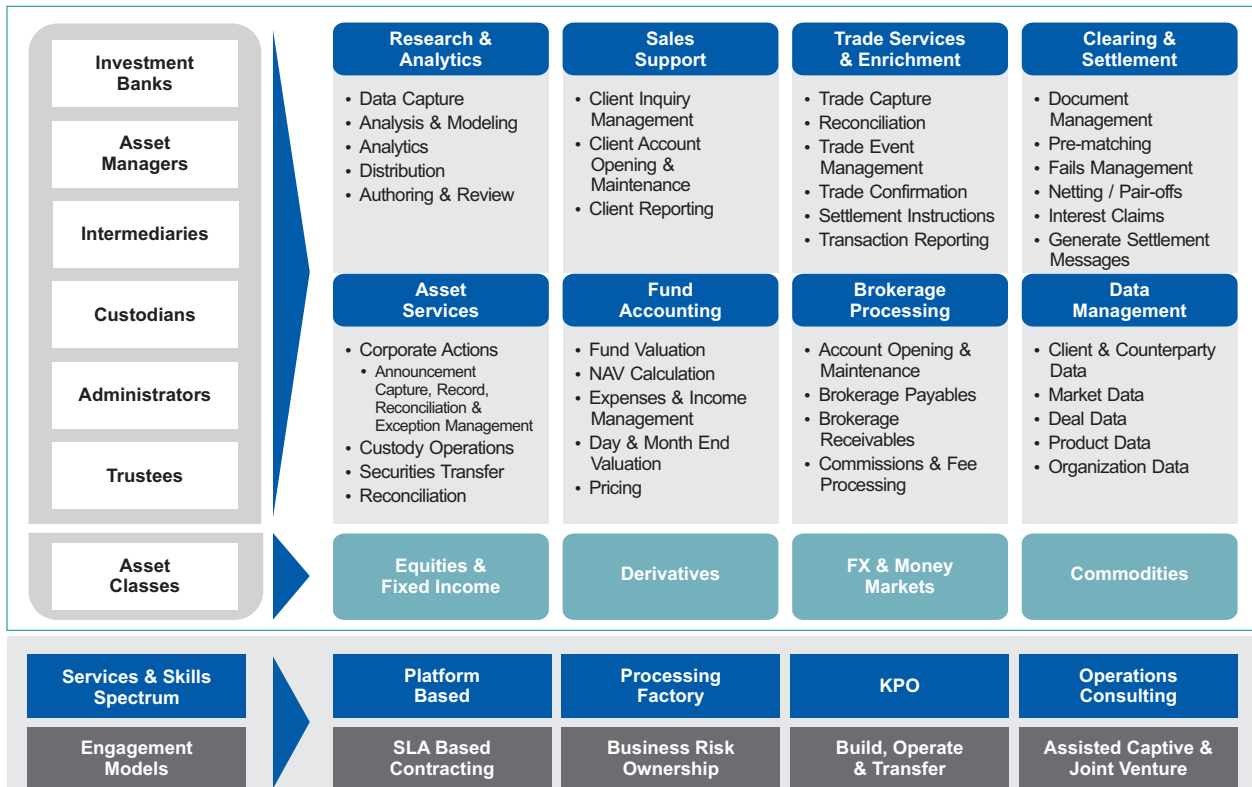


HCL Business Services Capital Markets Solutions

Employing a value centric approach to the enterprise, HCL has been consistently transforming technology and business processes into a competitive advantage for some of the largest financial services organizations in the world.

HCL Capital Markets practice is built on strong domain competencies spanning Investment Banks, Asset Managers, Custodians and Market Intermediaries. HCL Capital Market Solutions combines domain knowledge, process management and technology to deliver transformations that result in increased operational efficiency across the value chain.

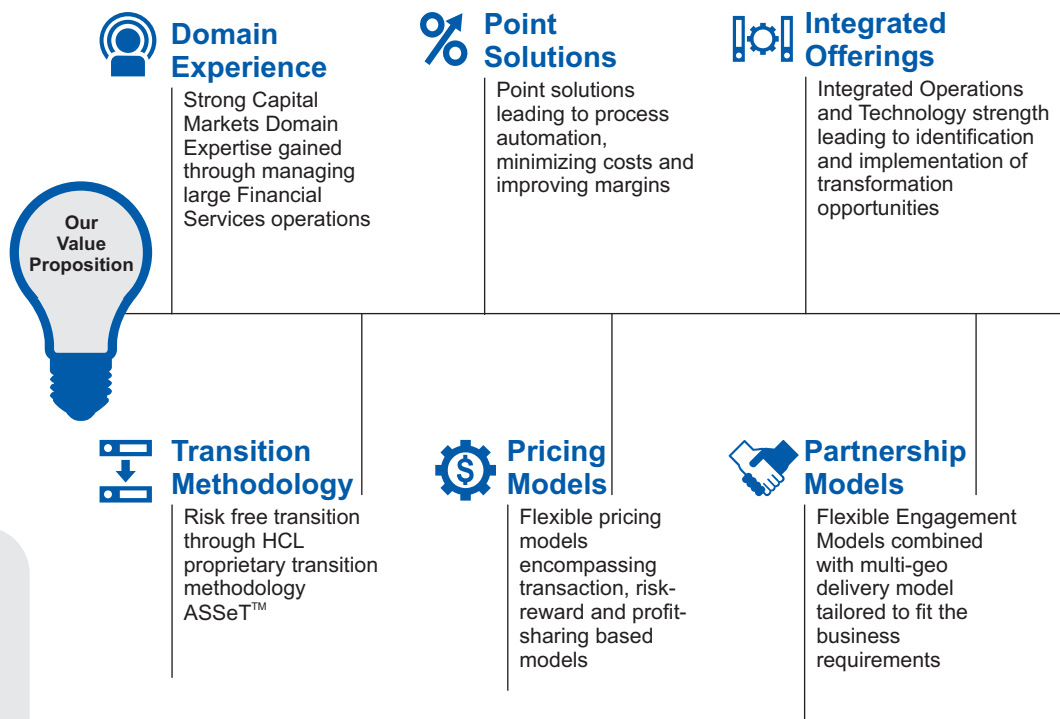
An Extended Capital Markets Enterprise – Servicing Both Buy and Sell Sides



HCL for Capital Markets – A “Story of Firsts”

- Handled outsourcing of Capital Markets operations for a leading Investment Bank by Implementing a BOT model with experienced FTEs handling trade management lifecycle across asset classes
- Set up Issuance & Paying Agency functions for a leading Trust in the world
- Set up an offshore based delivery model to handle derivatives documentation & review
- Set up platform based services for research & analytics and handled company analysis, economic / industry research, sector analysis as early as 2002
- A leader in Global Markets front office sourcing - Single largest technology vendor for one of the leading Global Markets organizations in the world with marquee engagements across trading desks in Equities, Futures, FX, Credit Derivatives and Prime Finance
- FIX & SWIFT COEs to support trading & trade management portfolios
- Work with three of the world's largest custodians & asset servicing firms on domestic & global custody services
- Product engineering experience on securities lending & collateral management services

Our Value Proposition



Partnership With Some of the World's Leading Organizations

	1	2	3
Relationship Highlights	<p>Global Investment Bank</p> <ul style="list-style-type: none"> • Entire gamut of Investment Banking operations • Transitioned 230+ processes involving 250+ applications across all asset classes 	<p>Investment Arm of an Insurance Major</p> <ul style="list-style-type: none"> • Reconciliation operations across securities, cash & derivatives • Reporting 	<p>Large Banking & Financial Services Provider</p> <ul style="list-style-type: none"> • Services across Fund Accounting, Fiduciary Administration, Middle Office, Custody & Asset Servicing, Security Finance, Shareholder Service & Private Equity
	<p>Efficiencies/Improvements</p> <ul style="list-style-type: none"> • 11% reduction in revenue base achieved by reducing FTE 's at Client & HCL end • Elimination of 18 sub-processes & 20% reduction in resources in Trust Service Operations 	<ul style="list-style-type: none"> • Increase of auto-match rate from 83% to 92% • 25% reduction in team size due to process improvements and efficiencies brought in 	<ul style="list-style-type: none"> • No upfront investment for client • Consolidation of multi-geo deliveries into one location • Innovative engagement model wherein client retains the process controls

Representative Clients

- Large Global Investment Bank
- Large Global Custodian
- Large Universal Bank & Financial Services Company
- Investment Arm of an Insurance Major
- Leading Global Agency Broker



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BEYOND THE CONTRACT

HCL