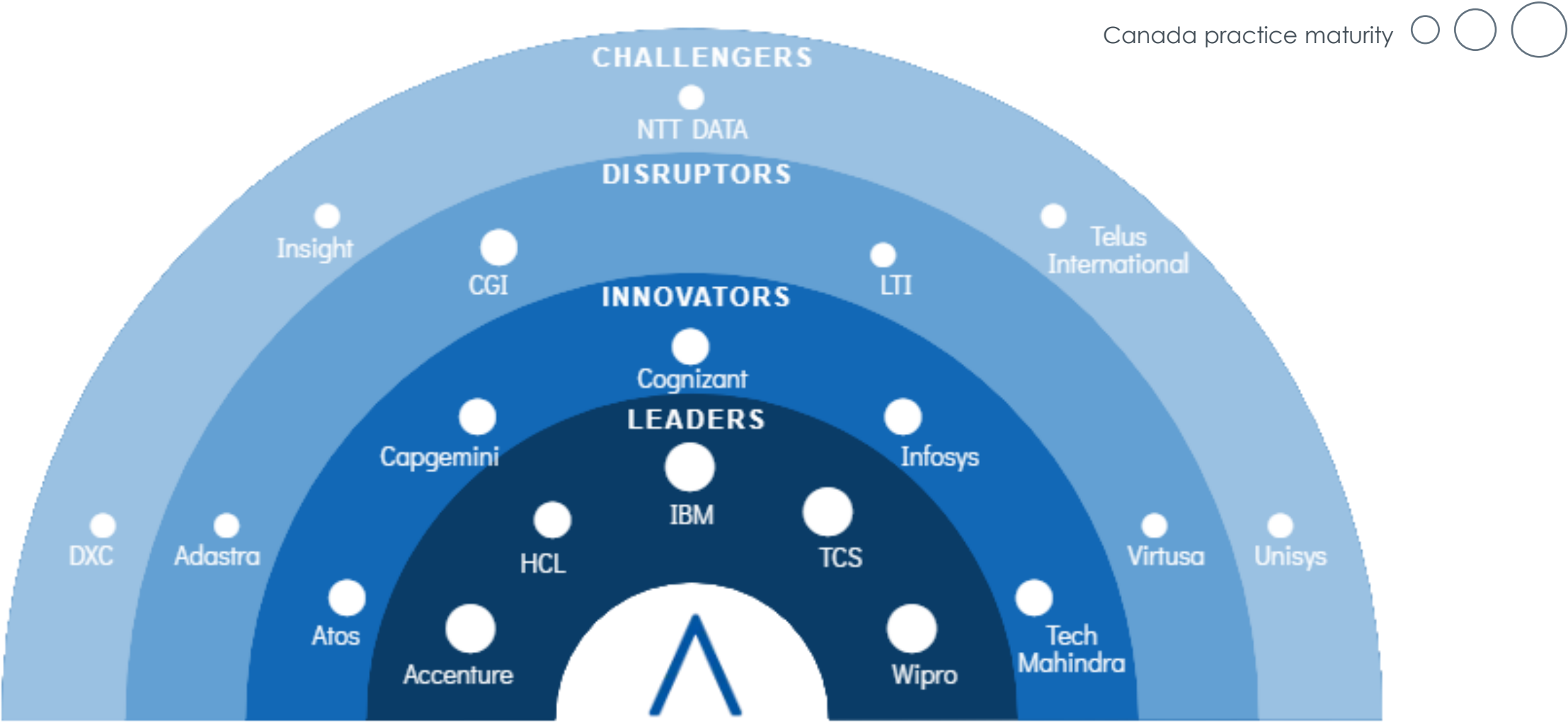




Canada Digital Services 2021-2022 RadarView™

Service Provider Profile

December 2021



HCL: RadarView profile



Canada practice maturity



Canada investments and innovation



Canada ecosystem development



Leverages its product and technology capabilities to cater to BFS, telecom, retail, and manufacturing firms. Rigorous plans to expand in the region.

Practice overview

- Head count in Canada: 1900+
- Active clients in Canada: 25+
- Delivery highlights: Two delivery centers set up in New Brunswick and Ontario

\$200–300M
Digital services revenue from Canada for FY 2020

20%–30%
Digital services revenue YOY growth

Key digital solutions

DRYICE MyCloud

A hybrid cloud life cycle management platform

Advisor

A suite of AI-based products

Active Grid Management

An IoT platform for delivering real-time monitoring and infrastructure control to utilities clients

ADvantage suite

A suite of platforms for API/microservices (ADvantage Code), migration from legacy to modern technologies (ADvantage Modernize), and digital marketing (ADvantage Experience).

Sample clients

- A Canadian airline
- A Canadian retail company
- A global aerospace company
- A Canadian multinational banking and financial investment firm
- A Canadian media and telecom company

Partnerships/alliances



To deliver automation and dev ops solutions across industries



To provide IoT solutions that help manufacturers improve delivery time



To migrate enterprise workloads to Google Cloud



To deliver cloud-based and cybersecurity solutions to clients



To deliver data solutions through its data management platforms



To deliver IA and AI solutions to optimize engineering and business processes



To provide BPM and CRM software solutions



To provide offerings across cloud strategy, CRM strategy, integration services and platform development

Industry coverage

Aerospace & defense

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities and resources

Darker color indicates higher coverage through digital services



HCL: RadarView profile



Case studies

| Client | Capability | Summary | Business impact |
|--|--|---|--|
| A Canadian energy and energy services retailer | <ul style="list-style-type: none">• Analytics• Artificial intelligence• Intelligent automation | <ul style="list-style-type: none">• The client wanted a digital solution that could provide customer-friendly services for both regulated and deregulated markets.• HCL replaced the client's portal architecture with digitized agile architecture. HCL also implemented its proprietary Max Analytics platform to deliver call center analytics to improve customer experience. It also helped the client classify data using NLP, machine learning, social automation, analysis, and tagging. | <ul style="list-style-type: none">• Improved customer experience• Increased process efficiency |
| A Canadian manufacturing company | <ul style="list-style-type: none">• Intelligent automation | <ul style="list-style-type: none">• The client wanted a digital solution that could help business partners share engineering drawings and specifications.• HCL designed and implemented a content management solution that delivered process automation for different departments. | <ul style="list-style-type: none">• Increased operation efficiency• Prevented loss of content• Increased ROI and profitability |
| A Canadian retailer | <ul style="list-style-type: none">• Analytics• Cloud | <ul style="list-style-type: none">• The client wanted a digital solution that could provide the capacity of distribution centers along with visibility of the inventory present.• HCL built a centralised system to track overall inventory, orders, and shipments across all channels and systems. HCL also built a regression suite to understand current and future releases for multichannel and e-commerce businesses. | <ul style="list-style-type: none">• Increased inventory visibility• Improved cost optimization |
| A Canadian national railroad company | <ul style="list-style-type: none">• Analytics• Cloud• Intelligent automation | <ul style="list-style-type: none">• The client wanted to modernize its existing data and analytics platform and migrate it to a cloud.• HCL migrated 16+ TB of data along with Netezza to the Snowflake database on the Azure cloud. It also used its proprietary Gateway and Gatekeeper solutions to generate database DDL and data extract scripts and automate data testing. | <ul style="list-style-type: none">• Increased license cost savings |

HCL: RadarView profile

Analyst insights

Canada practice maturity



- HCL has witnessed significant traction in its Mode 2 (technology services) and Mode 3 (proprietary products and platforms) offerings in Canada, enabling it to earn a digital revenue of USD 200–300M from the region.
- Its analytics products and platforms have helped Canadian firms use data-driven insights to optimize decision-making-processes and enhance customer experience. For instance, it helped a Canadian energy service provider enhance customer experience by deriving insights from call center data by leveraging its proprietary Max Analytics platform.
- It has demonstrated expertise in the region across specific industries such as banking, financial services, manufacturing, retail, and telecom by addressing industry-specific challenges. It built a centralized inventory tracking system for a Canadian retail company to help it overcome the challenge of limited inventory visibility.
- It co-innovates with local clients by using emerging technologies such as blockchain and IoT to build solutions. For example, it co-built a PoC with a records management company to track IP notices, enabling the availability of real-time data on IPs to stakeholders.

Canada investments and innovation



- HCL has rigorous plans to expand its presence in the region. It plans to set up two global delivery centers across Canada in Edmonton (a Dell engineering center) and Vancouver by the end of 2021. In March 2021, it inaugurated a digital acceleration center in Mississauga to deliver advanced solutions using cloud, analytics, and cybersecurity.
- By 2024, it plans to create 2,000 employment opportunities in the region, expanding its existing workforce to augment sales for specific industries such as financial services, manufacturing, retail and CPG, telecom, transport, and logistics and utilities.
- It has also set up training programs to upskill its employees with compliance regulations (Digital Charter Implementation Act and ITAR).

Canada ecosystem development



- HCL has a robust set of partnerships with digital consulting partners such as Kofax and Magento, technology partners such as Oracle and SAP, and data and analytics partners such as Denodo and Alteryx. HCL has also partnered with local partners in Canada to deliver data management solutions. For example, it partnered with Cohesity and Rubrik to utilize their data management capabilities.
- HCL is actively contributing in boosting the digital ecosystem in Canada. It has partnered with local universities to hire and train talent in digital services. Partnering with government organizations and business advisories, it is promoting digital investments in the region.

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