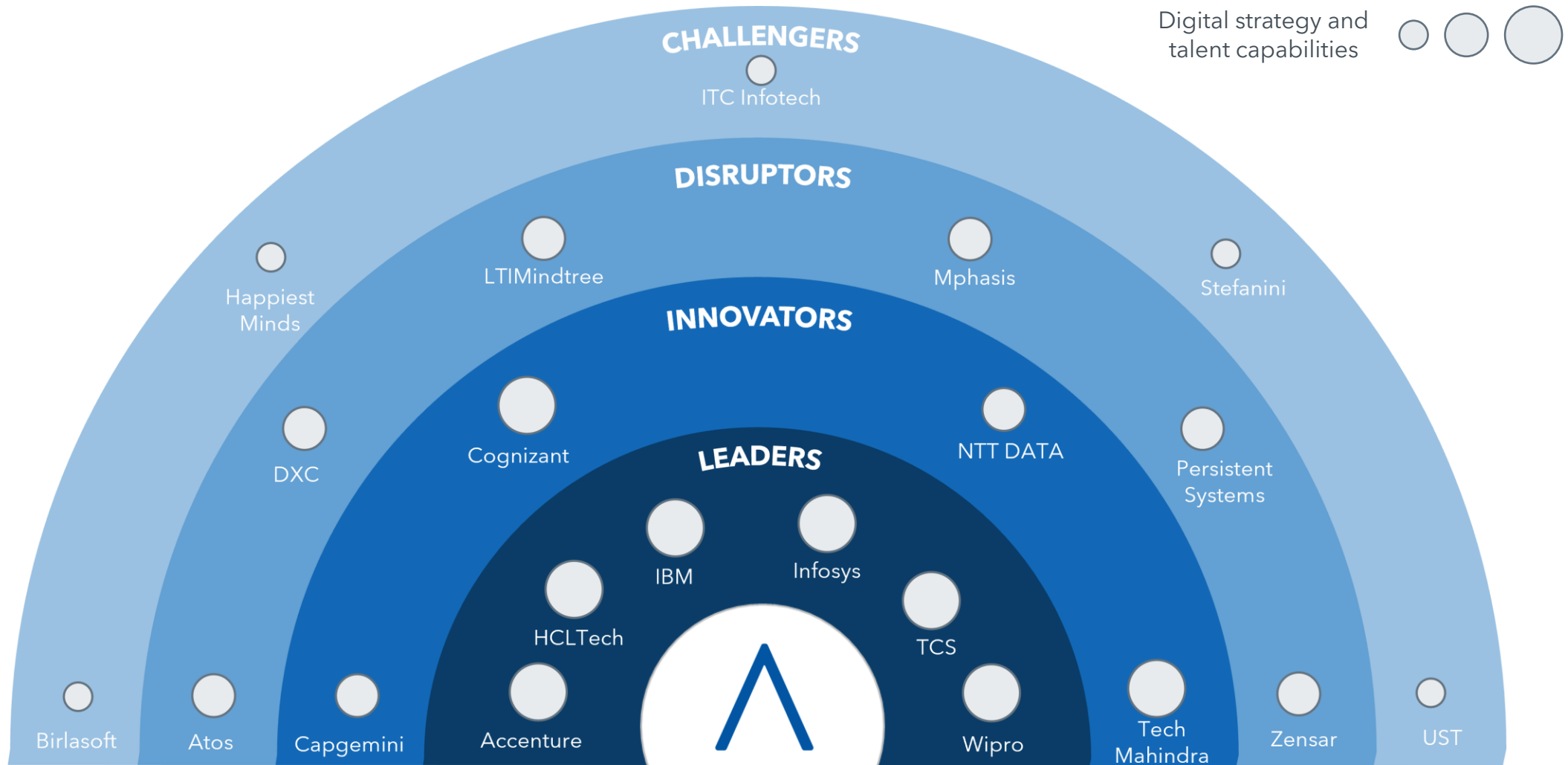# Digital Talent Capability 2023-2024 RadarView

Service provider profile

November 2023

Avasant recognizes 21 top-tier providers with robust digital talent capability

Digital strategy and talent capabilities

CHALLENGERS

ITC Infotech

DISRUPTORS

Happiest Minds

LTIMindtree

Mphasis

Stefanini

INNOVATORS

DXC

Cognizant

NTT DATA

Persistent Systems

LEADERS

IBM

Infosys

HCLTech

TCS

Birlasoft

Atos

Capgemini

Accenture

Wipro

Tech Mahindra

Zensar

UST

AVASANT

HCLTech: RadarView profile

HCLTech

AVASANT RADARVIEW™
LEADER
Digital Talent Capability 2023

Digital strategy and talent capabilities ★★★★★

Talent transformation ★★★★★

Talent investments and innovation ★★★★★

Has a Digital Business Capability team to drive direct sourcing and internal fulfillment. Expands in tier II and tier III cities through the New Vistas initiative.

Digital talent overview

Head count	223,438+
Digital FTEs share	N/A
Digital FTEs growth	25% YOY
Digital revenue (as % of total revenue)	N/A

30% Women in the workforce	~73% Talent localization in the US

Client talent enablement

- HCLTech used its Rampup@Scale approach to help ANZ onboard over 200 engineers with 40% resources onsite, leveraging squad-based hiring and in-house tools such as DNAPass.
- A Singapore based banking and financial services corporation needed over 100 skilled resources in two to three months. It identified resources using automated profile screening, and generated 450+ profiles, 50+ direct customer selections and 85 deployed after training.

Recent acquisitions and investments

Star Schema	• A data engineering and warehousing company	DWS	• An IT services firm based in Australia and New Zealand
Quest Informatics	• An aftermarket, Industry 4.0 and IoT services provider	GBS	• A German IT consulting company

Proprietary talent assets

- iLearn: A skilling and learning management platform
- DNAPass: A skill assessment tool and learning management system (LMS)
- Skillize: A competency-based training request workflow tool

Talent programs

- Accelerated Competency Enhancement (ACE): A continuous upskilling program for project/account-based fulfillment
- Stepup: A program for delivery managers and leaders to get trained and certified in digital technologies
- ASCEND: A mentoring and coaching program for women leaders in functional leadership roles
- New Vistas: A program that focuses on driving talent localization in the US and India
- TechBee: An early career program for students completing secondary school education

Key strategic and academic partnerships

Microsoft	• 25,000+ Microsoft-certified professionals; Azure CoE
aws	• Premier Consulting Partner • Dedicated cloud-native BU
IBM	• Premier Global System Integrator (GSI)
Google Cloud	• 18,000+ Google Cloud trained professionals
Berkeley UNIVERSITY OF CALIFORNIA	• Health Technology Collaborative Laboratory

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HCLTech: RadarView profile

Analyst insights

Digital strategy and talent capabilities ★★★★★

- HCLTech continues to focus on its products and platforms strategy through its HCLSoftware business, wherein it is infusing generative AI capabilities into its products leveraging HCL PromptO, an orchestration and prompt engineering platform. In June 2023, it expanded its partnerships with hyper scalers, including Microsoft and Google Cloud, to leverage generative AI and build joint solutions. It signed 11 large software deals in the first quarter of FY 2024.
- It is increasing the adoption of industry clouds and is a launch partner for IBM Cloud for Financial Services and Microsoft Cloud for Retail.
- It has more than 125 partners, enabling it to reduce the total cost of ownership and accelerate time to market. It has partnerships with cloud service providers such as Microsoft, Google, AWS, and IBM with dedicated business units (BUs). It also has alliances with companies like Automation Anywhere.
- HCLTech has a Digital Business Capability team to align digital capability development initiatives with business requirements and have deployment-ready FTEs. It is focused on direct talent sourcing with less reliance on third parties. In digital business, it fulfills nearly 70% of the resources internally.
- It has a high availability of hard digital skills, with nearly 44,000 (about 20% of its total workforce) with digital certifications.

Talent transformation ★★★★★

- HCLTech enables talent development by leveraging a good mix of external/third-party platforms such as Codility, Hackerank, and Pluralsight and proprietary platforms such as iLearn, DNA Pass, and Skillize. It uses the Dreyfus level-based competency evaluation model. It has a hackathon model Hack2Hire to deliver a digital project-ready workforce through squad-based hiring with an estimated timeline of three weeks.
- It has a vast array of programs focused on leadership, such as ASCEND and Stepup, and for graduate training and early career, including Tech Bee.
- HCLTech focuses on internal and external resources fulfillment, wherein internal fulfillment makes up nearly 55% of the share.
- It has trained nearly 1,41,000 employees (63% of its total workforce) in digital skills. It has average learning hours per associate of 59.32 as of FY 2023.

Talent investments and innovation ★★★★★

- It is committed to driving talent localization in geographies such as the Americas, Europe, and APAC. For instance, it employs a diverse group of over 2,400 people in Mexico working across Guadalajara, Mexico City, and Monterrey, with more than 85% of the workforce being local.
- HCLTech's New Vistas initiative continues to create local employment opportunities and expand its global presence, focused on hiring an alternate talent pool and setting up new delivery centers in tier II and tier III cities. It is expanding its New Vista program in India to locations such as Lucknow, Madurai, Nagpur, and Vijayawada to reap the benefits of improved retention rate and cost per hire.
- It continues to cocreate with clients and partners, leveraging over 60 of its Innovation Labs and more than 100 engineering labs.

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