



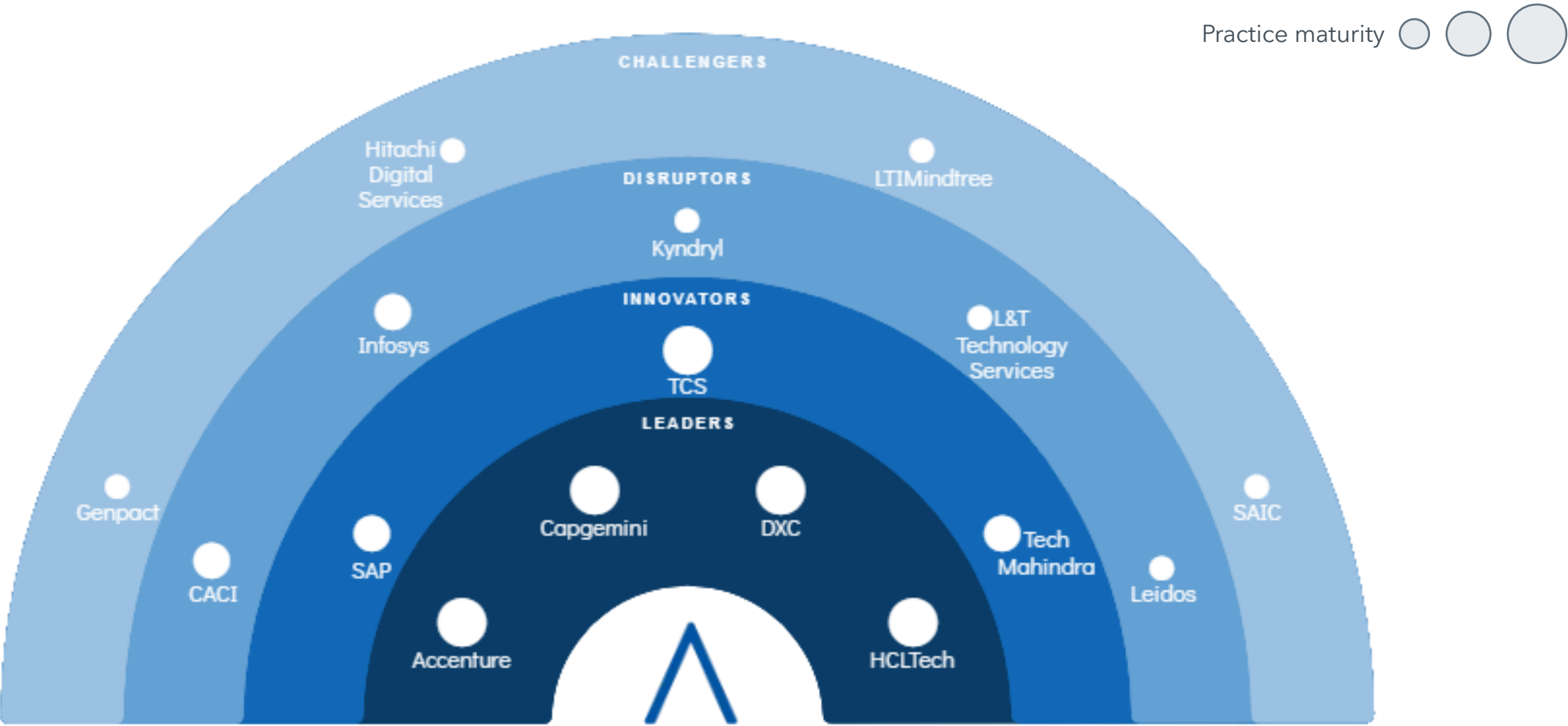
Aerospace and Defense Digital Services 2023-2024 RadarView

Service Provider Profile

December 2023



Avasant recognizes 16 top-tier service providers supporting the aerospace and defense industry in digital transformation



Note: Please refer to Avasant’s *Aerospace and Defense Digital Services 2023-2024 Market Insights* for a detailed analysis of the enterprises and demand-side trends.

HCLTech: RadarView profile

HCLTech



Practice maturity ★★★★★

Investments & innovation ★★★★★

Partner ecosystem ★★★★★

Accelerates digital transformation in product engineering and aftermarket services. Possesses strong SAP industry-specific capabilities.

Practice overview

- Practice size: 8,500
- Active clients: 30+
- Delivery highlights: 19 global delivery centers

\$500M-\$1B

Revenue from A&D industry, FY 2022

>60%

Digital revenue share from A&D industry, FY 2022

Industry-specific solutions/offerings

Base90

An SAP-certified aerospace and defense (A&D) S/4HANA template for complex manufacturing

iMRO

An SAP enterprise asset management add-on for MRO

Workblaze

A digital workplace solution to derive insights

iSCM

A real-time analytics solution that provides optimized supply chain and manufacturing operations

Sample clients

- BAE Systems
- Boeing
- Gulfstream
- Northrop Grumman
- Textron
- A Canadian engine OEM for business jets
- A global A&D and commercial conglomerate
- An American A&D OEM
- An American defense OEM

Partnerships/alliances



Leveraged its Azure cloud to deliver application modernization services



Used its platforms to deliver MRO modernization services



Partnered to leverage Oracle Cloud Infrastructure to provide IaaS and PaaS



Used Salesforce for CRM service offerings

NEXTLABS

Leveraged its information risk management solution to deliver regulated IT environments



Utilized its GovCloud to build model-based engineering solutions for clients



Used its solutions to provide attribute-based access control services



Leveraged its products to deliver manufacturing, PLM, and engineering services

Value chain coverage

Product engineering/design

Manufacturing

Procurement and supply chain

Aftermarket

Business operations

Darker color indicates higher industry concentration:



Case studies

Client	Capability	Summary	Business impact
An American A&D OEM	<ul style="list-style-type: none"> Automation 	<ul style="list-style-type: none"> The client faced cost challenges; therefore, it wanted to reduce IT and business costs by improving operating processes. HCLTech provided managed services for its supply chain applications, both SAP and non-SAP services, by leveraging its application management tools and frameworks. 	<ul style="list-style-type: none"> Reduced operational costs by 45% Ensured process compliance
An American defense OEM	<ul style="list-style-type: none"> Analytics Automation 	<ul style="list-style-type: none"> The client wanted to modernize its maintenance, repair, and overhaul (MRO) processes by deploying integrated software applications. HCLTech integrated the SAP ECC computerized manufacturing execution system using its extension of SAP MRO product, iMRO, and developed an application programming interface to enable electronic work instruction. 	<ul style="list-style-type: none"> Improved MRO supply chain efficiency Increased workforce efficiency and productivity
A Canadian engine OEM for business jets	<ul style="list-style-type: none"> Analytics Automation Cloud 	<ul style="list-style-type: none"> The client wanted to upgrade Dassault Systèmes ENOVIA, a product life cycle management (PLM) software, and legacy applications (Computer-Aided Three-Dimensional Interactive Application and virtual product modeling). HCLTech upgraded the PLM software using the latest version of the Dassault Systèmes 3DEXPERIENCE cloud platform, implemented various computer-aided design applications, and developed a dashboard for the client using a test automation framework and its proprietary PLM upgrade toolkit. 	<ul style="list-style-type: none"> Improved engine deliveries Achieved efficient production planning
A global A&D and commercial conglomerate	<ul style="list-style-type: none"> Analytics Cloud 	<ul style="list-style-type: none"> The client wanted a self-owned, unified service management platform and an integrated governance, risk, and compliance (GRC) audit process to address noncompliance and delays. HCLTech implemented ServiceNow GovCommunityCloud for the client using its DRYICE Gold Blueprint ecosystem for ServiceNow. It also integrated SAP GRC and cybersecurity tools leveraging its GRC dashboard and process support accelerators. 	<ul style="list-style-type: none"> Achieved end-to-end visibility Ensured timely audit compliance

Analyst insights

Practice maturity



- With over 60% revenue share and more than 30 clients in the commercial segment, it is one of the strongest industry subsegments for HCLTech.
- HCLTech has strong experience delivering International Traffic in Arms Regulations (ITAR-compliant) projects, with over 43 ITAR projects delivered through its ITAR-approved development centers. It demonstrates expertise in delivering product engineering and design, manufacturing, and business operations services to defense OEM companies. It further augmented its defense capabilities by acquiring Butler America Aerospace in 2016.
- It supports its A&D customers in their digital transformation journeys through its suite of SAP capabilities. It has delivered multiple engagements migrating SAP workloads to the cloud. It has a strong suite of SAP-endorsed A&D solutions, including iMRO, its MRO extension for SAP's enterprise asset management.
- It has a robust suite of PLM offerings, helping its customers accelerate engineering projects. For example, its 1PLMCloud, for PLM migration to the cloud, enables faster PLM implementations. Similarly, its Active Tester, built for PLM applications, significantly reduces test automation efforts through more than 2,000 prebuilt, out-of-the-box test cases.

Investments and innovation



- HCLTech drives innovation through its global network of co-innovation labs and design studios. It has seven ITAR and Department of Defense (DoD)-compliant delivery locations to cater to defense customers. Its Cybersecurity Fusion Center (CSFC) delivers cybersecurity and GRC services, and its SAP DigiLabs focuses on SAP-centered product development.
- It focuses on strengthening its domain capabilities through acquisitions. In 2022, it acquired Quest Informatics for cloud-enabled aftermarket capabilities to help HCLTech deliver Industry 4.0 offerings in the aftermarket space. The same year, it also acquired Starschema to bolster its digital engineering capabilities.
- It continuously invests in hiring industry-focused talent. It has partnered with Enable America and NPower to hire US veterans.

Partner ecosystem



- HCLTech demonstrates a strong partnership with SAP to provide enterprise business transformation services to its A&D clients. It has developed a specialized module to manage employee skills and enterprise experience through the SAP SuccessFactors HXM suite. It has also developed solutions such as Base90 and iMRO/4 for S/4HANA to cater to the A&D industry.
- It collaborates with technology companies to provide industry-specific services. It partners with Axiomatics to provide attribute-based access control solutions and Dassault Systèmes to deliver PLM products for manufacturing execution systems.
- It has robust partnerships with the three major cloud platform companies, Microsoft, AWS, and Google Cloud, to deliver cloud transformation engagements.

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