**HCLTech**

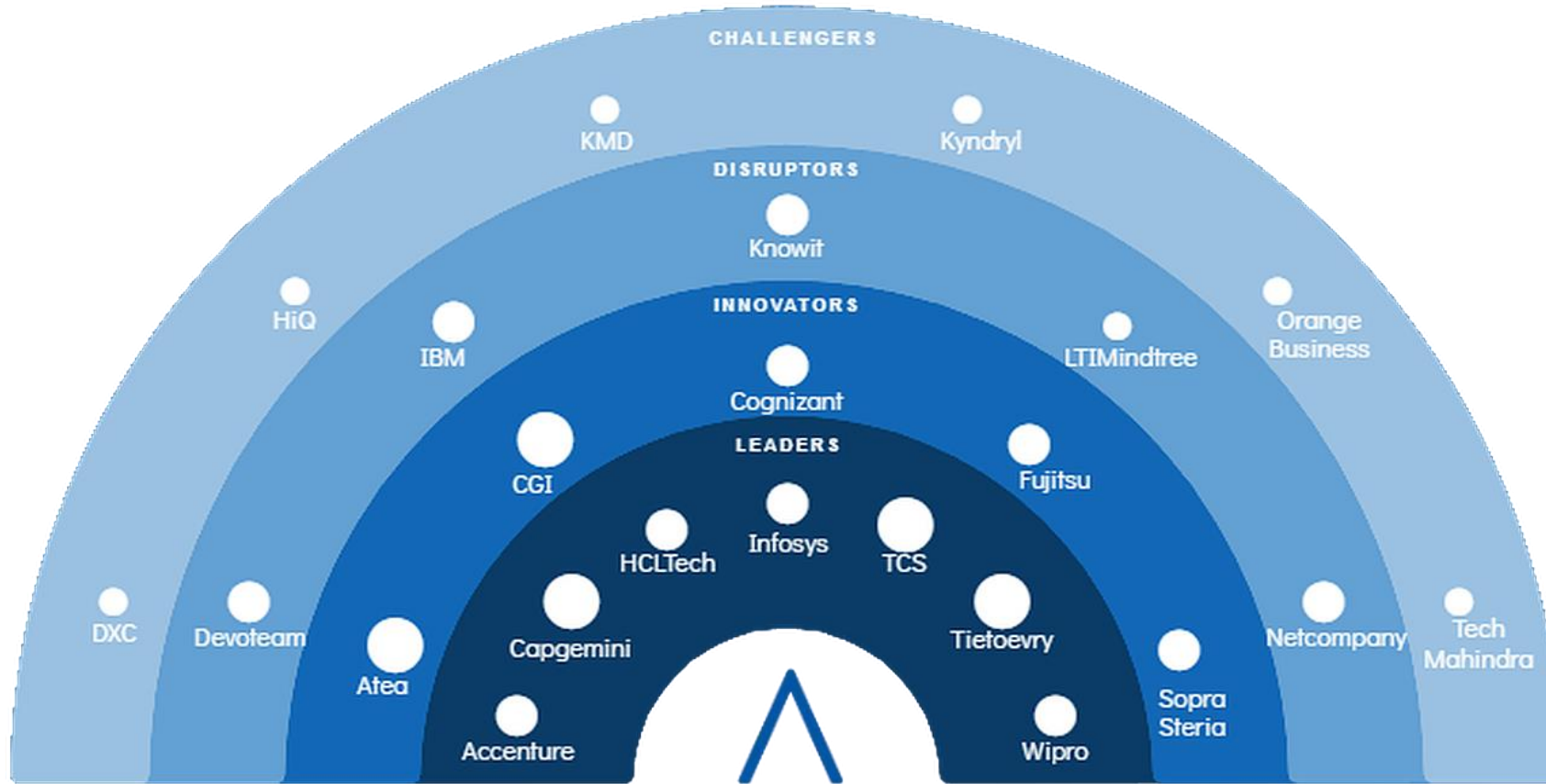# Nordics Digital Services 2023-2024 RadarView

Service Provider Profile

December 2023

# Avasant recognizes 23 top-tier service providers supporting the Nordics region in digital transformation

Practice maturity ○ ◔ ⬤

Note: Please refer to Avasant's *Nordics Digital Services 2023–2024 Market Insights* for detailed insights on the enterprises and demand-side trends.

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# HCLTech: RadarView profile



**HCLTech**

AVASANT RADARVIEW™ LEADER

Nordics Digital Services 2023–2024

**Practice maturity** ★★★★

**Investments & innovation** ★★★★★

**Ecosystem development** ★★★★★

Has a huge focus on cocreation with clients in the region. Demonstrates strong capabilities around cloud, data, AI, and cybersecurity.

## Practice overview

- Practice size: 16,500+
- Active clients: 45+
- Delivery highlights: 12 delivery centers in the Nordics

| USD 1.47B | 15% |
|---|---|
| Revenue from other Europe incl Nordics, FY 2023 | YOY revenue growth, Nordics, FY 2022–2023 |

## Key digital solutions

| | |
|---|---|
| HCLTech Fusion Platform | A cybersecurity platform to provide network monitoring, threat detection, and automated response |
| iONA Platform | An AI platform to automate application monitoring using predictive capabilities |
| ADvantage Azure AIMS | A framework to help Nordic clients achieve cost optimization through Azure-based cloud transformation |
| DecarbonizIT | A framework to minimize carbon emissions using automation and cloud, and data center innovation |

## Regional coverage

Denmark

Finland

Norway

Sweden

## Sample clients

- Equinor
- Ikano Bank
- KONE
- Statkraft
- UPM
- VELUX Group
- A bank in Nordics
- A Norwegian energy firm
- A Swedish furniture firm
- A Swedish luxury car maker
- A Swedish networking and telecommunication company

## Partnerships/alliances

| | |
|---|---|
| Google | Partnered to develop joint use cases and specific industry solutions using Google Cloud's generative AI tools |
| UiPath | Leveraged its capabilities to implement dedicated automation CoE for a client and deliver RPA solutions |
| Microsoft | Accelerated cloud migrations using its Azure cloud platform |
| snowflake | Developed a Snowflake center of excellence to deliver to deliver analytics and cloud services. |

## Industry coverage

Aerospace & defense
Banking
Education
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

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# HCLTech: RadarView profile

## Case studies

| Client | Capabilities | Summary | Business impact |
|--------|-------------|---------|-----------------|
| A Swedish networking and telecommunication company | • Automation<br>• Cloud | • The client wanted to modernize its complete IT environment in order to accelerate its 5G strategy execution.<br>• HCLTech developed a complete operating model for its cloud migration using its FENIX 2.0 digital transformation framework. It leveraged Microsoft Azure and Amazon Web Services (AWS) cloud environments to migrate 52 applications and 722 servers into multicloud environments. It also modernized its SAP ecosystem and implemented automation tools to improve internal productivity. | • Saved $100M for the client<br>• Improved operational efficiency |
| A Norwegian energy firm | • AR/VR | • The client wanted to implement a digital solution to minimize its helicopter travel time and cost for site inspections.<br>• HCLTech implemented an AR/VR platform that helped the client provide remote assistance in case of asset breakdowns and accelerate operational issue resolution. | • Reduced equipment outage time<br>• Optimized cost efficiency<br>• Saved time of travel |
| A bank in Nordics | • AI | • The client wanted to improve its application monitoring mechanism by implementing observability solutions to minimize downtimes of its operations.<br>• HCLTech leveraged its proprietary digital operations platform, iONA, to develop an AI-powered observability layer for the client that proactively monitored application errors and enabled a self-healing feature. This helped the client have end-to-end visibility across critical business parameters and application usage. | • Reduced downtime<br>• Enhanced customer experience<br>• Improved operational efficiency |
| A Swedish furniture firm | • AI<br>• Analytics<br>• ML | • The client wanted to improve its IT service management system by implementing data analytics and automation.<br>• HCLTech developed an NLP and deep learning solution to automate service desk operations such as ticket assignment. It leveraged ML algorithms to gauge the criticality, priority, and relevant user group for a ticket. | • Removed manual processes<br>• Achieved 91% ticket allocation accuracy<br>• Saved $300,000 per month for the client |

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# HCLTech: RadarView profile

## Analyst insights

### Practice maturity ★★★★

- With a rich 15-year market presence in the Nordics and 1,600 local talents, HCLTech has been driving regional revenue through a 98% business renewal rate. Its strategic localization approach is demonstrated through over 12 on-shore delivery centers and several nearshore locations across other European countries.
- It has a very strong focus on the regional manufacturing industry and serves an extensive clientele of firms such as Electrolux, KONE, Vestas, and UPM. For instance, it delivered end-to-end managed services, covering data center, networking, and security solutions for UPM, and played a crucial role in supporting a Swedish luxury car maker's extensive digital transformation program including scaled agile based delivery into product orientation.
- Its suite of sustainable IT solution portfolios supports the regional practice to align well with the local environmental goals. Its Sustainable Finance 360 solution helps financial services firms in the region measure emission factors according to regulations and manage investment portfolios. Similarly, its Simplified ESG Analytics platform helps businesses analyze internal and external ESG data to make data-driven business decisions.
- It indulges in cocreation with local enterprises to help them establish their digital assets and COEs around blockchain, generative AI, data analytics, and cloud.

### Investments and innovation ★★★★★

- HCLTech's investment strategy in the Nordic countries includes a huge focus on local talent development. It has strategic partnerships with local educational organizations such as Jensen Education, Gothenburg University, and University West to digitally upskill its current employees and hire potential talent locally.
- To drive innovation in the region, it partners with local start-ups such as Flowtropolis (VR platform to provide remote product tours), Kognic (SaaS for autonomous mobility perception), and Combain (location API for real-time device tracking). It invests in more than 35 Nordic startups through its eSTiP incubation program.
- In Sweden, its Global Cyber Security Fusion Center ensures compliance with new regulations across the Nordics. Similarly, its investment in two innovation labs, an R&D lab, and an automotive CoE in the region demonstrates its commitment to addressing emerging business challenges in the region.

### Ecosystem development ★★★★★

- HCLTech has been an active member of multiple regional industry bodies and country-specific consortiums, such as Business Sweden, Sweden Trade and Invest, Invest in Denmark, Invest Stockholm, and Business Finland, to take part in innovations around generative AI, metaverse, and quantum computing across Nordics.
- It has a progressive partner portfolio of cloud platform providers such as AWS, Microsoft Azure, Google Cloud, and IBM. These alliances help it drive cloud-centric digital transformation initiatives in the Nordic region, bolstering HCLTech's dedication to harness the region's increasing cloud appetite.
- It also has established global partnerships with multiple platform providers that it leverages to strengthen its regional practice. Some of them include SAP (for cloud and ERP modernization), Adobe (for generative AI in sales and marketing), and SS&C Blue Prism (for deployment of multipurpose AI bots).

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