ISG Star of Excellence™

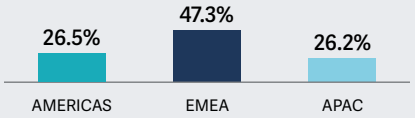
HCLTech's CX Score

Top 60 Benchmark Avg.
75.3

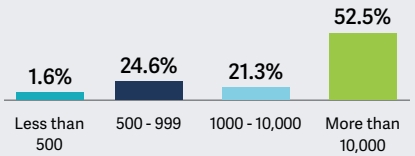
The key CX pillar for clients is execution and delivery, with proactive engagement for issue resolution being what clients appreciate the most.

Respondent Characteristics

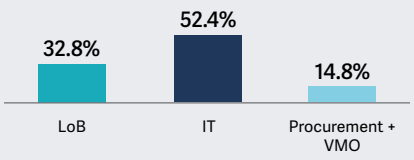
Region



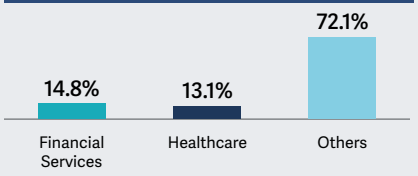
Employee Size



Role



Industry



"HCLTech took over an aging end-user computing environment that suffered from low satisfaction and a reactive approach to support. By leveraging best practices from other accounts and implementing proactive tools, they were able to address user issues before they were even reported. This significantly improved employees' perception of IT and overall user experience."

C-level Executive, IT, Retail

Six Pillars CX-Scores