

HCLTech's Profile

ISG Star of Excellence™

HCLTech's CX Score

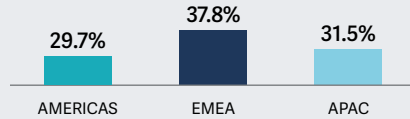


Industry Average
75.5

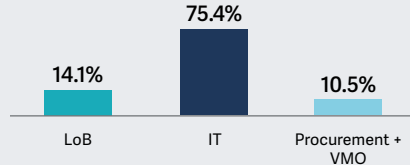
Clients express the highest satisfaction with the Governance and Compliance CX pillar, particularly valuing adherence to policies and regulatory requirements.

Respondent Characteristics

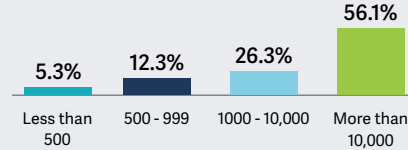
Region



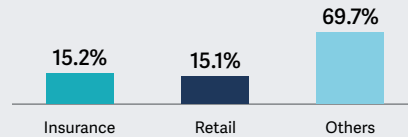
Role



Employee Size



Industry



"The ServiceNow upgrade was completed successfully and proactively by HCLTech. Their late-night remediation efforts on SPM and IRM issues helped prevent major escalations. The CSM modules were structured exceptionally well, and their Lead and Architect were readily available whenever support was needed."

ServiceNow Platform Owner/Architect, IT, Manufacturing

Six Pillars CX-Scores

