ISG Star of Excellence™

HCLTech's CX Score

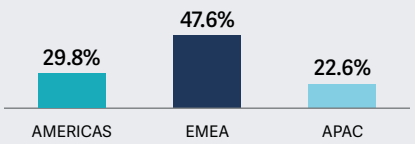
Top 60 Benchmark Avg.
76.5

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

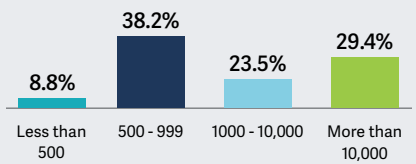
> "HCLTech is a strong partner, proactive, collaborative, and focused on continuous improvement. They openly share insights, often suggesting automation and process enhancements. Recently, they proposed and implemented a change to our consumer email update process, resulting in significant time and resource savings while reducing system issues."
>
> *Vice President, IT, Consumer Packaged Goods*

Respondent Characteristics

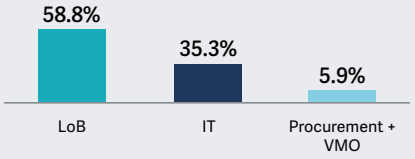
Region



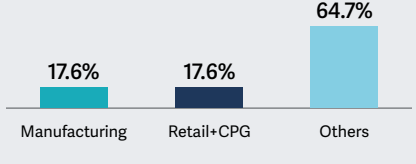
Employee Size



Role



Industry



Six Pillars CX-Scores