



HCL Technologies and Aegon launch cXstudio for customer-centric digital channel innovation

Joint initiative demonstrates a new, smarter way of working to improve customer satisfaction and acceleration of the digital channel experience

The Hague, Netherlands, Noida, India – March 10, 2015 – [HCL Technologies](#), a global business and IT service provider, and [Aegon](#), a multinational life insurance, pensions and asset management company, today announced the opening of their joint cXstudio, aimed at delivering customer experience excellence through the adoption of the latest digital technologies. Established close to Aegon's headquarters in The Hague, the 35-seat cXstudio will foster co-innovation between both companies. The aim is to pioneer new and inventive ways for Aegon's customers and potential customers to manage their financial future through digital channels, with a key focus on mobility.

HCL's experienced design, creative and technology specialists will work closely with key business-level stakeholders at Aegon, to support the development of new, more agile, customer-centric approaches to service delivery across existing and emerging digital channels. Today, digital channels drive how customer experience is delivered by organizations and as such, businesses must adopt more agile, integrated and cost-effective approaches to ensure that they can manage, optimize and grow digital channels at quality and speed. The cXstudio allows Aegon to meet this challenge by bringing together relevant capabilities to ensure that digital solutions are continuously developed and improved.

"Today our customers want easy to understand interactions regarding their current and future financial situation. Many find it difficult or boring to access and understand their financial future. We want to offer them help, by now offering 'entertaining awareness creation' said **Kees Smaling, CIO of Aegon Netherlands**.

HCL's cXstudios are designed to enable financial services organisations to better meet the needs of increasingly demanding consumers effectively, whilst retaining the efficiency needed to work within budget restrictions and the constraints of legacy IT infrastructure. The cXstudio framework is underpinned by HCL's vision on the future digital operating model, which helps organisations to move away from implementing disparate and piecemeal digital touch point projects. Instead, cXstudio provides the strategic foundation, executional model and talent to create a continuous system of optimization and change for front-end digital channel development and management. One way HCL is able to achieve this by helping its clients to implement strong learn, understand and act processes, by leveraging customer data and analytics to provide better evidence of end-user experience issues and opportunities using dynamic customer journey mapping techniques.

"The collaborative approach behind the cXstudio enables us to provide greater support to Aegon in its drive to become a more customer-centric organisation, whilst helping it to achieve better operational efficiencies," said **Rahul Singh, President, Business Services & Financial Services, HCL Technologies**. "Our existing cXstudio initiatives have already realised significant successes."



About HCL Technologies

HCL Technologies is a leading global IT services company working with clients in the areas that impact and redefine the core of their businesses. Since its emergence on global landscape after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and Business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare & Life sciences. HCL's organizational beliefs of 'Employees First, Customers Second', 'Trust, Transparency and Flexibility', and 'Value Centricity' empower its 100,240 Ideapreneurs to create real value for customers by delivering a Relationship Beyond the Contract. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 5.7 billion, as on 31st December 2014 (on CY basis). For more information, please visit www.hcltech.com

Forward-looking Statements

Certain statements in this release are forward-looking statements, which involve a number of risks, uncertainties, assumptions and other factors that could cause actual results to differ materially from those in such forward-looking statements. All statements, other than statements of historical fact are statements that could be deemed forward looking statements, including but not limited to the statements containing the words 'planned', 'expects', 'believes', 'strategy', 'opportunity', 'anticipates', 'hopes' or other similar words. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding impact of pending regulatory proceedings, fluctuations in earnings, our ability to manage growth, intense competition in IT services, Business Process Outsourcing and consulting services including those factors which may affect our cost advantage, wage increases in India, customer acceptances of our services, products and fee structures, our ability to attract and retain highly skilled professionals, our ability to integrate acquired assets in a cost effective and timely manner, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, the success of our brand development efforts, liability for damages on our service contracts, the success of the companies /entities in which we have made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property, other risks, uncertainties and general economic conditions affecting our industry. There can be no assurance that the forward looking statements made herein will prove to be accurate, and issuance of such forward looking statements should not be regarded as a representation by the Company, or any other person, that the objective and plans of the Company will be achieved. All forward looking statements made herein are based on information presently available to the management of the Company and the Company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the Company.



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