# HCL Rated as a Leader for ServiceNow Services by HfS Research

## Recognized for Global Leadership in Infrastructure Services and IT Service Management

**Noida, India – 26th August 2016 –** HCL Technologies (HCL), a leading global IT services company, today announced that in recognition of its strengths in infrastructure services, IT Service Management (ITSM) and speed of implementation through the Gold Blue Print framework, it has been positioned in the 'Winner's Circle' for ServiceNow Services by HfS Research, The Services Research Company™, in its inaugural report **"HfS Blueprint Report: ServiceNow Services 2016"** authored by Tom Reuner, Research Vice President, Intelligent Automation Practice at HfS Research.

The Report evaluated 14 global service providers of ServiceNow Services across planning, implementation, management and operations of leading Software-As-a-Service platforms and mapped them on a number of facets, primarily under two categories - innovation and execution - to help clients select the right vendor for their service needs. In particular, it laid emphasis on evaluating service providers' competitive differentiation in a particular line of delivery with progress in realizing the As-a-Service Economy of business outcome-oriented, on-demand talent and technology services.

"The HfS Research report is a clear testimony to the exemplary work that HCL has been doing for its clients across Next–Gen IT & Operations. HCL has been recognized for its strong execution pedigree around infrastructure services, including expansion of Remote Infrastructure Management (RIM) to Service Integration and Management (SIAM). In partnership with ServiceNow, HCL's Gold Blue Print acts as the clear differentiator for IT Service Management. Clients have praised HCL for flexibility 'beyond contractual terms', especially where HCL took over from incumbents," **said Kalyan Kumar, Executive Vice President and Chief Technology Officer, HCL Technologies.**

HCL's Gold Blue Print is the practical implementation of HCL ITSM architecture to managing the service. It contains HCL's best practice processes; designed, used and maintained for HCL Infrastructure Management and Application Management Services with comprehensive well defined processes, which are prescriptive in nature.

## About HCL Technologies

HCL Technologies is a leading global IT services company working with clients to impact and redefine the core of their businesses. Since its emergence on the global landscape after its IPO in 1999 and listing in 2000, HCL Technologies, along with its subsidiaries, today operates out of 32 countries and has consolidated revenues of US$ 6.4 billion, for 12 Months ended 30th June, 2016. For the 21st Century Enterprise, HCL focuses on business model transformation, underlined by innovation and value creation, offering an integrated portfolio of services including BEYONDigital, IoT WoRKS, Engineering Services Outsourcing and Next–Generation ITO that focuses on integrated infrastructure services, applications services and business services. HCL leverages DryICE™, its third generation autonomics and orchestration platform, global network of integrated innovation labs, and global delivery capabilities to provide holistic multi–service delivery in key industry verticals including Financial

Services, Manufacturing, Telecommunications, Media, Publishing & Entertainment, Retail & CPG, Life Sciences & Healthcare, Oil & Gas, Energy & Utilities, Travel, Transportation & Logistics and Government. With 107,968 professionals from diverse nationalities, HCL Technologies focuses on creating real value for customers by taking 'Relationships Beyond the Contract'. 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-timeframe 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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