

**HCL TECHNOLOGIES LTD.**

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September 28, 2021

The General Manager  
**BSE Limited**  
Corporate Relationship Department  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai- 400 001

**BSE Scrip Code: 532281**

The Manager  
**National Stock Exchange of India Limited**  
Listing Department  
Exchange Plaza  
5th Floor, Plot No. C-1, Block-G  
Bandra-Kurla Complex, Bandra(E)  
Mumbai-400 051

**NSE Scrip Code: HCLTECH**

**Subject: Release – “HCL Technologies Joins AWS Service Delivery Program,  
Becomes AWS Contact Center Intelligence Partner”**

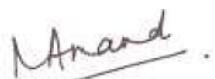
Dear Sir/ Madam,

Enclosed please find a release on the captioned subject being issued by the Company today.

This is for your information and records.

Thanking you,

Yours faithfully,  
For **HCL Technologies Limited**



**Manish Anand  
Company Secretary**

*Encl.:a/a*



## HCL Technologies Joins AWS Service Delivery Program, Becomes AWS Contact Center Intelligence Partner

**NOIDA, INDIA, Sept. 28, 2021** — HCL Technologies (HCL), a leading technology company and a Premier Consulting Partner of Amazon Web Services (AWS), has joined the AWS Service Delivery Program and become an AWS Contact Center Intelligence Partner.

The AWS Service Delivery Program is designed to validate AWS Partners that have a deep understanding of AWS services, demonstrated experience and proven customer success in delivering these services to customers. AWS Contact Center Intelligence (AWS CCI) solutions cover key areas of the contact center workflow: self-service, real-time analytics and agent assist, and post-call analytics. Each solution is created using a specific combination of AWS AI services and available through select AWS Partner Network partners.

HCL has also achieved the AWS Migration Consulting Competency, AWS SAP Consulting Competency, AWS DevOps Consulting Competency, AWS Mainframe Migration Consulting Competency, AWS Storage Consulting Competency, which make HCL an ecosystem partner with a broad range of offerings to support its clients across verticals irrespective of their technology landscape.

Joining these two programs allows HCL to transform its clients' end-to-end contact center ecosystems with AWS offerings across cloud, AI, omnichannel and ML technologies. HCL can now address transformation needs for its clients with both cloud and on-premises contact centers.

"This is a major milestone in our quest to build on the ecosystem of support we have for our clients that cater to a broad range of requirements across industries," said Kalyan Kumar, Chief Technology Officer and Head, Ecosystems, HCL Technologies. "In line with the #HCLCloudSmart approach, these dual programs build on our large, expansive portfolio of innovative cloud services, as we see a stronger shift toward digital-first, contact-less service experiences in the pandemic-driven economy."

HCL is a proven leader in customer experience transformation space with deep expertise in redefining customer journeys, self-service and agent interactions. It builds and provides enterprise cloud computing solutions on AWS. HCL has also released product-based offerings over Amazon Connect and AWS CCI solutions specific to industry verticals that help in accelerated client experience modernization.

### About HCL Technologies

HCL Technologies (HCL) empowers global enterprises with technology for the next decade, today. HCL's Mode 1-2-3 strategy, based on its deep-domain industry expertise, client-centricity and entrepreneurial culture of Ideapreneurship™, enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three business units: IT and Business Services (ITBS), Engineering and R&D Services (ERS) and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in the areas of applications, infrastructure, digital process operations and next-generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering. P&P provides modernized software products to global clients for their technology and industry-specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities and broad global network, HCL delivers holistic services in various industry verticals, including Financial Services, Manufacturing, Technology and Services, Telecom and Media, Retail and CPG, Life Sciences and Healthcare, and Public Services.





As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. For the 12 months ended June 30, 2021, HCL had consolidated revenue of \$10.54 billion. Its more than 175,000 Ideapreneurs operate out of 50 countries.

For more information, visit [www.hcltech.com](http://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.

#### **For further details, please contact:**

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