

# Responsible AI Transparency Report

Our commitment to trust and  
sustainable growth



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# Foreword

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At HCLTech, we believe that AI is more than a technological advancement- it represents a fundamental transformation in the way businesses operate. As a global technology enterprise that is home to more than 220,000 people across 60 countries, we recognize that with innovation comes the responsibility to lead with integrity, transparency and accountability.

Our work across industries, including high-impact areas such as Financial Services, Healthcare and Public Services, has a strong focus on responsible AI which demonstrates our continued commitment to developing AI technologies that people can trust. Our philosophy is grounded in principles of accountability, fairness, security, privacy and transparency that deliver value to all stakeholders. By aligning AI systems responsibly with regulatory requirements and human values, we meet the AI requirements of both business and society.

This report showcases our continued efforts in strengthening the AI foundation that empowers our partners and customers to effectively and responsibly scale their AI capabilities in order to unlock business growth and drive value. This is not just about mitigating risks; it's about actively embedding responsible AI principles through the business lifecycle and enabling all the stakeholders to lead with confidence. By adopting a proactive, lifecycle-based approach, we help deliver sustainable, responsible AI solutions that deliver both immediate and long-term value for our clients and for the world.

Since 2016, we have been developing and implementing AI solutions through data and AI-focused acquisitions, Responsible AI engineering and AI-led IP solutions. Yet, despite worldwide recognition of the importance of responsible AI, many businesses continue to struggle. **While 87% of executives recognize responsible AI as critical, only 15% feel prepared to implement it.** This gap underscores the need for organizations to continue to make progress on implementing responsible AI practice and to innovate with purpose and integrity.



**Heather Domin**  
Vice President and Head of Office of  
Responsible AI and Governance, HCLTech



As enterprises move to transform their business in the era of AI, we at HCLTech are helping them to responsibly navigate the changing AI landscape. Through a comprehensive framework of foundational, risk-based and societal guardrails, we guide enterprises in safe and ethical AI transformation while addressing operational and regulatory challenges. Our commitment is further strengthened through collaborations with strategic partners, delivering practical solutions that empower enterprises to adopt AI responsibly.”

**Vijay Guntur**

Chief Technology Officer (CTO) and  
Head Ecosystems and Practices

To help address this gap, we have established the Office of Responsible AI and Governance (ORAIG) to drive responsible AI and governance practices forward to unlock the full value of AI as a force for good. This dedicated unit drives the design and governance of AI systems through responsible practices, creating value for businesses, partners, clients and society. ORAIG’s Responsible AI and governance framework, which integrates five core tenets of accountability, fairness, security, privacy and transparency, is at the center of everything it does.

Anchored in our company’s core values of integrity, inclusion, value creation, social

responsibility and human-focused designs, we integrate trust and accountability into every stage of AI development and deployment.

As we move ahead, our vision is to shape the future of AI governance through innovative solutions that balance ethical considerations with cutting-edge technologies. With a clear roadmap in place, our focus remains on enabling our clients to adopt and scale responsible AI solutions that help them unlock their true potential and drive value, growth and meaningful transformation.



At HCLTech, we help clients realize AI’s potential through safe and ethical governance. We provide comprehensive solutions that embed fairness, accountability, security, privacy and transparency across the entire AI lifecycle. From maturity assessments to engineering to AI adoption, we enable organizations to scale AI responsibly. We support our clients in unlocking AI’s full potential, driving innovation and delivering measurable business impact.”

**Apoorv Iyer**

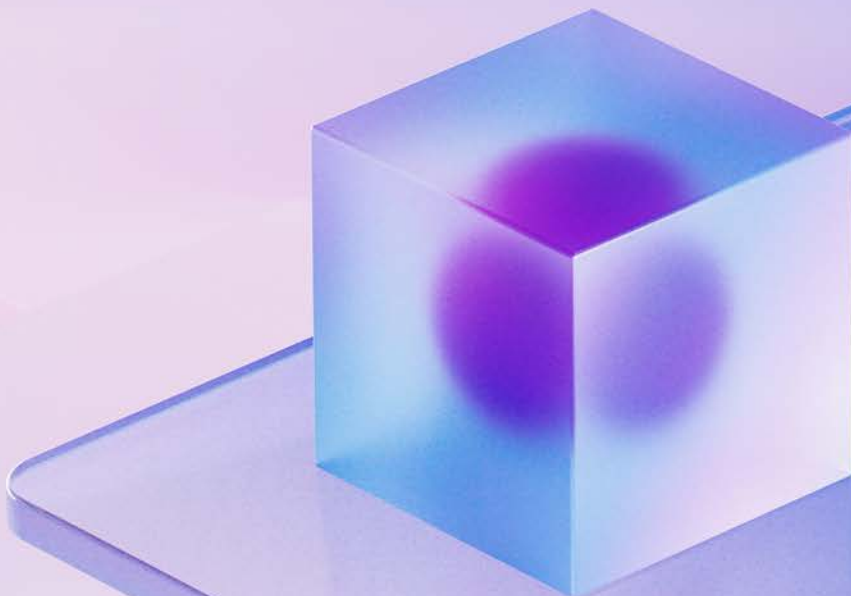
Executive Vice President and  
Global Head (AI/GenAI), HCLTech

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## Our vision and commitment to Responsible AI

HCLTech has achieved milestones that have turned aspirational AI\* into a proven reality. Through strong frameworks, trusted partnerships and measurable outcomes, we are shaping global standards for AI - ones that will be transparent, ethical and inclusive; delivering value to serve business, people and society.



\* According to [OECD Explanatory Memorandum](#), an AI system is defined to be “a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.”

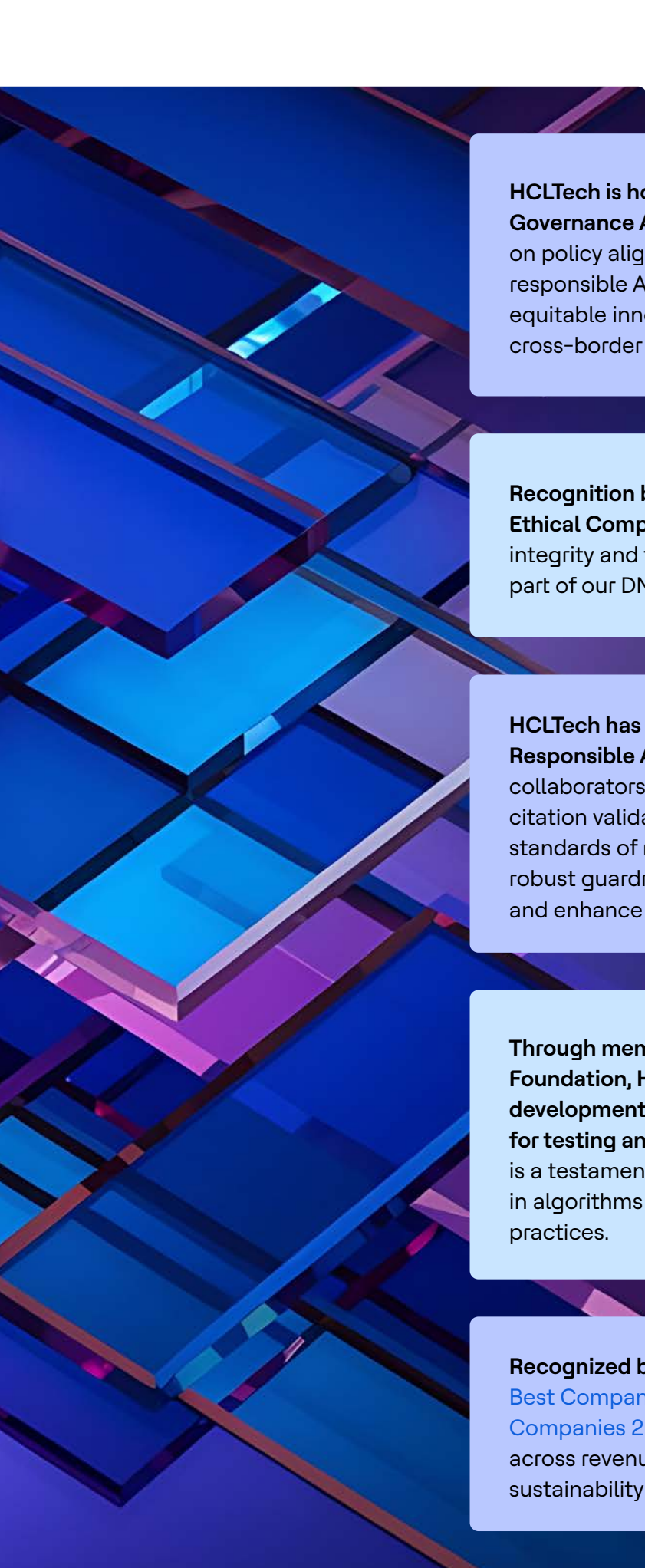
# Key highlights



**HCLTech supports clients in their end-to-end Responsible AI journey.** Offerings span maturity assessments, AI management systems readiness, AI red teaming, sustainable engineering, governance policy implementation and responsible user adoption. Our approach enables organizations to move confidently from exploration to value realization. By meeting evolving global regulations, reducing ethical and operational risks, strengthening stakeholder trust and enabling AI systems that remain safe, HCLTech helps implement trusted AI adoption at scale.

**HCLTech has signed the EU AI Pact,** reinforcing our commitment to safe, transparent and human-centered AI and aligning proactively with the principles of the upcoming EU AI Act. Through this initiative, we are advancing AI governance across the organization by adopting responsible AI frameworks, mapping high-risk systems and promoting AI awareness and literacy among employees.

**HCLTech achieved the Responsible AI Institute's Organizational AI Governance Verification Badge.** This Organizational AI Governance Verification Badge validates an organization's comprehensive implementation of RAI practices across five domains: People and Training, Policy and Governance, Tools and Processes, Procurement and Leadership. The assessment confirms effective role clarity, governance integration, objective tracking, supply chain management and leadership commitment throughout the AI lifecycle.



**HCLTech is honored to contribute to the WEF's AI Governance Alliance**, a global consortium focused on policy alignment and global collaboration for responsible AI. By participating, we bring insights on equitable innovation and governance to influence cross-border AI ethics and accountability models.

**Recognition by Ethisphere as one of the World's Most Ethical Companies** showcases our commitment towards integrity and transparency and validates that it is a core part of our DNA.

**HCLTech has been recognized by Microsoft as a Responsible AI Partner**, an ecosystem of trusted collaborators shaping the future of ethical AI. This citation validates that our AI offerings meet high standards of responsibility and security, are built with robust guardrails and enable compliance, reduce bias and enhance explainability.

**Through membership in Singapore's AI Verify Foundation, HCLTech is actively contributing to the development of the world's first open-source framework for testing and validating AI systems.** Our participation is a testament to our commitment to transparency in algorithms and the global standardization of AI practices.

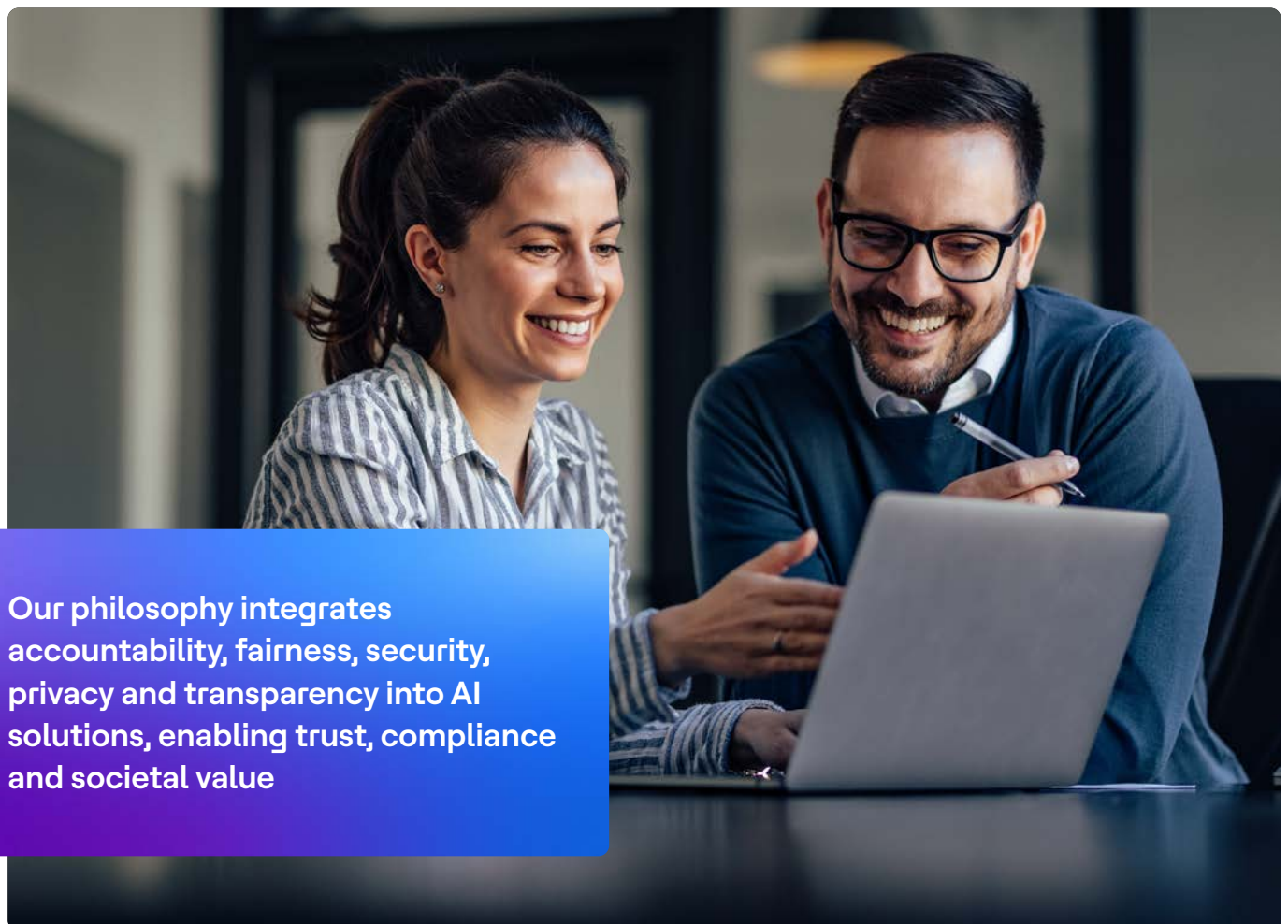
**Recognized by TIME Magazine** as one of the [World's Best Companies 2025](#) and [World's Most Sustainable Companies 2025](#), highlighting our strong performance across revenue growth, employee satisfaction and sustainability transparency.

# Office of Responsible AI and Governance

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As AI technologies continue to advance at a rapid pace, organizations worldwide face the growing challenge of designing, developing and deploying systems in ways that are both ethical and responsible. Recognizing the critical importance of trust, transparency and compliance in the AI era, HCLTech has launched the Office of Responsible AI and Governance (ORAIG). It is a strategic initiative dedicated to helping both HCLTech and our clients' businesses navigate the complexities of AI governance, ethical deployment and regulatory alignment. ORAIG brings together

deep expertise in AI technologies with a strong ethical framework to help clients adopt AI responsibly, securely and sustainably. While many businesses acknowledge the importance of Responsible AI, they often face challenges in turning those values into actionable frameworks. ORAIG bridges this gap by providing guidance, best practices and governance models that empower organizations to build AI systems that are not only powerful and efficient but also ethical, transparent and compliant with global standards.



Our philosophy integrates accountability, fairness, security, privacy and transparency into AI solutions, enabling trust, compliance and societal value

## Office of Responsible AI and Governance: Strategic priorities



### Implement and verify

Implementing Responsible AI and governance principles and policy across our own Lines of Business (LOBs), verticals and HCLTech products. Verifying through Responsible AI and governance certifications and maturity assessments.



### Partner and consult

Building Responsible AI and governance partnerships and capabilities through products and consulting services. Incubating high-value intellectual capital to meet the needs of both internal teams and external clients.



### Lead and enable

Creating external thought leadership, Points of View (POVs) and reusable assets for stakeholder communications, client conversations and deal enablement.

ORAIG's unique organization structure that bridges support for our own internal Responsible AI practices (under the Implement and Verify pillar) with our client offerings (under the Partner and Consult tower) allows us to directly apply internal insights and lessons learned to client AI programs and initiatives.

At the heart of this initiative lies HCLTech's core values: integrity, inclusion, value creation, people-centricity and social responsibility. These values form the foundation for all actions taken by ORAIG, so that the AI systems

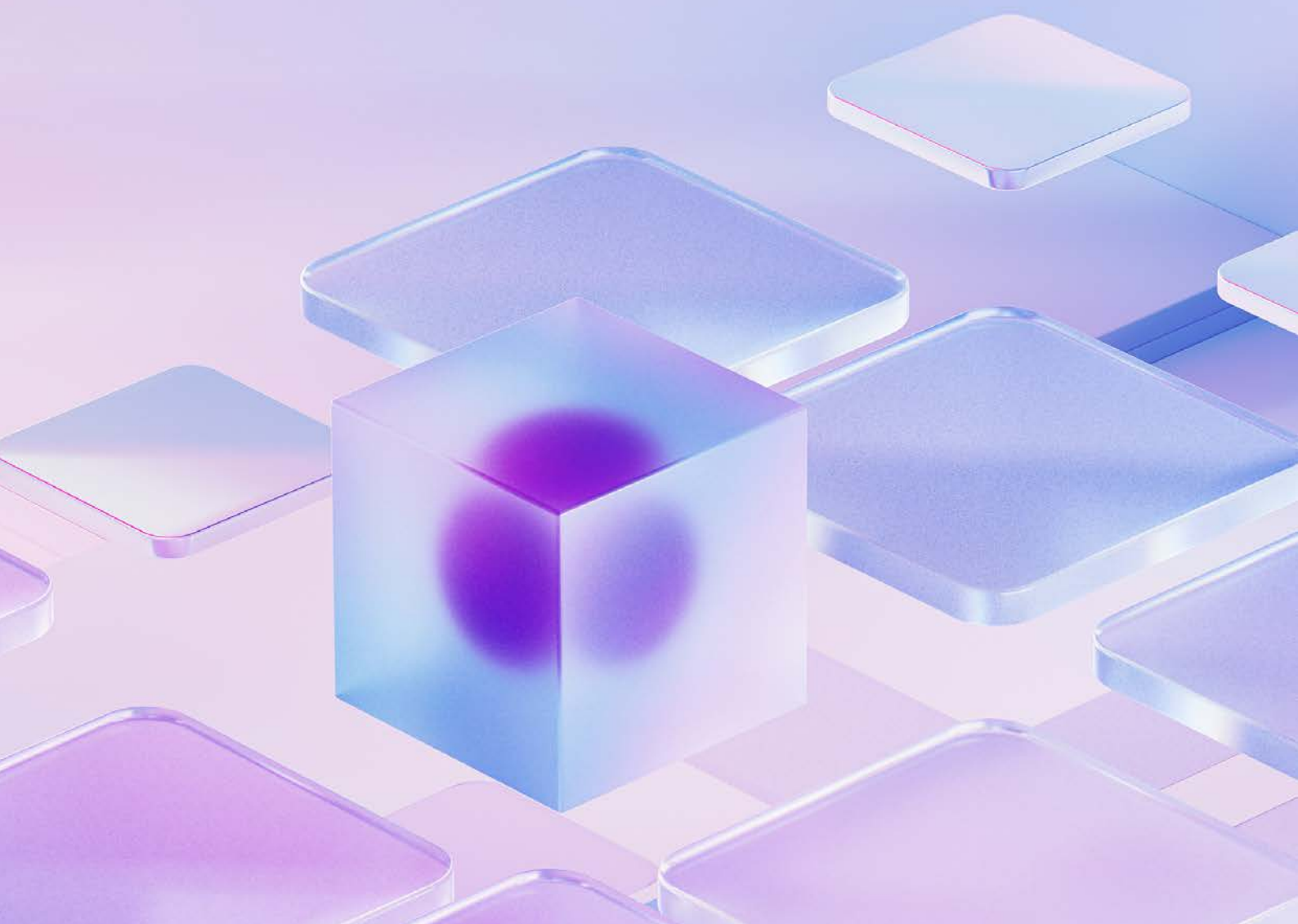
developed under its guidance reflect fairness, accountability and respect for human values. They also serve as the cornerstone for responsible AI adoption, enabling HCLTech to deliver lasting value to its company, clients and the broader community.

Through the launch of ORAIG, HCLTech reaffirms its commitment to balancing AI innovation with trust to unlock the full potential of AI as a transformative and positive force for business and society alike.

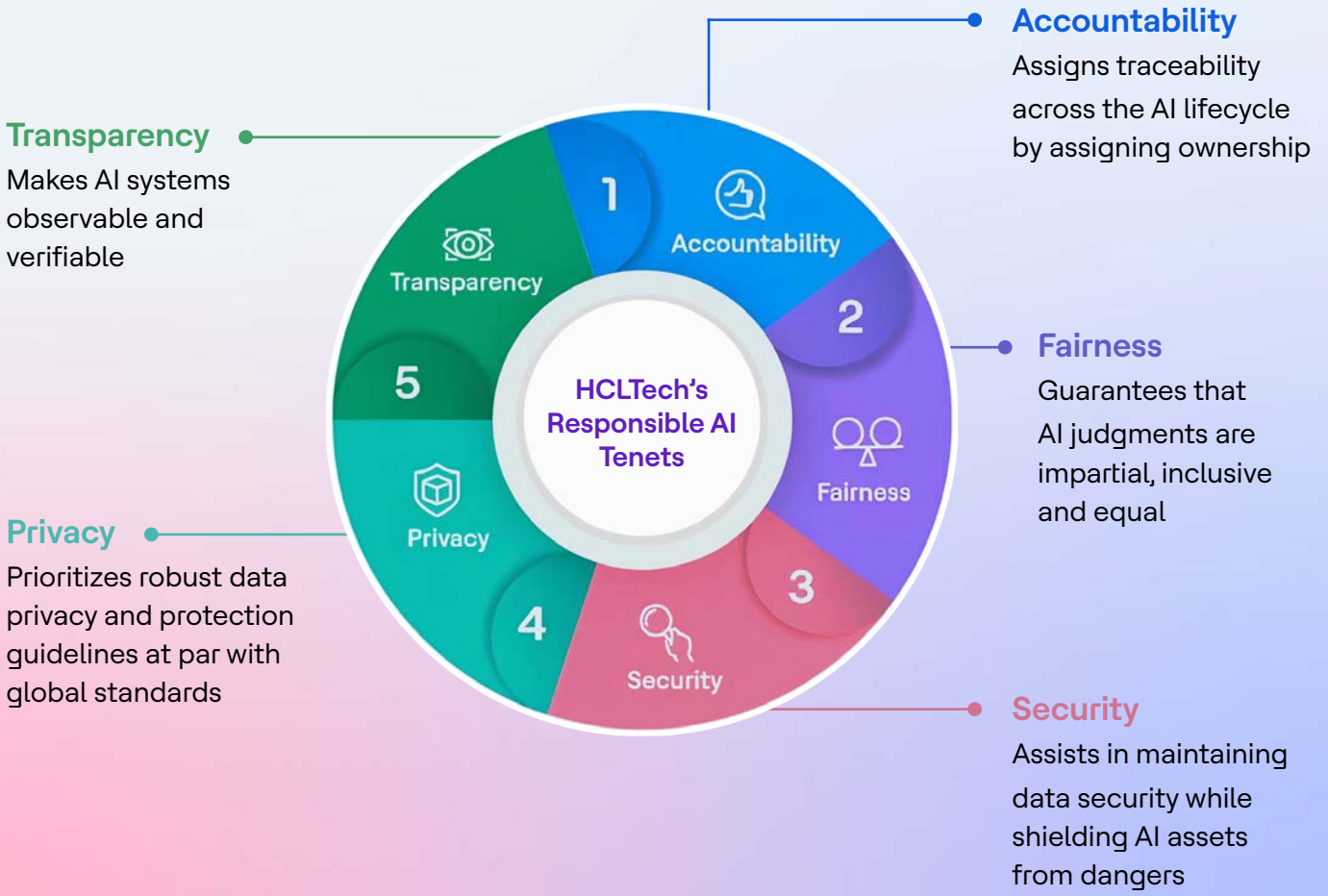
# 03

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Our core tenets and foundational approach for Responsible AI



HCLTech's Responsible AI and Governance Framework is anchored in five fundamental tenets – Accountability, Fairness, Security, Privacy and Transparency, that define how we build and deploy solutions that uphold trust and promise long-term value creation.



## Responsible AI across the development life cycle

As the development process moves from conception to deployment, great importance is placed on the integration of responsible AI principles into every stage of the AI development lifecycle, so that the system being developed promotes transparency, fairness, accountability, privacy and security.



### **Pre-development stage (Planning and design)**

Setting responsible AI strategy, guidelines and vision; defining compliance frameworks; promoting transparency; and preparing the governance structure. This stage involves risk assessments and aligning with business objectives.

### **Development stage (Model training and system building)**

Responsible and legal considerations are incorporated into data handling, model design and training processes. Bias mitigation, fairness checks and privacy standards are implemented.



### **Testing stage (Validation and evaluation)**

Validating that the systems and models perform according to the design principles. Checks for biases, fairness and accountability are carried out in this stage.

### **Deployment stage (Roll-out and monitoring)**

RAI policies are enforced for real-world deployment. Continuous monitoring for compliance, performance and ethical behavior is conducted.

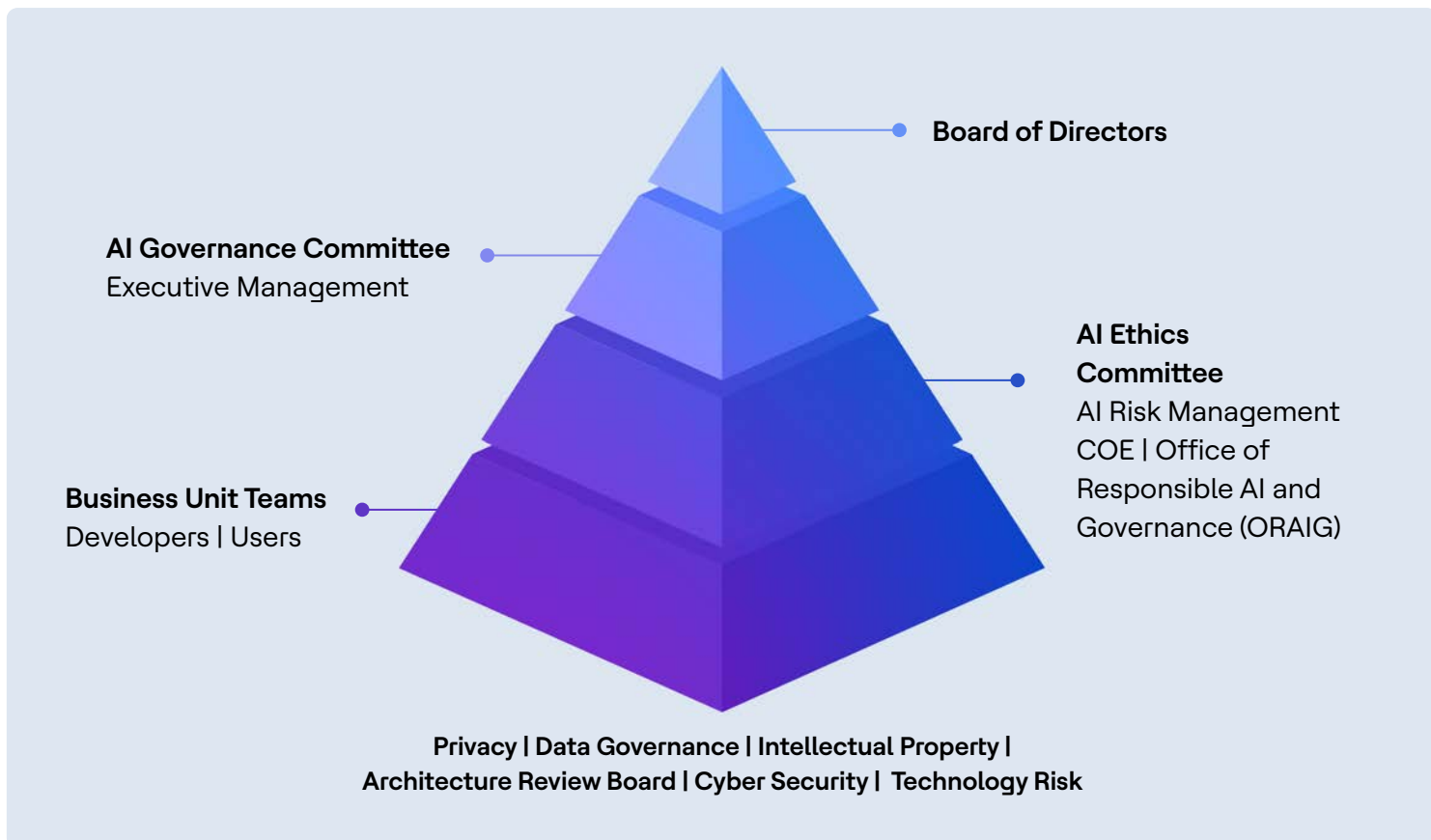


### **Post-deployment stage (Maintenance and updates)**

Ongoing compliance checks, auditing for responsible AI standards and governance review. Continuous monitoring, especially for aligning new data and systems updates with the original system intentions and with responsible AI and governance frameworks.

Integrating Responsible AI (RAI) and governance into the AI design and development lifecycle is a key differentiator. Overall, RAI and governance integration positions organizations as responsible, ethical and competitive, enhancing trust and marketability.

# Governance structure and voluntary commitments



## HCLTech's AI Ethics Committee

HCLTech's AI Ethics Committee (AIEC) is a cross-functional advisory body that helps align AI initiatives with the company's values and regulatory obligations. The Committee, with Dr. Heather Domin as its Chair, is composed of a diverse group of senior representatives from the Office of Responsible AI and Governance, Cybersecurity, Privacy, Data Governance, IP, Compliance, Legal, Business Unit and Delivery Excellence teams. This multi-disciplinary structure strengthens ethical oversight and advances our commitment to transparent, accountable and responsible AI practices. This oversight builds trust and accountability into internal and client-related AI use cases and contributes to enterprise-wide efforts to drive responsible and innovative AI development. The Committee provides guidance on AI strategy, policies, processes and AI practice that shapes a culture of ethical AI across the organization. By proactively reviewing high-risk AI use cases, the AIEC helps enforce the risk appetite related to responsible AI as set by the HCLTech Board and promotes alignment with emerging global frameworks, including the EU AI Act's guidelines on high-risk systems and ISO 42001.

The AI Ethics Committee is an informed decision-making body that sets standards, guidelines and governance mechanisms to drive Responsible AI across HCLTech. It enables compliance with the Charter, the AI Risk Management Policy and all applicable legal, regulatory and ethical requirements. The Committee monitors AI use cases to identify risks, develop mitigation strategies and maintain oversight throughout the AI lifecycle. It also promotes transparency by communicating AI practices and expectations to employees. In addition, the Committee recommends improvements to governance frameworks in line with evolving regulations, technology and industry best practices. It reviews and approves internal and client-facing AI use cases, with special focus on high-risk applications. The Committee also evaluates the organization's AI Risk Governance approach, covering assessment, deployment and post-market monitoring and sets governance standards for adopting and overseeing third-party AI.



## ISO 42001 Readiness Alignment

As AI becomes deeply embedded in client engagements, from software development and IT operations automation to large-scale business transformation, the completion of the ISO/IEC 42001:2023 readiness assessment marks a pivotal milestone in our Responsible AI journey. Strong AI governance is essential to managing risks such as bias and privacy breaches while enabling compliance with emerging regulatory frameworks, including the EU AI Act and global guidelines from bodies like the OECD and NIST. ISO 42001 provides a globally recognized structure rooted in ethical AI principles, helping to strengthen trust and accountability across every AI-enabled service we deliver. The readiness assessment, conducted by an independent and accredited external auditor, benchmarked our AI governance maturity against ISO 42001 requirements.

These efforts reinforce our commitment to building AI systems that are safe, transparent and enterprise-ready. Having completed this assessment not only enhances our operational rigor but also positions us ahead of regulatory expectations, so that we can deliver AI solutions that clients can trust today and in the evolving landscape of tomorrow.

## AI Risk Management Policy

The AI Risk Management Policy and AI Acceptable Usage Policy have been developed adhering to regulations and best practices such as the EU AI Act, NIST AI RMF, ISO 42001 and ISO 23894 standards. These policies demonstrate HCLTech's commitment to ethical and prudent use of AI Technologies. The AI Risk Management Policy embodies our dedication to innovation while we uphold Responsible AI practices throughout the AI Lifecycle, whereas the AI Acceptable Usage Policy emphasizes compliance, guiding employees/managers/third parties toward secure, ethical and regulatory-aligned practices in their usage of AI technologies within the organization.



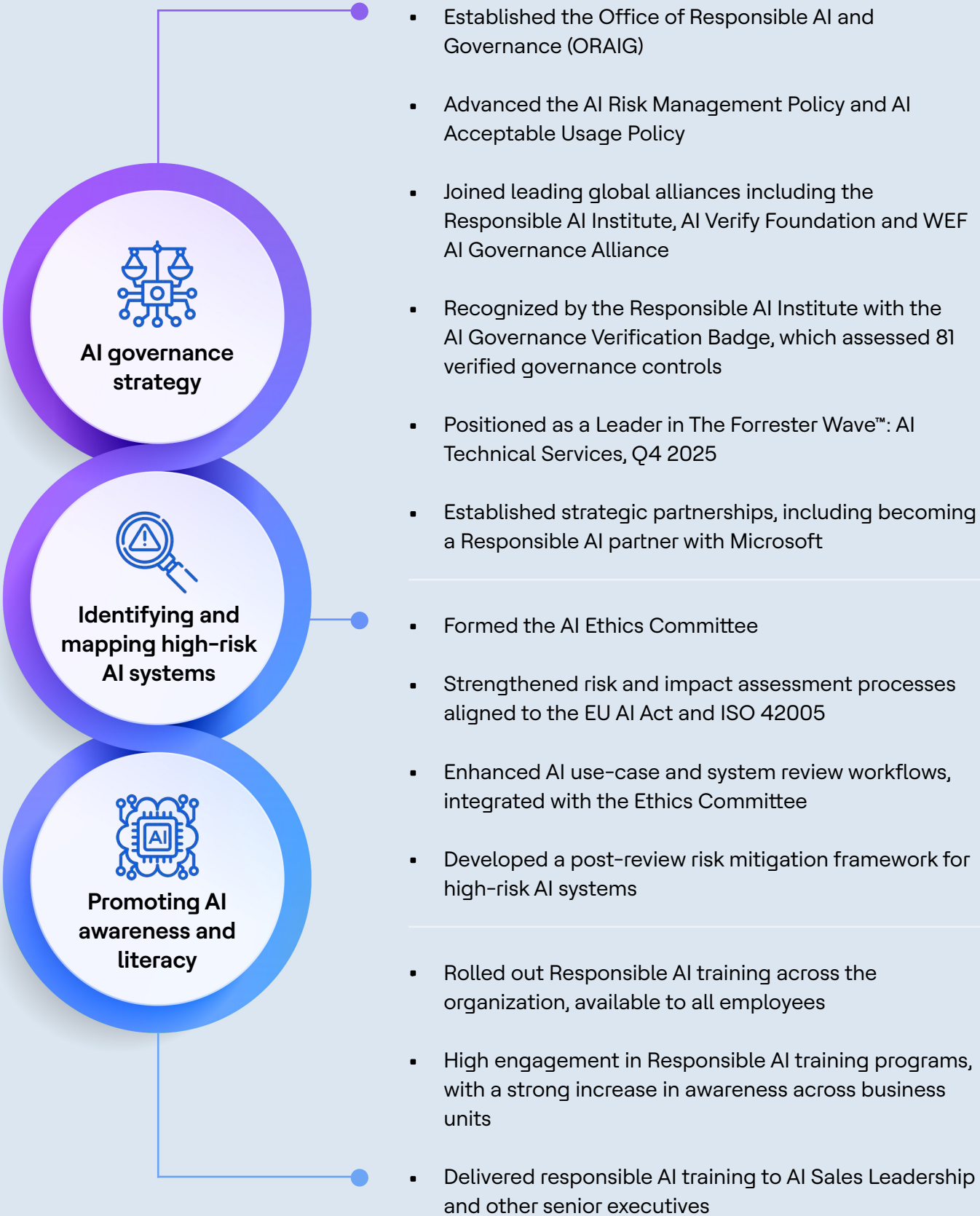
## EU AI Pact

HCLTech has signed the EU AI Pact, reinforcing its commitment to the responsible development and deployment of AI technologies both internally and with clients. The EU AI Pact, a voluntary initiative launched by the European Commission, encourages organizations to take proactive steps towards responsible AI adoption ahead of the full enforcement of the EU AI Act, the world's first comprehensive regulatory framework for artificial intelligence. The pact mandates signatory organizations to take proactive steps to align with the Act's emphasis on safety, transparency and human oversight.

### **By joining this initiative, HCLTech has committed to:**

- Adopting an AI governance strategy to foster the uptake of AI in the organization and work towards future compliance with the AI Act
- Identifying and mapping AI systems likely to be categorized as high-risk under the AI Act
- Promoting AI awareness and literacy among employees, enabling ethical and responsible AI development

HCLTech has formally signed the European Commission's AI Pact and made measurable progress across all three requirement categories:



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As AI continues to reshape industries and societies, it's important that this technology is leveraged responsibly. By signing this pact, we're reinforcing our commitment to trustworthy development, deployment and use of AI systems and technologies, thus ensuring that they truly benefit society while minimizing risks and promoting transparency.”

**Heather Domin**

Vice President and Head of Office of Responsible AI and Governance, HCLTech

[Press Release ↗](#)

## Responsible AI Institute AI Governance Verification Badge

The Responsible AI Institute's Organizational AI Governance Verification is a comprehensive enterprise-level verification that validates that an organization has implemented a mature governance framework across all AI systems and practices. HCLTech is the first organization to earn the Responsible AI Institute's Organizational AI Governance Verification Badge. This badge demonstrates that Responsible AI principles are integrated into HCLTech's policies and programs and that HCLTech has robust AI governance that is aligned with international standards.

Built on leading international standards, including **NIST AI RMF, ISO/IEC 42001 and EU AI Act** requirements and verifying 81 governance controls, the verification assesses organizational AI policies, oversight structures, accountability mechanisms and risk-mitigation practices.

Recognized by regulators, boards and executive leadership, the badge demonstrates that HCLTech adheres to rigorous governance norms and is proactively prepared for evolving regulatory expectations. Organizations undergoing the verification gain validated proof of responsible AI practices, enabling them to operate with confidence, scale AI adoption responsibly and build trust with internal and external stakeholders.

### HCLTech Earns RAI Organizational AI Governance Verification Badge

HCLTech is the first organization to receive the Organizational AI Governance Verification Badge from the Responsible AI Institute (RAI).





## AI Verify Foundation

The AI Verify Foundation is a global open-source community that unites AI developers, solution providers, enterprises and policymakers to strengthen trust in AI technologies. HCLTech has joined the AI Verify Foundation and this collaboration reinforces HCLTech's long-standing commitment to building AI systems

that are safe, transparent and accountable. HCLTech's AI practices are fully aligned with the AI Verify Standard, an internationally recognized framework that emphasizes accountability, security, transparency and stakeholder engagement throughout the AI lifecycle.



**HCLTech's membership in the AI Verify Foundation underscores our commitment to helping enterprises navigate the opportunities and challenges of AI adoption responsibly as we shape together a future based on transparency, collaboration and trust."**

### Heather Domin

Vice President and Head of Office of Responsible AI and Governance, HCLTech

[Press Release ↗](#)



## Standards and regulatory alignment in AI: HCLTech's approach

As artificial intelligence continues to evolve, aligning AI systems with international standards and regulatory frameworks is critical in enabling legal, ethical, transparent and human-centric development. HCLTech demonstrates a proactive approach by aligning its AI initiatives with globally recognized frameworks. Below are some examples of how the company integrates these standards into its AI strategy:



### **NASSCOM – Ethical AI Development**

HCLTech aligns with NASSCOM's emphasis on ethical AI by focusing on strategic and responsible AI development, prioritizing capability building and robust governance to enable ethical development of AI systems.



### **OECD Framework for the Classification of AI Systems**

In line with the OECD framework, HCLTech drives AI innovation while upholding rule of law, democratic values and principles such as safety, accountability, transparency and fundamental human rights.



### **NIST AI Risk Management Framework – Risk Governance**

HCLTech aligns with the NIST framework's core functions – Map, Measure, Manage and Govern—to enhance its AI governance mechanisms, for a structured approach to AI risk management.



### **ISO 42001 – Continuous Improvement**

Through aligning with ISO 42001 controls, HCLTech strengthens its AI operations by committing to continuous improvement. This includes enhancing risk management processes and embedding ethical AI practices across operations.



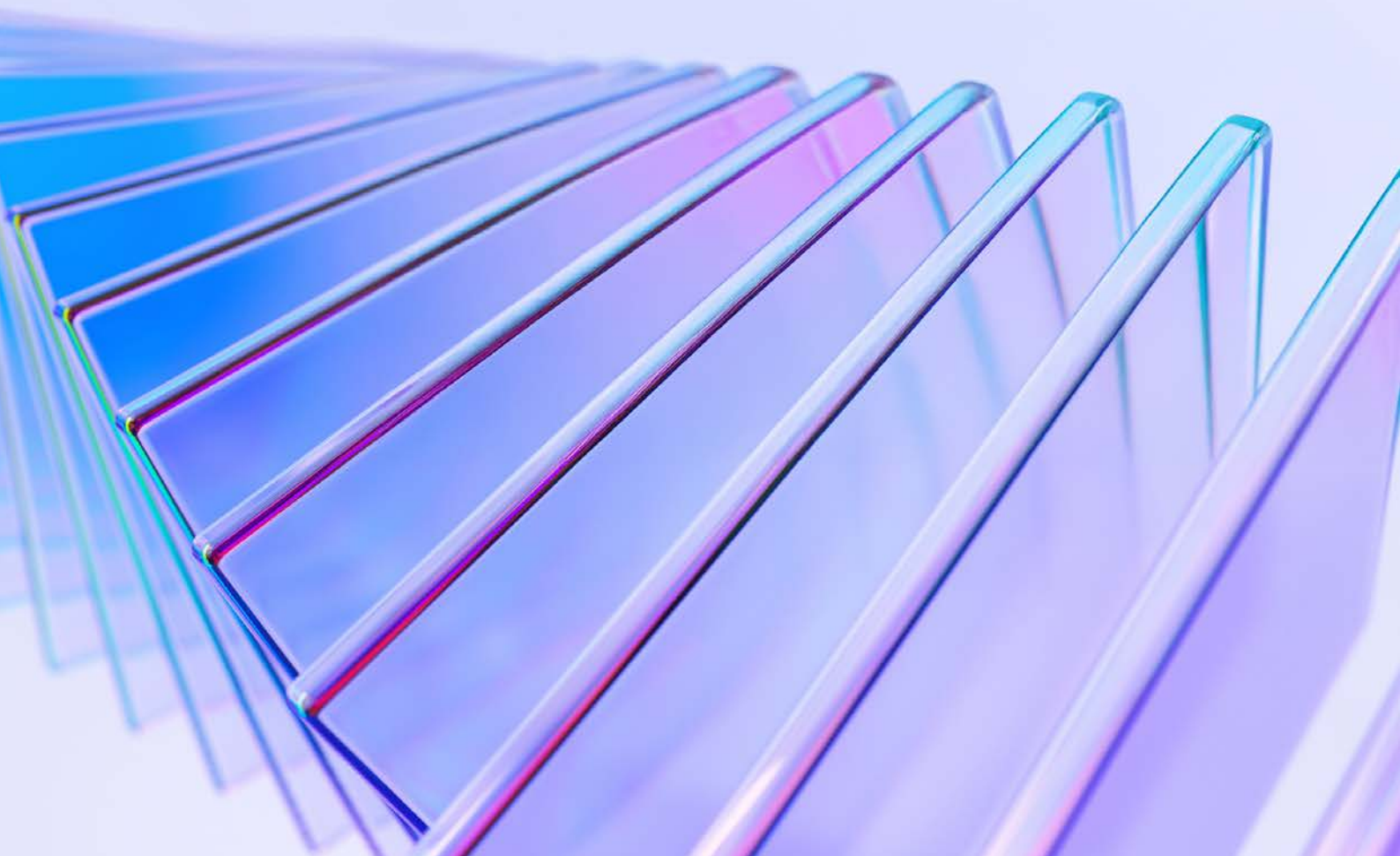
### **EU AI Act – Trustworthy and Human-Centric AI**

HCLTech adheres to the EU AI Act's principles, focusing on developing AI systems that are trustworthy and human-centric, all within a cohesive legal and regulatory framework.

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## Building AI systems with embedded governance and trust



HCLTech's outcome-focused approach to AI development is designed to help enterprises adopt AI with clarity, confidence and measurable impact. The offerings provide end-to-end lifecycle guidance, from strategy and opportunity identification to implementation and value realization. They are built in response to the accelerating pace of AI adoption, the growing complexity of integrations and mounting pressure on organizations to deliver tangible business value and ROI.



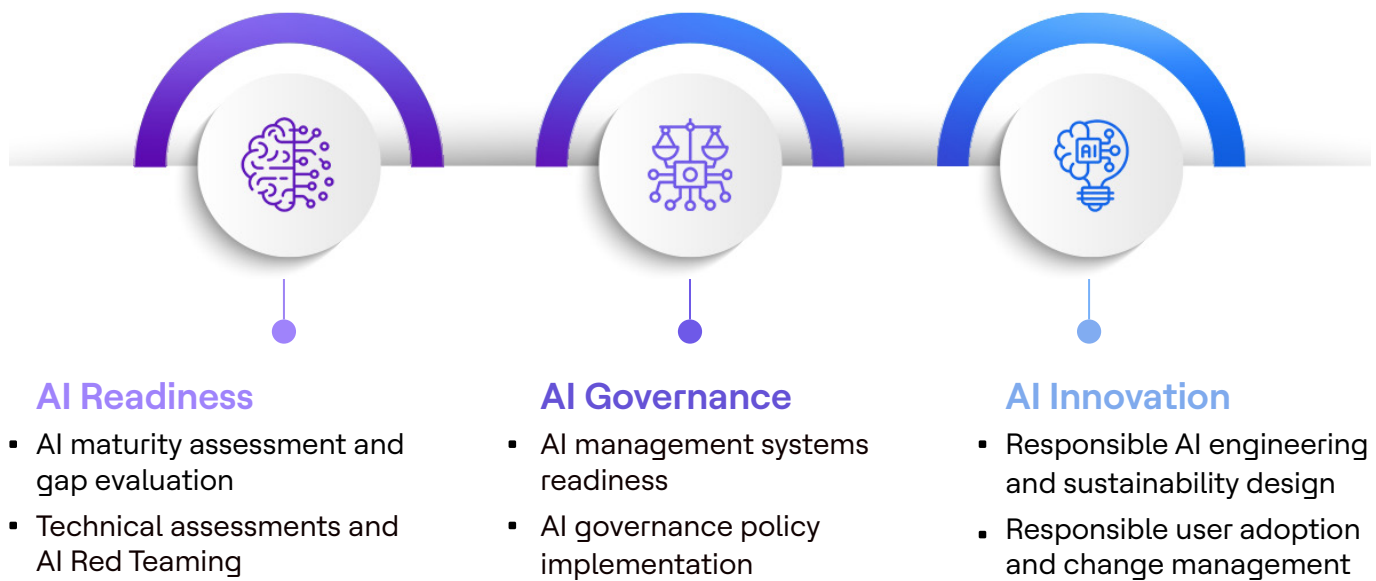
Powered by our AI Labs, Responsible AI and Governance frameworks, Cybersecurity, Governance, Risk and Compliance and deep Data and AI Engineering expertise, our approach transforms AI initiatives into predictable, scalable, safe and secure programs. We help organizations progress from exploration to enterprise-wide deployment. By focusing on high-value use cases, strengthening data and engineering foundations, embedding responsible AI practices and enabling resilient operations, we provide accountable delivery, trusted adoption and sustainable enterprise transformation.

As enterprises accelerate their AI journeys, the need for robust, auditable and ethical guardrails becomes essential, not only for regulatory compliance but also for building long-term stakeholder trust. Whether clients are initiating their AI programs or scaling mature capabilities, our Responsible AI offerings provide tailored support across maturity assessments, engineering best practices, governance structures and user-adoption frameworks, enabling AI that is safe, reliable and built to last.



# AI Advisory offerings: Responsible AI and governance capabilities

Our AI Advisory offerings provide a strategic framework for AI adoption, supporting AI readiness, governance and innovation by embedding trust, risk management and compliance across the AI lifecycle, enabling scalable and responsible AI adoption.



## AI Readiness

### AI maturity assessment and gap evaluation

HCLTech can help organizations understand where they stand on the Responsible AI maturity curve. The AI Maturity Assessment measures readiness across five key dimensions: Strategy and Leadership, People and Resources, Policy and Governance, Tools and Processes and Procurement. The process includes stakeholder workshops, a detailed review of existing policies and workflows and a benchmarking exercise against global standards. The outcome is a RAI Maturity Report and an actionable roadmap for improvement.

### Impact

- Establishes a strong AI governance foundation.
- Supports proactive compliance with evolving AI regulations.
- Enhances competitive advantage through validated maturity and trust.
- Reduces ethical and operational risks.

## Technical assessments and AI Red Teaming

Our AI Red Teaming offering covers real-world and adversarial risk simulation and normal usage testing to find vulnerabilities in AI systems for safety, security and compliance with ethical standards. It includes activities such as real-time attack scenarios, security evaluations and bias and fairness tests. It empowers organizations to test, trust and transform their AI system, prior to large-scale real-world deployment in an era where trust and safety are paramount. It combines technical testing and ethical risk assessment, providing a comprehensive view of AI system behavior and vulnerabilities. The resulting deliverables, such as detailed risk and regulatory compliance reports along with risk mitigation recommendations, provide a clear path to mature, future-ready, well-governed AI systems.

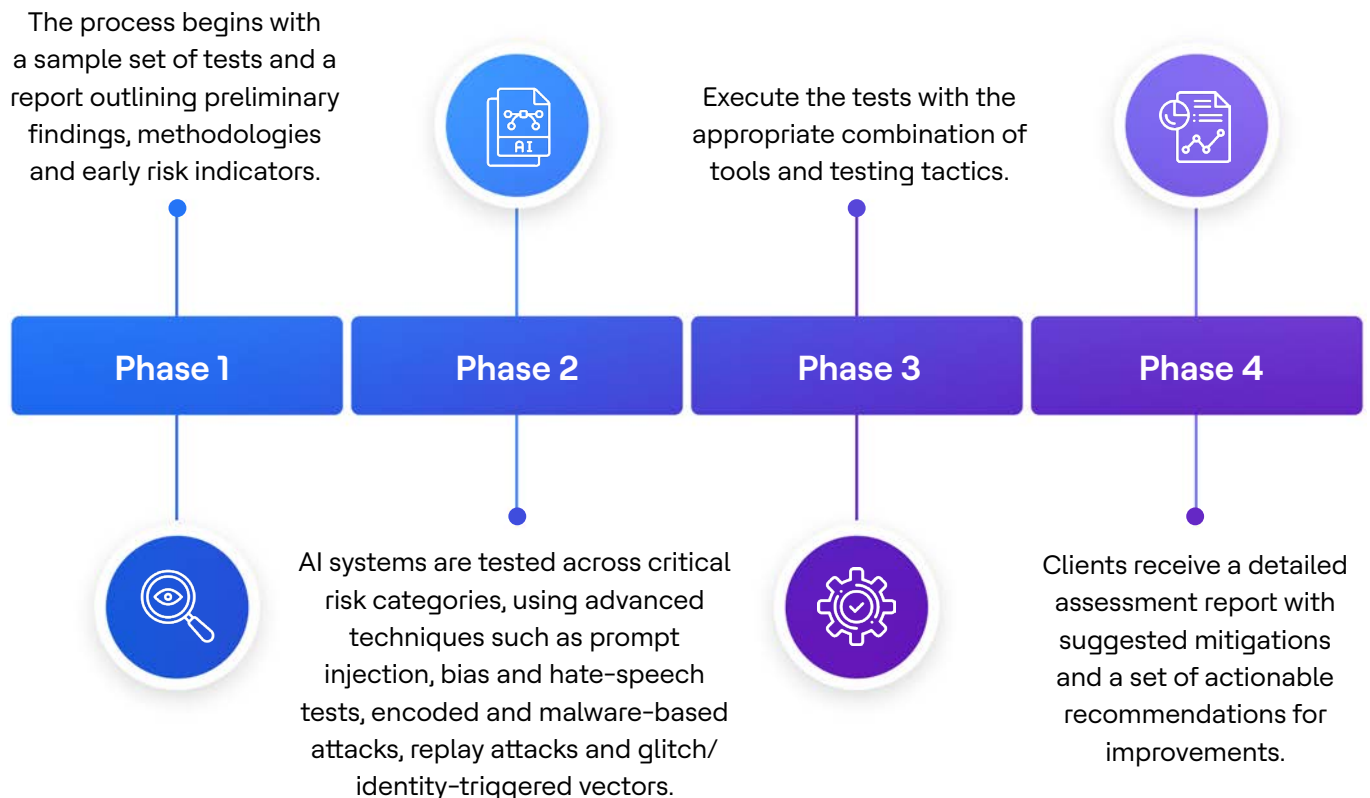
### Impact

- Security score and list of vulnerabilities.
- Risk classification: Emergency, critical and future-state fixes.
- Remediation roadmap: mitigation strategies prioritized on the basis of severity and impact.

[Read more ↗](#)

## AI Red Teaming: One system, multiple testing techniques, recommendations

HCLTech provides a specialized AI Red Teaming package covering one AI system with results in as little as four weeks:



## AI Governance

### AI management systems readiness

Before AI can expand, systems need to be prepared with adaptable frameworks and policies for scalable, compliant AI operations. HCLTech's AI Management Systems Readiness offering aligns AI models, governance frameworks and data processes with business objectives and key standards. The process will evaluate AI systems for scalability, governance maturity and compliance with ISO 42001, EU AI Act and NIST RMF.

### Impact

- Seamless integration of AI system within enterprise operations.
- Alignment with ISO 42001 and related compliance frameworks.
- Optimized data workflows and risk mitigation.
- Improved scalability, accountability and ethical performance.



### AI governance policy implementation

Translating governance into practice, HCLTech supports enterprises in designing and deploying AI governance policies that embed ethics, transparency and accountability across the organization. This includes developing frameworks, compliance mapping, stakeholder engagement plans and training programs.

### Outcomes

- Clear, actionable AI governance framework aligned to business goals.
- AI policy implementation roadmap and continuous improvement plan.
- Enhanced transparency and compliance across AI operations.
- Sustainable adoption supported by ongoing training.

## AI Innovation

### Responsible AI engineering and sustainability design

HCLTech's Responsible AI Engineering and Sustainability Design focuses on developing AI products that are both high-performing and sustainable. From model development to deployment, it integrates ethical AI principles and sustainability practices for fairness, transparency, privacy, security and accountability while minimizing environmental impact.

#### Outcomes

- Ethically sound and environmentally sustainable AI systems.
- Energy-efficient AI with minimized carbon footprint.
- Stronger stakeholder trust through transparent AI performance.
- Enhanced brand reputation through socially responsible AI.



### Responsible user adoption and change management

Even the best AI frameworks only succeed when people adopt them. HCLTech's Responsible User Adoption and Change Management program focuses on training, awareness and continuous support to help long-term behavioral alignment with Responsible AI practices.

#### Outcomes

- Higher user confidence and trust in AI systems.
- Improved user engagement.
- Continuous improvement through iterative feedback and reviews.

## Enabling Responsible AI at scale

Together, these offerings form an end-to-end ecosystem that embeds governance, ethics and sustainability into AI systems. From maturity assessments to engineering and adoption, HCLTech enables organizations to scale AI responsibly, adhering to compliance, building stakeholder trust and driving sustainable innovation.




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## Technical and process enhancements

HCLTech's flagship AI offerings bring together deep engineering expertise, industry-focused innovation and strategic advisory to help enterprises accelerate their AI transformation journeys. From automating and augmenting services with AI Force, to modernizing data and scaling AI solutions through AI Foundry, to building advanced edge, physical and semiconductor AI with AI Engineering, our capabilities drive innovation across the value chain. AI Advisory leverages its strong industry and domain expertise to provide consulting services to our clients. Together, these flagship offerings help empower organizations to confidently build, operationalize and govern AI at scale.



# AI Force: Reinforcing governance, risk and compliance

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HCLTech's AI Force 2.0 marks a pivotal evolution in embedding Responsible AI within enterprise operations. With an integrated governance and observability platform, it transforms AI lifecycle management from experimentation to production into a structured, evaluation-driven process.

Governance features allow for dynamic policy engines, automated risk scoring and compliance orchestration aligned with multiple regulatory guidelines. Each model is tracked through a traceable audit chain capturing the input, generated output and

any corresponding metadata for the process, enabling accountability and audit trail for both - outcome and the intent behind it.

Apart from tracing model responses, AI Force provides out-of-the-box design-time evaluators for prompts, Retrieval-Augmented Generation (RAG) and Agents with options for users to create and deploy custom evaluators on the fly for domain-specific evaluations. Additionally, AI Force also supports run-time security scanners (PII/PHI checks, bias, toxicity, etc.) for both input prompt and model output responses.

## AI Force: The complete AI stack for the enterprise

AI Force is HCLTech's flagship service transformation platform, leveraging GenAI to revitalize software engineering, business processes and IT operations. AI Force is HCLTech's enterprise-grade AI platform designed to help organizations scale AI adoption securely and efficiently.

At its core, AI Force is built on four foundational layers - Data Layer, Contextual Layer, Model Layer and Agentic Layer. Together, these layers empower enterprises to build, deploy and manage trustworthy AI solutions that enhance productivity, accelerate decision-making and unlock measurable business value.

While global standards for agentic systems are still being formed, the HCLTech AI force keeps clients a step ahead by harmonizing existing frameworks and layering them with modular, use-case-specific guardrails. Whether an enterprise is preparing for the EU AI Act's risk tiers or mapping to NIST's AI RMF, AI Force can be customized to enable compliance without throttling innovation.

HCLTech AI Force transforms governance from a compliance cost into a strategic asset, accelerating go-to-market, smarter services, fortifying brand reputation and keeping you audit-ready from day one.

# Agentic AI governance

The emergence of agentic systems marks a fundamental shift in AI governance. Unlike traditional models, agentic AI operates through **autonomous, goal-driven agents** that perceive, reason and act often in collaboration with other agents. This introduces new layers of complexity around decision traceability, emergent behavior and accountability distribution.

To address these challenges, HCLTech establishes a **three-layered governance framework**:

## Foundational governance layer

Anchors the core ethical, technical and legal standards, requiring that every agent adhere to enterprise-approved Responsible AI policies.



## Societal governance layer

Extends accountability beyond enterprise boundaries, aligning AI behavior with human, cultural and societal values.



## Risk-based governance layer

Applies adaptive controls depending on contextual risk such as the agent's autonomy level, data sensitivity, or potential impact.



Through these mechanisms, HCLTech enables agentic ecosystems to remain interpretable, secure and aligned with human oversight, even in environments where decision-making is distributed.

# Agentic tooling for RAI and governance

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Transparency is the foundation of AI trust. AI Force 2.0 extends this principle across every layer through compliance validation, component evaluation, security guardrails and automated audit logging. Each AI model call, whether through a prompt, RAG or an agentic workflow, is recorded through a digital evidence chain, enabling real-time reporting for regulators and stakeholders.

Security and privacy are deeply embedded, with features such as Role-based Access, encryption and anonymization aligned to global data standards. The platform unifies AI performance with responsible oversight, bridging technical and ethical dimensions.

By combining lifecycle observability with automated GRC, HCLTech helps businesses' AI systems remain transparent in both outcomes and processes. This builds stakeholder confidence and enables responsible AI scaling across regulated sectors.

AI Force 2.0 and the Agentic Governance Framework embody HCLTech's vision for transparent, auditable and accountable AI ecosystems. Together, they translate Responsible AI principles into consistent engineering and compliance practices. As organizations advance toward agentic AI, HCLTech's governance-first approach keeps innovation anchored in accountability where every model, agent and decision is explainable and ethically sound.

# AI Foundry

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HCLTech's Enterprise AI Foundry is built to simplify and scale enterprise AI journeys. The integrated suite of assets combines data engineering and AI with cognitive infrastructure to accelerate Generative AI-led transformation across business value chains. It is designed to work seamlessly with platforms like AWS, Microsoft Azure and Google Cloud, providing flexibility and scalability for on-premise and cloud environments. AI Foundry helps enterprises avoid AI tech debt and fosters a culture of AI adoption with trust and reliability.

AI Foundry enables automation that is auditable, explainable and aligned with enterprise AI policies. Data products are built with lineage and quality controls embedded; agents operate within defined guardrails; and the entire lifecycle integrates with HCLTech's Responsible AI frameworks so that scale doesn't come at the cost of trust.



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# Success stories and real-world impact



# Modernizing banking operations with AI automation for a European bank

HCLTech helped a European bank improve operations by automating its largely manual chargeback (dispute) process. The bank faced high volumes of complex dispute cases, causing delays, errors and customer dissatisfaction. HCLTech deployed an AI-powered chargeback analysis system with Responsible AI principles at its core.

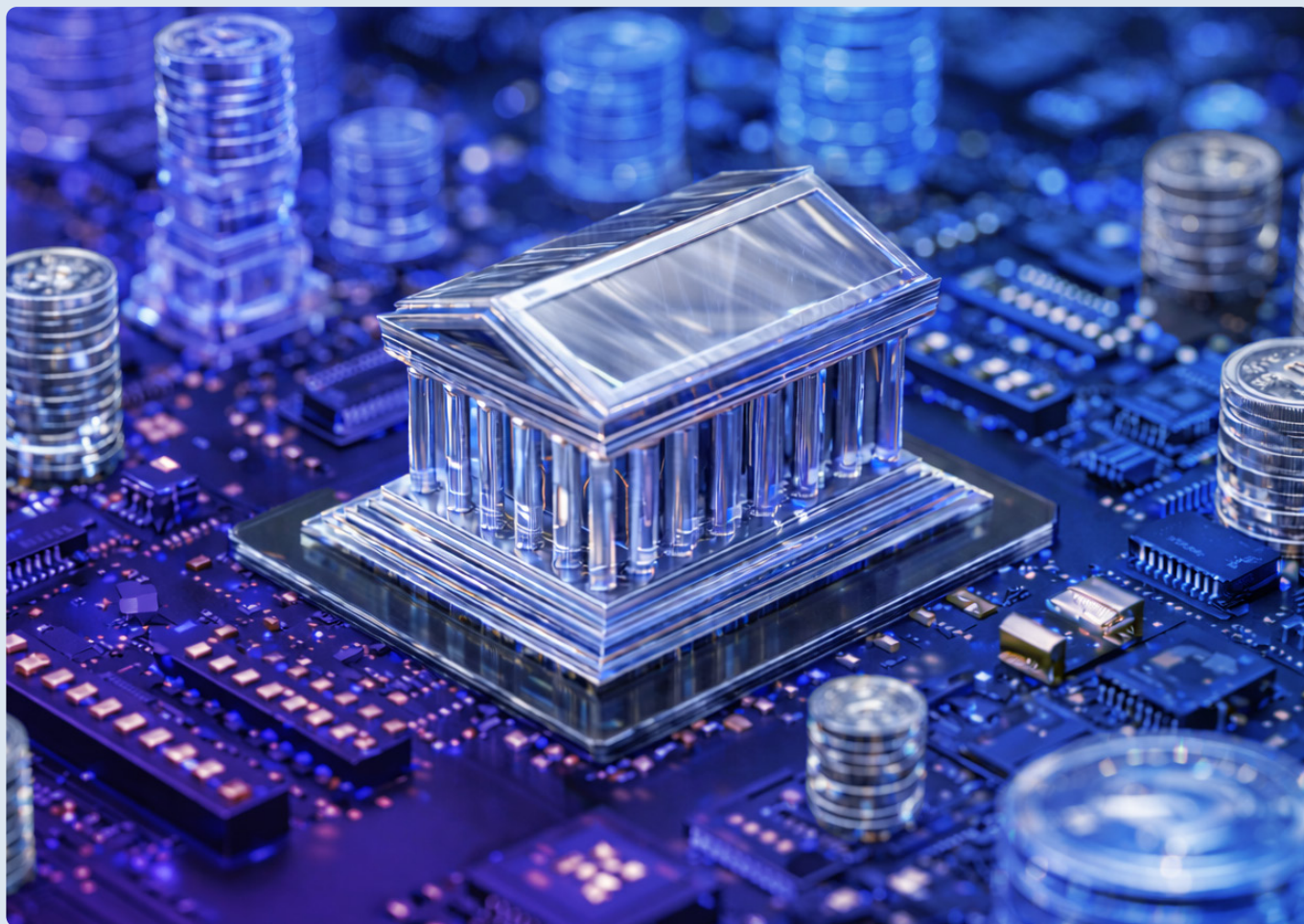
## Benefits

# 40%

reduction in average handle time (time taken to complete a transaction)

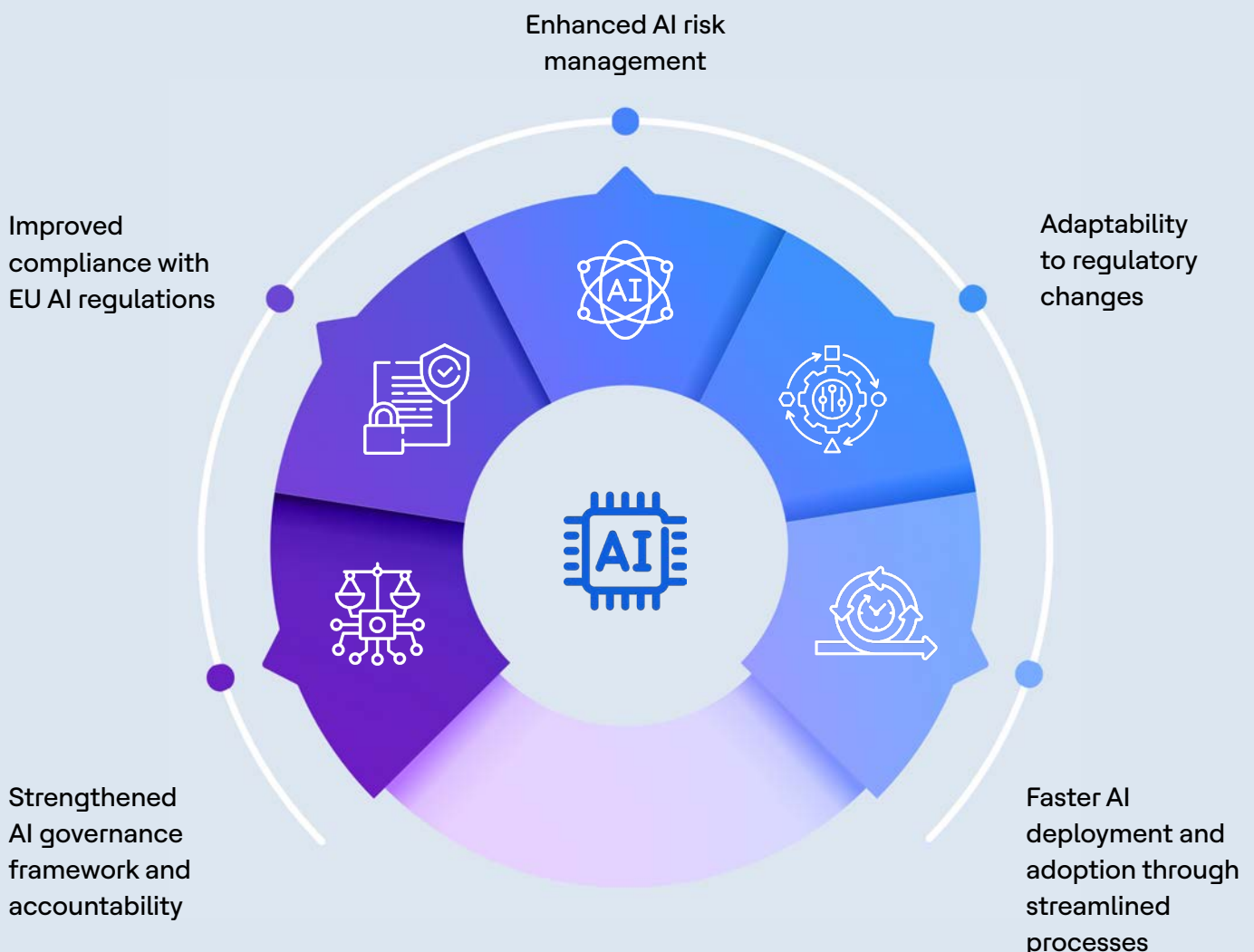
# 30%

improvement in straight through processing (no human touch for a transaction)



# Strengthening AI governance for a global manufacturing enterprise

HCLTech assisted a global manufacturing company in strengthening its AI governance to meet EU AI Act requirements. By performing AI risk assessments, establishing a risk-based AI demand-management process, outlining a roadmap to automate governance and evaluating security guardrails to address gaps in AI environments, the client was able to see the following benefits:



# Scaling Responsible GenAI adoption for developers at a financial institution

HCLTech assisted a financial institution in improving GitHub Copilot adoption with a curated, context-aware prompt library. This was done through the application of a Responsible-AI-first approach, creating over 150 original, compliant and safe prompts, with safeguards against public code reuse along with strong fairness, transparency and security controls.

## Benefits

88%

time savings for developers using Copilot

\$2.8M

in annual cost savings by re-structuring prompts, improved standardization and an ongoing improvement process\*



Increased reliability and relevance of AI outputs



\* Disclaimer: The results and outcomes presented in this use case are specific to the referenced client's environment, data, objectives and implementation context. Actual results may vary across other client environments. This example is intended for illustrative purposes only and should not be interpreted as a guarantee of similar outcomes in other engagements.

# 07

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## Strategic partnerships and thought leadership

HCLTech has established industry partnerships and collaboration with leading tech companies to build synergy that can lead to improved AI governance, effective risk management, greater compliance and innovative AI solutions.



# Key partnerships



HCLTech deepened its strategic collaboration with IBM by launching a Center of Excellence for the watsonx™ AI and data platform within our AI and Cloud Native Lab, with a dedicated focus on advancing Responsible AI and accelerating enterprise modernization.

[Learn more about our partnership with IBM.](#) ↗

ff

IBM is committed to advancing responsible AI through a governance approach grounded in transparency, fairness, and compliance. With solutions like watsonx.governance and our collaboration with HCLTech, we're helping scale AI responsibly and in ways that drive better business outcomes.”

Heather Gentile,  
Director of Product Management, IBM



HCLTech has been recognized by Microsoft as a Responsible AI Partner, an ecosystem of trusted collaborators shaping the future of ethical AI. This citation validates HCLTech's AI offerings as meeting high standards of responsibility and security, built with robust guardrails, enabling compliance, reducing bias and enhancing explainability. Responsible AI is embedded across HCLTech's GenAI solutions and platforms, including AI Force, AI Foundry, AI Engineering and AI Labs, enabling governance from design to deployment.

[Learn more about our partnership with Microsoft.](#) ↗



HCLTech announced a multi-year strategic collaboration with OpenAI to drive large-scale enterprise AI transformation as one of the first strategic services partners to OpenAI. This collaboration will enable clients to leverage OpenAI's industry-leading AI products portfolio alongside HCLTech's foundational and applied AI offerings for rapid and scaled GenAI deployment, with deep integration across its platforms including AI Force, AI Foundry and AI Engineering. HCLTech will also roll out ChatGPT Enterprise and OpenAI APIs internally to empower employees with secure, enterprise-grade generative AI tools.

[Learn more about our partnership with OpenAI.](#)



HCLTech has joined the MIT Media Lab, a world-renowned research and innovation ecosystem at the Massachusetts Institute of Technology (MIT) that brings together pioneering research and forward-thinking enterprises. This new engagement reflects HCLTech's ongoing commitment to shaping the future of AI and accelerating breakthroughs in emerging technology areas, such as quantum computing, through collaborative innovation.

[Learn more about our partnership with MIT.](#)



**We welcome HCLTech to the MIT Media Lab at a pivotal moment in the evolution of artificial intelligence. Their commitment to exploring applied AI aligns with our mission to design technologies that empower humanity. We look forward to dynamic collaboration that may advance responsible, human-centered innovation in AI and beyond."**

**Jessica Rosenworcel,**  
Executive Director, MIT Media Lab

[Press Release](#)



As a member of Centre for Information Policy Leadership (CIPL), HCLTech participates in important privacy and information policy issues with key privacy and AI governance experts and stakeholders from regulatory bodies, governments and academia through CIPL projects, white papers, workshops and organized roundtables with regulators around the world. For example, HCLTech co-sponsored a whitepaper which highlights the key opportunities, risks and governance challenges shaping agentic AI's responsible adoption.

[Learn more about CIPL's membership program.](#) ↗



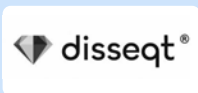
In addition to receiving the Responsible AI Institute (RAI Institute)'s first AI Governance Verification Badge, HCLTech also became a member of the global non-profit. The Responsible AI Institute is dedicated to enabling successful responsible AI efforts in organizations. Through HCLTech's capabilities and collaboration with the RAI Institute, the company is further enabled to support clients through learning, best practices and partnership networks.

[Learn more about HCLTech's membership with the RAI Institute.](#) ↗



**HCLTech's approach to responsible AI demonstrates a clear commitment to transparency, governance, and continuous improvement. Their Governance Verification Badge recognizes the concrete steps taken to operationalize responsible AI across the organization and the measurable impact achieved over the past year. We value their active engagement with the Responsible AI Institute community and their leadership in advancing enterprise AI governance."**

**- Responsible AI Institute**



HCLTech is collaborating with Disseqt AI to guide banks and other financial services institutions with Agentic AI adoption. This collaboration will enable secure and scalable AI adoption for financial services providers, combining HCLTech's deep industry expertise with Disseqt's cutting-edge agentic AI platform.

[Learn more about our partnership with Disseqt AI.](#) ↗

# Thought leadership contributions

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HCLTech continues to shape the global Responsible AI narrative through a growing body of high-impact thought leadership. Our experts are actively contributing frameworks, insights and practical guidance that can help organizations adopt AI ethically, responsibly and at scale.

## Shaping Agentic AI with Responsible AI and Governance

This whitepaper breaks down how Agentic AI can drive adaptive, goal-oriented intelligence across industries, safely and responsibly. It offers a practical roadmap with risks, metrics, governance frameworks and actionable guidance for ethical, high-impact agentic AI adoption.

[Read more ↗](#)



## Agentic AI: Fostering Responsible and Beneficial Development and Adoption - A report with CIPL

This report, published by CIPL and co-sponsored by HCLTech, Salesforce and Workday on agentic AI, highlights the key opportunities, risks and governance challenges shaping its responsible adoption. It also shares practical mitigation measures, data-protection considerations and real-world case studies.

[Read more ↗](#)

## Navigating the EU AI Act: Compliance as a Catalyst for Innovation and Profitability

In this whitepaper, discover how HCLTech's expertise in AI governance, risk assessment and ethical deployment can help organizations not only meet regulatory demands but also unlock new avenues for trust, growth and market leadership.

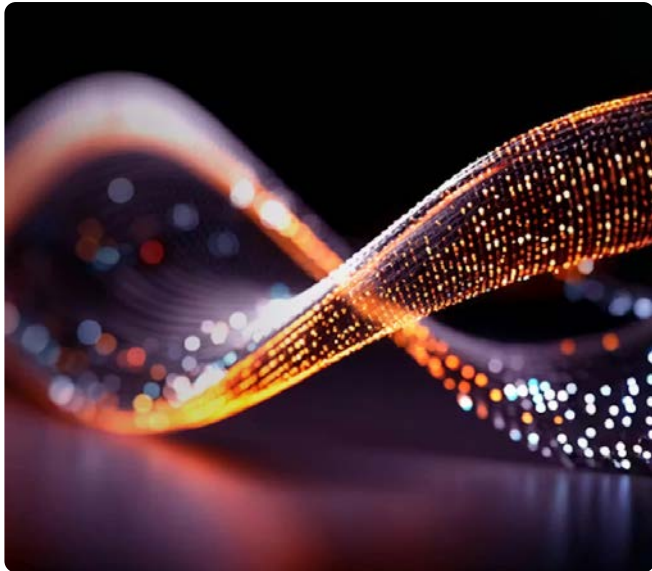
[Read more ↗](#)



## Responsible AI in Life Sciences and Healthcare

This paper outlines a step-by-step journey to operationalize Responsible AI across the value chain. It highlights governance models, risk assessment practices, security testing approaches and real-world case studies that quantify tangible benefits.

[Read more ↗](#)



## Taming Risk with Proactive AI Red Teaming

This paper explores how AI red teaming can proactively strengthen governance, security and efficiency in enterprise AI deployments, detailing strategies for stress-testing systems and implementing data-driven improvements to enhance resilience and compliance.

[Read more ↗](#)





## Global AI Governance Law and Policy: Article Series with IAPP

This IAPP article series, co-sponsored by HCLTech, analyzes the laws, policies and broader contextual history and developments relevant to AI governance across different jurisdictions.

[Read more ↗](#)

## Implementing Responsible AI in the Generative Age - A report by HCLTech and MIT Technology Review Insights

This report emphasizes the urgency for enterprises to implement Responsible AI principles. It uncovers a major readiness gap and highlights the challenges behind this gap and outlines how enterprises can strengthen governance.

[Read more ↗](#)

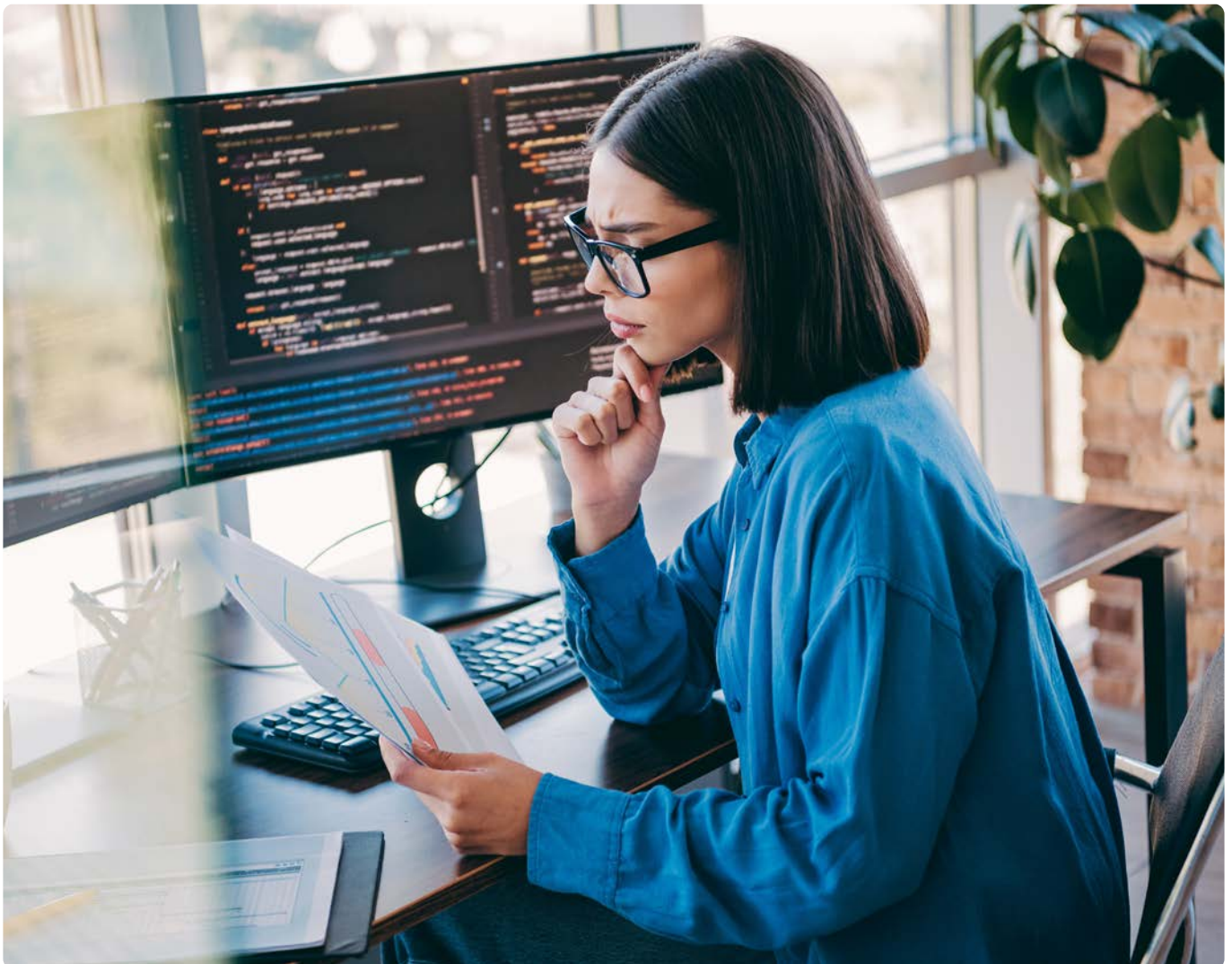


# Promoting AI literacy

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Building a culture of Responsible AI begins with equipping our people with the knowledge, confidence and shared vocabulary needed to engage with AI systems safely and effectively. Across HCLTech, we have rolled out Responsible AI training programs available to all employees, enabling our global workforce to understand foundational concepts, ethical considerations and governance expectations. Training initiatives for Responsible AI adoption play an integral role in equipping organizations with the know-how and knowledge to embed AI systems in a responsible manner.

Engagement levels with our AI training programs have been consistently high, with employees across business units demonstrating an increase in awareness and adoption of responsible practices. In addition, we have delivered specialized Responsible AI education to AI Sales Leadership and senior executives, strengthening top-down alignment and embedding accountability into strategic decision-making. These efforts collectively advance our goal of building an informed, responsible and human-centric AI culture across the enterprise.



# Stakeholder engagement

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As AI capabilities expand and expectations rise, HCLTech has remained at the center of global dialogue, serving as a trusted voice in how AI should be governed, implemented and scaled responsibly.

Over the past year, our leaders delivered practical insight and thought leadership at premier conferences, roundtables and webinars across the United States, India, Canada, the UAE, Spain and beyond. Whether presenting at IBM Think Boston and the Gartner Symposium in Barcelona, convening stakeholders at the Credo AI Trust Summit and Responsible AI Institute roundtables or engaging with policymakers and academic leaders at the Pontifical Academy seminar and IIM Ahmedabad, HCLTech helped shape the conversation on trustworthy AI, governance and industry-ready capabilities.

Across these engagements, HCLTech also gathered structured feedback from diverse stakeholders worldwide. Insights from these perspectives feed directly into the Office of Responsible AI and Governance, where they inform our internal guardrails, model evaluation practices and delivery methods with clients. This continuous learning loop and engagement reflect our commitment to transparency, cross-sector collaboration and advancing AI solutions that are accountable, scalable and aligned to real business outcomes.



## CAIO Academy, Abu Dhabi, UAE

HCLTech participated in the region's first Executive Program for Chief AI Officers, designed to equip senior leaders with the strategic, technical and governance capabilities required to lead AI at scale and with responsibility.

## Gartner Symposium/XPO Barcelona

HCLTech discussed how risk frameworks, governance models and emerging capabilities like Agentic AI can unlock innovation, accelerate adoption and drive measurable ROI.

## Microsoft Minority Corporate Counsel Association GTEC Conference

HCLTech contributed to the dialogue on what it takes to navigate AI governance in a rapidly evolving world.



## Executive Women's Forum Conference, Colorado

Contributed to a discussion on the intersection of privacy, security and data practices and how they collectively enable AI risk management.

## General Counsel 360 Virtual Roundtable

HCLTech shared perspectives on AI Risk Management in the Americas, with a focus on legal, GRC and cybersecurity strategies amid emerging U.S. AI regulations.

## Ethisphere BELA Roundtable

HCLTech contributed insights on Responsible AI in Practice, emphasizing the role of ethical foundations in global initiatives.

## IAPP Canada Privacy Symposium 2025

HCLTech engaged in a discussion on the topic, "What's life without a little (third-party) risk?"



## Credo AI Agents of Trust Summit

A global gathering that brought together leaders from Fortune 500 companies, government and academia to discuss the future of responsible AI governance, human-AI collaboration and global standards.

## IBM Think 2025

HCLTech took center stage to discuss Responsible AI in the agentic era and presented best practices to unlock ROI.

# Analyst recognitions

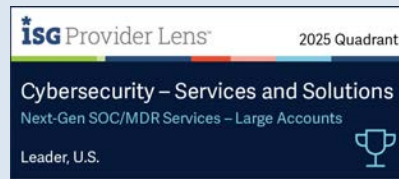
Our leadership in AI consulting, transformation and services continues to receive strong validation from top global analyst firms. Over the past year, we were featured prominently across multiple industry-defining assessments, reinforcing our position as a trusted partner in generative AI, agentic AI and enterprise-scale AI enablement.

Across Gartner, ISG, IDC and Everest Group evaluations, we consistently ranked as Leaders, reflecting our depth in delivery, innovation, client impact and execution excellence.



## Forrester

Positioned as a **Leader** in The Forrester Wave (TM): AI Technical Services, Q4 2025, receiving a 5/5 score in the Regulatory Assistance criterion



## ISG

Positioned as a **Leader** in ISG Provider Lens® Cybersecurity – Solutions and Services – Next-Gen SOC/MDR Services – Large Accounts – U.S., 2025



## Everest Group

Achieved a **Leader** status in Everest Group's Application Management Services PEAK Matrix® Assessment, 2025



## ISG

Named a **CX Star Performer** in ISG Star of Excellence™ for GenAI



## ISG

Identified as a **Leader** in the ISG Provider Lens™ Agentic AI Services – Global, 2025

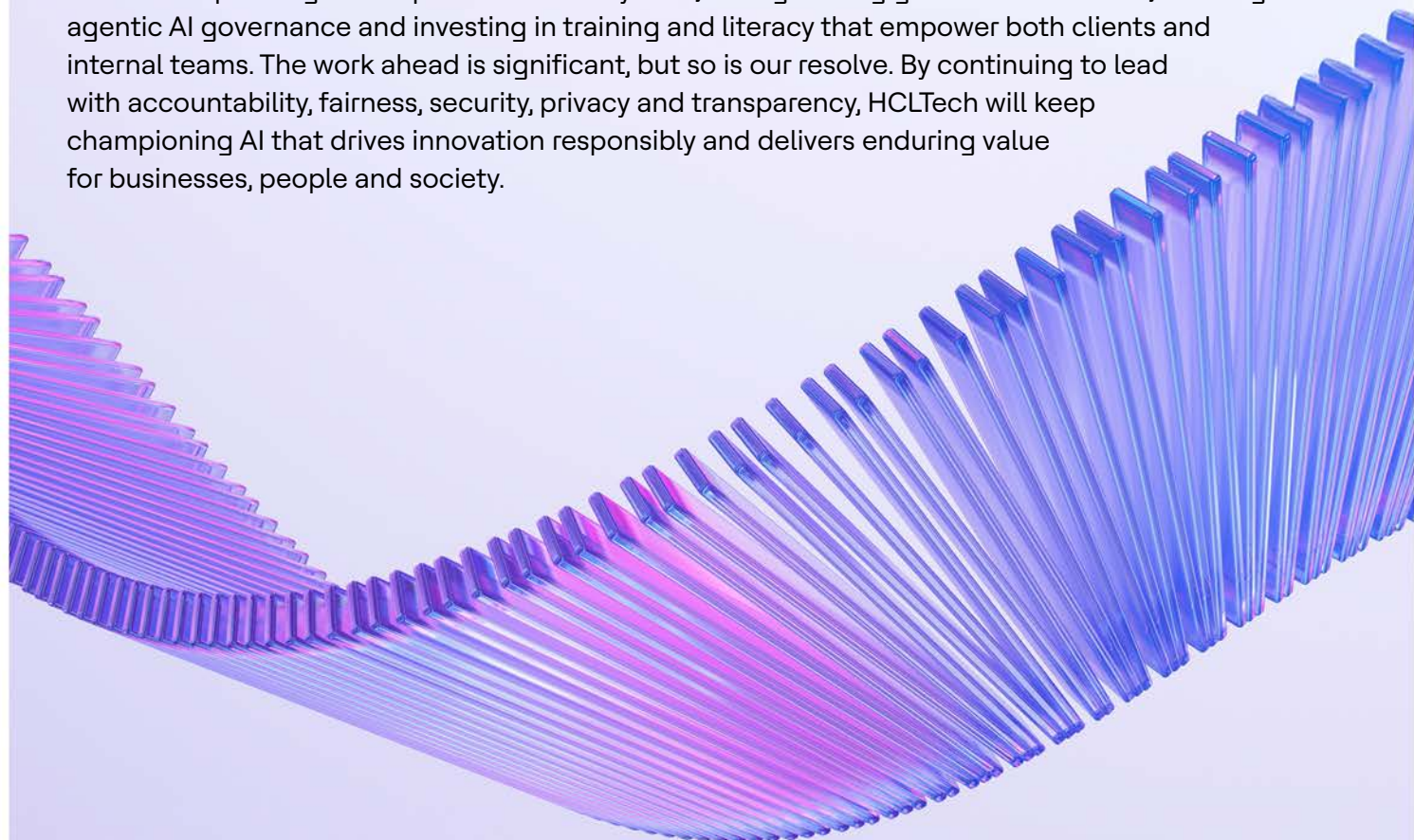
# The path forward

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As we look ahead, one thing is clear, Responsible AI is not a destination; it's an ongoing discipline we are committed to leading with rigor, transparency and purpose. Throughout this report, we outlined how HCLTech strengthens trust in AI by embedding governance at every layer of the lifecycle, aligning with global standards, operationalizing responsible-by-design engineering and empowering enterprises with the tools, frameworks and partnerships needed to scale AI confidently and ethically.

We have accelerated this mission through several new and future-facing commitments. We formally signed the EU AI Pact, demonstrating proactive commitment to readiness for the EU AI Act. We expanded our responsible AI partnerships through our membership in the Responsible AI Institute and AI Verify Foundation. We also contributed to the WEF AI Governance Alliance and furthered our partnerships with leading ecosystem players, including Microsoft, IBM and OpenAI. Achieving the Responsible AI Institute's Organizational AI Governance Verification Badge further validated our enterprise-wide governance maturity. We reinforced our commitment to aligning with globally recognized AI standards through the completion of the ISO/IEC 42001 readiness assessment. We also introduced new offerings designed for the realities of modern AI adoption, including for AI Red Teaming, which helps clients by evaluating safety, security and ethical vulnerabilities before enterprise-scale deployment.

Our path forward is anchored in our values and commitment to advancing responsible AI. We will continue expanding our responsible AI ecosystem, strengthening global collaboration, evolving agentic AI governance and investing in training and literacy that empower both clients and internal teams. The work ahead is significant, but so is our resolve. By continuing to lead with accountability, fairness, security, privacy and transparency, HCLTech will keep championing AI that drives innovation responsibly and delivers enduring value for businesses, people and society.



# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 226,300 people across 60 countries, delivering industry-leading capabilities centered around AI, digital, engineering, cloud and software, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, High Tech, Semiconductor, Telecom and Media, Retail and CPG, Mobility and Public Services. Consolidated revenues as of 12 months ending December 2025 totaled \$14.5 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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