HCL

HCL's Digital Services

AN OVERVIEW OF HCL'S DIGITAL SERVICES

HCL has established multiple Centers of Excellence (COEs) for internal purposes as well as for our clients. We have established CoEs extensively across Digital Services. For our multiple customers across the domains of large medical devices, pharma, CROs, etc., we have established CoEs for application build and maintenance, automation, innovation, and continuous improvement driving strategy, best practices, standards, tools, processes, governance, compliance, and other requirements.

RPA

- 1,100+ trained practitioners
- **Platinum/Gold Partnership –** UiPath, automation anywhere, Blue Prism
- Other RPA tools – NICE, WorkFusion, Jiffy, KRYON Systems
- **80+ Clients**
- **HCL's Lucy; HealthBot**
- **Experience :** 1000+ **BOTS,** 750+ **PROCESSES**

INTERNET OF THINGS

- **Offerings -** IoT Innovation as a Service; connected platforms; smart devices; remote patient monitoring; track-and-trace solutions
- **1,250+** patents and IDs, **50+** solutions
- **80+** client-specific innovation labs across the globe
- In-depth partnership with key technology and niche solution players
- **VCT –** Virtual clinical trial platform
- **DeCODE –** Device management platform

COGNITIVE / AI

- **400+** AI/ML experts
- **EXACTO -** HCL proprietary ICR tool developed in collaboration with MIT's COMPUTER SCIENCE AND ARTIFICIAL INTELLIGENCE LABORATORY (CSAIL)
- **Omniverse -** A Manifestation of Human-Machine Partnership through Intelligent Business Conversation

BLOCKCHAIN

- **100+** experts; **60+** blockchain-certified professionals
- **Strategic alliances** with BiTA, enterprise ethereum alliance
- **Co-trust platform –** HCL Blockchain App platform
- **Co-trust console –** Framework for onboarding and operations
- **SecurBlock –** Framework to implement security guideline
- **RACE –** Blockchain use case evaluation framework

ANALYTICS

- **4500+** experts
- **Global Leader** as rated by IDC, Gartner, and Everest
- **300+** clients, **5 Global Labs and Innovation Centers**
- **Platinum/Gold Partnerships** with Informatica, Qlikview, Oracle, Microsoft, SAP, Cognos etc.
- Accelerators and tools for automation
- **PANGEA –** Distributed and collaborative analytics platform

CLOUD

- **Offerings -** Cloud consulting; migration and development; platform and apps management
- **Global strategic partnership** with Azure, AWS, Oracle
- **ElasticOps -** In-house cloud operations model
- **MyCloud platform -** Enables efficient hybrid cloud services globally

SOCIAL

- **Offerings -** Listening & Analytics Services; Social Media Mgmt Services; Social Media Marketing Services; Marketing Automation
- **Acquired IBM Unica**
- **Partnership –** Adobe, Infor, CRM
- **HCL Solutions –** Socialytics; Advantage Experience; Adobe Experience Manager; BrandEx

MOBILITY

- **Offerings -** Technology Consulting; Native & Hybrid App Dev; MADP & Mobile Web Implementation; App Sustenance & Certification; CoE Setup
- **1,000+** practitioners
- **60+** clients
- **DAT -** Mobility consulting and strategy framework
- **CARE -** A platform for providing proactive care to patients with chronic diseases via a network of patients and doctors

DIGITAL CYBERSECURITY

- **Offerings -** CS monitoring and incident response; managed protection services; and security assurance services
- **4000+** experts
- **350+** client relationship
- **40+** GDCs, 6 CSFCs
- **40+** partner alliances – Splunk, RSA, McAfee, Cisco, SentinelOne etc.
- **HCL Solutions -** SAFE, SecIntAI, BRiCSTM ; IDaaS; iBCM-iDRM

DIGITAL TRANSFORMATION IN MEDICAL DEVICES
Bringing it all together

Reimagine

Experience Design
Design-thinking led strategy definition, UX design and optimization

Digital Experience Apps
Mobility solutions, channel apps. AR, VR

Customer Experience Platforms
Digital marketing, content management

Digital Commerce
Omnichannel, B2B connected commerce, headless commerce

Healthcare Process Consulting
Transformation enablement, re-engineering and optimization

Industry Design and UI Design
High-end design consultancy services

Imaging Tech Lab
Image processing, robotics and computer vision-based solution development

3D Printing CoE
Design for additive manufacturing leveraging geometric

Re-platform and modernize

Cloud migration and transformation
Strategy and assessment, application modernization, re-engineering, Migration (SaaS and PaaS), cloud native application development

Applied AI
Cognitive, conversational intelligence, ML, deep learning, NLP and NLG

MMA Platform (Mobility)
Pre validated components Adherence to standards Traceability

Intelliservice
AI driven tool to turn customer service into customer success

SAAS
HCM+FIN, CRM,SCM, digital sales, unified applications

Adaptive Data Platform
Responsive data architecture, autonomous data integration, unified security and governance

Consumption-based analytics
Data discovery, democratization, uberized data and analytics delivery

Intelligent data management
Universal metadata management, self healing data quality, smart data operations, ILM

Cloud Services

C.A.R.E. Platform

Data and Analytics @ Scale

ReWire

Modern AD
API, microservices, containerization

Digital Engineering
Scaled Agile SDLC, DevOps, CICD, digital program management

Intelligent Automation and BPM
Robotic process automation, virtual agents, digital process re-engineering, BPM

ReInvent

Co-Innovation labs, next-gen technology incubation
Blockchain, edge analytics, graph analytics, explainable AI

Regulatory and clinical CoE
250+ resources for assessment and remediation services with working relationships with global Notified Bodies including TUV, UL and BSI

PEBLES
Center of Excellence in packaging, biocompatibility, labelling and sterilization

Enterprise Productivity

Digital Procurement

Digital Thread
PLM, ALM Implementations, Migrations and Rollouts

VALUE DELIVERED IN MED DEVICES TRANSFORMATION JOURNEY (REPRESENTATIVE)

CUSTOMER	SCOPE OF WORK	DIGITAL SOLUTION COMPONENTS	VALUE / OUTCOME DELIVERED
Fortune 500 medical device organization	Develop platform for tracking and tracing of assets	IoT, Analytics, Cloud, Digital CyberSecurity	• Nearly ~400Mn saving by tracking the devices and its usage pattern • Reserve platform for remote firmware upgrade on devices through cloud platform, thereby reducing the field maintenance costs • Complete visibility into device firmware distribution through visualization dashboards based on PowerBI
An multinational medical device and healthcare organization	Cloud platform solution for diabetes care product and infrastructure management	IoT, Cloud, Analytics, Digital Cybersecurity	• Remote device management capability for real-time firmware updates • License administrative portal - a web portal that controls flow of patient's identified diabetic data to be sent to third-party systems and analyze based on set permissions. • Secure communication established between the desktop application and the administrative portal
A medical technology organization that manufactures and sells medical devices, reagents, and instrument systems	Smart manufacturing– Predictive maintenance of equipment for manufacturing in diabetes care business. Predict machine problems/anomalies using machine learning.	Cognitive/AI, IoT, Analytics	• Increase overall equipment efficiency from ~61% to 68% • Reduce maintenance and service costs from ~10% to 6% of revenue • Increase asset availability from 71% to 78% • Increase overall performance from 92% to 93%

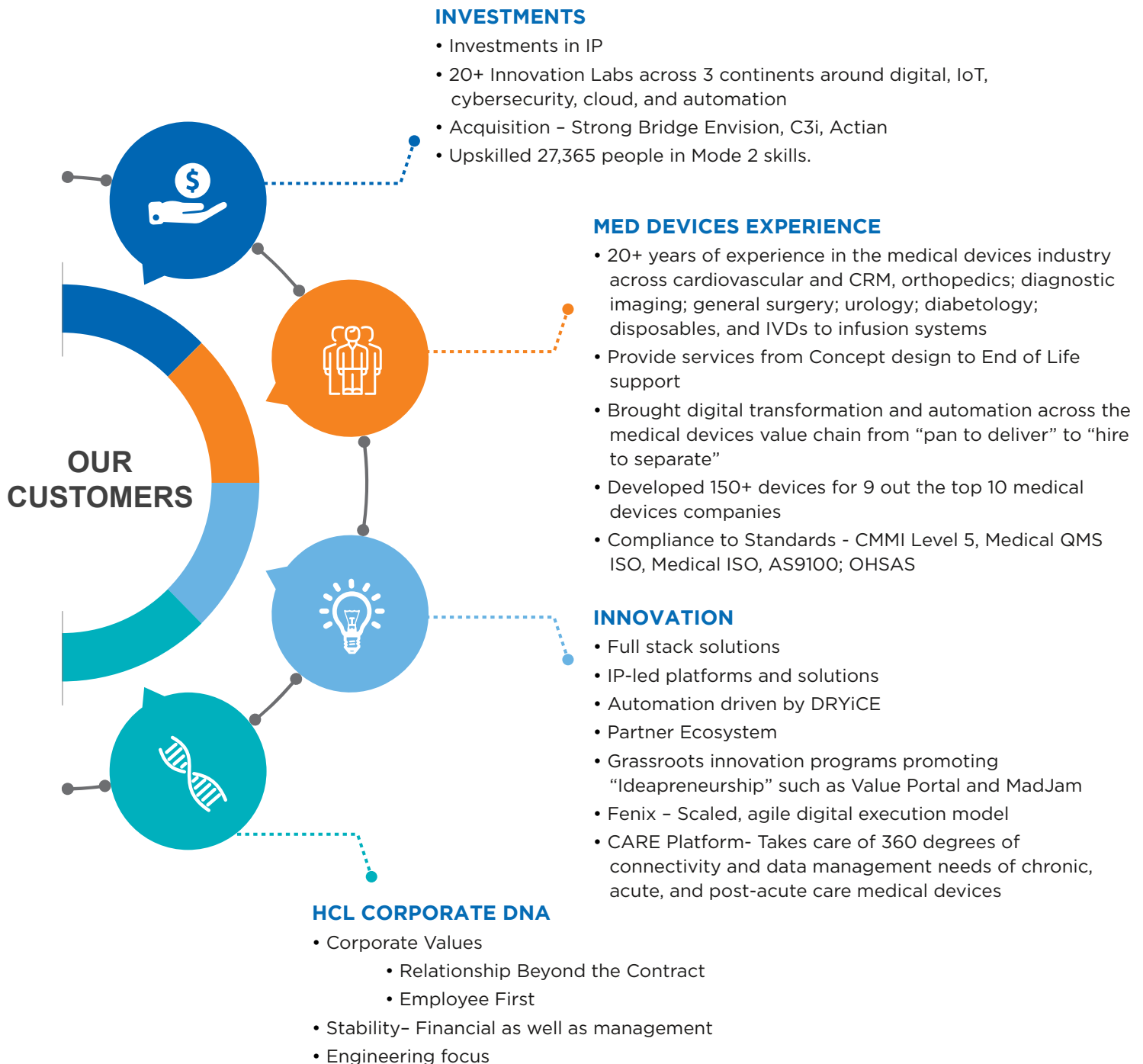| CUSTOMER	SCOPE OF WORK	DIGITAL SOLUTION COMPONENTS	VALUE / OUTCOME DELIVERED
A global medical device, pharmaceutical and consumer packaged goods organization	Virtual reality of the asset value chain–manufacturing site	IoT, Analytics	• Virtual reality platform for its 250,000 sq. ft. factory floor that can be accessed from anywhere • Customer expects to cut down 90% of travel and related costs through this VR platform. • Efficiency improvement of up to 20 person hours per visit – for the employees at the location
A medical devices organization headquartered in Warsaw, Indiana	Develop MyMobility app- a surgical journey companion before and after surgery	Mobility, Cloud, IoT	• Delivers procedure-specific information at the appropriate time to give patients the ability to understand their condition and take an active role in their care • Development on iOS, Android, Apple Watch

RAPIDLY EXPANDING MEDICAL DEVICES FOOTPRINT– KEY DIFFERENTIATION LEVERS

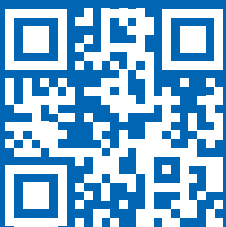## Preferred digital partner for medical device manufacturers

OUR CUSTOMERS

INVESTMENTS
- Investments in IP
- 20+ Innovation Labs across 3 continents around digital, IoT, cybersecurity, cloud, and automation
- Acquisition – Strong Bridge Envision, C3i, Actian
- Upskilled 27,365 people in Mode 2 skills.

MED DEVICES EXPERIENCE
- 20+ years of experience in the medical devices industry across cardiovascular and CRM, orthopedics; diagnostic imaging; general surgery; urology; diabetology; disposables, and IVDs to infusion systems
- Provide services from Concept design to End of Life support
- Brought digital transformation and automation across the medical devices value chain from "pan to deliver" to "hire to separate"
- Developed 150+ devices for 9 out the top 10 medical devices companies
- Compliance to Standards - CMMI Level 5, Medical QMS ISO, Medical ISO, AS9100; OHSAS

INNOVATION
- Full stack solutions
- IP-led platforms and solutions
- Automation driven by DRYiCE
- Partner Ecosystem
- Grassroots innovation programs promoting "Ideapreneurship" such as Value Portal and MadJam
- Fenix – Scaled, agile digital execution model
- CARE Platform- Takes care of 360 degrees of connectivity and data management needs of chronic, acute, and post-acute care medical devices

HCL CORPORATE DNA
- Corporate Values
  - Relationship Beyond the Contract
  - Employee First
- Stability– Financial as well as management
- Engineering focus

BI-103224313735761770272-EN00GL

HCL

www.hcltech.com