



HCL BUSINESS SERVICES



GLOBAL PRESENCE

32

Centers across the Americas, Europe, Africa and APAC



15000+

Dedicated Professionals



19 Global Languages

HCL: A GLOBAL CONGLOMERATE - ADDING VALUE TO PEOPLE'S LIVES

\$7
Billion

32

GEOGRAPHIC PRESENCE

Centers across the Americas, Europe, Africa and APAC



DEDICATED PROFESSIONALS

115,973



LANGUAGES

Front and Back Office operation in languages

19



HCL TECHNOLOGIES IT, ENGINEERING AND BPO SERVICES DIVISION

Global Presence

Operations spanning 32 countries

Delivery Facilities

USA, UK, Finland, Poland, Puerto Rico, Brazil, China, Malaysia, Manila, Mexico, Singapore, Australia, Czech and India



HCL INFO. SYSTEMS IT Supply and Distribution Division

India Presence:

Offices in 170 cities, 500 points of presence reaching 4,000 towns

Distribution Network

93,000 outlets in over 9,000 towns

ENERGY & UTILITIES SNAPSHOT

>25 Years of experience

and primed **>21** CIS

Transformation for



Broadest scope for CRB - Transformation, infrastructure, hosting, support and operations



Prepay Implementation

Deregulated Implementation

Web IC Implementation

>600 Sap Utilities Consultants



SAP TOP PARTNER AWARD WINNER 2014

- 140 Clients
- 1800 Security Professionals
- 7000 Data Center Experts

25 Active Utilities In North America With **> 21** Million Customers



50 Global delivery centers with round the clock support



>30 Clients across the globe



Service provision in **8+** global languages



Network Of **>10,000** professionals



34 Centers across the globe providing round the clock support

OPERATIONS

SUPPORT

INFRASTRUCTURE

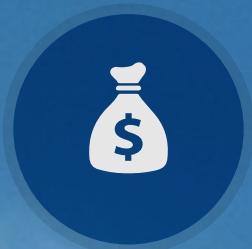
TRANSFORMATION

TRACK RECORD



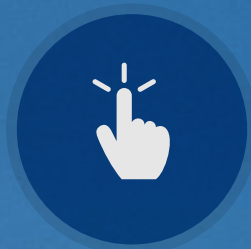
BELIEVE IT OR NOT!

HCL can deliver business results for your organization like these:



\$1.5 Bn

Cumulative business benefits delivered to Utilities globally



91%

Customers preferred digitally interactive self-service channels



60 Mn

Transactions managed in CS, MDM & Complaints Mgmt.



20

Billing processes with over 15m billing transactions



64%

Improvement in First Call Resolution



25

Point Improvement in NPS within 1 Year of transition



WE UNDERSTAND WHAT UTILITIES NEED AND THE CHALLENGES THEY ARE FACING.

We understand the tectonic shift in utility industry driven by smart meter realization, changes in regulatory requirements, climate change and advent of disruptive technologies. The key trends and our understanding of the same are depicted here:



STELLAR CONSUMER EXPERIENCE

- Identify customer needs
- Consumer dynamics are moving ahead
- “44% see increasing customer expectations for speed of response

BIG DATA AND BUSINESS INTELLIGENCE PREDICTIVE ANALYSIS

- “Everyday we create more than 1.3 quintillion bytes of data”



NEW SERVICES NEW PARTNERSHIP NEW BUSINESS MODELS



DISRUPTIVE INNOVATION, BEING THE INDUSTRY INTEGRATOR, THE DIGITAL CUSTOMER

- New age SMART meters
- Digital Meter Reads and Management
- * 40% cite lowering costs and improving efficiency as main driver”

NEW LAWS AND REGULATIONS

- Focus on Retail Electricity prices
- Energy efficiency

WE HELP CLIENTS TO



Improve customer base by providing great CS and reducing Customer Effort for doing business



Contextually target customers through insights driven by Big Data Analytics

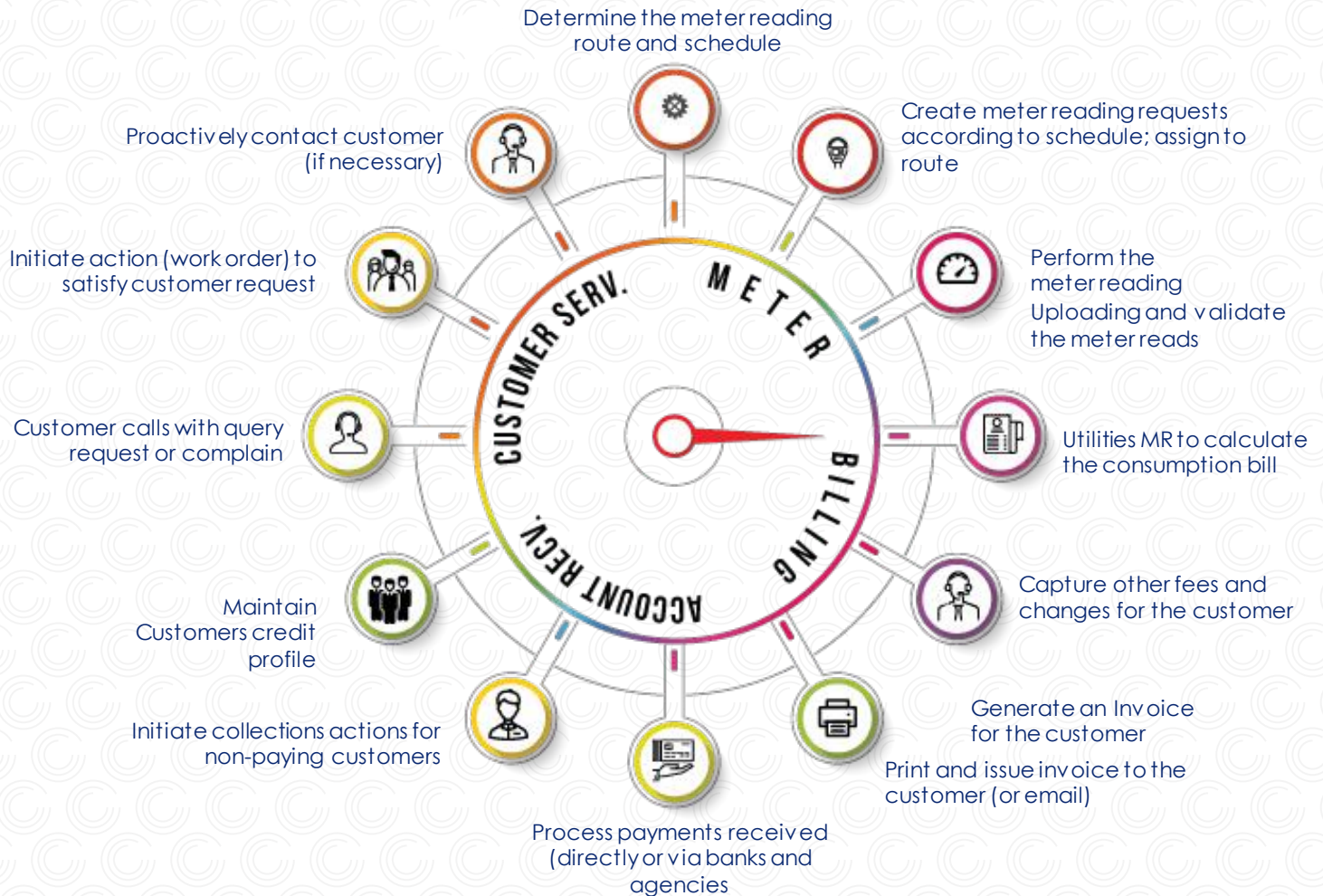


Optimize business spend through Automation, CI levers and Dynamic Pricing Models

Delivering business value through end to end services portfolio

HCL Business Services has a tried and tested track record of delivering impactful business results enabled by our global infrastructure and comprehensive experience.

HCL FOOTPRINT ACROSS THE METER TO CASH VALUE CHAIN



A PARTNER FOR FUTURE - TECHNOLOGY LED OPERATIONS

DASHBOARD- MYDASHBOARD™

- Online access to Rogers senior leadership
- Tracks – both process & business metrics
- Easy visibility to daily and customized reports

DRYICE

- Industry leading RPA framework

CUSTOMER VALUE PORTAL

- On line tool to capture all process improvements that are initiated from the floor...These are prioritized and implemented

PM SMART - PROJECT MANAGEMENT

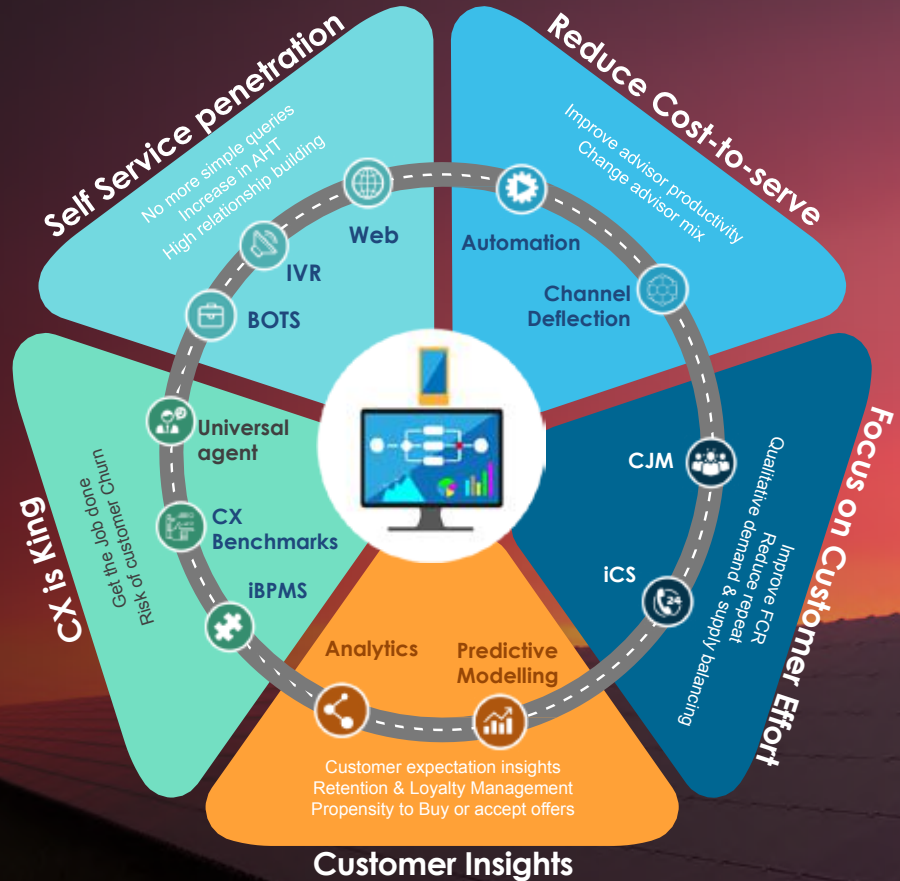
- On-Line Project Monitor tool that provides transparency into Transition

PATHFINDER

- Reusable process solution for reengineering includes 15 different industry process models that have been mapped to the KPIs, SLAs and Best in Class Metrics

HCL CARES-TRACKING CSAT

- An active registry that keeps track of all our customers and end customers feedback....The survey is done on a semiannual basis



HCL BUSINESS SOLUTIONS FOR NEXT GEN UTILITIES:

METER TO CASH



- Process Move in/ Move out
- Exception Mgmt.
- Account Setup & Management
- New Meter & exchange requests
- Meter Reading Validation
- Payment Processing

ERP MIGRATIONS



- Backlog clearance
- Value stream Mapping
- Data Extraction and cleansing
- Customer data Management

CUSTOMER JOURNEY MGMT.



- Meter to Cash Voice Support
- L0 Customer Support
- Performance Mgmt. and Reporting
- Customer Retention Mgmt.

CUSTOMER SERVICE



- Customer Care Support
- Billing and Account Enquiries
- Customer Up sell
- Customer retention
- Digital Customer Service
- Correspondence Management

SMART AND DIGITAL



- Pre and Post Roll Out activities
- AMI Services
- Automated Meter Readings
- Offsite Meter Readings
- Social Media
- Document Digitization's

BIG DATA ANALYTICS AND ROBOTICS



- Customer Churn Analysis
- Geography based analysis
- Sales campaign and Analysis
- "Offerator" tool as a service
- Business Process Automation Suite

HCL BUSINESS SERVICES' KEY DIFFERENTIATORS:

- Platform Driven Solutions – 25-30% Efficiencies through Cognitive Intelligence, Robotics & Insight Analytics
- Outcome Driven pricing – Move to incident based pricing, Gain-share for low complexity queues, 10-15% cost optimization
- Customer Support Excellence - Supporting Fortune 500 and Global leaders across Utilities, Communications, Retail, Banking, Media and others
- Enterprise Function as a Service (EFaaS™) for Best-in-Class Enterprise Functions Next Generation ITO to create lean and agile IT landscape
- End to End Services (FAO, SCM, CLM) across multiple verticals (Utilities, Telecom, Hi-Tech, Healthcare, Retail, BFS)
- 32 Global Delivery Centers
- 19 Global languages
- Utilities COE in UK, Ireland, Manila, India and US
- Assured NPS and CSAT benefits within one year of transition through Insight driven Customer Engagement

TRANSFORMED TO BE MORE RELEVANT TO CUSTOMERS AND THE MARKET

Platform
Led Delivery
Automation

Intelligent
Customer Support
Customer 360 View

Analytics
Driven
Personalization

Business
Analytics
Customer
Interaction

Customer
Lifecycle
Management

Centre of
Excellence

Operational
Excellence

Integrated
Six Sigma
Benchmarking

Innovative
Commercial
Constructs

Outcome
Based
Gain Share

OUR SUCCESS STORIES

CUSTOMER 1:

One of North America's Largest Suppliers of Energy Services

- Front Office AHT improvement of ~28%
- 65% AHT reduction in Billing Exception AHT
- Overall Quality scores have improved over 8%
- Rollout of an Online Account Manager application and D2D sales App (new to client)
- 40% Improvement in WFM forecast
- 7% improvement in Self Service Utilization (IVR)
- 95% SLA achievement in each of first 6 months of operations. 100% BPO CPI Achievement 3 months into contractual run

CUSTOMER 2:

UK & Ireland based Energy Supplier with 10 million+ customers

- Reduced dashboard and report generation time from 4-5 days to less than 1 day through RPA
- Improved visibility leading to 20% customer retention
- Automated quote creation process
- Regulated quality audits

CUSTOMER 3:

UK's Largest Water and Wastewater Services Company

- › Customer satisfaction at or above levels delivered by 10-year prior incumbent
- › Billing 99.5% of customers on time every month
- › Cost of collection reduced to less than 60% - £0.20/ £ to £0.06/ £ YOY
- › Reduction in end user complaints by 26% in 7 Years by maintaining optimum quality standards via Lean methodology
- › Cash collected/RPC (Right Party Contact) on collectable has improved significantly from £37.28 to £68.22 YOY and reduced cost to serve
- › Segmentation of customers on the basis of outstanding balance and prime time dialing has been a key driver

CUSTOMER 4:

Leading Irish Telecom Company

- › Landline and mobile based segregation helped in improving RPC% by 3%
- › Redial strategy applied to contact the customer who could not be contacted in last 2 attempts, manual dialing helped in collecting 14% of the old debt (>120 days aged)
- › Reduced FTE Strength from 500+ to 300 by implementation of SSGB improvements, RPA and FTE skill enhancements
- › Workflow driven multi-location delivery model - up to 30% cost reduction through Operation Excellence
- › Direct Annual Cost savings of €2 Million within 18 months of transition



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Relationship[™]
BEYOND THE CONTRACT

HCL