

HCLTech

Supercharging progress in the Middle East



At HCLTech, we harness the power of technology and our people to drive business outcomes at speed and scale, now and for the long haul.

Welcome to our capability report for HCLTech in the Middle East. Our business here is backed by one of the world's largest technology services groups and underpinned by our most valuable commodity: our people.

We pride ourselves on the depth and breadth of our capabilities – from developing bespoke applications and industry – specific solutions to helping enterprises and government agencies transform.

We help our clients with their specific needs, whether that's managing or migrating from legacy systems or unlocking the benefits of Artificial

Intelligence (AI) and other advanced technologies.

As a team, we are laser-focused on our core values: trust, transparency, flexibility and customer-centricity in everything we do. We also see ourselves as an integral part of the communities in which we operate. To that end, we have developed programs to upskill local talent and engage with people in the region.

Vineet Shukla
Business Head
HCLTech Middle East



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How we supercharge progress

Progress comes from having a clear objective and moving forward unwaveringly towards success. And when you supercharge progress, you can achieve extraordinary things – from everyday successes to transformational gains and breakthrough innovations.

At HCLTech, we harness the power of technology and the expertise of our people to supercharge progress:



For our clients, solving complex challenges, reaching new levels of efficiency and delivering business outcomes at speed and at scale



For our people, helping them 'find their spark' and realize their career potential



For our local communities, delivering on our long-standing commitments



HCLTech in the Middle East

HCLTech started our journey in the Middle East with the opening of our Dubai office more than a decade ago. Today, we have offices in Saudi Arabia, Bahrain and Qatar.

We have evolved from being a software services company to offering a comprehensive portfolio of technology and business transformation services. We help clients supercharge their progress with data analytics, AI, cloud and other advanced technologies—and we are the



partner of choice for leading Middle East organizations in sectors ranging from government and healthcare to utilities and financial services. HCLTech offers the scale of one of the world's largest technology service providers, combined with a local workforce of more than 700 employees supporting, consulting and delivering for the region, plus 5,000 people offshore that support our clients in the Middle East and an ecosystem of partners across the region.

Environmental, Social and Governance (ESG): A key area of focus for HCLTech in the Middle East and the rest of the world

HCLTech demonstrates global ESG engagement through our environmental sustainability, social initiatives and strong governance standards. We prioritize reducing our carbon footprint, fostering inclusive workplaces, supporting communities and ensuring transparency and ethics in our operations.

Engaging with our stakeholders and using a risk and responsibility lens, we prioritize the following 12 material ESG topics:



Environmental

- Eco-efficiency
- Climate change



Social

- Human capital
- Local hiring
- Diversity, Equity and Inclusion (DEI)
- Talent attraction and retention
- Work environment
- Corporate citizenship



Governance

- Sustainable procurement
- Sustainable impact on clients
- Governance and ethics
- IT security, data protection and system availability

Making a difference by supporting our people and our communities

From tapping into professional networks that support women and people of color to supporting the development of employees, our Employee Resource Groups (ERGs) are indispensable to the long-term vitality of our workforce and business. Our ERGs have been an integral part of our diversity and inclusion journey—and a key to maintaining a richly diverse talent base.

Ability Connect Network

This is a community that helps and supports all people with a disability through awareness, advocacy, resources and opportunities.

Women Connect Network

Providing members with opportunities to facilitate their professional development, help reach their career aspirations and have open dialogues about the barriers and misconceptions that exist for women in the workplace.

The Heritage Network

For employees with a strong desire to understand different cultures and share knowledge about their own.

Our capabilities

HCLTech's industry-leading services draw on deep digital, engineering, cloud and industry expertise. Our offerings are enhanced by innovations that accelerate business transformation.

Digital

Whether you're looking to achieve operational excellence or reimagine your entire value chain, HCLTech can help you become an agile, digital-first organization by matching the right technologies and architectures with your business strategies.

We help design, build and manage a secure, resilient digital foundation with cloud and data-driven technologies – and then digitize and automate business processes using AI, machine learning and data analytics.

From consulting to implementation, we will guide you through your entire digital transformation – and we can help your employees through the process by applying modern training and change management approaches.

Engineering

Looking to build complex or bespoke digital solutions? HCLTech's engineering teams include experts in product and software development and operational technologies. We can assist you across the entire product lifecycle, from conceptualization and design to development, support and maintenance – along with governance processes such as release management and automated testing.

We can also support you on complex digital projects with cloud and data engineering or specialized expertise in areas such as commerce, 5G services and AI. Using operational technologies, we can optimize and automate production and industrial processes – or build resilience and adaptability into your infrastructure and supply chains.

Cloud

CloudSMART, the centrepiece of our cloud services, draws on our engineering roots and partnerships with leading cloud providers. It's a complete consulting and delivery platform that can accelerate your cloud migration and time to value.

Our CloudSMART accelerators, frameworks and other tools are built on proven best practices. They are designed to simplify complex tasks, such as selecting the right cloud architecture and scaling cloud migrations.

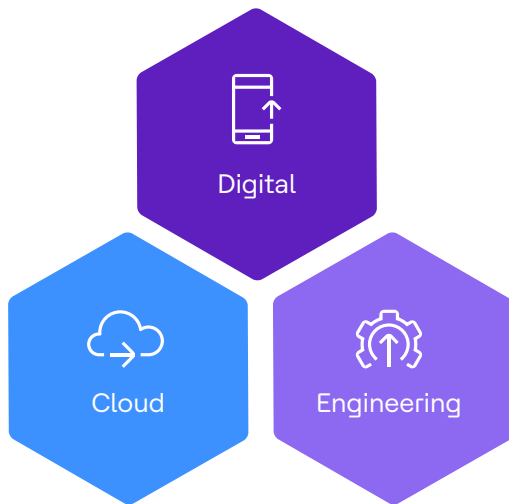
We offer options ranging from private cloud facilities to hyperscale public cloud services or hybrid solutions. Our team can also help you continuously modernize your digital environments and applications, and accelerate the adoption of agile methodologies and cloud-native development processes.

Our cloud partners

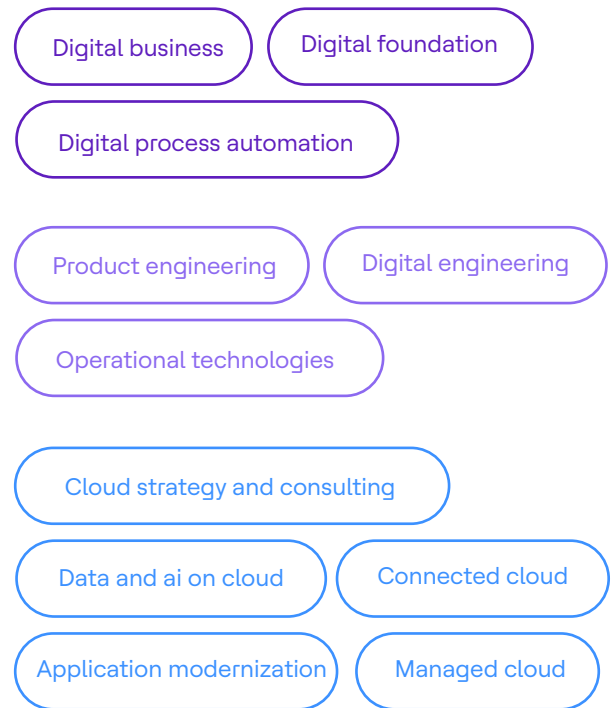
Our ecosystem of partners comprises a who's who of cloud, technology and data center providers:



Our capabilities



Our portfolio



Our services

Application modernization and integration

Application support and maintenance

CloudSMART

Cognitive automation

Cybersecurity

Data and analytics

Digital and content

Digital applications and platforms

Digital consulting

Digital engineering on cloud

Digital foundation consulting

Digital workplace

Enterprise applications

Finance and accounting

Hybrid cloud

Industry verticals

Intelligent operations

IoT WoRKS

Lending solutions

Networks

Operational technologies

Product engineering

Software as a service

Supply chain management

Unified service management

AI @ HCLTech Middle East

We have established an AI & IoT Lab, in partnership with ATSS!

HCLTech have partnered with ATSS- Advanced Telecommunications Solutions and Services, KSA and have developed an IoT Lab in Riyadh, Kingdom of Saudi Arabia named Wave4IoT. Wave4IoT is inspired by the common vision to design, drive and accelerate the Digital Experience journey of Government and Private Organizations in the Kingdom of Saudi Arabia and the Region. Ministries and private organizations can leverage our state-of-the-art Lab to experiment complex solutions applying design thinking and agile delivery, also explore ready-built innovations in IoT, IIoT, 5G Enablement, FinTech, Lifescience and cybersecurity.

HCLTech Lab also understands that with IoT evolving exponentially in mainstream, neutralizing the threats associated with cybersecurity is the need of the hour. In this regard, HCLTech is planning to open a cybersecurity lab in the Kingdom of Saudi Arabia to help our customer provide a comprehensive enterprise IT visibility fused with targeted threat intelligence which is further made effective by unified multi domain intelligence.












Our industry solutions

HCLTech's industry solutions tap into our deep domain experience to help you address your specific business challenges and opportunities.

We help you choose the right mix of technologies from our digital, engineering and cloud portfolios. We also offer an Internet of Things solution, IoT WoRKS™, for organisations looking to optimize and integrate physical assets into their digitalization programs.

Our industry portfolio

In the Middle East, our industry portfolio provides tailored solutions for the following

 <p>Travel and Hospitality</p>	 <p>Education</p>	 <p>Mining and Natural Resources</p>
 <p>Energy and Utilities</p>	 <p>Financial Services and Insurance</p>	 <p>Public Sector</p>
 <p>Healthcare</p>	 <p>Telecommunications</p>	 <p>Transport and Logistics</p>

Case studies



Our Client

The Middle East's first nuclear energy company

Client Challenges

Two key challenges faced our client:

- The need for a greenfield data center for their nuclear plant, which would enable them to modernize legacy systems without impacting production
- SAP modernization and platform migration, including taking over the management from a third-party solution provider, while ensuring code quality and usability for future support

Our Solution

We executed the greenfield data center build in record time, with all active infrastructure components, including migration of legacy applications onto a new platform. This included transitioning the management application to our client (code changes, upgrades, bug fixes and operational support).

Business Outcomes

Delivered enterprise architecture – including supply of appropriate devices, integration across network, storage, security, database and operations management tools – for critical nuclear plant assessment. Also, planned, designed, built and migrated legacy application into new platform successfully without impacting production.



Our Client

One of the world's largest aluminum manufacturers

Client Challenges

The distributed and outdated legacy IT operations were causing:

- SLA breaches
- Longer time to market
- Higher costs

Our Solution

Infrastructure managed services, including tools and automation

Business Outcomes

End-to-end infrastructure optimization, leading to:

- Improved SLAs
- Enhanced user experience
- 20% reduction in operational running costs



Financial Services

Our Client

A leading Islamic bank within the UAE

Client Challenges

Non-standardized middleware and integrations support and development — the backbone of interacting applications — led to:

- Delays in project delivery
- Slow time-to-market for new releases
- Inability to meet changing business demands

Our Solution

Deployed infrastructure-managed services for efficient operation and cohesive service delivery, including:

- Building a DevOps platform
- Establishing and developing an Integration Center of Excellence
- Cloud assessment and consulting
- Implementing state-of-the-art ServiceNow ITSM/ITOM solution

Business Outcomes

Streamlined infrastructure operations and processes through increased automation impacting production

Our Client

The largest retail bank in UAE

Client Challenges

Our client faced four key challenges:

- Implementing new-age payment solutions
- Incorporating Centers of Excellence for risk/compliance and for basic banking services
- Outsourcing back-office operations

Our Solution

- Established an offshore development center (ODC) in India for 300+ FTEs across different roles in software development, testing, data and infrastructure
- Created core banking solutions across payments, channels and RnC
- Built Centers of Excellence for automation and for FSI partner Finnacle

Business Outcomes

The challenges have been solved with various HCLTech solutions, giving the bank a competitive edge in terms of technical competency



Public sector and Government

Our Client

The second-largest ministry in Kingdom of Saudi Arabia

Client Challenges

The client's multi-vendor environment resulted in lack of ownership from any one vendor and thus a lack of SLA-based service delivery

Our Solution

End-to-end applications and infrastructure operations managed under a common integrated operating model, including:

- Managed IT operations with clearly defined SLAs and KPIs for effective operations and reporting
- Automated testing and delivery over a CI-CD pipeline for agile apps development
- Real-time visibility and a hawk's-eye view of IT operations
- Creation of repository with rich KEDB, SOPs and application documentation

Business Outcomes

Automation led to:

- 35% reduction in infrastructure and operations
- 10% reduction in average handle time
- 50% increase in first-level resolutions
- 70% increase in user adoption
- 40% increase in answer to market



Health

Our Client

A leading chain of pharmaceutical outlets in Kingdom of Saudi Arabia

Client Challenges

Our client was struggling with:

- Analyzing and taking action on hundreds of user – reported phishing emails
- High response times for containment of security threats
- Lack of intel-based incident response capabilities

Our Solution

We leveraged HCLTech solutions as follows:

- SOAR, our managed security services platform, to automate the phishing email analysis and response
- MDR approach for automating the detect, triage and containment part of the security incident management lifecycle
- IOC-based threat hunting capabilities

Business Outcomes

- Error-free analysis of user-reported phishing emails with minimal human efforts
- Reduced MTTD, MTTR and MTTC
- Mitigation of cyberthreats before impact through proactive threat hunting and incident response



Education

Our Client

A leading prestigious university in Abu Dhabi

Client Challenges

Our client was facing various challenges in daily operations and project management, including:

- Manual efforts in patch management
- Deployment of the security stack as part of project activities
- Schedule of vulnerability remediation
- Maintenance of infrastructure updates while adhering to N-1 standards.

They also were seeking certification and implementation of ISO 20000-IT Service Management System (ITSMS) and ISO- 27001 Information Security Management System (ISMS) standards.

Our Solution

- We implemented Ansible Playbook as an automation tool, streamlining tasks like Linux server patching, security stack deployment and user management, thereby improving efficiency across the Linux infrastructure and ensuring timely vulnerability remediation
- We strengthened the network infrastructure by completing OS upgrades and implementing a review and maintenance schedule, reducing the risks of vulnerabilities and downtime.
- We provided assistance in enhancing and streamlining several processes and policies to align with the certification path

Business Outcomes

The adoption of Ansible automation significantly reduced manual effort, ensured consistent and timely patching and facilitated seamless transitions to the new security stack while emphasizing Availability Management as a key strategic initiative. As a result of these efforts, the client successfully completed a Phase 1 external audit for ISO 20000 and 27001 and is progressing towards Phase 2 in August, demonstrating its commitment to excellence in IT service management and information security.



Mining and natural resources

Our Client

A leading business group in Sultanate of Oman

Client Challenges

The client faced country-specific challenges related to:

- HCM processes with project-level control
- Compliance and reporting
- Import and procurement approvals
- BOQ billing

They also had no visibility into equipment utilization, production planning or manufacturing execution

Our Solution

We provided and implemented:

- Oman-specific payroll and provisions, PMS and time sheet (project site) approvals
- Project-based budgeting and stock visibility
- Capabilities for import procurement, custom and freight cost on inventory
- EPC-specific BOQ billing for supply and services
- Equipment tool and management tracking for deployment
- Project-specific production visibility
- FIORI apps
- Single source of truth for all the business data by integrating business processes

Business Outcomes

The results were as far-reaching as they were impactful:

- 70% faster execution of the business operations
- 50% increase in process efficiency
- 75% reduction in month-end closing cycle time
- Quicker payroll processing, improved time and attendance tracking abilities
- Decrease in compliance woes
- Better Inventory management and inventory cost reduction
- Timely invoicing of BOQ, milestone and progressive billing
- Improved equipment utilization and reduction in idle time
- Better production planning, monitoring and control
- Quick approval through mobility platform
- Ability to provide stakeholders with real-time, actionable data for faster decision making



Our credentials

HCLTech has invested heavily in building our capabilities globally and in the Middle East - and will continue to do so, ensuring we offer outstanding technology services in the region.

[ESG & Sustainability: Our Sustainability Strategy & Reports | HCLTech](#)



Top Employers Institute
Top Employer designation in 17 countries

Based on HCLTech's dedication to fostering people growth while continuing to drive value for clients worldwide



Great Place to Work Institute®
Great Place to Work® Certification 2022-2023

Awarded by the global authority on workplace culture, employee experience and leadership behaviors



Bloomberg
Global Gender-Equality Index 2022

Second consecutive year



World Economic Forum
Founding Member

Global Parity Alliance on DE&I



Gold Awards
Brandon Hall Excellence Awards

Human Capital Management Awards in recognition of industry-leading employee programs and best Inclusion and Diversity Strategy in 2021



Gold and Silver
Stevie Award

Most Innovative Work from Home Plan
Most Valuable Employer
Most Valuable HR Team

Our accolades



HCLTech Middle East has been recognized as Leader in the GCC Region

In Digital services 2022- 2023
Radar View by Avasant



Recognized as a leading company in **technological innovation** in the Middle East region



HCLTech recongized in Middle East and Africa for Retail Banking innovation through outstanding Cloud solutioning

Gartner®

Globally, HCLTech is widely recognized by independent analysts. For example, we were positioned as a Leader in the 2022 Gartner® Magic Quadrant™ for Public Cloud IT Transformation Services.



HCL Positioned As A Leader In Software Product Engineering Services PEAK Matrix® Assessment 2021 By Everest Group

In a recent evaluation by Everest Group, HCLTech was positioned as a Leader in the Software Product Engineering space for the third consecutive year. The organization recognized HCLTech for its diverse client portfolio and investments in next-generation technologies, Centres of Excellence (CoEs), lab infrastructure, solution accelerators and multiple strategic acquisitions.

SAP



Leader

SAP S/4HANA Transformation Large Accounts
2022 SAP Business Technology Platforms 2022
SAP Managed Platforms and Cloud Services for SAP ERP 2022



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