

HCL IN THE SOFTWARE INDUSTRY

Over 12 solutions
and IPs in the last 1 year
alone on SaaS, Cloud,
Virtualization, ecommerce
and Security - e.g. Agora,
Cirrus, Nimbo, Athena,
Aspire

Strong presence in Europe
and APAC apart from the
Americas enables us to
deliver "Follow the Sun"
models

Customers
include **7 of the
top 10 ISVs**, **3 of the
top 5 Enterprise ISVs**,
**Top 3 Infrastructure
ISVs**, **3 out of the top
5 Internet Cos**

**11 Cutting
edge Service** line units
for product development
& Sustenance lifecycle.

Product Development,
Product Support, Product
Sustenance, New Technology
Services, Professional Services,
End-of-Life Services and
Technical Support

**Focused
propositions** for end
customer experience
& benefits.

THE ONLINE INDUSTRY TODAY

With the advent of the post PC era, the number of devices accessing online properties has exploded exponentially. ISVs and online companies need to provide a uniform experience on multiple form factors and operating systems, ensure high levels of performance despite concurrency in millions and at the same time ensure security as confidential information is at stake. The industry is witnessing a dramatic shift from providing software to providing seamless delightful experience delivered through ecosystems build around the products. Shortening product life cycles, Rapid releases of updates & products have become the industry norm. Hitherto unknown VC funded firms are threatening the existence of incumbent players by incorporating disruptive technologies, introducing new platforms and totally changing the stack of current applications and platforms. Companies are constantly playing catch up to new technologies, experiences and services to stay afloat.

During the 9+ years of engagement, HCL has established a footprint in all divisions of a leading software company with touch points from Core Product to End User Experience hence, establishing the status of being a 360 Partner. HCL's Product Engineering Services to the client include Platform Development, Application/Device Testing, Product Analytics, Operation Support, Product Development, Program Management, Data Management and Datacenter Engineering

A leading security software company engaged HCL to architect a scalable, secure and a world class e-commerce system. The site not only addressed the challenges faced by the security software giant, but added value to the business in more than one ways. Today, the e-commerce site is localized for 156 countries, delivers a 100% uptime for as many as 25000 transactions per day and is rated as one of the top 5 sites in the world

HCL's engagement with this leading online company spans from enhancing features to their Media Properties and developing multimedia rich micro-sites to CRM integration and new feature development for their SMB platform. There are engagements across Product Management and Program Management,

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**EXPERIENCES
WE ENGINEER
FOR OUR CUSTOMERS**

SYSTEMS AND SUBSYSTEMS

ISV

- Complete Product Ownership: New technology, Product development, Active Product, Professional Services, End of Life
- Key Competencies: Product Development, Performance Engineering, Localization, Security, R&D, QA and Testing

Online

- Complete Online Shop: Product Engineering, IT Services, Support, Testing, Sustainance
- Key Competencies: Search, Mobility, Analytics, Testing, Support, Gaming
- 7+ Years of experience in the Online Space
- Global Delivery: Delivery Center coming up in Seattle, Washington
- Across Verticals Telecom, Gaming, Retail , Media & Entertainment Etc

E-commerce

- End-to-end commerce: Implementation, Modernization, Operations, Support, Additional Services
- Key Competencies: Platform Development, Performance Engineering, Localization, Multi-channel commerce, Payment gateway, Analytics.
- 10+ Years of experience in eCommerce
- Expertise across the Packaged Products and Open Source Technologies
- Relationships and Partnerships with eCommerce Solution vendors

Security

- Total Security: Conceptualization, Product Management, Engineering, QA, Post Production
- Key Competencies: Malware Research, Go-to-market, Globalization, Product Testing, Global Delivery, System Software
- 4+ Years of Experience in the Security Space

Technology Focus Group

- Complete Technology and Deal Support: Technology Roadmap and Thought Leadership, Technical Capability Enhancement and Deal Support.

SERVICES AND SOLUTIONS



Cloud Services

- Cloud consulting and assessment
- Private Cloud enablement
- Public Cloud migration
- SaaS enablement framework
- Cloud Operations



Software Engineering Services for Online and Cloud

- Software Engineering services for Online Platform Maintenance testing Services using "Teststream"
- Performance Engineering Services
- User Experience Engineering
- Platform Ecosystem Development and Support
- Service Instrumentation Engineering



Testing Services

Domain Based Business

- Functional Testing
- Regression Testing
- Test Automation
- System Testing
- Integration Testing
- User Acceptance Testing

Solution Frameworks

- On-Demand Testing
- Testing Services Center
- TaaS (Testing as a Service)
- Test Factory in a Box

Test Consultancy

- Test Process Assessment & Definition
- Due Diligence & Transition Management
- Enterprise Test Strategy
- Tools Customization & Evaluation

Specialized Testing

- Automation Framework
- Package Testing
- DW/ BI Testing
- Security Testing
- Performance Testing

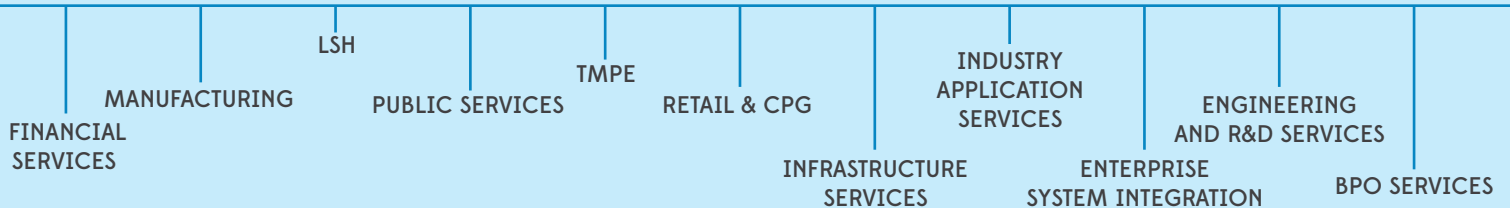
One of the key challenges faced by a leading media company was to maintain business continuity in spite of Legacy Transformation with Platform Engineering that was reliable and standardized and a faster time to market of any new product/ service Launch in the future. HCL co-created value by Performance Engineering for Outages/ Restarts and Process re-engineering and carried out Business Unification of discrete business critical Applications to address these challenges

HCL's engagement with internet related services and product giant has spawned across various division of the organization. The engagements spawn across Test Engineering, Test Automation, Developer Support, Hardware testing. This engagement has also seen very successful deployment of our device automation testing service line unit.

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**EXPERIENCES
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HCL - A \$7 BILLION GLOBAL ENTERPRISE

HCL Technologies brings IT and engineering services expertise under one roof to solve complex business problems for its clients. Leveraging our extensive global offshore infrastructure, network of offices in 31 countries and 110,000 employee base, provide holistic, multi-service delivery in industries such as financial services, manufacturing, consumer services, public services and healthcare. HCL's 38 year journey has been truly transformational.



\$1 BILLION IN NET PROFIT

\$5 BILLION IN REVENUE

\$15 BILLION IN MARKET CAPITALIZATION

**WE ARE AMONGST THE ONLY EIGHT
21st CENTURY COMPANIES TO ACHIEVE ▲**

HCL ENGINEERING AND R&DSERVICES IS BUILDING 21ST CENTURY TECHNOLOGIES

Organizations today are experiencing an unprecedented phenomenon. In the previous century, a company would remain listed as a Fortune 500 company for about 60 years. Today, they stay in that list for less than 18 years! Corporate profits are shifting to asset-light idea-intensive sectors. Emerging-market giants are gaining global scale; with the share of US and Western European companies in the Fortune 500 falling. Asset light technologies are creating more incremental value creating the need to pivot to service R&D. Firms with large legacy product R&D organizations will have to transition in a non-disruptive way. Kick starting Service R&D organization will need extensive collaboration. Thus, engineering spend is going to change drastically in the coming decade.

HCL with its engineering heritage, global presence, cumulative revenue impact and being the largest and fastest growing engineering services provider from India is ideally placed to transform your enterprise.

CUSTOMER CENTRIC
Design Centric, Accessible, Innovative

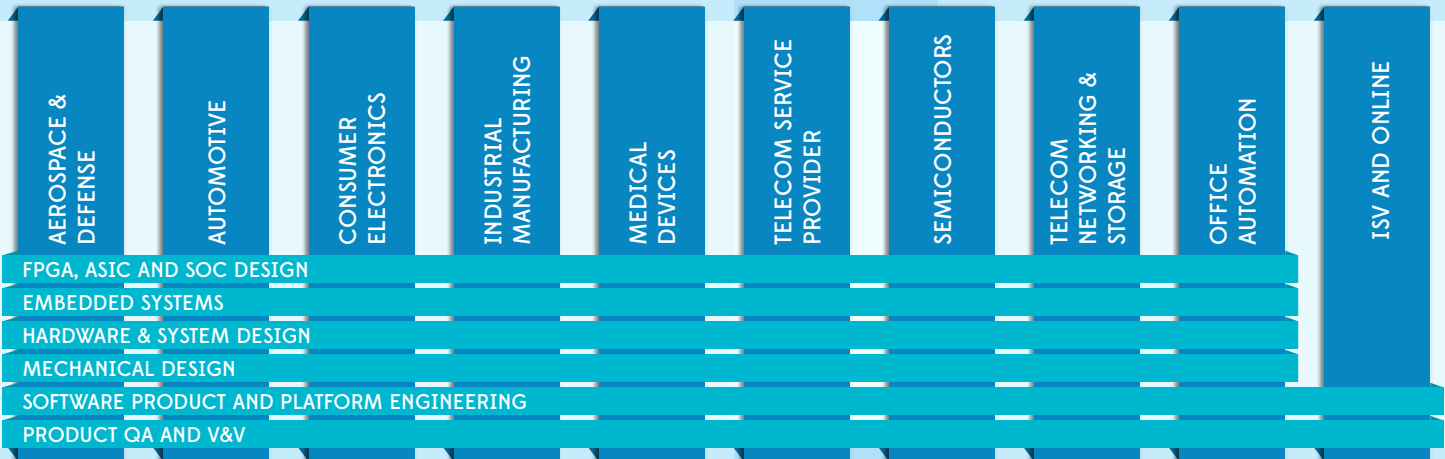


AGILE
Platformized, Continuously Released, Data Driven

The face of 21st century technologies will be **Customer Centric** - in terms of design centrality for industrial and UX design, accessibility & innovation as a service ; **Agile** - in terms of e-business platforms, DevOps framework and engineering analytics; **And Efficient** - in terms of Support & test automation, Value engineering and intelligent sustenance.

EFFICIENT
Automated, Frugal, Sustained

HCL ERS has been instrumental in engineering multiple products for 300+ customers across 10 industry verticals. Our engineering services straddle the entire product development lifecycle from new product introduction to end of lifecycle.



~\$ 50 Billion product revenue enabled over last ten years for our customers

Industry leading recognition by Gartner, Forrester, IDC, TBR and Frost & Sullivan

1250+ patents filed, \$20M invested in own labs, 35+ customer labs

Work with 55 of the top 100 R&D spenders globally

#1 ESO provider from India, fastest growing, 600+ basis point market share gain in 4 years

*Relationship*TM
BEYOND THE CONTRACT

Gartner

Endo selected HCL as one of its partners not only for its technical depth and expertise, but more importantly because it was able to secure HCL's commitment to a long term R&D partnership.



The HCL-Rockwell Collins relationship is a model case study in technology services outsourcing best practices.



Meggitt sees HCL's role not only in executing to statements of work but also in contributing and adding value such as suggesting ideas for design improvements.



FROST & SULLIVAN

We have used HCL all the way from testing, specification engineering, software engineering and areas in media as well.



FROST & SULLIVAN

We have given HCL not only development responsibilities, but product management responsibilities and technical engineering responsibilities.



Hello, I'm from HCL's Engineering and R&D Services. We enable technology led organizations to go to market with innovative products and solutions. We partner with our customers in building world class products and creating associated solution delivery ecosystems to help bring market leadership. We develop engineering products, solutions and platforms across Aerospace and Defense, Automotive, Consumer Electronics, Software, Online, Industrial Manufacturing, Medical Devices, Networking & Telecom, Office Automation, Semiconductor and Servers & Storage for our customers.

For more details contact: ims.orchestration@hcl.com

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