

**HCLTech**

# Supercharging progress in Southeast Asia





# Foreword

It gives me great pleasure to invite you to a quick look into the world of HCLTech in Southeast Asia. Headquartered in Singapore, we are recognized purveyors of digital disruption and innovation, driving sustainable growth for our customers over 129 years collectively. Home to half of the four Asian tigers, Singapore and Hong Kong have steadily retained a high rate of economic growth since the 1960s, driven by exports, rapid industrialization and leading as foreign financial hubs. These two economies have become models for many developing nations, particularly Southeast Asia's tiger cub economies of which are Indonesia, Malaysia, Thailand and Philippines are grouped as a geographical business unit.

Outside of India, HCLTech's regional vision to be trailblazers has benefitted much from the economic stability and solid business infrastructure here. Moreover, this dynamic region offers an appetite for technological disruption, rapid go-to-market, propensity for change and a certain thirst to claim pole position for leadership have been strong building blocks for us.

The vision for our future is clearer now than ever before. Our stellar panel of customers covering some of the top names in the financial services sector and a great track record in manufacturing and public sector engagements validate the direction we have taken and will be. Going forward HCLTech in Southeast Asian aims to expand our footprint systematically, entrenching our business philosophy across verticals by leading with our expertise and digital services.

None of these would have mattered if not for the superchargers who are a force in our growth trajectory. Every individual adds that spark and ingenuity that accelerate ideation to go-to-market in a seamless way that deliver beyond expectation. Like the colours of this region, we are privileged to embrace the multiple nationalities, languages, races, dialects, cultures and skills that together strengthen our market positioning and promise to our customers and community at large.

I hope you now have a reasonably formed mental image of HCLTech in Southeast Asia and how it is shaped to supercharge progress for you.

Accelerate your transformation journey with us.



**Sandeep Sarkar**  
Senior Vice President – ASEAN



## Business focus

Our unique portfolio mix in Southeast Asia spans a gamut of operational and transformational technologies across digital, engineering, cloud, AI and software, which continues to position us as a partner of choice for the global 2000 organizations.

## Solution focus



### Digital transformation

We fuel the digital+ economy journey with technology that transforms experiences for your customers, employees and stakeholders.



### Data analytics

Data fuels successful organizations. We help keep planes in the air, create vaccines that save lives and ensure supply chains run on time by processing billions of daily transactions.



### CloudSMART

CloudSMART feature is a suite of offerings that enable businesses to pivot from their current state to the modern cloud, developed and delivered through the collaboration of our three business segments with the active participation of a robust global network of ecosystem partners.



### AI and intelligent automation

AI solutions are a unique set of end-to-end capabilities, from chip development to business process optimization, which includes-

- Applications, data and analytics
- GenAI labs
- Systems and product engineering
- Business process and infrastructure operations

## Strategic Partner Ecosystems



## Vision

To be a leader in providing the highest level of IT solutions, services and supercharge innovations across Southeast Asia.

## Awards

HCLTech named one of the three winners at the ISG star of excellence award 2022 for:

- Universal emerging technology for each emerging technology area
- Universal technology amongst top provider for each technology area

## Mission

- To harness the power of technology and our people to drive sustainable business outcomes
- To deliver lasting impact for a sustainable future exceeding clients' expectation
- To nurture a collaborative and inclusive workplace that celebrates excellence and spirit.



4 consecutive awards for Singapore;  
3 consecutive awards for Malaysia

## HCLTech Southeast Asia at a glance

26

Nationalities

6

Countries

75+

Global accounts

4

Global delivery centres

### Focus areas



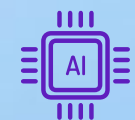
Digital



Cloud



Data analytics



AI



## HCLTech in Singapore

- Celebrated its 43rd year in 2023
- Launched 'technology and community' a year-long campaign to elevate local engagement around arts, CSR, talent and diversity, equity and inclusion in partnership via
  - Singapore University of Technology and Design
  - National Gallery Singapore
  - Asia Women Tech Leaders Award 2024
- Trusted partner of choice for the top 5 banking and financial services companies in Singapore, showcasing organic growth in diverse industries across transportation, telecoms and manufacturing
- Contributed to strategic citizen-centric projects for the Singapore government

## HCLTech in Malaysia

- Has crossed a major milestone into its 25<sup>th</sup> year in 2023
- Solidified its presence in oil and gas
- Reinforced excellent delivery services with more than 600 global accounts

## HCLTech in Hong Kong

- Has progressively expanded its footprint with a keen focus on the insurance sector for 26 years
- Nurtured close association with Hong Kong's top-tier enterprises, employing cutting-edge innovation, advanced tech upgrades and process overhaul





## HCLTech in Indonesia

- Incorporated in 2010 to deliver value across industries using our IPs, tools and frameworks
- Focused on riding the waves of a turbo-charged economy that sees digital robotics, automation, cloud and 5g having a profound impact across industries
- Offering best-in-class cloud and digital technologies to Indonesia-based companies, top banks and insurance companies
- Hosting hi-tech innovation labs and state-of-the-art delivery centers

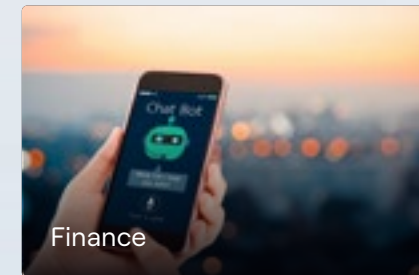
## HCLTech in Philippines

- Started its operation in 2010 with state-of-the-art delivery facilities in 3 locations
- Today, HCLTech Philippines is a global leader in customer care services with a perfect net promoter score
- Service capabilities cover
  - Digital process outsourcing
  - Digital workplace
  - Application and maintenance

## HCLTech in Thailand

- Established in 2015, leading digital transformation across verticals
- Service capabilities include
  - Next-generation digital services around hybrid cloud
  - Digital workplace
  - Software-defined networking
  - Unified service management with a stronger presence in engineering

# Success stories



### Leading financial services institution achieve instant consumer lending powered by chatbot

A renowned multinational banking and financial services corporation with operations across eighteen markets, a market leader in consumer banking, faced challenges in loan customization, frequent change requests and the digital customer journey from decision-making to signing contracts.

HCLTech provided seamless solutions via

- Digital first chatbot
- Custom-built workflow management to improve Straight Through Processing (STP) and automation
- Advanced API driven architecture enabling accelerated information exchange
- Guided Conversation Engine (GCE) to manage chatbot interactions

The Impact was a digitally driven application process to reduce paperwork and mitigate operational risk which led to overall improved customer experience and time-to-market by enabling loans to be credited within 10 minutes.



### An insurance MNC embrace a unified solution and analytics

A Singaporean multinational insurance company that has operations in Singapore, Malaysia, Indonesia and Brunei, has more than 14m policyholders and is one of the world's most highly-rated institutions was facing challenges like lack of online presence, mundane manual operations and delays in customer acquisition.

HCLTech developed unified solutions using Adobe Experience Manager (AEM), making operations easy and deployed google analytics to enhance existing CRM to generate more leads and identify dropout cases.

We helped the client to create a single digital platform that accelerated platform development, competitor intelligence incl quick product launches and counter actions, digitalized web and mobile transactions which contributed to enhanced client journey, agent efficiency and operational productivity.



### Strategic engagement with an Oil and Gas leader to transform their customer experience

A global Malaysian energy group operating in over 100 countries faced challenges in server ownership for data migration and frequent change request approvals, legacy storage services with environments running in isolation and lack of central management. No single source of truth and manual reporting was an additional challenge to the client.

HCLTech developed a customized solution that included a unified storage solution with virtualization and scalable storage, performance-based tier deployment with no overheads like vendor management, zero upfront investment and a complete utility-based model.

This led minimal rollback, workload migrations and downtime. The client achieved high-performance arrays with in-built flexibility and storage consolidation.

# Customers

## HITECH and Manufacturing



## Telecom and Entertainment



## Healthcare Provider and Life Sciences



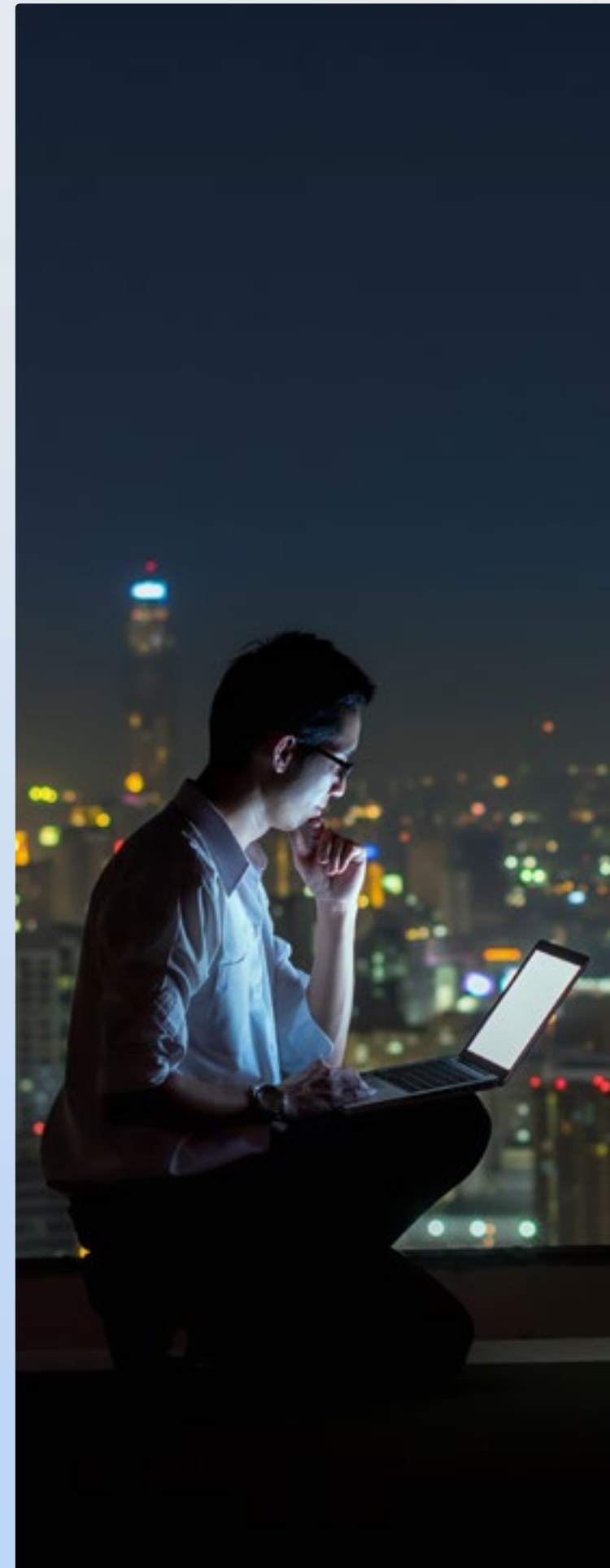
## Transport and Logistics



## Financial Services



## Public sector



## Portfolio

-  Digital Business
-  Digital Foundation
-  Digital Process Automation
-  Digital Engineering
-  Product Engineering
-  Operational Technologies
-  Cloud Strategy and Consulting
-  Data and AI on Cloud
-  Connected Cloud
-  Application Modernisation
-  Managed Cloud

## Contact us

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# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 223,400 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, 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, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending June 2023 totaled \$12.8 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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