

HCL ERS software engineering services



HCL IN THE SOFTWARE INDUSTRY

Over 15 solutions and IPs for Analytics, Cloud, Virtualization, ecommerce and Security - e.g. eDAT, ISE, PAS, iLCM, TAF

Global Footprint across US, Europe and APAC

Long Term Strategic Partnership with **8 of the top 10 ISVs**, **4 of the top 5 Enterprise ISVs**, **Top 4 Infrastructure ISVs**, 4 out of the top 5 Internet Cos

16+ New Gen Services with 360 degree partnership ecosystem

Product and Platform Engineering, New Technology Services, Professional Services, Testing, **End-of-Life Services** and Technical Support

Flexible Business Models and seamless customer experience

THE ONLINE INDUSTRY TODAY

In an increasingly digitized world, disruption by technological innovation is inevitable and businesses will continue to experiment with emerging technologies for consumer and enterprise. ISVs and online companies need to provide a uniform experience and ensure high levels of performance despite concurrency in millions and at the same time with high security. The industry is witnessing a dramatic shift from providing software to providing seamless delightful 360 degree experience delivered through ecosystems build across product areas. Faster go to market strategies, Shortening product life cycles, Flexible Business Models and Innovation have become the industry norm. Focus in 2020 and beyond will be to make business more intelligent through digital transformation, security and data driven dynamics. 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 and modernization, Accessibility, Application/Device Testing, Advanced Analytics, Operation Support, Product Development, Program Management, Localization, Data Management and Datacenter Engineering

A leading security software company engaged HCL to architect a scalable, secure and a world class e-commerce system. HCL transformed the company's B2C business through eCommerce platform, 24*7 Production Support, QA and Performance Eng. enabling 5% annual revenue uplift to \$1.5B annual ecommerce transactions. Partner automations resulted in additional 5-10% annual revenue uplift to one of its security product.

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,

▲
**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, Cloud services, Support Services

Online

- Complete Online Shop: Product Engineering, IT Services, Support, Testing, Sustainance
- Key Competencies: Search, Mobility, Analytics, Testing, Support, Gaming, Analytics, Accessibility, Software/Hardware Engineering, Cloud
- 10+ Years of experience in the Online Space
- Global Delivery: 15+ Delivery Center coming up in Seattle, Washington
- Across Verticals Telecom, Gaming, Retail , Media & Entertainment Etc

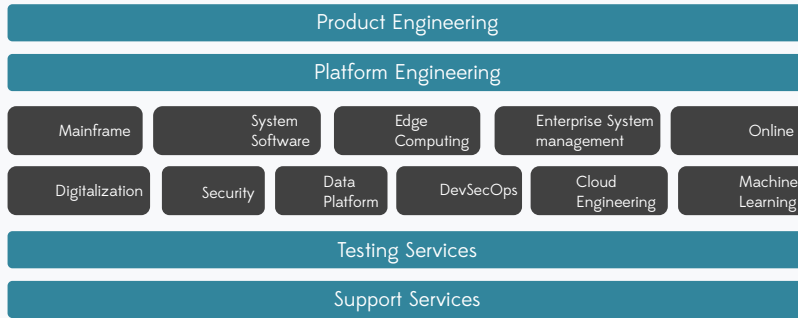
E-commerce

- End-to-end commerce: Implementation, Modernization, Operations, Support, Additional Services
- Key Competencies: Platform Development, Performance Engineering, Localization, Multi-channel commerce, Payment gateway, Analytics, Digital Marketing, Global roll-out and support framework
- 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, Platform development, Security Certification and compliance, Performance Engineering, Testing Automation
- 12+ Years of Experience in the Security Space

SERVICES AND SOLUTIONS



Product Engineering

- New Product Development
- Product Customization
- Professional Services
- L1/L2 / L3 Support
- Product Quality Compliance
- Product Sustenance
- Re-engineering / Modernization
- Migration
- EOL Strategy



Testing

- Test Consulting
- Functional
- Non-Functional
- Regression
- Usability
- Automation
- Cloud
- Accessibility Testing
- Crowd Sourced Testing
- Localization
- Performance
- Security
- Tooling



Cloud Engineering

- Cloud Platform Engineering
- Partner technology Certification
- App Certification
- Adaptors development
- Benchmarking
- SaaSification
- Multi-tenancy Support
- Hybrid Cloud-Enablement
- Cloud Platform Engineering / Migration

Support Services

- Abuse Moderation
- Content Review
- Data Quality Operations
- Geo Data Ops
- Search Quality Ops
- App Quality & Review
- Consumer Dev Support
- Platform Dev Support
- Enterprise Dev Support
- Partner Onboarding / Management
- Partner Marketing Ops
- Partner Compliance



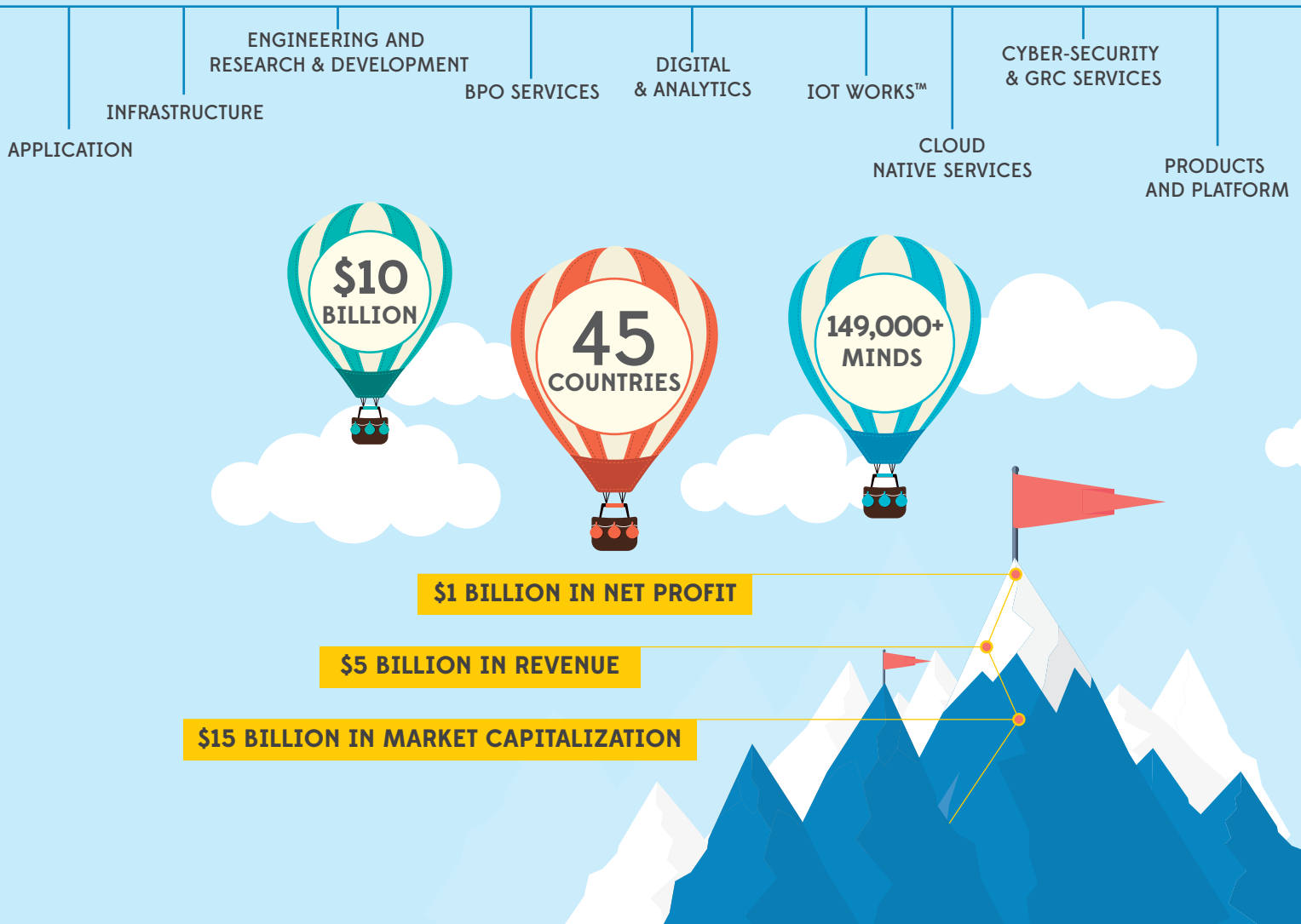
HCL has partnered with multi-national enterprise software company for 14 key product line for product development, SaaS strategy and path for legacy installed base & support reducing existing R&D costs by 25%.

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

▲
**EXPERIENCES
WE ENGINEER
FOR OUR CUSTOMERS**

HCL - A \$10 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 45 countries and 149,000+ employee base, provide holistic, multi-service delivery in industries such as financial services, manufacturing, consumer services, public services and healthcare. HCL's 43 year journey has been truly transformational.



HCL ERS

21ST CENTURY ENGINEERING

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.

EFFICIENT
Finance
Operations
Cost

PERSONALIZED
Design Thinking | Analytics | Accessibility

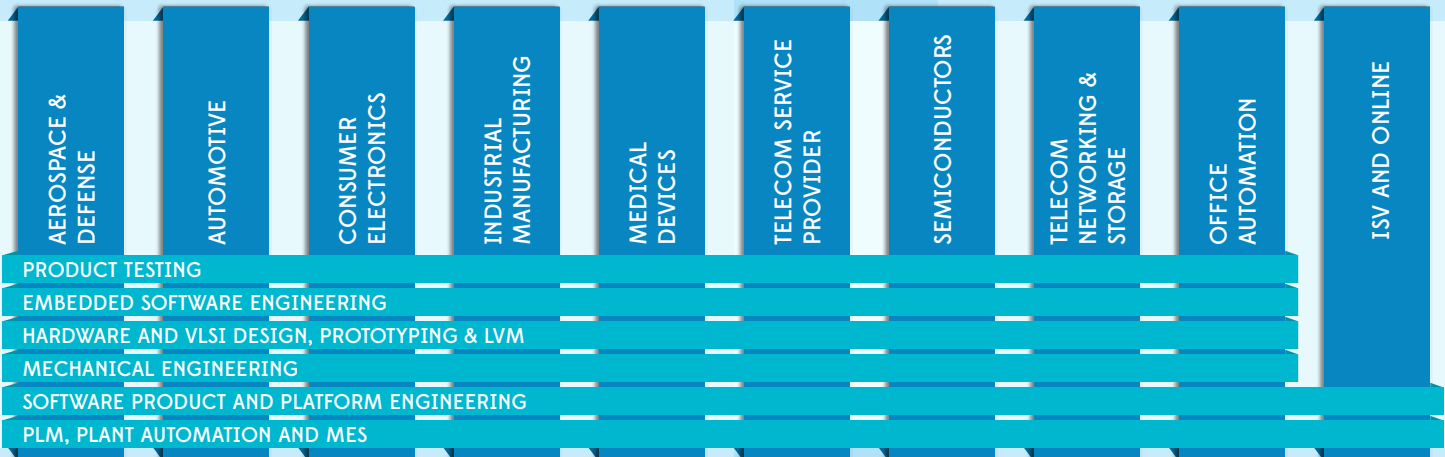


ECOSYSTEM DRIVEN
Engineering | Product | Infrastructure

The face of 21st engineering will be efficient - in terms of operations, asset light and monetizing through technologies such as IoT; personalized - in terms of design thinking, smart analytics, and accessibility; ecosystem driven - in terms of a digital product ecosystem, building an IoT enabled enterprise and supplier sourced innovation; and automated- in terms of product support, test and marketing automation.

AUTOMATED
Support
Test
Marketing

HCL ERS has been instrumental in engineering multiple products for 300+ customers include 250 of the Fortune 500 and 650 of the Global 2000 companies. 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 Zinnov, HFS, EverestGartner, Forrester, IDC, TBR and Frost & Sullivan

\$2 Bn+ annual revenue
40+ years of complex engineering experience
Over 31,000 Ideapreneurs
1500+ Patents

Includes 65 of the top 100 R&D companies

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



Leader and rated Number One Service Provider in the Software Product Engineering Services 2019 and leader for Validation & Verification Services (2018)

HCL recognized as a Leader in the Everest Group Network Transformation and Managed Services PEAK Matrix™ Assessment 2020

HCL Recognized as Leader and Star Performer in Everest PEAK for Cloud Services, 2019



Winners' Circle for Software Product Engineering Services 2018



Placed in Leadership zone by Zinnov in Product Engineering Services, 2019



HCL positioned as a Leader in The Forrester Wave™: Application Modernization And Migration Services, Q3 2019



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

Follow us on twitter: <http://twitter.com/hclers> and our blog <http://ers.hclblogs.com/>

Visit our website: <http://www.hcltech.com/engineering-services/>

