



HCL Wins ITSMA's Diamond Award for Marketing Excellence

Recognized for delivering an omnichannel customer experience

Sunnyvale, CA and Noida, India – November 4, 2015 – [HCL Technologies](#), a leading global IT services company, was named the winner of a Diamond award by the [IT Services Marketing Association](#) (ITSMA), the leading marketing association for technology, communications and professional services providers.

HCL received a Diamond award for “Delivering an Omnichannel Customer Experience” for its corporate positioning - Relationship Beyond the Contract,

ITSMA, recognized HCL's Relationship Beyond the Contract initiative as the industry's best-in-class program for driving business with thought leadership. HCL received the award during the 22nd ITSMA Annual Marketing Conference on the evening of November 3, 2015, held at The Charles Hotel in Cambridge, Mass.

HCL was honored for its Global Unified Messaging Campaign, which celebrates HCL's incredible growth story established on strong relationships, nurtured through the darkest period of recession (since 2008, HCL has tripled its revenues while registering 2X growth on customer satisfaction parameters).

The story was showcased through a short [film](#) featuring a father-son relationship over a 20 year period. The film was a creative way to deliver a simple message – that every relationship has an underlying contract, but that the true relationships sprouts from moments when you go beyond the contract. The film was well-received by customers, prospects and employees, but more importantly, became a vehicle to drive multiple communications across various stakeholders. The film registered 2 Million+ views and became the fastest film in the history of IT industry to achieve this feat. The film was also launched in French and German and registered 250,000+ views.

The Relationship Beyond the Contract campaign was showcased across multiple channels, including leveraging a first-of-its-kind LinkedIn-HCL Collaboration App, a coffee table book and digital outreach and thought leadership through HCL CEO's LinkedIn Influencer blog.

Recognizing special achievement in business-to-business marketing programs, the [ITSMA Marketing Excellence Awards](#) are open to all



companies that market and sell technology, telecommunications, or professional services or solutions. The awards program jury, consisting of members of ITSMA's senior executive staff, advisory board and outside industry experts, evaluates organizations on innovation, execution and business results. The ITSMA award is a highly-regarded honor for companies that market and sell technology-related services and solutions.

"We are so proud to receive this prestigious award in the new category 'Delivering an Omnichannel Customer Experience,'" said Matt Preschern, CMO, HCL Technologies. "The Global Unified Messaging Campaign was just another way HCL leverages customer-centric marketing services to demonstrate its commitment to go beyond the contract to build strong, long-term relationships with customers."

"HCL is truly taking an omnichannel approach towards communicating and interacting with customers," said Dave Munn, president and chief executive officer, ITSMA. "One of the key ingredients that stood out is how well the program has been embraced and supported throughout HCL, increasing its success."

The ITSMA award program puts a special emphasis on the four most critical aspects of marketing success: planning, execution, innovation, and measurable business impact. The "Delivering an Omnichannel Customer Experience," is the newest category added to the awards program and aims to showcase programs that integrate people, content, online and offline programs, and information channels to create awareness, generate demand, and nurture relationships.

About ITSMA

ITSMA specializes in helping companies market and sell complex services and solutions more effectively. We work with the world's leading technology, communications, and professional services providers to generate increased demand, strengthen customer relationships, and improve brand differentiation. ITSMA annual program clients include business leaders such as Avaya, Black & Veatch, Capgemini, Cisco, Cognizant Technology Solutions, Dell, EMC, Fujitsu, Hewlett-Packard, IBM, KPMG, Microsoft, Optum, PwC, Salesforce, SAP, Tata Consultancy Services, and Vodafone, among others. Our comprehensive research, consulting, and training on topics including Account Based Marketing, Brand Positioning, Buyer Persona Development, Storytelling, Thought Leadership Marketing, and many more, provide the insight and experience companies need to improve business results. ITSMA is based near Boston, and has offices in London, Mumbai, and Tokyo. Learn more at www.itsma.com.

About HCL Technologies

HCL Technologies is a leading global IT services company working with clients in the areas that impact and redefine the core of their businesses. Since its emergence on global landscape after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and Business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key



industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare & Life sciences. HCL's organizational beliefs of 'Employees First, Customers Second', 'Trust, Transparency and Flexibility', and 'Value Centricity' empower its 106,107 Ideapreneurs to create real value for customers by delivering a Relationship Beyond the Contract. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 6.0 billion, as on 30th June 2015 (on LTM basis). For more information, please visit www.hcltech.com.

HCL Forward-looking Statements

Certain statements in this release are forward-looking statements, which involve a number of risks, uncertainties, assumptions and other factors that could cause actual results to differ materially from those in such forward-looking statements. All statements, other than statements of historical fact are statements that could be deemed forward looking statements, including but not limited to the statements containing the words 'planned', 'expects', 'believes', 'strategy', 'opportunity', 'anticipates', 'hopes' or other similar words. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding impact of pending regulatory proceedings, fluctuations in earnings, our ability to manage growth, intense competition in IT services, Business Process Outsourcing and consulting services including those factors which may affect our cost advantage, wage increases in India, customer acceptances of our services, products and fee structures, our ability to attract and retain highly skilled professionals, our ability to integrate acquired assets in a cost effective and timely manner, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, the success of our brand development efforts, liability for damages on our service contracts, the success of the companies /entities in which we have made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property, other risks, uncertainties and general economic conditions affecting our industry. There can be no assurance that the forward looking statements made herein will prove to be accurate, and issuance of such forward looking statements should not be regarded as a representation by the Company, or any other person, that the objective and plans of the Company will be achieved. All forward looking statements made herein are based on information presently available to the management of the Company and the Company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the Company.

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