

HCL in the **Hi-Tech Industry**

UNDERSTANDING THE INDUSTRY

- Thrives on constant innovation of new and disruptive technologies, and concepts and products
- Facing great challenges in innovation and differentiation - managing costs with wafer-thin margins
- Short shelf life of technology products - putting significant pressure on product engineers
- Collaborative working of global teams - important parameter for success
- Key focus areas - network applications, software and security, product life cycle management from concept to development, and deployment to operations to market

Challenges

- Quickly adapting without compromising operational efficiency despite inevitable market condition changes and technology innovations
- Streamlining geographically dispersed operations and improving process efficiency
- Time factors - time to market, and lead time to deliver
- Customer satisfaction - Providing standardized customer experience across all channels, enabling increase in customer loyalty
- Building new product offerings and pricing models
- Collaboration between employees, partners and customers
- Legacy application migration

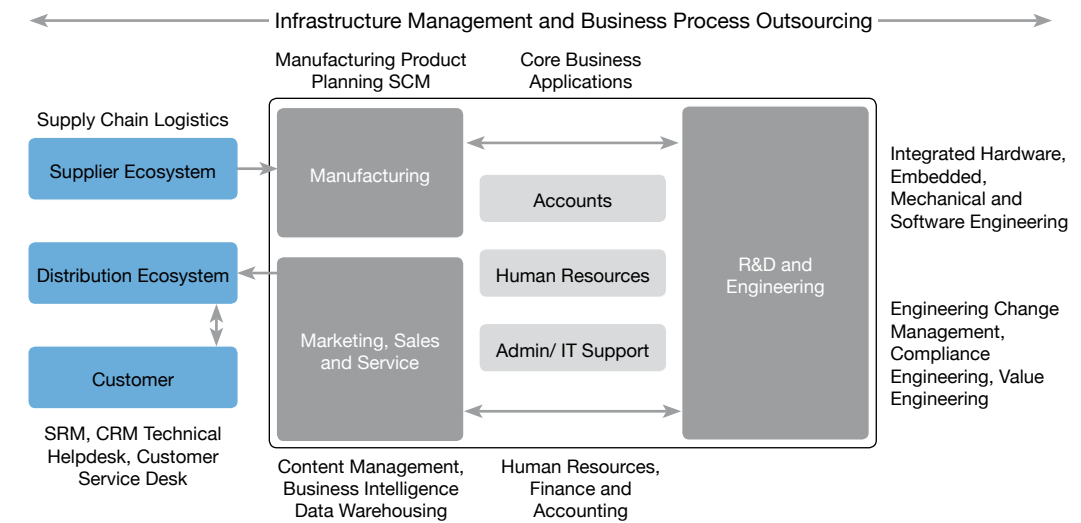
HCL – Here to help

- Over 30 years experience
- 210+ global customers including 50 Fortune 500 customers across USA, Europe, APAC and Japan
- Largest vertical comprising 31% of revenues
- 50+ filed patents
- End-to-end IT services and solutions - ADM, ASM, Infrastructure Management and Operations, BPO
- Engineering and R&D services practice constitutes approx. 23% of all outsourced R&D services
- Leading hardware engineering services company in concept to manufacturing with focus on industry leading value offerings - RoHS, WEEE, EMI / EMC / ESD, prototyping, manufacturing, BOM optimization, PCB re-design, testing and industry compliances

HI-TECH VALUE+ SOLUTIONS

- Serving semiconductor OEMs and component suppliers, consumer electronics, servers and storage, network and telecom OEMs, ISVs and Internet and online companies
- Participation across the product development life cycle- EMS, foundries, components, systems, software, and OEM
- Software and hardware product engineering, instrumentation, factory automation, voice and data communication, and engineering design services, complete maintenance and sustenance of tester control and applications software, end-to-end product development for components, instrumentation, embedded engineering and hardware design – including integrated engineering

Breadth of Offerings



Hi-tech Domain Expertise

	Semiconductor	Telecom OEM	Storage and Servers	Consumer Electronics	ISVs
Vertical Enablers, Highlights	<ul style="list-style-type: none"> 5 of the top 10 Semiconductor companies SEMI Member, EDA Tool Partnerships 1500 Domain Trained Engineers Foundry Partnerships for end-to-end solution 	<ul style="list-style-type: none"> 5 of the top 10 Telecom companies 3000 Engineers Presence across the telecom value chain 	<ul style="list-style-type: none"> 4 of the top 10 Storage companies 800 Engineers Expertise across storage landscape, SNIA partner 	<ul style="list-style-type: none"> 800 engineers, 10 customers Focus on Usability and Ergonomics, Advanced Industrial Design practice Vast repertoire of multimedia IP - software and DSP 	<ul style="list-style-type: none"> 4000 professionals, 6 of the top 10 ISVs On Demand Test Labs Full ISV Business Spectrum impact - Engineering, Professional Services, Vertical Solutions, Tech Support, SAAS
Vertical Expertise Snapshots	<ul style="list-style-type: none"> Product Engineering for 1. Manufacturing Equipment, 2. ESL, Frond-end, Back-end, RF, Custom LSI design Reference Board/ Product Design and Limited Manufacturing Plant Automation/ MES services for Fabs 	<ul style="list-style-type: none"> Product Engineering for Enterprise/ Infrastructure Equipment Network Management Software Development OSS/ BSS solution Development/ Integration IMS/ NGN solutions & Product Engineering 	<ul style="list-style-type: none"> Product Engineering for Standalone and networked storage products Storage Management Software Development Storage Applications Development Virtualization Solutions Engineering 	<ul style="list-style-type: none"> EDGE - Converged Experience Solutions Product engineering: Mobiles/ handhelds, Multimedia equipment, Home Networking, Printing and Imaging DSP engineering and implementation Interconnectivity solutions 	<ul style="list-style-type: none"> Full Lifecycle Development for Enterprise, Infrastructure and Internet Software Vendors Legacy Modernization Micro-vertical Expertise in ERP, CRM, Security, HCM Telecom, Financial Services

PEOPLE IN ACTION THE HI-TECH TEAM

- Product engineering heritage dating back to the late 70s - developed our first indigenous microcomputer
- First certified power PC design center outside an IBM business unit
- First Indian company awarded Frost and Sullivan's 2005 'Customer Value Enhancement Award' in the semiconductor domain
- First Indian services company to set up complex infrastructure for its customers – e.g. Class 10000 clean room for housing tools, advance ATE lab, etc
- Active collaboration with leading industry bodies and forums - SEMI, ISMI, power.org, ARM, Microsoft (for manufacturing solutions and as a GSI partner)
- Offerings - Enterprise IT solutions, Infrastructure Management and BPO to the CIO organization, and R&D and technology services (both software product engineering and integrated services) to the CTO organization
- Delivered trillions of dollars worth of IPs for customers over the past 15 years

5 of the top 10 semiconductor equipment manufacturers 3 of the top 5 semi design firms	Industry Focus Semiconductor, Consumer Electronics, Servers and Storage, Network and Telecom OEMs, ISVs			7 of the top 10 ISVs 3 of the top 5 Internet companies
	Domain Expertise	Certifications	Partnerships and Alliances	
<ul style="list-style-type: none"> • Leaders in hi-tech - Over 30 years of R&D and engineering experience – the longest in the industry • 12000+ engineering and technology consultants • 50,000 man-years experience in application development and enterprise application services • Micro-verticalization strategy for deeper domain understanding and leadership • Multi-service delivery engagements • Investment in 15 IPs and Frameworks across hi-tech segments • Infrastructure – Labs, Simulators, Development and Certification 	<ul style="list-style-type: none"> • ISO 9001:2000; ISO 13485 • CMM Level 4/ 5 • AAMI-SW68 • EN 14971 • AS 9100 • SPICE L3 • Compliance – DFR, FDA, MDD, FAA, DO178B, DO254, BS7799 	<ul style="list-style-type: none"> • INTEL • Symbian • FDA • SNIA • FileNet • Mapics • Macromedia • KANA • Documentum • Network Processing Forum • Synopsys • C-Port • Agere Systems • Cadence • IBM • ARM • AMCC • VERITAS • VeriTest • Oracle • Microsoft • Mercury • Symantec 	<ul style="list-style-type: none"> • Enterprise Transformation • Product Engineering and Development • System Integration • IT Services, Management and Operations • BPO • Infrastructure Services 	<ul style="list-style-type: none"> • Risk-Reward Sharing • Output Based Pricing • JVs
210+ global customers				

SUCCESS STORIES

Testimonials

A highly trained manpower base at the India Development Centre coupled with knowledgeable support in this rare domain of Semiconductor testing has made our decision to expand the relationship with HCL, an easy one. I believe there are very few companies in the world where this skill set and level of commitment can be found. We are very happy to partner with HCL.

A leading test automation equipment company

The professional and on-time work HCL delivered over the last months made me feel confident that our decision to go along with you was absolutely right

Director, SAP Application Engineering, A leading distributor of technology products, Germany

Case Studies

Software Engineering services

A leading semiconductor supplier partnered with us to reduce downtime, increase sensitivity, and improve the user interface and throughput of its wafer inspection tool, using alternate technologies and advanced algorithms. We enhanced the existing software and implemented the features while maintaining the quality and efficiency benchmark set by the client. *Results:* Drastically reduced development costs. Quick ramp up and resource allocation without affecting critical schedules. The client relies on our offshore team for future product development.

Product Lifecycle Services

A leading supplier of Automated Test Equipment (ATE) approached us for lifecycle services that included reducing test development time, maintenance, product sustenance and new development, software/hardware support for its end-customers, and implementing a disaster recovery plan. We established a dedicated center with a large lab for testing under various conditions, and provided dedicated and trained resources to meet time-to-market demands. *Results:* Cost effective optimum onsite/offshore team trained for quick adaptation and response to both critical and long-term needs, resulting in better ROI.

Factory performance evaluation and CIMP upgrade

A leading foundry based in Malaysia serving top-tier semiconductor companies, approached us for a solution to overcome low productivity levels due to production halts, outages and sudden drops in production throughput. We analyzed the foundry and its shop floor systems, and recommended and performed the necessary upgrades. *Results:* Diverse product/application teams took care of upgrade impacts on wide varieties of applications ensuring smooth transition, which increased throughput and provided measurable productivity gains. The foundry has a stable production environment with a test bed to evaluate any application dependencies. Upgrades were primarily carried out from offshore, further reducing the cost.

360° Partnership

For a globally dominant independent software vendor, we are the product engineering partner, IT services provider, alliance partner for professional services, as well as OEM partner for product sales. We have more than 1000 people working with our 'skin-in-the-game' philosophy in over 90 different value-based, metrics driven engagements. *Results:* Product engineering ownership across more than 10 product lines, IT savings of over \$10M annually, global services revenue of \$500M, development of 3 to 5 assets every year, \$85M license revenue.

HCL: **\$6.2bn** | **90000** PEOPLE | **31** COUNTRIES



HCL'S HI-TECH TEAM IMPACTING THE WORLD

- **Experience** – Over 30 years
- **Customers** – 210+ globally including 50 Fortune 500 customers across USA, Europe, APAC and Japan
- **Team** – 12000+ engineering and technology consultants
- **Micro-verticals** – Semiconductor, Consumer Electronics, Servers and Storage, Network and Telecom OEMs, ISVs
- **Services** – Enterprise Transformation, Product Engineering and Development, System Integration IT Services, Management and Operations, BPO, Infrastructure Services
- **IPs** – 50+ filed patents
- **Partnerships** – INTEL, Symbian, FDA, SNIA, FileNet, Mapics, Macromedia, KANA, Documentum, Network Processing Forum, Synopsys, C-Port, Agere Systems, Cadence, IBM, ARM, AMCC, VERITAS, VeriTest, Oracle, Microsoft, Mercury, Symantec
- **Certifications** – ISO 9001:2000; ISO 13485, CMM Level 4/5, AAMI-SW68, EN 14971, AS 9100, SPICE L3, Compliance – DFR, FDA, MDD, FAA, DO178B, DO254, BS7799

THE WORLD IS NOTICING SOMETHING UNIQUE ABOUT HCL

FORTUNE

Acknowledges HCL Technologies as the world's most modern management

HCL is also the only Asian company whose CEO featured on Fortune's 'Dream Team'



HCL is in the Elite "Thinkers 50" List



For the fourth time in a row, WorldBlu lists HCL as one of the Most Democratic Workplaces in the World

FORRESTER

Publishes a Case Study recognizing the business value of HCL's *Employees First* - "For HCL customers, improved engagement and employee passion translates into greater flexibility, proactive innovation, and a desire to do the right thing for the customer, regardless of what the rules might say", it says.



Wins the Asian Human Capital Award 2011 for innovative and impactful people practices centered on the Employees First, Customers Second philosophy



HCL's Employees First and 'democratization' of management concept could 'bring about a corporate renaissance'



Harvard Business School teaches about HCL as a case study on business transformation highlighting the Employees First initiative



Ranked as the world's Most Innovative Company in its workforce practices

Gartner

Exclusive report on EFCS recognizes that this philosophy empowers HCL's frontline employees to make decisions and take actions for the benefit of customers



One of Britain's Top Employers for the 5th Consecutive Year

BusinessWeek

HCL's Employees First is a new and radical management philosophy which will catch on with the world sooner or later



Darden School of Business has done a case study on the impact created by HCL through its "Employees First Customers Second" practice



Honored with the Forrester Groundswell Award 2011 in the 'Management - Innovative Systems' category for 'Value Portal' - an employee idea exchange platform where employees collaborate, innovate and lead the implementation of their ideas to deliver value to HCL's customers



Published by Harvard Press, **Employees First, Customers Second** is admired by global thought leaders - Tom Peters, Tony Hsieh, Gary Hamel, Judy McGrath, Ram Charan and Victor K. Fung; Ranked No. 17 on the Best Seller list in 800-CEO-READ; Listed amongst the 'Best Business Books of 2010' by the Library Journal of America; Ranked No. 7 on Amazon UK's listing of 'Best Business Books of 2010'.



IT IS EMPLOYEES FIRST

The 'Employees First' philosophy at HCL, the first such articulation in the IT Industry, is at the core of our efforts to provide our employees with a work environment and culture that they can take pride in.



Employees First.

When you channelize the energies of 90,000 employees and pour it into a funnel, you get a potent concoction gushing out of the other end that will send your company's engines racing.

We call this the Employees First effect.

www.hcltech.com

Email us at contact.manufacturing@hcl.com

HCL