



**MANAGE  
TECHNOLOGICAL  
DISRUPTIVENESS,  
LEVERAGE  
HCL'S PUBLIC  
SERVICES TO GET  
GREATER VALUE**





# PUBLIC SERVICES PRACTICE AT HCL



HCL Technologies—a USD 6.5 billion global company—brings IT and engineering services expertise under one roof to solve complex business problems for its clients. Leveraging our extensive global offshore infrastructure and network of offices in 31 countries, we provide a holistic, multi-sectorial, multiservice delivery measurable business value in enterprise application services, IT infrastructure management, custom application services, engineering and R&D services, and business services.

HCL's Public Services business serves Energy and Utilities (E&U), Oil and Gas (O&G), Travel, Transportation, Logistics and Hospitality (TTLH) and Government Services (State, Central and Local). With its domain-led business process repositories, tools and framework-led IT and business transformation, HCL serves its valued clientele across all these industries. HCL's Public Services practice offers flexibility and scalability by adopting a collaborative co-sourcing approach to outsourcing where the customer retains control over all strategic aspects of IT, while leveraging HCL's capabilities for operational execution and excellence.

HCL is well known for offering industry-led solutions and frameworks, dedicated customer academies and CoEs that deliver domain capability and customer value. Our '**Employees First**' culture promotes transparency, accountability, value creation, and innovation by empowering employees.







# ENERGY AND UTILITIES



THE UTILITIES INDUSTRY IS UNDERGOING SIGNIFICANT CHANGES THAT ARE DRIVEN BY:



Shifting power sources to renewable energy.



Implementing complex demand management methods.



Fundamentally changing the business and customer management model from managing 'rate payers' to establishing business relationships with customers.

IT Is A Critical Asset In Transitions Where It Requires:

Implementing Advanced Metering Infrastructure (AMI) solutions.

Addressing the customer management environment.

Addressing other key areas in power generation, distribution, and customer service.

HCL's integrated service-delivery model is truly one of the most comprehensive offerings in the industry. Since 1993, HCL has worked on more than 45 major transformational programs, including ERP and CIS implementations across the globe. The spectrum of our offerings includes enterprise applications, customer service and billing, enterprise asset management, human capital management, and business analytics. HCL also has industry innovations for prepay services, predictive analytics, and back-office optimizations. We also combine services such as infrastructure, application management, and business process outsourcing. We are a key services company with a dedicated utilities practice that can implement, support, operate, and innovate your end-to-end footprint.



# SOME OF OUR SOLUTIONS INCLUDE:



## CLOUD ENABLEMENT

The adoption of cloud creates agility, efficiency, and flexibility for utilities. However, most organizations aren't prepared to take full advantage of cloud opportunities. HCL assists in assessing and designing cloud migration and management execution plans.



## ENTERPRISE ASSET MANAGEMENT (EAM)

HCL is recognized by SAP as the go to partner for complex, large scale EAM solutions. These solutions support both field based and base maintenance for spatial assets and components. Delivered benefits help increase engineer productivity, asset reliability, accurate operational cost of ownership information, and better prioritization of investment.



## RAPID DEPLOYMENT TOOLKIT FOR UTILITIES (RDT)

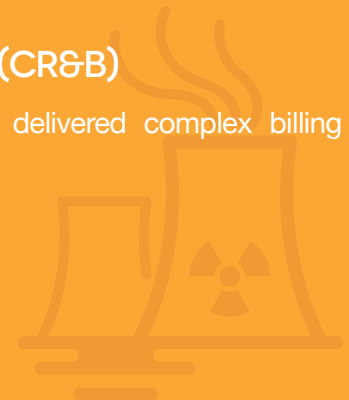
In addition to its full complement of SAP implementation, support and consulting services, HCL's Rapid Deployment Toolkit for Utilities can get utilities up and running on SAP quickly. RDT provides clients a 360° view of customers, billing accuracy and efficiency, enhanced collection strategy, and a robust reporting and analytics framework.



## SAP-CUSTOMER RELATIONSHIP & BILLING (CR&B)

HCL's SAP (CR&B) implementations have successfully delivered complex billing solutions for:

- Commercial, Industrial and Residential customers
- Regulated, Deregulated, and Municipal Utilities
- Single and Multi-state utilities
- Electric, Gas, Waste, and Solid Waste services





Realized benefits include:

- Reduced customer service and billing costs.
- Reduced time and cost to implement and change tariffs.
- Increased utilization of self-service channels.
- Improved billing accuracy and reduced bad debt write-off.

## ENGAGE



HCL's **Engage Platform for Utilities™** is a pre-architected omni-channel customer experience and billing transformation offering. **Engage** leverages production-proven gold-standard utility processes and operating practices that guarantee operational benefits and outcomes. **Engage** customers can choose which **Engage** components they deploy, how they are provisioned, operated and supported to balance the desired cost, risk, and control objectives.

## CORPORATE PERFORMANCE MANAGEMENT (CPM)



HCL has expertise in all components within SAP's CPM portfolio, including SAP BI, OutlookSoft, Pilot Software and BusinessObjects. The standard reporting frameworks that are developed by our team help support:

- Operational unit cost analysis of assets.
- Customer profitability reporting.
- Analysis as well as rate case modelling and planning tools.







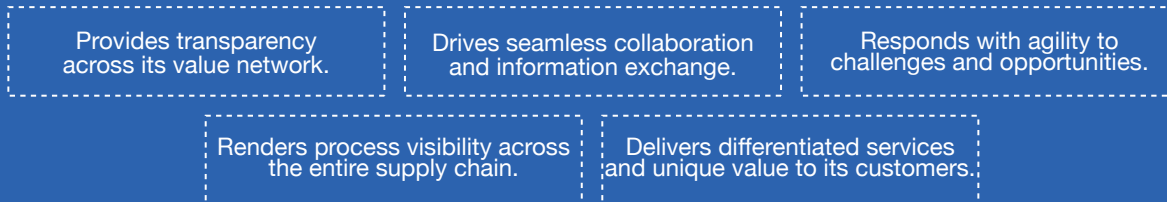
# TRAVEL, TRANSPORTATION, LOGISTICS AND HOSPITALITY

## TRAVEL, TRANSPORTATION, LOGISTICS AND HOSPITALITY (TTLH)

HCL has extensive experience across industry segments including Travel and Hospitality (Airlines, Hotels and OTA's) and Transportation and Logistics (3rd Party Logistics, Freight, Mail, Trucking, Railroad and Shipping).

Our mission is to enable 100% transparency across the enterprise for our customers through our solutions & service offerings; all of them built to deliver a 'Transparent Enterprise'.

A transparent enterprise:



## OUR TTLH PRACTICE COMPRISES TWO BROAD SEGMENTS:

### TRAVEL AND HOSPITALITY



Our travel and hospitality practice is committed to helping transform the Customer Experience and Operations at leading travel companies. We provide an array of solutions encompassing Airport and Flight Operations, Customer Experience, Mobility, Crew Management, Maintenance, and Revenue Management. Our state-of-the-art solutions like iMRO, Airline Operations Platform, and Enterprise Mobility complemented by strong industry partnerships make us the partner of choice to seven of the top 12 airlines, two of the top five hotels and leading OTAs and travel companies.

### TRANSPORTATION AND LOGISTICS



Our transportation and logistics practice is at the forefront of solving real-time business problems, and providing efficient and predictable operations for our clients. We provide expert solutions in the areas of contract logistics, freight forwarding, freight management, railroads, and fleet operations. Our proven solutions in this space include Global Visibility Platform, Logistics Operations Platform, Report Factory, and Enterprise Mobility. These solutions have made us a trusted partner for eight of the top 15 logistics service providers, and for top railroad, mail and transportation companies that are globally known for their IT and business transformation.

Our domain focus combined with our ability and willingness to co-innovate with the customers differentiates us, and makes us a valued partner to our customers.



# OIL AND GAS

The processes and systems that are involved in exploration, production, refining, and marketing oil and gas are highly complex, capital intensive and require state-of-the-art technology. There remains a strong focus on operational cost management and capital productivity. Successful business transformation requires deep industry knowledge; it requires the application of lessons learned from previous implementations; and it also needs innovative tools and approaches that are proven to produce lasting change. HCL understands the vastness of oil and gas value chain and its unique requirements that span from complex engineering solutions in the upstream to customer-responsive business solutions in the retail and marketing segments.

With more than 13 years of experience, we leverage our deep capabilities in ERP implementation and management, IT Infrastructure, Custom Applications, Engineering services and Business Process Outsourcing to provide global delivery to our clients. HCL is positioning itself in the niche area of business benefits-led outsourcing programs with the ability to offer committed year on productivity on not only IT SLAs and KPIs, but also the key indicators that drive Oil and Gas business. We have more than 1,000 practitioners working for Oil & Gas customers and delivered more than 40 Oil and Gas transformation programs.

## iMRO SOLUTION

iMRO (Maintenance, Repair, and Overhaul) is HCL's industry solution for industries which operate and maintain complex assets and equipment. iMRO is the SAP-endorsed business solution for delivering the best MRO processes and functionality within asset-intensive oil and gas industry. It is a software product which builds on, extends, and enhances the SAP Enterprise Resource Planning application for MRO within the following market segments in Oil and Gas industry:

- Refineries and chemical plants
- Pipeline companies, gas plant and liquefied natural gas operators
- Oil & gas distribution companies
- Drilling contractors (both onshore and offshore)

- Oilfield equipment manufacturers performing field services
- Remote operations of large, integrated and national oil companies
- Oilfield services companies

## RAPID DEPLOYMENT TOOLKIT (RDT) FOR OIL & GAS (O&G):

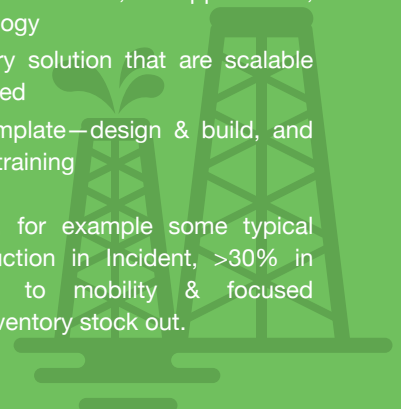
HCL developed RDT for O&G by combining SAP's best practices and in-depth industry knowledge. The RDT provides a flexible platform to jump-start a company's SAP implementation and integrate core business and back-office functions.

## ASSET INTEGRITY MANAGEMENT:

The solutions offered by HCL to support Asset Integrity Management enable the drive for a safe, sustainable industry and support the aim of maintaining all assets to be safe, reliable and efficient. The following accelerators and technology further enable HCL's proposition of offering solutions that span the complete cycle from commissioning to de-commissioning:

- HANA: Lifecycle analytics, operational data integration, real-time analytics, and transactional performance
- Usability & Mobility Framework: Online/Offline scenarios with using the SAP mobile platform; role-based, industry-focused screens; and applications, using the latest UI technology
- Cloud: Optimized industry solution that are scalable and can be rapidly deployed
- Accelerated Delivery: Template—design & build, and transformation support & training

This drives tangible benefits, for example some typical expectations like >50% reduction in Incident, >30% in Employee Productivity due to mobility & focused applications, and minimized inventory stock out.









# GOVERNMENT

The public sector is in the midst of a radical transformation in the way its business gets done. For one thing, governments are realizing the need to increase the productivity of their public services and introduce more citizen-focused solutions at the central state and municipality levels—a measure to stay close to their constituents.

Over the past 20 years, HCL has provided IT services and citizen-centric IT solutions that are designed to help governments meet their service goals. These service goals are to be met in local government administration, health, social and emergency services, postal services, transportation, judicial, e-Governance, public safety, and education. We serve some of the largest governing bodies across the globe and have active engagements in 20 state governments in the U.S., and governing bodies in the UK, Australia, New Zealand, India, Singapore, Malaysia, and Hong Kong. HCL also has a long and successful relationship with the United Nations (UN).

Our “Citizen First” approach allows HCL to rapidly deploy Cloud- and subscription-based technology and business solutions rather than focusing simply on applications. Our iGOVERN® suite of solutions is a ready-to-deploy, citizen-centric web-based, subscription-based, and cloud-enabled solution that is revolutionizing the way governments provide services to their citizens. iGOVERN® is architected to deliver services from a citizen’s point of view and enable Government to Citizen (G2C) connections while improving transparency and productivity for your agency. Also, as a part of our product investment, we recently launched our Cloud-based Unemployment Insurance (UI) Service: UI-as-a-Service (UIaaS).

We provide a suite of government IT solutions and services that includes:



## **iGOVERN® UIaaS Solution:**

HCL's iGOVERN® UI product is a completely integrated UI tax, benefits and appeals solution that can be readily configured and customized to modernize the UI program of any state and/or consortium of states.



## **iGOVERN® Child Care:**

iGOVERN® Child Care is a web-based, fully integrated, centralized and flexible solution. The solution provides all out-of-the-box core business processes/functionalities for the key stakeholders in the ecosystem.



## **iGOVERN® Workers' Compensation:**

iGOVERN® Workers' Compensation is a web-based, fully integrated, centralized and flexible solution providing a common platform for the State Agency, Employer, Insurer, Third-party Administrator, Medical Providers and the Workers Compensation Court. The solution provides specific, quick and substantial relief to workers who have sustained an accidental injury or occupational disease during the course of their labor.



### **iGOVERN® Fraud Investigation:**

iGOVERN® Fraud Investigation is a web-based solution for fraud case investigations in insurance and public welfare programs, which involve payment, such as Food Stamp, TANF and Child Care. This solution enables Fraud Bureau of State agency to effectively track and manage investigation of fraud cases.



### **iGOVERN® Dashboard:**

iGOVERN® UI Dashboards are the key to unlocking the UI program and operations insight that your data can deliver. Built on the Data-as-a-Service (DaaS) model, the UI Dashboard offers data services for extracting, cleansing and transforming in specialized UI areas of data-intensive fraud analytics.



### **iGOVERN® Complaint and Quality Management:**

iGOVERN® Complaint and Quality Management is a web-based, case management solution that is designed to meet the needs of all stakeholders including Public Utilities commissioners, executives, utility companies and citizens.



### **iGOVERN® Mobility:**

iGOVERN® UI Mobile solution is built on a Software-as-a-Service (SaaS) platform that reaches across field staff, office staff, employers and claimants to provide mobile functionalities.



### **Police - Mobility Framework for Police Requirements:**

Mobile and Remote Working Solution helps officers at front line to efficiently execute their tasks without referring back and forth to the control room. It reduces their travel to the police station to complete their paperwork and administrative tasks.



### **iGOVERN Disaster Assistance Recovery Tool (D.A.R.T):**

Disaster Assistance Recovery Tool (D.A.R.T) delivers disaster assistance to citizens through a technical platform that provides knowledge of and access to benefits across multiple agencies and coordinates efforts between them.



## LET'S CONNECT:



Please feel free to write to us at [contact.ps@hcl.com](mailto:contact.ps@hcl.com)

## ABOUT HCL

### 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 the global landscape, and 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 Life Sciences & Healthcare. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers its 100,240 transformers to create real value for customers.

HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 5.7 billion, for the Financial Year ended as on 31st December 2014 (on CY basis). For more information, please visit [www.hcltech.com](http://www.hcltech.com)

### About HCL Enterprise

HCL is a \$6.8 billion leading global technology and IT enterprise comprising two companies listed in India – HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 105,699 professionals of diverse nationalities, who operate from 31 countries including over 505 points of presence in India. HCL has partnerships with several leading global 1000 firms, including leading IT and technology firms. For more information, please visit [www.hcl.com](http://www.hcl.com)



**Hello there! I am an Ideapreneur.** I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 95,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

*Relationship*™  
BEYOND THE CONTRACT

**HCL**