

SOLUTIONS ARCHITECTED TO
INTERACT WITH **YESTERDAY,**
DEAL WITH **TODAY,**
AND ADAPT TO **TOMORROW**



Today's government agencies are challenged to provide effective and efficient citizen services. They are looking for new and improved services, increased transparency, improved public safety and increased productivity.

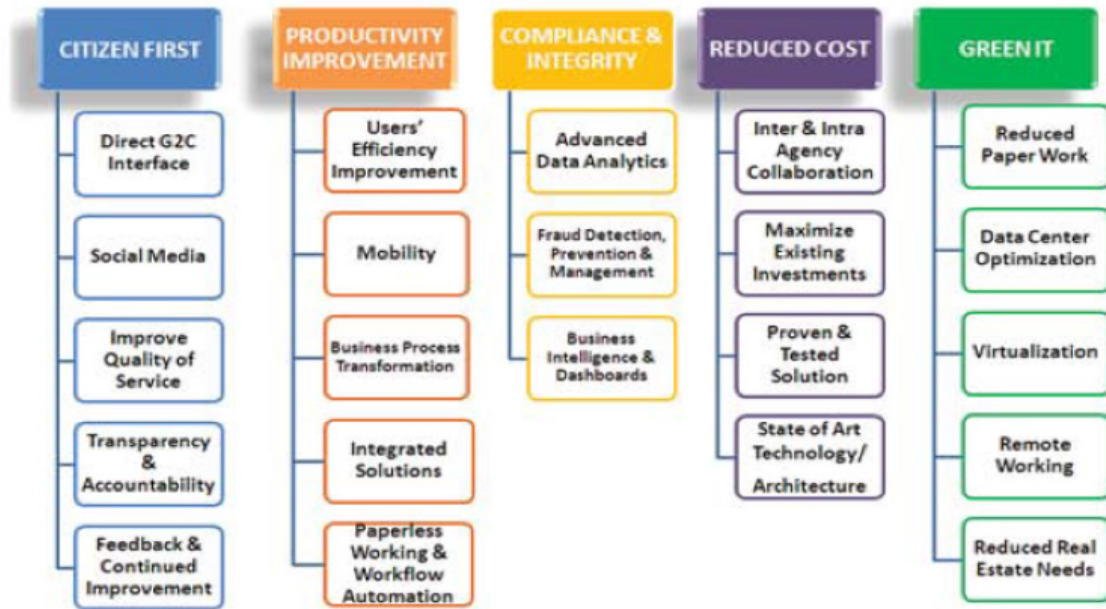
Following a 'Citizen First' approach, HCL's Government Services Practice provides IT services and citizen-centric solutions. Over the last 20 years, our offerings have helped states, municipalities, and districts meet their targets in local government administration, health, social and emergency services, postal services, transportation, judicial, eGovernance, public safety, and education.

At HCL, we believe that citizens are the focus point for all governance strategy activities and initiatives – and hence our philosophy is '**IT is about citizens**'.

KEY HIGHLIGHTS OF HCL's GOVERNMENT PRACTICE:

- Enabling smart governance by facilitating 'Government-to-Citizen' connect
- History of successful Government engagements
- Local development centers in the US
- Dedicated technical and functional CoEs
- Business-led solutions architected by domain experts
- US-based implementation model

PILLARS OF OUR OFFERINGS:



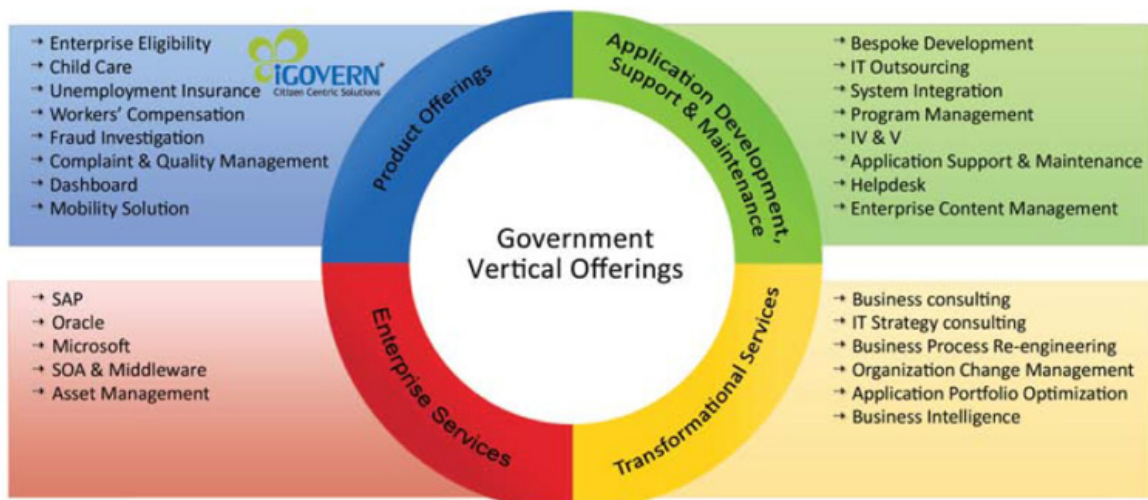
Our Offerings:

CORE PRINCIPLES

- Citizen Focus
- Domain Expertise
- Industry Standard COTS
- Organizational Capability
- Best Practices
- Solution Accelerators
- Thought Leadership
- Delivery Excellence

HCL believes that there has been a considerable shift in the type of challenges posed in the "governance" space. It realizes that global focus has shifted to citizen focus and providing them with appropriate services. There's a great need to lower the total cost of ownership while making sure that the solutions comply with the Green IT initiatives.

HCL'S 360° OFFERINGS TO CATER TO THE GOVERNMENT SERVICES MARKET



iGOVERN® CITIZEN-CENTRIC SOLUTIONS

HCL's iGOVERN® suite of solutions is revolutionizing the way governments provide services to citizens. It is a ready-to-deploy, web-based solution suite comprising of the following key products:

- **iGOVERN® Unemployment Insurance:** It is a completely integrated UI compensation, 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. Each of these modules can be deployed independently or as part of the full solution suite, based on your preference.
- **iGOVERN® Fraud Investigation:** A web-based solution for fraud case investigations in insurance and public welfare programs, which involves payment such as food stamps, Temporary Assistance for Needy Families (TANF), and child care.
- **iGOVERN® UI Dashboards:** The key to unlocking the UI program and providing operational insights using data analytics. Built on the DaaS (Data-as-a-Service) model, the UI Dashboard offers data services for extracting, cleansing, and transforming specialized UI areas of data-intensive fraud analytics.
- **iGOVERN® UI Mobility:** The solution supports users on the go as it is built on a SaaS (Software-as-a-Service) platform providing mobile functionalities across field staff, office staff, employers, and claimants. The functions are optimized for hand-held mobile devices and makes them user friendly.
- **iGOVERN® Child Care:** A web-based, fully-integrated, centralized, and flexible child care solution providing all core business processes/ functionalities out of the box for key stakeholders in the ecosystem.
- **iGOVERN® Disaster Assistance Recovery Tool (D.A.R.T.):** Through Citizen Disaster Assistance Services HCL shows governments how to leverage citizen disaster recovery systems to improve the constituent process in a difficult situation.
- **iGOVERN® Workers' Compensation:** A web-based, fully-integrated, centralized, and flexible workers' compensation solution. It provides a common platform for the State agency, employer, insurer, third party administrator, medical provider, and the Workers Compensation Court to provide specific, quick, and substantial relief to workers who have sustained an accidental injury or occupational disease during the course of their employment.



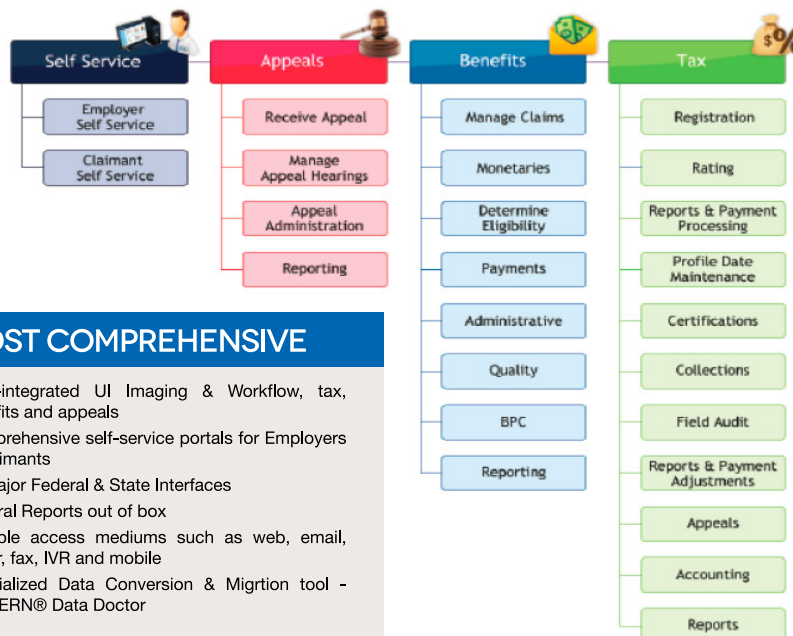
An innovative iGOVERN® solution to transform the way Unemployment Insurance (UI) claims and corresponding IT services are provided to the citizens. It enables easy adoption of changing federal legislation, UI processes and rapid technology implementation.

iGOVERN® Unemployment Insurance product is an integrated UI tax, benefits, and appeals solution that can be readily configured and customized to modernize the Unemployment Insurance program of any state and/or consortium of States. Each of these modules can be deployed independently as well as a part of the full solution suite, based on your preference.

iGOVERN® UI takes modernization of UI programs to new heights by enabling collaboration and integration with social media channels. Our product assists UI agencies in improving

re-employment services, training and rehabilitation programs, Government-to-Citizen connect (G2C), and issues management and collaboration between different parties in the UI landscape.

iGOVERN® UI provides several modules built on mobile devices and tablets, allowing freedom of device selection that are best-suited for the job assigned. The solution also offers next generation user-interface for UI agencies, claimants, and employers which assures a higher level of usability, efficiency, accessibility, and performance.



MOST COMPREHENSIVE

- Fully-integrated UI Imaging & Workflow, tax, benefits and appeals
- Comprehensive self-service portals for Employers & Claimants
- All major Federal & State Interfaces
- Federal Reports out of box
- Multiple access mediums such as web, email, paper, fax, IVR and mobile
- Specialized Data Conversion & Migration tool - iGOVERN® Data Doctor

SOLUTION FOR THE FUTURE:

iGOVERN® UI-as-a-Service (UIaaS) advantages are inclusive of:

1. Reduction in costs, downtime, and number of claimants
2. Less time needed to re-program the technology
3. Increased employee productivity

HCL's DOCUMENTUM CAPABILITIES

480+
consultants
(more than 50% certified)

4000+
person-years experience

112
global customers

75%
Long-term Documentum
engagements (more than
3 years duration)

Proven Expertise

Extensive product expertise across multiple Documentum product lines – Imaging, Collaboration, Security, Customer communication management, Archiving, WCM, Enterprise search, DAM, BPM, Information management

End-to-end capabilities

Advise through Execute capabilities - Blue Printing, Consulting, Global Rollout, Migration & Version upgrade, Application Support -Level 1, 2, 3, Experience on large, multi location/ global implementations

IPs and Frameworks

Tools for accelerating Documentum implementations. Frameworks to ensure smooth execution – Smart Browser, Content 2.0, Customer On boarding Framework, eME framework, Documentum Migration Framework, eCompliance Suite of Products, eTMF

Robust Capability Building

E-Learning courses to improve the learning process and reduce onboarding time. Internal certifications and real use-case artifacts to broaden understanding and leverage best practices.

360 Degree partnership with EMC

Global strategic alliance with EMC covering Services, Technology and License reselling partnerships

HCL-EMC LONG STANDING RELATIONSHIP

360 degree partnership with EMC- Global Platinum Velocity Partner

- Service Partner
- Technology Partner
- License Reseller



Basis	Inception	Maturity	Excellence
Year	2001 - 2004	2005-2007	2008-Till Date
Type of Partnership	Technology Partnership	Technology & Service Partner	Gold Tier Partnership
Product Re-engineering	Testing and Support	Development, Testing and Support, Integration Services, Archiving	Planning, Development, Testing & Support, Blue Printing, Architecture Improvement, Consulting etc.
Professionals	HCL has started with 80+ consultants	Team size of 300-400 consultants. Established Documentum CoE	Team size of 280+ consultants. Established Documentum Academy, Solution Lab etc.
Product Coverage	Documentum 1.x, 3.x	Documentum 4.i, 5.x	Documentum 6.x
Frameworks & Solutions	3-4 frameworks	15+ frameworks	30+ frameworks
Service Coverage	End to End Documentum Deployment (SERVICE CHANNEL WIDE ROLLOUT)	Deployment of Documentum Product suite across various verticals (ORGANIZATIONAL WIDE ROLLOUT)	Deployment of Documentum Product Suite across various verticals and Geographies (GLOBAL ROLLOUT)

HCL will leverage this partnership for providing a technically robust solution to American Airlines validated by EMC

WEALTH OF EXPERIENCE WITH THE US STATE GOVERNMENT

WYCAN CONSORTIUM <ul style="list-style-type: none"> • Unemployment Insurance (UI) modernization program 	NEW HAMPSHIRE <ul style="list-style-type: none"> • Department of Administration • Department of Employment Security • Department of Justice • Department of Health and Human Services 	NEW YORK <ul style="list-style-type: none"> • Fair Hearings • Children and Families • Insurance • Public Service 	CONNECTICUT <ul style="list-style-type: none"> • Department of Labor • Workers' Compensation 	NORTH DAKOTA <ul style="list-style-type: none"> • Workforce Safety & Insurance 	MISSOURI <ul style="list-style-type: none"> • Public Service Commission 	VIRGINIA <ul style="list-style-type: none"> • Virginia Employment Commission
MARYLAND <ul style="list-style-type: none"> • Workers Compensation Commission • Maryland Automobiles Insurance Fund • Maryland Parks & Planning 	GEORGIA <ul style="list-style-type: none"> • Department of Revenue • Department of Human Resources • Worker's Compensation 	DELAWARE <ul style="list-style-type: none"> • Department of Employment Service 	FLORIDA <ul style="list-style-type: none"> • Department of Labor • Department of Education • Department of Insurance • Agency for Workforce Innovation 	WASHINGTON <ul style="list-style-type: none"> • Department of Labor and Industries 		
TENNESSEE <ul style="list-style-type: none"> • Department of Labor • Workforce Development 	MINNESOTA <ul style="list-style-type: none"> • Department of Human Resources • Department of Information Technology 	RHODE ISLAND <ul style="list-style-type: none"> • Department of Labor and Training (Workers' Compensation) 	NEBRASKA <ul style="list-style-type: none"> • Workers' Compensation 	IOWA <ul style="list-style-type: none"> • Workers' Compensation 		



www.hcltech.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 105,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship™
BEYOND THE CONTRACT

HCL