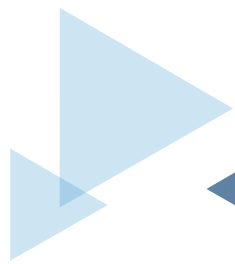


HCL

Transformation Excellence

Bringing transformation to life
by making the complex simple.



We often hear:

“

Change is hard because people overestimate the value of what they have and underestimate the value of what they may gain by giving that up.

”

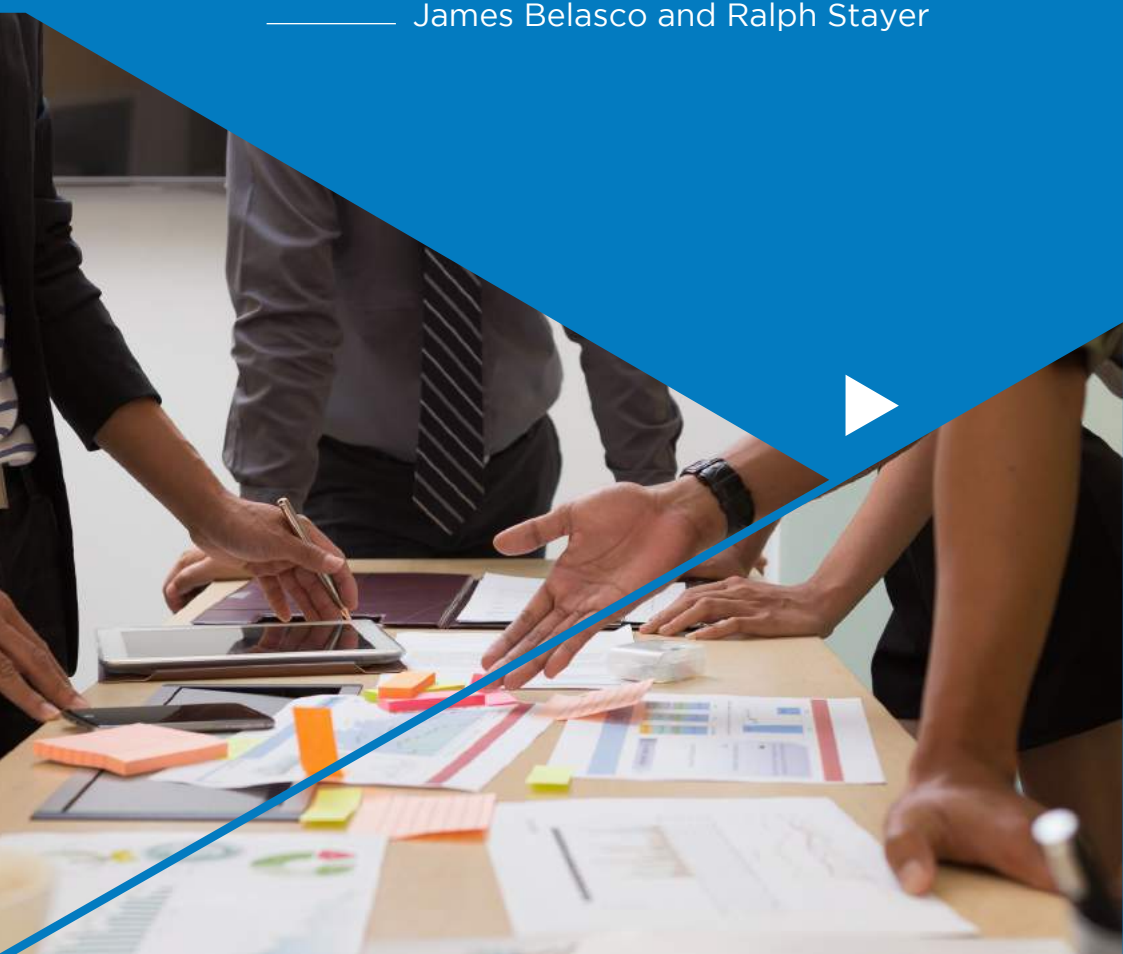
_____ James Belasco and Ralph Stayer

The Change Paradox - What's really happening...

- People are often forgotten about when designing a program, yet they are the most critical component of success
- Work efforts are focussed on task completion rather than business outcomes
- A clear vision is not established at the outset and is not understood by all
- Siloed ways of working as a result of poor communications inside the program

Working at the interface of your people and technology, we will:

- Start at the end in order to demonstrate how sustainable transformation comes alive through a persona and benefits-driven approach
- Actively balance rigorous business understanding with a deep focus of what is in it for your people



Start at the end

An approach to transformation that builds a compelling business case. Consistently revisiting and realizing the benefits, whilst focusing on people engagement.

“

Strategy without tactics is the slowest route to victory, tactics without strategy is the noise before defeat.

”

_____ Sun Tsu

We will work with you to:

- Identify the desired business outcomes that you are aiming to achieve with the business transformation
- Visualize and articulate these in a way that resonates with all stakeholder groups
- Map the vision to the specific changes that are required to business processes and ways of working. Creating measurable adoption linking to business goals

This will mean:

- The program can focus on what is truly important, reducing complexity
- Maximize and ensure business benefits are realised by enabling change within the process
- Your people will be engaged with the transformation through a compelling vision and story



People-led transformation

Sustainable transformation achieved by implementing a 'persona' led framework.

“

Organizations don't change.
People do.”

Bain & Co

We will work with you to:

- 'Walk in your people's shoes' – Understanding how work gets done, what the new system is and what will good look like in the future
- Identify and work with 'persona' groups to deliver tailored communications and learning content that is relevant and engaging to them
- Maintain a people-centric approach to transformation, constantly connecting business performance improvement to the people and their journey

This will mean:

- The new ways of working will be optimized and adopted thanks to the involvement of all stakeholder groups from the beginning
- Any potential barriers to change are identified and mitigated early by those closest to the concern
- Benefits are maximized and adopted sustainably by engaged advocates of the change



Accelerators

A comprehensive and robust toolkit that brings the measures and rigor needed for successful transformation.

“

Transformation that focuses on both the performance & people aspect deliver 1.8x more impact.

”

— Beyond Performance 2.0



We will work with you to:

- Establish the best approach to transformation within your organization. Deploy a robust process by which we can find the right answer for your organization given its context
- Keep people and performance goals in perfect synergy. Tools which balance maximizing the business case and ROI whilst keeping people engagement a priority
- Develop internal capabilities for managing transformation projects in the future. Full transparency and trust within the project team allowing knowledge transfer and access to methodology

This will mean:

- An approach that is unique to your organization, which in short will help you create the ultimate competitive advantage
- Transformation that not only makes sense to teams but also realizes its benefits case
- Sustainable change that empowers your people to lead future transformations



Our Services



Transformation Health Check

A driver to add value and create competitive advantage through your transformation portfolio

“

Working on health works. It's good for your people and for your bottom line.”

McKinsey

Objective:

Assess and provide the business with the practical tools and coaching to augment and **maximize the benefits of large scale business transformation.**

Value Added:

We work with you to **identify a tailored approach** and levers that link company strategy and objectives to digital projects, **realizing benefits and maximizing ROI.**

Our Approach:

Cross examine the business against **4 key cornerstones for success** using a range of methods across multiple stakeholder groups, including: focus groups, interviews & surveys. Then work closely with sponsors and leadership to **collaboratively create an action plan.**

Key Outputs:

Summary report presented to leadership within a workshop session to highlight and create an action plan against critical drivers for success.

Roadmap providing an appropriate approach, tools and coaching required to bring value to your transformations.



Process Innovation

A flexible service offering that brings together the philosophies, tools, techniques and behaviors of lean thinking for your processes and new ways of working.

“

Heavy investments in information technology have delivered disappointing results – largely because companies tend to use technology to mechanize old ways of doing business.

”

Dr Michael Hammer
Professor of Computer
Science at MIT

Objective:

Provide contemporary, unified, pragmatic business processes with a lean behavioral mindset.

Value Added:

- HCL to provide an objective and detailed analysis of your 'as-is' processes to establish scope, priorities and plan
- The 'to-be' processes will integrate the off system and technology automated steps to configure a business process-led solution
- Maximize project ROI by aligning business processes to project outcomes

Our Approach:

- Scope and define those stakeholders who can add value to the project to ensure the voice of the customer is heard
- Explore the current landscape and process maturity through a series of workshops and surveys which bring the end user to focus using 'Design Thinking' methods
- Execute Process Innovation workshops which leverage lean principles to enhance and document new processes
- Provide a pragmatic and actionable plan to embed the new ways of working and continuous improvement methods

Key Outputs:

Optimized and embedded business processes and new ways of working that aligns to business outcomes and benefits case.

Process maps, process step documents and L2 SIPOC diagrams created as an output from lean thinking process innovation workshops.



The HCL logo is displayed in a bold, blue, italicized sans-serif font.

www.hcltech.com

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2020, HCL has a consolidated revenue of US\$ 9.94 billion and its 150,000+ ideapreneurs operate out of 46 countries. For more information, visit www.hcltech.com