



**alternative
makes
business sense**

CLIENT

The client is a market-leading global information services company. Professionals in the areas of legal, business, tax, accounting, finance, audit, risk, compliance, and healthcare rely on their leading information-enabled tools and software solutions to manage business efficiently, deliver results to their clients, and succeed in an ever more dynamic world. The company's 2011 annual revenues were €3.4 billion.

AREAS OF ENGAGEMENT

The client and HCL entered into a strategic partnership for a period of five years. HCL's scope included:

- Development and support of all back office applications globally
- Enablement of a Global Shared Services model (centralized services for application support and development, standardized platforms, tools and processes and service levels)
- Better alignment of IT strategy with overall business goals
 - This partnership was based on HCL's deep expertise in managing large transformational deals, as well as its rich and diverse experience in enabling **Business Aligned** Transformation for several leading media and publishing companies.
 - HCL effectively mapped the challenges faced by the client through a joint discovery phase for as-is operations, gained a clear understanding of the current state of their IT services (people,

process, tools, and SLAs), and identified potential areas of improvement

- HCL is supporting around 200 applications (150 in Managed Care mode) as part of the engagement across ERP, CRM, HRM, e-Commerce, BI and Middleware among many others

CLIENT'S BUSINESS COMPLEXITIES

Client had a decentralized and federated back office structure that led to the duplication of processes, non-standardized and overlapping IT systems and lack of standardized tools. Also, the IT decision-making was fractured/ region-specific and not aligned with the overall IT strategy of the organization. The client faced challenges because of fragmented, and with limited BU participation, leading to limited global leverage, cost take-out and efficiencies of scale. Client faced challenges with personalized & value-added content, content commoditization & multi-channel/ media delivery. The client, while having a federated IT, demanded a technology organization to serve its global expansion strategy

GLOBAL SHARED SERVICES SOLUTION

HCL through GSS proposed a comprehensive solution that addressed the business and operational transformation of back office IT (application), and assured realization of year-on-year cost reduction.

HCL defined a roadmap for the client's back office transformation, through a consultative led Discovery to Deploy phase

HCL has a proven record of enabling Global Shared Services for many well-known clients in exactly similar contexts, thus further creating a good fit for the current engagement.

ENGAGEMENT OUTCOMES

- Substantial cost reduction over the deal term
- Faster turnaround of requests and hence higher CSAT The partner generated
- Additional cost savings through clear governance definition of the GSS; thereby effectively partnering the client for transformation programs in CRM & E Commerce
- Transformation: HCL is working with the client to transform e-Commerce, ERP, BI, CRM, and ensure integration across its business units/ geographies. Also, Business Aligned IT led collaborative efforts between the two organization's architecture groups will yield long term results to fuel business growth



Hello, I'm from HCL! We work behind the scenes, helping our customers to shift paradigms and start revolutions. We use digital engineering to build superhuman capabilities. We make sure that the rate of progress far exceeds the price. And right now, 90,000 of us bright sparks are busy developing solutions for 500 customers in 31 countries across the world.

How can I help you?

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