

pulse

HCL BPO newsletter

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Honor to Shiv Nadar

Q3 Results

HCL BPO is positioned in the Leaders category in 2008 Global Outsourcing 100

HCL Technologies Ltd. – BPO Services (HCL BPO) ranks among the Top 10 'Leaders' Category of the prestigious '2008 Global Outsourcing 100' in the annual ranking of the world's best outsourcing service providers across all industries by the International Association of Outsourcing Professionals (IAOP). HCL BPO is also positioned 11th among the top 100 outsourcing vendors, thereby adding another feather to its cap!



The qualified companies on this year's 'Global Outsourcing 100' list hail from every corner of the globe and represent the elite and the highly established in their respective fields! They are well renowned in the market for the extensive range of cutting-edge services that they consistently provide. The 2008 Global Outsourcing 100 survey was conducted based on a rigorous global application and judging process. The companies were judged based on a set of measurable standards and evaluated by a panel of industry-recognized leaders having sound expertise in outsourcing. The companies were selected and ranked on the basis of their performance in categories such as size and growth, customer experience, depth and breadth of competencies, and management capabilities. The list comprises of the top companies from around the world and is a definitive ranking of the top outsourcing service providers.

Select Recent Customer Wins

UK based leading Property Management Company

HCL BPO has successfully carved out the process of UK's Leading Property Management Company from a Noida based BPO provider. The Client provides a one-stop-shop that offers a broad range of services related to management, maintenance, procurement, design, construction and insurance of property, and owns close to 2000 properties across UK. The Client's business is divided into three divisions – Insurance Services, Residential Management Group and Commercial Management Group and HCL caters to all these business divisions.

HCL BPO proved its mettle from the start of the transition phase, and the entire process of transition was done in less than 10 days; making HCL BPO go-live and provide uninterrupted services to the Client. HCL BPO provides F&A related and HR & Admin related services to the Client. They also provide services like AP, AR, Tenant Referencing, Credit Control, Statutory Accounting, Bank Reconciliation Statement,

Service Charge Reconciliation and Contract Completion. By this partnership, HCL endeavours to reduce the rent recovery cycle time, provide enhanced audit support and ensure up-to-date book maintenance for the Client.

Macau based Casino and Entertainment Resort

HCL BPO has acquired an onsite project from a casino gaming and entertainment resort facilities operator in Macau (neighboring Hong Kong). The project involves analyzing and establishing their Help-Desk Operations in Hong Kong and setting up the related ITIL compliant technology. The Client is one of the six companies that have been granted concessions to operate casinos in Macau. The Client operates a large Casino cum Entertainment Resort, which is being set up in Macau with a total investment of USD 2.5 billion. The business also includes the Mocha Clubs, which comprises approximately 1,100 gaming machines, making it the largest non-casino based operations of electronic gaming machines in Macau.



Shiv Nadar Awarded Padma Bhushan



Shiv Nadar, Founder and Chairman, of USD 4.8 billion HCL, one of India's leading IT companies, was awarded the Padma Bhushan by the President of India, Pratibha Patil on May 5, 2008. The Padma Bhushan is the country's third highest civilian

honour conferred by the President of India to recognize distinguished service of a high order to the nation, in any field. The award is not just an acknowledgment of HCL's many firsts in the technology domain or Shiv Nadar's contribution to the IT industry; but also of his efforts in the field of education and to the upliftment of public health in India.

"It is an honour to receive the award from the President. It is recognition of the efforts of every HCL employee who has supported and contributed to the growth of the company and in its journey from a barsaati (terrace room) to a global enterprise," Nadar said in a statement.

Shiv Nadar founded HCL in the mid-1970s and transformed the IT hardware company into an IT Enterprise by constantly reinventing his company's focus. Today HCL is one of the leading IT enterprises employing 55,000 professionals, with a global presence in 18 countries spanning locations worldwide. Armed with an uncanny foresight and a global outlook, Shiv Nadar has charted a defining growth path for his company as well as the Indian IT industry, both in India and across the world.



Business Highlights for Q3 FY 07-08

HCL BPO revenue up 13.5% YoY

- 13.5% increase in revenue YoY to USD 56.47 million
- 11.2% increase in EBITDA YoY to USD 14.67 million
- 18% increase in income from operations YoY to USD 11.57 million
- Number of Clients added to the following areas of business:
 - One in F&A,
 - One in SCM and
 - Two in TSS space
- Quarterly net addition to headcount: 1,374 (12% increase), taking the employee strength to 13,239

“ This was a quarter of consolidation for the BPO Division. We managed to sustain our profitability in spite of the various pressures on margins. Attrition was one of the lowest during this quarter, and there was a net head count addition of 1374 employees during this quarter ”

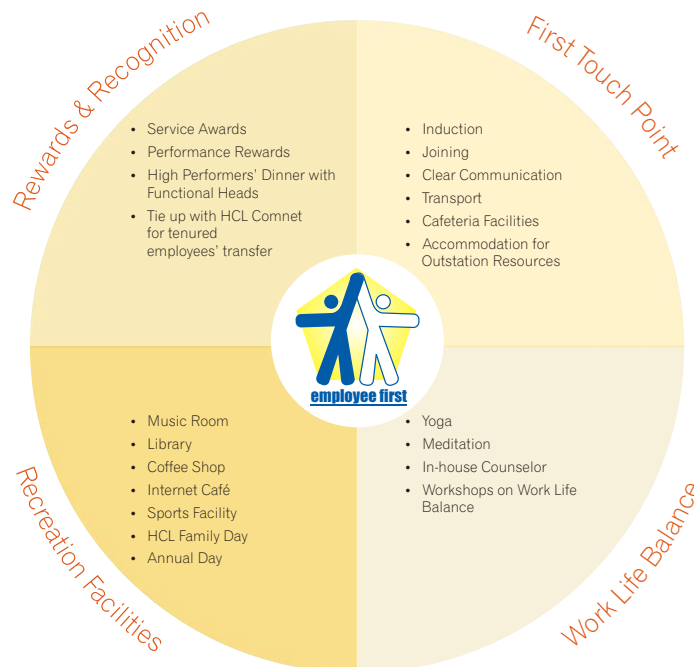
- Ranjit Narasimhan, President & CEO
HCL Technologies Ltd. - BPO Services



HCL BPO and Employee First Initiative

HCL believes that the key to customer satisfaction is with the employee. Today, in an industry like software, which is knowledge intensive and relies heavily on manpower, employee satisfaction has become a powerful strategy. 'Employee First' - a pioneering strategy envisaged by HCL has provoked a sea-change at the company level, and, in turn, greater customer loyalty, better engagements and higher revenues.

'Employee First' is an employee focused program that gives people whatever they need to succeed - be it space to grow, time to think or tools to use. It's about maximizing personal potential rather than monitoring professional performance.



HCL's enlightened approach to employee development also focuses on giving people the implements to succeed: be it a virtual assistant or talent transformation sabbaticals; expert guidance or fast track growth; inner peace or democratic empowerment. 'Employee First' is a five fold path to individual enlightenment to ensure that people are given Support, Knowledge, Recognition, Empowerment, and Transformation.

In 2007, Prof. Linda Hill, world renowned authority on Leadership and Innovation Strategies started teaching a case study she co-authored with Prof. Tarun Khanna and Emily Stecker. The case study was on HCL Technologies focusing on its unique transformation over the last two years, highlighting 'Employee First'. This world-class case study will go down the annals of history as an example when future business leaders talk on "Strategy and Leadership" and will be taught over the years across the world in the coming months.

Forbes has referred to HCL as the "World's most modern business" on 'Employee First', and Business Week has this to say about the program: "Employee First' is a new and radical management philosophy, the world will catch on with sooner or later"