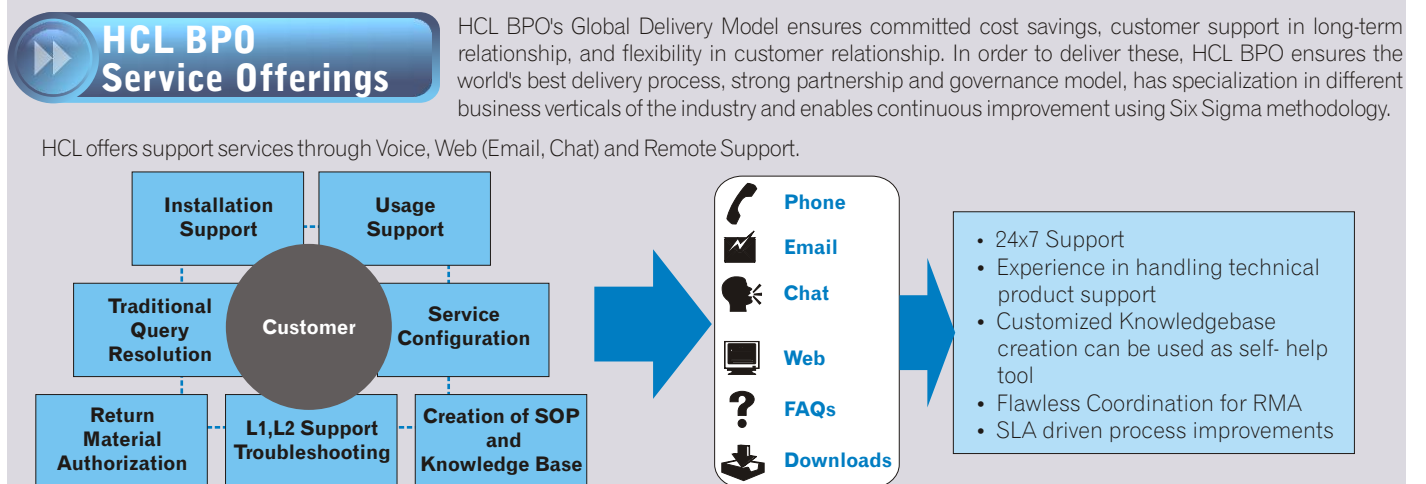
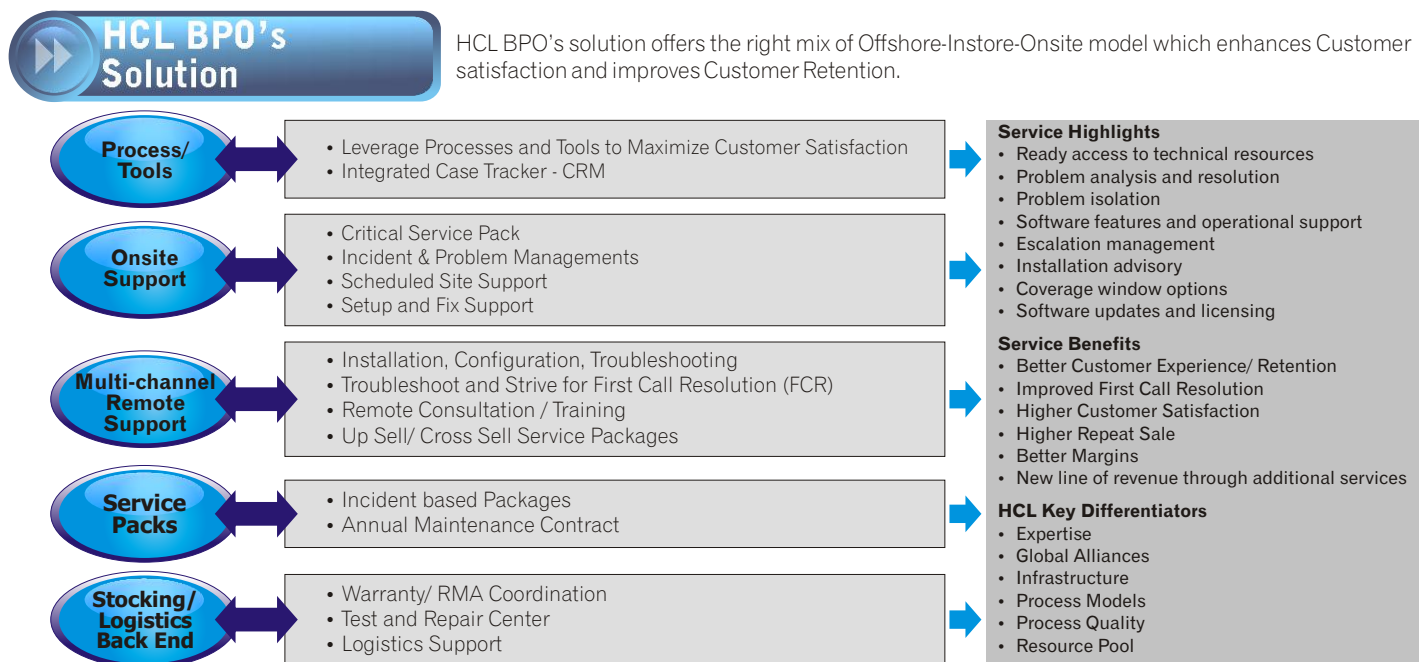


Redefine Customer Satisfaction



In the current scenario, industry majors are outsourcing technical support not just for cutting costs, but for transforming their business processes and providing strategic business value. Under the gamut of services provided, the role and importance of hardware technical support services has been redefined and is seen as an integral part of the service function.

HCL BPO's robust and reliable hardware support program with experienced trouble shooting expertise ensures efficient performance of your network equipment. With technically skilled manpower, HCL BPO provides solutions to rectify your critical hardware problems and supports a multitude of vendor hardware by ensuring speedy back up. HCL BPO's competent technical support team also ensures flexible and scalable support systems that will accommodate the needs of a variety of users, and keeps response time to a minimum.



HCL BPO Expertise

HCL BPO's experienced team of engineers provide customers with:

- Timely and accurate resolution
- Reduction in operational costs
- Faster scale up of global operations
- Greater quality and operational efficiency
- Improved Customer Satisfaction

HCL BPO currently provides support to a leading manufacturer of digital storage devices based in US and having its operations in US, Europe & Asia/Pacific. Products include—memory cards, USB flash drives and card readers.

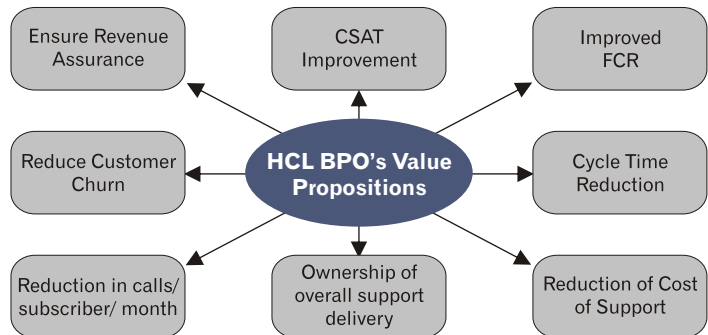
HCL BPO's Value Adds

HCL BPO has offered the following value adds and benefits to the Client:

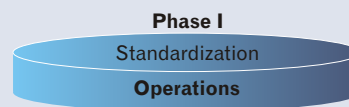
- Created and Implemented centralized knowledge base for the Client
- Drastically reduced Return Material Authorization (RMA) customer calls from 20% to less than 6%
- SPoC Service – Handling all the process of email, chat and voice which was handled by different service providers
- Process Certified for COPC Version 3.4
- Process Certified for ISO 9001:2000 and ISO 14001:2004

Business Benefits

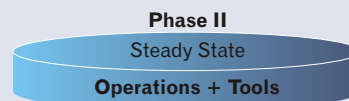
HCL BPO adds significant value to software organizations. In addition to cost arbitrage, HCL BPO increases the productivity and efficiency of the process, thereby transferring the business benefits to the Client organization year-on-year.



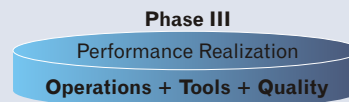
HCL BPO - Increasing Customer Value Proposition



- Initial process with ramp-up if successful
- Maintaining Quality
- Initial Cost savings
- Expert Transitioned Approach



- Evaluate Technology, Automation and Consolidation option
- Continuous monitoring of controls



- Six Sigma approach
- Consolidation across operations and process
- Maximize savings through better turn-around and Higher FCR and CSAT

- Efficient work methodology and quick ramp-up focusing on the business building capabilities
- Utilization of COPC standards and Six Sigma tools for internal operating procedures and process control measures respectively
- Increased credibility by sustained delivery
- Quick turnaround time
- Focus on bringing about a significant reduction in call volumes, improved FCR, and customer satisfaction
- Business-metric driven solutions rather than process metrics
- World class delivery infrastructure with disaster recovery for uninterrupted 24/7 operations
- Robust mechanisms to measure and enhance customer satisfaction
- Vertical expertise spanning BPO, Software, Infrastructure

HCL Advantage

About HCL

HCL, with \$ 4.8 bn revenue and 55,000 professionals operating in 18 countries, is one of India's leading global IT services companies providing software-led IT solutions, remote infrastructure management and BPO services. HCL's BPO division provides customers with world class offshoring, business process migration, project management and technology strengths. HCL provides solutions across select verticals like Retail & Consumer, Banking & Financial Services, Insurance, Hi-Tech & Manufacturing, Telecom, and Media & Entertainment (M&E). HCL BPO ranks 3rd globally for Highest Client Satisfaction as per Black Book of Outsourcing, 2007.

Give your company the advantages of HCL's Technical Support solutions. To schedule a meeting or to set up a pilot, mail our Technical Solutions Expert to marketing.bpo@hcl.in

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