

Telecom Collections

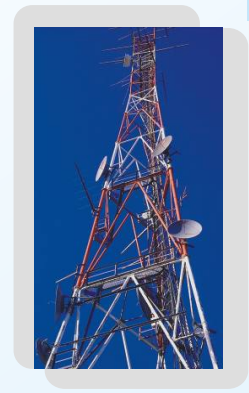
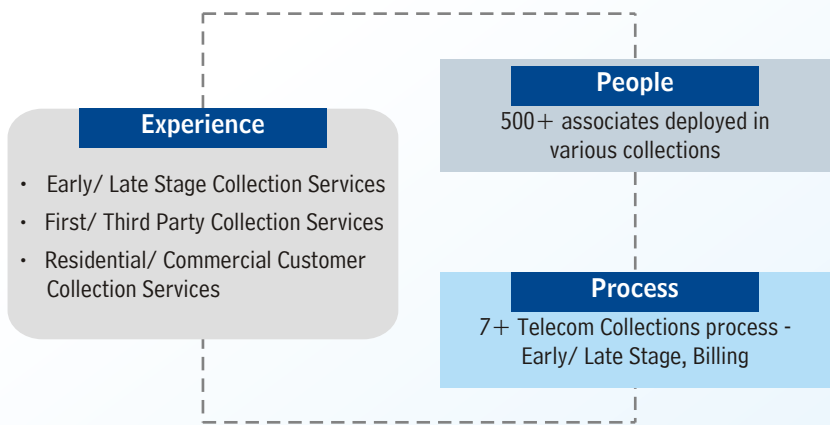
Mega trends and multidimensional changes like analog to digital technology, wired to wireless, narrowband to broadband, communication to information are transforming the Telecom industry. This radical phenomenon is re-shaping the telecommunications industry's future and the implications of these changes are impacting the telecom companies globally. To keep up with the changing trends, Telecom companies are evolving into full-service communication providers delivering high-speed connectivity and hordes of value-added services.

In the face of the continuing challenge of delivering a solid bottom line in today's telecommunications

industry, companies need to have more proactive strategies to handle every step of financial interactions. The telecommunications industry loses in excess of USD 10 Billion annually because of bad debt. Customers that are delinquent on their bills create a drain on revenue and also pose a risk to the company overall.

To meet this competitive reality and the rising challenges, Telecom operators world over have begun adopting 'Business Process Outsourcing' to maximize their profits and winning best returns on the investments made, besides better branding in the industry.

HCL expertise



First Company in India and Third Company in the World to secure COPC Certification for 'Collections' Process

Business benefits

- Reduced Daily Sales Outstandings
- Increased Cash Flow
- Faster Payment Dispute Resolution
- Reduce Working Capital Borrowings
- Increased Operating Margin
- Reduced End-customer Complaints

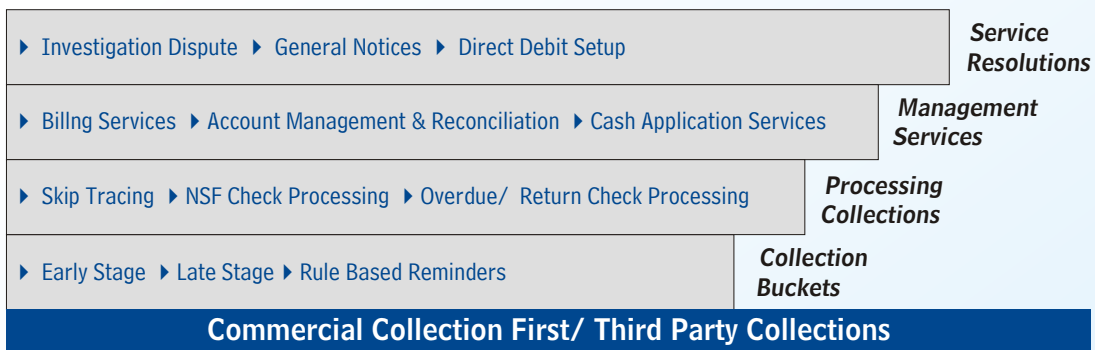
HCL advantage

- HCL's Telecom vertical is perfectly positioned with assets that cut across all the various telecom structures - from wireless, wireline to equipments or ISVs. Our end-to-end, integrated offerings include turnkey implementations, System integration and concept to field implementation - to services like Remote Infrastructure Management and Business Process Outsourcing across all elements of Communications Eco System i.e. Telcos, ISVs & OEMs
- Our strong partnerships with processor companies, EMS vendors and some players in OS space help us in our unique time-to-market proposition. Today HCL takes pride in its 50+ success stories in networking solution, service provider and equipment manufacturing space – working with some of the most successful companies in the communications sector
- HCL's telecom covers the depth and breadth of this domain with its integrated offerings from a triad of software services, business processes and infrastructure management
- HCL has been significantly involved in Call control and signaling, wherein SIP PBX, Audio Video Conferencing Applications and Products have been comprehensively developed and tested. In the Convergence Space, HCL has an exhaustive experience in Enterprise and Carrier grade VoIP solutions. HCL has strong presence in the mobile applications arena that include Mobile Multimedia, Mobile Gaming, Audio Video Codecs etc.,
- The service areas are :

Network & Systems Management Processes	Service/Product Development Maintenance Processes	Customer Care Processes
<ul style="list-style-type: none"> • Network Planning & Development • Network Provisioning • Network Inventory Management • Network Recovery • Network Data Management 	<ul style="list-style-type: none"> • Service Planning Development • Service Configuration • Service Problem Resolution • Service Quality Management • Rating Discounting 	<ul style="list-style-type: none"> • Sales • Order Handling • Problem Handling • QoS and SLA Management • Invoicing Receivable

HCL offerings

HCL offers end-to-end collection services that help organizations from an early stage deduction to actual collections to dispute resolutions.



HCL BPO Services is a division of HCL Technologies Limited, a Global Technology and IT Company. HCL as a group is a 31-year-old enterprise, with USD 4.8 billion revenue and 55,000 professionals who operate out of 18 countries.

HCL BPO is one of the early players of Business Process Outsourcing. With 40 customers (14 Fortune 500/ 11 Fortune Global 500), 150+ processes and 13,200+ professionals operating out of India and Northern Ireland, HCL BPO has strong domain knowledge and runs quality driven processes. HCL BPO Services ranks 3rd in Highest Satisfaction for Business Process Outsourcing by the Black Book of Outsourcing, 2007. HCL BPO Services is the largest BPO service provider in Northern Ireland and ranks 2nd in the Global Peer Group of BPO Service Providers.

Contact Us:
HCL Technologies Limited
BPO Services
 marketing.bpo@hcl.in
 www.hclbpo.com
 www.hcl.in