

pulse

HCL BPO newsletter

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Message from CEO

Select Wins



Michael Ryan, Chair of Business in the Community NI, presents Paul Duddy and Kevin Houston from HCL BPO Services (NI) Ltd with their Charter

HCL NI wins Business in the Community award for Best Health & Wellbeing Strategy

HCL won the Business in the Community award for Best Health & Wellbeing Strategy.

Business in the Community aims to highlight the business benefits of better health at work and to make reporting on workplace health issues commonplace in UK boardrooms.

HCL was recognized for its effective health and well-being strategy, and for the way in which HCL implements this strategy in a variety of ways – firstly, through a pro-active approach to avoiding work related health problems, secondly by providing ergonomic training to all staff and a strict policy regarding frequent breaks, and lastly by ensuring employee mental health through awareness training and support from partners such as Carecall and Action Mental Health. HCL has embraced a holistic approach to employee well-being.

HCL believes that its work life balance policy has helped the organization retain over 400 staff that otherwise would have left if they did not receive adjustments to working arrangements.

- 51 employees have signed up to participate in smoking cessation clinics
- There has been a 31% increase in uptake of healthy eating options
- A 58% increase in use of the Carecall service through proactive promotion
- A 28% reduction in attrition rates
- A 7% reduction in absenteeism



Infonova, HCL BPO Announce Joint Go-To-Market With BSS 6

New service to enable convergent Telcos & Media operators to outsource complex Order-to-Cash triple and quad play services.

INFONOVA and HCL Technologies Ltd. - BPO Services announced a joint go-to-market with Infonova's BSS 6. The flagship application Infonova Next Generation BSS 6 provides a proven business transformation model to put state-of-the-art Business Support Systems into efficient operation.

Through the combination of Infonova's end-to-end Order-to-Cash whitelabeling BSS capability and HCL's leadership in Process Outsourcing, the partnership would address the concerns of clients that have 'hard wired' inefficient systems and processes. Infonova and HCL would provide operators with a transformational outsourcing of the Order-to-Cash process for clients with any combination of service offerings including complex triple/quad play.

The high level of process automation delivered by Infonova's non-intrusive end-to-end BSS umbrella operated by HCL's process experts will bring broader impact for clients, with higher predictability, scale-ability, replicate-ability, forecast-ability, as well as the opportunity to outsource business transformation.

As a result of this partnership, the client will experience a dramatic improvement to all their operating metrics and faster outcomes than usually delivered by conventional outsourcing techniques.



This quarter, HCL BPO continued its focus to move away from linear monotonic growth and delink the growth in revenue from the growth in headcount, while strengthening our platform-based service offerings. HCL successfully completed the integration of both its acquired entities – Liberata Financial Services and Control Point Solutions. These two acquisitions underpin the strategy to reinforce our platform-based services offerings." -

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



Select Recent Customer Wins

Cabinet-level foreign affairs agency of the United States government

The Cabinet-level foreign affairs agency of the United States government has entrusted HCL BPO with a prestigious project. The scope of the engagement includes converting non-tagged inputs in PDF, HTML and E-volumes to tagged XML documents in order to facilitate better understanding throughout the confidential volumes of documents.

Taking into consideration the confidentiality of information being handled, HCL has employed XML consultants to simplify the client provided codes to expedite the process. Tagging software Epsilon is deployed for flawless tagging. Quality Assurance process is followed before as well as after the compilation of tagged XML volumes documents to ensure the accuracy in format, content and references (tags) of the documents.

HCL BPO with its XML code generation, tagging accuracy and speed expertise provides Quality Assurance through error identification and rectification in XML format

Largest Mutual Retailer in UK

HCL BPO inked an agreement for high-end analytics support with UK's largest mutual Retailer, further expanding upon the existing relationship that began earlier with HCL Technologies Ltd. With over 4,300 retail outlets, the company is the fifth largest food retailer and the 3rd largest retail pharmacy chain.

HCL BPO's KPO unit provides high-end analytics services to support the Client in Demand Forecasting for effective Inventory and Promotion Planning through various statistical modelling techniques. The engagement has helped the client in making store level forecasting, thereby reducing inventory holding cost and increased promotional effectiveness. HCL BPO bagged the deal largely due to its in-depth domain understanding and Analytics expertise. Some of the other Data Analytics and Business Intelligence services that HCL BPO provides are Spend Data Management, Retail Analytics, Web analytics, Marketing Analytics, Market Research, Customer Analytics and Reporting.

Leading Japanese pharmaceutical company

HCL BPO won a prestigious deal from a leading pharmaceutical company in Japan.

According to the scope of this engagement, HCL BPO does indexing of Clinical, Regulatory and Safety documents into a macro enabled spreadsheet provided by the Client, where HCL identifies the document type, indexes it in appropriate fields in the spreadsheet, and then uploads them on to a shared FTP for final upload of documents in Bulk loader. After indexing and Quality Assurance is complete, HCL's onsite experts upload these documents in RIMS application (a web based application which stores .pdf files and indexed fields).

