

## Advantage

**Leveraging HCL transition experience:** HCL BPO has customised its proven knowledge transition processes/quality methodology to transition work from offshore locations in US/Europe to its delivery centres ensuring risk mitigated, quick and cost effective transitions.

**Integrated service provider:** HCL BPO is one of the leading vendors providing Operations, Technology & Infrastructure integrated services. These integrated services provide immense intangible benefits like reduced process duration, higher appreciation of business criticality, micro level operational details etc.

**End-to-End service capability:** With over 170 processes running, HCL BPO has in-depth experience and knowledge in addressing the existing and emerging outsourcing requirements of Clients from varied industry segments.

**Continuous investment in Technology:** DS3 network, Platforms and call centre specific tools. HCL BPO's IT focus being Server consolidation, application consolidation and Compliance.

**Quality certifications:** With stringent internal metrics and audit systems, its Quality certifications include COPC 2000 (CSP Release 4.0), ISO 9001:2000, OHSAS 18001 and ISO 14001:2004 for environmental management; ISO 27001 and audit certification in SAS 70.

**Flexible and Innovative Partnership Models:** HCL BPO's ability to align with the changing needs of its customers has been a hallmark in all its relationships and is among the key reasons why its customers cherish their relationship with the organisation.

MOVING UP  
THE LADDER...



### Recognitions . . .

- Ranked 3rd in the BPO Employee Satisfaction survey 2008 – DQ IDC
- HCL BPO won 2008 CIO 'Bold 100' award - CIO-IDG India
- HCL BPO won Technology Award 2008 - Indiatimes BPO Industry Awards
- Rated among the Top 10 Global Service Providers - Gartner
- Rated in the “Leaders” category and ranks 11th among global service providers – IAOP
- Ranked 4th globally among the top 10 Business Process Outsourcing vendors - The Black Book of Outsourcing

### Global Presence

