

# Snapshot

## HCL Technologies Limited. - Business Services

HCL is a 34-year-old enterprise, with USD 5.5 billion revenue, 80,000 professionals operating out of 31 countries. HCL Business Services is a division of HCL Technologies Limited, a Global Technology and IT enterprise and is one of the early players in Business Process Outsourcing in the world.

<p><b>Revenue</b> USD 214 Mn*</p>	<p><b>Geographic Presence</b> US, UK, APAC, Europe and South America</p>	<p><b>Professionals</b> 11,500+</p>	<p><b>Languages</b> 8 European Languages</p>
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- Pioneered Third Party BPO operations in India, the Integrated Global Delivery Model and the Platform Business Model
- Pursuing a revolutionary maturity level where a new form of BPO called 'Transformational BPO' is evolving which constitutes Full Process and Multiple Process outsourcing
- A decade of industry experience, and winner of several industry awards and recognitions

10,500+ professionals operating out of 26 delivery centres across India, UK, USA, South America, East Europe, and APAC, offering 24x7 multi-channel, multi-lingual support in 8 European languages

- Delivers the entire gamut of business services with deep industry, micro-industry and process knowledge

<p><b>Business Focus</b></p>	<ul style="list-style-type: none"> <li>• <b>Vertical industry specific solutions:</b> <ul style="list-style-type: none"> <li>➢ Banking, Financial Services &amp; Insurance</li> <li>➢ Healthcare</li> <li>➢ Media, Publishing &amp; Entertainment</li> <li>➢ Telecom, Retail</li> <li>➢ Utilities &amp; Public Services</li> <li>➢ Hi-Tech, Manufacturing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Cross industry horizontal solutions:</b> <ul style="list-style-type: none"> <li>➢ Finance &amp; Accounting Outsourcing</li> <li>➢ Human Resource Outsourcing</li> <li>➢ Customer Relationship Management</li> <li>➢ Knowledge Process Outsourcing</li> <li>➢ Technical Support Services</li> <li>➢ Supply Chain Management</li> </ul> </li> </ul>
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- Best in class BPO enablers across delivery, innovation and governance
- First BPO company in the world to be appraised at Maturity Level 5 of People CMM.

### Quality & Compliance

- Process – ISO 9001
- Environment – ISO 14001
- IT – ISO 20000
- IT Security – ISO 27001
- COPC
- CCA
- SAS 70 Compliant
- OHSAS 18001

