

Snapshot

HCL is a 32-year-old enterprise, with USD 5 billion revenue, 59,000 professionals operating out of 20 countries. HCL BPO 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.

- **The first Indian BPO to enter the Telecommunications Expense Management (TEM) market**
- **HCL BPO ranks among the Top 10 ITeS-BPO companies in India (NASSCOM & Dataquest)**
- **Largest BPO service provider in Northern Ireland**
- **Won the largest engagement in Indian BPO history**
- **Largest provider of Telecom BPO services in Asia**
- **First Indian BPO to be COPC certified for Collection Services**
- **Pioneered blended - shore operations for Indian BPO service providers**



HCL BPO offers a comprehensive range of voice/web based contact and front-office services like technical support services, supply chain management, finance and accounting services, knowledge and legal services, customer life cycle management and more. HCL BPO Services represents one of the most significant strategic business extensions and investments to date. Consistently ranked among the top ten outsourcing companies in India, HCL BPO Services operates out of various locations in India, as well as in US and UK.

Business Revenue* • US\$ 233.75 Million	Business Focus – Retail / Telecom / BFS / Insurance / Hi-Tech & Manufacturing / Media, Publishing & Entertainment Wing to Wing Solutions Order to Cash, Procure to Pay, CRM & Technical Support Services Quality and Compliance Driven Delivery COPC, ISO 9001:2000 ISO 27001:2005, ISO 20000:2005, SAS 70 Compliant ISO 14001:2004, OHSAS 18001:2007 Purdue Benchmark: Ranked 2nd in the Global Peer Group Six Sigma, BPR & Continuous Innovation for Continual Improvement Technology Upgrade EnsureIT an IT Service Management (ITSM) Programme Targets to deliver 99.9% of service uptime Multi-lingual Support 8 European languages
Customers • 103 (27 Fortune 500 / 27 Fortune Global 500)	
Processes: 170+	
Professionals: 12,750+	
Global Delivery Centres • 11 centres in India • 6 centres in UK • 4 centres in US	
Service Offerings • Business Generation • Operations Management • Management Decisioning • Platform Based Services	
Key Relationships – BT, Macy's, Safeway, Deutsche Bank, Office Depot	

*Trailing Twelve Months (TTM) as on 31st December, 2008

The focus on and commitment to BPO is based on the following assets and attributes:

- Global Client Base & Relationships
- Global Presence & Reach
- Related Technology Domain Expertise
- Relevant Industry Practices