

HCL Tech shifts focus to BPO biz, plans expansion

S RONENDRA SINGH

New Delhi

MAJOR information technology (IT) firm HCL Technologies' (HCLT) business process outsourcing (BPO) vertical has been in losses for almost two years as the company's focus was elsewhere. However, after managing all other verticals and converting them into profitable businesses, the company is now giving a leg up to BPO services as well.

With delivery centres primarily in India, UK, US and Poland, HCLT will have a delivery centre in Asia Pacific region, probably in China or Philip-

pines. The company that had maximum business from telecom sector will now focus on other areas. "We are close to closing a deal at this point in time. We do set up new delivery centre every five-six months and a full team dedicated for this. We are planning expansions in China and Philippines to increase our delivery footprints in these locations," president, business services (BPO) and corporate VP, HCLT, Rahul Singh told *Financial Chronicle*.

He said the company has decided to service banks, insurance, healthcare, and media, publishing and entertainment sector clients. Rahul

Singh said the company had decided to transform BPO five quarters back and had set a deadline that it would take six-seven quarters to transform.

"We had two-prong approach to improve our BPO and go after businesses within BPO business that were either in loss making or were not in sync with adequate perspective and refocus on some accounts apart from exploring new opportunities," he said.

However, he said the company was looking at providing services to clients outside India rather than those within through its BPO. And media, publishing, entertainment,

insurance and banking are important verticals for non-voice BPO, he added. The company plans to enter into tier-I and II cities. When asked if the company is not a late entrant into these areas, Singh said that lot of BPO work especially in these areas are of transformational work and HCLT is looking at delivering them from tier - II cities through non-voice based services. HCLT has around 11,000 employees for BPO vertical with about nine percent of these personnel located onshore while rest 91 percent placed offshore.

ronendrasingh
@mydigitalfc.com