

February 13, 2026

The General Manager
BSE Limited
Listing Department
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400 001

BSE Scrip Code: 532281

The Manager
National Stock Exchange of India Limited
Listing Department
Exchange Plaza
5th Floor, Plot No. C-1, Block-G
Bandra-Kurla Complex, Bandra(E)
Mumbai-400 051

NSE Scrip Code: HCLTECH

Subject: Release – “HCLTech and Cisco launch AI-powered Fluid Contact Center solution”

Dear Sir/Madam,

Enclosed please find a release on the captioned subject being issued by the Company today.

This is for your information and records.

Yours faithfully,
For **HCL Technologies Limited**

Manish Anand
Company Secretary

Encl.:a/a

HCLTech and Cisco launch AI-powered Fluid Contact Center solution

NEW YORK and NOIDA, India, Feb 13, 2026 — [HCLTech](#), a leading global technology company, today announced the launch of an enhanced version of its Fluid Contact Center solution in collaboration with Cisco.

The solution features AI and cloud-enabled capabilities to help enterprises transform customer engagement. It combines Cisco's AI-powered and cloud-based Webex Contact Center platform with HCLTech's expertise in Contact Center as a Service (CCaaS) transformation to enable enterprises to adopt AI and GenAI-driven features that enhance service responsiveness and operational efficiency.

The solution includes multilingual virtual agents, conversational IVR, agent-assist tools, analytics, proactive monitoring and industry-specific use cases. Built for flexibility and easy integration, Fluid Contact Center supports guided migration to CCaaS, simplifies technology adoption and provides end-to-end experience assurance to help enterprises significantly improve service delivery and enhance customer satisfaction.

"As the contact center landscape is evolving rapidly, from reactive support to proactive and now predictive engagement, GenAI and cloud-native architectures are redefining what exceptional customer experience looks like," said Gurpreet Singh Kohli, Executive Vice President and Head of Networks and Contact Center Business Unit at HCLTech. "Our collaboration with Cisco, a trusted partner for more than three decades, is focused on reshaping customer journeys and delivering transformative CX outcomes together."

"At Cisco, we are committed to empowering our partners to deliver innovative solutions that elevate customer experience," said Shannon Leininger, Vice President of Global Partner Sales at Cisco. "By combining Cisco's AI-powered Webex Contact Center with HCLTech's AI and GenAI expertise, we are enabling enterprises to deliver smarter, more personalized engagement and set a new benchmark for modern contact center innovation."

HCLTech and Cisco share a strategic relationship spanning over 30 years across multiple Cisco technology architectures, including engineering, IT and customer experience (CX)—supporting clients in more than 60 countries. Learn more about the HCLTech–Cisco alliance: <https://www.hcltech.com/cloud/cisco>

About HCLTech

HCLTech is a global technology company, home to more than 226,300 people across 60 countries, delivering industry-leading capabilities centered around AI, digital, engineering, cloud and software, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, High Tech, Semiconductor, Telecom and Media, Retail and CPG, Mobility and Public Services. Consolidated revenues as of 12 months ending December 2025 totaled \$14.5 billion. To learn how we can supercharge progress for you, visit hcltech.com.

For further details, please contact:

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