HCL Technologies recognized as the Most Innovative Services Provider in Nordic region

KPMGs Nordic Survey ranked HCL Number One in ten of eleven Satisfaction Indicators

Stockholm/Noida, July 1st, 2013 – HCL Technologies (HCL), a leading global IT services provider today announced that it has been named as a leader in innovation in the Nordic region. This accolade comes as part of a 2013 Nordic IT Outsourcing Service Provider Satisfaction and Performance Survey by KPMG, which studied the customer vendor satisfaction and performance of outsourcing service providers in the region. The study evaluated 19 services providers along with more than 330 unique outsourcing contracts and participation from CIOs & CXOs of top 200 IT spending organizations across the Nordic region.

Number one in ten of eleven satisfaction indicators

The study evaluated HCL as the services provider with most strategic importance to its customers. HCL recorded highest industry scores across all vendors on ten out of eleven satisfaction indicators, including Innovation, Price, Risk, Operational relationship, Strategic Relationship, Flexibility, Governance, Transition and IT Security. HCL's customers are the most likely to recommend their services provider to other customers, 91% versus industry average on 65%. HCL came out to be the only India originated services provider without any unsatisfied customers. Compared to previous year's surveys, HCL has shown progressive improvement in its performance on all comparable metrics.

Ashish Gupta, Senior Vice President and Head EMEA, HCL Technologies ISD said, "HCL has recorded strong growth in the Nordic region in the last years. This is the third consecutive year HCL comes out with the TOP SCORE ON INNOVATION in the KPMG survey, recognized by 76% score versus industry average of 55%. The achievement goes across our service lines and is only achievable due to HCL's passionate employees a great culture of working collaboratively with our customers and a mindset where each part of the HCL organization is driven on creating value through innovation in client engagements."

Reason for HCL innovation strength

The source of HCL innovation capability can be attributed to HCLs recognized leadership approach "Employees First, Customers Second" where all 90000 employees becomes empowered and engaged in proactive idea generation for HCLs customers, recognized as "Ideapreneurship". HCL has benefited through its definite strength in the domain of Engineering and R&D services as the service line is a constant source of innovative concepts and frameworks, which are also reused in deliveries of IT and Business Process Outsourcing Services. HCL's Product Engineering Services group has filed over 1250 Patents on behalf of HCL Customers. Five of 75 patents last year were filed for Nordic customers."

In order to be ranked in the report, service providers must have at least eight client evaluations with each a minimum annual contract value of €1 million. The data is collected via web-based survey and total confidentiality is assured for participants including CIOs, CFOs, CXOs or immediate direct reportees.



About HCL Technologies

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on 'transformational outsourcing', underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers our 84,403 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US$ 4.5 billion (Rs 24,709 crores), as on 31st March 2013 (on LTM basis). For more information, please visit www.hcltech.com

About HCL Enterprise

HCL is a $6.2 billion leading global technology and IT enterprise comprising two companies listed in India – HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 90,000 professionals of diverse nationalities, who operate from 31 countries including over 500 points of presence in India. For more information, please visit www.hcl.com

Forward-looking Statements

Certain statements in this release are forward-looking statements, which involve a number of risks, uncertainties, assumptions and other factors that could cause actual results to differ materially from those in such forward-looking statements. All statements, other than statements of historical fact are statements that could be deemed forward looking statements, including but not limited to the statements containing the words 'planned', 'expects', 'believes',' strategy', 'opportunity', 'anticipates', 'hopes' or other similar words. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding impact of pending regulatory proceedings, fluctuations in earnings, our ability to manage growth, intense competition in IT services, Business Process Outsourcing and consulting services including those factors which may affect our cost advantage, wage increases in India, customer acceptances of our services, products and fee structures, our ability to attract and retain highly skilled professionals, our ability to integrate acquired assets in a cost effective and timely manner, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, the success of our brand development efforts, liability for damages on our service contracts, the success of the companies /entities in which we have made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property, other risks, uncertainties and general economic conditions affecting our industry. There can be no assurance that the forward looking statements made herein will prove to be accurate, and issuance of such forward looking statements should not be regarded as a representation by the Company, or any other person, that the objective and plans of the Company will be achieved. All forward looking statements made herein are based on information presently available to the management of the Company and the Company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the Company.

For details contact

HCL Technologies Ltd.
Ajay Davessar
Head, External Communications
ajay.davessar@hcl.com

