



HCL – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of HCL is a comprehensive assessment of Wipro's automation and AI-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

HCL began its autonomics program in 2011, expanding this into RPA and AI in 2013. Since then HCL has developed enhanced tools for managing RPA and AI, within its DRYICE™ autonomics and orchestration framework which covers automation of IT, infrastructure, ADM as well as automation of business processes.

HCL's BPS leverages its RPA and AI capabilities in support of its industry-specific services which cover retail and investment banking, manufacturing, capital market, logistics, telecom, real-estate, and healthcare. HCL's first RPA engagement began in 2014, for a bank based in Europe.

While organizations are increasingly encouraging the involvement of their re-engineering group in RPA & AI assessments and implementations, RPA is sometimes still implemented over unnecessary process steps and it can be easy to overlook the need to review and update process controls which may change as a result of process re-engineering and automation. Indeed, there remains a danger that these three activities of process controls, process improvement, and automation are treated by organizations as separate initiatives with separate teams, with the possibility that the risk compliance team, lacking involvement, might raise serious concerns over step elimination or the tactical RPA implementation.

In response, HCL has introduced its "3-Lever BPM Approach" integrating these three activities to develop a single & unified view of the to-be process and bringing together the Office of Regulatory Compliance, Process Improvement team & Office of Automation within its "3-Lever BPM Approach" to combine risk analysis, Lean studies, and automation using RPA and AI within a single framework. HCL perceives that the three studies have different goals but the steps to achieving them are almost the same: process mapping.



Scope of the Report

The report provides a comprehensive and objective analysis of HCL's offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
Conduent
DxC
EXL
Genpact
HCL
HGS
IBM
Infosys
LTI
Mphasis
NIIT Technologies
NTT Data Services
Sopra Steria
Sutherland Global Services
Swiss Post Services
Tata Consultancy Services
Wipro
WNS.