



HCL Technologies – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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7 pages

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of HCL Technologies is a comprehensive assessment of HCL Technologies' automation-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 Technologies revenues in FY 2016 ending March 2016 were US\$6,235m and the company had a headcount of ~104,896 personnel. HCL's Business Process Services (BPS) accounted for ~5.3% of HCL Technologies revenues.

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.



Scope of the Report

The report provides a comprehensive and objective analysis of HCL Technologies' 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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Report Length

7 pages

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

Arvato
Capgemini
Cognizant
Dell Services
EXL
Genfour
Genpact
HCL
HGS
HPES
IBM
Infosys
L&T Infotech
Mphasis
NIIT Technologies
Sopra Steria
Sutherland Global Services
Swiss Post Services
Symphony
Tata Consultancy Services
Wipro
WNS
Xerox Services