IT Seminar in Kobe

An Industrial Case Study on Benefits and Cost Competitiveness, due to Software Upgradation

September 5th 2019
HCL Japan Ltd.
India: IT Industry Overview

Indian IT Exports FY2019E

- BFSI: 54%
- Hi-tech/Telecom: 16%
- Manufacturing: 11%
- Healthcare: 6%
- Retail: 4%
- Construction & Utilities: 4%
- Travel & Transportation: 2%
- USA: 2%
- UK: 17%
- Continental Europe: 12%
- APAC: 7%
- ROW: 62%

Advantage India

- Lower Service Costs
- Strong Technical Competency
- Innovation
- Solution Accelerators
India: Global Investment & Innovation Destination

Digital Skills
~ 600,000 engineers – Largest source of digital talent in the world

Digital Solutions
New Age CX Models, strategic partner network, energized GTM

Business Partner
~ 18,000 firms across IT services, BPM, Products, Engineering R&D

Service Delivery
Presence in 80+ countries 760+ ODCs worldwide

Diverse Business Models
Sourcing: Near-shore, on-shore, off-shore, local

Digital Partner
8,100+ firms offering digital solutions

GLOBAL BRANDS LEVERAGING INDIAN IT SERVICES

NEW TECHNOLOGIES CHANGING BUSINESSES
AI & Advanced Analytics
BlockChain
Cybersecurity
Devices & IOT
AR & VR

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HCL CORPORATE & HCL JAPAN OVERVIEW
HCL IS BUILD TO DELIVER INDUSTRY, TECHNOLOGY AND GEOGRAPHY FOCUSED SOLUTIONS

$8.9 Bn IN REVENUE
143,000+ IDEAPRENEURS
44 COUNTRIES

- Application Services
- Infrastructure Services
- Engineering & RnD Services
- Business Process Services
- Manufacturing
- Financial Services
- Life Sciences & Healthcare
- Public Services
- Retail & CPG
- Telecom, Media, Publishing & Entertainment
- Others

SUSTAINED CUSTOMER DELIGHT, WITH REVENUE AND EBIT GROWTH

FY18 (CSAT - 55.3)
FY17 (CSAT - 54.7)
FY16 (CSAT - 53.3)
FY15 (CSAT - 48.6)
FY14 (CSAT - 34.2)
FY13 (CSAT - 56.2)
FY12 (CSAT - 55.2)
FY11 (CSAT - 55.1)
FY10 (CSAT - 55.1)
FY09 (CSAT - 55.1)
FY08 (CSAT - 55.1)
FY07 (CSAT - 55.1)
FY06 (CSAT - 55.1)
FY05 (CSAT - 55.1)
FY04 (CSAT - 55.1)
FY03 (CSAT - 55.1)
FY02 (CSAT - 55.1)
FY01 (CSAT - 55.1)
FY00 (CSAT - 55.1)

REVENUE SPLIT

YoY growth
11.8% for HCL Corp
19.5% for HCL ERS
FY20 guidance:
16% YoY

INFRASTRUCUTURE SERVICES
#1 RATED INFRASTRUCTURE SERVICES PROVIDER
34000+ ideapreneurs
350+ relationships

APPLICATION SERVICES
#1 RATED APPS PROVIDER IN NORTH AMERICA
40000+ ideapreneurs
250+ relationships

ENGINEERING AND R&D SERVICES
WORLD'S LEADING ENGINEERING SERVICES PROVIDER
27500+ ideapreneurs
350+ relationships

BUSINESS SERVICES
FASTEST Growing BPO BUSINESS IN THE INDUSTRY
15000+ ideapreneurs
80+ relationships

KEY DIFFERENTIATORS

- Product Engineering DNA
- Digital at Scale
- Deep Partnerships
- Innovative Business Constructs
- Relationship Beyond the Contract
HCL HVAC CASE STUDY
Software / Hardware Platform Standardization in Manufacturing for one of the largest Japanese corporations

**KEY CHALLENGES**

- Diversified Product Mix
- Multiple Geos for Product Development
- Location Specific Product Development Processes

**KEY OBJECTIVE**

To Analyse the pain points in existing architecture & development process and provide recommendation for improvements on all aspects.

**BEFORE**

- 25+ Software architecture design variants
- 60+ Hardware Architecture design variants
- Variation in Microcontroller & PCBA Architecture

**AFTER**

- Standardized to 10 design variants
- Standardized to 40 design variants
- Scalable SW/PCBA Architecture to handle complex product portfolio

**BENEFITS**

- 20% Reduction in Costs
- 50% Improvement in productivity
- Time to market for product rollout reduced from 1 year to 6 months
HCL HEALTHCARE CASE STUDY
CARE PLATFORM: Class 3 Gateway Solution for Connecting Ophthalmic Systems in Hospital

An IoT solution connecting Diagnostic and Surgical instruments that streamlines information exchange

- Single Point Device Integration
- Improved Device Uptime
- More Surgeries per day
- Lower Operational Costs for Hospitals

EMR/DICOM Integration

Cloud Control with E-Commerce and Appstore Integration

Opthalmic Research Analytics
IOT Case Studies

Enable End-to-End IoT Transformation Journey Across Medical Device Sellers to Health Management Services Providers

**BENEFITS**

Improved customer satisfaction & retention by supporting 1Mn+ patients across 80+ countries

Enable Comprehensive Transformation of Engine Diagnostic Tools & Integration of Data Sources on a Single Platform.

**BENEFITS**

Reduced consumption of natural gas by ~12-18%, maintenance cost by 25-30%, downtime by 35-45%, and carbon footprint by 5-8%.

Deliver Smarter Energy Capabilities and Incremental Efficiency In Generation & Distribution Through IoT-based Infrastructure.

**BENEFITS**

Reduced bills to less than 1%; lowered meter reading staff costs by 40%; improved worker safety by enabling remote meter reading.
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