# **Enabling** Business **Evolution**

**HCL**
HCL INFOSYSTEMS LTD.

# Corporate **Information**

**BOARD OF DIRECTORS**

**Chairman & Whole-time Director**
Ajai Chowdhry

**Chief Executive Officer & Whole-time Director**
Harsh Chitale

**Chief Operating Officer & Whole-time Director**
J.V. Ramamurthy

**Directors**
Pradeep K. Khosla
V.N. Koura
E.A. Kshirsagar
D.S. Puri
Anita Ramachandran
Nikhil Sinha
Ajay Vohra

**CHIEF FINANCIAL OFFICER**    Sandeep Kanwar

**COMPANY SECRETARY**    Sushil Kumar Jain

**AUDITORS**    Price Waterhouse, Gurgaon

**BANKERS**    State Bank of India
Canara Bank
HDFC Bank Ltd.
ICICI Bank Ltd.
Societe Generale
Standard Chartered Bank
State Bank of Patiala
Hongkong and Shanghai Banking Corporation Limited

**REGISTERED OFFICE**    806, Siddharth, 96, Nehru Place, New Delhi - 110 019

**CORPORATE OFFICE**    E-4,5,6, Sector 11, Noida-201 301 (U. P.)

**WORKS**    R.S. Nos: 34/4 to 34/7 and part of 34/1, Sedarapet, Puducherry - 605 111

R.S. Nos: 107/5, 6 & 7, Main Road, Sederapet Puducherry - 605 111

Plot No. 77, 78, South Phase, Ambattur Industrial Estate, Chennai - 600 058

Plot No. SPL. A2, Thattanchavadi, Industrial Area, Puducherry - 605 009

Plot Nos. 1, 2, 27 & 28,  Sector- 5,  I.I.E - Pant Nagar (SIDCUL-Rudrapur), Distt. – Udham Singh Nagar,  Uttarakhand - 263 153

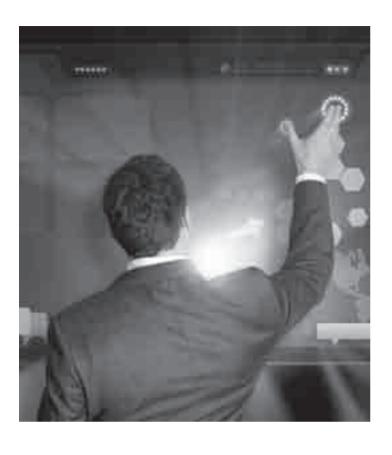F - 214, G - 215, EPIP, Sitapura Industrial Area, Jaipur, Rajasthan – 302 022

# Contents

**Enabling solutions**
for a sustainable tomorrow

Through technology that touches lives

**Business** that goes beyond numbers.

**Solutions** that go beyond tomorrow.

**Technology** that touches lives.

**In this value proposition lies the core of our operational philosophy. A philosophy that has evolved into a futuristic growth driver to enable transformational solutions beyond today to build a better and more sustainable tomorrow.**

Pioneering a new wave in Information & Communication Technology (ICT) through strategic initiatives in System Integration (SI) solutions and services.

Evolving solutions to effectively address the fast growing demands for System Integration in ICT.

Focusing our energies on expansion in emerging markets with a commitment to transform their technological landscape.

Going beyond today to develop sustainable and smart technological solutions that are geared to meet tomorrow's needs with a wide range of evolving technologies across diverse verticals addressing different market segments.

**Pioneering a sustainable tomorrow for the future generations through enabling solutions developed today.**

Because at HCL Infosystems, we anticipate the needs of the future to make tomorrow happen today with our smart and enabling solutions.
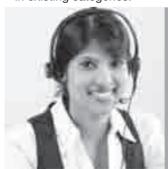
# 2010/11 **Highpoints**

## **Enterprise Business Unit**
### System Integration Solutions & Services

- Set up India's largest Airport Operation Control Centre (T3) for Delhi International Airport Limited (DIAL).
- Bagged country's largest Targeted PDS order from Madhya Pradesh Government.
- Deployed AFNET, country's first fully secured and reliable network for the Indian Air force (IAF) for net-centric combat and communications.
- Deployed Dial 100 solutions in Uttar Pradesh.
- Bagged a prestigious order from Census of India to digitise information for the world's largest Census operations in the world.
- Partnered with NetApp to provide storage-efficient cloud services. This partnership will help provide ITaaS to Government, Mid-Market and Small Enterprises.
- Bagged order from BSNL to deploy systems for consolidation of the BSNL billing process.
- Bagged prestigious Financial Inclusion project from Punjab and Sind Bank, Punjab National Bank, Syndicate Bank etc.
- Bagged order from Indian Air Force under its Systems Integration Defence Practice to supply, install and commission WCDMA Based Portable Wireless Network for Indian Air Force.
- Implemented Network Operating Centre project at ONGC to provide a complete IT infrastructure management solution.
- Emerged as the leading System Integrator for Power Reforms - Bagged project from JSEB to implement a state wide solution for Jharkhand State Electricity Board (JSEB).

## **Distribution**

- HCL Infosystems has increased its geographical reach and built an ecosystem of accessories. It has added new brands in existing categories.

## **HCL Service** & Support

- Launched 'HCL Care' this year, which is a multiplatform lifecycle services for consumers and enterprises for the following products: Set Top Box, Cameras, TFT & Peripherals, Desktops, Laptops and Mobile Phones.

## **Products**

- Launched India's first PVC & BFR free laptops in its Series 54.
- Pioneered in integrating Rupee symbol on its keyboard.
- Launched New Laptop and Desktop Series. The laptop series - HCL ME 1014 and HCL ME 1015 and desktop series – HCL Infiniti M A365 Pro are packed with unique features embedded with latest technologies.
- Forayed in the kids entertainment market with ME gaming consoles and ME Kids Educational Computers.

## **Learning**

- Bagged order from Keltron for IT@School Project by the Government of Kerala.
- Joined hands with Dubai Based GEMS Education.
- Joined hands with GSTF to introduce IT Training programs for Green Computing.
- Entered into alliance with Resonance for launching Test preparation program 'Xcelerate'.

## **Office** Automation

- Bagged various orders for Digitizing products.
- Bagged order for providing Managed Print Services.
- Bagged Breakthrough Orders for AVSI equipment.

**Planting seeds** for tomorrow…

## Cloud Computing Services

HCL Infosystems has remodelled the existing cloud framework with its new Infrastructure as a Service (IaaS) and Software as a Service (SaaS) platforms, thereby enhancing the Company's capabilities in areas of application delivery and infrastructure deployment & management. It has added 6 new offerings including Cloud Mail, Cloud IaaS (IT Infrastructure As A Service), Cloud HRMS (HR Management System), Cloud Backup as a Service, Cloud Storage as a Service, Cloud ERP as a Service and Cloud CRM as a Service.

## Learning

HCL Learning covers the entire length and breadth of education, learning and training needs across schools, colleges, individuals and enterprises. For effective and interactive teaching, this division has introduced initiatives like Digischools and Digicampus and stands amongst the leading players in the ICT education segment.

## Emerging Markets

HCL Infosystems has been consistently increasing its global footprint. With the commencement of operations in Singapore, HCL Infosystems forayed into South-East Asian market while also expanding its presence in the emerging markets of Middle East and Africa through strategic initiatives. The company recently has completed the buyout of a majority stake in the Dubai based NTS Group. The completion of this acquisition represents a significant step under HCL Infosystems transformation strategy to expand in the international markets, offering a complete set of solutions, services and products.

## Mobility

HCL Infosystems has forayed into the Tablet market with localised content and one touch button for customer service.

## Lifecycle Services

HCL Infosystems has newly launched 'HCL Care', a multiplatform lifecycle services for consumers and enterprises, which provides an exhaustive range of services for products like – Set-top Box, Cameras, TFTs & Peripherals, Desktops, Laptops and Mobile Phones. Under this, it provides Field Services for consumers & enterprises and Third party ICT repair opportunities for clients like Dell, NEC etc. Also, HCL Infosystems has initiated a strong network of Telecom Repair which offers Multibrand service through consumer service center.

## Multi-brand Distribution Strategy

HCL Infosystems has built India's largest distribution and retail chain to address digital lifestyle demands of today's customers. It has partnered with leading global brands such as Nokia, Apple, Kodak, Toshiba, Microsoft, Konica and Minolta among others for Distribution.

HCL ME Zones, a unique concept in our country, offers a single window for ICT consumers to experience a comprehensive range of digital lifestyle products, including Notebooks, PCs, digital cameras, MP3 players, mobile phones, LCD's and related accessories.

## Service and Support

HCL Touch introduced Global Touch Operations offering remote technical support for its customers in the US & UK through phone, chat & email.

# Awards

- Mr. Ajai Chowdhry conferred Padma Bhushan by the President of India for his outstanding contribution to the industry  and also felicitated with 'Honoris Causa Doctorate' of Science for his contribution to the Indian IT Industry by IIT Roorkee.

- HCL Learning wins BEST PUBLIC CHOICE AWARD - TOOL FOR INNOVATIVE TEACHING AND LEARNING for Digischool by World Education Summit 2011.

- Ranked #1 in IDC-Dataquest Customer Satisfaction Survey 2011; Third year in a row.

- HCL Infosystems awarded 'Most Promising New Technology for Urban Applications' at the Municipalika 2011.

- Ranked 2nd in the latest Greenpeace Green Electronics Ranking.

- HCL Green Data Center was  awarded 1st Ever LEED Platinum Certification in India by US Green Building Council.

- DQ - IDC ranks your company #2 Domestic ICT Company. The Company was also rated among Top 10 ICT Companies in India.

- Awarded Dun & Bradstreet Rolta Corporate Award under Computer Hardware and Peripherals Category.

- Selected Business Superbrands of India by the Superbrands Council.