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HCL Technologies ykkösenä Whitelane Researchin pohjoismaissa tehdyssä IT ulkoistututkimuksessa

Stockholm, Noida – 19 April, 2013 – [HCL Technologies Ltd.](#) (HCL), a leading global IT services provider has been ranked number one in 2013 Nordic IT Outsourcing Study conducted by Whitelane Research, an independent organisation uniquely focused on (out)sourcing research in Europe. The annual study where more than 350 participants from top IT spending organisations in Nordic evaluated 1000 unique IT outsourcing contracts names HCL as a leader in customer satisfaction.

The study interviewed sourcing executives (CIOs/CFOs) about their opinion on outsourcing plans and service providers. 28 IT service providers were evaluated based on key performance indicators covering dimensions like

relationship with the customer, service delivery and transformation. HCL Technologies is number one amongst service providers in key metrics in each critical dimension. HCL was also ranked in top both for application services and for infrastructure services.

“We are grateful for our extraordinary Nordic customers that let us work in partnership with them, so we can draw on the collective innovative capabilities in our services offerings combined with individual innovation coming from our passionate employees, said **Liselotte Hägertz Engstam, Vice President, Head Nordic Region, HCL Technologies**. She added, “We are proud to be trusted in both the transformational space of changing the business, being recognized as leader in understanding our customers business and business processes, as well as being trusted in the operational space of efficiently and most cost effectively running the business.”

Jef Loos, Head Sourcing Europe, Whitelane Research, said “HCL’s customers consistently gave them high marks and HCL was one of the few vendors with no dissatisfied customers at all. As a relative newcomer to the region they have made an impressive establishment, and is the only vendor with Indian origin being rated in top by their customers on both application and infrastructure services in the survey.”

HCL has most satisfied customers in application development, maintenance outsourcing, data centre and application hosting on back of gaining customer’s trust by cost saving, business knowledge, speed besides general satisfaction.

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About Whitelane

Whitelane Research, an independent organisation uniquely focused on (out)sourcing research and events. Whitelane Research publishes annual

studies of IT Outsourcing and IT service provider performance in the European marketplace. Company website www.whitelane.com

Information about the Nordic study <http://www.whitelane.com/#!whitelane-research-news/c1lmx>

HCL Technologies Pohjoismaissa

HCL Technologies palvelee pohjoismaisia asiakkaitaan noin 1 500 asiantuntijan voimin. Tästä määrästä noin 25% yrityksen asiantuntijoista toimii pohjoismaissa ja 75% asiakkaiden tarpeiden mukaan eri puolilla maailmaa. HCL Technologies on toiminut Ruotsissa jo noin 5 vuotta ja avannut lisäksi toimistot syksyllä 2010 Suomeen, Norjaan ja Tanskaan. HCL Technologies työllistää Suomessa tällä hetkellä noin 100 asiantuntijaa. Henkilömäärä on kasvanut noin 30% vuoden 2010 aikana.

Yhteyshenkilöt



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