



# HCL: Sourcing & Procurement

Vendor Assessment  
Report Abstract

April 2018

Janet Irwin  
Senior Analyst  
NelsonHall

10 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's Sourcing & Procurement Outsourcing vendor assessment for HCL is a comprehensive assessment of HCL's sourcing and procurement offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of sourcing and procurement and identifying vendor suitability for outsourcing services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the F&A BPO sector.

## Key Findings & Highlights

HCL Technologies (HCL) first entered procurement BPO services in 2004, providing a manufacturing sector client of IT infrastructure management and SAP maintenance services with PO processing. The client was facing difficulties finding appropriate resources in its San Antonio operations.

Between 2004 and 2008, HCL's focus on procurement BPO evolved towards broader P2P services, for indirect spend on a shared services model; then it added more flexibility to its offerings, which continued to focus on transactional procurement outsourcing services

In 2009, HCL entered a two-year partnership with Xerox to add sourcing expertise to its sourcing and procurement (S&P) offerings portfolio; the intention being for Xerox specialists to support HCL's clients of procurement transactional support services with category management services. The partnership was targeting opportunities to support manufacturers in their product development (HCL has extensive mechanical engineering capabilities). While the partnership helped HCL's initial development of services in managing RfX and e-auctions, it did not develop into a strategic partnership.

Today, HCL has other partners for category management expertise: ProcureAbility, ISG, and Chain IQ. It offers S2C services around RfX and e-auction support, P2P transactional and tactical services, spend analytics, and subsequent opportunity assessments on the back of sourcing support contracts.



## Scope of the Report

The report provides a comprehensive and objective analysis of HCL's sourcing and procurement offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offering and key service components
- Revenue estimates
- Identification of the company's strategy emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

## Contents

- |    |                                      |
|----|--------------------------------------|
| 1. | Background                           |
| 2. | Revenue Summary                      |
| 3. | Key Offerings                        |
| 4. | Delivery Capability and Partnerships |
| 5. | Target Markets                       |
| 6. | Strategy                             |
| 7. | Strengths & Challenges               |
|    | 7.1 Strengths                        |
|    | 7.2 Challenges                       |
| 8. | Outlook                              |

## Report Length

10 pages

## Report Author

Janet Irwin

[Janet.irwin@nelson-hall.com](mailto:Janet.irwin@nelson-hall.com)

## Sourcing & Procurement Vendor Assessments also Available for:

4C Associates

Accenture

Capgemini

Capita

Chain IQ

DXC  
Genpact  
GEP  
IBM  
Infosys  
Proactis  
Proxima  
TCS  
Wipro  
WNS-Denali