HCL Technologies Data Center Outsourcing Services Vendor Assessment

Report Abstract

December 2013

By Sarah Burnett

Research VP – IT Infrastructure Outsourcing

12 pages

Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of HCL Technologies' "Data Center Outsourcing" provides a comprehensive view of the company's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of data center outsourcing services and identifying vendor suitability

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

HCL Technologies' infrastructure division was first launched in 2002. Initially it targeted the Indian domestic market. From 2003/4 HCL Technologies started to offer services to the European and then the U.S. market.

The data center outsourcing (DCO) service line grew, largely organically, from the extension of HCL's remote infrastructure (RIM) offerings.

Today, HCL is one of the largest data center outsourcing suppliers in the world, ranked by NelsonHall among the top 15. It offers end-to-end DCO services and is aggressively targeting the outsourcing contract renewals market.

The bulk of these data center services are delivered from HCL owned offshore centers, from which HCL staff remotely manage infrastructure such as servers, databases and storage, hosted within HCL's partner's data centers around the globe.

HCL is aiming for strong growth in data center outsourcing, aggressively targeting renewal opportunities. One example of this type of win is a five-year contract with AstraZeneca announced in December 2011, in which HCL was selected as one of a number of strategic IT infrastructure management outsourcing partners. HCL Technologies and the other vendors took over from IBM, which (back in 2007) had been awarded a seven-year IT infrastructure management deal worth ~$1.4bn.

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Scope of the Report

The report provides a comprehensive and objective analysis of HCL Technologies' data center outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's service-specific strategy, emphases and new developments

- Service-specific revenue estimates

- Analysis of the company's offerings and key service components

- Analysis of the company's approach to, and locations for, service delivery

- Analysis of the company's strengths, weaknesses and outlook.

Report Length

12 pages

Report Author

Sarah Burnett

sarah.burnett@nelson-hall.com

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