

FROST & SULLIVAN

HCLTECH

2022
ENABLING
TECHNOLOGY
LEADER

*GLOBAL DISRUPTIVE AEROSPACE
SOLUTIONS INDUSTRY*

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. HCL Enterprise’s HCLTech excels in many of the criteria in the disruptive aerospace solutions space.

AWARD CRITERIA	
<i>Technology Leverage</i>	<i>Customer Impact</i>
Commitment to Innovation	Price/Performance Value
Commitment to Creativity	Customer Purchase Experience
Stage Gate Efficiency	Customer Ownership Experience
Commercialization Success	Customer Service Experience
Application Diversity	Brand Equity

Comprehensive Digital Solutions

HCLTech is a provider and developer of disruptive digital technologies and consultation services. The company’s comprehensive portfolio enables digital transformation for a range of industries, including Aerospace and Defense (A&D), banking, consumer goods, healthcare, manufacturing, media and entertainment, oil and gas, and telecommunications. One of the company’s primary services is ensuring the A&D industry is equipped for the next generation of technology innovation with Model Based Enterprise (MBE) 2.0.

“HCLTech’s approach with MBE 2.0 is to enable enterprises with the capabilities to understand overlaps and connections within their business processes and improve their overall integration with supply chain organizations, manufacturers, and other business groups, providing better visibility and improved productivity.”

**- Elizabeth Whyntott,
Best Practices Research Analyst**

In 2021 Frost & Sullivan recognized HCLTech for its stage-gate efficiency, commitment to innovation, and commercialization success and remains impressed with the company’s continuing innovation and sustained leadership.

MBE 2.0: Digital Transformation Disruptor

HCLTech designs industry-leading solutions that organizations in the A&D space utilize to optimize their digital technologies and processes. The company’s clients use its technology and services to improve efficiencies and unify all levels of the enterprise from product design, shop floor,

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- Elizabeth Whynott,

machine learning, artificial intelligence, digital twins, and other powerful tools to build resiliency and flexibility into the supply chain and ensure digital continuity across the enterprise. HCLTech’s approach with MBE 2.0 is to enable enterprises with the capabilities to understand overlaps and connections within their business processes and improve their overall integration with supply chain organizations, manufacturers, and other business groups, providing better visibility and improved productivity.

HCLTech recognizes the barriers to digital transformation and enterprises’ legacy technology limitations. Thus, the company ensures it develops solutions that meet customers’ needs and market demands by offering innovative solutions. HCLTech implements MBE 2.0 with several goals in mind for its A&D clients. As an initial step, MBE 2.0 identifies gaps in customers’ current digital solutions (e.g., product lifecycle management [PLM], enterprise resource planning [ERP], and manufacturing operation management [MOM]/ manufacturing execution system [MES]) that are limiting their enterprise-wide visibility. Companies can select the digital tools necessary to meet their business goals with this knowledge. HCLTech then ensures clients understand the end-to-end design with MBE 2.0, enabling them with a sustained business strategy for the 21st century. HCLTech’s MBE 2.0 solution utilizes complementary tools and capabilities for a balanced approach that facilitates efficiency across the entire enterprise.

HCLTech’s research and development team work to merge and support enterprises’ existing digital processes and technologies. PLM, ERP, MOM/MES, and other legacy technologies represent a significant business investment, and MBE 2.0 leverages these technologies and identifies optimal configurations to maximize their application across the enterprise and to ensure they continue to provide business value. For example, with the widely used Systems, Applications, and Products (SAP) software, HCLTech will implement and extend its full functionalities and capabilities across the enterprise, rather than a client undergoing a costly and significant software upgrade.

HCLTech’s commitment to innovation and creativity enables it to develop new technologies that meet client needs and market demands. Moreover, its technology development processes allow it to stay ahead of the competition by launching solutions efficiently to address customer needs. For example, when a \$30 billion Defense organization wanted to harmonize its business processes for its enterprise-wide digital transformation, it aimed to upgrade its existing ERP system to SAP S/4HANA. HCLTech deployed MBE 2.0 to assess, validate, and provide a roadmap development process to enable the organization’s lofty transformation. HCLTech provided implementation roadmaps and business cases for two options: a technical upgrade and a full process re-engineering. Through intense collaborative efforts, determining benefits for each prospect, and “bottom-up” business cases, HCLTech initiated the full process re-engineering plan and began the initial implementation phase late in 2020.

manufacturing, and the supply chain. As organizations struggle with disruptions in the supply chain brought on by the COVID-19 global pandemic and the Russo-Ukrainian war, enterprises recognize the gaps in their current supply chain processes. HCLTech is at the forefront of addressing these challenges with MBE 2.0’s digital environment integration process. MBE 2.0 leverages automation, autonomy, structured data flow,

Roadmap to Success: Customer-centric, Continuous, Proactive

With its customer-centric corporate philosophy, HCLTech operates on the central tenet that its success depends on customer satisfaction. This philosophy permeates the company's daily practices. HCLTech, along with clients, view its services and MBE 2.0 as a benchmark for unifying their business and a means to base decisions on and craft their strategies. For example, one of the world's largest manufacturers of aerostructures for commercial, defense, and business jets turned to HCLTech to unify their business and get full functionality from SAP, ERP, PLM, and team center. Using MBE 2.0, HCLTech's team designed a plan and decision-making framework that demonstrate every business process from design thread to sustainment thread. By doing this, the company represented the entire business, providing a perspective to identify their requirements and determine the digital technologies that best fit their needs.

HCLTech meets with clients to assess their specific needs and develop tailored solutions with roadmaps for seamless execution. This foundational approach establishes ongoing trust with customers for long-lasting relationships extending throughout the service lifecycle.

A Promising Outlook for 2022 and Beyond

Since its inception, HCLTech's sterling reputation and customer-centric framework led to its coveted preferred partner status. Over the years, it has added a range of new clients to its established base. The company's deep-seated industry knowledge has well-established it as a leading provider of digital solutions in the A&D industry. HCLTech has a global network that spans 52 countries, including strategic partnerships with numerous industry software leaders. The also company consults hundreds of Fortune 500 and Global 2,000 companies, with its A&D business unit clients including a number of the world's top Aviation and Defense companies.

Frost & Sullivan believes the company is well-positioned to accelerate the disruptive aerospace technologies space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

Conclusion

Technology integration is a critical success factor for the disruptive aerospace technologies industry. Yet, with many options available, market stakeholders need to leverage the most appropriate and best technology-based solutions to optimize their market impact. With its MBE 2.0, HCLTech delivers technology unification and enterprise-wide visibility. HCLTech stands out from competitors based on its commitment to innovation, creativity, and ability to launch new solutions with far-reaching impact and application. MBE 2.0 brings automation, autonomy, structured data flow, machine learning, artificial intelligence, and digital twins, building resiliency and flexibility into the supply chain. MBE 2.0 enables enterprises with the capabilities to understand overlaps and connections within their business processes and improve their overall integration with business groups, providing better visibility and improved productivity. The company pairs its technology focus with customer-centric values, thus earning a solid reputation in the disruptive aerospace technologies market.

For its strong overall performance, HCLTech is recognized with Frost & Sullivan's 2022 Global Enabling Technology Leadership Award in the disruptive aerospace solutions industry.

What You Need to Know about the Enabling Technology Leadership Recognition

Frost & Sullivan's Enabling Technology Leadership Award recognizes the company that applies its technology in new ways to improve existing products and services and elevate the customer experience.

Best Practices Award Analysis

For the Enabling Technology Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization Success: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

