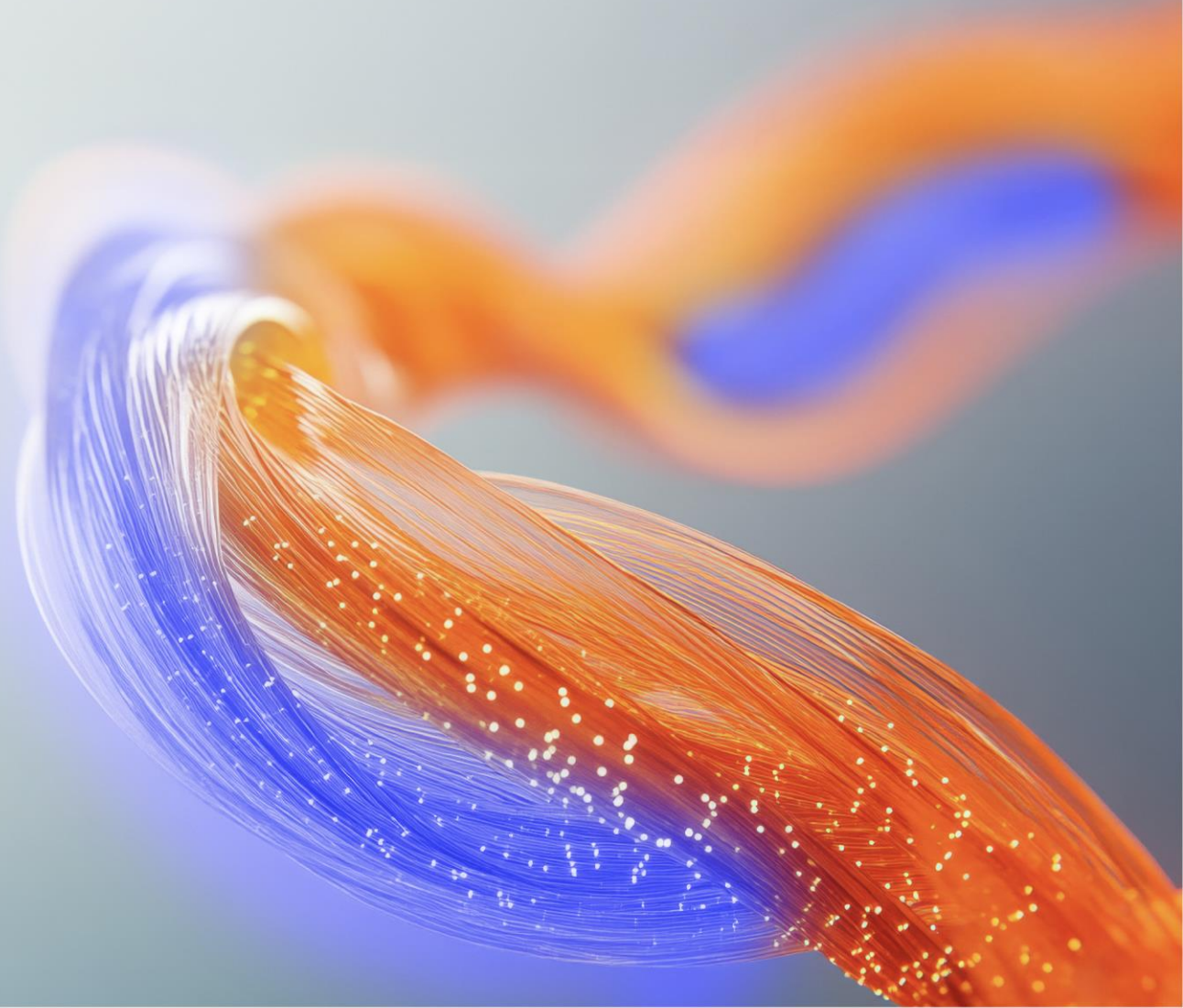


Next generation service delivery

Built with you, built to scale,
built for performance



Verizon – HCLTech Deal Overview

Business Growth

Sell to/for/through –
Contractually committed Rev
growth

Tools & Platforms

ServiceNow, Lucy, SDLM, Exacto,
Operations Command Centre

Outcomes

Business Case Savings, Driving
Revenue, Increased Productivity,
Renewals, Elevated CPI/KPI,
Vendor Consolidation, Global
Model / Optimized Cost Structure

Managed Network Services Operations

01

Service Delivery

Quote to Order, Circuit Provisioning,
Network Activation; Network Engineering,
Project Management

02

Service Management

Client Service Management, Delivery
Executive, Service Support, Financial
Management, Escalation Management, B2C
SLA Reporting

03

Service Assurance

Managed Network Services NOC; Managed
Security Services SOC; Service Desk ;
Unmanaged Repair



34+

countries global footprint
spread



6 years

Contract period



8

Month long journey for
HCLTech

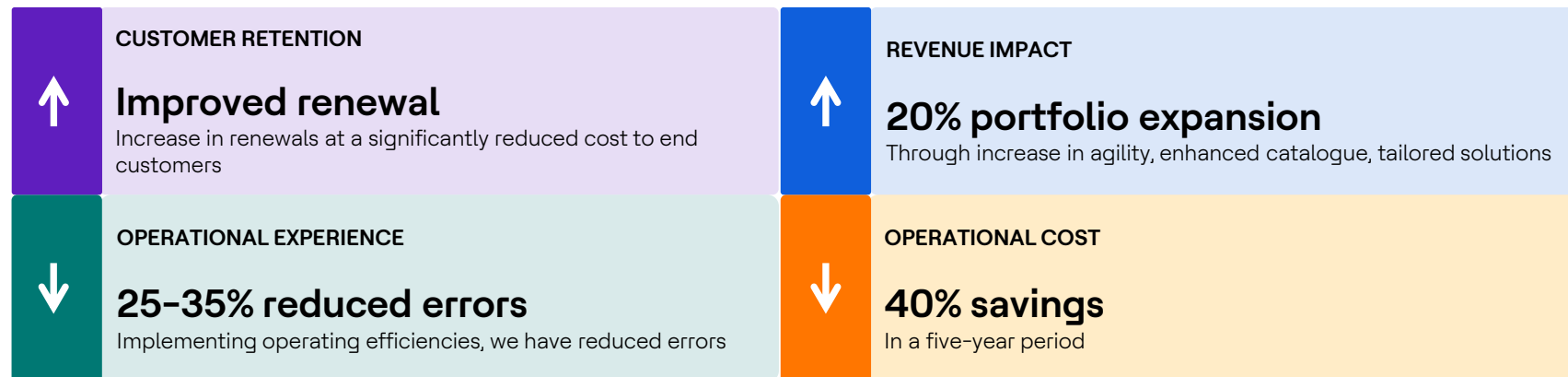
Verizon case study

Despite market dominance, the Enterprise Business unit faces formidable challenges in its revenue realisation, operational efficiency, and capacity for technological innovation

To overcome the business challenges

- **Customer Experience:** Customer experiences variation in customer across different products and services, this is due to multiple stakeholders, multiple handoff's, in-consistent KPI's and different internal SLA's, multiple vendors and process in-consistency.
- **Delayed Revenue Realisation:** Constrained by protracted time-to-market, inconsistent customer experiences, and multiple touchpoints throughout the customer lifecycle.
- **Operational Inefficiencies & High Cost to Serve:** Impacted by legacy tools, siloed operations, and a dearth of automation, leading to cost overruns and diminished productivity.
- **Stagnant Technological Evolution:** An inability to keep pace with the rapidly evolving technological landscape in MNS.

Partnership KPIs



Kyle Malady
CEO
Verizon Business

"HCLTech is a **widely recognized industry leader** for Managed Network Services, and with their IT service expertise and ongoing support of our enterprise networking deployments, ... helping customers incorporate **next-generation technology like 5G, SD-WAN and SASE** into their **operations** and their own customer offerings"

Verizon case study

Scale, Scope and Complexity

31

Countries

~6K

Resources

**Geo Lock &
Account
Lock Services**

Scope (Managed & Un-managed Services)

- **Service Delivery**
 - Quote/Order
 - Provisioning and Activation
 - Engineering
 - Logical Activation for Managed Services
 - Project Management
- **Service Assurance**
 - Global Customer Support
 - Managed Network and Security Services NOC (L2 & L3)
 - Operational Engineering
 - Unmanaged Repair
- **Service Management and Support**
 - Client Service Management
 - Service Support
- **Support Functions**

Retained Functions by Verizon

- Retained Functions:**
- Sales and Pre-sales
 - Product development and certifications
 - Contract Management
 - Tools, Licenses
 - Assets

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Progress™

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