HCLTech

hcltech.com

June 9, 2025

The General Manager
BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400 001

BSE Scrip Code: 532281

The Manager
National Stock Exchange of India Limited
Listing Department
Exchange Plaza
5th Floor, Plot No. C-1, Block-G
Bandra-Kurla Complex, Bandra(E)
Mumbai-400 051

NSE Scrip Code: HCLTECH

Subject: Release - "HCLTech study underscores the criticality of product-aligned operating models to drive innovation, efficiency and customer value"

Dear Sir/Madam,

Enclosed please find a release on the captioned subject being issued by the Company today.

This is for your information and records.

Thanking you,

Yours faithfully,
For **HCL Technologies Limited**

MANISH ANAND
Digitally signed by MANISH ANAND
Date: 2025.06.09 11:49:32 +05'30'

Manish Anand
Company Secretary

Encl: a/a

HCLTech study underscores the criticality of product-aligned operating models to drive innovation, efficiency and customer value

LONDON and NOIDA, India, June 9, 2025— In a world where digital transformation is no longer optional, a new global research, HCLTech's latest research titled The Blueprint to AI-led Operating Model: Mastering the Art of Engineering Value at Velocity, has revealed how Product-Aligned Operating Models (PAOMs) are becoming the blueprint for future-ready organizations.

The report has revealed that 9 in 10 firms with a traditional operating model fail to drive meaningful returns from their investments. In an AI-driven market defined by constant disruption, a product-aligned operating model (POAM) is emerging as the key differentiator.

The research surveyed 550 senior IT and business decision-makers across the US, Europe and Asia-Pacific. Key findings:

- 88% of enterprises are moving towards a PAOMs, with another 12% expecting to implement it within the next 3 years. Yet, 100% report facing implementation challenges.
- Generative AI (GenAI) is a game-changer: Nearly half (47%) believe GenAI will enhance product lifecycle management and decision-making, with APAC leading in adoption.
- Leadership and culture are critical: 95% of respondents say their organizations need a cultural and mindset shift to realize the full value of PAOMs. Leadership buy-in and alignment remain top barriers.
- Customer feedback is the untapped goldmine: Only 17% of organizations use customer feedback to its full potential, despite 94% acknowledging its importance in product development.
- Collaboration fuels innovation: While a third of organizations actively engage in cross-functional collaboration, yet 99.6% still see room for improvement.
- AI investment pays off: One in two firms with a product-aligned operating model invests in AI and is four times more likely to maximize their ROI on their AI spend compared to traditional organizations.

"A product-aligned operating model brings teams together around a shared vision, promoting cross-functional collaboration and enhancing operational efficiency. This approach enables enterprises to innovate effectively and increase their chances of achieving customer-focused outcomes," said Ashish Kumar Gupta, Chief Growth Officer, Europe and Africa, Diversified Industries, HCLTech.

"As disruption becomes the norm, product-aligned operating model isn't just an option—it's a necessity," said Pawan Vadapalli, Corporate Vice President and Global Head, Digital Business Services, HCLTech. "HCLTech Fenix and AI Force offer a clear path to navigate complexities, blending strategy, technology and agility to turn disruption into innovation and deliver impactful results."

To explore the complete insights and recommendations, download the report: https://www.hcltech.com/ai-led-operating-model

About the Research

The study, commissioned by HCLTech, includes responses from 550 senior leaders in industries such as manufacturing, BFSI, healthcare and technology, representing organizations with an average annual revenue of $5 billion.

About HCLTech

HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, High Tech, Semiconductor, Telecom and Media, Retail and CPG and Public Services. Consolidated revenues as of 12 months ending March 2025 totaled $13.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.

For more information, please contact:

Meredith Bucaro, Americas
meredith-bucaro@hcltech.com

Elka Ghudial, EMEA
elka.ghudial@hcltech.com

James Galvin, APAC
james.galvin@hcltech.com

Nitin Shukla, India
nitin-shukla@hcltech.com