

January 13, 2025

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

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

**BSE Scrip Code: 532281**

**NSE Scrip Code: HCLTECH**

**Subject: Release – “HCLTech and Microsoft expand strategic partnership to help transform contact centers with generative AI and cloud-based solutions”**

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**  
**Company Secretary**

Encl. a/a

## **HCLTech and Microsoft expand strategic partnership to help transform contact centers with generative AI and cloud-based solutions**

*HCLTech expands capabilities in AI-driven contact center transformation*

**NEW YORK and NOIDA, India, Jan 13, 2025** – [HCLTech](#), a leading global technology company, today announced the expansion of its strategic partnership with Microsoft to transform customer service experiences with generative AI and cloud-based contact center solutions. HCLTech will empower clients to activate Microsoft Dynamics 365 Contact Center, a Copilot-first solution that delivers superior customer experiences, accelerates problem-solving, empowers customer service representatives and drives efficiency.

As part of the expanded partnership, Nuance’s Enterprise Professional Services business—including the team and existing customer contracts— will be transferred to HCLTech and become a part of its contact center offering. As part of this, HCLTech will become the exclusive professional services partner for existing customer contracts of the Nuance Enterprise Professional Services organization. HCLTech will also become the preferred partner to support the migration of existing Nuance Enterprise Professional Services customers to Microsoft Dynamics 365 Contact Center. In support of this, HCLTech will operate a Nuance Migration Factory to migrate Nuance solutions efficiently and at scale, while expanding the Contact Center as a Service (CCaaS) business for both HCLTech and Microsoft. HCLTech will also serve as a leading partner for new Microsoft Dynamics 365 Contact Center implementations.

HCLTech will enhance its offerings by making Microsoft Dynamics 365 Contact Center its preferred contact center solution, integrating industry-leading professional services, customer self-service applications and Microsoft Copilot capabilities into its existing suite of experience-center technology services.

Microsoft’s current team of more than 550 Nuance Enterprise Professional Services personnel, with deep conversational AI expertise, will join HCLTech to continue to service Microsoft customers globally. Microsoft customers will gain access to HCLTech’s AI-led digital transformation services, including consulting, implementation, upgrades and support services, such as:

- System integration and application development
- Migration to Microsoft D365 Contact Center
- New customer implementations
- Expansion of joint offerings including AI transformation services

“HCLTech is making a bold move to lead AI-driven innovation in the rapidly growing CCaaS market,” said Anil Ganjoo, Chief Growth Officer, Americas, TMT at HCLTech. “By combining our expertise in digital transformation with Microsoft’s GenAI, automation and Copilot capabilities, we are uniquely positioned to help customers unlock the full potential of AI and cloud-native services. We are excited to welcome best-in-class AI talent from Microsoft to our organization, which will further enhance our capabilities and, together with our preferred partnership in the CCaaS space, position HCLTech as a leader in the services market, driving AI-powered business outcomes.”

“We are thrilled to expand our partnership with HCLTech, who shares our vision of leveraging AI to transform the CCaaS market,” Charles Lamanna, Corporate Vice President, Business and Industry Copilot at Microsoft. “HCLTech is a leader in contact center transformations and is well positioned to help customers harness the power of AI to drive operational efficiency, scale and growth.”

### **About HCLTech**

[HCLTech](https://www.hcltech.com) is a global technology company, home to more than 220,000 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, Technology and Services, Telecom and Media, Retail and CPG and Public Services. Consolidated revenues as of 12 months ending December 2024 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://www.hcltech.com).

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