

January 22, 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 MIT Technology Review Insights report emphasizes urgency for enterprises to implement Responsible AI Principles"

Dear Sir/ Madam,

Enclosed please find a Release issued by the Company on the above subject.

This is for your information and records.

Thanking you,

Yours faithfully,
For **HCL Technologies Limited**

Manish Anand
Company Secretary

Encl:a/a

HCLTech and MIT Technology Review Insights report emphasizes urgency for enterprises to implement Responsible AI Principles

Study reveals while 87% believe responsible AI practices are critical to adopt, 85% of all business executives polled are not well prepared to adopt them

NEW YORK and NOIDA, India, Jan 22, 2025—A study by [HCLTech](#), a leading global technology company, and MIT Technology Review Insights has revealed that while 87% of business executives believe that responsible AI principles are critical to adopt, 85% of all the executives say they are not well prepared to implement them.

The findings reveal that despite the recognized importance of responsible AI, a significant gap exists between the acknowledgment of its importance and the ability to implement it effectively.

The challenges attributed to the adoption vs preparedness gap include:

- Complexity of implementation
- Lack of expertise
- Difficulties in managing operational risks
- Regulatory compliance challenges
- Inadequate resource allocation

On a more optimistic note, the study revealed that business executives plan to increase investments in building responsible AI in the next twelve months.

The report — Implementing Responsible AI in the Generative AI Age — was released at the sidelines of the World Economic Forum’s Annual Meeting in Davos. It outlines the key challenges faced by enterprises as they integrate responsible AI, with major concerns including bias and fairness, data privacy and security, compliance with regulations, operational disruptions and user adoption. The report also details how organizations can integrate responsible AI effectively and sustainably following best practices to enhance readiness.

The quantitative study is based on a survey of senior business leaders across multiple industries globally.

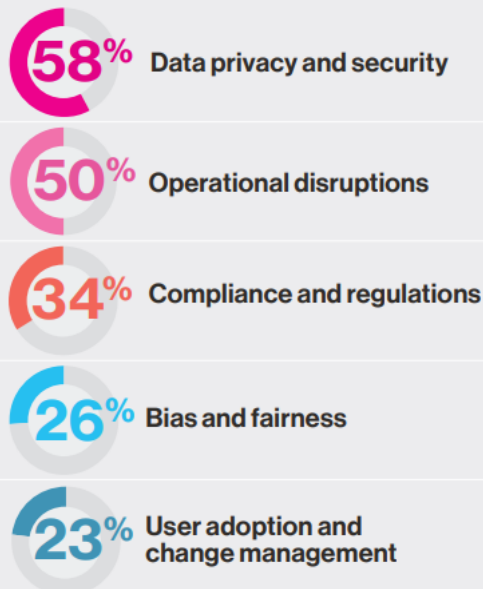
Some of the key report findings:

- GenAI and AI-driven transformation are progressing from proof of concept to wider adoption, with executives acknowledging AI's potential to drive productivity and innovation in key business functions like customer service, software development and marketing.
- Responsible AI can provide competitive advantage. Most executives say their business will increase investments in building responsible AI in the next twelve months.
- Agentic AI, which operates autonomously with minimal human involvement, is being adopted and gaining traction in lower-risk areas, such as IT operations, where it can work alongside humans.

While half of respondents are confident in managing operational risks, less than a quarter feel prepared to handle issues related to user adoption, change management and bias.

Figure 5: Companies lack confidence in their ability to address AI-related challenges

The percentages of respondents who rate their organization as highly capable of addressing various risks associated with AI.



Source: MIT Technology Review Insights poll, 2025

Steven Hall, President of Europe and Chief AI Officer of ISG, whose advisory firm covers the AI space and who was interviewed for the report, said that although we all know AI is the most influential change in technology today, there is still a huge disconnect on how to embrace it. "Everybody understands how transformative AI is going to be and wants strong governance, but the operating model and the funding allocated to responsible AI are well below where they need to be given its criticality to the organization." Hall said.

According to Vijay Guntur, CTO & Head of Ecosystems, HCLTech, "AI can be a tremendous force of positive change in businesses and society at large, but its full potential can only be realized when it can be trusted."

Guntur continued that to support responsible AI adoption, the ethical use of technology and to close the "readiness gap" to widespread adoption and implementation, HCLTech has several key recommendations.

First, companies should architect a robust responsible AI set of enterprise-guiding frameworks and capabilities that provide guardrails for trustworthiness, ethics, responsibility, safety and security, sustainability, regulatory compliance, change management and user empowerment.

Second, organizations should lean into their tech partner ecosystems to pilot, test and learn to bring the most appropriate technologies and best practices together to move at pace.

Third, establishing a dedicated team (or Center of Excellence) is advisable to act in a cross-functional driving role across the organization.

HCLTech recently established an Office of Responsible AI and Governance led by SMEs with experience on NIST frameworks, the Europe AI Act, ISO, risk and compliance, ethics and bias mitigation. This office drives co-innovation and the development of consulting capabilities and intellectual property solutions, with a focus on Responsible AI and partnerships.

For more information and to access the full report, please visit:

<https://www.hcltech.com/white-papers/implementing-responsible-ai-generative-age>

About HCLTech

[HCLTech](#) 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).

For further details, please contact:

Meredith Bucaro, Americas

meredith-bucaro@hcltech.com

Elka Ghudial, EMEA

elka.ghudial@hcltech.com

James Galvin, ANZ

james.galvin@hcltech.com

Nitin Shukla, India

nitin-shukla@hcltech.com