



HCL Technologies has been ranked as the **No.1 Infrastructure Services Provider** by Global Services 100 survey 2008. This survey is carried out by Global Services, a Cybermedia Group publication in association with neoIT, a leading sourcing advisory firm.

This list ranks the top global IT and BPO providers which constitute the world's 100 best providers from 17 countries. These providers cover a range of services across IT and BPO, including IT application services, infrastructure, FAO, HRO and contact centers.

HCL Technologies not only tops the list of Infrastructure Services Providers, but overtakes Global giants as TCS, IBM, ACS and EDS, which is another iteration of our leadership in the IMS space after being ranked as the No. 1 Infrastructure Outsourcing Vendor by Brown & Wilson's Blackbook of Outsourcing.

- Infrastructure Services Top 10**
- 1 HCL TECHNOLOGIES**
 - 2 Tata Consultancy Services
 - 3 IBM
 - 4 Affiliated Computer Services
 - 5 EDS
 - 6 Perot Systems
 - 7 Infosys Technologies
 - 8 Neoris
 - 9 Microland
 - 10 Kompakar

About Global Services Magazine



Global Services is a media platform with a portfolio that includes a magazine, website, events, newsletter and customized solutions. The audience consists of corporate professionals engaged in the sourcing and management of business and technology services.

The high-quality content has attracted an audience of 30,000 services buyers across the U.S. and Western Europe for the magazine.

About the Global Services 100 Survey Methodology

SOURCING THE PROVIDERS: Methodology

Hundreds of global IT and BPO service providers were invited to participate in this year's *Global Services 100* survey, and the response this year was the best in the history of the survey. Service providers from 17 countries, with delivery centers across 31 countries, comprised the list of participants. Functionally, these providers cover a range of services across IT and BPO, including IT application services, infrastructure, FAO, HRO and contact centers.

The top 100 list and the ranks in the 10 categories are based on a scientific methodology, starting with the responses being clubbed under four broad buckets: Size (revenue, employee strength, geographies covered, etc.), customers (customer base, testimonials and references, average contract size, etc.), skills (depth and breadth of offerings, delivery capability, quality initiatives, verticals covered, etc.) and others (attrition, training, etc.).

A weighted scoring scheme was used to rate each question. For the category lists, weights were assigned to address specific strengths and capabilities.

The scoring scheme was designed by a panel from *Global Services* and neoIT's practice experts. Care was taken to ensure that all service providers (global, niche or regional) were given a level playing field. For a revenue-based question, for example, if the scoring scheme gave weight to higher revenue, small or niche companies pared this disadvantage by scoring high on better growth rates.

At each stage, the *Global Services* and neoIT experts validated the data presented. During this exercise, we found that some companies that would otherwise have gotten a high ranking did not make it to the category lists because they had sent incomplete information. Wipro, for example, is one company that would have certainly qualified in the "Top 10 IT Services" and the "Top 10 Infrastructure Services" providers list, but did not only because it did not complete the survey. Moreover, companies such as Accenture and Cognizant did not even figure in the top 100 list because they did not participate in the survey.

