An Organization Study Report of HCL INFOSYSTEMS LTD

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BY

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USN 1CR19MBA12

Submitted to

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Inpartialfulfillmentof the requirement for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION

Under Guidance of

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Batch - 2019-21

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CERTIFICATE BY THE INSTITUTION

This is to certify that **Ms SWETHA BEERE** bearing **USN 1CR19MBA12** is a bonafide student of Master of Business Administration of our Institution during 2019-21 batch. The organization study report on **HCL INFOSYSTEMS LTD.** is prepared by her under the guidance of **Dr. Prakash B. Yaragol,** Professor, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, affiliated to Visvesvaraya Technological University, Belagavi Karnataka.

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DECLARATION

I, **Ms. SWETHA BEERE** bearing **USN 1CR19MBA12** hereby declare that the organization study conducted at **HCL Infosystems Ltd** is record of independent work carried out by me under the guidance of **Dr.Prakash B. Yuragol**, faculty of M.B.A Department of CMR Institute of Technology, Bengaluru. I also declare that this report is prepared in partial fulfillment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone an organization study for a period of four weeks. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University /Institution.

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B. Swetha

Place: Bangalore.
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EXECUTIVE SUMMARY

HCL Infosystems, India's premier information enabling, and integration received the ISO 9001:2000 certified specifies requirement for a quality management system where an organization needs to demonstrate its ability provide product and service that meets customer and applicable regulatory requirements. ISO 9001:2000 also aims to enhance customer satisfaction through the effective application of the system, including process for continual improvement of the systems and the assurance of conformity to customer and applicable regulatory requirements. The menu of HCL Infosys global services broadly covers IT consulting and professional services in the area of vertical applications, technology, ERP implementation and software development. This also includes a complete portfolio of systems and network service for development. This also includes a compete portfolio of systems and network service for facilities management, helpdesks, systems supports and network and internet implementation.HCL insys' global customer include Samsung, Government of Singapore and AMAL insurance Jurong port Singapore and Malaysian's BSN commercial bank, SIA, DBS bank, May bank life assurance charted semiconductors. HCL Insys' chosen platform of total technology integration lends itself to some very significant alliances with the global leaders. Among its partner are HP for high end AISCE/UNIX services and workstation and HP open view network management solution; Intel for PC and PC server building block Microsoft novell and SCOag SOLUTION. Red hat, Linux, Samsung, Pivota for CRM solution and ORACLE Sys. base and Information for RDBMS platform.Today the company has aligned its operation into five entities that offer seamless linkage for the customers seeking entry into the wired world through total the 'Integration solution and services.HCL Infosystems focuses on the ever-growing segment in imaging, Telecom and Communication products solution and services. Now it has an exclusive sale and support partnership with Toshiba Corporation, Japan for sales and services of its imaging and photocopier products.

Chapter-1

INTRODUCTION

Organizational Functioning is an important factor for any Organization to achieve the desired goals and Objectives. This requires Co-ordination at all levels to smooth functioning. This report aims to understand the Function of HCL info systems relation to different departments. The software industry includes businesses for development, maintenance and publication of software that are using any business model. The industry also includes software services, such as training, documentation, and consulting. There are several types ofbusinesses in the software industry.

Enterprise software, the software that automates business processes in finance,
Production, logistics, sales and marketing is made by Oracle, SAP AG, and Sage. Securitysoftware is made by the likes of Symantec, Trend Micro and Kaspersky. Several industriesSpecific software makers are also among the largest software companies in the world: SunGard, making software for banks, Blackboard making software for schools, and companies like Qualcomm or Cyber Vision making software for telecom companies. Other companies do contract programming to develop unique software for one clientcompany or focus on configuring and customizing suites from large vendors such as SAP or Oracle.

HCL Infosystems Ltd is one of the pioneers in the Indian IT market, with its
Origins in 1976. For over quarter of a century, HCL have developed and implemented solutions for multiple market segments, across a range of technologies in India.HCL have been in the forefront in introducing new technologies and solutions.HCL Infosystems (HCLI) draws its strength from 30 years of experience in handling the ever changing IT scenario , strong customer relationships, ability to provide the cutting edge technology at best-value-for-money and on top of it, an excellent service & support infrastructure. Today, HCL is country's premier information enabling company. It offers one-stop-shop convenience to its diverse customers having an equally diverse set of requirements. IT industry is expected to grow by 20% over 2007, as per IDC, which is amongst the highest rates of growth in the world. With employment to 2.13 crore households already in place, the National e-Governance

Plan (NEGP) is surging ahead with investments of Rs. 23,000 crore planned for initial five years, for identified core projects.HCL Infosystems Ltd, with annual revenue of US$ 2.7 Bn (Rs.11, 855 crores) is India's premier information enabling and ICT System Integration company offering a wide spectrum of ICT products that includes Computing, Storage, Networking, Security, Telecom, Imaging and retail.

India's leading System Integration and Infrastructure Management Service Organization,HCL has specialized expertise across verticals including Telecom, BFSI,E-Governance &Power hcl has Indians largest distribution and retail network, taking to market a range of Digital Lifestyle products in partnership with leading global ICT brands, including Nokia, Apple, Casio, Kodak, Toshiba, Bull, Ericsson, Cisco, Microsoft, Konica Minolta and many more.

HCL today has India's largest vertically integrated computer manufacturing
facility with over three decades of electronic manufacturing experience HC L desktops are the largest selling brand into the enterprise space. With India's largest ICT services network that reaches to every corner of India, HCL"s award winning support Services makes it the preferred choice of enterprise and consumersalike Enterprise is a leading global technology and IT enterprise with annual revenues of US$4.1 Bn (Rs. 17,889
Crores).
The HCL team comprises over 47,000 professionals of diverse nationalities, who operate from 17 countries including 360 points of presence in India. HCL has global partnerships with several leading Fortune 1000 firms, including leading IT and Technology firms.

OBJECTIVES OF THE STUDY

1. To become familiar with the functions of various departments as well as to become aware interactions found between them.

2. To develop an understanding to the management practices followed in various functional areas.
3. To perform SWOT analysis.

MANAGEMENT OBJECTIVE

To fuel initiative and foster activity by allowing individuals freedom of action and innovational attaining defined objectives.

PEOPLE OBJECTIVE

To help HCL Infosystems people share in the company's success, which they make possible to provide job security based on their performance; to recognize their individual achievements and to help them gain of satisfaction and accomplishment from their work.

METHODOLOGY OF ORGANISATIONAL STUDY

PRIMARY DATA - Primary data were collected from discussions with the Managerial head of the various departments.
SECONDARY DATA - Secondary data were obtained from the annual report, from the website and other concerned book

INDUSTRY PROFILE

HCL Info systems Ltd is one of the pioneers in the Indian IT market , with its origins in 1976. For over quarter of a century, we have developed and implemented solutions for multiple market segments, across a range of technologies in India. We have been in the forefront in introducing new technologies and solutions. The highlights of the HCL saga are summarised below:

HCL began an exciting journey more than three decades ago with a dream to give India its very own microcomputer. The sheer clarity of vision and hard work led to a revolution and laid a foundation for the Indian IT industry, which has today acquired a distinct position amongst major economies in the world. Today HCL is a USD 6.2 billion global enterprise and Ajai Chowdhry one of the founder members has been the key force in driving the growth of HCL and today leads, HCL Infosystems the flagship company.

HCL Infosystems, the flagship company of the HCL enterprise, had a turnover of Rs. 400.6 crores (USD 85 million) in 1994 which underwent tremendous growth to become Rs. 10,901 crores (USD$ 2.4 billion) today. Employing - 7762 people, the company has today emerged not only as the country's information-enabling powerhouse but a great place to work with industry accolades and awards received year after year.

HCL Infosystems has a long standing history of being involved ever since the inception of the IT Industry in the country. When government was seeking collaboration, HCL Infosystems were one of the first to partner in laying down the IT infrastructure in India from something as basic as introducing a computer in the remotest part of the country. In a developing country like ours where we are leapfrogging to match the pace of developed global economies, ICT is rapidly becoming the core of any intelligent infrastructure and HCL Infosystems has developed customized& efficient system integration solutions designed to fuel the

Indian growth engine. With relentless efforts to fuel the PC market, HCL Infosystems has been acting as a catalyst for affordable & economical computing.

Today HCL Infosystems has become one of the leading System Integration Company in the country, implementing several turnkey Systems and Networking Integration projects nationwide and across most of the vertical business segments. HCL Infosystems is uniquely poised today in the market making it the only company with India as its primary focus, offering state of the art technology solutions to empower a host of defense, Homeland Security frameworks, social sectors and government schemes for Nation building. HCL Infosystems has being powering numerous projects across sectors like Defense, Homeland Security, Airport & Railways Intelligent Infrastructure, Telecom, Banking, Public Distribution System, E-governance, Education, NREGA etc. With global expansion and sharing best practices with the world and in particular developing markets, the company is today strategically expanding in markets like Middle East, Southeast Asia and Africa. The company has developed more than 30 IP products to serve different segments of the markets backed by various hardware and software services.

HCL today has India's largest vertically integrated computer manufacturing facility with over three decades of electronic manufacturing experience & HCL desktops is the largest selling brand into the enterprise space. With India’s largest ICT services network that reaches to every corner of India, HCL’s award winning Support Services makes it the preferred choice of enterprise and consumers alike. HCL Infosystems has a 100% subsidiary that addresses the physical security technology system integration market. The subsidiary leverages technology to build a security framework called ‘Safe State’ that safeguard’s life, infrastructure & society.

CHAPTER 2

COMPANY PROFILE

Type: Public
Industry: IT sector
Founder: Mr.Shiv Nadar
Services: IT and outsourcing services
Revenue: 11,024.14 crore
Operating income: 256.58 crore
Net income: 177.23 crore

HCL Infosystems Ltd is India's premier information enabler and country's leading ICT system integrator and distribution company. The company is among the leading players in all the segments comprising the domestic IT products, solutions and related services, which include PCs, Servers, Imaging, Voice & video solutions, Networking Products, TV and FM Broadcasting solutions, Communication solutions, System Integration, ICT education &training, Digital lifestyle Solutions and Peripherals. They offer value-added services in the key areas such as system integration, networking consultancy and a wide range of support services.

HISTORY OF HCL

HCL Info systems Ltd is one of the pioneers in the Indian IT market, with its origins in 1976. For over quarter of a century, we have developed and implemented solutions formultiple market segments, across a range of technologies in India. We have been in the forefront in introducing new technologies and solutions.

The highlights of the HCL saga are summarized below:

1976- Hindustan Computer limited (HCL) is born.

1977- Forms distribution alliance with Toshiba for copier & Notebooks.

1978- HCL Successfully ships in house designed micro-computer at the same time as Apple.

1983- Indigenously develops an RDBMS, a Networking OS & a client server architecture, at the same time as global.

1986- HCC Becomes the largest IT Company in India.

1989- Introduce fine grained Multiprocessor UNIX 3 yr a head of "sun& HP"

1991- HCL Hewlett Packard J. Develops Multi Processor UNIX of HP & Heralds HCLS entry into contract R&D.

1994- Forges distribution alliances with Ericsson Switches & Nokia cell Phone.

1997- HCL" s R&D spinoff as HCL Technology Mark advent info Software services.

2007- HCL Becomes the first company to cross the 1, 00,000-unit Milestone in the Indian Desktop PC Market.

2008- HCL Technologies Get accorded by Meta Spectrum with leader status in off has outsourcing.

2009- JV with NEC, Japan -HCL Set up first Power PC Architecture design centre outside of IBM.

2010- HCL info system ties up with Apple for iPod distribution. -HCL Technologies sign largest over, software services deal with DSG.

2011- HCL as an enterprise sources the $ 4 billion watermark. HCL announces opening of its Second European outsourcing facility in June with the establishment of the delivery center in Krakow Poland.

HCL ENTERPRISE:

HCL Enterprise is a US $ 5 billion leading Global Technology and IT enterprise that comprises two companies listed in India - HCL Technologies & HCL Info systems. The 3-decade-old enterprise, founded in 1976, is one of India's original IT garage start-ups. Its range of offerings spans Product Engineering, Custom & Package

Applications, BPO, IT Infrastructure Services, IT Hardware, Systems Integration, and distribution of ICT products.

The HCL team comprises approximately 60,000 professionals of diverse nationalities, who operate from 23 countries including 500 points of presence in India. HCL has global partnerships with several leading Fortune 1000 firms, including leading IT and Technology firm.

NATURE OF BUSINESSES

1. The organizational study analyzed the overall functioning of the firm.
2. The vision and mission statement of the HCL infosystems.
3. The scope of the study made a moderate attempt to have the SWOT analysis and PESTEL analysis found in a company, which would certainly give as valuable information's and data in order to improve the overall activities of the organization.

VISION

"To be the technology partner of choice for forward looking customers by collaboratively
transforming technology into business advantage."

MISSION

"We will be the employer of choice and the partner of choice by focusing on our stated values of Employees First, Trust, Transparency, Flexibility and Value Centricity."

QUALITY POLICY

The history of structured quality implementation in HCL Infosystems began in the late 1980 with the focus on improving quality of its products by using basis QC tools and Failure Reporting and Corrective Active Systems (FRACAS). We also employed concurrent engineering practices including design reviews, and rigorous reliability tests to uncover latent design defects.

In the early 90s, the focus was not merely on the quality of products but also the process quality systems. Our manufacturing unit at NOIDA was certified initially to ISO 9002:1994 by Bureau Veritas Certification in 1994 and later on to ISO 9001:1994 in 1997. As of now, all our manufacturing units are certified by Bureau Veritas Certification as per ISO 9001:2000 and ISO 14001: 2004

In early 1995, a major quality initiative was launched across the company based on Philip B. Crosby's methodology of QIPM (Quality Improvement Process Management). This model was selected to because it considered the need and commitment by an organization to improve but more importantly, the individual's need towards better quality in his personal life.

Under our Quality Education System program, we train our employees on the basic concepts and tools of quality. A number of improvement projects have been undertaken by our employees, whereby process deficiencies and bottlenecks are identified, and Corrective Action Projects (CAPs) are undertaken. This reduces defect rates and improves cycle times in various processes, including personal quality.

HCL PRODUCTS (some)

Voice solution products

Presentation product

Documentation product

Home PC's

Home Notebooks

Business PC's

Business Note Books

DEPARTMENTS IN HCL.

Production department

Human resource department

Marketing department

Administration and Operation department

Finance department

Production department:

Production is the functional area responsible for turning inputs into finished outputs through a series of production processes. The Production Manager is responsible for making sure that raw materials are provided and made into finished goods effectively. He or she must make sure that work is carried out smoothly and must supervise procedures for making work more efficient and more enjoyable.

Five production sub-functions

1. Make an adequate planning for production process.
2. Make sure the work allocation in effective manner.
3. To check the progress of work.
4. Ensuring the proper utilization of resources for achieving the target.
5. Maintain the quality of product.

In a manufacturing company the production function may be split into five sub-functions:

1. The **production and planning**department will set standards and targets for each section of the production process. The quantity and quality of products coming off a production line will be closely monitored. In businesses focusing on lean production, quality will be monitored by all employees at every stage of production, rather than at the end as is the case for businesses using a quality control approach.

2. The **purchasing** department will be responsible for providing the materials, components and equipment required to keep the production process running smoothly. A vital aspect of this role is ensuring stocks arrive on time and to the right quality.

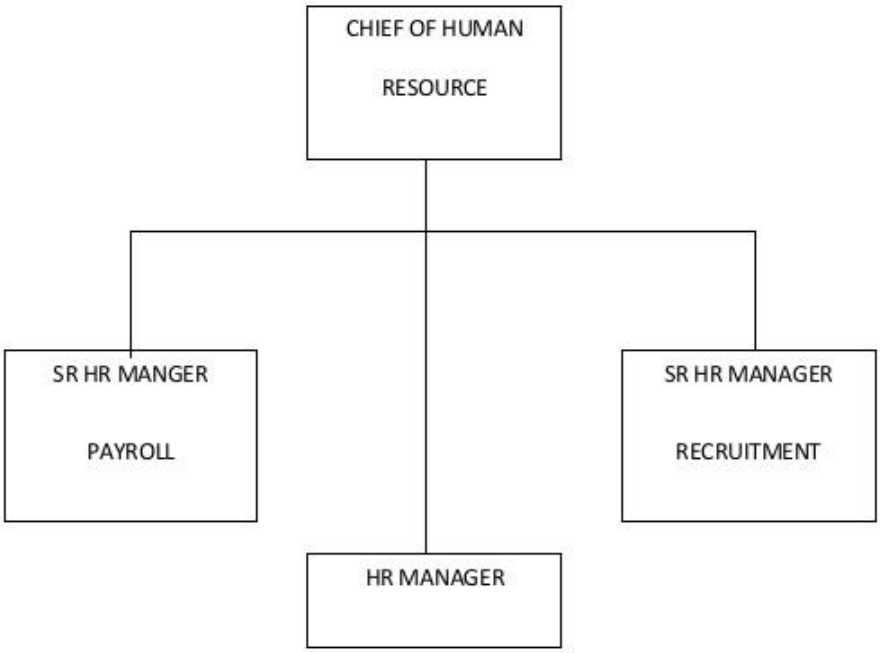
3. The **stores** department will be responsible for stocking all the necessary tools, spares, raw materials and equipment required to service the manufacturing process. Where sourcing is unreliable, buffer stocks will need to be kept and the use of computerized stock control systems helps keep stocks at a minimal but necessary level for production to continue unhindered.

4. The **design and technical support** department will be responsible for researching new products or modifications to existing ones, estimating costs for producing in different quantities and by using different methods. It will also be responsible for the design and testing of new product processes and product types, together with the development of prototypes through to the final product. The technical support department may also be responsible for work study and suggestions as to how working practices can be improved.

5. The **works** department will be concerned with the manufacture of products. This will include the maintenance of the production line and other necessary repairs. The works department may also have responsibility for quality control and inspection. A key aspect of modern production is ensuring quality. The term quality means fitness for purpose i.e. a product, process or service should do exactly what is expected of it.

Human resourse department:

The organizations can create sustained and consistent competitive advantage only by mastering the management of their people, or "human resources." Every person who works in organizations plays a role in managing people. This is especially true for those of you who aspire to create, manage, and lead future organizations. Certainly, tools from marketing, finance, operations and other management disciplines will be required. In fact, principles from these areas can even be applied to managing people better. Moreover, even applying the traditional tools will require greater awareness of their impact and relationship to people. Judy Lewent, one of today's "hottest" executives, and CFO of Merck &Co. says even financial analysis should serve to encourage the right behaviors in people, “finance departments can take the nuances, the intuitive feelings that really fine businesspeople have and quantify them".



The management of Man is a very important and challenging job; important because it
is job, not of managing „men", but of administering a social system. Human Resource Management involves procedures and practices through which human resources are organized and directed towards the attainment of the individual, social and organizational
goals.

FUNCTIONS OF HR MANAGER

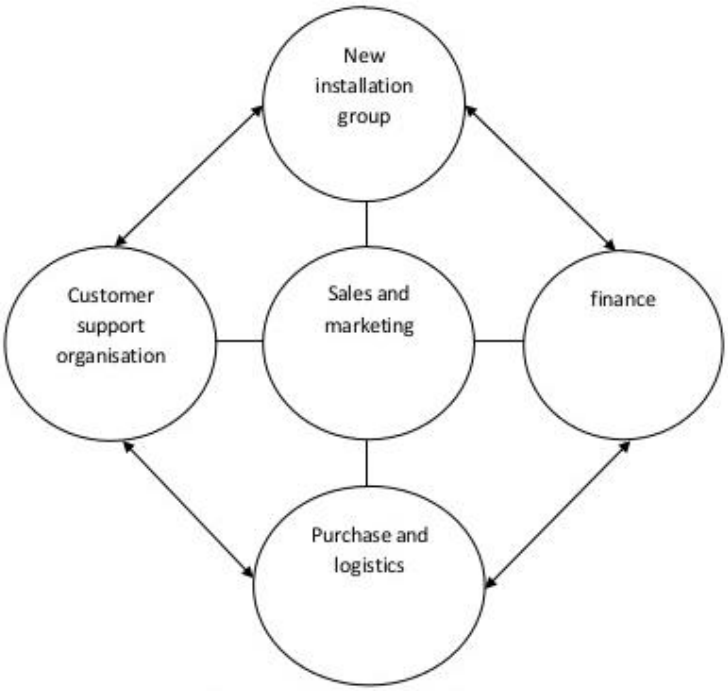
1. HR planning for future
2. Procurement of right kind and number of persons.
3. Proper utilization resources.
4. Organizing by setting up the structure of relationship among jobs, personnel factors to contribute towards organization goals.

MARKETING DEPARTMENT:

Plan, develop, direct, manage and coordinate all Recruiting advertising and marketing activities in support of recruiting. Identify and understand our target markets. Plan, develop, enhance and maintain the local and national advertising lead tracking system; manage and maintain national lead fulfillment and toll-free telephone facilities; plan, develop, enhance and maintain recruiting websites and social media; manage lead distribution process to cyberspace recruiting center; manage and coordinate the use of all recruiter exhibit support properties. Develop an awareness and image of a career opportunity. Provide the target audience with pertinent, credible, and provocative information to inspire individuals to contact the superiors.

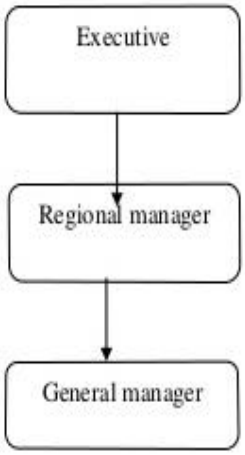
Coordinate the development and execution of the Annual Advertising and Marketing Plan that provides the objectives, strategies, initiatives and media plans for effectively supporting the recruiting mission. Plan, budget, and manage the development, production, contract procurement, and distribution of all items contained in the approved Annual Advertising and Marketing Plan.

ADMINISTRATION DEPARTMENT:



DEPARTMENT DESCRIPTION

The Department provides executive oversight, strategic planning, and direction to the broader support and administrative functions of the City which include: Personnel, Labor Relations, Purchasing and Contracting, and the Office of the Chief Information Officer (CIO). As part of the recent restructure/reorganization, the office will also provide oversight, direction, and guidance to community programs including the Park & Recreation, Library, and Customer Services departments. Key management tools and reforms currently overseen by the Business Office include conducting Business Process Reengineering (BPR) studies for all City departments, programs, and services; assisting departments in the implementation of competitive sourcing activities (Managed Competition); developing a citywide strategic plan and Balanced Scorecard, andimplementing the City's Management Plan. Coordinating the operations. Responsibilities: Office Administration / Employee Welfare / Employee Travel Arrangements / coordinating all other requisite arrangements for employees



The Department has initiated and nearly completed 16 BPR studies. A citywide position control and database system was developed to ensure only vacant,authorized, and budgeted positions are filled. The Department initiated a comprehensive reviewand update process for citywide policies and Administrative Regulations. A new internal online City phone directory was developed. The Department alsoconceptualized the City Management Program, trained the Executive Team and unclassified employees on the program's concepts, and began implementation by developing a City Strategic Plan and tactical plans for seven departments and two divisions. This effort will continue through Fiscal Year 2008.The Grants Coordination

Team was established to improve the efficiency and effectiveness of grants and gifts on a citywide basis.

Finance department:

Department of Finance has the mission to provide updated contents relevant to teaching in several courses of the institution, as well as foster knowledge production and diffusion in the fields of their specialization, with high sense of ethics, quality and pertinence. Finance department has forty highly specialized professors, with PhD and master's from first line institutions in Brazil and abroad, with vast corporate and academic experience. The faculty, according to its profile and interest, are to teach research, publish, tutor students, participate in collegiate organizations, work in study centers and perform administrative tasks.

Achievements and awards

HCL Infosystems, India's premier IT Services & Distribution Company, was conferred with two awards at the Global Awards for Excellence in Quality Management leadership at the World Quality Congress Awards held in Mumbai recently.HCLInfosystems won the award for 'Best Achievement of Integrating Lean and Six Sigma'- 2015, WhileAnand Prakash, Vice-president – Quality, HCL Infosystems Ltd. was felicitated with the quality Leadership Award.

The Company was recognized for its contribution in different areas of Lean and Six Sigma such as Policies, Practices, Culture, Employee Involvement, Customer's Involvement, Services and Benefits. Recently HCL Infosystems introduced the concept of Lean Six Sigma (Less) which focuses on culture building, improving customer satisfaction and achieving service excellence through structural and systemic initiatives which also propelled the Company's service performance to the next level.

Anand Prakash won the Quality Leadership Award for instilling and driving Quality Vision, Principles and Processes across every facet of the organization.

Future growth prospects of an organization

HCL Technologies and VMware enter into next level of Strategic Alliance
HCL has signed an engagement with Xerox for end-to-end product engineering serviceEpicor and HCL Technologies Sign Long-term Strategic Partnership
Dex One and HCL Technologies to optimize digital platform development
HCL partners with Trintech to improve clients‟ Record to Report processes
Prime Minster John Key witnesses new signing between HCL & Finzsoft

New at HCL

HCL Technologies wins the HP Alliance ONE Partner of the Year Award.

HCL ISD's customer Energy Future Holdings wins Computerworld Laureate 2011 Recognition.
HCL becomes first global IT Services Company to Join Advanced Message Queuing Protocol (AMQP) Working Group.

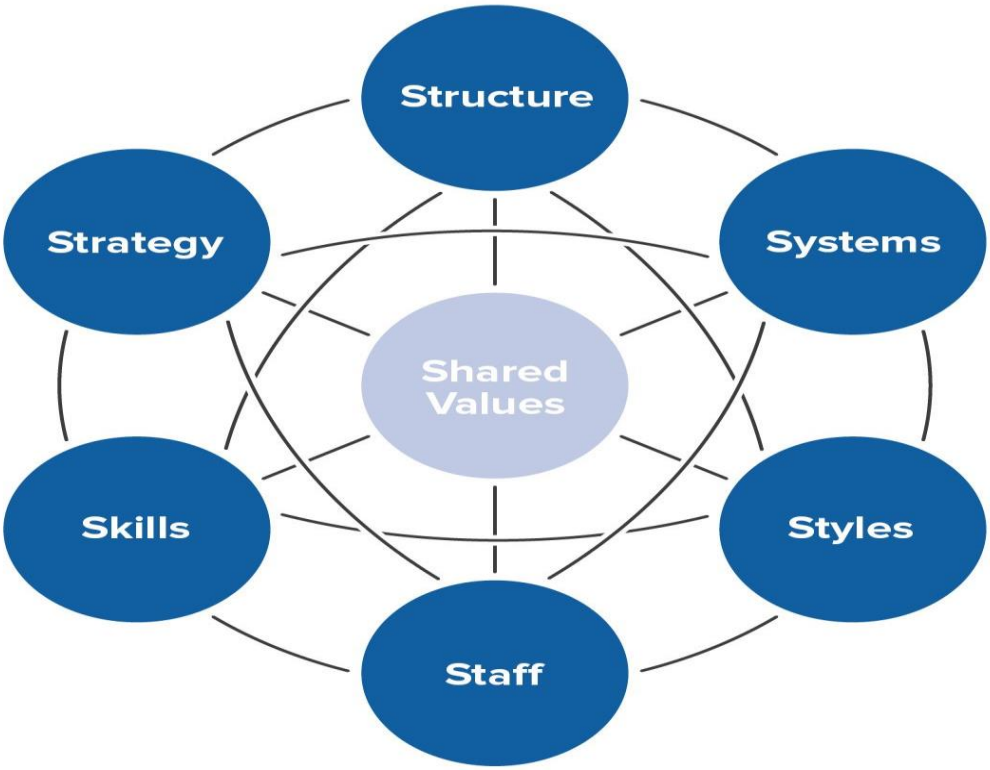
CHAPTER 3

MCKENSY'S 7S FRAMEWORK

Introduction:

This paper discusses McKinsey's 7S Modelthat was created by the consulting company McKinsey and Company in the early 1980s. Since then it has been widely used by practitioners and academics alike in analyzing hundreds of organizations. The paper explains each of the seven components of the model and the links between them. It also includes practical guidance and advice for the students to analyze organisations using this model. At the end, some sources for further information on the model and case studies available on this website are mentioned.

The McKinsey 7S modelwas named after a consulting company, McKinsey and Company, which has conducted applied research in business and industry (Pascale & Athos, 1981; Peters & Waterman, 1982). All of the authors worked as consultants at McKinsey and Company; in the 1980s, they used the model to analyze over 70 large organizations. The McKinsey 7S Framework was created as a recognizable and easily remembered model in business. The seven variables, which the authors term "levers", all begin with the letter "S":



These seven variables include structure, strategy, systems, skills, style, staff and shared values. Structure is defined as the skeleton of the organisation or the organisational chart.

The authors describe strategy as the plan or course of action in allocating resources to achieve identified goals over time. The systems are the routine processes and procedures followed within the organisation. Staff are described in terms of personnel categories within the organisation (e.g. engineers), whereas the skills variable refers to the capabilities of the staff within the organisation as a whole. The way in which key managers behave in achieving organisational goals is considered to be the style variable; this variable is thought to encompass the cultural style of the organisation. The shared values variable, originally termed superordinate goals, refers to the significant meanings or guiding concepts that organisational members share (Peters and Waterman, 1982).

The shape of the model (as shown in figure 1) was also designed to illustrate theinterdependency of the variables. This is illustrated by the model also being termed

as the "Managerial Molecule". While the authors thought that other variables existed withincomplex organisations, the variables represented in the model were considered to be of crucial importance to managers and practitioners (Peters and Waterman, 1982).

The analysis of several organisations using the model revealed that American companies tend to focus on those variables which they feel they can change (e.g. structure, strategy and systems) while neglecting the other variables. These other variables (e.g. skills, style, staff and shared values) are considered to be "soft" variables. Japanese and a few excellent American companies are reportedly successful at linking their structure, strategy and systems with the soft variables. The authors have concluded that a company cannot merely change one or two variables to change the whole organisation.

For long-term benefit, they feel that the variables should be changed to become more congruent as a system. The external environment is not mentioned in the McKinsey 7S Framework, although the authors do acknowledge that other variables exist and that they depict only the most crucial variables in the model. While alluded to in their discussion of the model, the notion of performance or effectiveness is not made explicit in the model.

Description of 7's:

- **Strategy**: Strategy is the plan of action an organisationprepares in response to, or anticipation of, changes in its external environment. Strategy is differentiated by tactics or operational actions by its nature of being premeditated, well thought through and often practically rehearsed. It deals with essentially three questions as shown in figure

1) where the organisation is at this moment in time,
2) where the organisation wants to be in a particular length of time and
3) how to get there. Thus, strategy is designed to transform the firm from the

present position to the new position described by objectives, subject to constraints of the capabilities or the potential.

- **Structure**: Business needs to be organised in a specific form of shape that is generally referred to as organisational structure. Organisations are structured in a variety of ways, dependent on their objectives and culture. The structure of the company often dictates the way it operates and performs (Waterman et al., 1980). Traditionally, the businesses have been structured in a hierarchical way with several divisions and departments, each responsible for a specific task such as human resources management, production or marketing. Many layers of management controlled the operations, with each answerable to the upper layer of management.

Although this is still the most widely used organisational structure, the recent trend is increasingly towards a flat structure where the work is done in teams of specialists rather than fixed departments. The idea is to make the organisation more flexible and devolve the power by empowering the employees and eliminate the middle management layers (Boyle, 2007).

- **Systems**: Every organisation has some systems or internal processes to support and implement the strategy and run day-to-day affairs. For example, a company may follow a particular process for recruitment. These processes are normally strictly followed and are designed to achieve maximum effectiveness.

Traditionally the organisations have been following a bureaucratic-style process model where most decisions are taken at the higher management level and there are various and sometimes unnecessary requirements for a specific decision (e.g. procurement of daily use goods) to be taken. Increasingly, the organisations are simplifying and modernizing their process by innovation and use of new technology to make the decision-making process quicker. Special emphasis is on the customers with the intention to make the processes that involve customers as user friendly as possible (Lynch, 2005).

- **Style/Culture:** All organisations have their own distinct cultureandmanagementstyle. It includes the dominant values, beliefs and norms which develop over time andbecome relatively enduring features of the organisational life. It also entails the waymanagers interact with the employees and the way they spend their time. The businesseshave traditionally been influenced by the military style of management and culture wherestrict adherence to the upper management and procedures was expected from the lower-rank employees.

However, there have been extensive efforts in the past couple of decadesto change to culture to a more open, innovative and friendly environment with fewerhierarchies and smaller chain of command. Culture remains an important consideration inthe implementation of any strategy in the organisation (Martins and Terblanche, 2003).

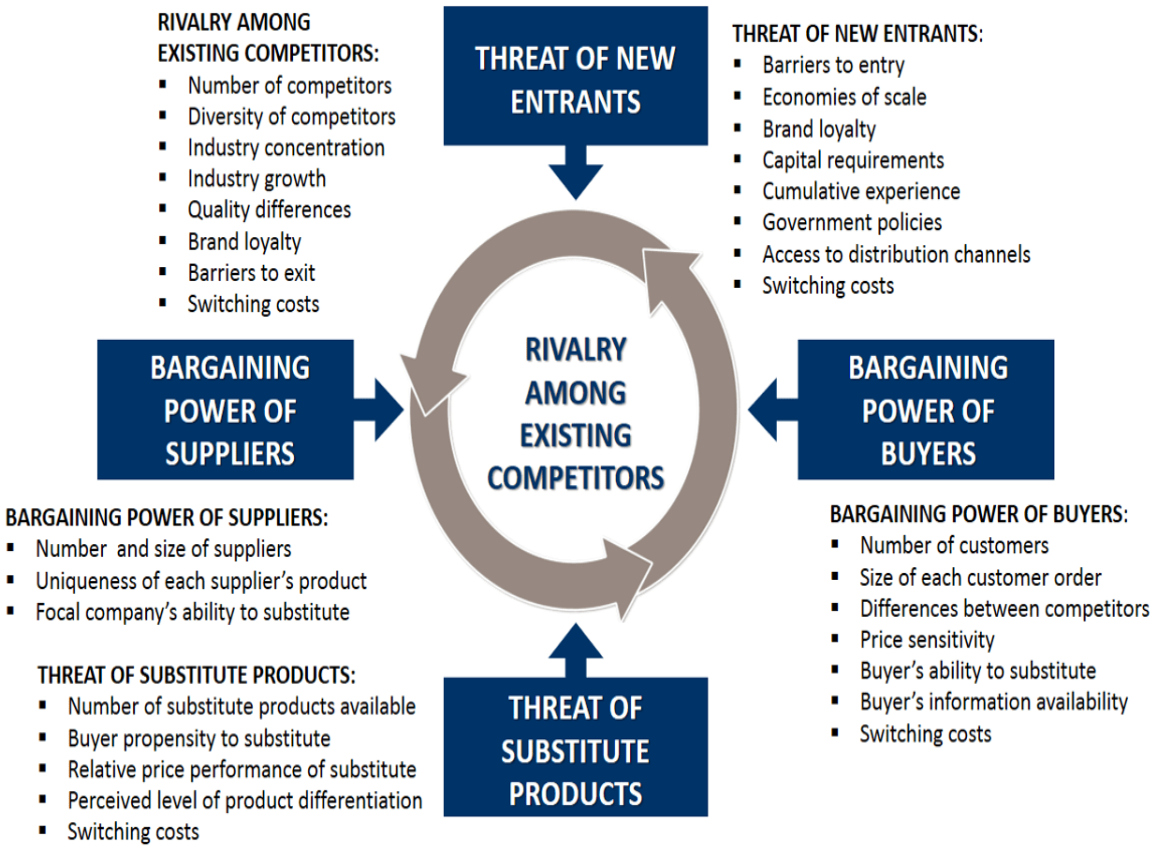
- **Staff:** Organisations are made up of humans and it's the people who make the real difference to the success of the organisation in the increasingly knowledge-based society. The importance of human resources has thus got the central position in the strategy of the organisation, away from the traditional model of capital and land.

All leading organisations such as IBM, Microsoft, Cisco, etc. put extraordinary emphasis on hiring the best staff, providing them with rigorous training and mentoring support, and pushing their staff to limits in achieving professional excellence, and this forms the basis of these organisations' strategy and competitive advantageover their competitors. It is also important for the organisation to instill confidence among the employees about their future in the organisation and future career growth as an incentive for hard work (Purcell and Boxal, 2003).

- **Shared Values/Superordinate Goals:** All members of the organisation share some common fundamental ideas or guiding concepts around which the business is built. This may be to make money or to achieve excellence in a particular field. These values and common goals keep the employees working towards a common destination as a coherent team and are

important to keep the team spirit alive. The organisations with weak values and common goals often find their employees following their own personal goals that may be different or even in conflict with those of the organisation or their fellow colleagues (Martins and Terblanche, 2003).

PORTER'S FIVE FORCE MODEL



1. Threat of New Entrants: The easier it is for new companies to enter the industry, the more cutthroat competition we as a company would face. Factors that can limit the threat of new entrants are known as Barrier to Entry.

- In education industry, there are many restrictions as companies have to follow certain guidelines set by Government & various educational policies.
- Initial setup cost is high as building a complete marketing network is difficult.

- It is difficult to achieve economies of scale for initial phase of 2-3 years. There will be a less threat of new entrants in terms of digital classroom learning.

2.Threat of substitutes: What is the likelihood that someone will switch to a competitive product or service? If the cost of switching is low, then this poses a serious threat. Here are a few factors that can affect the threat of substitutes:

- In education industry, there are fewer restrictions when it comes to provide the content online.
- Like Merit Nation is providing the same content as HCL is providing, that is even free of cost. Similarly, many other companies are providing the content online. Hence principals tend to use their own hardware and display the content.
- Some companies can come up with innovative products which can be cheaper hence schools might shift towards the best substitute available.
- A fall in the quality of our product / poor after sale service can lead to loss of client ultimately substituting our product with a rival's product.

3.Bargaining Power of Suppliers: This is how much pressure suppliers can place on a business. If one supplier has a large enough impact to affect a company's margins and volumes, then it holds substantial power.

- HCL Learning has a team of content developers and voice over actors, so the power of suppliers decreases.
- HCL has selected its suppliers after a thorough search for various components for digi-school which provide right value with several components like exercise duty exemption.
- They are supplying the product at very less cost as compared to other competitors.

4.Bargaining Power of Buyers: This is how much pressure customers can place on a business. If one customer has a large enough impact to affect a company's margins and volumes, then the customer hold substantial power.

- The role of freely available and instantaneous information relating to course descriptions, and video lectures, give students more power of choice.

- In education sector many companies offering same product at different & competitive cost.
- The buyers have lot of options available and buy their digital classroom solutions based on the best EMI model available to them.

5.Competitive Rivalry within the Industry: This describes the intensity of competition between existing firms in an industry. Highly competitive industries generally earn low returns because the cost of competition is high.

- Education sector has no current dominance because of competitive cost products available.
- Same products are offered by different firms at different prices.
- The pricing has to be competitive and the after sales service should be highly competent to gain maximum market share and revenue.

CHAPTER - 4

SWOT ANALYSIS

STRENGTH

1 Wide range of products and services like Bpo‟s software services, infrastructure management
which cater into both large and medium size.
2 Global coverage in countries like us,Europe,japan etc.
3 Support sales activities by understanding the customer business better.
4 Keep up to date on what competitors are doing.
5 Ability to understand customer's business and offer right technology.
6 Long standing relationship with customers.
7 Pan India support & service infrastructure.
8 Best-vale-for-money offerings.
9 They understand the business of the customer and provide the apt technology to them
10 They have a long committed relationship with their customers
11 The support provided by the company is pan India
12 Customers get their value for money
13 They are the leaders in technology
14 Strong employees base of up to 50000Pax.

WEAKNESS

1 Loss project in continuation
2 Total asset turnover is one of the week of hcl,as they has always failed to materialize its asset in right direction
3 Lack of innovation and distribution network especially in case of laptops has reflected HCL‟s weakness.
4 Dependence of mature market

5 Lack of scale

6 HCL has dipped 5% at Rs 36.85 on reporting 83% year-on-year drop in consolidated net profit at Rs 2 crore for the fourth quarter ended June 30,2012, due to rupee depreciation and rise in input costs.

7 The computer hardware company was in net losses for the last three quarters, reported net profit of Rs 11.5 crore in corresponding period last year. However, its revenue was up 3% at Rs 2,726 crore during the quarter compared with Rs 2,639 crore in a year-ago period.

8 "A challenging economic environment, coupled with issues like the rupee's depreciation, slow movement in contracts under execution and a rise in input costs due to natural calamities impacted business in the last financial year," Chief Executive Harsh Chitale said in a statement.

9 The stock opened at Rs 38.20 and hit a 52-week low of Rs 36.80 on the BSE. A combined around 60,000 shares have changed hands on the counter in opening deals.

10 Lack of innovation and distribution network especially in caseof laptops has reflected HCL's weakness.

OPPORTUNITIES

1 Acquisition

2 Key opportunities lies in the countries like Eastern Europe and Asia Pacific region

3 Mid market segment is the opportunity area as against 200 companies

4 Opportunity of doing better on return on equity by beating satyam.

5 HCL believe in empowering people to help achieve their goals – goals that are achieved by the coming together of talent and innovation, powered by ownership and freedom to experiment, leading to tremendous growth and gains for the individual and the organisation.

6 HCL pride them in being a pioneer in creating the Indian IT Industry, by pioneering the creation of the people for the industry. HCL, HR philosophy is "beyond HR Practices and Systems", where we are ceaselessly creating the „HCL Family", whose DNA is Pride, Passion, Performance and People, with an inexhaustible Spirit of Entrepreneurship.

THREATS

1 The ban of outsourcing from India due to new regulations from US

2 Depreciation in quarterly sale lead to loss of market share and product Depreciation

3 Small players and manufactures are trying to enter into the segment where they can provide much cheaper product than HCL.which will be a rising competition to share.

4 Intense competitions

5 Immigration restriction

6 Anti outsourcing legislation

7 The threats to HCL are mainly from its competitors. Some of the major companies that compete with HCL include Wipro, Siemens, and Dell etc. Wipro being one of the top IT companies in India gives a stiff competition to HCL in various sectors. There has been equal competition from Siemens.

8 Dip in quarterly Sales by 5% can lead to loss of market share and product depreciation.

CHAPTER 5

ANALYSIS OF FINANCIAL STATEMENT

Balance sheet

BALANCE SHEET OF HCL INFOSYSTEMS (in Rs. Cr.)	MAR 20	MAR 19	MAR 18	MAR 17	MAR 16	
	12 months	12 months	12 months	12 months	9 months	
EQUITIES AND LIABILITIES						
SHAREHOLDER'S FUNDS						
Equity Share Capital	65.84	65.84	65.84	44.58	44.58	
TOTAL SHARE CAPITAL	**65.84**	**65.84**	**65.84**	**44.58**	**44.58**	
Reserves and Surplus	-105.66	212.99	420.31	577.49	1,182.33	
TOTAL RESERVES AND SURPLUS	**-105.66**	**212.99**	**420.31**	**577.49**	**1,182.33**	
TOTAL SHAREHOLDERS FUNDS	**-39.82**	**278.83**	**486.15**	**622.07**	**1,226.91**	
NON-CURRENT LIABILITIES						
Long Term Borrowings	22.75	94.40	93.51	134.11	107.42	
Deferred Tax Liabilities [Net]	0.00	0.00	0.00	0.00	0.00	
Other Long Term Liabilities	1.03	0.00	0.00	0.00	5.32	
Long Term Provisions	2.27	6.02	4.74	5.33	4.76	
TOTAL NON-CURRENT LIABILITIES	**26.05**	**100.42**	**98.25**	**139.44**	**117.50**	

CURRENT LIABILITIES						
Short Term Borrowings	420.60	494.99	750.42	568.28	423.82	
Trade Payables	348.20	522.28	723.10	402.17	453.62	
Other Current Liabilities	91.01	293.43	189.89	182.28	222.22	
Short Term Provisions	11.79	7.51	9.00	7.10	3.40	
TOTAL CURRENT LIABILITIES	**871.60**	**1,318.21**	**1,672.41**	**1,159.83**	**1,103.06**	
TOTAL CAPITAL AND LIABILITIES	**857.83**	**1,697.46**	**2,256.81**	**1,921.34**	**2,447.47**	
ASSETS						
NON-CURRENT ASSETS						
Tangible Assets	54.80	58.24	79.84	76.49	81.48	
Intangible Assets	0.00	0.94	2.11	0.19	0.04	
Capital Work-In-Progress	0.00	0.04	0.00	0.00	0.25	
Other Assets	0.00	0.00	0.00	0.00	0.00	
FIXED ASSETS	**54.80**	**59.22**	**81.95**	**76.68**	**81.77**	
Non-Current Investments	0.04	0.04	56.09	535.51	971.53	
Deferred Tax Assets [Net]	0.00	63.55	63.55	64.70	0.00	
Long Term Loans And Advances	0.00	0.00	0.00	0.00	112.79	
Other Non-Current Assets	276.27	259.59	170.72	118.76	0.00	
TOTAL NON-CURRENT ASSETS	**331.11**	**382.40**	**372.31**	**795.65**	**1,166.09**	
CURRENT ASSETS						
Current Investments	0.00	0.00	107.19	120.87	49.97	

Inventories	24.24	85.30	278.57	59.47	95.76	
Trade Receivables	158.38	379.55	560.88	432.00	312.99	
Cash And Cash Equivalents	59.78	155.30	57.47	72.09	99.55	
Short Term Loans And Advances	203.56	515.59	716.57	389.02	722.52	
OtherCurrentAssets	80.76	179.32	163.82	52.24	0.59	
TOTAL CURRENT ASSETS	**526.72**	**1,315.06**	**1,884.50**	**1,125.69**	**1,281.38**	
TOTAL ASSETS	**857.83**	**1,697.46**	**2,256.81**	**1,921.34**	**2,447.47**	
OTHER ADDITIONAL INFORMATION						
CONTINGENT LIABILITIES, COMMITMENTS						
Contingent Liabilities	0.00	1,003.26	623.95	364.43	1,311.18	
CIF VALUE OF IMPORTS						
Raw Materials	0.00	0.00	0.00	0.00	0.00	
Stores, Spares And Loose Tools	0.00	0.00	0.00	0.00	95.67	
Trade/Other Goods	0.00	0.00	0.00	0.00	95.67	
Capital Goods	0.00	0.00	0.00	0.00	0.00	
EXPENDITURE IN FOREIGN EXCHANGE						
Expenditure In Foreign Currency	0.00	207.27	121.92	126.19	9.12	
REMITTANCES IN FOREIGN CURRENCIES FOR DIVIDENDS						

Dividend Remittance In Foreign Currency	--	--	--	--	--	
EARNINGS IN FOREIGN EXCHANGE						
FOB Value of Goods	--	--	6.64	6.94	0.87	
Other Earnings	--	0.34	--	--	0.01	
BONUS DETAILS						
Bonus Equity Share Capital	--	10.64	10.64	10.64	10.64	
NON-CURRENT INVESTMENTS						
Non-Current Investments Quoted Market Value	--	--	--	--	--	
Non-Current Investments Unquoted Book Value	--	0.04	56.09	535.51	971.53	
CURRENT INVESTMENTS						
Current Investments Quoted Market Value	--	--	--	--	--	
Current Investments Unquoted Book Value	--	--	107.19	120.87	49.97	

Profit and loss account

PROFIT & LOSS ACCOUNT OF HCL INFOSYSTEMS (in Rs. Cr.)	**MAR 20**	**MAR 19**	**MAR 18**	**MAR 17**	**MAR 16**	
	12 months	12 months	12 months	12 months	9 months	
INCOME						

REVENUE FROM OPERATIONS [GROSS]	**1,648.13**	**3,581.32**	**2,950.30**	**2,265.36**	**2,499.27**	
Less: Excise/Service Tax/Other Levies	0.00	0.00	0.00	0.00	0.01	
REVENUE FROM OPERATIONS [NET]	**1,648.13**	**3,581.32**	**2,950.30**	**2,265.36**	**2,499.26**	
TOTAL OPERATING REVENUES	**1,648.13**	**3,581.45**	**2,950.30**	**2,265.36**	**2,499.26**	
Other Income	29.65	60.07	52.72	48.06	113.69	
TOTAL REVENUE	**1,677.78**	**3,641.52**	**3,003.02**	**2,313.42**	**2,612.95**	
EXPENSES						
Cost of Materials Consumed	0.00	0.04	0.35	0.79	0.08	
Operating and Direct Expenses	0.00	28.36	27.55	26.63	22.59	
Changes in Inventories Of FG,WIP And Stock-In Trade	61.05	193.50	-219.73	36.13	31.23	
Employee Benefit Expenses	56.54	65.88	58.96	58.11	60.29	
Finance Costs	84.27	103.37	112.69	104.60	79.73	
Depreciation and Amortization Expenses	7.41	8.38	4.44	4.80	4.12	
Other Expenses	73.70	63.37	57.66	60.42	73.38	
TOTAL EXPENSES	**1,830.96**	**3,714.62**	**3,079.90**	**2,369.99**	**2,593.35**	
PROFIT/LOSS BEFORE EXCEPTIONAL, EXTRAORDINARY ITEMS AND TAX	**-153.18**	**-73.10**	**-76.88**	**-56.57**	**19.60**	
Exceptional Items	-101.71	-133.23	-553.62	-320.19	-228.68	

PROFIT/LOSS BEFORE TAX	**-254.89**	**-206.33**	**-630.50**	**-376.76**	**-209.08**	
TAX EXPENSES-CONTINUED OPERATIONS						
Current Tax	63.55	0.00	0.00	6.31	8.42	
Less: MAT Credit Entitlement	0.00	0.00	0.00	0.00	7.23	
Deferred Tax	0.00	0.00	1.07	-20.68	0.00	
Tax For Earlier Years	0.00	0.00	0.00	0.00	0.00	
TOTAL TAX EXPENSES	**63.55**	**0.00**	**1.07**	**-14.37**	**1.19**	
PROFIT/LOSS AFTER TAX AND BEFORE EXTRAORDINARY ITEMS	**-318.44**	**-206.33**	**-631.57**	**-362.39**	**-210.27**	
PROFIT/LOSS FROM CONTINUING OPERATIONS	**-318.44**	**-206.33**	**-631.57**	**-362.39**	**-210.27**	
PROFIT/LOSS FOR THE PERIOD	**-318.44**	**-206.33**	**-631.57**	**-362.39**	**-210.27**	
OTHER ADDITIONAL INFORMATION						
EARNINGS PER SHARE						
Basic EPS (Rs.)	-9.67	-6.27	-24.66	-16.26	-9.43	
Diluted EPS (Rs.)	-9.67	-6.27	-24.66	-16.26	-9.43	
VALUE OF IMPORTED AND INDIGENIOUS RAW MATERIALS STORES, SPARES AND LOOSE TOOLS						
Imported Raw Materials	0.00	0.00	0.00	0.00	0.00	
Indigenous Raw Materials	0.00	0.00	0.00	0.00	0.08	

STORES, SPARES AND LOOSE TOOLS						
Imported Stores And Spares	0.00	0.00	0.00	0.00	0.00	
Indigenous Stores And Spares	0.00	0.00	0.00	0.00	0.00	
DIVIDEND AND DIVIDEND PERCENTAGE						
Equity Share Dividend	0.00	0.00	0.00	0.00	0.00	
Tax on Dividend	0.00	0.00	0.00	0.00	0.00	
Equity Dividend Rate (%)	0.00	0.00	0.00	0.00	0.00	

Cash flow

CASH FLOW OF HCL INFOSYSTEMS (in Rs. Cr.)	MAR 20	MAR 19	MAR 18	MAR 17	MAR 16	
	12 months	12 months	12 months	12 months	9 months	
NET PROFIT/LOSS BEFORE EXTRAORDINARY ITEMS AND TAX	**0.00**	**-206.33**	**-630.50**	**-376.76**	**-209.08**	
Net Cashflow From Operating Activities	0.00	134.99	-185.69	-172.79	-28.27	
Net Cash Used in Investing Activities	0.00	198.51	-381.08	96.21	502.02	
Net Cash Used from Financing Activities	0.00	-276.07	543.87	50.35	-441.62	

Foreign Exchange Gains / Losses	0.00	-0.10	0.71	-0.48	0.00	
Adjustments on Amalgamation Merger Demerger Others	0.00	0.00	0.00	0.00	0.00	
NET INC/DEC IN CASH AND CASH EQUIVALENTS	**0.00**	**57.33**	**-22.19**	**-26.71**	**32.13**	
Cash and Cash Equivalents Begin of Year	0.00	45.49	67.68	94.39	64.07	
Cash and Cash Equivalents End of Year	0.00	102.82	45.49	67.68	96.20	

CONCLUSION

HCL has successfully achieved their objective of getting the potential customers through promotional activities and also to boost the sale.

The promotional activity was helpful to know the customer's perception towards HCL by getting information from promotion.

The customers came to know about HCL products/services and its benefits through promotional activities which seemed to be the key factor to achieve the prospective customers.

Most of the respondents believe in brand name and good configuration. As such many of them are attracted to the HCL brand. Moreover, the existing users of HCL are found to be satisfied from the features as well as accessibility of the laptops/desktops.

After this organization study, it was founded that HCL is sharing a good reputation in the market. HCL laptop/desktop users are satisfied with HCL.

The organization study at HCL Infosystems has provided valuable information for me as a Management student.

CHAPTER 6

LEARNING EXPERIENCE

Project training created a sensory impression in my mind putting across what actually is an organization and how it operates to serve the public along with the fulfillment of their objectives. This sensory impression guide in production units' theoretical concepts. The Management concepts were difficult to analyze. But, after this project I felt empowered with confidence and understood different management concepts in pragmatic manner.

• I came to know the importance of different management functions such as planning, organizing, staffing, directing and controlling which guide the organization in facing stiff competition from competitors.

• I got to know how centralized structure is doing through others and with others work and things.

• I learnt the importance of leadership traits which guide in achieving personal as well as organization goals.

• I came to know how individual should be dynamic in corporate sector which guides in career planning and development.

• I also learned that how quality control and assurance guide the entire organization in providing quality brands to customer, thereby improving loyalty from customer side.

At last, I felt that in project training has shaped my personal skill, talent, ability, attitude etc. that guide me in contributing to organization as well as nation by working efficiently and effectively

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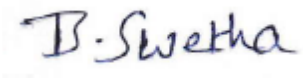
www.hclstore.com

www.hcl.in

Company magazines

WEEKLY PROGRESS REPORT

Student Name	**Ms. Swetha Beere**
USN	**1CR19MBA12**
Title of the Study	**An Organisation Study on HCL Info Systems Ltd**
Organization	**HCL Info Systems Ltd**
WEEK-1	
Duration (start date - End date)	**6.8.2020 - 12.8.2020**
Chapter s covered	Chapter 1 and Chapter 2
Descriptions of activities performed during the week	Introduction to organization, Industry profile and company profile
WEEK-2	
Duration (start date - End date)	**13.8.2020 - 18.8.2020**
Chapter s covered	Chapter 3
Descriptions of activities performed during the week	McKensy's 7S framework, Porter's Five Force Model.
WEEK-3	
Duration (start date - End date)	**19.8.2020 - 26.8.2020**
Chapter s covered	Chapter 4 and Chapter 5
Descriptions of activities performed during the week	SWOT Analysis and analysis of financial statements
WEEK-4	
Duration (start date - End date)	**27.8.2020 - 30.8.2020**
Chapter s covered	Chapter 6
Descriptions of activities performed during the week	Learning experience and Bibliography



Signature of the Student **Signature of the Guide**