



Darren Oberst

CORPORATE VICE PRESIDENT
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Darren Oberst is Corporate Vice President, HCL Software, with business responsibility for inorganic strategy, mergers & acquisitions, joint ventures, minority investments and carve-outs for HCL Technologies. Prior to joining HCL in 2014, Darren was a Vice President at IBM, serving in a diverse set of sales, strategy, business development and general manager roles across software, IT services, and BPO.

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HCL Software Adds New Dimension to a Global Technology Leader

In a short time, HCL Technologies, a leading global IT services company, has developed a large-scale enterprise software business unit called HCL Software. HCL Software has rapidly rolled out major new releases of well-known, established enterprise products including AppScan, BigFix, Commerce, Connections, Digital Experience, Notes Domino, and Unica. While these major releases deliver exciting new business capabilities, they also underscore HCL's commitment to customer success and its vision for the future. We sat down with Darren Oberst, Corporate Vice President of HCL Software, to hear more.

Q: This has been a year of significant technological innovation for HCL Software. What takeaways can you share?

A. Our primary value as a company is “relationship beyond the contract.” As a services company moving into the software industry, customer

The third takeaway relates to how the world has unfolded over the past three months. At HCL, we put our “employees first” and focus on their safety and well-being with ongoing emotional engagement. We provide transparency to our stakeholders, increase the autonomy of individual product and functional teams to allow them to adapt to change, and do the right thing.

Q: How would you describe your technology strategy moving forward?

A. Our product portfolio spans across four major solution categories: Customer Experience, Digital Solutions, DevSecOps, and Automation/Security. Our priority is to always bring value to our customers at the product level, while also offering comprehensive solutions that fit their needs. In terms of technical principles, we focus on Cloud Native, API First, and trust and security in everything we do.

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success is part of our DNA. This first year really brought that message home to us – enabling customer success and value realization as the most important mantra for every part of our business. With every transaction, we strive to build stronger relationships with our customers and ensure long-term success of their initiatives with our software. Also, to be flexible, empathetic, committed to value, and a true partner.

The second key learning is about investing in innovation. With constant customer engagement – product roadmap discussions, client advocacy, transparent development processes, high-velocity releases, consultative engagements and more – we listen to our customers and deliver innovations that matter. In the last year, we've delivered more than 400 new product releases and enhancements.

Q: How does HCL differentiate itself as a software company in today's crowded marketplace?

A. We aspire to offer the best of both worlds: the experience, scale and capability of a multibillion-dollar global technology company, with the energy, flexibility, and speed of a start-up. We are only one year into our launch as a software provider, and every day we are listening and learning from our customers and partners. Every day we approach the market and our customers with a tremendous amount of humility. We are committed to earning customer trust by adhering to our key principles and quickly correcting our course when we fall short of them. Day by day, little by little, we're focused on building a reputation as one of the best software providers in the world. ■