Media Advisory

VFS Global Wins HP Innovation Award for Major IT Transformation

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Mumbai, India, 2 July 2014 – HP today announced that VFS Global has been presented with an HP Innovation Award in recognition of the company's successful major IT transformation supporting strategic initiatives and driving rapid business growth.

VFS Global is the world's largest outsourcing and technology services specialist dedicated to serving governments and diplomatic missions worldwide. The company manages critical visa and passport issuance-related administrative and non-judgmental tasks for 45 client governments in 111 countries across five continents. This enormously complex and vital operation involves 1,226 Visa Application Centers, each with their own data sovereignty and jurisdiction regulations.

New technologies such as cloud, big data, mobile and social media have driven a revolutionary shift in the expectation of how governments deliver services. Secure, web-enabled services are now critical to governments providing easier access to services, whilst protecting privacy and securing highly sensitive data. VFS Global is a leader in enabling these services and helping governments deliver fast, reliable and convenient experiences to their citizens, tourists and business travellers the world over.

The IT infrastructure of VFS Global underpins its operations providing an agile and scalable IT system that delivers business-critical services on a global scale for the most sensitive clients. VFS Global has moved from its traditional IT model to an 'as-a-service', consumption-based IT model to deliver speed and operational efficiency, while maintaining the highest levels of security and confidentiality.

"We've processed over 79 million visas since 2001, and our mission is to constantly improve the visa processing experience for both governments and citizens. IT is the key to delivering the best possible operations across our visa applications centers around the world," said Dhiren Savla, chief information officer, VFS Global. "HP's global reach and ability to provide secure end-to-end services, software and hardware to manage our cloud environment was perfectly aligned with our mission. We are honored to receive this award and it validates our belief that technology is critical to creating a reliable and convenient experience for our customers and staff."

The IT transformation project involved replacing a multi-supplier IT landscape with a centralized platform by deploying HP Helion Managed Virtual Private Cloud, application transformation services, innovative biometrics, Data Center Services and Enterprise Security Services. Moving from a capital expenditure to an operational expense, as-a-service IT model has enabled VFS Global to free up valuable resources for innovation.

"Organizations that operate in a global marketplace need to respond to rapidly changing customer demands, and innovation is the key to delivering better business value," said Bruce Dahlgren, senior vice president and general manager, Enterprise Services Asia Pacific and Japan, HP. *"VFS Global has created a standout, industry-leading technology platform that not only meets the complex needs of governments, but also mitigates business risks and supports the company's future growth. We congratulate VFS Global on their successful implementation and commend them on their commitment to business innovation."*

The HP Innovation Award has been presented to VFS Global in recognition of their determination to use IT to quickly meet evolving regulatory requirements and address the shift to digital governments – all while driving higher quality outcomes for citizens around the world.

About HP

HP creates new possibilities for technology to have a meaningful impact on people, businesses, governments and society. With the broadest technology portfolio spanning printing, personal systems, software, services and IT infrastructure, HP delivers solutions for customers' most complex challenges in every region of the world. More information about HP (NYSE: HPQ) is available at http://www.hp.com.