Release

HCL, Cisco Announce Alignment around Vertical Solutions

Singapore, APAC, March 21st, 2012: HCL Technologies (HCL), a leading global IT services provider, and Cisco Systems, Inc. a global leader in information technology products, today announced that they are jointly creating vertical solutions. First of these solutions is targeted at the financial services industry to improve the end-customer experience.

Since the inception of their strategic relationship in 1996, HCL and Cisco have been delivering joint solutions to their customers to keep up with the pace of technological developments. For instance, the cloud managed services platform of HCL, which is powered by Cisco UCS. However, with the change from "Technology-led" transformation to "Business-led" transformation in the customer's industries, the two have re-defined their approach to joint solutions.

"The objective was to collaborate with innovative IT organizations such as Cisco and create a solution that enables the target Industries to achieve greater flexibility, multi-channel delivery, improved customer experience and delivers those through flexible business models. The solutions such as Customer Experience Management (CEM) address key concern of Financial Services players, in managing their existing customer experiences, providing more avenues for cross-sell /up-sell and also acquiring new customers while introducing new technology advances around mobility, cloud and collaboration in to the Business Departments of Financial Services organizations" states Anubhav Saxena, Vice President, Global Business Marketing, Strategy and Strategic Alliances, HCL Technologies.

"All our joint efforts are leading to solution offerings that converge business processes, applications, networks, mobile devices and beyond to increase effectiveness, responsiveness and mitigate risk for the our customers from key industry verticals like Financial Services. The solutions also integrates components from Cisco's Borderless Networks, Collaboration and Data Center/Virtualization portfolios and leverages HCL's exception capabilities around industry specific applications and system integration capabilities around Cisco architectures," cites Stanimira Koleva, Managing Director, Partner Business Group, Asia Pacific, Japan & Greater China, Cisco Systems, Inc.



The CEM (Customer Experience Management) enables financial services firms to benefit from a cloud-based delivery capability in which communications, applications and people can be virtualized so the firms can improve customer experiences across diverse touch-points and delivery channels; locate and leverage subject-matter expertise across multiple delivery channels to improve sales and service thereby increasing revenue; promote offerings and engage customers/prospective customers using differentiating methods to increase wallet-share; reduce cost of deployment and operation through common, standard network architectures; remotely access systems and collaborate with partners and remote experts to reduce downtime; and improve operational efficiencies .A joint CEM lab is in the making with joint investments from both parties to demonstrate thesolution and will be launched by July 2012.

The HCL-Cisco relationship was formed in February 1996, with the setting up of Cisco's first offshore development center—the Cisco Offshore Development Center—in Chennai, India. Since then the relationship has grown to a comprehensive 360 degree relationship covering sell-to, sell-with and sell-through addressing each others' internal needs as well as customer needs in Hi-tech, Manufacturing, Financial Services, Healthcare, Retail and Media Entertainment across the globe.

Cisco and HCL have jointly worked together in creating private cloud solutions in the APAC –MEA region and the encouragement from those successes are leading to exploring new avenues of collaboration. While technology relevance exists at both infrastructure and application, creating business relevance while bringing together both the application and infrastructure as a triple play has been a challenge for many organizations-which is where this partnership focuses on.

About HCL Technologies

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on 'transformational outsourcing', underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO. HCL leverages its extensive global offshore infrastructure and network of offices in 26 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare. HCL takes pride in its philosophy of 'Employee First, Customer Second' which empowers our 83,076 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, has reported consolidated revenues of US$ 3.9 billion (` 18,334 crores), as on 31 December 2011 (on LTM basis). For more information, please visit www.hcltech.com



About HCL Enterprise

HCL is a $6.2 billion leading global technology and IT enterprise comprising two companies listed in India – HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing and a transformational enterprise, HCL's diverse range of hardware and software offerings span a wide array of focused industry verticals. The HCL team consists of 88,000 professionals of diverse nationalities, who operate from 31 countries including over 500 points of presence in India. For more on HCL, please visit www.hcl.com.

Forward-looking Statements

Certain statements in this release are forward-looking statements, which involve a number of risks, uncertainties,assumptions and other factors that could cause actual results to differ materially from those in such forward-looking statements. All statements, other than statements of historical fact are statements that could be deemed forward looking statements, including but not limited to the statements containing the words 'planned', 'expects', 'believes',' strategy', 'opportunity', 'anticipates', 'hopes' or other similar words. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding impact of pending regulatory proceedings, fluctuations in earnings, our ability to manage growth, intense competition in IT services, Business Process Outsourcing and consulting services including those factors which may affect our cost advantage, wage increases in India, customer acceptances of our services, products and fee structures, our ability to attract and retain highly skilled professionals, our ability to integrate acquired assets in a cost effective and timely manner, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, the success of our brand development efforts, liability for damages on our service contracts, the success of the companies /entities in which we have made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property, other risks, uncertainties and general economic conditions affecting our industry. There can be no assurance that the forward looking statements made herein will prove to be accurate, and issuance of such forward looking statements should not be regarded as a representation by the Company, or any other person, that the objective and plans of the Company will be achieved. All forward looking statements made herein are based on information presently available to the management of the Company and the

Company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the Company.

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