HCL Technologies Selected by Direct Energy for Customer Care Operations

Sunnyvale, CA/ Noida, India – September 4th, 2013 —Direct Energy, a leading energy and energy services company in North America, reached an agreement with HCL Technologies to implement and manage its residential billing and customer care operations in the Alberta market. The underlying solution will leverage a variety of leading technologies, including multiple technologies from SAP. HCL will provide infrastructure hosting, application management and business process services.

The agreement is an outcome based model which includes efficiencies gained through customer-focused self–service channels. This will enhance delivery on current and future customer expectations while providing new capabilities to strengthen customer retention and acquisition. In addition, optimization initiatives are expected to reduce overall operating costs for Direct Energy.

"In the Alberta market, regulators and customers seek enhanced service standards. With HCL, we have a provider who understands the complexities of our business with a record of running large scale retail business operations in such markets," **said Steven Murray, President, Direct Energy Residential**. "We are impressed with HCL's service delivery model, industry experience and leadership in this area."

"As a market leader, Direct Energy, is focused on continuous improvement in delivering customer service in an environment of maturing customer expectations. HCL will drive cost savings for Direct Energy's customers within evolving regulatory regimes, based on its domain expertise and experience of having executed several such transformational projects in the past," said **Todd Crandall, Executive Vice President, Public Services & Emerging Industries, HCL Technologies.**

HCL, recognized by industry analysts and key solution vendors, is a provider to leading energy and utilities companies across the globe, providing innovative technology solutions and complete business transformation. With its proven tools, implementation methodologies and advanced technologies, HCL has earned the reputation of being the first in the market to implement innovative solutions at lower risk. To learn more about HCL's solution offerings in this space, please visit - http://www.hcltech.com/energy-and-utilities.

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 emergence on global landscape after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and Business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare & Life sciences. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers its 85,505 transformers to create real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US$ 4.6 billion (25,734 crore), as on 30th June 2013 (on LTM basis). For more information, please visit www.hcltech.com



About HCL

HCL is a $6.3 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 90,000 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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