



PRESS RELEASE

## **Bluewater Power Partners with HCL Axon to Upgrade Its SAP Operations**

### *CRM 7 Implementation to Enhance Customer Services Capabilities*

JERSEY CITY, NJ – September 07, 2010 – Bluewater Power (BWP), an Ontario - based energy solutions provider, partnered with HCL AXON to upgrade its SAP Customer Care and Billing Solution. The implementation of SAP's CRM 7 Solution will enhance Bluewater's customer service capabilities and further its commitment to customer's energy efficiency and grid reliability.

SAP's CRM 7 will provide automation and up-to-date information to improve the visibility of customers across the organization, allowing BWP to quickly adapt to changing business and customer needs.

"The migration to SAP's CRM 7 and the new customer care delivery model BWP is establishing will provide a solid foundation for a whole new level of service to BWP's customers," said Keith Broad, Director of Information Technology for BWP. "Over the past couple of years, BWP's business environment has changed considerably alongside evolving customer needs in an increasingly competitive market, and CRM 7 will further this evolution."

"Bluewater Power is one of the original customers of the SAP Utility Billing Systems and has been committed to this important migration from day one," says Andrew Jornod, Vice President for HCL AXON, Utilities. "The BWP upgrade proves that if you choose the right software company and implementation partner, a major enhancement (such as a completed replacement of your Customers Interaction Center) doesn't have to be a risky proposition."

The upgrade took close to four months and was delivered on time and budget with a highly skilled team from BWP and HCL AXON.

#### **About HCL AXON**

HCL AXON ([www.hcl-axon.com](http://www.hcl-axon.com)), a division of HCL Technologies, is a Business Transformation consultancy that delivers significant value to large, complex organizations through the innovative implementation and support of SAP technologies. HCL AXON has over 4,700 of the industry's most experienced professionals specializing in the delivery of sustained business improvement through technology enabled transformation programs. HCL AXON's consultants bring in-depth industry expertise alongside best practice functional knowledge to address the strategic, operational, information management and organizational effectiveness challenges faced by organizations today. HCL AXON is renowned for its global ability to help clients define more ambitious strategies, build more effective organizations and shape more successful futures.

#### **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' which empowers our 64,557 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 2.7 billion (Rs. 12,565 crores), for the year ended as on 30th June 2010. For more information, please visit [www.hcltech.com](http://www.hcltech.com)

#### **About HCL**

HCL is a \$5 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, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 64,000 professionals of diverse nationalities, who operate from 26 countries including over 500 points of presence in India. HCL has partnerships with several leading Global 1000 firms, including leading IT and technology firms. For more information, please visit [www.hcl.com](http://www.hcl.com)

#### **About BlueWater Power**

Bluewater Power Distribution Corporation is a progressive utility providing electrical distribution and related services to over 35,000 customers in Southwestern Ontario. BlueWater Power adds value to its customer through innovative technologies and partnerships, while maintaining strong local roots. Bluewater Power Distribution Corporation was incorporated on October 30, 2000 upon completion of a merger of the Sarnia Hydro-Electric Commission, Petrolia Public Utilities Commission, Point Edward Public Utilities Commission, Warwick Hydro-Electric Commission, Alvinston Public Utilities Commission and Oil Springs Hydro-Electric Commission.

#### **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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