

## HCL AXON Transforms Customer Care Initiatives at Terasen Gas

**Jersey City, NJ** – April 30, 2010 – HCL AXON, a division of HCL Technologies and a provider of business transformation consulting services through the innovative implementation and support of SAP applications, has signed a comprehensive implementation and support agreement with Terasen Gas, one of Canada’s largest distributors of natural gas and a leading integrated energy solutions provider.

This agreement aligns strategically with the recent approval from the British Columbia Utilities Commission (BCUC) allowing Terasen to migrate to an in-house customer care operating model effective January 2012. The new SAP Customer Relationship Management and Billing Solution implemented by HCL AXON will support Terasen’s contact and billing operations centers in British Columbia.

“As Terasen migrates to its next-generation customer care operating model, we must ensure that the solutions in place can meet existing customer service expectations, while also supporting future requirements,” said Jan Marston, vice president, customer care, human resources and operations governance at Terasen Gas. “Our customer care services will be delivered by British Columbia-based Terasen employees, and we are relying on HCL AXON and SAP to lay the foundation for a world-class customer care solution.”

“Great customer service is critical in the highly competitive utilities industry and by implementing the new SAP for Utilities customer information system, Terasen Gas will continue to be responsive in delivering new service offerings to customers, such as expanded energy conservation programs,” said Andrew Jornod, VP for Utilities at HCL AXON. “HCL AXON has had extensive success with customers in other industry sectors in Canada and we are significantly building on our vertical market expertise by adding the largest natural gas company in Western Canada to our portfolio. Terasen is an extremely valuable customer for HCL AXON and we look forward to transforming its customer interaction business practices and helping Terasen get closer to its customers.”

### **About Terasen Gas**

Terasen Gas is mainly composed of the operations of Terasen Gas Inc. and Terasen Gas (Vancouver Island) Inc., both indirect wholly owned subsidiaries of Fortis Inc. Fortis Inc., the largest investor-owned distribution utility in Canada, serves approximately 2,100,000 gas and electric customers and has total assets exceeding \$12 billion. Its regulated holdings include Terasen Gas and electric utilities in five Canadian provinces and three Caribbean countries. Fortis Inc. owns non-regulated hydroelectric generation assets across Canada and in Belize and upper New York State. It also owns hotels and commercial real estate in Canada. Fortis Inc. shares are listed on the Toronto Stock Exchange and trade under the symbol FTS. Additional information can be accessed at [www.fortisinc.com](http://www.fortisinc.com) or [www.sedar.com](http://www.sedar.com).

## 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 58,129 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 2.6 billion (Rs. 12,048 crores), as on 31st March 2010 (on LTM basis). For more information, please visit [www.hcltech.com](http://www.hcltech.com)

## About HCL Enterprise

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.in](http://www.hcl.in).

## 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.

## SAP Forward Looking Statements

SAP Forward-looking Statement Any statements contained in this document that are not historical facts are forward-looking statements as defined in the U.S. Private Securities Litigation Reform Act of 1995. Words such as "anticipate," "believe," "estimate," "expect," "forecast," "intend," "may," "plan," "project," "predict," "should" and "will" and similar expressions as they relate to SAP are intended to identify such forward-looking statements. SAP undertakes no obligation to publicly update or revise any forward-looking statements. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. The factors that could affect SAP's future financial results are discussed more fully in SAP's filings with the U.S. Securities and Exchange Commission ("SEC"), including SAP's most recent Annual Report on Form 20-F filed with the SEC. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates.

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