



PRESS RELEASE

## **RICARDO ELETRO PARTNERS WITH HCL FOR ORACLE E-BUSINESS AND ORACLE RETAIL SYSTEMS**

*Considered one of the largest retail chains of electronics in Brazil, Ricardo Eletro completes the integration of its 200 stores with Oracle e-business and Oracle Retail with full support from HCL Technologies*

**Brazil, South America, December 08, 2010**—HCL Technologies, a global leader in IT Services, today announced a multi-year partnership with Ricardo Eletro, a leading Electronic retailer in Brazil. Under this partnership, HCL will be responsible for supporting Oracle E-business and Oracle Retail systems, deployed in more than 200 stores of Ricardo Eletro.

"The relationship with HCL began in August 2010," said Vinicius Hamzi, Chief Information Officer of Máquina Group, which incorporates the Ricardo Eletro's chains, Insinuante and CityLar. "HCL's performance has been excellent thus far and we are already seeing the results, which include a significant reduction in the number of tickets and an enhanced stability of the E-business and Oracle retail implementations."

Hamzi also announced that from January 2011, the same process will be deployed in other stores of "Máquina" Sales Group that apart from Ricardo Eletro, consists of Insinuante and CityLar chains, thus completing approximately 700 stores spread across 24 states in Brazil.

Commenting on the occasion, Sandeep Kalra, Vice President for HCL in Latin America said "We are happy to work with Ricardo Eletro in bringing the best practices from our retail engagements across the globe and in Brazil. Our partnership is aimed at helping Ricardo Eletro in getting the best return on their investment in Oracle E-business and Oracle Retail implementations."

Máquina Sales Group currently stands as one of the largest company in Brazil in retail industry, with stores in Southeast, Northeast, Midwest and Northeast. It also has large distribution centers strategically located to ensure delivery across the country.

HCL's agreement includes support for seven different modules in the Oracle Retail suite and eight different modules in the Oracle E-Business product suite.

### **Achievement of challenging objectives**

Ideval Munhoz, General Manager, HCL Brazil highlighted that the five key achievements delivered so far in the engagement include:

- Implementation of an effective support level, through compatible resources and instances with the leading market practices, resulting in service levels improvement and availability of reliable information, detailed and necessary for decision making;
- Creation of a known error database, allowing the solution application and quick corrections to increasing reliability of data quality carried over among the

systems resulting in Enhanced system stability and accessibility within the company;

- Optimized application usage in the organization;
- Structured the applications to support the Operations future growth;
- Enhanced satisfaction level of internal and external customers, through process flow improvements.

Worldwide HCL Technologies is recognized as a key Oracle services partner with strong capabilities across Oracle E-business, Oracle Retail, JDE, Siebel and Edge products.

#### **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 29 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 'Employees First' which empowers our 70,218 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 2.9 billion (Rs. 13,145 crores), as on 30th September 2010 (on LTM basis). For more information, please visit <http://www.hcltech.com>.

#### **About HCL**

HCL is a \$5.5 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 77,000 professionals of diverse nationalities, who operate from 29 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 <http://www.hcl.com>.

#### **About HCL AXON**

HCL AXON is a business transformation consultancy that designs, implements and supports solutions that address complex business issues faced by large organizations who have selected SAP as their strategic enterprise platform. The organization is a wholly owned subsidiary of HCL EAS Ltd., founded on 15th December 2008 after the reverse merger of AXON Group plc and the HCL SAP practice. HCL AXON offers full SAP lifecycle services including Business Consulting, Solutions Implementation, Application Management, Blue ocean upgrades and Integration Services. The combination of AXON's strong transformation, process consulting and implementation capabilities and HCL's proven application and infrastructure capabilities has produced an organization unrivalled in the marketplace. The integrated global SAP services force is focused on improving customers' performance through the delivery of cost reduction programmes, business process improvement, shared service centers, top-down information strategies, executive coaching and leadership development.

#### **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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