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For immediate publication

HCL Technologies BPO receives coveted COPC certification

First Indian Customer Service Provider (CSP) to get certified

Noida, September 28, 2004 -- HCL Technologies, a leading global IT services provider has announced that HCL Technologies BPO Services, its wholly owned Business Process Outsourcing entity has been awarded the prestigious Customer Operations Performance Centre (COPC) Certification.

COPC is considered the most coveted certification in the CSP (Customer Service Provider) industry around the globe. HCL Technologies BPO is the fifth Indian company and amongst less than thirty companies worldwide, to have obtained this certification.

The COPC certification is awarded by COPC Inc., a major international consulting firm headquartered in New York and the leading global authority on customer contact center and vendor management operations. Since 1995, COPC has been assisting client CSPs and Vendor Management Organizations (VMOs) around the world, to develop and execute high return on investment, operational management strategies.

The COPC certification is based on the COPC-2000 CSP standard, which was developed in 1996 by the COPC standards committee. This COPC-2000® Standard is a comprehensive operation performance standard that specifies minimum operational requirements in critical functional areas. To achieve certification, the CSP has to comply with a total of 32 requirements across 4 categories: Leadership & Planning, Processes, People and Performance.

Creditably, HCL Technologies BPO has obtained this certification for almost the complete range of BPO services (a total of 21 processes) offered. This makes HCL Technologies BPO **the first Indian CSP** and possibly the **third worldwide,** to have achieved certification for **Collections.**

Commenting on the achievement, **Mr. Ranjit Narasimhan, Chief Operating Officer, HCL Technologies BPO** said, "Our efforts towards total customer satisfaction and delight have been vindicated by this certification. This is truly a landmark achievement and especially noteworthy, because it spans the widest range of Back and Front Office processes as compared to any other Indian Customer Service Provider. A total of 21 processes have been certified including back office, inbound customer services and technical help desk services."

According to the COPC auditors, the key attributes that enabled HCL Technologies BPO to meet the stringent COPC standards included:

- ➢ A deep-rooted commitment to succeed and embrace change, to improve processes
- ➢ A widespread focus on Quality and Accuracy that permeates throughout the organization
- ➢ Deep penetration and usage of COPC as a management system
- ➢ Methodical and focused project management, for certification of very diverse operations
- ➢ An extremely impressive improvement in performance and process deployment, in the last six to eight months
- ➢ A clear line ownership for process and performance improvement
- ➢ Smooth and well managed Back Office Operations
- ➢ Yield optimization for Collections
- ➢ A keen focus on accuracy and resolution, in both customer service and technical support
- ➢ Measurement of voice of customer
- ➢ A clear understanding of the business amongst all operation managers, across the organization

The prestigious COPC certification follows close on the heels of the recent BS 7799 certification awarded to the BPO delivery center in Chennai. HCL Technologies BPO has thus raised the bar yet another notch, for customer service and delivery excellence.

About HCL Technologies

HCL Technologies is one of India's leading global IT services companies, providing software-led IT solutions, BPO and infrastructure management services. Founded in 1991, HCL Technologies focuses on technology and R&D outsourcing, working with clients in areas at the core of their business. The company leverages an extensive offshore infrastructure and its global network of 26 offices in 14 countries, to deliver solutions across select verticals including Banking, Insurance, Retail, Aerospace, Automotives, Semi-conductors, Telecom and Life Sciences. As of 30th June 2004, HCL Technologies along with its subsidiaries, had 16,358 employees. For more information, please visit www.hcltech.com.

Disclaimer
Certain statements in this release are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, 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, 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 and general economic conditions affecting our industry. 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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