



**Press Release**

**HCL ISD releases a 'Blackbook on Remote Infrastructure Management' (RIM)**

*Officially released by Kiran Karnik, President, NASSCOM and Anant Gupta, COO, HCL Technologies Infrastructure Services Division*

*This FIRST such book on RIM is aimed at "demystifying" this third 'wave' of outsourcing"*

**Mumbai, February 8, 2007:** HCL Technologies Infrastructure Services Division (HCL ISD), a world leader in Remote Infrastructure Management today unveiled a "BlackBook on the Remote Infrastructure Management (RIM) Industry – Demystifying the third 'wave' of Outsourcing" at the NASSCOM India Leadership Forum 2007. The book was officially released by Kiran Karnik, President, NASSCOM and Anant Gupta, COO, HCL Technologies Infrastructure Services Division.

A basic Primer on the various facets of the RIM industry, this Black Book is targeted at spreading general awareness around this new Industry which has been described by Gartner as a "mega trend" and NASSCOM as the "third wave of outsourcing" after software and BPO. RIM has been estimated as a 55bn USD market opportunity by NASSCOM and is currently on top of the wish list of an increasing number of Fortune/Global 500 enterprises. 45% CIOs of large enterprises in Europe, for example, had said that they plan to use these services from an offshore location (Source: Forrester, From Europe's Offshore Satisfaction Levels Pass the Test)

"Remote Infrastructure Management Industry is a logical extension of India's offshore-based delivery capability and represents a large and relatively untapped segment for Indian vendors. This Blackbook on RIM is a great initiative by HCL ISD who is a pioneer and leader in this space", said Kiran Karnik, President, NASSCOM.

Commenting on the book, Anant Gupta, COO, HCL ISD said, "this Blackbook on RIM serves as a short primer on getting up-to-speed with the various facets of this Industry which has been called the 'next star' of the Indian IT services industry by numerous experts. As a pioneer and dominant leader of this space globally, we at HCL are totally committed to address all knowledge gaps that exist around this trend and this Blackbook is a reiteration of the same objective," said Anant Gupta, Chief Operation Officer, HCL Technologies Infrastructure Services Division.

The Book delves into topics such as the definition, of RIM, genesis of the industry, current market scenario, key drivers, benefits of RIM, sourcing trends, why RIM from India, RIM as a career option and where the industry is headed.

Its official release by Kiran Karnik, President, NASSCOM along with Anant Gupta, Chief Operating Officer, HCL ISD, is a precursor to the panel discussion on "Next Generation Sourcing Strategies – Remote Infrastructure Management" to be held the following day, (9<sup>th</sup> February 2007) as part of NASSCOM's India Leadership Forum. This is the first time NASSCOM will be hosting a session on the Remote Infrastructure Management Industry and HCL ISD will be a speaker on this elite panel.



HCL is widely acknowledged as a pioneer and leader of Remote Infrastructure Management Services. The company was ranked No.1 'Specialty Offshore Infrastructure Services Provider' by NeoIT and 'Managing Offshore' magazine and has also been ranked as the World No.2 in IT Infrastructure Services by Global Services 100 Survey. The company was also recently cited as a LEADER in Global Delivery of Infrastructure Management in Europe by Forrester and a LEADER in Domestic RIM by Frost & Sullivan.

#### **About HCL ISD**

HCL ISD is a leading IT services company (known and registered as HCL Comnet in the Indian market and a subsidiary of HCL Technologies Ltd.). A focused player in the IT services arena, HCL ISD seeks to provide simplified infrastructure solutions through delivering high-performance management services for complex, distributed infrastructure environments encompassing the Internet, Client and legacy based infrastructures. HCL ISD addresses the growing demand for the cost-effective management of technology infrastructure across geographically dispersed locations. With a mission to develop innovative solutions for enterprises worldwide, the company has developed a unique model for Remote IT infrastructure management that enables customer organizations to achieve superior infrastructure performance and significantly reduced costs through a global delivery model. For more information, please visit [www.hclisd.com](http://www.hclisd.com)

#### **About HCL Technologies**

HCL Technologies is one of India's leading global IT Services companies, providing software-led IT solutions, remote infrastructure management services and BPO. Having made a foray into the global IT landscape in 1999 after its IPO, HCL Technologies focuses on Transformational Outsourcing, working with clients in areas that impact and re-define the core of their business. The company leverages an extensive global offshore infrastructure and its global network of offices in 16 countries to deliver solutions across select verticals including Financial Services, Retail & Consumer, Life Sciences Aerospace, Automotive, Semiconductors, Telecom and MPE (Media Publishing & Entertainment). For the quarter ending 31st December 2006, HCL Technologies, along with its subsidiaries had revenue (TTM) of US \$ 1.155 billion (Rs. 5220 crore) and employed 38,317 professionals. For more information, please visit [www.hcltech.com](http://www.hcltech.com)

#### **About HCL Enterprise**

HCL Enterprise is a leading global technology and IT enterprise with annual revenues of US \$3.9 billion (Rs. 17,374 crores). The HCL Enterprise comprises two companies listed in India - HCL Technologies & HCL Infosystems. The 3-decade-old enterprise, founded in 1976, is India's original IT garage start-up. Its range of offerings span Product Engineering, Technology and Application Services, BPO, Infrastructure Services, IT Hardware, Systems Integration, and distribution of ICT products. The HCL team comprises over 43,000 professionals of diverse nationalities, who operate from 17 countries including 360 points of presence in India. HCL has global partnerships with several leading Fortune 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, 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.*



For Further Information please contact

Zulfia Nafees  
zulfian@hcl.in  
+91 98104-95138

Rikhil Seth  
rikhil.seth@bm.com  
+91 98106-47600