

Press Release**knoa Software and HCL Technologies Announce Strategic Partnership**

New York, NY. November 3, 2003—knoa Software, Inc. and HCL Technologies (HCLT) jointly announced today a strategic partnership focused on the implementation of knoa applications for global corporations. Under the terms of the agreement, HCLT will become a certified implementation partner for both knoa Live Guidance and knoa User Performance Management products on a global basis.

“Working closely with the HCLT team, we have created a global capability which includes knoa technology and HCLT development and implementation expertise”, said Thad Eidman, knoa CEO. “HCLT’s application-specific knowledge in key vertical industries, provides an important value-add for knoa implementations with these clients. A specific initial focus of the partnership will be to address the needs of the Life Science industry where large implementations of enterprise applications require knoa’s User Performance Management solutions in order to attain expected returns on investment”.

“Our development, implementation and outsourcing teams are excited about the positive impact that knoa applications will have on the successful implementation and ongoing productive use and support of enterprise applications,” said S. Raman, President and COO, HCL Technologies. “knoa brings its extensive experience in driving successful user acceptance and productivity, while reducing the cost of ongoing support, to our mutual customers. With this increased functionality, customers can further maximize their return on investment through targeted HCLT services offerings.”

About knoa Software, Inc.

knoa, founded in 1987, is the leading provider of User Performance Management solutions for enterprise applications. knoa Products enable companies to maximize ROI from enterprise applications by ensuring that users can execute business processes efficiently and effectively. knoa User Performance Management provides detailed insights into the performance of users with the application as well as the performance of the application for the users.. knoa Live Guidance applications show a user how to execute a specific business process with a personal coach that is active on the live application, in real time. Information about knoa and its products can be found at www.knoa.com.

About HCL Technologies

HCL Technologies is one of India’s leading global IT services and product engineering companies, providing value-added, software-led IT solutions and services to large and medium-scale organizations. Founded in 1991, HCL Technologies focuses on technology as well as R&D outsourcing, with the objective of working with clients in areas at the core of their business. HCL Technologies delivers these services through an extensive offshore software development infrastructure and a vast global marketing network that enables scalable, flexible and cost-effective delivery. The company’s well defined business strategy has enabled it to build domain expertise across a host of chosen verticals including among others banking, funds management, insurance, petrochemicals, pharmaceuticals, aerospace, automotives, semi-conductors and retail. As of 30 September 2003, HCL Technologies Limited, along with its subsidiaries, had 12,003 employees. The HCL Technologies team today has operations spanning 26 locations in 14 countries — covering over 80% of the world IT market. For more information, visit HCL Technologies at www.hcltech.com