



Press Release

Nokia signs a 5 year end-to-end Global Helpdesk & Desktop management outsourcing agreement with HCL

- *This engagement significantly leverages HCL's global delivery capabilities by supporting Nokia operations in 76 countries.*
- *Apart from leveraging its existing delivery centers in Poland, China, US and India for this engagement, HCL has also opened a new Global Delivery Center in Finland, strengthening its near-shore delivery capability in Nordic & Baltic region and creating local jobs opportunities.*

Helsinki/Sunnyvale/London/Noida/Dubai/Sydney, Jan 29, 2009 – HCL Technologies Ltd. (HCL), leading global IT services provider, has entered into a multi-year, multi-regional end-to-end global helpdesk and desktop management outsourcing services agreement with Nokia, a world leader in mobile and communication services.

This pure-play services engagement will span Nokia's operation in 76 countries through HCL's global delivery centers in Finland, Poland, China, US and India. The scope of the engagement encompasses multilingual helpdesk services in 13 languages, Global Account Management, workstation packaging, creation and maintenance, workstation security management and onsite support services strengthened by a robust partner eco-system.

The announcement of the engagement coincides with opening of HCL's new delivery centre in Helsinki, Finland. This centre will have 100 people supporting near-shore delivery for HCL's clients in the Nordic and Baltic region providing them with 'right-shoring' options to enable a customized mix of offshore: nearshore resources.

Pradeep Bindal, Senior Vice President, HCL Technologies Infrastructure Service Division, Europe, said; "HCL has played a pioneering role in leveraging global delivery model for delivering Infrastructure management services. We are pleased that our domain expertise and thought leadership in this arena has positioned us as Nokia's partner of choice for End User Computing Services. We stay committed to creating transformational value for Nokia in this engagement and look forward to a long and mutually rewarding relationship."

Liselotte Hägertz Engstam, Vice President & Head - Nordic Region, HCL Technologies, said; "Nokia has a very large footprint across the world and a much diversified end user base. Through this engagement we will aim to deliver a predictive, highly optimized and standardized end user computing experience to its end users. We look forward to collaborating on this critical area to serve Nokia in ways that provide agility, innovation and performance the company needs to support its business agenda."

HCL pioneered the concept of Remote Infrastructure Management (RIM) with a co-sourcing engagement model, which has added substantial value to customers including 90+ Fortune/Global 1000 enterprises. The company was cited as a leader in Global IT Infrastructure Outsourcing in an independent vendor evaluation study by Forrester Wave™, Q2, 2007 and No.1 'Specialty Offshore Infrastructure Services



Provider' by NeoIT and 'Managing Offshore' magazine. The company was rated as "Challenger" in Gartner's Magic Quadrant for Helpdesk Services 2008 and currently manages more than 650,000 desktops and supports 7 million trouble tickets. HCL has also been ranked as the World No.1 Best Performing IT Infrastructure Services by Global Services 100 Survey 2008.

About HCLT ISD

HCLT ISD is a leading IT services company and a subsidiary of HCL Technologies Ltd. (also known as HCL Comnet in the domestic market). A focused player in the IT services arena, HCLT 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. HCLT 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

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 19 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Aerospace & Defense, Telecom, Retail & CPG, Life Sciences & Healthcare, Media & Entertainment, Travel, Transportation & Logistics, Automotive, Government and Energies & Utilities. HCL takes pride in its philosophy of 'Employee First' which empowers our 52,957 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had last twelve months revenues of US\$ 2.0 billion (Rs. 8974 crores), as on 31st December 2008. For more information, please visit www.hcltech.com

About HCL Enterprise

HCL is a \$5 billion leading Global Technology and IT Enterprise that comprises two companies listed in India – HCL Technologies & HCL Infosystems. The 3-decade-old Enterprise, founded in 1976, is one of India's original IT garage start-ups. Its range of offerings spans Product Engineering, Custom & Package Applications, BPO, IT Infrastructure Services, IT Hardware, Systems Integration, and distribution of ICT products. The HCL team comprises over 58,000 professionals of diverse nationalities, who operate from 20 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

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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