



PRESS RELEASE

## **ClickSoftware and HCL AXON Announce Global Partnership**

Global partnership agreement with HCL AXON, global business transformation consultancy and SAP Services partner, further extends the vertical sector expertise for implementations of the SAP Workforce Scheduling and Optimization application by ClickSoftware

**Burlington, MA, November, 15, 2010** — [ClickSoftware Technologies Ltd.](#) (NasdaqGS: CKSW), the leading provider of automated [workforce management and optimization solutions](#) for the service industry, today announced that it has entered into a Global Partnership with HCL AXON, a division of HCL Technologies and a provider of business transformation consulting services through the innovative implementation and support of SAP applications. The agreement will draw upon the strengths of each company to provide outstanding workforce management solutions to some of the world's largest companies.

HCL AXON will provide business transformation consultancy across the service supply chain, including high-level business consulting, design, implementation and support to organizations that have selected the SAP Workforce Scheduling and Optimization application by ClickSoftware. The partners will initially work together on joint sales opportunities in key target industries including utilities, travel, insurance, oil & gas and defence & aerospace sectors.

This latest announcement represents the continuation of a strong trend for ClickSoftware in 2010 with many of the major systems integrators building sales and delivery capabilities around ClickSoftware's ServiceOptimization Suite. HCL AXON, which has 5,000 SAP consultants, provides considerable resource and expertise to ensure that joint customers are able to rapidly realize a strong return on investment from the solution.

"Workforce management technology is the best means for large service based organizations to improve delivery to clients and optimize productivity in the field. At a strategic level it strikes at the heart of competitive advantage and that is why we wanted to work with the market leader in this space, which we firmly believe to be ClickSoftware," commented Andrew Jornod, VP of the North American Utilities Practice at HCL AXON.

"We are delighted to have formalized our partnership with HCL AXON. This agreement will benefit everyone, our clients, HCL AXON and ClickSoftware. There is a huge sales opportunity. HCL AXON has a long list of prestigious clients and their impressive business transformation services will quickly scale to meet the needs of the worlds largest and most complex companies. As important, customers will have a choice when coming to implement the SAP WS&O solution. This, in the long term, will translate to higher standards of implementation services and reduced risk to our customers," said Dr. Moshe BenBassat, Chairman and CEO of ClickSoftware.

**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 26 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 [www.hcltech.com](http://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. Founded in 1976, HCL is one of India's original IT garage start-ups, a pioneer of modern computing, and a global transformational enterprise today. Its range of offerings spans Product Engineering, Custom & Package Applications, BPO, IT Infrastructure Services, IT Hardware, Systems Integration, and distribution of ICT products across a wide range of focused industry verticals. The HCL team comprises over 72,000 professionals of diverse nationalities, who operate from 26 countries including over 500 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) For more information, please visit [www.hcl.com](http://www.hcl.com)

**About HCL AXON**

HCL AXON, a division of HCL Technologies, is a leading global business transformation service firm delivering ERP solutions and services for large organizations across the world. HCL AXON has delivered numerous industry firsts in the SAP market, implementing the first Business Warehouse, Strategic Enterprise Management and eBusiness solutions. HCL AXON has offices across North America, Africa, Asia Pacific and Europe, and delivers solutions in more than 20 countries across the globe. For more information, please visit [www.hcl-axon.com](http://www.hcl-axon.com).

**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.

**About ClickSoftware**

ClickSoftware is the leading provider of automated workforce management and optimization solutions for every size of service business. Our portfolio of solutions, available on demand and on premises, create

business value through higher levels of productivity, customer satisfaction and operational efficiency. Our patented concept of 'continuous planning and scheduling' incorporates customer demand forecasting, long and short term capacity planning, shift planning, real-time scheduling, mobility and location-based services, as well as on-going communication with the consumer on the expected arrival time of the service resource.

As the pioneers of the 'W6' concept more than 20 years ago, we have perfected solutions for solving a wide variety of problems on Who does What, for Whom, with What, Where and When. The combination of proven technology with educational services helps businesses find the right balance between reducing costs, increasing customer satisfaction, employee preferences and industry regulations/legislation. ClickSoftware's solutions manage over 200,000 resources in service businesses across a variety of industries and geographies. Our flexible deployment approach, breadth and depth of solutions and strong partnerships with leading CRM/ERP vendors and system integrators makes us the number one choice to deliver superb business performance to any organization. The company is headquartered in the United States and Israel, with offices across Europe, and Asia Pacific. For more information, please visit [www.clicksoftware.com](http://www.clicksoftware.com).

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