



HCL Technologies Introduces New Breed SaaS Service Delivery Platform

AGORA enables ISV's and service providers to launch SaaS in six weeks

SOFTWARE 2008, LAS VEGAS – April 30, 2008: HCL Technologies Ltd. (“HCL”), India’s leading global IT services company, today announced the launch of its new SaaS Service Delivery Platform (SDP) — AGORA — at Software 2008 in Las Vegas.

Service disruption and Web 2.0 have resulted in a sudden outburst of participation by the user and developer communities. This, along with increasing collaboration between independent service providers, communications service providers, application service providers and content service providers have resulted in the service value chain becoming larger.

Using the AGORA platform, ISVs and service providers in any geographic location can deliver high quality, efficient and cost-effective software services to customers. Agora is a collaborative platform that provides single sign-on, unified and secure access to the services that are delivered through the platform, and integration with back-office applications like CRM and ERP. The platform is an efficient automated infrastructure that provides functions such as customer lifecycle management, service management, metering of service usage, billing based on usage, and customer support.

“Beyond executing on-demand secure services, the SaaS delivery platform is evolving to become an ecosystem to empower the end-users, tap the endless, dynamic needs of the user community and strap them to drive service innovation,” said Sandeep Kishore, SVP and head Hi-tech and Manufacturing, HCL. “It is an ever growing circle and AGORA lays the foundation to drive and enhance the service value chain”.

AGORA uses Web 2.0 principles for providing a rich experience to end customers. The social collaboration features of the platform harness the collective intelligence of the provider, reseller and customers. The platform has accelerators for several verticals and pre-built integrations with standard back-office systems enabling reduction of the overall time required to deliver services through AGORA to as short as six weeks.

Service Delivery Platform for ISV and Service Providers

AGORA’s Service Delivery framework is a multi-service provider SOA-based platform that supports multiple channels like direct sales, reseller channel and online market places. Through a Meta Data overlay, AGORA provides multi-tenancy emulation, using which ISVs could deliver their existing products through SaaS without having to invest heavily on migrating to a multi-tenant architecture. The platform has additional benefits such as the ability to re-brand the interface for ISVs, their end customers and their resellers, and allows the reseller of an ISV to share the same infrastructure as the provider to resell services along with the ability for the reseller to aggregate services from other providers and sell using the same platform.

AGORA was designed to enable ISVs, service providers like telco’s, financial institutions, media and content providers and IT service providers to expand their business into the long-tail through a SaaS based delivery model. AGORA augments HCL’s SaaS enablement program to provide the right platform for customers to launch their services, and complements HCL’s other offerings such as Tools as a Service, which is HCL’s hosted IT Service Management tools offering.



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 18 countries to deliver solutions across select verticals including Financial Services, Retail & Consumer, Life Sciences & Healthcare, Hi-Tech & Manufacturing, Telecom and Media & Entertainment (M&E). For the quarter ended 31st March 2008, HCL Technologies, along with its subsidiaries had last twelve months (LTM) revenue of US \$ 1.8 billion (Rs. 7083 crores) and employed 49,802 professionals.

About HCL Enterprise

HCL Enterprise is a \$4.8 billion (Rs. 19,640 crores) leading Global Technology and IT Enterprise that comprises two companies listed in India - HCL Technologies Ltd. and HCL Infosystems Ltd. 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 approximately 55,703 professionals of diverse nationalities, who operate from 18 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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