



Infonova, HCL BPO Announce Joint Go-To-Market With BSS 6

New service to enable convergent Telcos & Media operators to outsource complex Order-to-Cash triple and quad play services

Unterpremstätten, AUSTRIA, October 31st, 2008 – INFONOVA and HCL Technologies Ltd.-BPO Services today announced a joint go-to-market with Infonova's BSS 6. The flagship application Infonova Next Generation BSS 6 provides a proven business transformation model to put state-of-the-art Business Support Systems into efficient operation.

The HCL / Infonova Proposition

Through the combination of Infonova's end-to-end Order-to-Cash whitelabeling BSS capability and HCL's leadership in Process Outsourcing, they would address the concerns of clients that have 'hard wired' inefficient systems and processes. Infonova and HCL would provide operators with a transformational outsourcing of the Order-to-Cash process for clients with any combination of service offerings including complex triple/quad play.

The high level of process automation delivered by Infonova's non intrusive end-to-end BSS umbrella operated by HCL's process experts will bring broader impact for clients, with higher predictability, scale-ability, replicate-ability, forecast-ability, as well as the opportunity to outsource business transformation.

Client Benefits from the Outsourcing Model

"As a result of this partnership, the client will experience a dramatic improvement to all their operating metrics and faster outcomes than usually delivered by conventional outsourcing techniques," said **Rajiv Gupta, Senior Vice President & Head – Telecom, HCL Technologies Ltd.- BPO Services.**

"The Head's of Strategy and Finance will both be delighted; an outsourced Order-to-Cash service and capability to deliver all types of bundles and business models with simultaneous significant reductions in OPEX & CAPEX," said **Andrew Thomson, Solutions Director, Infonova.**

The overall impact will be improvements for both the balance sheet and cashflow, with costs directly related to performance. This will re-establish the client's competitive edge with rapid product launch functionality, capabilities for Telco1.0 & 2.0 business models, and online product

management resulting in improved customer loyalty. It will also help reduce business risk and help deliver strategy and market offerings.

Infonova's BSS Release 6 delivers Telco 1.0 & 2.0 functionality

Infonova's latest BSS product is a highly pre-integrated solution stack sitting on top of a SOA aligned integration platform providing a broad range of business capabilities required to support next generation & legacy service portfolios including Broadband IP, VoIP, ISP, IPTV as well as Mobile & PSTN. It enables an entity to simultaneously operate multiple brands and attract suppliers with white-labelling features as well as enabling aggregation and re-branding with automated management of business rules and online product management at both wholesale and retail levels. The proven product family components cover the enhanced Order-to-Cash 2.0 lifecycle: Platform and Business Management, Product Management, Customer Management, Order Management, Billing and Finance.

Infonova's BSS R6 provides the power to address the myriad of business opportunities created by the dramatically converging value chains of Telco, Media, ICT and e-commerce.

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About HCL Technologies Ltd. – BPO Services

HCL Technologies Ltd. - BPO Services (HCL BPO) is one of the early players of Business Process Outsourcing. With several Fortune 500/Fortune Global 500 customers, 160+ processes and over 13,000 professionals operating out of India, UK and USA, HCL BPO has strong domain knowledge and runs quality driven processes. HCL BPO's focus verticals include Telecom, Retail & CPG, Banking & Financial Services, Insurance, Hi-Tech & Manufacturing, and Media Publishing & Entertainment. This apart, the company services various areas of operations that include Supply Chain Management, Finance and Accounting Services, Knowledge & Legal Services, Customer Relationship Management and Technical Support.

The organization ranks 3rd in the Employee Satisfaction Survey 2008 by DQ-IDC. HCL BPO ranks 4th globally in the Business Process Outsourcing vendors survey by Black Book of Outsourcing, 2008. IAOP ranks HCL BPO in the Leaders category of the 2008 Global Outsourcing 100. HCL BPO is the largest BPO service provider in Northern Ireland. For more information, please visit www.hclbpo.com

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 52,714 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 2.0 billion (Rs. 8300 crores), as on 30th September 2008. For more information, please visit www.hcl.in

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 56,000 professionals of diverse nationalities, who operate from 19

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

About Infonova

Infonova was founded in 1989 and delivers highly automated IT solutions for Telco & Media companies. Infonova's BSS solutions have been implemented for incumbent, attacker and cable operators supporting triple/quadruple play service portfolios. For more information, please visit www.infonova.com

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