

Press Release

HCL Technologies Wins NOA Outsourcing Service Provider of the Year Award

LONDON – 21 October 2010 - The National Outsourcing Association has presented HCL Technologies, a leading global IT services company, with the National Outsourcing Service Provider of the Year award.

At the ceremony, which took place in central London on the 21st October, HCL celebrated being named National Outsourcing Service Provider of the Year surrounded by nominees, journalists and key industry watchers.

The company is recognised across the industry for its ‘Employees First, Customers Second’ (EFCS) management philosophy which places the needs of employees before the needs of customers and empowers staff to deliver a greater service to customers. This seemingly counterintuitive strategy has provoked a sea-change at the company, and, believe it or not, greater customer loyalty, better engagements and higher revenues.

In many cases, outsourcing customers no longer view IT service providers as mere vendors, but as business partners whose work is intimately tied to the customer’s success. By treating employees as partners and participants in the company’s success, every individual within the company becomes responsible for transforming, thinking and providing value to customers.

Rajeev Sawhney, President, HCL Technologies Europe said, “Our commitment to making employee satisfaction our primary focus has enabled us to transform our business. With a unique management culture, we have been able to drive innovation across the business, empowering employees to transform client engagements and deliver greater customer satisfaction. What we have at HCL is a Five Fold Path to Individual Enlightenment. This ensures they are given Support, Knowledge, Recognition, Empowerment, and Transformation.”

The company has also played a key role in the now widespread adoption of the co-sourcing model, which elevates the traditional customer and outsourcing supplier relationship into more of a partnership. HCL has pioneered this co-sourcing approach with financial services firm Skandia that places emphasis in business improvement and performance.

These factors have led to HCL reporting an increase in global revenues of nine per cent sequentially and 27.6 per cent year-on-year to \$804mn for the first quarter of FY2011.

HCL’s innovative approach continues to be validated through record growth, reduced attrition and awards from peers and industry bodies. As well as winning the National Outsourcing Service Provider of the Year award, HCL has been selected as a finalist for the Computing / BCS IT Industry Awards in the category of IT Employer of the Year, with the winner due to be announced on 11 November 2010.

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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 29 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 'Employee First' which empowers our 71,000 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 2.3 billion (Rs. 11,270 crores), as on 30th September 2009 (on LTM basis). For more information, please visit www.hcltech.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 OP-Pohjola Group

OP-Pohjola Group, as Finland's largest financial services group, offers the most comprehensive and versatile range of banking, investment and insurance services in the country. OP-Pohjola Group is made up of 218 member cooperative banks and OP-Pohjola Group Central Cooperative, owned by the member banks, with its subsidiaries and closely related companies, the most significant of which is Pohjola Bank plc. The Group has three business segments: Banking and Investment Services, Life Insurance and Non-life Insurance. At the end of 2009, OP-Pohjola Group had a staff of 12,504. The Group has 4.1 million customers. Pohjola Insurance Ltd is a subsidiary of Pohjola Bank plc. It engages in non-life insurance operations in Finland and offers comprehensive insurance cover for private, corporate and institutional customers. Pohjola Insurance holds the leading position as a corporate and public-sector insurer. For more information, visit www.op.fi

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