



PRESS RELEASE

## **HCL AXON To Partner with Hawaiian Electric on Customer Support Initiatives**

**SUNNYVALE, CA/Noida, November 15, 2010** – HCL AXON (HCL), a division of HCL Technologies and the world's largest services provider dedicated to SAP® solutions, today announced it has signed an implementation agreement with Hawaiian Electric Company.

HCL AXON will partner with Hawaiian Electric Company and its subsidiaries, Maui Electric Company and Hawaii Electric Light Company, to install and integrate a SAP Utilities Customer Information System (CIS), a software solution that will help the company more efficiently manage customer accounts; service, call-center and billing processes; and meters and energy data for its more than 400,000 customers on Oahu, Maui, Molokai, Lanai, and Hawaii Island.

“To meet our strategic clean energy and customer service goals, we must seamlessly install a CIS that exceeds the expectations of our customers and employee users, while providing flexibility for future enhancements,” said Dave Waller, Vice President Customer Operations, Hawaiian Electric Company. “With their proven track record of excellence in SAP implementation, we are confident that HCL AXON is the partner that will help us achieve success.”

HCL AXON remains committed to successfully delivering best practice customer services solutions to utility organizations globally, said Andrew Jornod, Vice President Utilities, HCL AXON. “High quality, real-time customer service is absolutely critical in the highly competitive utilities industry, and by implementing a best-in-class SAP customer information system, Hawaiian Electric Company will realize numerous business operations benefits, while positioning itself for future innovation.”

## 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

HCL is a \$5.3 billion leading global technology and IT enterprise comprising two companies listed in India - HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 71,000 professionals of diverse nationalities, who operate from 29 countries including over 500 points of presence in India. HCL has partnerships with several leading Global 1000 firms, including leading IT and technology firms.

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 Hawaiian Electric Company

Hawaiian Electric Company and its subsidiaries, Maui Electric Company and Hawaii Electric Light Company, serve more than 400,000 customers on the islands of Oahu, Hawaii, Maui, Lanai and Molokai, home to 95% of Hawaii's people. It is a subsidiary of Hawaiian Electric Industries (NYSE: HE). In a changing world, the Hawaiian Electric companies are taking the lead in adding renewable energy and helping customers use energy more efficiently to achieve a clean energy future for Hawaii. For more information, visit [www.heco.com](http://www.heco.com)

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