



## **HCL Teams with SAP to Develop Enhanced Customer Self-Service Options for Utilities**

*SAP Multichannel Foundation for Utilities and Public Sector software helps reduce operations costs*

**SUNNYVALE, Calif. and NOIDA, India – July 9, 2015** — HCL Technologies, a leading global IT services provider, announced today that it is working with SAP® as a key partner on the development of multichannel customer self-services for utilities. The SAP Multichannel Foundation for Utilities and Public Sector software allows utility companies to interact with their customers through different communication channels – including the Web (online self-services), mobile and social networks – via a set of standardized and reusable Open Data Protocol (OData) services that are used by end-user applications to access data and processes. The software is pre-integrated with the SAP Customer Relationship Management and Billing for Utilities package, and allows SAP and its partners to develop and offer customer-facing self-service applications at a low cost.

With the increasing channels of communication enabled by social media, the Web, and the growth of personal mobile devices, utilities are looking to meet the growing expectations of consumers to choose their preferred communication channel. SAP Multichannel Foundation for Utilities and Public Sector enables utilities to deploy a single communication platform for accessing data over the Internet based on industry-standard and non-proprietary OData services. The standard services consist of self-service scenarios allow customers to securely access and manage key account information and perform important activities online, like bill payment, entering meter readings, creating inquiries, and sending requests to a utility company.

"Today's consumers, especially the millennials, expect to define how and when to communicate with the companies that they do business with. The win-win for utilities is that these new preferred channels can be supported at a far lower cost than more traditional ones like call centers and letters," said Todd Crandall, executive vice president, public services at HCL. "The operational savings can be substantial – as much as 20-to-1. That means utilities can reduce their engagement costs, improve their customers' satisfaction and experience, and invest more in the assets that improve the reliability and safety of the commodities they distribute."

"SAP relies on partners like HCL to bring field-proven delivery and process expertise based on their experience in developing and integrating self-service solutions for the utility industry," said Henry Bailey, global vice president, Utilities, SAP. "Customers have already deployed the multichannel solution, and it continues to be an increasing area of investment for SAP and our partners such as HCL."





## 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 emergence on global landscape after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and Business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare & Life sciences. HCL's organizational beliefs of 'Employees First, Customers Second', 'Trust, Transparency and Flexibility', and 'Value Centricity' empower its 104,184 Ideapreneurs to create real value for customers by delivering a Relationship Beyond the Contract. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 5.8 billion, as on 31st March 2015 (on LTM basis). For more information, please visit [www.hcltech.com](http://www.hcltech.com).

## About HCL's Engage Platform for Utilities

HCL's **Engage Platform for Utilities™** is a complete multichannel customer engagement and billing platform based on SAP technology. **Engage** supports over a million customers today with industry standards and operating practices that help deliver business benefits and outcomes. **Engage** customers can choose which **Engage** components they deploy, how they are hosted, operated and supported to balance the desired cost, risk and control objectives.

For more information on the **Engage Platform for Utilities™** please visit

<http://microsite.hcltech.com/Engage> or email [engageme@hcl.com](mailto:engageme@hcl.com).

## HCL 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





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#### **SAP Forward-looking Statement**

Any statements contained in this document that are not historical facts are forward-looking statements as defined in the U.S. Private Securities Litigation Reform Act of 1995. Words such as "anticipate," "believe," "estimate," "expect," "forecast," "intend," "may," "plan," "project," "predict," "should" and "will" and similar expressions as they relate to SAP are intended to identify such forward-looking statements. SAP undertakes no obligation to publicly update or revise any forward-looking statements. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. The factors that could affect SAP's future financial results are discussed more fully in SAP's filings with the U.S. Securities and Exchange Commission ("SEC"), including SAP's most recent Annual Report on Form 20-F filed with the SEC. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates.

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