



HCL INFOSYSTEMS LTD.

**ENABLING SOLUTIONS FOR
A SUSTAINABLE TOMORROW**

Corporate Information

BOARD OF DIRECTORS

Chairman & Chief Executive Officer

Ajai Chowdhry

Whole-time Director & Chief Operating Officer

J.V. Ramamurthy

Directors

S. Bhattacharya

D.S. Puri

R.P. Khosla

E.A. Kshirsagar

Anita Ramachandran

T.S. Purushothaman

V.N. Koura

Nikhil Sinha

CHIEF FINANCIAL OFFICER

Sandeep Kanwar

COMPANY SECRETARY

Sushil Kumar Jain

AUDITORS

Price Waterhouse, Gurgaon

BANKERS

State Bank of India

Canara Bank

HDFC Bank Ltd.

ICICI Bank Ltd.

Societe Generale

Standard Chartered Bank

State Bank of Patiala

The Hongkong and Shanghai Banking Corporation Limited

REGISTERED OFFICE

806, Siddharth,

96, Nehru Place, New Delhi - 110 019

CORPORATE OFFICE

E-4,5,6, Sector XI, Noida - 201 301 (U.P.)

WORKS

R.S. Nos: 34/4 to 34/7 and part of 34/1, Sedarapet, Puducherry - 605 111

R.S. Nos: 107/5, 6 & 7, Main Road, Sederapet Puducherry - 605 111

Plot No. 77, 78, South Phase, Ambattur Industrial Estate, Chennai - 600 058

Plot No. 1, Melayanambakkam Road, Athipet, Ambattur Chennai - 600 058

Plot No. SPL. A2, Thattanchavadi, Industrial Area, Puducherry - 605 009

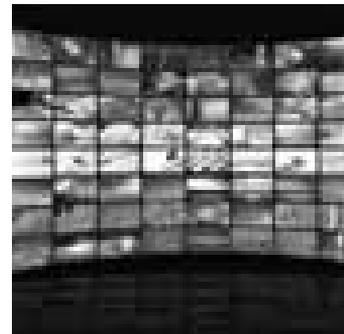
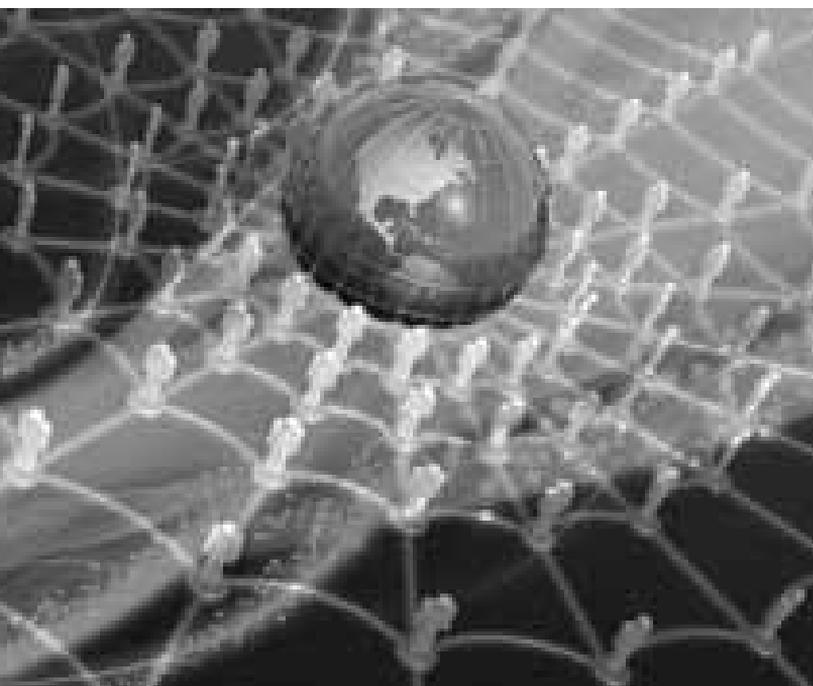
Plot Nos. 1, 2, 27 & 28, Sector 5, SIDCUL, Rudrapur, Distt. - Udham Singh Nagar, Uttarakhand - 263 145

F - 214, G - 215, EPIP, Sitapura Industrial Area, Jaipur, Rajasthan - 302022



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Forward-Looking Statement

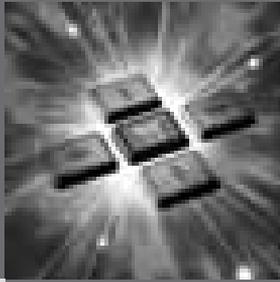
In this annual report, we have disclosed forward-looking information to enable investors to comprehend our prospects and take informed investment decisions. This report and other statements, written and oral, that we periodically make contain forward-looking statements that set out anticipated results based on the management's plan and assumptions. We have tried wherever possible to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'project', 'intends', 'plans', 'believes' and words of similar substance in connection with any discussion of future performance.

We cannot guarantee that these forward-looking statements will be realised, although we believe we have been prudent in assumptions. The achievement of results is subject to risks, uncertainties and even inaccurate assumptions. Should known or unknown risks or uncertainties materialise or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should bear this in mind.

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● **Enabling
solutions for
a sustainable
tomorrow**
*Through technology
that touches lives*



*Business that
goes beyond numbers.
Solutions that
go beyond tomorrow.
Technology that
touches lives.*

In this value proposition lies the core of our operational philosophy. A philosophy that has evolved into a futuristic growth driver to enable transformational solutions beyond today to build a better and more sustainable tomorrow.

- Pioneering a new wave in ICT through strategic initiatives in ICT systems integration solutions and services
- Evolving solutions to effectively address the fast-growing demands for Systems Integration (SI) in Information & Communication Technology (ICT)
- Focusing our energies on expansion in emerging markets with a commitment to transform their technological landscape
- Going beyond today to develop sustainable and smart technological solutions that are geared to meet tomorrow's needs with a wide range of evolving technologies across diverse verticals addressing different market segments

Pioneering a sustainable tomorrow for the future generations through enabling solutions developed today.

Because at HCL Infosystems, we anticipate the needs of the future to make tomorrow happen today with our smart and enabling solutions of far-reaching impact.

Amongst the first few companies in the world to pioneer computing in the late seventies, HCL Infosystems is a preferred next generation ICT partner for companies looking to build an intelligent and sustainable ICT infrastructure.

Armed with over three decades of rich experience in enabling technology and offering integrated ICT solutions for vast urban and sub-urban tracts in India, HCL Infosystems is the steering force behind modern computing in India. The largest Indian ICT Company with "India Facing Revenue", HCL Infosystems Ltd. is the only ICT Company in the country covering multiple technology domains, including Hardware, Software, Systems Integration and ICT services, Networking, Telecom, Education & Homeland Security.

Offering complete turnkey & support services infrastructure, HCL Infosystems is engaged in developing and implementing ICT solutions for diverse market segments. HCL Infosystems is uniquely poised to address the growing demand for Systems Integration (SI) in the Information & Communication Technology (ICT) domain.

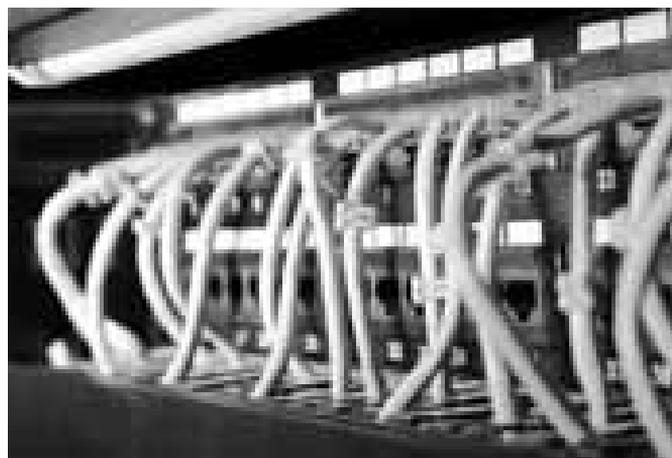
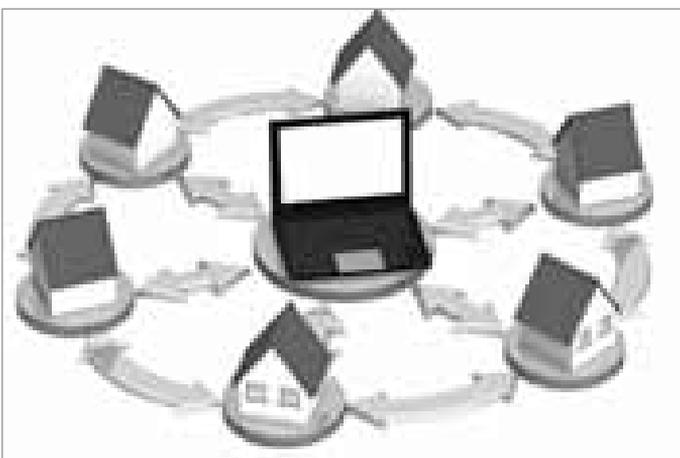
With a clear vision to bring technology solutions that make a

lasting difference in the lives of the people, HCL has, over the years, evolved to becoming a leading multi-faceted technology ICT Products, Services and Systems Integration Company with increasing market presence in emerging markets like South Asia, Middle East and Africa.

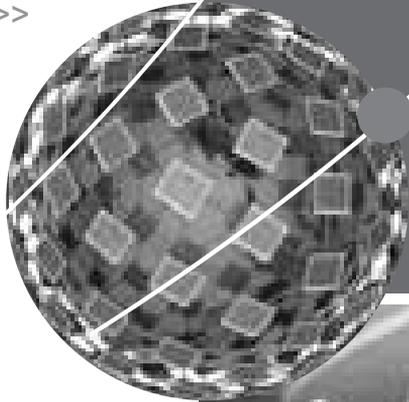
HCL has India's largest ICT distribution and retail network, taking to market a range of Digital Lifestyle products in partnership with leading global ICT brands, including Apple, Cisco, Ericsson, Kingston, Kodak, Konica Minolta, Microsoft, Nokia, Toshiba, and many more.

HCL's Direct Service Support infrastructure is one of the widest in the country. With an employee pool of over 6,700 professionals, company has the largest skilled manpower in the country to deliver ICT products and services that are primed to enable business transformation.

The Company's quality hallmark is underlined by its endorsement with ISO 9001-2000 quality certification for ICT Services & Systems Integration and ISO 14001 for manufacturing.



Pioneering
technology
that touches
lives >>



Some of our showcase systems integration rollouts

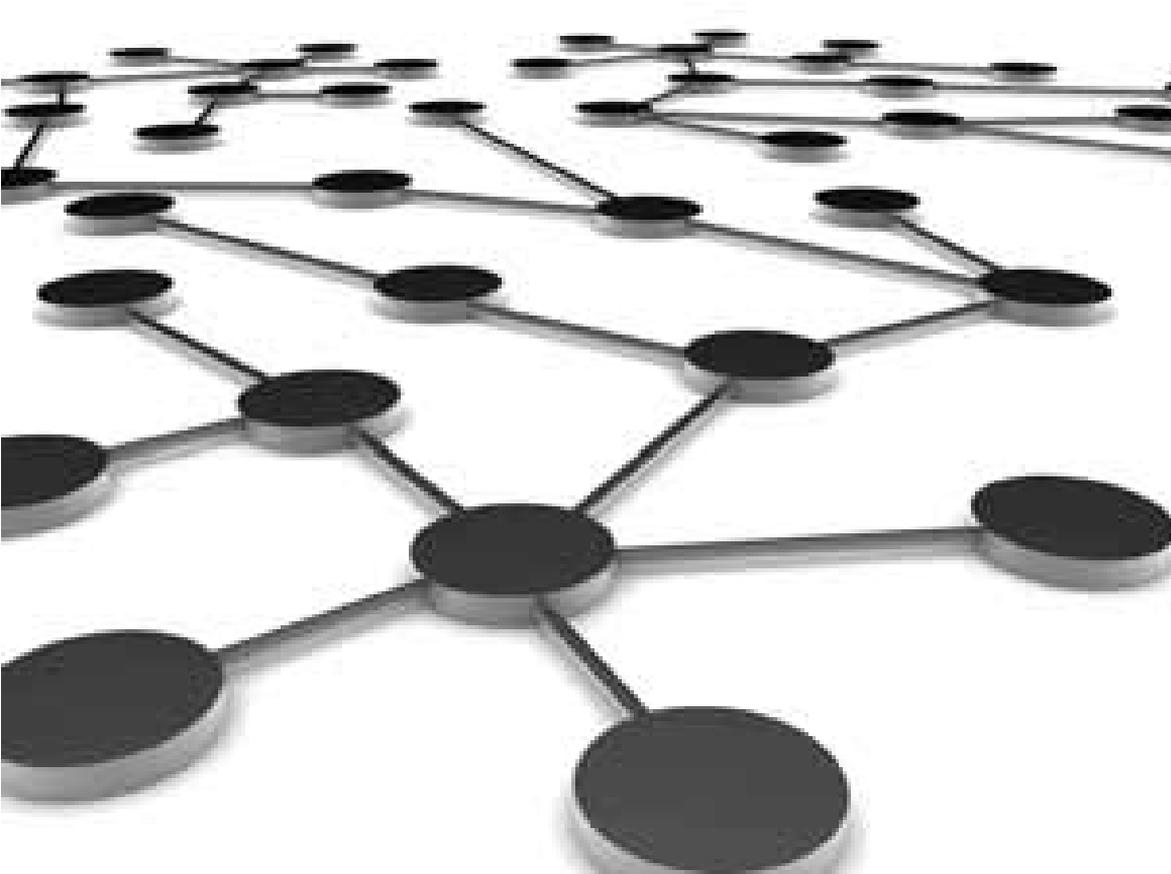
- Single largest rollout of ERP licenses in India with over 60k ERP licenses
- One of the world's largest VOIP Defence Networks pan India
- National Internet Backbone Broadband Service for millions pan India



A business model designed to reach out to customers

HCL Infosystems has a highly developed holistic business model focussed on delivering one-stop, high-end solutions to customers across regions and segments. The Company's offerings encompass Systems Integration, and Rollout & Infrastructure Management across a wide spectrum of sectors, including: Telecom, e-Governance, Power, Railways, Healthcare, Security, Media & Entertainment, Airports, Defence, Education, BFSI Co-operative and Retail.

HCL has India's largest direct sales network in the B2B ICT space, providing exhaustive solutions to its customers in the areas of Computing & Storage, Networking, Security, Telecom, Imaging, Printing & Copying, Voice & Data Comm, Video Conferencing, Digital Signage, Enterprise Services, Managed Networks and POS (Retail).



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In the B2C ICT space, HCL has India's largest distribution & retail network, dealing in a wide product range that includes Computing, Imaging & Printing, Mobile Handsets, iPods, Digital Cameras, Accessories, Wireless Headsets, MFDs, Memory Products and Solar Chargers.

Best-in-class manufacturing facilities

The Company's depth and reach of technological prowess and its capacity to reach out to diverse customers with customised solutions find strength in its 4 state-of-the-art Indian manufacturing plants - two at Puducherry, one at Chennai & one at Rudrapur (Uttaranchal), with a combined production capacity of 2.5 million computers per annum.

Equipped to develop and produce built-to-order products & peripherals across the entire range of products in ICT hardware, these facilities are among the best in the global IT industry and a major factor in the successful development of highly innovative enabling solutions primed to build a sustainable future.

HCL is committed to manufacturing of RoHS compliant products that are environment friendly in all respects and are free from hazardous chemicals. HCL's manufacturing facilities are ISO 9001 - 2000 & ISO 14001 certified and adhere to stringent quality standards and global processes.

Pioneering initiatives

- Among the first to initiate ICT hardware manufacturing in India
- First ICT manufacturing company in India to be ISO 14001
- A total of 4 production plants with an existing capacity of 2.5 million/year
- Amongst the largest ICT manufacturing facilities in India

**Pioneering
technology
that touches
lives >>**

Extensive service & support network

Helping us to extend our technological reach to our customers around the country is our wide spectrum of services through a Direct Support Service infrastructure. Our dedicated 24X7 HCL Touch service network, coupled with our 505 points of presence, reaching 4,000 towns, ensure constant pre- and post-sales support to our customers, enabling us to further the excellence of our product and service offerings to serve our customers better. For the convenience of our customers the service is accessible over phone, mail, chat & SMS.



Our offerings:

- HCL Touch 24X7X365 days support
- HCL Touch Bring-in Support/Walk-in support
- Telephonic and SMS based support
- E-mail based support
- Data Recovery
- World's first and only one touch Live Chat
- Real Time Remote Troubleshoot

With state-of-the-art Networking Operations Centers for delivery of the Managed Network services and setting up of the Remote Infrastructure Management Centre, HCL Infosystems offers a wide range of software & hardware services including operations & facilities management.

