

HCL Tech announces strategic alliance with Sento Corporation

Strategic Initiative to strengthen CRM Solutions to Global 2000

New Delhi, August 19, 2002– HCL Tech, a leading global IT services company, today announced a strategic alliance with Sento Corporation (Nasdaq: SNT0), a US-based customer contact solutions company. As a result of this Alliance, both companies will be able to offer joint solutions to Global 2000 companies.

The partnership will pioneer the effective delivery of blended-shore contact services to joint clients, utilizing Sento's domestic workforce and HCL Tech's workforce in India and Northern Ireland. As part of the agreement, HCL Tech and Sento Corporation will pool their competencies to jointly address opportunities in the CRM solutions space.

Sento brings tested and proven proprietary technology, backed by a history of cost-effective superior customer support capabilities and several noteworthy client relationships to the joint initiative. The partnership will provide clients in the US access to the extensive offshore capabilities of HCL Tech from its delivery centers both in India and Northern Ireland. Thus leveraging the quality, cost efficiency and breadth-of-technology advantages that HCL Tech brings by virtue of its financial strength, global footprint and vast offshore infrastructure.

Under the terms of this agreement, Sento will become a preferred CRM services partner for the Alliance's business, dramatically expanding our sales and marketing abilities in the United States. In fact, Sento and HCL Tech America have already been working together to provide customer support services to US clients for almost a year now. The blended-shore approach of the Alliance has been tested & proven and now formalized through this alliance.

"Sento is extremely pleased that this Alliance has come to fruition," said **Pat O'Neal, President and Chief Executive Officer of Sento Corporation**. "This agreement puts us in the company of some of the world's most dynamic companies like Perot Systems, British Telecom, Deutsche Bank and Jones Apparel Group, who are also strategic and alliance partners with HCL Tech. As part of the agreement, any domestic contact center business generated by the Alliance will be provided by Sento, who will utilize HCL Tech's offshore infrastructure and resources, both in India and Ireland. HCL Tech provides Sento with an established, proven and talented workforce overseas, backed by a globally established reputation and strong balance sheet."

“The CRM services market is reaching a level of maturity that demands innovative service models. By leveraging Sento’s expertise, we will be able to provide effective CRM solutions and deliver high value services to our global clients,” said **Raj Sirohi, President & CEO, HCL Tech America** “HCL Tech strongly believes in building competitive advantage and increasing market access through strategic partnerships. We see this Alliance as a strategic step towards achieving leadership in the CRM services marketplace.”

The partnership is innovatively structured to ensure the ongoing commitment and interest of both parties in working together for the success of the initiative. While the partnership will benefit from the management and leadership experience of both organizations, Sento will be responsible for the planning, execution and ongoing management of all identified initiatives.

About HCL Technologies

HCL Technologies is one of India’s leading global IT services and product engineering companies, providing value-added, software-led IT solutions and services to large and medium-scale organizations. Founded in 1991, HCL Technologies focuses on technology as well as R&D outsourcing, with the objective of working with clients in areas at the core of their business. HCL Technologies delivers these services through an extensive offshore software development infrastructure and a vast global marketing network that enables scalable, flexible and cost-effective delivery. As of March 31, 2002, HCL Technologies Limited along with its subsidiaries had 5,945 employees. The HCL Technologies team today has operations spanning 25 locations in 14 countries — covering over 80% of the world’s IT market. Together with its knowledge of embedded systems, core technologies and applications development expertise, HCL Technologies is positioned, as a composite solutions provider equipped to cater to the entire gamut of IT needs. For more information, visit HCL Technologies at www.hcltech.com

About Sento Corporation

Sento Corporation provides the latest in Web-enabled CRM (Customer Relations Management) solutions for a diversified portfolio of organizations. These services include self-help, live chat, Web collaboration, email, and telephone. Utilizing a tested and proven technology set, Sento provides an enhanced customer experience at a significant cost reduction when compared to traditional models. Sento deploys a distributed workforce strategy and customer-centric applications to provide the best in customer care and support. For more information, visit www.sento.com.

Certain statements in this release are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, 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, 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 and general economic conditions affecting our industry. 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.

For further information please contact:

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