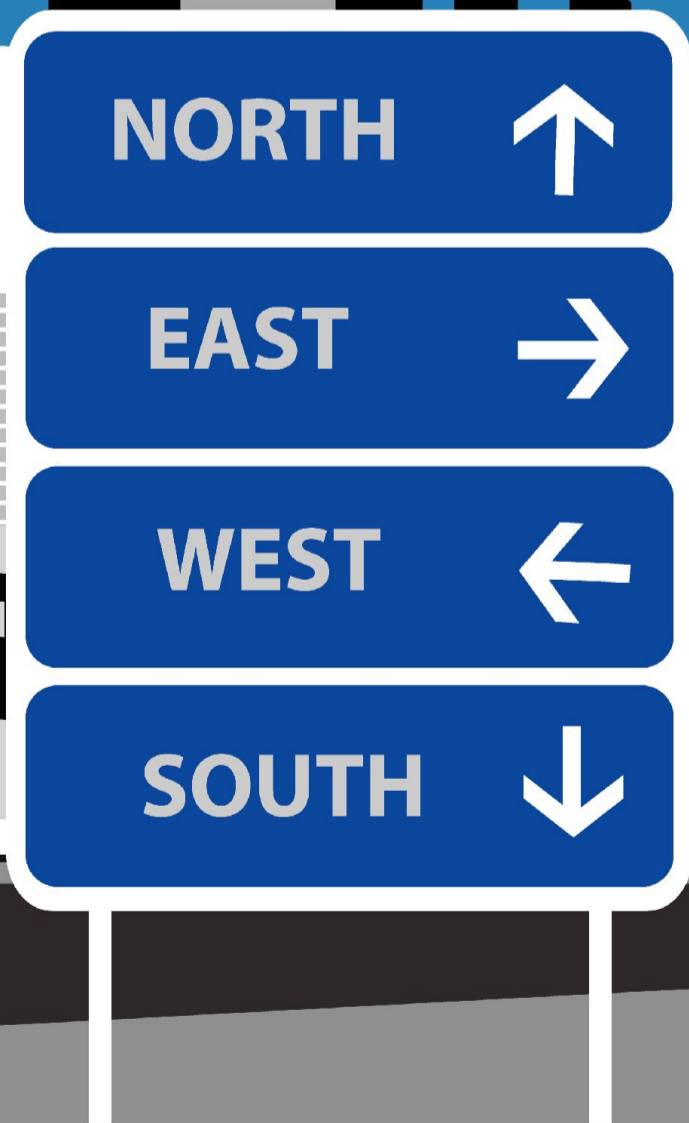




HCL's relentless focus on customer care ensures that Service Support is available 24x7 across 4000+ cities



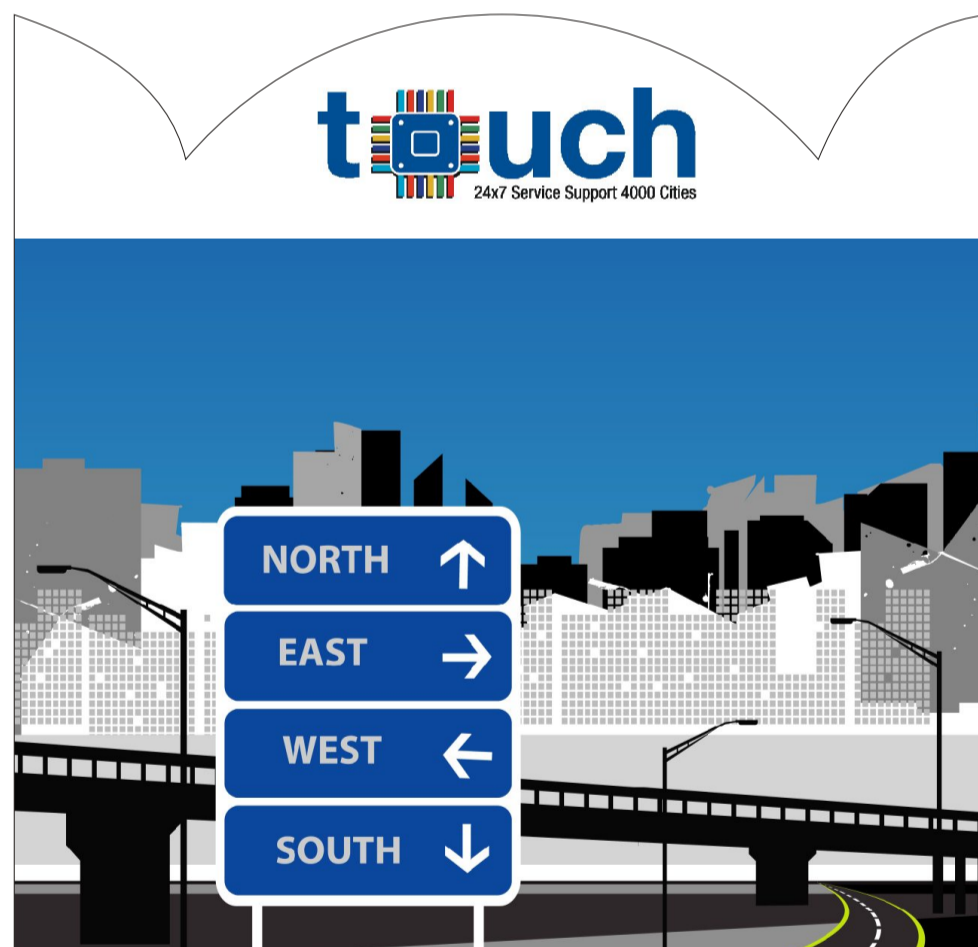
HCL's IT Services have been ranked no. 1 in CSA (Customer Satisfaction Audit) for two consecutive years 2009 & 2010 in Data Quest-IDC Customer Satisfaction Audit

HCL

HCL Infosystems Ltd is India's premier information enabling and ICT System Integration Company offering a wide spectrum of ICT products that includes Computing, Storage, Networking, Security, Telecom, Imaging and Retail. HCL is a one-stop-shop for all the ICT requirements of an organization, India's leading System integration and Infrastructure Management Service Organization.

HCL has specialized expertise across verticals including Telecom, BFSI, eGovernance & Power also has India's largest 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, Konica Minolta, Microsoft, Nokia, Toshiba and many more. HCL today has India's largest vertically integrated computer manufacturing facility with over three decades of electronic manufacturing experience. HCL desktop is the largest selling brand in the enterprise space. With India's largest ICT services network that reaches to every corner of India, HCL's award winning Support Services makes it the preferred choice of enterprise and consumers alike.

For more information please visit at www.hclinfosystems.in



HCL Touch - A Landmark Customer Service Initiative in the Indian ICT Industry

HCL Touch offers round-the-clock 24x7 service to Leaptop users across India through a universal customer care number. Apart from English and Hindi, Support is also offered local languages, making it a very customer centric service.

HCL touch delivers for the first time in India a number of value added services that today's laptop user looks for. Services such as "Network and Email support", Peripherals & Hardware Configuration Support", "Fortressing Support", "Preventive Health Care" support, "Tracking Services" etc.

This is also backed by several other initiatives such as SMS request for support, pick & drop facility, and "On Site" direct Company service anywhere in India at the customer's premises.

This landmark Laptop service is delivered through India's largest IT Service & support network. A network that reaches out to over 4000 towns, The HCL touch network consists of 14 remote support centers, 505 Service offices, 390 Ware houses & 150 repair centers, all of which are company owned, making it India's Largest Direct IT service Infrastructure.

HCL Touch

- 24*7*365 Round the clock, Lifetime support.
- Universal Support no.- 1860 1800 425 , 0120- 2406105
- Network reaches out to over 4000 towns
- Contact through SMS : +91-9911115555 or (Format : SRLTH <space> machine serial no.)
- e-Mail for call registration: hcltouch.reg@hcl.in
- Website: www.hclinfosystems.in
- Support in 11 regional languages.
- Largest Direct IT Support Infrastructure of the country.

For more information please visit us at www.hclinfosystems.in/hcltouch.htm



Services Offered by HCL Touch



HCL Touch

24x7 telephonic support for laptops in 11 regional languages with universal toll free number 1860 1800 425. Extensive coverage across 4000+ cities



System Upgradation Services

Keep your system updated and enhance its performance with HCL Touch Laptop upgradation services.



Fortressing Services

HCL Touch helps in safeguarding your system and enhancing its performance by undertaking system cleaning, installation and upgradation of anti-virus, anti-spyware, anti-spam and personal firewall software.



HCL Touch Software Support

HCL Touch helps customers in re-installation, updating and repairing of pre-loaded licensed software.



PC Health Checks

HCL Touch offers both onsite and remote PC health check service. Get your laptop checked for security threats to ensure optimum performance either remotely or at 505 HCL Touch centres.



Pick and Drop Facility

Doorstep pick and drop facility for laptop repairs, upgradation and software installation.



Automatic data back up

HCL Touch helps you to take data backup of your system remotely.



Data Recovery

HCL Touch has the most extensive set of data recovery tools and processes, and an unmatched commitment to exceptional customer service.



International Support

Where ever you go across the world, HCL Touch support is just a phone call away.



Real Time Remote Troubleshoot

24x 7 Telephonic support to resolve all your hardware and software related queries



Wireless LAN Support

HCL Touch assists customers in connecting to wireless LAN and Internet/e-mail at different locations.



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