

Microland[®] Signs \$55 Million Contract with Serco for IT Infrastructure Management Services

Microland will deliver end-to-end IT Infrastructure Management Services from both onshore and offshore locations

Bangalore, August 10, 2011: Microland Limited, India's largest specialist IT Infrastructure Services Company, today announced the signing of a strategic multi-year contract valued at \$55 million with Serco Limited, a leading international service company headquartered in the United Kingdom.

Microland has been providing remote IT infrastructure management services to Serco since 2005. Under the new contract, Microland will continue to provide specialist support for a range of devices through an expanded team located in Birmingham, UK, and Bangalore, India.

"Over the last few years, Microland has been building its leadership and global presence in the rapidly growing IMS space. This strategic contract ushers in a new era for Microland wherein we would now be able to provide an integrated onshore-offshore solution to our global customers. The Microland-Serco relationship is testimony to world class services and business benefits that Microland continues to provide to Serco and other global customers" said Pradeep Kar, Chairman and Managing Director, Microland Limited.

Speaking on this, Mark O'Connor, Technology Services Director at Serco said - *"This new agreement builds on our existing 6 year partnership with Microland. It provides us with a cost effective and flexible solution for specialist IT infrastructure services to support our service delivery. Long term collaborations with specialist providers, help to ensure we are able to offer our customers the efficiencies they need, whilst allowing us to focus on the right blend of service innovation and creativity."*

Commenting on Microland's onshore centre, Richard Hyde, British Deputy High Commissioner for Karnataka said, *"I am delighted at the expansion of Microland in the UK. This is testimony of the opportunities that the UK has to offer to dynamic, global organisations like Microland"*.

Microland pioneered networking in India in 1989, and then transitioned itself into a leading provider of internet based services, establishing companies such as Planetasia.com, Indya.com, ITspace.com and Net Brahma Technologies. Following developments in the Indian telecom infrastructure, Microland recognised the global outsourcing opportunities for specialist providers of Remote IT Infrastructure Management Services. Today Microland serves customers across North America, Europe, the Middle East and Asia. As a specialist, Microland is focused on providing IT Infrastructure Management Services helping enterprises transform their IT operations through TCO reduction, improving IT – Business alignment and delivering higher performance.

Over the last two years, Microland has made several investments to strengthen its position as a specialist IT infrastructure services provider. These include expansion of its service portfolio through the SmartFuture™ range of services, which focuses on the emerging solution paradigms such as cloud computing, virtualization, mobility and collaboration. Microland's SmartFuture™ services are aimed at helping large enterprises strategize, design and implement solutions in these areas, besides providing ongoing managed services.

Microland has been investing in creating and enhancing 'Microland SmartCenter™', its unique service delivery platform and a key differentiator, which extensively leverages analytics and automation to deliver highly predictable and consistent end-to-end integrated service management at reduced costs. As enterprises increasingly adopt cloud computing, Microland SmartCenter™ will deliver value by seamlessly managing services across traditional in-premise infrastructure, private cloud and public cloud environments. Microland has also significantly enhanced its executive leadership team across key functions such as strategy, operations, innovation, marketing, global sales and HR.

About Microland

Microland® is India's leading specialist provider of IT Infrastructure Management Services to global customers. Microland's services address the complete IT Infrastructure needs of an organization through its SmartFuture™ offerings (which includes Cloud Computing, Collaboration, Virtualization, and Mobility Services) and SmartNow™ offerings (which includes Infrastructure Management Services, IT Modernization Services, Assurance & Compliance Services and Technical Support Services). Through unique IP built into its Service Delivery Platform, Microland leverages Automation and Analytics to deliver reduced TCO, greater IT-business alignment and higher performance for its customers.

Microland has been rated amongst the Top Infrastructure Management Providers by Global Services for the 5th consecutive year; The Best Infrastructure Services Partner (India) for the sixth consecutive year by Microsoft; Ranked 8th amongst The Top 20 Remote Infrastructure Management Vendors and 2nd for its Data Centre Management Capabilities by the Black Book of Outsourcing. Microland is headquartered in Bangalore and employs over 2,300 professionals worldwide.

For more information, please visit www.microland.com.

About Serco

Serco is a FTSE100 international service company, which combines commercial know-how with a deep public service ethos.

Around the world, we improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, environmental services, facilities management, health, home affairs, information and communications technology, knowledge services, local government, science and nuclear, transport, welfare to work and the commercial sectors.

More information can be found at www.serco.com

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