



CABLE AND WIRELESS INTERNATIONAL AND PATNI ANNOUNCE SUCCESSFUL GO LIVE OF NEW CUSTOMER INFORMATION SYSTEM

- *“Project Liberate” to deliver improved operational efficiency and improved customer satisfaction*
- *6000 employees rely on the system every day*

London, United Kingdom, December 10, 2009: Cable & Wireless International (CWI) and [Patni Computer Systems](#) (BSE: PATNI COMPUT, NSE: PATNI, NYSE: PTI) today announced the completion of Project Liberate - a system modernisation programme for the CWI full-service telecoms business operating in 38 countries.

The programme involved a complete re-engineering of CWI’s existing CIS system. Patni has built a comprehensive web-based solution that enables easy access for customer service teams and is compatible with other applications. As a trusted technology partner, Patni was tasked with modernising not only the applications but also the associated processes.

The partnership between Patni and CWI allows its business units to offer a faster and more reliable service to their customers. The new platform has improved the time it takes to resolve customer queries and has improved operational efficiency.

The browser-based application is based on an Opensource and Webservice platform. The new system is now being rolled out across 28 countries in which CWI operates, and is already being used to support operations in new markets such as Africa.

As a browser-based application, the programme has also been opened up to customers directly, enabling self-service access to account details. This functionality is being rolled out in the Caribbean region, Panama, Africa and Macau and has boosted customer service levels.

Mark Dearnley, Chief Information Officer, CWI explains: “CWI is on a mission to deliver world-class services to all of our customers. Technology is a critical part to achieving this and we are delighted to be working with Patni on this exciting project and to have successfully reduced the time we take to serve our customers.”

Derek Kemp, SVP & Global Industry Head of Communications, Patni explains: "The wide variety of economies that form the CWI customer base mean that self-service and fast responses to issues are critical. Through this programme, CWI has continued to set the bar very high for customer service. Patni is very proud to be a transformation partner, trusted to deliver such a critical evolution of the CWI business."

About Patni

[Patni Computer Systems Limited](#) (BSE: PATNI COMPUT, NSE: PATNI, NYSE: PTI) is a global provider of IT Services and business solutions, servicing Global 2000 clients. Patni services its clients through its industry-focused practices, including banking, financial services (BFS) and insurance (I); manufacturing, retail and distribution (MRD); life sciences; communications, media and utilities (CMU), and its technology-focused practices.

With an employee strength of around 13,600; multiple global delivery centers spread across 13 cities worldwide; 28 international offices across the Americas, Europe and Asia-Pacific; Patni has registered revenues of US\$ 719 million for the year 2008.

Patni's service offerings include application development and maintenance, enterprise application solutions, business and technology consulting, product engineering services, infrastructure management services, customer interaction services & business process outsourcing, quality assurance and engineering services.

Committed to quality, Patni adds value to its clients' businesses through well-established and structured methodologies, tools and techniques. Patni is an ISO 9001: 2000 certified and SEI-CMMI Level 5 (V 1.2) organization, assessed enterprise wide at P-CMM Level 3. In keeping with its focus on continuous process improvements, Patni adopts Six Sigma practices as an integral part of its quality and process frameworks.

Patni leverages its vast experience spanning three decades; deep domain expertise; full-spectrum services; and suites of IP-led solutions, methodologies and frameworks; in being an effective business transformation partner to its clients.

For more information on Patni, visit www.patni.com.

About Cable & Wireless International

Cable & Wireless International is an owner and operator of market-leading telecoms businesses. Headquartered in London, we operate through four regionally-based business units - the Caribbean, Panama, Macau and Monaco & Islands. We are a full-service telecommunications provider offering mobile, broadband, and domestic and international fixed line services, as well as enterprise and managed service telecom solutions.

Our mission is to develop a portfolio of world class telecom businesses. Our businesses will be world class in terms of the products we offer; the service levels we provide; the training, career development and motivation levels of our people; and our financial performance. We aim to attain leadership in all of our product categories and markets.

www.cwig.com

Safe Harbor:

Certain statements in this release concerning our future growth prospects 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, liability for damages on our service contracts, the success of the companies in which Patni has 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:**For Patni Computer Systems Ltd. -**

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