

## **R Systems Acquires Sento Europe**

Acquisition to Enhance Global Delivery Model and Service Offering

R Systems International Limited (NSE: RSYSTEMS) one of the leading providers of outsourced product development, and technical and customer support services today announced that it has completed the acquisition of Sento Europe B.V., a Netherlands corporation and Sento S.A.S., a French corporation (collectively known as Sento Europe) from Sento Corporation, USA.

Sento Europe with operations in Enschede, Netherlands and Metz, France provides a wide range of integrated technical support and customer care services through multiple channels in 18 European languages and 24 countries. Sento Europe primarily focuses on the technology sector and amongst its clients are the world's leading consumer electronic companies. Sento Europe achieved revenues of approximately US\$ 14.85 million during the year ended March 2007.

“We are delighted to complete the acquisition of Sento Europe announced earlier. We welcome the customers and employees of Sento Europe,” said Rekhi Singh, CEO of R Systems. “The acquisition further enhances our global delivery capabilities, expands our customer base in high technology sector and gives us strategic footing in Europe.”

“The combination of Sento Europe with R Systems is a great win for our customers. The combined capabilities of R Systems and Sento Europe will help us to serve our customers better and with a broader range of service offerings,” said Bart van Eunen, Managing Director of Sento Europe.

### **About R Systems International Limited**

R Systems International Limited founded in 1993, is one of the leading providers of outsourced product development and customer support services. We help companies to accelerate the speed to market for their products and services with a high degree of time and cost predictability by using our proprietary pSuite execution framework. Clients can choose services specific to their needs from R Systems **iPLM** suite of services. We help companies build scalable, configurable and secure products and applications; and help our clients support their customers for products and services using our global delivery model. R Systems rapidly growing customer list includes a variety of Fortune 1000, government and mid-sized organizations across a wide range of industry verticals including Banking and Finance, High Technology and Independent Software Vendors, Government, HealthCare, Manufacturing and Logistic Industries. R Systems maintains six development and service centers and using our global delivery model we serve customers in the US, Europe, South America, the Far East, the Middle East and Africa.

## **About Sento Europe**

Sento Europe was founded in 1999 having its headquarter in Enschede, Netherlands and provides a wide range of integrated, multi-channel communications for customer interaction, self-help support sites, integrated chat/email, CRM applications, technical expertise, and a variety of other customer services in 18 European languages. Sento EU provides a wide range of services in relation to Customer Relationship Management which includes technical support and after sale services to the customers of its clients. The matrix of customer support includes self help devices (self –help portal, Interactive Voice Response (IVR) and online customer forums) and live support which includes agent assisted E-mail, Chat, Toll free and Payphone systems which helps in resolving customer issues in relation to billing information, refunds, claims, shipping, satisfaction surveys, complaint resolution, tracking, account status information and warranty registrations. Sento Europe B.V., and Sento S.A.S are indirect wholly owned subsidiaries of Sento Corporation. More information on Sento Corporation is available at <http://www.sento.com/>

### **Safe Harbor:**

This press release contains forward-looking statements. These forward-looking statements are subject to 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 the success of our investments, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT and consulting 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, industry segment concentration, our ability to manage our international operations, reduced demand for technology and consulting services, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, withdrawal of governmental fiscal incentives, political instability and regional conflicts, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. We may, from time to time, make additional written and oral forward-looking statements, and we do not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company.

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