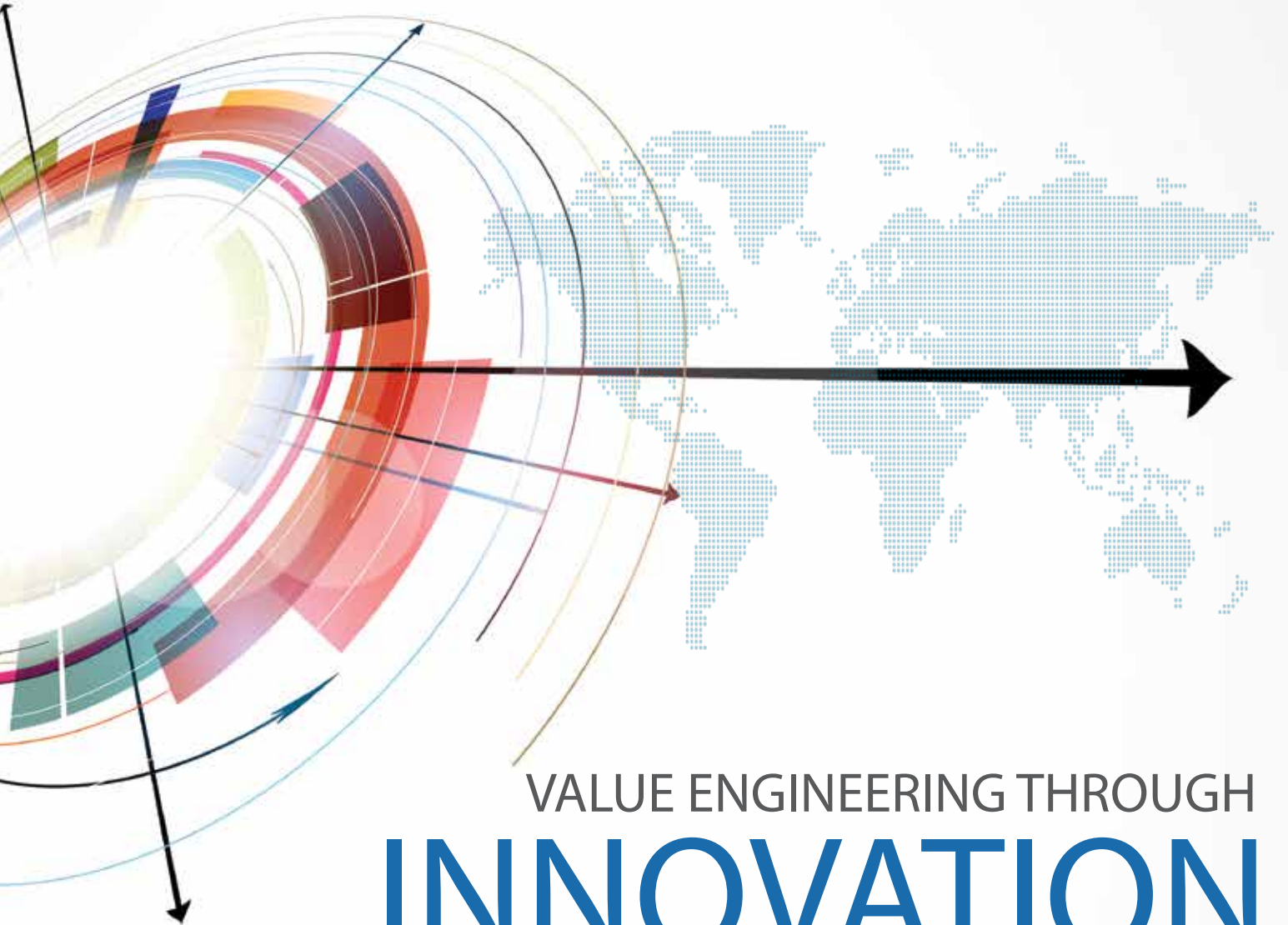




Caring - Innovating - Transforming

ANNUAL REPORT  
2015



VALUE ENGINEERING THROUGH  
**INNOVATION**



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Caring

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### Safe Harbor Statement:

Certain Statements in this report concerning our future growth prospects are forward-looking statements, which involves 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 ITeS services and solutions including those factors which may affect our cost advantage, salary increases, 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 marketing and sales operations, reduced demand for technology and consulting services in our key focus areas, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions and restructuring, liability for damages on our service contracts and product warranty, the success of the companies in which the Company has made strategic investments, 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. The Company may, from time-to-time, make additional written and oral forward-looking statements and does not undertake to update any forward-looking statements that may be made from time-to-time by or on behalf of the Company.



# Value Engineering through INNOVATION

What could be a more exciting phase and time than the current one for the Information Technology (IT) industry? The back-office automation enabler of yesteryears is now touching the lives and conscience of billions of end consumers, across the developed and developing geographies. Fast adoption of affordable smartphones and mobile internet are radically changing the way goods and services are getting populated and consumed.

In the digital era of today, the Enterprise as well as Government customers are looking at innovating the way they engage and transact with their end users. Ingenuity, simplicity, safety and speed are fast becoming the name of the game. As a leading global provider of IT and ITeS solutions and services, at R Systems, we are accelerating our innovation engine with a view to strengthen competitiveness and pioneering stint of our customers. We are striving to enhance value across 'everything we do' with a focus to deliver an engineered marvel, just like the 'oyster delivering the pearl.'

We are doing it by transcending conventional boundaries to exploring innovative solutions, often traversing into the uncharted territories. Our globally recognized Centres of Excellence (CoE) in all key verticals together with a global collaborative workforce is helping us excel our Value Engineering efforts. Breaking free from the pack, we are accelerating our innovation spree. All this with an aim to deliver significant value to our stakeholders—clients, employees, associates, investors and the communities we operate within. Riding on our robust value-engineering framework, we are pioneering innovation in every aspect of our business.

Combining our passion for client satisfaction, technology innovation, and deep industry & business process expertise, we keep the innovation engine humming. Led by our guiding principles, we continue to be Caring, Innovating, and Transforming. Building on an orchestrated social action, we seek to apprehend our obligation to look beyond our self-interest and engage with our stakeholders to create progressive changes.

# The World of R Systems

*Founded in 1993, we are a leading global provider of IT and ITeS solutions and services. Charting accelerated growth over the last 23 years, we have spread our global footprints with a strong presence in fast-growing markets. We have strengthened the world of services and solutions outsourcing.*

*We have been accelerating our progress by bringing together people, technology, and business on one hand and continuously rewarding all our stakeholders on the other. Our IT solutions and services span five major verticals namely Telecom & Digital Media, Banking & Finance, Healthcare, Manufacturing & Logistics, and Government Services.*

*We possess some of the industry's highest quality certifications and standards, including CMMI Level 5, PCMM Level 5, ISO 27001:2013 and ISO 9001:2008. Our commitment to operational excellence, and innovation champions our clients' businesses. Our global delivery model, expert associates, and multi-language support capabilities enable our customers to get to the next level.*

## Our Service Offerings

### iPLM IT Services

Responding to the ever important need of enhancing customer experience through continuous value creation, our integrated product lifecycle management (iPLM) IT services help drive product innovation, accelerate turnaround time, and better quality throughout the product lifecycle. Designed on a robust product lifecycle management (PLM) strategy, these services help our clients realize the true value of PLM. With 1200+ expert resources servicing 100+ key customers, our iPLM solution enables a gradual shift from a functional perspective to a 'holistic business process' perspective of product development.

### ITeS Services

Leveraging Information Technology towards improved organizational efficiency, we offer an entire gamut of ITeS services. Our key ITeS services include customer care and technical support, back office services, analytics services, and business process transformation. 350+ expert resources deliver these services to 10+ key customers by deploying our multi-lingual prowess and global delivery platform.

1700+ technical experts  
servicing 150+ key customers

iPLM services drive product innovation, accelerate turnaround time, and better quality throughout the product lifecycle





## Product Offerings

ECnet and IBIZ, our specialized units offer packaged solutions for specific industry verticals.

ECnet provides supply chain solutions for holistic management of the complex interaction between an organisation and its trading partners. The integrated solution aims to reduce all supply chain costs through improved collaboration and optimisation. Further, ECnet also operates as a Gold Channel Partner for Infor to resell, implement and support ERP, WMS, BI, and performance management solutions. It mainly serves SME and large businesses in the manufacturing and distribution industries. Headquartered in Singapore, their global footprint spans across Malaysia, Thailand, China, and Japan. ECnet deploys 90+ expert resources and caters to 20+ key customers.

IBIZ addresses industry segments of manufacturing, retail, wholesale distribution, marine and offshore, engineering services, apparel and textile. Its unique strength as a one-stop integrated solution provider is rooted in its core competence and technical know-how across a portfolio of “best-of-breed” technologies that include Microsoft Dynamics NAV (ERP), Microsoft Dynamics CRM, LS Retail Point-of-Sales, QlikView Business Intelligence, Microsoft Power BI, Mobility & RFID, Microsoft SharePoint, Microsoft Office 365 and Microsoft Azure. IBIZ operates across Singapore, Malaysia, Indonesia, China and India. IBIZ deploys 60+ expert resources and caters to 20+ key customers.

ECnet and IBIZ  
offer specialized  
packaged solutions  
across Asia-Pacific

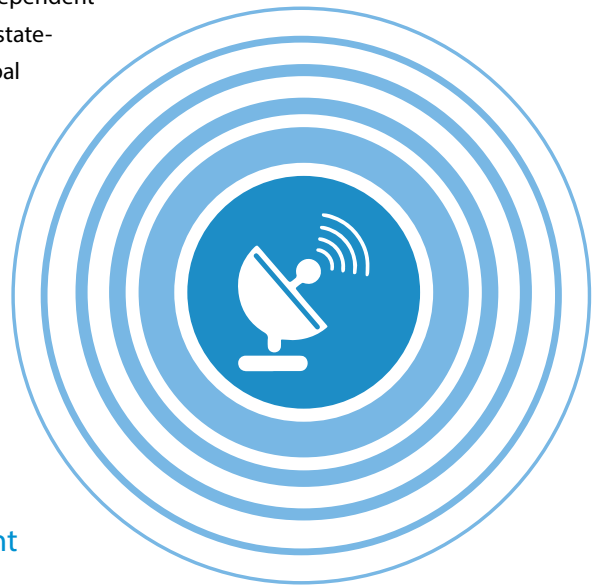


## Our Industry Verticals

### Telecom & Digital Media

The dynamically evolving and expanding Telecom & Digital Media domain needs to address the varied interests of consumers through new technologies. Rapid proliferation of content across smartphones, tablets, and other devices offer new possibilities, yet unexplored. Our Telecom & Digital Media Solutions lend an augmented media experience to our customers. Influencing improved ROI, our solutions place Communication Service Providers (CSPs), Original Equipment Manufacturers (OEMs), System Integrators (SI), and Independent Software Vendors (ISVs) in a profitable spot. In the past year, we established a state-of-the-art CoE for System Integration and Support Services, strengthened global partnerships with multiple vendors in complementing areas and penetrated deeper into the digital right management portfolio while providing end-to-end services to our global customers.

Computaris, our European subsidiary participated at the Mobile World Congress, the world's largest exhibition for the mobile industry. The conference featured prominent executives, who represented mobile operators, device manufacturers, technology providers, vendors, and content owners, across the world.



## Core competencies

### Digital Media Platforms

- IPTV – IPTV Middleware, Set Top Boxes, VoD Servers, DRM, and Security Solutions
- DVB (S/T/C): Multiplexing, CAS, SMS, Modulation.
- OTT: Transcoding adaptive bitrate, cloud OTT Solution delivery over internet

### Mobile Applications

- Google Android Platform
- Apple iOS Platform
- Blackberry/RIM Development
- Nokia Symbian Platform
- Windows Mobile Platform

### Business Support System (BSS)

- Customer and Services Management Solutions
- Mobile Virtual Network Operator Solutions
- Product Development
- Order Management

### Value Added Services (VAS)

- Messaging Solutions for SMS (SMSC, SMSR), MMS (MMSC), USSD (Gateway) and Voicemail
- Service Delivery Platform and Service Management Solutions
- Device Management Solutions
- Location Based Services

### Core Network Systems

- Subscriber Data Management
- Policy Control
- Legacy and Next Generation IN Systems

## Services and solutions in Telecom and Digital Media

### Services

- Product Development and Maintenance Services
- System Integration Services
- Technical Support and Managed Services
- Testing Services
- Database Management Services
- Infrastructure Management Services
- Cloud Services

### Solutions

- Convergent Charging
- Mobile Broadband Management
- MVNO in a White Box
- Value Added Services

## Key highlights of 2015

- R Systems rolled out two major back-end & client side releases and executed multiple device testing for a leading mobile telecommunications company.
- A USA-based innovator in digital media services, specializing in event content capture and its distribution worldwide, has engaged R Systems for development of a new EVO product for capturing live events through customized workflows.
- One of the leading telecom operators in Philippines has engaged R Systems' wholly owned subsidiary Computaris to implement a business support solution to empower it to launch flexible tariffs and services along with quick time-to-market and high scalability.

## Banking & Finance

The key focus has been on developing and expanding a valued clientele. The active areas of concurrent progress include compliance, risk management, stringent cyber security framework, and holistic efficiency improvement. We leverage our proprietary iPLM solution as the key enabler of our varied Outsourced Product Development services. ISVs have continually utilized our economical, transparent, and valuable services in the Banking and Finance segment. Our Banking & Finance Centres of Excellence (in Noida and USA) ensure that economic institutions benefit and improve their operational efficacy, on a global scale.

R Systems participated at the ATMIA USA conference. This is one of the largest conferences in USA, specially focused on ATM industry.





## Core competencies

### ATM Services

- Branch Transformation
- Cardless Transaction
- Multi-Vendor Applications
- Deposit Automation
- ATM on Cloud
- ATM Management Solutions
- CRM Integration
- CEN/XFS
- EMV
- Messaging Protocol (NDC, DDC(91X), IFX, ISO8583)

### Regulatory Compliance

- Freddie and Fannie, HAMP, GNMA, and CRA Reporting
- IRS Reporting
- Basel III
- Dodd Frank Compliance

### Channel Integration

- ISO 8583 Messaging
- I-Banking
- ACH Processing
- ATM Switch, POS, and Telebanking
- Card Transaction Processing
- Third Party Integration and Interfaces
- Mobile and Tablet Banking
- Canadian CUPS and CUCBC

### Retail Banking

- Account Opening
- Deposit Processing
- Loans and Mortgages
- Participation and Investor Loans
- Fraud and Risk Management

## Services and solutions in Banking and Finance

### Development Services

- Application Development
- Technology Migration
- Product Integration
- Mobile Banking Apps

### Support Services

- Application Testing
- Automated Testing
- Requirement Engineering
- Solution Designs
- Regulatory Compliance Testing

### Maintenance Services

- Application Maintenance
- Customization and Localization
- Client Care Support
- Analysis

## Key highlights of 2015

- R Systems has executed software development services, re-vamping existing system and applications using latest Microsoft technologies and engaged in developing a solution to support mobile banking on Android & iOS platforms, for one of the leading providers of multipurpose prepaid cards in USA.
- A USA-based corporation offering innovative financing solutions for renewable energy and energy efficiency projects has engaged R Systems to develop a solution that provides a single UI window to serve its customers across commercial, industrial and multifamily properties financing. This will enhance its productivity in customer handing and management and also expand its operations.

## Healthcare

Riding upon a new wave of opportunity, the Healthcare industry has emerged as one of the largest sectors. In order to deliver cost-effective and high-quality care in a scalable fashion, healthcare players need a robust system and a sustainable delivery model in place.

We leverage our deep domain knowledge, technology prowess, and process expertise in helping leading global healthcare organizations navigate the rapidly changing landscape successfully. Our next generation IT Services and solutions include integrated Practice Management Systems, Electronic Health Records, and Revenue Cycle Management Services. Our global Centre of Excellence (CoE), state-of-the-art research and development labs, and highly qualified, and experienced professionals enable us to create solutions that can help organizations meet the challenges of tomorrow, innovatively. With a global delivery model and stringent quality and compliance standards in place, we have become one of the most sought after servicer of choice for the healthcare industry in USA.

R Systems attended HIMSS India Digital Healthcare Summit, 2015.

