3i Infotech®

Innovation • Insight • Integrity



Empowering Business Transformation

ANNUAL REPORT

2012-13

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Annual Report 2012-13

Board of Directors

Mr. Hoshang N. Sinor, Chairman
Dr. Ashok Jhunjhunwala, Director
Mr. Ashok Shah, Director
Ms. Vishakha Mulye, Director
Mr. N.S. Venkatesh, Nominee Director - IDBI Bank Ltd.
Mr. Madhivanan Balakrishnan, Managing Director & Global CEO
Mr. Charanjit Attra, Executive Director & Global CFO

Principal Bankers

IDBI Bank Ltd.
ICICI Bank Ltd.
Standard Chartered Bank

Auditors

Lodha & Co.
R. G. N. Price & Co.

Registered Office

Tower # 5, 3rd to 6th Floors,
International Infotech Park,
Vashi, Navi Mumbai - 400 703, India
Tel: +91 22 6792 8000
Fax: +91 22 6792 8099

"Most Preferred Global BusinessTransformation Enabler Delivering Technology Solutions & BPM for Growing Enterprises"



CORPORATE FAST FACTS

- 3i Infotech is a global Information Technology Company with a revenue of USD 250 million
- The Company's quality certifications include ISO 9001:2008 for BPO, ISO/IEC 27001:2005 for Data Centre Operations
- More than 9,000 employees
- Over 1500 customers in more than 50 countries across 5 continents
- Offices across 12 countries
- State of the art development centers in Mumbai, Chennai, Bengaluru, Hyderabad, New Delhi, Kuala Lumpur, Sharjah, Riyadh, Thailand, Chengdu, London, Birmingham, Nantwich and Ashby-de-la-Zouch

Our Global presence



	Office	Delivery Centers
Asia Pacific	• **Singapore:** Singapore • **Malaysia:** Kuala Lumpur • **Thailand:** Bangkok	Kuala Lumpur, Bangkok
India	• Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi, Gurgaon, Bhubaneswar	Mumbai, Chennai, Bengaluru, Hyderabad, New Delhi
China	• **Sichuan:** Chengdu	Chengdu
Middle East & Africa	• **UAE:** Dubai, Sharjah • **Kenya:** Nairobi • **Kazakhstan:** Almaty	Sharjah
Kingdom of Saudi Arabia	• **Saudi Arabia**: Dammam, Riyadh • **Bahrain:** Manama	Riyadh
Western Europe	• London, Birmingham, Nantwich, Ashby-de-la-Zouch	London, Birmingham, Nantwich, Ashby-de-la-Zouch
North America	• **New Jersey:** Edison • **California:** San Luis Obispo	



KEY MANAGEMENT TEAM

Corporate Office

Madhivanan Balakrishnan - Managing Director and Global CEO

Mr. Madhivanan Balakrishnan is the Managing Director & Global CEO of 3i Infotech. Prior to joining 3i Infotech, Mr. Madhivanan was the Executive Director at ICICI Prudential Life Insurance Company Ltd. Before joining ICICI Prudential Life, Mr. Madhivanan was the Senior General Manager, ICICI Bank and Head Customer Service & Retail Risk division. He was also in charge of the Internet Banking division for the bank.

Charanjit Attra - Executive Director & Global Chief Financial Officer

Mr. Charanjit Attra is the Executive Director & Global Chief Financial Officer at 3i Infotech. Prior to joining 3i Infotech, Mr. Charanjit Attra was the Executive Vice President and Chief Financial Officer at ICICI Securities Limited.

Padmanabhan Iyer - Head of Corporate Strategy & Planning and MD & CEO of 3i Infotech BPO

Mr. Padmanabhan Iyer is the Back Office Operations, Customer Service & Finance professional, with experience across IT Services, Banking, Financial Services, Telecom and Manufacturing. He has been with the organisation for almost a decade, having handled BPO, Product Development & Delivery and Technology Services.

Human Resource

Ashish Kakkar - Global Head HR

Ashish is seasoned HR professional with varied experiences; has worked across all aspects of the HR function with specific expertise of building an effective HR delivery model in line with business goals. In his current role, Ashish drives the HR agenda for the organization across all businesses and geographies. He is also part of the Senior Management team and is involved in shaping the strategy for the organization.

Delivery

Amit Das - Head Business Intelligence & Analytics

Amit has more than a decade of rich experience in advising clients on strategic issues. He has worked with Fortune 500 clients across the globe, and across industries. His experience ranges from working with the leading Banking and Financial Services clients to Insurance, Retail & FMCG, Healthcare, Airlines, Casinos, and Industrial Manufacturers.

Krish N - Head, Global Practice & PMO

Krish has been inducted to streamline presales, product & project management & create a vertical based approach where functional & product management is given its due share. A senior professional who has led and managed large assignments across operations, projects & technology.

Nagaraj GN - Global Service Delivery Head

Nagaraj has rich experience in hands-on development and implementation of technology strategies and initiatives for the next generation banks and financial services companies. As the Global head of Service Delivery Group, he is responsible for ADMS, ITCB & IMS services. In addition to the services business he is responsible for the Kastle CBS & ULS.

Rakesh Doshi - Global Product Delivery Head

Rakesh has been with the organization for over a decade leading product management, development & delivery; has been closely monitoring product deliveries and working on consolidation of the product business in line with organizational objectives.

Regions

Abhay Sinha - Country Head, South Asia (ICICI)

Abhay is MBA in Banking & Finance from Nanyang Business School, Singapore, a Certified Associate of the Indian Institute of Bankers (CAIIB), a Licentiate from Insurance Institute of India, and Professional Member to several leading financial and management institutions.

Abhijeet Powdwal - Country Head, Asia Pacific

Abhijeet is a services marketing professional with 15 plus years of experience in direct sales, advertising, planning and brand strategy, consumer research etc. He is the business owner & head of APAC region with responsibilities for creation of new markets, business development, delivery and support.

Arya Pratihar - Country Head, Kingdom of Saudi Arabia

Arya has a long association with the organization with varied expertise in the areas of sales, customer relationship & account management. In his role as Country head, Arya will enlarge the share of our business in the high potential KSA region.

Kumar Ganesan - Country Head, North America

Kumar has been with the company and ICICI Group since 1998 and has served in various capacities across the globe including Sales and Marketing, Operations, Finance, M&A and Divestments. He is responsible for the developed markets business comprising America and Europe as well as managing the global IT services business of the company.

Ian Hallam - Country Head, Western Europe

Ian is based in London, Ian Hallam heads the Western European geography. Ian has near 20 years of experience in the Financial IT sector, ranging from strategic application development and senior key account management, through to overseeing product strategy and delivery.

Narayan V. - Country Head, South Asia (Non ICICI)

Narayan focuses on business from India and neighboring countries. Prior to taking up this role he was the Head of the Middle East Geography since 2007. Prior to that from 2002 till 2006 he was the head of the Customer care function across Middle East and Africa for BFSI and MRD customers. From 1992 till 2001 Narayan was extensively involved in the Delivery of ERP.



NEW INITIATIVES:
3i Infotech *Connect*

Every organization needs a medium to communicate effectively and transparently with employees and clients. "**Connect**" is 3i Infotech Ltd.'s collaborative initiative in this direction.

"Connect" is initiated by 3i Infotech's management, Madhivanan Balakrishnan, MD and Global CEO and Charanjit Attra, ED and Global CFO. It's a platform for the management to communicate with clients and employees and vice-versa.

We have been engaging with our **clients** and **employees** continuously through the following "Connect" initiatives.

Connecting With Clients:

Connect Mail: Monthly mailer for our valuable clients, keeping them informed about the latest happenings in the company

Connect Expo: A product exhibition where Company displays all its products, product way forward and gives live demos of different products using computers, laptops, pads and phones. It was successfully launched on March 4 & 5, 2013. CXO's from different industries attended and appreciated the expo

Connect Web: Webinar sessions on our domain strength and our offerings for our clients

Connecting With Employees:

Connect Mail: Daily motivational and weekly mailer for employees, informing them about the latest happenings in 3i Infotech

Connect Live: Face-to-face interaction of employees with the management

Connect Awards: Recognising top performers

Connect Book: Social networking site within the organization for employees

Connect Sports: Sports day in the organization

Connect Festive: Celebration of festivals

Connect ISA: Information security awareness mailer for employees

Connect Web: Webinar sessions on our processes and products for employees



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AWARDS AND ACCOLADES

- Winner of “Most Cost Effective Solution” at “Systems In The City” award, London, June 2012
- Ranked 45th in the FinTech 100, 2012 list of Financial Services & Technology providers, published by American Banker, October 2012
- Received the award for the Best Takaful Technology Company for the 5th consecutive year, at the 6th International Takaful Summit 2012, July 2013
- 3i Infotech ranked 2nd in the lending category of the IBS Sales League table 2012 published by IBS Intelligence, UK, March 2013



CUSTOMERS VOICE

“My Congratulations to the entire team. This is an important milestone in our journey for strengthening AML.

Over the next six months we need to continue to work on the remaining upgrades (specially new alert rules). I can see AML being the single most important area which the Audit Committee will look in this year.

I am sure we will meet the enhanced expectations. Best wishes.”

Mr. Sandeep Batra, Compliance Head and Company Secretary at ICICI Bank

“Our partnership with 3i Infotech will enable us to build a robust IT Infrastructure platform to roll out enterprise applications across all the locations on a centralized architecture. This will further help us to standardize processes across the group and bring in more operational transparency resulting in efficient delivery of services in a cost effective manner.”

Nandkishor Dhomne, Chief Information Officer (CIO), Manipal Health Enterprises Pvt. Ltd.

“We have been using ORION ERP for over 5 years now as primary computing system. The 3i Infotech onsite team is always professional, knowledgeable, and focused on customer satisfaction. Recently we employed the 3i offshore team to complete several critical system modifications and they were delivered timely and with high quality. I look forward to the continuation of our positive and productive working relationship and feel confident that new projects and ongoing support will be met with the same success that we have benefitted from in the past.”

Larry Olijar Senior Program Manager MIS, PMP, USAID | Deliver Project, John Snow, Inc.

“Rathbones has used the rhymeSIGHT application and its previous incarnation, Quasar, as our back-office system since 1985. The product underpins our entire business process and has evolved to keep pace with significant changes in the maturity of the financial services sector, the regulatory frameworks we operate within, and has been a significant enabler of our impressive growth in all that time.”

Mark Cummins, Head of IT, Rathbones

“I would like to take take this opportunity to thank 3i Infotech Orion team and Orion project management and delivery team for the commitment and cooperation in ensuring successful implementation and it would give Jagal Group a great pleasure to partner with you in many more similar endeavors with your organization in future.”

Dr. Richard H Jomma, Group Chief Financial Officer, Jagal Group