



Annual Report

2015-16

Board of Directors

Mr. Ashok Shah, Chairman

Ms. Sarojini Dikhale, Director

Mr. Shantanu Prasad, Nominee Director- IDBI Bank Limited

Dr. Shashank Desai, Director

Mr. Padmanabhan Iyer, Managing Director and Global CEO

Principal Bankers

IDBI Bank Limited

ICICI Bank Limited

Standard Chartered Bank

Auditors

Lodha & Co.

Registered Office

Tower #5, 3rd to 6th Floors,
International Infotech Park,
Vashi, Navi Mumbai - 400703, India
Tel : +91 22 67928000
Fax : +91 22 67928099

CORPORATE FAST FACTS

- 3i Infotech is a Global Information Technology Company with revenue of USD 170 million.
- The Company's quality certifications include ISO 9001:2008 for BPO, ADMS, e-GOV, BI & IMS & ISO/IEC 27001:2013 for Data Centre Operations for Mumbai, Chennai, Bangalore & Hyderabad locations.
- More than 5500 employees in over 20 offices.
- Over 1000 customers in more than 50 countries across 5 continents.
- Offices across 12 countries.
- Operational Geos are: Asia Pacific, South Asia, Middle East & Africa, Kingdom of Saudi Arabia, Western Europe and North America.

OUR GLOBAL PRESENCE

Regions	Office	Delivery Centres
Asia Pacific	<ul style="list-style-type: none">• Singapore: Singapore• Malaysia: Kuala Lumpur• Thailand: Bangkok	Kuala Lumpur, Bangkok
India	<ul style="list-style-type: none">• Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi, Gurgaon	Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi
Middle East & Africa	<ul style="list-style-type: none">• UAE: Dubai, Sharjah• Kenya: Nairobi• South Africa: Johannesburg	Sharjah
Kingdom of Saudi Arabia	<ul style="list-style-type: none">• Saudi Arabia: Dammam, Riyadh• Bahrain: Manama	Riyadh
Western Europe	<ul style="list-style-type: none">• London	
North America	<ul style="list-style-type: none">• New Jersey: Edison	

KEY MANAGEMENT TEAM

Corporate Office

Padmanabhan Iyer, Managing Director & Global CEO

Rajeev Limaye, Company Secretary & Head - Legal

Human Resource

Ashish Kakkar, Global Head- HR

Business Heads

Rakesh Doshi, EVP & Business Head - Financial Services & Insurance

Krish Narayanaswami, EVP & Business Head – Banking

Suryanarayan Kasichainula, EVP & Business Head - ERP

Ram Sankar, Chief Financial Controller, North America

Prasad Bendre, Sr. Vice President – IT Consulting Services, North America

NEW INITIATIVES & UPGRADES

New upgrades in MFund Plus

MFund Plus is a next generation web based solution for Investment Management. Many new modules such as commodities, arbitrage, equity with ETF & Basket, borrowing, Mutual Funds investments for ETF and Non ETF have been added to the product. A flexible report writer tool has also been built-in which has user friendly interface to generate additional reports.

A key industry requirement of FIX interface has also been developed in MFund Plus, which assists fund managers / dealers to send and receive trade details with brokers electronically. Various interfaces have also been built between MFund Plus and popular vendor systems like Barraone, Bloomberg, Factset, NDS, CROM, Bank transfer downloads, Fund Accountant and Custody Systems. Complying with regulatory and internal investment committee limits are important and complex functions of investment management companies, due to which a robust compliance engine has been built to cater to various new market and unique internal limit variants while giving flexibility of custom limit setups to clients. During this year, 3i Infotech has partnered with CISCO and conducted performance testing of the MFund Plus product at CISCO lab in Bangalore. To cater to the growing demand in the product requirements from various geographies in the investment management domain, a separate Product management and Engineering team has been formed.

New upgrades in Orion 11j

Manufacturing Module

ORION Enterprise's Manufacturing module delivers a consolidated production process which calculates, tracks all products and job cost as well as records all manufacturing activities. Seamless integration with other leading industry data and information solutions provides interactive dashboards of broad productivity snapshots as well as granular details of project financials.

Contracting Module

Affordable and easy to use, ORION 11j gives contracting firms control across the entire project lifecycle which includes - generating proposals, managing resources and materials, scheduling deliverables, creating reports and invoicing. With our tightly integrated tools, firms can track and manage all aspects of their projects to help improve competitiveness and increase profitability.

B2C solution

ORION Cart is a turn-key ERP-integrated B2C solution that seamlessly links the full stack of services - from back-office expertise to customer-facing front-end capabilities. Its evolved and highly flexible range of features & tools gives you a strong grip over the customization of the customer's online store to perform to its fullest potential. The solution has a fully functional administrative UI with customised back-end workflows to suit the online business. It also comes with a built-in order management along with multiple payment gateways incorporated with it. ORION Cart exemplifies the best of e-Commerce and ERP integration to help with seamlessly setting up the store and keeping it up-to-date with the latest version.

CRM solution

CRM solutions from ORION bring ease and order to the creation, development, and maintenance of the organisation's important relationships by streamlining their business processes, improving their data quality, and ensuring unified and consistently accurate customer data integration. A customer can manage their relationships from inception to fruition and beyond with ORION CRM's agile modules and relationships.

New Digital Framework for Premia

The Insurance team initiated an interesting journey to provide and enable digitization for the existing customer as well offer innovative domain led services to prospects. The framework is a Rapid application development platform solution based on Java. The tool is named WaveMaker and helps us with many benefits for multiple types of users. The engineering team will have automatic multi-device support built in, as well as reusable and modular development options. These features, along with zero DevOps deployment can help easily extend and customize code. The business users can use the drag & drop feature during development, build apps for any device across the board & chose the One-Click test and run feature when testing their modules. The overall advantage for the business is that the software is based on enterprise standards, which assures speed innovation via rapid delivery. The built in features help leverage cloud benefits easily and ensures that no vendor lock-in is needed, keeping the software agile.

WaveMaker makes it incredibly easy to develop and run enterprise applications, which helps deliver modern, multi-device apps on an open standards platform. It enables the user to accelerate innovation by simplifying custom app delivery along with designing responsive web applications using beautiful templates and themes. It can import databases, APIs and web services with ease as well as authenticate users & create multiple roles with the flick of a button. The tool customizes and extends markup, script and styles and helps with collaboration and version control leading to a 1-click test and deployment solution.

BI tool Development for Premia – Qlik Guided Analytics

The Premia Engineering team, over a period of last month's has vetted multiple vendors and have finalised Qlik as a tool of choice for their future development and proposition to market. Qlik is a leader in the Gartner Quadrant and a vendor of choice for BI and Analytics. This will enable the sales team to offer both product and services around Qlik View and Qlik Sense in the BI space.

The benefits to using the tool is that it adapts to the parameters you set, so there is no need for developers, data scientists or designers. The users can drag-and-drop their creation to produce smart, interactive data visualizations. They can also share it to any device without limits. This tool can analyze multiple, large data sources as well as support the entire spectrum of enterprise level uses. It also uses a natural search to navigate complex information to accelerate discovery. It is also conveniently available on desktop, server or in the cloud, with the optional development platform.

New initiative for Kastle

iKastle is a self-service portal for customers of a lending / financing organisation. It leverages internet as a channel and provides the right platform for banks and financial institutions to offer an enriched experience to their customers. iKastle is pre-integrated with Kastle Universal Lending Suite, enabling a digital extension to the core lending system. The solution enables prospective borrowers to perform what-if analysis, apply for a facility and track application status. It also helps end customers to monitor / manage their account in real time, raise and track service requests, set preferences and switch on/off alerts for their facilities in a highly secure mode powered by 2-factor authentication. It facilitates the sales agents to create leads and applications, valuation agents to record verification/ valuation details and upload relevant documents, collections agents to view delinquent cases assigned to them and take necessary action including repossessioning the asset.

CLIENT SPEAK

"We are using AMLOCK, the AML Solution from 3i Infotech Limited since 2014 in our 22 Foreign Offices. The product has been implemented & customised and running well. It meets the AML compliance requirements and complies with foreign regulatory guidelines." - **Deputy General Manager, IT Foreign Offices, State Bank of India**

"Thank you all for your continuous effort, perseverance and dedication which have ensured that Customer Portal, a key digital initiative is launched. The enterprise system solution of Kastle ULS, Deposit system & CRM has been extended to PNB Housing's customers. Indeed it is a moment of pride, but would not have been possible without your extended working hours and hard work. Thank you once again." - **Shilpa Nahata, Senior Manager-Central Customer Service, PNB Housing Finance Limited**

"Bank of India is using AML Solution viz., AMLOCK, from 3i Infotech Ltd. since 2008. The product was implemented in 2009, and was running satisfactorily. Recently, we shifted the software to Virtual Environment in view of aging of hardware and huge amount of AML data. With a view to make use of the new features, we gave a mandate to 3i Infotech Ltd. to upgrade the AML solution to the latest version. The same was implemented by February 2016 and is functioning satisfactorily. The AMLOCK software meets all the regulatory requirements and also complies with RBI regulatory guidelines. The delivery and support is consistent and the team is easily accessible for resolution of any issue or any new requirement as directed by regulatory authorities or as per need of the Bank." - **General Manager & Chief Compliance Officer, Bank of India**

"Some of the key reasons we chose 3i Infotech were - Firstly, 3i Infotech has a wonderful track record in Africa. We needed a partner who understands the insurance domain knowledge and regulatory environment of Africa. 3i Infotech also has a proven Insurance system – Premia with a track record that can also be supported. Also, we had visited clients of 3i Infotech in India & the Middle East receiving positive reviews. Thus when we implemented the Premia system we found it to be robust, flexible and able to meet longer term needs. For the products and project enhancements we had 3i Infotech nominate specific developers and business analysts in Chennai who worked on our version of the application due to the uniqueness of application implementation that is required to understand our environment and market together. The benefits were that things became easier. Last but not the least, the support was awesome. The team at 3i Infotech never had an issue on fixing things. Their people worked hard and put in long hours, to ensure we were never disappointed which surprised us on their willingness of the hours they put in to get things done." - **Brand Pretorius, CEO, MMI Short Term Insurance**

"I wanted to take a minute to thank you and your team for their outstanding efforts and results. They have continued to demonstrate strong commitment to our project success and never hesitate to put in extra effort to make that happen. This has included adjusted hours and weekend work to meet key milestones. Recently, we have had to run additional performance testing, sometimes with short notice, and the team always jumps right in to get the needed work completed successfully. The team has demonstrated excellent knowledge of the retail deposit subject area and our processes. This has helped us move quickly and to get much accomplished. I am confident the team will continue to step up wherever needed to get us across the finish line." - **Thomas Keough, Vice President, IT - Consumer Banking, Synchrony Financial**

"I would like to take this opportunity to express our sincere appreciation to 3i Infotech. We generally appreciate your efficiency and are happy with the quality and assistance you have provided us & going into our second year of the relationship we are seeing a big improvement. 3i Infotech have been constant in providing good timely support and delivering excellent performance. Long may the partnership continue, as always our sincere appreciation to 3i management & delivery teams." - **Adnan Moolla, IT Director – Bidaya Home Finance, Kingdom of Saudi Arabia**

"We are using Kastle ULS Solution from 3i Infotech Limited since 2010 ... they have supplied the Application & the product has been implemented and running well. As our concern is a NBFC, so the Application is Core System for us. It meets our requirement. The Delivery and Support is consistent & the team is easily accessible." - **Hitesh Talreja, Associate Chief Manager (IT), LIC Housing Finance Ltd**

"I haven't known 3i Infotech until the day they won the auction and were our software developer for Treasury project. Last 2 years I was concerned about communicative conflicts between 3i Infotech and BAAC but the co-operation between us helped complete this project. The implementation of Kastle Treasury not only helps us in our daily operations but we also derived valued experiences from this project. Thank you to the 3i Infotech team for the advice and the suitable ways of implementation and also many thanks to all involved people." - **Mr. Apisak Hovanich, Chairperson of Project Committee (Coordination), Bank for Agriculture and Agricultural Cooperatives, Thailand**

"I would like to take this moment to appreciate the ongoing partnership with 3i Infotech. They have been consistent in providing support and delivering excellent performance in terms of SLA & Accuracy month on month. We truly value the entire team for all their hard work and continuous support. Keep up the good work". - **Priti Singh, NADC Partner Manager JAPA, Global Partner Relations, World Service, American Express**

"3i Infotech has been an integral part of this journey as Project Management consultant; they have supported us since the inception of the project. I would like to congratulate the project team especially Gajendra and Adarsh, who have been working relentlessly with all the stake holders for success of the project. I hope we will continue to get your support during the go live phase and other milestones. Keep up the good work". - **Ms. Dipali Rastogi (IAS), The Inspector General Registrations & Superintendent of Stamps, India**

"We are using the AML Solution from 3i Infotech Limited since 2015. 3i Infotech has supplied the AMLOCK Application along with hardware and system software. The product has been implemented and running well. The Facility management services are quite supportive. It meets the AML compliance requirements and complies with RBI regulatory guidelines. The Delivery and Support is consistent & the team is easily accessible and performing well." - **Deputy General Manager - IT, Central Bank of India**

"ORION is very rich in functionality and the same had helped us in mapping all our business requirements with new web based 3 tier applications with features like ORION Portlets, Dash Boards & Workbench Approach, Consoles, Side Info Panel, Bank Reco, Bank Guarantee, LC, Budget, Cash Flow, Business Alerts, Email Notifications, Color Themes, Export to xls, templates, drill down, etc. ORION has incorporated best industry practices and hence it becomes very imperative for all of us to follow the processes incorporated in ORION. We have selected ORION after rigorous evaluation and now we feel vindicated by our decision. We have no reservations in recommending 3i Infotech and ORION ERP Solution to any other prospects, which look forward to implement an ORION ERP Solution of this kind and nature."- **Mr. Hari MS, Manager - Finance & Accounts, Algosai Services (AGS), Saudi Arabia**

"We would like to appreciate your good work and the endless hours of services which you have dedicated to our Project Implementation of Kastle Factoring and Kastle Trade Finance system. You have all this affluence and accolades of an honest and good service provider. We liked your positive attitude and your ability to motivate people for work. You have proven your plausible work which results in leading heights and achieving targets. Thank you for giving your best efforts to this project. May you enjoy this type of success in your future endeavours." - **Mohd Kamal Mehra Yaacob, Head Information Technology, Pembangunan Leasing Corporation Sdn Bhd**

"Extending this appreciation, EUS Mum Circle Team has delivered the Projects within no time. Appreciated efforts put by EUS engineer Radheshyam Pal under Leadership of Shrikant C, Project Manager".-**Ankur Singh, SPOC - International Business Machine (IBM)**

"Excellent Work..... Few circles are yet to start the activity and we have finished the same. Indeed a seamless execution with "SPEED"... I liked the statement "Mumbai we are the first circle to complete the EKYC Project". I would want to put it on record, it's 360 Degree turn around by Team EUS in Mumbai in the past one year. All EUS projects/activities for Mumbai circle was/are getting rolled out in almost no time and with zero errors". - **Dipesh Sheth, Head IT – Mumbai, Vodafone West**

"A note of appreciation to the work and effort you had put in getting our IT related work done during the year. I must appreciate the sincere effort and support you had given. Keep up the good work and wish you all the success in future". - **Satheesh Thomas, Key Account Manager, Govt. Vertical, Airtel business**

"The overall success of the project was a result of 3i Infotech's strong technical knowledge about Business Intelligence and Data Warehousing and experience with Insurance industry. We will have no hesitation in recommending 3i Infotech to any company who has a need to implement Operational & Analytical Reporting tool upgrade solution in their environment and we wish 3i Infotech success in its future endeavours" – **Mr. Mohammed S. Alromaih, Database Department Manager, General Organization of Social Insurance (GOSI)**

"We have been growing exponentially and needed a robust and integrated IT backbone that is flexible and scalable to meet all our needs. 3i Infotech's ORION ERP Suite fits our requirements like a glove. A powerful solution coupled with competent implementation team enabled a smooth transition to ERP in record time. We look forward to a continued association with 3i Infotech. I would like to express my gratitude to 3i Infotech for successful implementation of the solution at our organization. We are quite satisfied with the solution and appreciate the professional support given by them. We look forward to the continued success of our partnership in the years to come" - **Suhag Shukla, IT Head, Gandhar Oil Refinery India Ltd.**

"Appreciate your support & kind co-operation for automating the bonds entry. This automation would not have been possible without your extended support". - **Deepal Pandya, ICICI Bank**

"Many many congratulations for completing a series of years in Exide Life. Your hard work and co-operation is always appreciated and our support will always be there." **Rajeeva, Exide Life Insurance Company Limited**