# ANNUAL REPORT
## 2018-19

3i Infotech®
LIMITLESS EXCELLENCE

# OUR OFFERINGS

## AMLOCK™

**Financial Crime Detection & Management Solution**

## Kastle®

**Universal Banking Suite**
Core Banking, Lending, Trade Finance, Treasury & Risk

## MFund Plus™

**Investment Management**
Front Office, Mid Office & Back Office

## PREMIA®

**Core Insurance Suite**
Life, General & Health

## ORION®

**Enterprise Resource Planning**
Manufacturing, Retail & Distribution

## ALTIRAY®
*Actioning Tomorrow*

**BLOCKCHAIN**

**CRUX**
User Experience

**Flexib**
SWIFT TEST AUTOMATION

**CONVERSATIONAL SERVICES**

**MAGZIE®**
AUTOMATION SOLUTION FOR IT OPERATIONS

**MOMENTA**

**HybridNxt**
CLOUD LIFE CYCLE SUPPORT SERVICES

**Datascan Online**
DOCUMENT MANAGEMENT SYSTEM

**AES**
ACCELERATE ENABLE & SCALE

**Universo**

**3i AIRES·**

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**Banking | Insurance | Financial Services | Government | Healthcare | Manufacturing | Retail | Distribution**

# Annual Report 2018-19

## Board of Directors

Mr. Ashok Shah, Chairman

Dr. Shashank Desai, Director

Mr. Rajeev Kumar Sinha, Nominee Director - IDBI Bank Limited

Mr. Avaya Kumar Mohapatra, Nominee Director - Allahabad Bank

Ms. Anjoo Navalkar, Director

Mr. Padmanabhan Iyer, Managing Director and Global CEO

## Principal Bankers

IDBI Bank Limited

ICICI Bank Limited

Standard Chartered Bank

## Auditors

GMJ & Co

## Legal Counsel

Khaitan & Co

## Registered Office

Tower #5, 3rd to 6th Floors

International Infotech Park

Vashi, Navi Mumbai - 400703, India

Tel: +91 22 71238000

Email: investors@3i-Infotech.com

# KEY MANAGEMENT TEAM

## Corporate Office

Padmanabhan Iyer, Managing Director & Global CEO, CFO

Rajeev Limaye, Company Secretary & Head - Legal

## Human Resource

Sreerupa Sengupta, Global Head - HR

## Business Heads

Krish Narayanaswami, President & Global Head – Banking Products Business

Rakesh Doshi, President & Global Head – Financial Services & Insurance Products Business

Suryanarayan Kasichainula, President & Global Head – ERP Products Business and Global Sales & Solutions Head – IT Services Business

# CORPORATE FAST FACTS

- 3i Infotech is a Global Information Technology Company with a revenue of USD 161 million

- The Company's quality certifications include ISO 9001:2015 for Business Process Outsourcing, Application Development & Maintenance Services, e-Governance, Business Intelligence & Infrastructure Management Services & ISO/IEC 27001:2013 for Data Centre Operations for Mumbai, Chennai, Bengaluru & Hyderabad locations and CMMi Level 3 for Development and Services across Mumbai, Chennai, Bengaluru & Hyderabad.

- More than 5500 employees in over 30 offices

- Over 1200 customers in more than 50 countries across 4 continents

- Offices across 12 countries

- Operational Geographies are: Asia Pacific, South Asia, Middle East & Africa, Kingdom of Saudi Arabia, Western Europe and North America

# OUR GLOBAL PRESENCE

The details of Regional Offices and Delivery Centres are mentioned below:

| Regions | Offices | Delivery Centres |
|---|---|---|
| Asia Pacific | <ul><li>Singapore: Singapore</li><li>Malaysia: Kuala Lumpur</li><li>Thailand: Bangkok</li></ul> | Bangkok, Kuala Lumpur |
| India | <ul><li>Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi, Noida, Gurugram, Patna, Kolkata, Lucknow</li></ul> | Bengaluru, Chennai, Hyderabad, Mumbai, New Delhi |
| Middle East & Africa | <ul><li>UAE: Dubai, Abu Dhabi, Sharjah</li><li>Kenya: Nairobi</li><li>South Africa: Johannesburg</li><li>Ghana: Accra</li></ul> | Sharjah |
| Kingdom of Saudi Arabia | <ul><li>Saudi Arabia: Al Khobar, Riyadh</li><li>Bahrain: Manama</li></ul> | Riyadh |
| Western Europe | <ul><li>London</li></ul> | |
| North America | <ul><li>New Jersey: Edison</li></ul> | |

# NEW INITIATIVES & UPGRADES

## New initiatives in MFund Plus®

MFund Plus® is a next generation web based Investment Management solution. Some of the key modules/ functionalities added during FY2019 include Debt Arbitrage, Derivatives Straight-through Processing (STP), Corporate Bond Repo, Securities Lending and Borrowing (SLB) rollover, Equity Linked and Dual Currency Investments along with standalone Bank & Stock Reconciliation modules. Apart from this, additional features in Performance Analytics and Derivative Limits were added.

For the Indian market, Pension Fund specific changes such as Pension Fund Regulatory & Development Authority (PFRDA) reports along with Pay In/Pay Out process were incorporated making the product fully ready for the Pension Fund management segment. For Malaysian market, Unit Trust Fund / Employees Provident Fund (UTF/EPF) Reports were added. Mobility for MFund Plus® has been developed to assist fund managers and compliance officers to access the application from anywhere through a mobile application.  Bloomberg upload for equity and derivative trades has been developed. Customers who do not have a dedicated connection with a Bloomberg terminal can use this upload provision to raise trade requests and confirmations on Bloomberg terminal directly. A new functionality has been added to handle cash flow computation based on actual interest receipt date.

Other achievements for MFund Plus® include an Oracle cloud certification during this financial year.

## New Initiatives & Upgrades for PREMIA™

### PREMIA Astra™ - General Insurance Suite

PREMIA Astra™ is built ground up using state of art technology to revolutionize the insurance industry and reduce complexities involved in insurance operations. PREMIA Astra™ Suite provides a dynamic range of solutions for insurers to operate across various business channels and product lines.

### PREMIA Astra™ Core Modules and Features

a.  **End to End Insurance Solution:** PREMIA Astra™ provides a one-stop solution for all insurance operations; Available on Cloud and on Premises.

b.  **Modularized Approach:** Modular approach of PREMIA Astra™ provides flexibility to deploy either a single module or the entire suite of integrated solutions covering Underwriting, Billing, Claims, Reinsurance and Finance modules as per the needs of the Insurer

c.  **Rich functionalities and features**: PREMIA Astra™ supports multi-company, multi-currency, multi-lingual, multi-time zone operations and much more to meet varying business needs

d.  **Tools and components** integrated with PREMIA Astra™ that add to the effectiveness of the solution include:

    a.  Insurance Rating Engine

    b.  Workflow Management System

    c.  Rules Engine

    d.  Product Design Studio

    e.  Document Management System

**Enhancements made to PREMIA Astra™ during FY2019**

a)      Quote comparison and converting the preferred one to policy

b)      User-friendly Risk upload and Policy upload

c)      Powerful Reporting tool combined with user friendly drag and drop facility for ad hoc reporting

d)      Google integration for monitoring accumulation of risks

e)      User-role based dashboard with task listing for the user and tracking of Turnaround Times (TAT) for the activities

f)      Integration with ORION™ 11J Finance module for effective accounting

g)      Facility of having common entity master across Life, General and Medical Insurance applications for composite Insurers

**PREMIA™ 11J  - Life Insurance Suite**

PREMIA™ 11J - Life application is an end-to-end integrated application software for processing Individual and Group Life business. This powerful and dynamic application can be rapidly adapted to any insurance business requirements.

There were significant enhancements that were made to the product which include:

1.      New products: There were a number of new products that were developed to meet needs of existing and prospective customers.

2.      Peripheral Modules: The peripheral modules were developed with a view to support specific departments and to propel ease of sharing information

    a.      Customer Service Module (CSM)– For Call Centre executives that addresses their requirements and helps to record customer interactions

    b.      Mobility – A tablet based application for agents to effectively manage leads and customers as well as assist in daily sales and task management. It also helps Managers track their agents' performance

    c.      Portals – A whole set of customized portals including Individual Life, Group Life, Group Medical, Group Pensions, Admin Portal and Group Medical Operative System (GMOS) portal for Individual customers and corporates.

3.      Other Functionalities: There were a host of other critical functionalities that were developed which are mentioned below

    a.      Enhanced Agency Module – The Agency module was further enriched to enable slab-wise commission Payouts, Bonus payments and other Payout options for Agents

    b.      New Endorsements – Additional endorsements like convertible plans, dependent and owner change for funeral costs, change in primary customer, change in date of birth, etc. were developed

    c.      Business Rules Engine – The rule engine now has an option to write rules during the entire insurance life cycle

    d.      Critical features – New features like Automated Premium Loan, Cashback, Pre-Lapse and Lapse Override, additional Interim policy status were included as niche features that can be used as an USP for prospective selling

**Enhancements made to PREMIA™ Life 11J during FY2019**

a)   User-friendly employee upload with a size of 525,000 members within 40 minutes including validation, premium calculation and approval

b)   Cloud readiness – Application is hosted and tested for remote access in cloud

c)   Enhanced Workflow engine – helps configure workflow using front end

d)   Role based view for underwriting flow

e)   Comprehensive  Agent / Broker benefits with target and achievement processing

f)   Enhanced premium collection with payment link sharing and API based integration

g)   Enhanced Subscription and Redemption process for Unit Link with multi-currency

h)   VAT incorporation for life processes

i)   Partial Surrender process

**PREMIA™ BI In A Box**

PREMIA™ BI In A Box - application is an integrated decision making application with a core system, covering Individual Life, Group Life, General Insurance, Group Medical and Pension. This powerful and dynamic Business Intelligence application can be deployed at any insurance company within a short time period (self-service, guided, embedded, mobile, reporting etc.)

There were significant enhancements that were made to the BI In A Box product which include:

1.   Sales Achievement Vs Target: This dashboard gives information about Actual Sales Vs  Target and helps to make decision

2.   Sales Predictive analysis: Sales Predictive Analysis is built to achieve target based on predefined algorithm and it can be changed/mapped based on customer needs

3.   Chatbot:  We built and integrated a chatbot  on Telegram application with our BI tool

4.   Wealth Management Dashboards: It will help to transform wealth and investment management business to drive profitable outcomes

    a.   Interactive analysis without boundaries

    b.   Simply smarter analytics

    c.   Create and explore on any device

**PREMIA™ E-PORTAL**

PREMIA™ E-PORTAL assists insurance companies in enabling their business by leveraging technology to keep pace with the changing marketplace. The framework approach that the product has adopted enables companies to be agile, and respond to meet market challenges. Portal is an integrated insurance solution that allows channel partners seamless processing and delivery of insurance business.

**Agent/Broker/Customer Portal**

**End to End Policy issuance Solution**: B2B & B2C Portal - End to End Policy issuance with rich dashboards for defined Lines of Business and Products

**Modularized Approach:** Modular approach provides flexibility to deploy either a single module or the entire suite of integrated solutions, covering B2B & B2C functionalities like Claim intimations, Claim tracking, Endorsement request, Endorsement, Renewal processing, motor fleet insurance as per the needs of the Insurer

**Other functionalities and features**: Document Management System (DMS) Integration, Referral Workflow, Localization, Payment Integrations and Third party Integrations as per Geography, Responsive Design, FAQs, Extensive search engine

**Surveyor Portal:** Automation of end to end digital claim processing for surveyor and garages

**Enhancements & Initiatives**

i)      Quote comparison and converting the preferred one to policy

ii)     Surveyor Portal for Claims integrated  with Core System

iii)    Marine Product certificate issuance for B2B & B2C

iv)     Independent Motor Portal for end users

v)      End to end Employee Portal

vi)     Independent portal architecture to integrate with third party core system

**New Initiatives and Upgrades in ORION™**

Designed and architected with customer-centric design philosophies, ORION™ is a fully integrated multi-user, enterprise solution that delivers powerful functionalities to gain a sustainable and competitive advantage.

FY2019 witnessed an all-round development in Enterprise resource planning (ERP) segment with new product developments as well as enhancements in existing products.

Product enhancements include Industry Process Packs for Manufacturing, Trading, Retail, Distribution, Contracting (Vertical for US) and Fleet modules along with stable technology and framework updates to ensure the enhanced ORION™ 11j Product supports the Industry verticals.

ORION™ Construction Vertical (OCV), a core synchronized solution integrating technology, resources and multiple locations of a Construction enterprise, and Enterprise Process & Information Control Stack (EPiCS), an end-to-end solution for business process optimization, improvement and re-engineering, are the cutting-edge developments.

On the ORION™ on cloud initiative, ORION™ Platform as a Service (OPaaS) a creative subscription model has been initiated for Sales excellence. Also cloud ecosystem with multiple cloud partner offerings has been established to ensure best cloud offerings to customers. More significantly, ORION™ has been empowered with innovative technologies through partner integrations for Industry 4.0 related Internet of Things (IoT) and Robotic Process Automation (RPA).

The challenges in Supply Chain and Retail Management have been addressed using mobility in achieving