

Empowering Business Transformation

ANNUAL REPORT
2014-15



Annual Report

2014-15

Board of Directors

Mr. Hoshang N. Sinor, Chairman
Mr. Ashok Shah, Director
Mr. K. M. Jayarao, Director
Ms. Sarojini Dikhale, Director
Mr. Shantanu Prasad, Director
Dr. Shashank Desai, Director
Mr. Madhivanan Balakrishnan, Managing Director and Global CEO

Principal Bankers

IDBI Bank Limited
ICICI Bank Limited
Standard Chartered Bank

Auditors

Lodha & Co., Chartered Accountants

Registered Office

Tower #5, 3rd to 6th Floors,
International Infotech Park,
Vashi, Navi Mumbai - 400703, India
Tel :+91 22 6792 8000
Fax :+91 22 6792 8099

CORPORATE FAST FACTS

- 3i Infotech is a Global Information Technology Company with revenue of USD 220 million.
- The Company was promoted in 1993 by the NYSE-listed ICICI Bank, India's largest private sector bank.
- The Company's quality certifications include ISO/IEC 27001:2013 for International BPO, ISO 9001:2008 for BPO, ISO/IEC 27001:2013 for Data Centre Operations.
- More than 8500 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, China, South Asia, Middle East & Africa, Kingdom of Saudi Arabia, Western Europe and North America.

OUR GLOBAL PRESENCE

	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	Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi, Noida
China	<ul style="list-style-type: none">• Chengdu	Chengdu
Middle East & Africa	<ul style="list-style-type: none">• UAE: Dubai, Sharjah• Kenya: Nairobi• Kazakhstan: Almaty• 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• California: San Luis Obispo	

KEY MANAGEMENT TEAM

Corporate Office

Madhivanan Balakrishnan, MD & Global CEO

Padmanabhan Iyer, President & CFO

Ramanan R V, President & COO

Ninad Kelkar, Company Secretary

Human Resource

Ashish Kakkar, Global Head- HR

Delivery

Krish N, Global Head- Practice

Rakesh Doshi, Global Head- Products Delivery

Uday Reddy C, Global Head- Delivery

Regions

Abhay Sinha, Region Head- South Asia (Non-ICICI) & Asia Pacific

Bhaskar Pandey, Sales Head- South Asia (ICICI)

Abhishek Shrivastava, Head- Staffing (Non ICICI)

Ashish Dass, Region Head- Europe, Middle East & Africa

Jeelani Basha, Region Head- Kingdom of Saudi Arabia and Bahrain

Ram Sankar, Chief Financial Controller- North America

Amit Panchal, Sales Head- North America

Prasad Bendre, Head IT Consulting Services- North America

NEW INITIATIVES

- **Orion 11J, the Next Generation ERP Solution**

Orion 11J is a web-based ERP Solution available in a multi-tenant architecture. It has been successfully migrated from the legacy Oracle Forms to the latest J2EE standards. Its Service Oriented Architecture (SOA) allows seamless plug and play of various modules/features. The multi-tenant architecture allows porting the solution on the cloud, both public & private.

Orion On The Cloud provides significant cost savings to our customers and opens up a new revenue channel for the Company, making it a win-win proposition. With major features like Workflow, Enterprise Search, Pivot based Reporting tool, KPI Engine, Tiles based Dashboards, Orion SDK for customizations, Third party API connects it has taken 7 customers live in different regions, within a span of 9 months and earning superlative feedback.

Orion On The Go provides mobile apps for Order Capture, Delivery & Collection process, while for the management it provides apps to review & approve documents, receive exceptional alerts & look at critical MIS information on smart phones.

One of the major initiatives during the year was to launch Orion Cart, our E-Commerce platform which allows our customers to extend their ERP to their Consumers directly. Working closely with Oracle Corporation to embed the Oracle Database along with Orion to tightly bundle Oracle in a Box and ship it as a single solution. This has enabled us to price the solution competitively in the SME segment (on premise).

- **AMLOCK - FATCA Compliance and Mobile Payments Monitoring**

AMLOCK is now FATCA compliant. AMLOCK now facilitates AML monitoring, based on the Unique Customer Identification Code (UCIC). With the increasing popularity of mobile based payments and thereby increased risk through a new channel, AMLOCK now covers AML compliance and financial crime detection and management for Telecom Companies for their mobile payment processes.

- **Process Consultancy**

Information Technology is playing a critical role in enabling organizations to deliver a wider range of services more efficiently to citizens. 3i Infotech partners with organizations, agencies and departments and helps them to use IT to bring in greater responsiveness, flexibility and transparency in their operations.

3i Infotech combines rich domain experience and a world-class pool of talent to provide organizations and departments with a gamut of services that encompass the entire Process Governance life cycle. We have successfully implemented hundreds of Process Consultancy projects across a variety of domains. Our services help organizations and Government agencies to improve operational efficiencies, reduce project costs, speed up implementation cycles and become more user / citizen friendly. This offering is done successfully for many departments of Government of India as well as in Africa.

AWARDS & CERTIFICATIONS

- Fortune India has declared “The First 500 Comprehensive Ranking of India’s Mid-Sized Companies” in July, 2015. 3i Infotech Ltd. ranked 3rd under “Technology” category.
- 3i Infotech International BPO successfully migrated from “ISO/IEC 27001:2005” to the new standard “ISO/IEC 27001:2013”. Being ISO 27001: 2013 certified means that we comply with best practices that ensure that our customer’s information is secure with us and is under explicit management control, March, 2015
- 3i Infotech’s ETG (Enterprise Technology Group) got certified for Information Security Management System – ISO/IEC 27001:2013 for all its Data centres based at Vashi, Chennai and Bangaluru in January, 2015
- Asia CIO Congress honoured 3i Infotech Ltd. with “The Most Admired IT Company of the Year” award in August, 2014
- Worldwide Achievers Pvt. Ltd. has declared 3i Infotech Ltd. as the winner of “Business Solution for Banking & Financial Sector” category at Business Leadership Awards in August, 2014

CLIENT SPEAK

- “Team International India Operations Group (IIOG) had taken up an initiative to completely digitise all the papers records of Singapore Retail Operations. This project is now complete and the retrieval can now happen instantaneously. This will help the branch in attending to any query from Auditors as well as from MAS. Moreover, it will help branch compliance team in closing legacy & transaction alerts. Further, Team IIOG has instituted a process to continue the digitisation on an ongoing basis”. - **Anubhuti Sanghai, General Manager, ICICI Bank**
- “3i Infotech continues to be a trusted partner for TransCentra, providing complex software development, mission-critical client-facing professional services, and reliable short-turn BPO services to our organization. The hard work of the 3i Infotech team makes our organization stronger and we appreciate the commitment of the 3i organization in helping us achieve our goals”. - **Scot Kees, Executive Vice President TransCentra, Inc.**
- “Very much appreciate your enthusiastic efforts and team work. Hope to have continued cooperation for the future”. - **Naoki Umemoto, Chief Operating Officer, Alinma Tokio Marine Company**
- Our association with 3i Infotech has been close to a decade and we feel really good about it. The support all these years for our Credit Card outsourcing piece has been phenomenal and this has improved year on year. We truly believe that you will continue to support us in the same manner going forward. - **Clifford Rodrigues, National Operations Head - Retail Assets & Credit Cards, Retail Operations, Kotak Mahindra Bank Ltd.**
- “As we celebrate our new brand identity, we would like to thank you and your team for your outstanding support. We value your commitment towards the closure of activities within the short timelines. Keep up the good work. Looking forward for more success stories in our partnership”. - **Raghavendra Kanchi, General Manager – Distribution Operations, Exide Life Insurance**
- “3i Infotech BPO has been our data processing partner. Very much appreciate your enthusiastic efforts and team work. Hope to have continued cooperation for the future”. - **Krishnan Sarangan, Zonal Credit Head, ICICI Bank**
- “The 3i Infotech team installed a customised data collection and measurement system, accurately reflecting the key drivers of success in our business unit. This will help us to set goals, analyse our performance, reduce variance, serving as a basis for growing culture of accountability and progress. The 3i Infotech team was diligent, driven and focused on achieving our objective- the objective that the committed to achieving. I would recommend the services of 3i Infotech team”. - **Abdul Rehman Jaber, Managing Director, Al Jaber**
- “I would like to express my gratitude to the 3i Infotech for the successful implementation of Orion ERP at our organisation. We are quite satisfied with solution and professional support given by them in achieving smooth Go live in Jun, 2015. We look forward in the continued success of partnership in the years to come”. - **Sameer Parekh, Managing Director, Gandhar Oil Refinery India Ltd.**
- “It is indeed a pleasant experience of working with your team, who displayed high level of professionalism and commitment. It would be our pleasure to continue doing business with 3i Infotech”. - **Milad Jabbour, Chief Executive Officer, Genius Computer Technology**