



Annual Report 2016-17

Board of Directors

Mr. Ashok Shah, Chairman

Dr. Shashank Desai, Director

Mr. Shantanu Prasad, Nominee Director- IDBI Bank Limited

Mr. Shanti Lal Jain, Nominee Director - Allahabad Bank

Ms. Sarojini Dikhale, Director

Mr. Padmanabhan Iyer, Managing Director and Global CEO

Principal Bankers

IDBI Bank Limited

ICICI Bank Limited

Standard Chartered Bank

Auditors

GMJ & Co.

Lodha & 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

Fax : +91 22 71238310

KEY MANAGEMENT TEAM

Corporate Office

Padmanabhan Iyer, Managing Director & Global CEO

Rajeev Limaye, Company Secretary & Head - Legal

Human Resource

Sagar Thakurdesai, Global Head- HR

Business Heads

Krish Narayanaswami, EVP & Global Head – Banking Products

Mohua Sengupta, EVP & Global Head – IT Services

Rakesh Doshi, EVP & Global Head – Financial Services & Insurance Products

Suryanarayan Kasichainula, EVP & Global Head – ERP Product

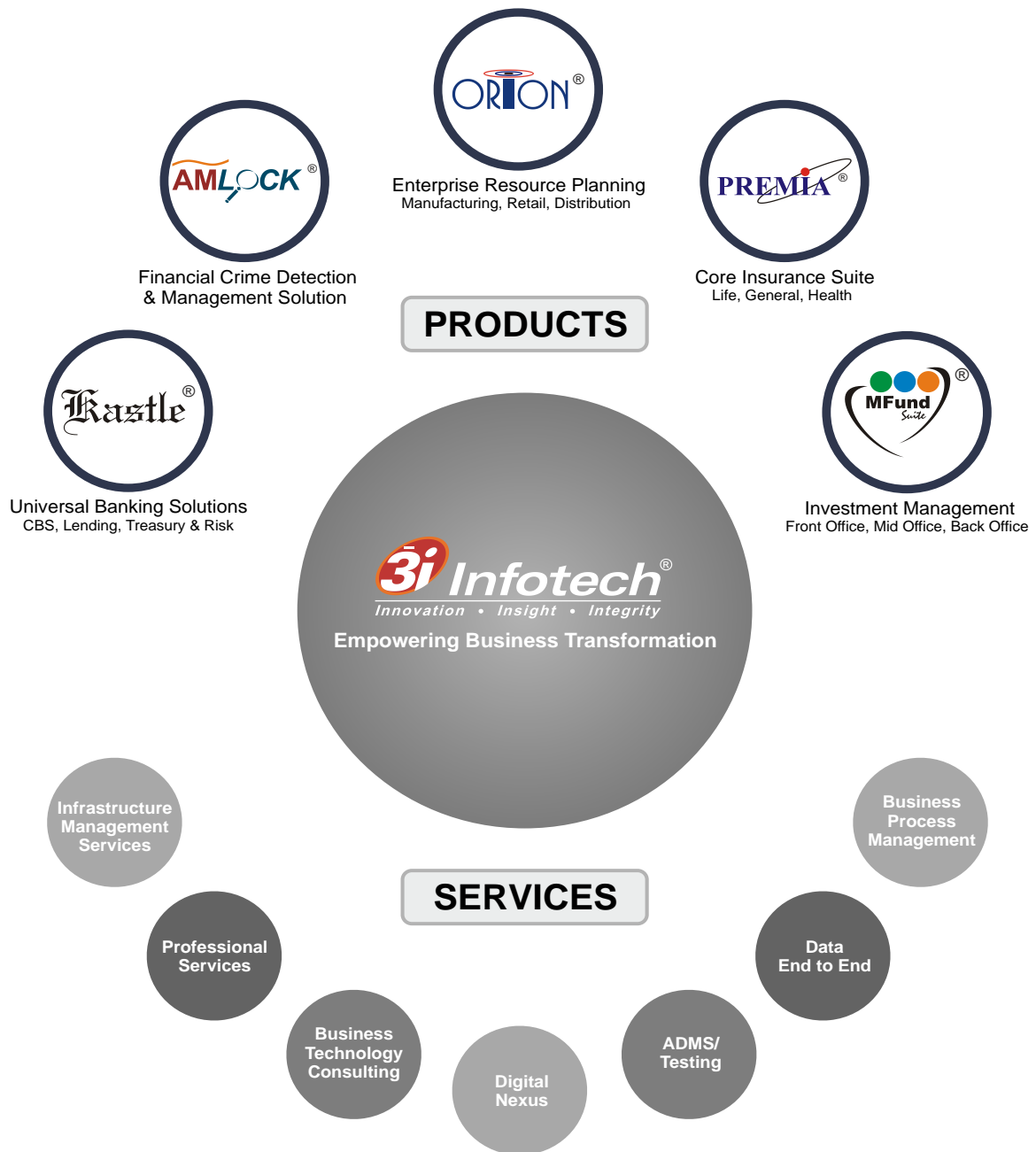
CORPORATE FAST FACTS

- 3i Infotech is a Global Information Technology Company with a revenue of USD 150 million.
- The Company's quality certifications include ISO 9001:2008 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, Bangalore & Hyderabad locations.
- More than 4800 employees in over 18 offices.
- Over 1000 customers in more than 50 countries across 4 continents.
- Offices across 11 countries.
- Operational Geos are: Asia Pacific, South Asia, Middle East & Africa, Kingdom of Saudi Arabia, Western Europe and North America.

OUR GLOBAL PRESENCE

| Regions | Offices | Delivery Centres |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| Asia Pacific | <ul style="list-style-type: none">• Singapore: Singapore• Malaysia: Kuala Lumpur• Thailand: Bangkok | Bangkok, Kuala Lumpur |
| India | <ul style="list-style-type: none">• Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi, Noida | Bengaluru, Chennai, Hyderabad, Mumbai, 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 | |

OUR OFFERINGS



NEW INITIATIVES & UPGRADES

New Initiatives in MFund® Plus

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

A key industry requirement of a Foreign Exchange (FX) interface has also been developed in MFund® Plus. It assists fund managers and dealers to send / receive trade details to / from brokers electronically. Various interfaces have also been built between MFund® Plus and popular vendor systems like Barraone, Bloomberg, Factset, NDS, CROM, Bank systems, Fund Accountant and Custody Systems. Complying with regulatory and internal investment committee limits are key and complex functions of investment management companies. Thus a robust compliance engine has been built to cater to unique internal limit variants while giving flexibility of custom limit setups to clients. This year, 3i Infotech partnered with CISCO and conducted performance testing of the MFund® Plus product at the CISCO lab in Bangalore.

Further, to cater to the growing demand from various geographies in the investment management domain, a separate Product Management and Engineering team has been formed.

New Initiatives and Upgrades in Orion®

Warehousing Module

In a supply chain, logistics management is a very critical component to integrate and support complex processes in real-time. The Orion® Warehousing module adds value to logistics management and addresses all the warehouse requirements of the Distribution Industry. This optimizes the warehouse delivery processes and enhances delivery operational efficiency. The challenges faced in warehouse management that have been addressed include inventory optimization, position visibility, picking speed, location accuracy and managing carrying costs.

Real Estate Property Rental and Leasing

The Rental and Leasing Module helps the customer manage rental and leasing processes for their real estate properties. This allows customers to manage various transactions made against land, building and other assets. The system's key benefits include revenue management for various properties owned along with analyzing and tracking details at various levels such as Landlord, Property and Property Units as well at the Asset level.

New Initiatives & Upgrades in Kastle® and AMLOCK®

Web Based Kastle® Treasury & Risk

Kastle® Treasury is our flagship, integrated treasury & risk management solution used by financial institutions worldwide to meet their treasury related business objectives. The product has been upgraded from a legacy platform to the latest technology stack and includes some new features.

The product caters to a wide range of asset classes including Fixed Income, Money Market, Forex, Derivatives, Commodities along with Issuance and Funding.

Some of the significant value add features include:

- o Migration from a legacy code base to the N-Tier architecture
- o Leveraging the Java stack with Spring and Hibernate
- o Multi Browser with a responsive design enabling multi device support
- o Local branch accessibility to facilitate online customer transactions
- o Real time asynchronous dashboard and notifications for senior management
- o Plug-n-Play interfacing engine for seamless integration with multiple systems
- o Ease of deployment and scalability
- o Enhanced tools for processing voluminous and exponentially growing data
- o Thin client User Interface (UI), improved User Experience (UX) for all operations

- o Achieving end to end Straight Through Processing (STP)
- o Enhanced computational accuracy

Kastle® ULS on Cloud

Kastle® ULS is an enterprise-wide lending solution that automates the entire lending life cycle comprising customer acquisition, servicing & delinquency management. The latest product upgrade incorporates best in class lending practices. Kastle® ULS technology stack has been upgraded to the latest cloud enabled technologies providing customers with options of both on-premise and cloud based deployment.

Significant value add features include

- o Pre-configured asynchronous dashboard and notifications for senior management
- o Activity dashboard for every user on the landing page
- o Framework to scale up the reporting tool integration and development
- o Plug-n-Play interface engine for a seamless integration with multiple systems
- o Real time integration with major credit bureaus and national ID databases
- o Improved User Experience (UX) for all operations with latest versions of HTML5, Bootstrap, Responsive Design and CSS3
- o Industry standard security framework/ Open Web Application Security Project (OSWAP) compliant
- o Rate reset predictive model
- o Flexible risk based pricing
- o User defined behavioral score card
- o Pre-configured process flows for each line of business to accelerate time to market
- o Subvention program for Housing Finance, Manufacturers and Retailers
- o User grid for real time search and reporting
- o GST Compliant

Digital Initiatives

iKastle

iKastle is a web based application which is available for desktop and mobile devices. It provides a range of functionalities like loan applications, online payments, access to loan account statements and personal information of the prospect and customer. It also caters to the Bank's various Business Partners like Direct Sales Associates along with Valuation, Verification, Collection and Repossession agencies.

mKastle

mKastle is a mobile application with features like Lead Management, Eligibility Calculation, EMI Quote Generation, Customer onboarding, Business Tracking, Instalment Due Reminders and Customer Communication. The solution covers the entire loan life cycle right from Origination Management to Delinquency Management. The command centre of the application enables the business team to complete the configuration using a rich Guided User Interface without any need of technical assistance.

Upgrades in AMLOCK®

The AMLOCK® solution has undergone significant enhancements across all its major modules. The Risk Assessment module offers a configurable risk score based on customer type & additional risk parameters. The Screening Engine has been upgraded to the latest algorithm resulting in considerable improvement in the screening performance. The Alert Investigation module has become more efficient through alert scoring & prioritization. The Case Management module is now more user friendly with display of suspicious transaction status against each customer, configurable column selection and facility to link alerts and close cases in a single click, with Trade Based Money Laundering alert scenarios being added to our repository. Facility for bulk suspicious transaction reporting to Financial Intelligence Unit (FIU) has been provided to enable Anti Money Laundering (AML) compliance officers to generate and file multiple regulatory reports within a short period of time.

New Initiatives and Upgrades for Services

Digital Banking Framework

This is an overarching solution that encompasses all the solutions that a bank would require as part of their digital journey. As a starting point, 3i Infotech works with the customer to understand their digital readiness using our Digital Assessment framework, going on to remedy the gaps using our relevant proprietary frameworks. Many of the solutions are created in-house by 3i Infotech, while some solution offerings are created leveraging our Partner Ecosystem. The solutions offered include:

- o Digital Assessment Framework
- o Digital Banking Framework
- o Customer Experience
 - Digital Studio Offerings
 - Chat Bot
- o Customer Onboarding
- o Customer Value Management – CVM

Customer Value Management (CVM)

Banks are constantly looking to remain relevant for their customers by creating super customized relevant offers for them. They want to move away from macro segmentation and create micro segments and eventually strive to reach the segment of one. Using small and big data, this solution provides the insights required by the banks. Some features of the solution include: Single View of Customer, Micro segmentation, Next Best offer, Insights for creating marketing strategy and communication strategy amongst others.

Customer Experience

The rise of social media has already proven that customers are at the center and every strategy now revolves around them. 3i Infotech Services team is building capabilities and frameworks around Customer Experience (CX) like Portal Services backed by UI/UX, Mobility Services, Big Data & Analytics. Insurance analytics includes Analytics dashboard for CXO for Life Insurance (LI) and General Insurance (GI) focusing around sentiments, premium, claims forecast, service adherence, distribution analysis and other features.

Zeus 2.0

Based on market feedback and survey, the Zeus mobility framework is being enhanced to add few modules like Leads Management, Needs Analysis, Chat Bots and augment its security features.

Digital Transformation Initiatives for Government of India

With the Digital India flagship program, Government of India has a vision to transform India into a digitally empowered society. By merging 3i Infotech's internal Digital Transformation move with the Digital India program, 3i Infotech has taken an initiative of developing the Scheme Framework which will be a ready-to-deploy IT solution that any department can use to implement schemes with better governance.

Today, almost every Government department needs digital automation for better monitoring of socio-economic initiatives & schemes they have undertaken to implement. With a deep domain knowledge in schemes implementation, 3i Infotech is building a Scheme Framework which will cover the entire flow of the scheme cycle including Beneficiary Management, Proposal Management, Review Approval of Proposal, Fund Management, Dashboards and others. This will integrate with Document Upload Solutions, Aadhaar, External Payment Gateways to start with. The framework is being developed by 3i Infotech's expert team after a thorough analysis of all scenarios in different types of schemes of Government of India. This framework solution can be quickly deployed in the departmental workplace because of its configurable, flexible and adaptable nature.

Testing as a Service (TaaS) provides test assets on demand

With Pay-Per-Use services, the complete test service comes as an "On Demand" option, ensuring that customers can select services on a piece-meal basis in near real time with more predictability in IT costs, including SME support, Test Accelerators, Tools, etc.

TaaS at 3i Infotech focuses more on the Performance Testing/Engineering, Mobility and Security Testing services. TaaS is a viable option in the Agile/DevOps environment since it helps achieve innovation and desired results within a short period of time.

Performance Testing

Our hybrid Performance Test Framework eliminates the need to recreate scripts for every new product and employs keyword and data driven approach to achieve load testing efficiency and efficacy. The framework extends its benefits to contiguous integration/delivery by using the features of the open source and commercial tools like JMeter, BlazeMeter, Jenkins and SVN/GitHub. The performance testing is used for Web applications & Mobile Applications.

Security Testing

3i Infotech has designed an approach to address the security risks and flaws for any application. We perform both grey and white box testing by examining the architecture and source code for web application security. For mobile security testing the methodology adopted includes the end-user application security review, client-server side security, device, system and network security.

Automation Framework

3i Infotech provides HP ALM suites, Selenium and VSTS tool-enabled test automation framework, thus accentuating testing by making the process highly streamlined. Our Hybrid framework is built for both Open Source (Selenium) and Commercial (HP UFT) providing Continuous Integration (CI) and Continuous Testing & Delivery (CT/CD). The framework also extends its benefits to encompass performance and security testing feature. Other services provided by the framework would include mobile test automation, API automation, behavior driven testing, integration with test management tools, build server and reporting tools.

Infrastructure Management Services

Digital Transformation is inevitable, and organizations that want to be digitally enabled must move their businesses to the digital infrastructure. At 3i Infotech, we help our customers kick-start the journey of digitalization by transitioning their traditional infrastructure to be more user friendly, agile and meet every demand of the business by building their digital infrastructure on the 'Hybrid Cloud'. With our focus on Banking, Insurance, Healthcare and Enterprise segments, customers can continue to protect their intellectual property, along with innovating and growing the business. We help potential customers to change the relationship between IT and business, by enabling the foundation on hybrid-cloud. As part of Digital Transformation, Cyber Security becomes even more important. At 3i Infotech, we help our customers by implementing a seamless digital security strategy on a 24x7 real time basis. We have robust cross domain security partnerships in place that help our customers gain advantage to access digital security from a single point and on demand. This provides a holistic approach for enterprises with our digital security solutions in the areas of data protection, risk & compliance, identity and access management, vulnerability & threat management and mitigation on a federated cloud (including hybrid-clouds) which can all be controlled and monitored at one strategic location from our security operations center.

Payroll Management

The need to rethink HR has never been more urgent than now. In today's fast-paced world where organizations are going through rapid transformations, administrative tasks like payroll and compliance can distract clients from focusing on their core business objectives. 3i Infotech BPO provides hassle free payroll management & employee compliance services.

Co-Innovation Lab

Technology landscape in the last few years has changed drastically and it continues to disrupt digital transformation. Innovation in areas of Mobility, IoT, Blockchain, Data, AI, AR are changing how information is leveraged, shared & consumed, making newer business models and processes possible like 'pay-as-you use' and 'pay-how-you-use'. In the last 5 years, rise of fintech, regtech, insuretech along with the addition of newer technologies, has created a lot of confusion and many of these are not yet out of the hype cycle. To address this core issue, 3i Infotech is building a co-Innovation service to benefit both sides of the world. The co-innovation environment allows customers and 3i Infotech to invest in mutually beneficial programs which are outcome driven, and allows them to fail fast by leveraging partnership ecosystems to co-create value.