

# THE YEAR THAT WAS



Brand  
Refresh



Digital  
Transformation



Financial  
Resurgence

## ANNUAL REPORT 2017-18



3i Infotech®  
LIMITLESS EXCELLENCE

# OUR OFFERINGS



# **Annual Report 2017-18**

### **Board of Directors**

Mr. Ashok Shah, Chairman

Dr. Shashank Desai, Director

Mr. Gautam Dutta, 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

### **Legal Counsel**

Khaitan & Co

### **Registered Office**

Tower #5, 3<sup>rd</sup> to 6<sup>th</sup> Floors,

International Infotech Park,

Vashi, Navi Mumbai - 400703, India

Tel : +91 22 71238000

Fax : +91 22 71238099

# KEY MANAGEMENT TEAM

## Corporate Office

Padmanabhan Iyer, Managing Director & Global CEO, CFO

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 154 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 and CMMi Level 3 for Development and Services
- More than 5000 employees in over 24 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

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

# 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 Real Estate & Loans have been added to the product. A flexible Letter Writer tool with a user friendly interface has also been built in to generate letters.

The Limit engine has been enhanced to enable a conservative limit approach by factoring in minimum and maximum limit checks. This is done using dual authentication of the Fund Manager as well as monitoring mid office level transactions. A new reconciliation module has been included to enable speedier Stock, Bank and NAV reconciliations. This year, 3i Infotech partnered with Oracle to conduct Cloud hosted testing of the MFund® Plus product.

New initiatives have been undertaken to add mobility and portal features in the Investor Services module.

## **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 every business channel and product line.

#### **Salient Features**

- a. End to End Insurance Solution: PREMIA® Astra provides a one-stop solution for all insurance operations
- b. Cloud Enabled: PREMIA® Astra is capable of being hosted online to allow remote access for insurance administration
- c. Modularized Approach: Modular approach of PREMIA® Astra provides flexibility to deploy either a single module or the entire end to end integrated solution as per the needs of the Insurer
- d. Guided Navigation: PREMIA® Astra's interface is user friendly and its guided navigation is based on a seamless workflow
- e. Responsive Design: This enables access from multiple end devices like mobiles, tablets, laptops and desktops

### **PREMIA® Astra Core Modules**

PREMIA® Astra insurance solution enhances efficiency across the following insurance business operations:

- a. Policy Administration
- b. Claims Management
- c. Billing
- d. Reinsurance
- e. General Ledger

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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. Audit Trail
- f. Document Management System

PREMIA® Astra enables its customers to be the preferred insurers by providing efficient and quick policy administration tools. In addition, the streamlined and meticulous claims service processes with modules that enable easy regulatory compliance and intelligent reporting give them the edge to differentiate themselves in a highly competitive landscape.

### **PREMIA® Life Insurance 11J**

PREMIA®11J - Individual Life is an end-to-end integrated application software for processing Individual and Group Life policies. 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. Introduction of new products: There were a number of new products that were developed to meet needs of existing and prospective customers.
  - a. Funeral products – Products that are popular across African Market
  - b. Funeral Linked products – Funeral benefit coupled with savings and investments
  - c. Term Plan with return of premium – A new variant of Term plan
  - d. Gold Linked product – A unique variant of linked-investments that are mapped to Gold rates
  - e. Education product – A product to cover expenses towards educational milestones
2. Introduction of Peripheral Modules: The peripheral modules were developed with a view to support specific departments and propel ease of sharing information
  - a. Customer Service Module (CSM) module – A CS module for Call Centre executives that addresses their requirements and helps to record customer interactions
  - b. Mobility – A tablet based application which was developed to help agents effectively manage leads and customers as well as assist in daily sales and task management. The application provides complete information to help agents to service their customers. 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 GMOS portal were developed 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 statuses were included as niche features that can be used as an USP for prospective selling

## **New Initiatives and Upgrades in ORION®**

### **ORION® 11j Retail**

ORION® 11j Retail is a modern Point of Sale (POS) solution released by the ORION® family. It helps the customers manage their store operations like Billing, Offers & Discounts, Cash management and Loyalty programs. The key benefits of the system is a speedy checkout at POS, Touch enabled POS, Online and Offline model options, Multi store management, Offers and promotion management, SMS integration, Payment gateway integration, Mailing options and VAT enablement. We also covered the needs of Consumer Electronics stores, Electricals stores, Supermarkets and Hypermarkets in a single application.

### **ORION® Fleet**

ORION® Fleet is designed for 24 hour nonstop vehicle rental and leasing operations that include functions of short and long term rentals, Leasing, Purchase and Sale of Vehicles, Vehicle movements, Fleet Control, Maintenance and Customer profile management. Other benefits include effective business performance monitoring through variables like Fleet utilization, Revenue per unit (RPU), multi-level tariff administration, user wise discount policies, rule based invoicing, allocation of traffic fines & tolls to contracts, Mileage Control and instant alerts. Functionalities have been provided to implement business rules and policies with ease and accuracy.

### **ORION® 11j Automotive Dealer Management Solution (ADMS)**

ORION® 11j Auto Suite delivers a fully integrated approach to Automotive Dealer Management Solution (ADMS), with all key business operations built into a single powerful software solution. ADMS is developed to deliver entire dealer specific business processes including an integrated and feature-rich finance module. ORION®'s Automotive Dealer Management System comprises modules such as Vehicle Procurement, Inventory, Sales, Spare parts management, Workshop, Finance and customized CRM.

### **Demand Planner**

The Advance Demand Planner tool enables easy procurement planning that is based on the multi-step operational supply chain management (SCM). The system consolidates various demands based on Sales Order & Quotations to arrive at the “Best Fit” solution as per the Rules defined at “Calendar Definition”, “Product” and “Location” levels. The “Best Fit” solution also can be overridden by a user for a defined target, if any requisition is raised. The system displays Demand, Consumption, Stock, Moving averages, Purchase for historical data as well as forthcoming months. The Demand planning module can guide users to improve the accuracy of revenue forecasts, align inventory levels to peaks and troughs in demand, and enhance profitability for a given channel or product.

### **ORION® 11j is now GST & VAT Enabled**

ORION® 11j has been enabled with GST for the India Geo and VAT for the Middle East and Kingdom of Saudi Arabia regions. The TAX engine qualifies transactions based on the configuration and allocates tax code to yield specific VAT and GST results. The process function reflects changes such as new customers, flow of goods, legislation, etc. The data is entered into the system accurately and in real time. Returns and reports are Geo specific which

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enables users to directly upload returns in the portal. We have enabled VAT and GST for ORION® 10x customers as well.

### **GeSTup™**

3i Infotech has created an application – GeSTup™ to cater to the huge market of Goods and Services Tax (GST) paying entities in India and assist them with their GST compliance processes. GeSTup™ is a cloud based application that provides an easy, simple & secured environment for filing GST returns. 3i Infotech also received the honor of being selected as a GST Suvidha Provider (GSP) by the GSTN (GST Network). This makes us one of the few companies who provide this service in India. ORION® 11j ERP has a seamless integration with GeSTup™ through API interfaces.

### **New Initiatives & Upgrades in Kastle® and AMLOCK®**

#### **Kastle® Universal Lending System (ULS) – Islamic Version**

Kastle® ULS is an enterprise-wide lending solution that automates the entire lending life cycle comprising of customer acquisition, servicing & delinquency management. The latest product upgrade incorporates best in class lending practices. Kastle® ULS Product has been upgraded to cater to Islamic products like Murabaha, Ijarah and Tawaruq.

#### **Significant value added features include**

- Funding Module to cater to source and utilization of funds
- Securitization module to cater to sell side
- Customer service module added
- Enhanced Loan Collection Module – Script driven follow-up.
- Enhanced collateral module
- Configurable Report Framework for reports in multiple technologies
- Enhancements of dashboards and charts
- Upgraded security framework
- Upgraded Interface framework
- Introduced API management framework using Swagger
- Standard Reports and Templates
- Deviation Simulation

#### **AMLOCK® - Product Development**

FY 2017-18 was an active year for AMLOCK® product development and we saw multiple key releases covering both the banking and non-banking segments. These include

- Launch of AMLOCKLite version – AMLOCKLite is an easy to use comprehensive AML compliance solution for Non-Banking Finance companies. Their small IT budgets make it difficult for them to meet growing regulatory pressures. AMLOCKLite would be a cost effective solution with quicker implementation time frames