



3i Infotech®  
LIMITLESS EXCELLENCE

# Annual Report 2019-20



# OUR OFFERINGS

## PRODUCTS

**AMLOCK**<sup>®</sup>  
Financial Crime  
Management Solution

**Kastle**<sup>®</sup>  
Universal Banking Solution  
Lending, Core Banking, Trade Finance, Treasury & Risk

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

**PREMIA**<sup>®</sup>  
ASTRA  
Core Insurance Suite  
Life, General  
& Health

**ORION**<sup>®</sup>  
Enterprise Resource Planning  
Manufacturing, Retail, Distribution, Financials,  
Automotive, Contracting & Services

## SERVICES

**ALTIRAY**<sup>®</sup>  
Actioning Tomorrow

**B**  
BLOCKCHAIN

CUSTOMER REACH  
**CRUX**  
USER EXPERIENCE

**Flexib**  
SWIFT TEST AUTOMATION

CONVERSATIONAL  
SERVICES

**MAGGIE**<sup>®</sup>  
AUTOMATION SOLUTION FOR IT OPERATIONS

**MOMENTA**  
LEVERAGE INSIGHTS | DRIVE GROWTH

**HybridNxt**  
CLOUD LIFE CYCLE SUPPORT SERVICES

**Datascan Online**  
DOCUMENT MANAGEMENT SYSTEM

**AES**  
ACCELERATE ENABLE & SCALE

**Universo**

**3i ARES**<sup>®</sup>

# **Annual Report 2019-20**

### Board of Directors

Mr. Ashok Shah – Non-Executive Independent Chairman

Ms. Zohra Chatterji – Non Executive Independent Director

Mr. Pravir Kumar Vohra – Non Executive Director

Mr. Sandeep Kumar Gupta – Nominee Director (Indian Bank)

Mr. Rajeev Kumar Sinha – Nominee Director (IDBI Bank Limited)

Mr. Padmanabhan Iyer- Managing Director & 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](mailto: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 Vertical

Rakesh Doshi, President & Global Head – Financial Services & Insurance Verticals

Suryanarayan Kasichainula, President & Global Head – ERP Vertical 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 & ISO 20000:2018 for our IT Services management process. We have initiated our process of upgrading our CMMi certification from version 1.3 to 2.0 at maturity level 3 and the recertification for Development and Services across Mumbai, Chennai, Bengaluru & Hyderabad will be completed by January 2021.
- More than 5600 employees in over 32 offices
- Over 1200 customers in more than 50 countries across 4 continents
- Offices across 15 countries
- Operational Geographies are: Asia Pacific, South Asia, Middle East & Africa, Kingdom of Saudi Arabia, 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 style="list-style-type: none"><li>• Singapore: Singapore</li><li>• Malaysia: Kuala Lumpur</li><li>• Thailand: Bangkok</li></ul>	Bangkok, Kuala Lumpur
India	<ul style="list-style-type: none"><li>• Mumbai, Bengaluru, Chennai, Hyderabad, New Delhi, Noida, Gurugram, Faridabad, Patna, Kolkata, Lucknow</li></ul>	Bengaluru, Chennai, Hyderabad, Mumbai, New Delhi
Middle East & Africa	<ul style="list-style-type: none"><li>• UAE: Dubai, Abu Dhabi, Sharjah</li><li>• Kenya: Nairobi</li><li>• Lagos: Nigeria</li><li>• South Africa: Johannesburg</li><li>• Ghana: Accra</li></ul>	Sharjah
Kingdom of Saudi Arabia	<ul style="list-style-type: none"><li>• Saudi Arabia: Al Khobar, Riyadh</li><li>• Bahrain: Manama</li></ul>	Riyadh
Europe	<ul style="list-style-type: none"><li>• UK: London</li><li>• Netherlands: Rotterdam</li></ul>	
North America	<ul style="list-style-type: none"><li>• USA: New Jersey</li><li>• Canada: Vancouver</li></ul>	

# NEW INITIATIVES & UPGRADES

## New Initiatives and Upgrades for MFund Plus®

### Solutions in this category

- MFund Plus® - Investment/Fund Management solution
- MFund/ISS™ - Investor Services System
- MFund Plus WMS™ - Wealth Management Platform

### New Features Added

- Embedded Robotic Process Automation (RPA) framework to improve business agility and optimize business processes
- Machine Learning (ML) and Artificial Intelligence (AI) powered digital tools like Hybrid Robo Advisors, Remote RMs and Chatbots
- APIs with market data providers, global banking/ insurance systems and payment technology providers, among others – enabling faster time-to-market
- Ready configurable interfaces to manage operational and regulatory risks effectively
- In-built Business Intelligence (BI) and advanced analytics to enhance decision making

## New Initiatives & Upgrades for Premia™

### WhatsApp Integration with Premia™ Digital – Key Features

- Get WhatsApp Chat started with scanning a QR code, phone number or mobile number
- Quick links on websites, E-Portals and Apps
- Official WhatsApp Business accounts of companies
- Send policy documents to the customer
- Receive documents / proofs from the customer
- Exchange free calling, text, video, audio, image, location facilities

### Chatbot Integration with Premia™ Digital – Key Features

Powered with technologies, such as Artificial Intelligence (AI), Business Analytics and Natural Language Processing (NLP) to handle customer queries, run campaigns, product promotion or lead generation

- Customers Support (Tech support with facilities such as task automation and multimedia uploads, Auto routing and live chat)
- Sales & Marketing (Omni-channel and CRM support, contact and customer analytics, run personalized marketing programs and handle sales queries through AI supported chatbots, social media campaigns)
- Transaction Queries (Manage statement and subscription related requests, omni-channel support, tracking expenditure claims and account statements)
- E-Commerce (Manage post-sales services and vendors, automated premium payment intimation,

payments and campaign management, customer onboarding processes)

- IT Infrastructure Support (Manage IT issues, including ticket creation / tracking; automate asset management, alerts on system downtime and updates)
- Human Resources (Staff onboarding, hiring, surveys and others; 24x7 HR support; staff appraisal and satisfaction surveys; query and document management)

### **New Initiatives and Upgrades in Orion™**

Modelled and engineered with customer-centric design philosophies, Orion™ is a fully integrated multi-user, enterprise solution that delivers powerful functionalities to help organizations gain a sustainable and competitive advantage.

FY2020 marked a year of overall development in Enterprise Resource Planning (ERP) segment and opened pathways for product developments as well as enhancements in existing products.

Product enhancements include Finance, WMS, Fleet, Manufacturing, Fleet and Supply Chain Management (SCM) along with advancements in technology and framework to ensure enriched support to the industry verticals from Orion™11j.

The key features added to the specific modules are listed below:

#### **Finance**

- Tax block in fixed asset purchases
- GRN to fixed asset
- Bank statement custom format definition
- Consolidation posting based on transaction parameter
- Contra JV – posting methodology
- TDS deposit & remittance
- Fixed asset WDV method
- Fixed Asset - Asset capitalization in future date Transaction
- Sorting criteria on sorting basis in matching screen
- Tax, TDS in supplier bill registration
- Sales tax environment – SAG

#### **Statutory points – APAC Specific**

- Supplier Bill Registration
- Customer Bill Registration
- Supplier Bill Registration Dashboards
- Customer Bill Registration Dashboards

#### **Operations**

- Adjustment & PO upload defaults
- GRN cum GRN costing – single screen
- Cost revision & sales revision in estimation

#### **Warehouse Management System**

- Maintain one item code at selected position levels in warehouse

- Enable Item level reservation at Material Request / Sales Order
- Nullify positionwise reservation at warehouse
- Wave for supplier return based on Available Stock
- Wave for Parent and FOC together
- Cycle count upload
- Validate stock and other items related attributes during record count
- Warehouse and Inventory stock visibility
- Provision to create Invoice only to the extent of reserved quantity
- Enabling Bundling and Unbundling
- Supplierwise barcode maintenance

### **Fleet**

- Fleet transaction type integration

### **Manufacturing**

- MRP & MPS
- Norm-based costing considering RM cost from PWO or PS

### **Common Master**

- Enabling of Document Attachment in Common master
- Enabling of Custom Flex (i.e.,50 Flex fields) in Common Master
- Enabling of Excel Upload option
- Third Level in Common Master screen
- Common Processing – Fields Defaulting through Procedure OUT and Barcode Print Feature

### **Supply Chain Management**

- Sales commission and incentive
- Price bulk upload
- Easy price update
- Loyalty point calculation without VAT
- POS manual price entry for specific items
- POS tax control
- Stock & price check with multiple UOM
- Volume based promotion – POS
- Group promotion – POS
- Stock control – POS
- Loyalty point exception based on item
- End Of Service (EOS) – enabling gratuity
- GOSI calculation based on the slab and join Dt / EOS Dt
- Leave salary posting
- Half-day management in calendar, pension, leave accrual, gratuity

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- Barcode management

### Human Resource Management System

- IT Module (India) in HRMS

### Mobility

- M-Distributor – Version 2

### Process Pack Enhancements

- Sub Process mapping
- Hardlink & Softlink options
- Excel Upload

### Version Management

- Multilingual enablement across all modules

### Technology upgrade-Orion™ 11j & Payroll

- Securing Orion™ Backend with Orion™ Workbench
- Two factor authentication
- Multilingual Released
- Standard environment with Multilingual Pack
- DMS for Masters and Enhancements
- Orion™11j Deployment toolkit
- SDK Registration and Enhancements
- Process Pack with easy product configuration
- Content Search in DMS
- EPiCS enhancements
- Data Security and Data Filter Enhancements
- Long Value support for Quantity
- Functional flow testing suite for Orion™11j standard environment
- Functional flow testing suite for Orion™11s standard environment
- Performance flow testing for fore transactions
- Wildfly17 and EAP7 Compliance Update
- Java EE 7 Compliance Update
- OpenJDK11 Compliance Update
- OpenJDK11 and JDK 11 Upgrade with Latest Patches
- OWASP Standards based Libraries Upgrade
- WildFly17 Upgrade
- JSF 2.3
- Spring 5 and JDBC upgrade
- Primefaces UI 7 Upgrade