

leadership through



responsiveness

AVAYA
GLOBAL CONNECT

Company Information

Directors

Mark Leigh - Chairman
Niru Mehta - Vice-Chairman & Managing Director
S. Ramakrishnan
Pradeep Mallick
C. B. Bhav
David P. Johnson
Francis M. Scricco - *Resigned w.e.f. 16.07.05*
Amarnath K. Pai
Ravi Sethi - *Appointed w.e.f. 26.07.05*

Company Secretary

Vishal Kohli

Auditors

M/s. Lovelock & Lewes,
Chartered Accountants

Registered Office

72, Kalpataru Synergy, Opp. Grand Hyatt,
Vakola, Santacruz (East),
Mumbai - 400 055

Corporate Office

DLF Sqaure, II Floor, M-Block, Jacaranda Marg,
DLF City, Phase-II,
Gurgaon - 122 002

Works

E-1/I, Gandhinagar Electronics Estate,
Gandhinagar - 382 028, Gujarat

Regional Offices

Bangalore, Chennai, Delhi, Kolkata, Mumbai, Pune

Branches and Service Centres

Ahmedabad, Baroda, Bhubaneshwar, Bilaspur,
Chandigarh, Cochin, Goa, Guwahati, Hyderabad,
Indore, Jaipur, Jammu, Jamshedpur, Ranchi, Lonawala,
Lucknow, Nagpur, Surat, Tezpur, Vizag

Bankers - Bank of India

Calyon Bank

IDBI Bank Limited

Registrars and Share Transfer Agents

TSR DARASHAW LIMITED (Formerly Tata
Share Registry Limited)
Army & Navy Building, 148, Mahatma Gandhi Road,
Fort, Mumbai - 400 001.

Audit Committee

Pradeep Mallick - Chairman
C. B. Bhav
S. Ramakrishnan
Amarnath K. Pai

Shareholders'/ Investors' Grievance Committee

Pradeep Mallick - Chairman
Niru Mehta
C. B. Bhav

Ethics and Compliance Committee

Pradeep Mallick - Chairman
C. B. Bhav
Niru Mehta

Remuneration Committee

Pradeep Mallick - Chairman
C. B. Bhav
S. Ramakrishnan
Amarnath K. Pai

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MAINTAINING LEADERSHIP THROUGH RESPONSIVENESS

In a world where response time and quality of response increasingly matter and make a critical difference, Avaya GlobalConnect has a definite role for itself. Any business of magnitude, be it about products or services, needs to be instantly accessible to its customers and interact with them swiftly and smoothly. Through keen understanding of this inherent customer need, and experience in developing and applying technologies to address this, Avaya GlobalConnect today is a leading brand espousing Customer Responsiveness in the corporate world.

Subsequent to becoming Avaya GlobalConnect Limited, an extensive communications campaign has been launched to establish the new brand. Enterprise Voice Solutions has been a core strength in which it has a large installed base. Other key business areas in which Avaya GlobalConnect has made a significant impact is in the Converged Communication space encompassing Voice,

Data and Video Networks. Many enterprises today are evincing interest in new applications such as Videoconferencing, Voice Mail, and IP-based Closed User Group, which usher in the era of Converged Communications. The Company's strategic focus is on the **3Cs**: "Converged Communications, Contact Centers, and Customer Services".

Technology leadership has to be complemented with responsiveness to map the emerging needs of customers. The company offers solutions for voice, data and video targeted at enterprise and SME customers. To further compliment the offerings, it has launched following products and solutions during the year:

- IP Office from Avaya Inc., USA.
- Witness Solution for Performance Optimization.
- Intelligent Communications for Mobility Solutions.



Building its brand centered around the concept of responsiveness, Avaya GlobalConnect has instituted excellence awards for corporates in the realm of Customer Responsiveness. The Avaya GlobalConnect “Most Customer Responsive Company Awards” is a maiden initiative in industry and in its first year of inception was launched in partnership with “The Economic Times”, “Ernst & Young” and “A. C. Nielson”. Covering seven cities, the special CEO Round Table discussions were held over ninety days involving fifty four CEOs in seven intensive and invigorating sessions. The Round Table brought CEOs and elicited their insights on Customer Responsiveness. The richly deserved awards were conferred in December 2005 in Mumbai at a gathering of luminaries from the Indian corporate world.

To excel as an organisation in Customer Responsiveness,

Avaya GlobalConnect is continually training its people enhancing capabilities that are critical to provide best-in-class services to customers. The Company has ongoing programs to enhance relevant skills of its customer facing employees. All technical personnel whose role include a customer interface have qualified for Avaya Certification, thereby ensuring that quality support is available to customers to ensure smooth functioning of these organizations.

Avaya GlobalConnect consolidates its position of leadership in Enterprise Communications through its responsiveness to technology trends, customers' needs, and team-building and brand-building requirements. Thereby leading the way in addressing new market segments, launch new offerings and acquire new customers year after year.



NEW OPPORTUNITIES AND INITIATIVES

Staying responsive to the business environment is critical to sustaining leadership. India is among the world's leading countries and has witnessed phenomenal Telecom growth. The ceiling on Foreign Direct Investment (FDI) in the industry has been significantly (25% added) raised to 74%. This is indicative that there will be an influx of multinational corporations targeting high net worth enterprises with their products and services.



While the Contact Center Industry in India continues its steady growth, there is also competition from other countries like Hungary, Malaysia and Philippines finding favour with overseas clients. Business expansion is therefore expected, as opportunities to address emerging business requirements in other verticals. Avaya GlobalConnect continues to focus on these emerging verticals through its Industry Solutions team, to constantly expand its solution base and better address their niche needs.

The Small and Medium Enterprise (SME) is another emergent market segment, and Avaya GlobalConnect has

included it in its strategic visioning. The launch of IP Office in the third quarter offers an all-in-one Communications solution for SMEs in the Contact Center space. More products addressing this segment have been planned in the coming years.

Looking at new opportunities in the market place, the Company has identified new roles and initiated recruitment from the industry to meet its specific requirements. The Company also continued its focus on evolving team capabilities. Competency development of its employees is addressed by conducting specialised training programs on Management and Technology.



TOWARDS BUSINESS EXCELLENCE

Avaya GlobalConnect's vision is to be recognised as the "Most Customer Responsive Organization" by providing "Best in class" converged communications solutions enabling customers enhance their business performance. People resources are key to make the vision a reality. The Company has initiated number of programs to facilitate the employees to gain Avaya certifications. The number of certifications received by the Company is the highest by any Avaya Company in the Asia Pacific Region.



Avaya GlobalConnect strives to improve its processes and systems continuously through the 'Tata Business Excellence Model' program. The program provides insights on how to deliver all round excellence and continue to enhance the same year after year.

Within the organization, the creation of 'Operations Team' has been done to instill the sense of ownership at the functional level. In recognition for its robust HR practices, the Company was awarded the 'Most Innovative Recruiting and Staffing Program' instituted by the UK-based RASBIC body.

The Company has implemented an Enterprise Risk

Management (ERM) program in order to proactively manage risks for Competitive Advantage to comply with regulatory requirements.

As a corporate citizen fostering sound societal values, Avaya GlobalConnect encourages its employees to engage in social development projects. On the intranet portal, a web page has been created for employees to log the initiatives taken up by them as a team and / or individually. The Company also organizes an Annual Athletic Meet for schools located in Gandhinagar, Gujarat. This event promotes discipline and the spirit of keen and healthy competition amongst the children.



EXPANDING OUR FOOTPRINT

Since receiving mention in last year's annual report, GlobalConnect Australia Pty Ltd, a wholly owned subsidiary of the Company, with its team of highly qualified professionals, has established itself as a dependable Business Partner for Avaya in Australia. The Company expects GlobalConnect Australia Pty Ltd to grow and contribute to the revenues of the Company in the coming years.