



**Truly Global**

**NINETEENTH ANNUAL REPORT 2009 - 10**



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## VISION AND MISSION

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### Vision

To become the Partner of Choice for Integrated Practice Management and Revenue Management Solutions for Physicians and Healthcare Providers by providing cutting edge technology backed by immaculate service delivery network that follows the Sun

### Mission

A seamless integration of state of the art technology into a single source Clinical Data Management, Billing and Receivable Management Solutions and acquire clients on Software As A Service model. Provide Total Customer Satisfaction through simple yet powerful tools



## TRULY GLOBAL

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Accentia has gone a long way from being a single location, single service firm to a multi location, diversified Knowledge Process Outsourcing Company, operating from multiple locations in India, USA, UK and the Middle East. Not resting at being the fastest growing Healthcare Receivables Cycle Management Company, we have now ventured into Legal Process Outsourcing, Data Process Outsourcing and high end software services delivery, besides offering Software As A Service model in the healthcare outsourcing area.

In 1998-1999 when the units in Trivandrum and Bangalore were started, Medical Transcription was a little known industry. In the decade that followed, Accentia ventured into Coding, Billing and Collections in HRCM, and is now looking to capitalise on the huge opportunities that can open up for Healthcare BPOs once US President Barack Obama's new health insurance initiative becomes effective.

Today Accentia is a Truly Global Company with thousands of talented professionals and operations in Trivandrum, Kadakkal, Perinad, Kochi, Bangalore, Hyderabad, Bhubaneswar, Kolkata and Chandigarh in India; Fort Lauderdale, Portland, Oregon, Chicago and New Jersey in the US, London in the UK and Raz Al Khaima in the Middle East.

## MESSAGE FROM THE CEO

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*Dear Shareholders,*

*I am happy to present before you a brief note on the accomplishments of your Company on yet another successful year.*

*For the year ended 31.03.2010, Accentia recorded revenues of Rs 26,572 lakhs over Rs 23,601 lakhs recorded last year, a growth of 12.59%. Net profit increased from Rs 72.07 lakhs last year to Rs 72.53 lakhs this fiscal. EPS is Rs 53.79 against Rs 55.35 last year.*

*This year too I had the privilege of meeting some of the shareholders of the Company, and had meaningful discussions over phone with quite a few others.*

*FY 2007-2008 was a testing year for the economy due to the rising crude prices, fear of recession in the US, high inflation in India etc and in FY 2008-2009, the world witnessed a severe economic recession. Being in the healthcare segment, your Company did not experience the full impact of negative financial repercussions that many other companies in almost all industries experienced. As in the previous years, your Company met the targets and financial projections set by the Management and has drawn up ambitious plans to diversify into yet another challenging area in Knowledge Process Outsourcing services – Legal Process Outsourcing. As mentioned during my address last year, we are moving from being a BPO Company focussed on the healthcare space to a Company with business presence in multiple areas of KPO.*

*It is also my pleasure to inform you that the Board of Directors have recommended a total dividend of 30% this year.*

*After a very productive stint, Dr Vivek Hebbar resigned from the Board of Accentia Technologies due to his preoccupations. I extend my sincere thanks to Dr Hebbar for his valuable contributions during his tenure. I also welcome on board our new member Mr Ravi Sankar.*

*My top management team has shared my dream of building the best and the biggest HRCM Company in India and supported me in this continuing endeavour. The success of the Company could not have been achieved without the whole hearted support and hard work put in by the employees. I take this opportunity to thank all the employees of the Company, whose dedication and confidence in the management has contributed to this success. I also take this opportunity to thank all the shareholders for their continued faith in the Company and the understanding they have shown during the past year.*

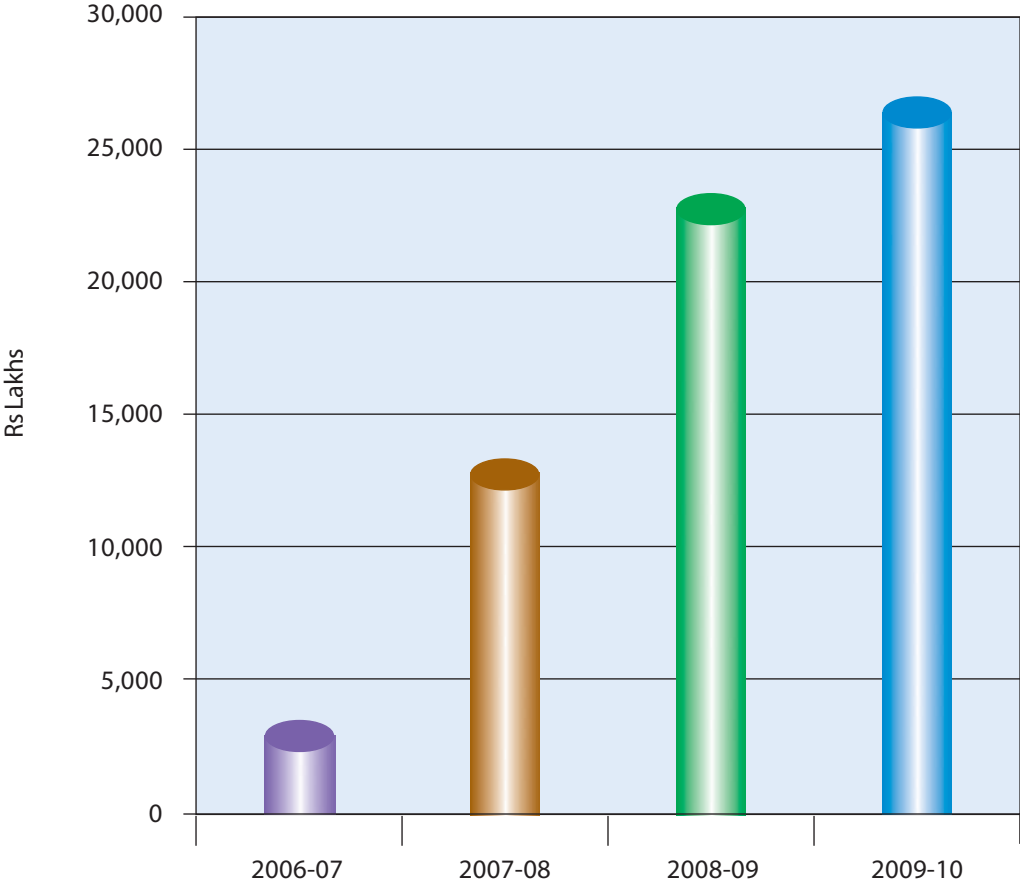
**Pradeep Viswambharan**

*Managing Director & Chief Executive Officer*

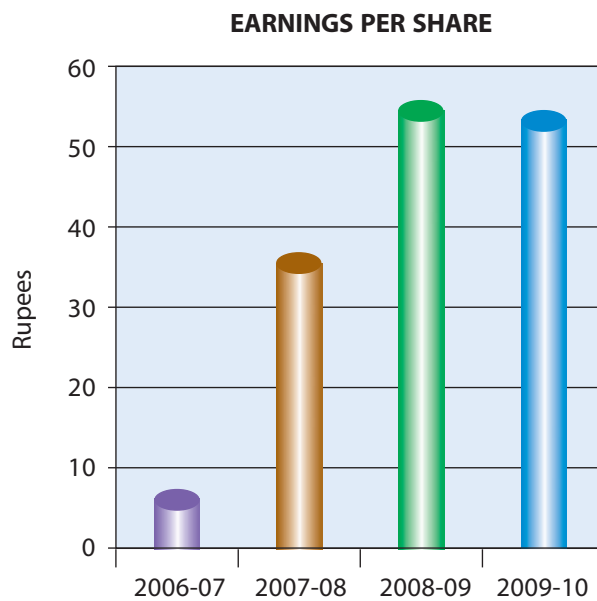
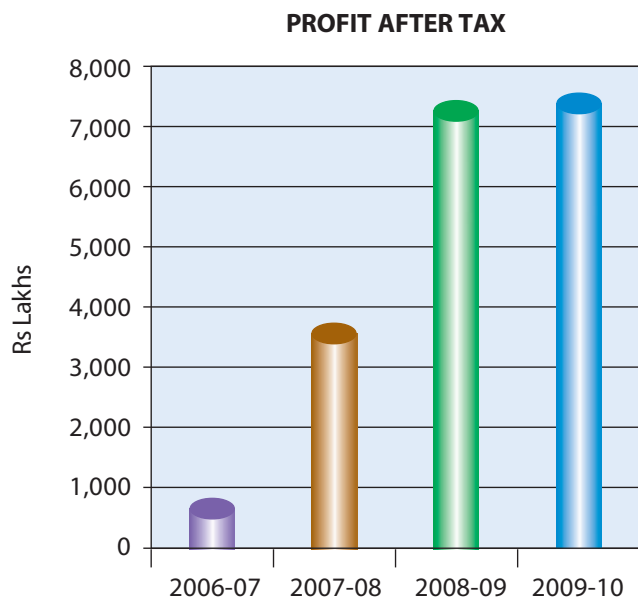
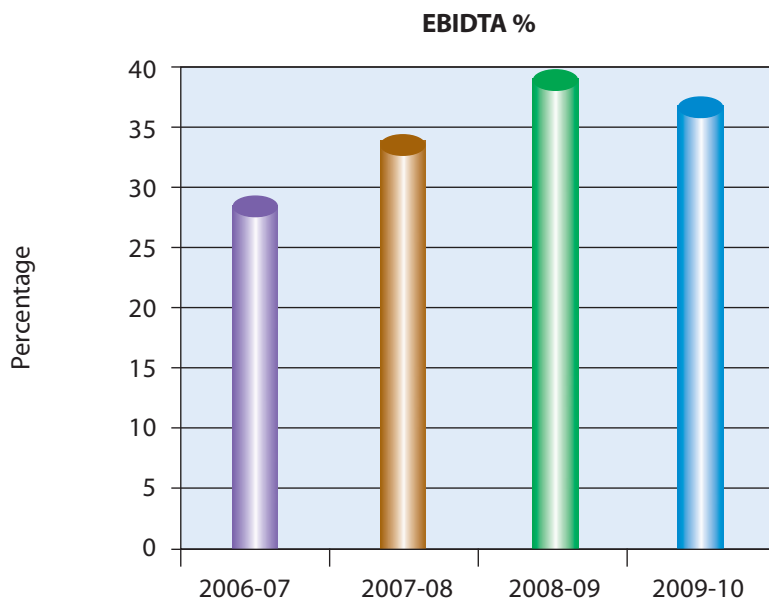
# FINANCIAL OVERVIEW

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## INCOME FROM OPERATIONS



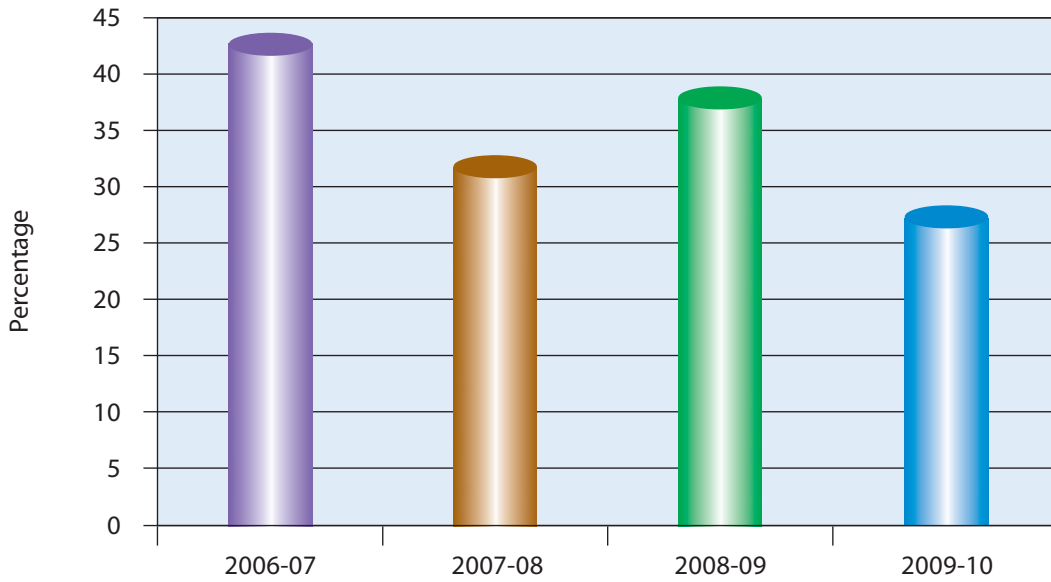
## FINANCIAL OVERVIEW



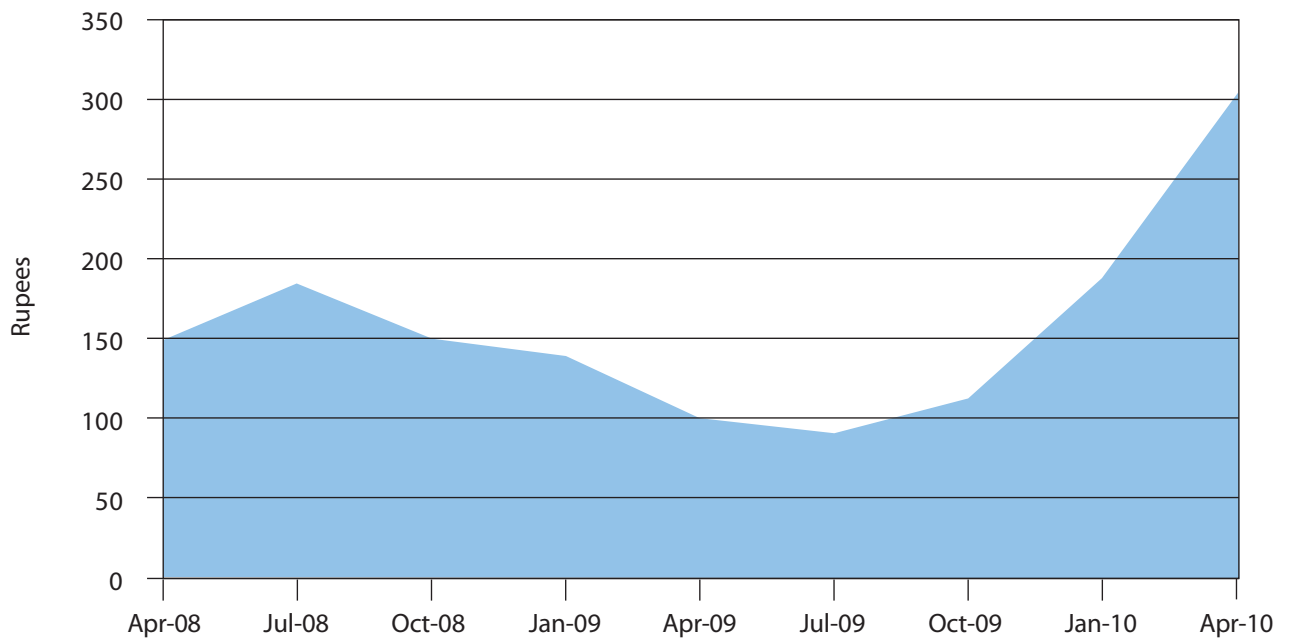


# FINANCIAL OVERVIEW

### RETURN ON CAPITAL EMPLOYED



### SHARE PRICE MOVEMENT ON BSE



## CORPORATE INFORMATION

### BOARD OF DIRECTORS

#### **Mr Pradeep Viswambharan**

Managing Director & Chief Executive Officer

#### **Mr Sooraj C. K.**

Director, Operations & HR

#### **Mr Ravi Sankar**

Director, Corporate Planning

#### **Mr S. M. Parande**

Independent Director

*A B.Sc. Gold Medalist, M.Sc. Dakshina Fellow and first in the university, LLB first class first, LL.M. (Commercial Law) first in the university, CAIIB, AIB. (London), Diploma in German Language, Certificate in French Language.*

*Started his career with State Bank of India as a Management trainee, later as Executive Director of SBI Capital Markets Ltd and was responsible for setting up the SBI Mutual Fund, the first Mutual Fund set up in the country (aside from UTI). Successfully launched an offshore fund of over US \$ 250 Million in collaboration with Morgan Stanley and secured mandate for and managed a convertible bond fund of US \$ 50 Million by Asian Development Bank, Manila.*

*Later he became the Managing Director of State Bank of Hyderabad with over 750 branches all over the country and over 15,000 employees. After moving out of State Bank of India he was associated with three major business groups in the country, Hinduja, Mittals and the Mafatlals in key roles helping them in financial restructuring and diversification plans*

### **Company Secretary**

ABP & Associates, Company Secretaries

### **Auditors**

Durgesh Kabra & Co., Chartered Accountants

### **Internal Auditors**

Murali & Sumeet, Chartered Accountants

### **Bankers**

Exim Bank, ICICI Bank, Axis Bank, Federal Bank, Dhanalakshmi Bank, Citi Bank NA, London, ICICI Bank, Hong Kong

#### **Mr G. K. Misra**

Independent Director

*Mr GK Misra is a finance professional with over 18 years' experience in Commercial/Development Banking. After a four year stint in State Bank of India (Probationary Officer), GK worked with IDBI for over 14 years. He has handled the entire gamut of commercial/development banking. Prior to joining SBI, he worked with CARE India - a USA based not-for-profit organization associated with United States Agency for International Development (USAID).*

*Currently, Mr. Misra is the promoter director of Samadhan Services & Projects Pvt. Ltd. Samadhan is a financial services provider offering debt syndication, equity raising, mergers & acquisitions and turn-around management, to its clients.*

#### **Mr Kabir Kewalramani**

Nominee Director

*Kabir Kewalramani is the Managing Director of Berggruen Holdings India (Berggruen). Berggruen was founded in June 1984 and has offices in the USA, Europe and Asia.*

*Prior to this, he was the CEO of RDC Concrete India Ltd. RDC was previously financially strained and needed a complete financial and operational restructuring. Kabir orchestrated a complete and smooth change in the top and middle management of the company, divested non-core assets, restructured the debt, simultaneously raised fresh capital from financial institutions and eventually led a management buyout of RDC Concrete. Currently, RDC is one of the leading ready mix concrete companies in India and employs in excess of 800 people.*

*Prior to joining RDC, Kabir was working with Crosby Capital Partners where he spent his time between the private equity and investment banking groups. Based in Hong Kong and Singapore, he was involved in investments, high profile mergers & acquisitions, restructurings and debt and equity fund raisings across Singapore, India, Indonesia, Thailand, Australia, Korea and Hong Kong.*

*Prior to Crosby Capital Partners, Kabir worked with JP Morgan Partners on the private equity group in India where he was involved in some of the most high profile private equity investments in India such as HDFC Bank, Dominos Pizza, Gujarat Glass, Bhukhanvala Diamond Tools, eCapital Solutions etc.*

### **Registered Office**

D-207, Second Floor  
International Infotech Centre  
Belapur Railway Station Complex  
CBD Belapur, Navi Mumbai  
Mumbai 400 614

### **Registrar & Transfer Agent**

Sharex Dynamics (India) Private Limited  
17-B, Dena Bank Building, 2nd Floor  
Horniman Circle, Fort, Mumbai 400 001