



ALLSEC  
TECHNOLOGIES  
LIMITED



*Annual Report*  
*2008 - 09*





**Board of Directors**

Dr.Bala.V.Balachandran  
Mr.T.Anantha Narayanan  
Mr.A.Sankarakrishnan  
Mr.Shankar Narayanan Madhava Menon  
Mr.Mahesh Parasuraman  
Mr.A.Saravanan  
Mr.R.Jagadish

*Chairman*  
*Director*  
*Director*  
*Investor Nominee*  
*Investor Nominee*  
*Director & President*  
*Director & CEO*

**Management Team**

Mr.R.Vaithyanathan  
Mr.K.Narasimha Nayak  
Mr.Anand Krishnan  
Mr.Saravanan Thambusamy  
Mr.C.Mahadevan  
Mr.C.S.Bapaiah  
Mr. Amarendra Kumar Jha

*Senior Vice President – Operations & HR*  
*Chief Financial Officer*  
*Vice President – Marketing*  
*Vice President – Technology*  
*Vice President – HR BPO*  
*Vice President – HR*  
*Vice President – Domestic Business*

**Company Secretary**

Mr.A.Mohan Kumar

**Auditors**

S.R.Batliboi & Associates  
Chartered Accountants  
Chennai

**Registered Office**

7H Century Plaza  
560-562 Anna Salai  
Teynampet  
Chennai - 600 018. India

**Corporate Office**

46B Velachery Main Road  
Velachery, Chennai - 600 042. India

**Bankers**

- Canara Bank
- HDFC Bank

**Registrars & Transfer Agents**

KARVY Computershare Private Limited  
Plot No. 17-24, Vittalrao Nagar  
Madhapur, Hyderabad - 500 081. India



Corporate Information	1
Notice of Annual General Meeting	3
Financial Highlights and Graphs	5
HR and Training	8
Directors' Report	10
Corporate Governance	15
Management Discussion & Analysis	21
Auditors' Report	29
Standalone Financials	32
Auditors' Report on Consolidated Financials	59
Consolidated Financials	60





**Notice** is hereby given that the 10<sup>th</sup> Annual General meeting of the Shareholders of **ALLSEC TECHNOLOGIES LIMITED** will be held at 10.00 A.M. on Friday the 31st July, 2009 at Narada Gana Sabha, Mini Hall, 314, TTK Salai, Alwarpet, Chennai 600018 to transact the following business :

## Ordinary Business :

1. To consider and adopt the Balance Sheet as at 31st March 2009 and the Profit and Loss Account for the period ended 31st March 2009 along with the Schedules, the report of the Directors and Auditors thereon.
2. To appoint a Director in the place of Dr.Bala V Balachandran who retires by rotation and being eligible, offers himself for re-appointment.
3. To appoint a Director in the place of Mr.R.Jagadish who retires by rotation and being eligible, offers himself for re-appointment.
4. To consider and if thought fit, to pass with or without modification(s), the following resolution as Ordinary Resolution:

“RESOLVED THAT M/s. S. R. Batliboi & Associates, Chartered Accountants, the retiring auditors of the Company, be and are hereby re-appointed as Auditors of the Company to hold office from the conclusion of this meeting until the conclusion of the next Annual General Meeting of the company on such remuneration as may be decided by the Board of Directors plus reimbursement of actual travel and other out-of-pocket expenses.”

## NOTES :

1. A MEMBER ENTITLED TO ATTEND AND VOTE AT THE MEETING IS ENTITLED TO APPOINT A PROXY TO ATTEND AND VOTE INSTEAD OF HIMSELF AND THE PROXIES NEED NOT BE A MEMBER OF THE COMPANY. THE PROXIES IN ORDER TO BE EFFECTIVE MUST BE RECEIVED BY THE COMPANY NOT LATER THAN 48 HOURS BEFORE THE TIME FIXED FOR THE MEETING.
2. The Register of Members of the Company and Transfer Books thereof will be closed from 24th July 2009 to 31st July 2009 (both days inclusive).
3. The members holding shares in dematerialised form are requested to intimate all changes pertaining to their bank details, ECS mandates, power of attorney, change of address/name, etc., to their depository participant only and not to the Company's Registrar and Transfer Agent. Changes intimated to the depository participant and effected by them will help the Company and its Registrars to provide efficient and better services to the Members.
4. The proxies appointed, should bring their attendance slips sent herewith, dully filled in, for attending the meeting.

By Order of the Board

Place : Chennai  
Date : June 15, 2009

**A Mohan Kumar**  
Company Secretary

## Registered Office :

7H, Century Plaza, 560-562 Anna Salai,  
Teynampet, Chennai 600 018



**Annexure to Item No.2 & 3 of the Notice**  
**Details of Directors seeking appointment / reappointment at the forthcoming Annual General Meeting**  
**(in pursuance of Clause 49 of the Listing Agreement)**

Name of the Director	Dr. Bala V Balachandran	Mr.R. Jagadish
Date of Birth	6 - July - 1937	5 - May - 1962
Date of Appointment on the Board	31 - December - 2000	24 - August - 1998
Qualifications	B.Sc. (Hons.) Mathematics / Statistics, M.A., Mathematics/Statistics, M.S. Applied Statistics, Annamalai University, MSE, Engineering, University of Dayton; MSIA; Business Administration, PhD; Industrial Administration, Carnegie-Mellon University; CPA; CMA.	B.Sc. (Physics), Chartered Accountant from Institute of Chartered Accountant of India and Management Accountant from the Institute of Management Accountants, London.
Shareholding in Allsec as on 15 June, 2009	70,000 Equity Shares of Rs.10/- each	23,20,081 Equity Shares of Rs.10/- each
List of Directorship held in other Companies	Godrej Consumer Products Ltd Great Lake Institute of Management Solid Systems Engineering - USA Air Control Science - USA  Also the member of Audit Committee in Godrej Consumer Products Ltd.	Allsectech Inc., USA Allsectech Manila Inc., - Philippines
Nature of expertise in specific functional areas	Eminent Economist, distinguished Professor of Accounting, Information System and Decision Sciences and Director of the Accounting Research Center at J.L. Kellogg Graduate School of Management, Illinois, USA, Dr. Bala V. Balachandran has over 40 years of experience in accounting and expertise in management. He has to his credit several honors, Awards, Fellowships, Teacher Award, and Alumni Faculty Choice Award.	He has a post qualification experience of 25 years and over 20 years of experience in Enterprise creation and corporate Management, which he has effectively used whilst being the co-promoter of the Allsec. As the Chief Executive Officer and Whole Time Director, he is responsible for the day to day operations of the Company.  The Re-appointment of Mr. R.Jagadish retiring by rotation will not alter terms of his appointment as Whole Time Director approved by the shareholders of the Company in the Extra-Ordinary General Meeting held on 21st February, 2008.

By Order of the Board

**A Mohan Kumar**  
Company Secretary

Place : Chennai,  
Date : June 15, 2009

**Registered Office:**  
7H, Century Plaza, 560-562, Anna Salai, Teynampet, Chennai 600 018.

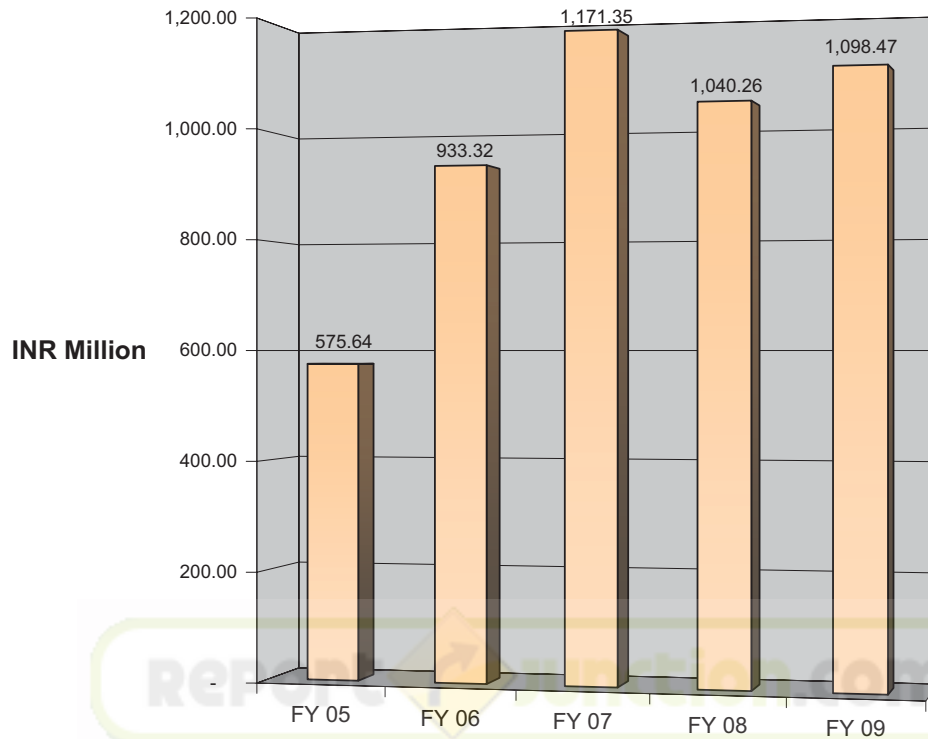


(Rs. in Million)

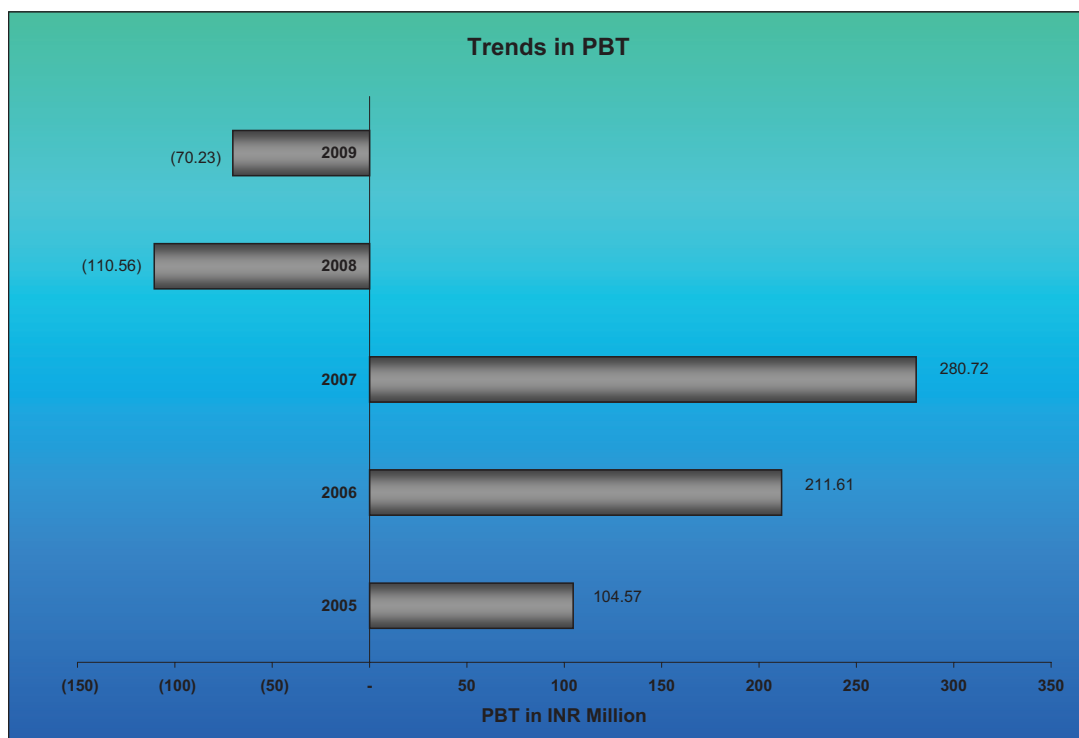
		Year Ended March 31, 2005	Year Ended March 31, 2006	Year Ended March 31, 2007	Year Ended March 31, 2008	Year Ended March 31, 2009
<b>A.</b>	<b>Profit and Loss Account</b>					
	Income from services	575.53	922.56	1132.79	990.16	964.92
	Other income	0.11	10.76	38.56	50.10	133.54
	Total income	575.64	933.32	1171.35	1040.26	1098.46
	Gross Profit before Interest, depreciation & Tax (EBITDA)	159.34	277.96	364.00	(24.08)	18.06
	Depreciation & Amortisation	40.80	61.31	79.42	83.90	84.48
	Profit/(Loss) before interest & tax	118.54	216.65	284.58	(107.98)	(66.42)
	Interest	13.97	5.04	3.86	2.58	3.81
	Profit/(Loss) before taxation	104.57	211.61	280.72	(110.56)	(70.23)
	Profit/(Loss) after taxation	118.62	216.37	281.35	(135.50)	(72.28)
<b>B.</b>	<b>Balance Sheet</b>					
	Net fixed assets	144.02	341.95	290.41	291.44	266.67
	Investments	14.90	108.42	884.79	793.24	453.81
	Net current Assets	78.27	237.06	498.67	424.36	721.01
	<b>Total</b>	<b>237.19</b>	<b>687.43</b>	<b>1673.87</b>	<b>1509.04</b>	<b>1441.49</b>
	Share Capital	88.25	120.87	152.38	152.38	152.38
	Reserves & Surplus	128.10	587.34	1542.75	1352.99	1283.19
	Less: Profit & Loss account debit balance	27.10	-	-	-	-
	Miscellaneous expenses (to the extent not written off)	9.60	-	-	-	-
	<b>Net worth</b>	<b>179.65</b>	<b>708.21</b>	<b>1695.13</b>	<b>1505.37</b>	<b>1435.57</b>
	Loan funds	72.06	1.51	1.56	3.67	5.92
	Deferred Tax (net)	(14.52)	(22.29)	(22.82)	-	-
	<b>Total</b>	<b>237.19</b>	<b>687.43</b>	<b>1673.87</b>	<b>1509.04</b>	<b>1441.49</b>
<b>C.</b>	EPS (in Rs)	14.37	18.40	20.09	(8.89)	(4.74)
	Diluted EPS (in Rs)	14.12	18.15	19.93	(8.89)	(4.74)
	Book Value per share (in Rs)	20.36	58.59	111.24	98.79	94.21
	Return on Capital Employed (ROCE in %)	50%	32%	17%	(7%)	(5%)
	Return on Networth (RONW in %)	66%	31%	17%	(7%)	(5%)
	Fixed Assets Turnover (No of times)	4.00	2.70	3.90	3.40	3.62
	Working Capital Turnover (No of times)	7.35	3.89	2.27	2.33	1.34
	EBITDA as a % of total income	28%	30%	31%	(2%)	2%
	Net Profit/(Loss) as a % of total income	21%	23%	24%	(13%)	(7%)

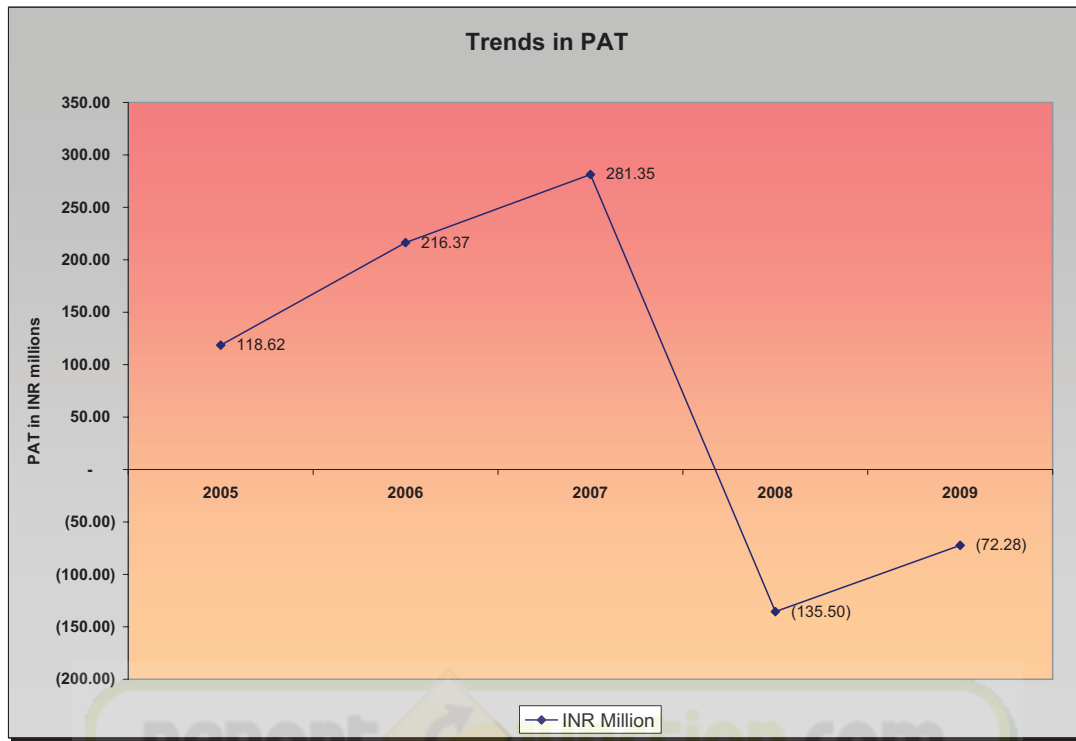


Trend in Revenue

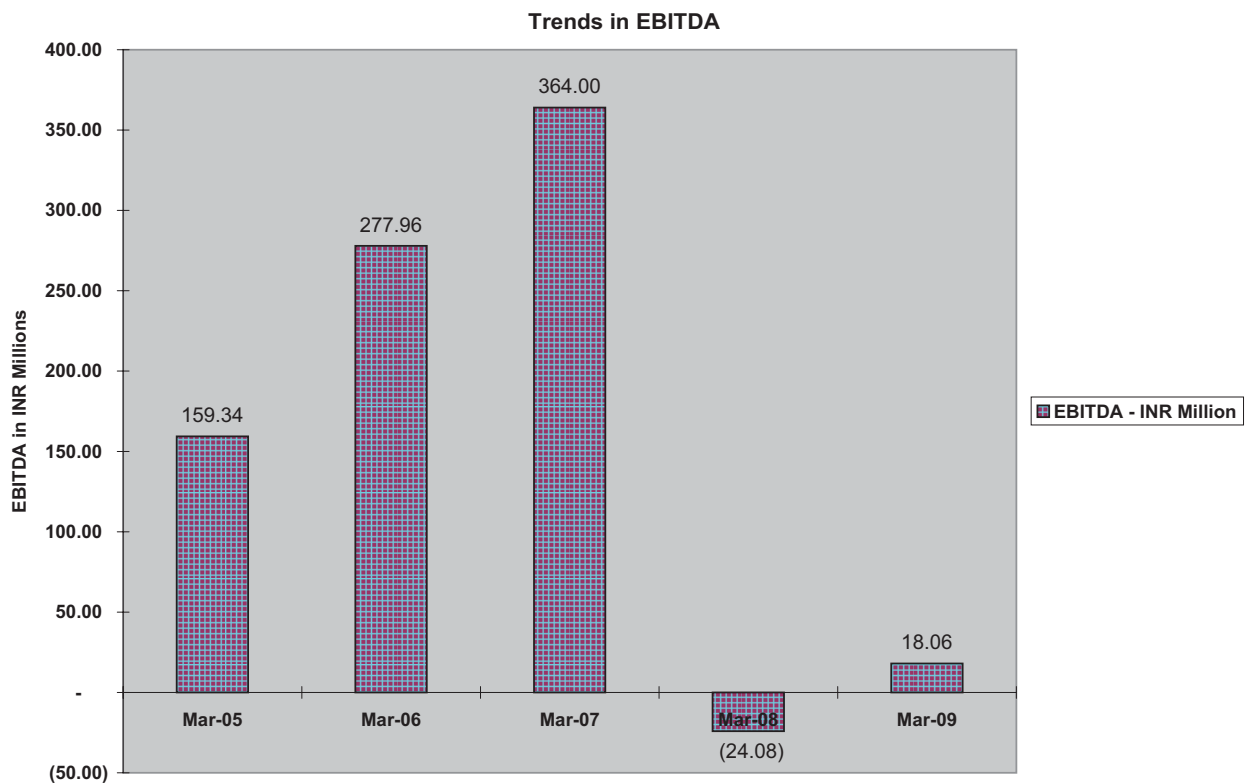


Trends in PBT





EBITDA





Having spread its wings pan India, Allsec Technologies strongly believes that its committed work force is imperative in building the success of the organization. With the acquisition in the Domestic Call Center sphere, Allsec made its presence throughout India, backed with the strength of around 3700 employees.

While continuing to strive to be the best employer in the BPO Industry, Allsec Technologies Limited seamlessly focuses on defining and redefining its HR Policies in order to attract the best talent into the company.

The company set its brand value through Operational Efficiency, Quality and People Management. Many young graduates salute Allsec Technologies Limited not only for providing an opportunity to be an Allsecian, but also for the value chain they gain in the society. Continuous enhancements and structuring of the domain and soft skill training help employees in developing their personality, thereby focusing on enriching the individual and organization growth.

At Allsec, the prevailing work culture induces employees to take positive initiatives. Such opportunities help individuals in enhancing their performance and realizing their aspirations. By promoting an open culture, maintaining transparency and through professional integrity, employees of Allsec overwhelmingly contribute to achieve organizational objectives.

### **Best Employer among BPOs**

For the second consecutive year, Allsec Technologies Limited retained a place among the top 10 BPOs in the Eighth Dataquest IDC Best Employer Survey.

While sustaining the glory, yet another feather in the cap for Allsec was,

- **Ranked the 4<sup>th</sup> Best Employer in India**
- **Ranked 2<sup>nd</sup> for Best in HR Practices.**

The verdict was based on the survey conducted by Dataquest – IDC Best employer survey. The survey covered employees across 33 companies. The companies were ranked based on Employee Satisfaction and HR best practices.

Allsec also attained a high degree of transparency with the appraisal system by implementing a HR tool that allows employees to view their performance on a day to day basis. The creation of HR-ER business partners within the organization is another significant move by the company. The HR-ER partners work closely with employees and help them in identifying their core competencies and achieve results through a mentoring system.

This is another stride in Allsec's continuing journey to being the Best Employer in the country.

### **HR Workshop**

HR initiatives are taken to hold frequent one day seminars and workshops by guest speakers from the HR industry for the benefit of the Allsec HR team. This initiative focuses on understanding the best HR practice across industries and widening the HR team's spectrum to help them become multifaceted professionals. The first session was on Managing and Motivating skilled workforce. The session also provided useful insights about work life balance.



Allsec believes in helping the employees in maintaining a balanced lifestyle. Numerous events are organized for the employees, keeping in mind their well being and their recreational needs.