





Just as software and computing have moved from one generation to the next with speed and efficiency, NIIT Technologies too has leapt up the growth curve by staying true to its underlying philosophy and far-sighted strategy. The demands of the industry may vary. Ground realities may change. Our underlying belief remains "Value from Focus."

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# OUR VISION

## VALUES, MOTIVES AND BELIEFS

WE, NIIT, BELIEVE THAT OUR GROWTH IS THE DERIVATIVE OF THE GROWTH OF EACH ONE OF US. IT IS THE DUTY OF EACH ONE OF US TO ESPOUSE AND GIVE ACTIVE EFFECT TO THE VALUES, MOTIVES AND BELIEFS WE STATE HERE

## NIIT IS PEOPLE

WE HAVE POSITIVE REGARD FOR EACH ONE OF US

WE WILL FOSTER CAREER-BUILDING BY CREATING OPPORTUNITIES THAT DEMAND LEARNING, THINKING AND INNOVATION FROM EACH ONE OF US.

WE EXPECT EACH OF US TO CONTRIBUTE TO THE PROCESS OF ORGANISATION BUILDING AND THUS DERIVE PRIDE, LOYALTY AND EMOTIONAL OWNERSHIP.

WE RECOGNISE THE NECESSITY OF MAKING MISTAKES AND RISK-TAKING WHEN IT CONTRIBUTES TO THE LEARNING, INNOVATION AND GROWTH OF EACH ONE OF US.

## NIIT IS QUALITY AND VALUE

EACH OF US WILL ENSURE THAT IN ANY ASSOCIATION WITH SOCIETY, SOCIETY BENEFITS SUBSTANTIALLY MORE THAN:  
(A) WHAT SOCIETY GIVES TO US.

(B) WHAT SOCIETY WOULD GAIN FROM ANY OTHER SIMILAR ASSOCIATION

WE WILL MEET ANY AND EVERY COMMITMENT MADE TO SOCIETY IRRESPECTIVE OF ANY COST THAT MAY HAVE TO BE INCURRED.

WE WILL ENSURE OUR PROFITABILITY, LONG-TERM GROWTH AND FINANCIAL STABILITY, THROUGH THE PROCESS OF DELIVERING THE BEST, BEING SEEN AS THE BEST AND BEING THE BEST.

WE WILL BE FAIR IN ALL OUR DEALINGS AND PROMOTE HIGH STANDARDS OF BUSINESS ETHICS.

## NIIT IS A MISSION

WE WILL GROW IN THE RECOGNITION AND RESPECT WE COMMAND, THROUGH PIONEERING AND LEADING IN THE EFFECTIVE DEPLOYMENT OF TECHNOLOGY AND KNOW-HOW.

WE WILL SEEK TO PLAY A KEY-ROLE IN THE DIRECTIONS AND DEPLOYMENT OF TECHNOLOGY AND KNOW-HOW FOR THE BENEFIT OF MANKIND.



## Corporate Information

### Board of Directors



**Rajendra S Pawar**  
Chairman & Managing Director



**Subroto Bhattacharya**  
Director



**Arvind Thakur**  
Chief Executive Officer  
& Joint Managing Director



**Surendra Singh**  
Director



**Vijay K Thadani**  
Director



**Amit Sharma**  
Director

### Company Secretary

Surender Varma

### Group Chief Financial Officer

Ashok Arora

### Chief Financial Officer

K T S Anand

### Auditors

Price Waterhouse

### Financial Institutions/Bankers

Indian Overseas Bank  
ICICI Bank Limited  
Standard Chartered Bank Limited  
Citibank NA  
Wachovia Bank of Georgia  
Lloyds TSB Bank Plc  
NatWest  
ING

### Registered Office

NIIT Technologies Ltd.  
NIIT House,  
C-125 Okhla Phase - 1  
New Delhi 110 020, India  
Email: [investors@niit-tech.com](mailto:investors@niit-tech.com)  
Tel : +91-11-41407000  
Fax : +91-11-26817344

### Corporate Office

NIIT Technologies Ltd.  
A-43, MCIA, Mathura Road  
New Delhi 110 044, India  
Email: [webmaster@niit-tech.com](mailto:webmaster@niit-tech.com)  
Tel : +91-11-46694555/777  
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### Registrar & Share Transfer Agent

Alankit Assignments Ltd.  
Unit - NIIT Technologies Ltd.  
2E/21

Jhandewalan Extn.,  
New Delhi-110 055  
Tel : +91-11-23541234, 42541234  
Fax : +91-11-42541967

### NIIT Technologies Website

Corporate Website : [www.niit-tech.com](http://www.niit-tech.com)

In this Report, we have used terms that we use for NIIT Technologies staff. Staff members are NIITians, family members of staff are AffiNIITians.

All trademarks acknowledged.



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### **Focus makes us bigger than the sum of our parts**

At NIIT Technologies the focus is on developing specific Industry verticals and within each vertical perfecting and building appropriate intellectual property. This focus on creating differentiation through specialisation has helped us position NIIT Technologies in a zone where we can leverage our strengths and grow our foot print across geographies

## Corporate Profile

### AN OVERVIEW

NIIT Technologies Limited is a global IT solutions organisation servicing customers in North America, Europe, Asia and Australia. We focus on customers in the Banking, Financial Services and Insurance, Travel Transportation & Logistics and Retail & Distribution sectors, offering services in Application Development & Management, Enterprise Solutions & Business Process Outsourcing.

Our subsidiaries, NIIT SmartServe Limited and NIIT GIS Limited, offer Business Process Outsourcing and GIS Solutions, respectively. Counted amongst the premier software exporting organisations in India, we have built a significant customer base worldwide, including leading global enterprises.

On the quality front, we adhere to all global benchmarks and standards, having bagged the ISO 9001:2000 certification and the ISO: 27001 Information Security Management accreditation. We have been one of the first few organisations to be assessed at Level 5 of SEI-CMMi ver 1.2. We have also been assessed at Level 5 of People-CMM Frameworks and are an Approved Scanning Vendor for PCI DSS. Our Thailand facility conforms to the international ISO: 20000 IT management standard, making it the first company in the ASEAN region to be so assessed.

NIIT SmartServe conforms to the highest quality standards such as COPC and Six Sigma.

Our alliance with international IT giants including IBM, Microsoft, Oracle, SAP and Sun—which have enabled us to gain technology leadership and build expertise on all key hardware and software platforms—are proving beneficial for our global customer base.

### CHOSEN VERTICALS

**Banking and Financial Services:** NIIT Technologies specialises in areas of retail and wholesale banking operations, mortgages, credit risks and operational data store, investment management, having worked with leading banks and financial service companies across the world.

**Insurance:** NIIT Technologies has built expertise in the areas of life insurance, pensions, annuity, non-life insurance, policy administration and claims management and re-

insurance, working for top insurance companies across the world. ROOM Solutions, a leading name in the Lloyd's market in the UK, acquired by NIIT Technologies in 2006, has strengthened its presence in the commercial insurance space by bringing in deep domain expertise

**Travel, Transportation and Logistics (TTL):** NIIT Technologies has vast domain expertise and experience in the TTL industry, having executed diverse projects across different segments of the business. Our clients include some of the largest airlines and airports, global leaders in the travel and distribution industry, leading freight and logistics companies and sophisticated surface transport players. The acquisition of Softec, GmbH has reinforced the position of the company as a domain leader in the TTL industry.

**Retail and Distribution:** We specialise in providing diverse IT services to global specialty retail chains in the domains of customer facing e-business and selfservice portals, in-store applications, back-end supply chain management and related analytics.

### SERVICE OFFERINGS

**Application Development and Management:** NIIT Technologies provides Application Development Services and Solutions to meet the diverse requirements of globally dispersed customers in custom software development, business intelligence, migration and modernisation. We help customers manage their mission and time critical applications by providing cost effective application management services over a wide range of technologies. We specialise in functional and regression testing, system testing (load testing, volume testing and compatibility testing) and full lifecycle testing of complex software applications as part of our testing services.

**Enterprise Solutions:** The Enterprise Solutions range around SAP offerings. Aided by our experience in manufacturing domains, we have created a Framework called QuickStart, which enables rapid implementation of SAP in the microelectronics and semiconductor industries. We also manage and maintain the operations and applications that have been deployed in the customers' Managed Services portfolio. Our Managed Services helps organisations simplify their IT operational and investment challenges by delivering IT infrastructure and applications as complete administered services.

**Geographic Information Systems (GIS):** NIIT GIS has been providing end-to-end GIS-based solutions to customers worldwide. NIIT GIS' offerings in this sphere range from software products, training, technical support, data conversion and application development to complete geo-spatial image processing and consulting solutions. NIIT GIS, which commenced operations in 1996, is a strategic alliance between ESRI Inc., USA and NIIT Technologies Ltd.

**Business Process Outsourcing:** NIIT Technologies' subsidiary, NIIT SmartServe, a global business process management organisation, offers outsourcing solutions that



manage back office operations, contact centers and provide help desk support to clients in diverse industry verticals such as finance and insurance, media and entertainment, real estate, technology and education.

### ALLIANCES

We have developed strong alliances with leading global IT majors such as BEA, Computer Associates, IBM, Informatica, Metalogic, Microsoft, NetIQ, Oracle, SAP, SEEC and TIBCO, enabling development of core competencies on state-of-the-art software platforms and offer solutions in cutting-edge technologies to customers across the globe.

### Awards and Achievements

- NIIT Technologies ranked among India's Top 20 IT Software and Service Exporters in the NASSCOM 2007 survey
- NIIT Technologies ranked in ET 500, 2007 among the Top 20 wealth creator companies of India
- NIIT Technologies has been listed among the 'Best 200 under a billion companies' 2007 by Forbes Asia
- NIIT Technologies awarded the Banking & Finance ICT Innovation recognition for Belgium and Luxemburg
- NIIT Technologies re-assessed at the highest level of maturity (level 5), in accordance with the new version 1.2 of the CMMi
- The Company ranked among Business Today's listing of "India's Most Valuable Companies-2007"
- The Company moved from mid-cap to large cap by Dalal Street Journal's annual listing of the Golden 400 Indian Companies 2007
- NIIT Technologies ranked 36th in The Black Book Top 50 Best Managed Global Outsourcing Vendors
- NIIT Technologies was felicitated with the Employer Branding Awards for Excellence in HR through technology and for innovation in career development by the Asia Pacific HRM Congress at the regional level.



## The year gone by

2007-08 at a glance

The year 2007-08 was a period of significant activity for NIIT Technologies, one marked by high momentum and improvement in turnover and profitability. The Company grew well above the Indian IT-BPO industry average and continued to rank among the top 20 IT-BPO exporters in the country. We participated in and launched numerous initiatives that established our thought and business leadership within the IT-BPO domain. Some of the key highlights of the year included the following:

### Participating in the 16th Indo-German Joint Commission

As a member of CII/FICCI's delegation that accompanied India's Finance Minister, P. Chidambaram to the 16th Indo-German Joint Commission, NIIT Technologies reiterated its commitment to building international IT trade and making the Indian IT-BPO industry a global force. We were represented by Pramod Srivastava, CEUR Head, who joined other Indian industry leaders in interacting with European businesses and deliberating on how bilateral trade ties and mutual trade could be enhanced between India and the continent.



Pramod Srivastava, CEUR Head, at the 16th Indo-German Joint Commission as part of the CII/FICCI delegation

### Going Live with VAA

The NIIT Technologies-Virgin Atlantic Airways partnership touched new heights during 2007-08, with the company

developing a unique, speedy and hassle free check-in solution for the global airliner's Upper Class Passengers and greatly uplifting their experience. NIIT Technologies, which has been working with Virgin Atlantic Airways since 2003, demonstrated innovativeness, a high level of airline experience and key technology skills, in understanding the pain points of customers and building the solution. Today, VAA is the only international airline with such a system. The innovation has bagged the award for being the fastest airport check in system.

### Bagging awards and recognitions

During the year NIIT Technologies was felicitated with numerous awards. The company was presented the prestigious Banking & Finance ICT Innovation Award for Belgium/Luxembourg, along with the KBC bank.

The NIIT Technologies' PPFSR team meanwhile bagged the DB Systel GmbH Quality Award for achieving 100 percent satisfaction levels within the German Group. Our HR department was recognised for its pioneering work by the Asia Pacific HRM Congress. The HRM Congress conferred on NIIT Technologies its Employer Branding Award for Excellence in HR through Technology and for Innovation in Career Development.



Rajeev Kumar & Anil Batra receiving the Asia Pacific HRM Congress Employer Branding Award

### Continuing on the M&A path

As part of its inorganic growth strategy, NIIT Technologies added yet another member, Softec GmbH, to its fold in the last quarter of 2007-08. The Reichenschwand based Softec GmbH, with its expertise in the area of Airline Revenue Accounting and Flight Operations, will strengthen NIIT Technologies' domain leadership in the TTL industry.

### Forging alliances and partnerships

A new dimension was added to the Company's Joint Venture with Ajilon Holding Europe BV - an Adecco Group Company, with the inauguration of a facility dedicated to Adecco-NIIT Technologies at Kalkaji, New Delhi. This facility will provide Application Development and Maintenance solutions exclusively to Adecco and its clients. Adecco SA is a Fortune Global 500 organisation and a leader in Human Resource services.