



ANNUAL REPORT 2008-09

NIIT
technologies

Trust us to find the way

REDEFINING
FOCUS





Necessity is the mother of invention.

And the difficult times are bringing out the best in us. In these uncertain times NIIT Technologies has not only grown but also preserved operating profits.

All this, made possible by redefining focus. Redefinition characterised by consolidation of business, cost structure improvement and business transformation.

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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

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New Delhi 110 020, India
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Registrar & Share Transfer Agent

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Unit - NIIT Technologies Ltd.
2E/21
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New Delhi-110 055
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NIIT Technologies Website

Corporate Website : www.niit-tech.com

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Business Transformation

Our future growth engines arise from new business lines which make our business non-linear. These include services around remote infrastructure management, IP asset based solutions, and services offered on demand. We consolidated our position in these leading to 25% of revenue share from such services.

Corporate Profile

Company Overview

NIIT Technologies Limited is a global IT solutions organization servicing customers in North America, Europe, Asia and Australia. It focuses on customers in the Banking, Financial Services and Insurance, Travel Transportation & Logistics and Retail & Distribution sectors, offering services in Application Development & Management, Enterprise Solutions Management. It also offers Business Process Management and GIS Solutions through its subsidiaries. Counted amongst the premier software exporting organizations in India, the Company has built a significant customer base worldwide, including leading global enterprises.

On the quality front, the Company adheres to major global benchmarks and standards, having bagged the ISO 9001:2000 certification and the ISO: 27001 Information Security Management accreditation. NIIT Technologies also follows global standards of development assessment at Level 5 of both SEI-CMMi version 1.2 and People-CMM frameworks. NIIT SmartServe conforms to the highest quality standards such as COPC and Six Sigma.

Chosen Verticals

Banking and Financial Services: NIIT Technologies specializes in areas of retail and wholesale banking operations, mortgages, credit risks, operational data store and 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 reinsurance working for top insurance companies across the world. The acquisition by the Company of one of the leading player ROOM, in the Lloyd's market in the UK, in the year 2006 has strengthened its presence in the commercial insurance space by bringing in deep domain expertise.

Travel, Transportation and Logistics (TTL): NIIT Technologies has immense domain expertise and experience in the TTL industry, having executed diverse projects across different segments of the business. Its

clients include some of the largest airlines and airports, global leaders in the travel and distribution space, leading freight and logistics companies and sophisticated surface transport players along with low cost airlines. The acquisition of Softec, GmbH has reinforced the position of the Company as a domain leader in the TTL industry.

Retail and Distribution: The Company specializes in providing end-to-end IT solutions to global specialty retail and manufacturing companies in the domains of customer facing e-business and self-service portals, instore 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 modernization. NIIT Technologies has helped customers manage their mission and time critical applications by providing cost effective application management services over a wide range of technologies.

Testing: The Company specializes 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 its testing services.

Package Implementation: These solutions involve around SAP implementation. NIIT Technologies' subsidiary, NIIT GIS Limited also provides end-to-end GIS-based solutions.

Platform based Services: NIIT Technologies' IP-led process-centric IT services map the business processes of organizations enabling them to improve their process efficiencies and enhance their productivity.

Managed Services: Managed Services from NIIT Technologies help companies simplify their IT operational and investment challenges, by delivering IT infrastructure and applications, as completely administered services. Its services help companies to focus on their core business areas by enabling alignment of business goals and IT. The Company's large pool of cross skilled infrastructure technology consultants increase productivity, while simplifying IT operations.

Business Process Management: NIIT Technologies' subsidiary, NIIT SmartServe, a business process management organization, offers outsourcing solutions that manage back office operations, contact centers and provide help desk support to clients.

Awards and Achievements

- NIIT Technologies ranked Number 1 in the Black Book of Outsourcing 2008 Travel Industry survey.
- NIIT Technologies ranked No. 3 amongst global ITO

service providers in the Black Book of Outsourcing 2008 Insurance industry Survey.

- NIIT Technologies ranked amongst the 2008 Black Book Top 50 Best Managed Outsourcing Vendors.
- NIIT Technologies declared 'Business Superbrand' for 2008 by the Superbrands Council of India.
- NIIT Technologies was awarded the Distinguished Services Award for their initiatives and efforts in promoting business with USA by Georgia Tech Center for International Business Education & Research.
- NIIT Technologies was felicitated with the Employer Branding Award for Excellence in HR through Technology and for Innovation in Career Development by the Asia Pacific HRM congress at the regional level.
- NIIT Technologies' subsidiary ROOM Solutions Ltd UK, conferred with an Accomplishment Award at the ACORD LOMA Insurance Systems Forum.
- NIIT Technologies was recognized amongst the top 50 IT Innovators for the year 2008 by NASSCOM.
- NIIT Technologies was amongst the Top 100 IT organizations ranked globally by IAOP. NIIT Technologies stands at 33rd overall and 7th in the Balanced Performance.
- NIIT Technologies ranked amongst the Global Services 100 - 2009 list. The list represents companies who have the maturity and capability to lead the next wave of services globalization.

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The year gone by

2008-09 at a glance

2008-09 at a glance

The year 2008-09 was a period of significant endeavors for NIIT Technologies. The current economic slowdown has accelerated the pace of the Company's transformation to create new value proposition by making the business non-linear while dealing with challenges and finding opportunities to grow and innovate. NIIT Technologies participated in and launched numerous initiatives that established its thought as business leadership within the ITES domain. Some of the key highlights of the year included the followings:

Participating in the worldwide forums



NIIT Technologies US BU Head, Lalit Dhingra representing the India Chair at the UN entrepreneurs and ICT meet

NIIT Technologies represented the India Chair at the UN Entrepreneurs and ICT meet. NIIT Technologies US BU Head, Lalit Dhingra, represented the India Chair in the United Nations headquarters in New York City. Lalit was invited by the United Nations to speak at the Summit. The event was attended by 45 country delegates, leading US bankers, members of UN Group organizations and leading media representatives looking at investments in developing countries.

Lalit provided a perspective on the Medical-Hospital model built by NIIT Technologies and spoke about how framework and IPR based leadership could be achieved, especially by organizations in developing economies.

Bagging awards and recognitions

NIIT Technologies Chairman, Raji Pawar was meanwhile



Rajesh C Mathur, President ESRI India (NIIT GIS Ltd.) receiving the award on behalf of Raji Pawar from Kapil Sibal, Minister of Human Resource Development, India



A Proud Moment: NIIT Technologies CEO, Arvind Thakur receiving the award from L K Advani, Leader of Opposition, India



US BU Head of NIIT Technologies, Lalit Dhingra with the award organizers of US India Symposium 2008

conferred with the Geospatial Entrepreneur of the Year award by Geospatial Today, a premier technology magazine focused on the domain. Participating in the deliberations was the union minister of science and technology and earth sciences, Kapil Sibal.