



*Focus. Foresight... **First Choice***

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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



Arvind Thakur
Chief Executive Officer
& Joint Managing Director



Vijay K Thadani
Director



Subroto Bhattacharya
Director



Surendra Singh
Director



Amit Sharma
Director

Company Secretary

Surender Varma

Group Chief Financial Officer

Ashok Arora

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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Registrar & Share Transfer Agent

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Unit - NIIT Technologies Ltd.
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NIIT Technologies Website

Corporate Website : www.niit-tech.com

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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 & Manufacturing sectors, offering services in Application Development & Management, Enterprise Solutions and Managed Services. It also offers Business Process Outsourcing 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.

The Company adheres to major global benchmarks and standards, having secured 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 SEI CMMi version 1.2. NIIT SmartServe conforms to the highest quality standards such as COPC and Six Sigma.

FOCUS ON SELECT INDUSTRY SEGMENTS

Banking and Financial Services: NIIT Technologies entire range of offerings around Banking and Financial Services meet challenges, enhance client's efficiencies and helps in remaining competitive. The Company specialises in the areas of retail and wholesale banking operations, mortgages, credit risks, 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 global insurance companies. Insurers are looking to partner with solutions providers that bring immense domain knowledge and skills and technical expertise, coupled with a deep understanding of the business. 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): The Company has a comprehensive services portfolio and a dynamic approach to enhance passenger experience and management. As part of its redefined vision for the TTL segment, the Company has forayed into fresh sub-verticals with focused offerings and launched Solution Accelerators for value-based selling. Its 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 alongside low cost airlines. The acquisition of Softec, GmbH has reinforced its position as a domain leader in the TTL industry. Recognizing its edge within the TTL realm and the wide ranging benefits it brings its customers, the prestigious Datamonitor Black Book of Outsourcing for the TTL industry has positioned NIIT Technologies as the Number 1 player in the industry.

Manufacturing and Retail: NIIT Technologies has deep understanding of the manufacturing and retail businesses and has helped clients across the world make sound decisions regarding the deployment of automated, transparent and integrated information management systems across their value chain. The Company's unique web-based e-Procurement platform, Procure-Easy, is a simple and user-friendly application that supports complete sourcing value chain involving requisitioning, demand aggregation, bid publishing, response evaluation and purchasing. Today, NIIT Technologies is working closely with customers to increase IT efficiency, provide best-in-class IT infrastructure and adopt best of breed IT processes.

Government: Sharply focused on the Government sector, the Company has vast experience in executing turnkey solutions for various Government departments as well as the nation's paramilitary forces, which have involved Application development, complete Infrastructure setup including Data Centre, rollout and training across multiple locations and facilitating historical data capture. Besides providing turnkey IT solutions to the Government, the Company also offers specialised solutions in Geographic Information Systems (GIS) to this segment.

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. The Company helps customers manage their mission- and time-critical applications by providing cost-effective application management services over a wide range of technologies. NIIT Technologies specialize 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.

Managed Services: NIIT Technologies' Managed Services helps 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.

Platform based Services: NIIT Technologies has acquired IP assets through numerous acquisitions. These include its own robust platforms for the Travel and Insurance industries. In addition it has partnered with its clients to use the IP assets created to offer solutions. Using their IP assets, NIIT Technologies provides value added services.

Business Process Outsourcing: NIIT Technologies' subsidiary, NIIT SmartServe, a global business process management organisation, offers outsourcing solutions that manage back office operations, contact centres and help desk support to clients in diverse industry verticals such as finance and insurance, media and entertainment, real estate, technology and education.

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.

Cloud Computing: Cloud Computing is reshaping the IT marketplace, creating new opportunities for suppliers and catalyzing changes in traditional IT offerings. It's an emerging megatrend defined as standardized IT capability delivered via the Internet in a pay-per-use and self-service manner. Cloud computing primarily evolved with the growing acceptance of SaaS, and the industry looking to replicate the success of offering software-as-a-service to not just platforms / applications (PaaS) but also infrastructure / hardware (IaaS or HaaS).

NIIT Technologies pursuing its non-linear services model of business is an early entrant in the cloud arena. It announced a partnership with Hitachi Information systems of Japan to jointly offer cloud services. Through this partnership NIIT Technologies and Hitachi Information Systems will provide unmatched value based on the strengths of both companies. Hitachi systems with its reliable and scalable infrastructure would own the Cloud, while NIIT Technologies will harness its

competencies and world class process capability in Remote Infrastructure and Managed Services to operate the Cloud. This will enable customers of both firms to experience the highest quality of reliability, security and service. With Cloud Computing gaining impetus, both companies will be able to offer the complete portfolio of services around the Cloud infrastructure to cater to the changing IT landscape.

Awards and Achievements

NIIT Technologies has bagged the following prestigious Awards and recognitions:

- Ranked Number 1 in the Datamonitor Black Book of Outsourcing 2009 Travel Industry survey for the second consecutive year
- Ranked amongst top 7 service providers in Gartner's Industry research report in 2010 "Seven Vendors Dominate the European Market for General Insurance Policy Administration Systems"
- Ranked amongst the Best 5 Companies in Air Transportation by The International Association of Outsourcing Professionals (IAOP) in its The Global Outsourcing 100 listing for the year 2009
- Ranked among the Best 20 Industry leaders in Financial Services (Insurance and Banking) by The International Association of Outsourcing Professionals (IAOP) in its The Global Outsourcing 100 listing for the year 2009
- Ranked amongst the Top 20 Best Managed Outsourcing Vendors by the 2009 Black Book of Outsourcing
- Amongst the top 50 IT Innovators for the year 2009 by NASSCOM
- NIIT GIS received the Best Software Company of the Year award 2009-2010 at the Map India 2010 Conference
- Received the Award for "Innovation in Career Development," from the Global HR Excellence Awards at the Global HRD Congress 2010
- Ranked amongst India's 500 Best Performing Companies by demonstrating exceptional innovation and perseverance by Inc. India for the year 2009

The year gone by 2009-10 at a glance

2009-10 at a glance

NIIT Technologies' priority during the last year was to strengthen the existing client relationships and also enhancing the internal efficiencies. While maintaining this efficiency, the Company looks forward to delivering more value to its clients with imminent recovery. The Company's focus on building strong domain competencies in specific industry segments and early investments in value adding non-linear growth engines will enable it to be the "First Choice" for customers in existing and potential areas. During 2009-10 NIIT Technologies launched numerous initiatives that established its thought leadership. Here's a look at the key highlights of the year:

Bagging awards and recognitions

Datamonitor Black Book of Outsourcing picks NIIT Technologies as No. 1 in the Travel Industry Survey

The Datamonitor Black Book of Outsourcing 2009 Survey placed NIIT Technologies right on top in its listing for the second consecutive year. The Company made a strong comeback in the prestigious Black Book of Outsourcing, ranking Number 1 in its travel industry study. It were the satisfied customers who endorsed the Company's strategies and appreciated the consistent and differentiated business value it had provided them. The Company proved yet again the efficacy of its "focus and differentiate" strategy, which allowed it to build an edge in specific industry segments and compete with the largest organisations. The Number 1 ranking also reiterated NIIT Technologies commitment to becoming the best in its areas of focus.

BLACK BOOK OF OUTSOURCING - TRAVEL INDUSTRY VENDOR RANKING

2009	INFORMATION TECHNOLOGY OUTSOURCING 2009 SURVEY
1.	NIIT Technologies
2.	TCS
3.	Interlobe IGT
4.	Lionbridge
5.	Oracle
6.	HCL
7.	Xicom
8.	Savvis
9.	Travel DT
10.	Ciber

Seven Vendors Dominate the European Market for General Insurance Policy Administration Systems, which includes NIIT Technologies subsidiary ROOM Solutions

NIIT Technologies' ROOM Solutions was amongst top 7 service providers in Gartner's Industry report dated 9th February, 2010. According to the report the 27 surveyed vendors together had a customer base of 320 insurers. The top seven vendors accounted for almost two-thirds of the entire reported installations. NIIT Technologies' ROOM Solutions with 28 installations was the third amongst the seven.

Bagging an Award for our Best Practices in HR

NIIT Technologies received the Award for "Innovation in Career Development," a part of the Global HR Excellence



Awards, conferred by the Global HRD Congress in 2010. The Award recognised the innovative practices the Company had deployed to build robust employee career development strategies, and its commitment to creating a people-centric organisation. The World HRD Congress-2010, was held at Mumbai in March, 2010. The congress was attended and represented by several leading industry

leaders, CEOs, Business heads, HR professionals, Management Consultants and Speakers. There were around 137 companies who participated in the same category.

Extending business engagements, entering into new ones

Not only did NIIT Technologies managed to extend its existing business contracts during 2009-10, it also broke new grounds with fresh customers in its client portfolio. 2009-10 was a year when the Company invested aggressively in the Cloud, one of the biggest trends transforming the technology landscape today. The Company further bolstered its offerings by entering into partnerships with leaders in the Cloud space and providing an end-to-end offering for on-demand, pay-as-you-go computing.

DB Systel-NIIT Tech strengthen their relationship

During the year, NIIT Technologies bagged repeat business from its old time customer, DB Systel GmbH, a subsidiary of Deutsche Bahn AG (German Railways). DB Systel develops and powers leading information technology solutions as a full IT solutions and service provider. DB Systel and NIIT Technologies got into a

strategic partnership in October 2006 to provide an extended workbench for the company—comprising internationally certified IT specialists and developers—as and when needed. Confident of the Company's ability to make quality deliveries on time, every time, DB Systel signed the extension of the frame contract during the Management Board Meeting in June, 2009 at the Deutsche Bahn HQ in Berlin, Germany. The relationship between DB Systel and NIIT Technologies is structured around collaborative governance, with a well-defined Mission Statement signed by every project team.

DB Systel has appreciated the quality of deliveries being made by NIIT Technologies and its adherence to timelines. Meanwhile, the future outlook of the engagement appears positive with an agreed target to double its size by 2010.



Strengthening it: (L-R) Detlef D. Exner, CEO DB Systel and Arvind Thakur, CEO NIIT Technologies shaking hands and exchanging signed contracts

Getting YBS on board

NIIT Technologies signed an agreement with the Yorkshire Building Society, one of UK's largest building societies with 143 branches and 64 agencies across the country. The Company was selected to develop YBS' Share Plan website, to enable them to compete more effectively, develop new sales opportunities and international capabilities and reiterate the Society's position as a market leader in Share Plan administration.

In terms of design, NIIT Technologies will ensure that the company's new website has a greater visual impact, especially for sales tools and static pages, featuring higher impact graphics, which will be attractive to both clients and their employees. The site will also reduce the level of manual resources required to process Share Plans, improving efficiency and reducing costs for the Society. NIIT Technologies has adopted a dual-shore delivery model for the completion of analysis, development and implementation of the new website. Onsite tasks include requirement capture, user interface



Ravi Pandey, Senior VP and UK Head, of NIIT Technologies, and David Henderson, CIO of the Yorkshire Building Society: Signing on the dotted line

specification and user acceptance testing support. Offshore tasks consist primarily of design, construction and system testing.

Foraying the Cloud with Hitachi

NIIT Technologies tied up with Hitachi Information Systems, Ltd. a leading provider of IT infrastructure services in Japan, to make a joint pitch in the Cloud Computing services arena. Cloud Computing delivers IT capability via the Internet in a pay-per-use and self-service fashion. The Company, pursuing its non-linear services model of business is an early entrant in this segment. Through this partnership, the combine intends to provide customers with an unmatched value proposition based on the strengths of both companies. To begin with, Hitachi Information Systems will leverage NIIT Technologies' data centre in Bangkok and create the first hub outside Japan, networked to its existing infrastructure. Drawing on the benefits of scale, shared infrastructure and standard applications, this partnership will drive down costs while increasing the speed and agility of deploying applications. The operations are expected to begin by the first quarter of the next fiscal.



Iwao Hara, CEO, Hitachi Information Systems and Arvind Thakur, CEO, NIIT Technologies with their respective teams

Big BSF order comes the way of NIIT Technologies

Border Security Force (BSF), the country's premier paramilitary force tasked with securing its borders gave

NIIT Technologies the contract for its Rs. 228 Crores Intranet Prahari project. As part of the Project, the Company will be setting up the complete infrastructure, network and applications to facilitate operations management, integrated financial activities, and human resources management for the force. NIIT Technologies has a history of successful implementations of IT solutions for defence and paramilitary forces. In the past, the Company has executed a similar turnkey engagement for the Central Reserve Police Force (CRPF) called SELO, an acronym for Service and Loyalty. The Company continues to provide support and maintenance services for this project.

Leading enduring customer relationships

June 15-16, 2009 were the days that nearly 40 Softec customers from across the globe attended a Customer Conference in Nuremberg, Germany. The conclave was propitious in every way for Softec.

It established beyond doubt the maturity and credibility that the Travel and Transportation specialist had achieved in Europe and other international markets. At the Meet, Softec also elicited customer feedback and support for its Monalisa Suite (features and functionalities). At the same time, the conference showcased the overall technical capabilities of NIIT Technologies, the parent group, especially in the areas of ADM and BPM services. When it became a part of the NIIT Technologies umbrella, Softec brought to the Company its loyal customer base, comprising reputed carriers in Europe, Asia, Canada, Africa and other regions. Since its arrival into the NIIT Technologies family, Softec GmbH has acquired six more customers including Myanmar Air, City Airline, Smartwings, Bellview, Air Berlin/LTU and Safi Airways.



Arvind Thakur and Narayanan Kallapiran: Interacting with customers

Completing one year with Cathy Pacific

NIIT Technologies completed one full year of engaging with Cathay Pacific, and working with the global airline on a key project.

It was over a year ago that NIIT Technologies was approached by Cathay to work on its "Warehouse Operating System (WOS)." The objective of WOS was to provide an efficient, secure and reliable system for

users that would deliver maximum efficiency, eliminate unnecessary duplicate handling and focus on areas that added tangible value to the customer and the airport. Today, WOS is operational and taking care of some of the most complex requirements of the Cathay Pacific



Cathay Pacific and NIIT Technologies Team

cargo terminal. The solution has not only made the work of the airline easier and simpler, it also helps the airline complete its tasks within the least possible time by keeping them in sync with other flight and airport operations and contributing to smoother functioning.

SITA-NIIT Technologies partnerships enters third year

NIIT Technologies and SITA celebrated their second Anniversary at New Delhi, India. NIIT Technologies has been partnering with SITA, the world's leading specialist in air transport communication and information technology solutions, to provide services and develop applications for its business. Members of the SITA senior

Leadership Team along with NIIT Technologies attended an evening of food and entertainment where guests experienced the true feel of India, the legendary warmth of its people, and the fire of its cuisine.



Eric Eteve and SITA's Charles Coney receiving their awards from Rajendra Pawar and Arvind Thakur respectively

Strengthening the Holcim connect

NIIT Technologies celebrated its magnificent 10 years association with Holcim by hosting a banquet at the Landmark Hotel in Bangkok, Thailand. Over 150 people attended the grand dinner, including representatives from Holcim (HSEA), NIIT Technologies, (its other



NIIT Technologies Chairman, Mr. Rajendra Pawar with Holcim teams

customers, Thai Summit, Tesco, Toyota, etc.) and Partners (TCC, IBM and DCS). The evening kicked off with informal networking and some interesting and engaging games. The keynote address was delivered by the Chief Guest, Khun Paul Hugentobler, a Member of the Holcim Executive Committee, whose powerful and motivating words invigorated the gathering. Hugentobler stated that the past 10 years needed to be the starting point for the next 10 years of the relationship.

The keynote was followed by an address from the Company's Chairman, Mr. Rajendra Pawar, who expressed his appreciation for all the members who had been involved in, and contributed to the success of the partnership.



Mr. Arvind Mehrotra, Executive Vice President and BU Head, APAC with NIIT Technologies and Toyota teams

Remaining on road with Toyota

To acknowledge NIIT Technologies' long standing relationship with Toyota, the Company hosted an event in Bengaluru in March 2010. The idea was also to celebrate post the completion of the TopServ UAT project in silicon city. The invitees in Bengaluru, including participants from the TKM-IS and TKM user teams and the NIIT Technologies project team. Keshavaprakash S.K., Vice President, TKM IS shared his thoughts on the relationship, talking eloquently about the strong partnership between the two companies. At the end of the day, it was a demonstration of the proximity between

NIIT Technologies and Toyota, and the "strength in togetherness," that had resulted from the relationship.

NIIT Technologies' ROOM Solutions hosted customer meet at – The Gherkin

NIIT Technologies' subsidiary, ROOM Solutions hosted a "client executives update" event in June 2009 in Central London. Guests were invited to a presentation followed by dinner and drinks. Mr. Rajendra Pawar, Chairman, NIIT Technologies thanked all clients for their support over the past few years and spoke of his ongoing commitment to ROOM. Clients had an opportunity to mingle with the senior executives from NIIT Technologies. Great ambience and even greater opportunity to interact and share resulted in an event which was a great success with positive feedback.

NIIT Technologies' Insurance Leadership Forum rolled out in Miami

The Doral Golf Resort and Spa was the venue for a two-day conference organised by NIIT Technologies for clients and prospective customers in the Insurance vertical. The event held in April 2009, began with a presentation by Mr. Jeff Goldberg of Celent on "Survival Toolkits for the Insurance Industry." Following the address, delegates enjoyed cocktails and dinner.

A special session was organised for attendees on the second day, which featured a welcome address by the Company's CEO, Mr. Arvind Thakur, followed by a keynote by Kimberly Harris, Research Vice President, Gartner. A panel discussion moderated by Harris on the "View from the Top," enabled C-level executives to share different perspectives on the Insurance market. The conference, with its balanced work-fun approach, proved to be a big success. It provided clients and potential users with the opportunity to network with their peers, analysts as well as the Company's executives.



NIIT Technologies President, Mr. Lalit Dhingra with Thrivent team