

ANNUAL  
REPORT  
2010-11

**NIIT**  
technologies



**Simply the 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

Onkarnath Banerjee

### Group Chief Financial Officer

Ashok Arora

### Auditors

Price Waterhouse

### Financial Institutions/Bankers

Indian Overseas Bank  
ICICI Bank Limited  
Standard Chartered Bank Limited  
Citibank NA  
Wells Fargo Bank  
Lloyds TSB Bank Plc  
NatWest  
ING

### Registered Office

NIIT Technologies Ltd.  
B-234 Okhla Phase - 1  
New Delhi - 110 020, India  
Email: investors@niit-tech.com  
Tel : +91-11-41407000  
Fax : +91-11-26817344

### Corporate Office

NIIT Technologies Ltd.  
B-1/H-9, Colosseum, MCIE, Mathura Road  
New Delhi - 110 044, India  
Email: investors@niit-tech.com  
Tel : +91-11-40570700  
Fax : +91-11-40570933

### 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)

All trademarks acknowledged.

## Corporate Profile

### COMPANY OVERVIEW

NIIT Technologies is a leading IT solutions organisation, servicing customers in North America, Europe, Middle East, Asia and Australia. The Company offers services in Application Development and Maintenance, Managed Services, Cloud Computing and Business Process Outsourcing to organisations in the Financial Services, Insurance, Travel, Transportation and Logistics, Manufacturing, Healthcare and Government sectors.

The Company adheres to major global benchmarks and standards, having secured the ISO 9001:2000 certifications and the ISO: 27001 Information Security Management accreditation. NIIT Technologies also follows global standards of development. It has been assessed at Level 5 of SEI CMMi version 1.2. NIIT Technologies Business Process Outsourcing confirms to the highest quality standards such as COPC and Six Sigma. Its data centre operations are assessed at the international ISO 20000 IT management standards.

The Company's domain knowledge and new approaches to customer experience management with robust outsourcing capabilities, and a dual shore delivery model, have made NIIT Technologies a preferred IT partner for global majors in these chosen industries.

### FOCUS ON SELECT INDUSTRY SEGMENTS

**Banking and Financial Services:** NIIT Technologies' range of offerings service the needs of Banking and Financial Services institutions across the world, for whom the Company specialises in solutions around Investment Management, Credit and Operational risk. For smaller banks like cooperative and rural banks it offers integrated core banking solutions.

**Insurance:** NIIT Technologies has built expertise in the areas of life insurance, pensions, annuity, non-life insurance, policy administration, claims management and reinsurance, working with top global insurance providers. Through its wholly owned subsidiary - NIIT Insurance Technologies Ltd. it has strengthened its presence in the commercial insurance space by providing customers unique value through its IP based solutions.

**Travel, Transportation and Logistics (TTL):** NIIT Technologies has garnered extensive experience working with some of the world's largest carriers, airports, travel distribution and surface transportation companies.

This invaluable experience combined with domain knowledge, has helped the Company address business challenges, improve customer responsiveness, minimise operational costs and maximise efficiency through the effective use of Information Technology. It's wholly owned subsidiary – NIIT Airline Technologies GmbH provides unique revenue accounting and operations management platforms for small and medium airlines.

**Manufacturing & Distribution:** NIIT Technologies has deep understanding of the manufacturing and distribution 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, and mobile based mKconnect is a simple and user-friendly application, that supports the complete sourcing value chain involving requisitioning, demand aggregation, bid publishing, response evaluation and purchasing.

**Government:** The Company has vast experience in executing turnkey projects for various Government departments and focuses on solutions for Defence, Paramilitary organizations and the Power Sector. Besides providing turnkey IT solutions to the Government, the company also offers specialised solutions in Geographic Information Systems (GIS) to this segment.

**Healthcare:** NIIT Technologies acquired an electronic health records and referral management platform to engage in the lucrative healthcare segment in the US. The platform called "Preferr" (Patient Referral System)" enables seamless collaboration between all providers, namely physicians, hospitals, diagnostic facilities and laboratories. To further enhance its capabilities. The Company also launched a collaboration framework that connects the patient, the physician and the health system on a common technology platform.

### 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. 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 specialises in functional and regression testing, system testing and full lifecycle testing of complex software applications.

**Package Implementation:** The company specializes in ERP implementation around SAP. NIIT Technologies' subsidiary, NIIT GIS Limited also provides end-to-end GIS-based solutions around ESRI technology.

**Managed Services:** NIIT Technologies' simplifies IT operational and investments by delivering IT infrastructure and applications, as completely administered services. Its services help companies focus on their core business

while entrusting their technology infrastructure to NIIT.

**Platform-based Solutions:** The Company has made investments into reworking its frameworks & products into Platform-based Solutions for the Travel and Insurance industries. NIIT Insurance Technologies has its Insurance Platform "Subscribe", which has a sizable share in Lloyd's insurance market. Likewise NIIT Airline Technologies owns a revenue accounting platform "Monalisa" which is deployed across over 30 airlines. Recently, the Company invested in an electronic health records and referral management platform "Preferr" to make a bid for the lucrative healthcare segment in the US.

**Cloud Computing:** NIIT Technologies has in partnership with Hitachi (Asia) Thailand introduced cloud services around Infrastructure-as-a-Service. Further it has entered into a partnership with many organizations and reengineered their solutions to offer Software-as-a-Service.

#### **Business Process Outsourcing:**

**NIIT Technologies Business Process Outsourcing** or Business Services are a natural extension of the Company's IT service offerings. It offers outsourcing solutions that combines domain expertise, process excellence and technology to deliver world-class process outsourcing enabling effective and efficient management of back office, middle office and front office operations.

**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.

## The year gone by 2010-11 at a glance

### 2010-11 at a glance

During 2010-11, your Company focused on building strong domain competencies in specific industry segments and made early investments in value adding non-linear growth engines. Going forward, these will enable the Company to be the "First Choice" for customers in existing and potential industry verticals. Over the last 12 months, NIIT Technologies launched numerous initiatives that established its thought leadership and domain strengths. Here's a look at the key highlights of the year:

### A year of significant recognitions

#### Ranked No.1 among all IT Outsourcers in the Datamonitor Black Book of Outsourcing 2010 Travel Industry survey

The Datamonitor Black Book of Outsourcing survey is the world's largest investigation into customer satisfaction with IT Outsourcing. The survey was conducted by evaluating outsourcing vendors across 9 key performance indicators of operational excellence. This is the third consecutive year where NIIT Technologies has secured the No. 1 position in the survey. Securing the top position repeatedly amongst all IT outsourcers firmly establishes the superior value of the Company's service to the travel industry.

#### NIIT Technologies ranks at No. 3 globally among all IT outsourcers

NIIT Technologies was ranked number 3 among all global IT outsourcers in the Datamonitor Black Book of Outsourcing 2010 survey. NIIT Technologies was ranked number 3 following an evaluation process of key decisive factors including demonstrated competencies and management capabilities. The evaluation process mirrored the opinions of top customers, about their outsourcing partners. The independent survey covering over 1,800 outsourcers globally was compiled from

2010	
Ranking	Service Provider
1	Axiom
2	CIBER
3	NIIT Technologies
4	IGATE
5	Critigen
6	Microsoft
7	Ifosys
8	Logica
9	British Telecom
10	Oracle
11	Orange Business Services
12	Dell
13	Capgemini
14	HCL
15	AT&T
16	Accenture
17	Telstra
18	Telefonica
19	IBM
20	Siemens IT Solutions and Services

Source: Black Book of Outsourcing

more than 6,500 buyer and user responses, across over 31,000 service experiences.

#### Ranked among Top 3 globally in the 2010 ASTD BEST Awards

The American Society for Training and Development (ASTD) ranked NIIT Technologies at number 3 globally in its 2010 ASTD BEST Awards. BEST Awards recognise organisations that demonstrate enterprise-wide success through employee learning and development. Thirty-one of the world's best learning organisations gathered for

a special reception in Washington DC, to receive the awards. For the 2010 BEST Awards, NIIT Technologies competed against 104 organisations in nine countries. These organisations submitted quantitative and qualitative information to ASTD about their learning and development practices and programmes. Applications were assessed in a blind review by members of the BEST Awards advisory committee, a select group of experts in the learning and development field.



#### OVUM states that NIIT Technologies' Managed Infrastructure provides business relevant solutions

A report by independent analysts at OVUM highlighted the ability of NIIT Technologies' unique Managed Infrastructure Services to meet the needs of customer organisations. The report described your Company as a global organisation of adequate size and maturity that can deal with the requirements of large enterprises, while also maintaining focus on small to medium sized enterprises. OVUM states that your Company is a focused provider that extends a highly mature delivery model to a wider range of customer types, therefore offering organisations significantly improved ROI. According to the report,



your Company has incorporated ITIL-aligned practices across its Managed Infrastructure Services offerings, and possesses the unique ability to leverage ITIL-related training from an NIIT Group partner company.

### Deep and enduring customer relationships

#### Achieved a milestone with SEI, celebrate 15 years of partnership

Your Company and its key customer, SEI, celebrated 15 long years of their partnership by getting together for an evening. Present on the occasion were the leadership teams of both the Companies emphasizing on the journey of this partnership and renewal of the relationship to offer cutting edge solutions.



Al West, Chairman & Founder of SEI Corporation and Rajendra Pawar, Chairman, NIIT Technologies exchanging the mementos

#### Flying-high with British Airways, celebrating 15 years of togetherness

NIIT Technologies celebrated its 15 years of partnership with long-time customer British Airways. Rajendra Pawar and Arvind Thakur along with leadership team from both British Airways and NIIT Technologies graced the occasion and attended an evening togetherness and appreciation for all the members who had been involved in and contributed to the success of the partnership.



Leadership teams of NIIT Technologies and British Airways exchanging mementos –(from left to right) Rajendra Pawar, Ravi Shankar Pandey, Mike Croucher, Pankaj Malik, Sarah Endersby, Sunil Surya and Arvind Thakur

#### NIIT Tech- SATS relationship Crosses 10 years

The SATS-NIIT Technologies relationship turned 10 years old. Your Company is globally marketing and deploying SATS' cargo ground handling offering, COSYS. With a

range of successful deployments behind it, and growing faith in the strengths that each company has brought to the table, the SATS-NIIT combine formalised its partnership in March 2010. NIIT Technologies transformed from a development partner of SATS, a company supporting, maintaining and deploying COSYS, to a custodian of the IP, and its key implementer, supporter and marketer.

Together, they are creating a roadmap for the COSYS to ensure its improvement and ability to help cargo companies run their businesses efficiently. Going forward, SATS and NIIT Tech will leverage their strategic partnership by co-developing stronger IP solutions that will serve adjacent industries, through the same tried and tested approach.



Arvind Thakur, CEO, NIIT Technologies expressing the transformation with SATS relationship

#### Reinforced 8 years of partnership with Sabre

A celebration was hosted by NIIT Technologies with the theme of "Infin8 possibilities," to commemorate the crossing of the eight year milestone with Sabre Holdings.

Held in January 2011 in Texas, the celebrations spotlighted the eight momentous years of partnership with Sabre, which saw both companies come together, work together and achieve several goals together. Eight years ago, Sabre made NIIT Tech its "First choice," picking us for our cutting-edge domain and technology expertise and ability to develop and support the products Sabre needed. Since then, NIIT Technologies' domain specialists have been working 24x7 for Sabre, building and maintaining its core reservation system, OTA and Airline Products, and taking the relationship to new heights.



Senior Executives of NIIT Technologies and Sabre, Lalit Kumar Dhingra, Rajendra Pawar, Sam Gilliland (CEO, Sabre) and Arvind Thakur



## NIIT Airline Technologies GmbH Hosts Annual Customer Event

NIIT Airline Technologies GmbH hosted a special event for customers to talk about the performance highlights of the year and the Company's plans for the future. Arvind Thakur made a presentation on the changing global landscape and announced the complete integration of the Softec GmbH brand into NIIT Technologies Ltd. The CEO talked about vision and direction of the Company, while informing attendees that it had been rechristened NIIT Airline Technologies GmbH.



Mamta Saxena, Managing Director, NIIT Airline Technologies GmbH, presenting the gifts and awards at the event

Speaker from NIIT Technologies, shared about the IT innovations shaping the airline industry and focused on the Frameworks that NIIT Technologies had developed for this vertical. Over 30 customers networked with each other and the NIIT leadership team at the event.

## Improving global visibility and mindshare

### NIIT Technologies hosts Insurance Leadership Forum 2010

NIIT Technologies hosted a meeting for the newly constituted Insurance Advisory Board during June 2010. Ex-CIOs shared their views on NIIT Technologies and provided key inputs on the short term agenda it needed to create for the insurance space. The main event was flagged off the very same evening by a rousing talk on inspiration leadership by John Golden, Founder-Golden



Lalit Dhingra, President, NIIT Technologies delivering a presentation

Advantage. Rajendra Pawar took the spotlight soon after, and kept attendees engaged with his insights on the ICT industry as well as the history of NIIT Technologies and its road ahead.

Rajendra's keynote was followed by a presentation by Matt Josefowicz, Novarica's Director who talked about Insurance trends and the evolving role of the CIO in this segment. At the same time, he also highlighted the myths and truths associated with leading technologies.

### NIIT Technologies rolls out Travel Leadership Forum 2010

NIIT Technologies hosted its Travel Leadership Forum in the scenic and extremely congenial environs of the Omni Resort, providing attendees with a unique and extremely rewarding experience. The conclave was kicked off during June 2010, drawing key clients and prospects. The Company had invited the world's best known travel blogger and the President of Travel Technology, Inc., Norm Rose to begin the sessions. Rose enraptured delegates with his interesting talk on the future of travel and insights on mobile computing and tablet devices. Arvind Thakur provided a keynote which was focused on the movement of world markets, the technology trends and business developments driving the travel sector and the steps NIIT Technologies was taking to meet the requirements of clients within this vertical.



Norm Rose, President, Travel Technology Inc. addressing the audience

### CIO Conference draws key IT users in Pune

NIIT Technologies came together with the CIO Klub during July, 2010, to organise a Mobile Computing Meet in Pune. This was part of the Company's "CIO Meet Pan-India series" of conferences which the Company rolled



During a very interactive and insightful panel discussion

out during the year.

NIIT Technologies decided to host the CIO conclave in Pune on account of the fact that the city has well-established manufacturing, glass, sugar and forging industries and well as a vibrant automotive sector. The evening featured a presentation by Arvind Mehrotra, Head – Strategic Initiatives and Executive Vice President that showcased the NIIT Technologies journey and business Strategy, the select verticals we focus on, client references, and the Company's India story.

### NIIT GIS organises GeoVision Seminar Series

To spotlight the value of new technology trends shaping the Geographic Information Systems (GIS) market, NIIT GIS Limited, known by its brand name ESRI India, organised one-day seminars—the GeoVision Seminar Series—across 13 cities for an invited audience of senior officers and thought leaders. The aim was to evangelise the use of GIS tools and acquaint clients with the benefits of using this technology in their applications. The seminars also showcased the latest advancements in ESRI's ArcGIS ver 10 software and its seamless interconnectivity with ITT Visual Information Solutions' Image Analysis offerings. The seminar covered not only the larger Metros but also smaller towns like Nagpur, Bhopal, Dehradun, Lucknow, Ahmedabad, Chandigarh and Guwahati, as today GIS has reached every nook and corner of the country.



### Stays in the spotlight at the NASSCOM India Leadership Forum (NILF) 2011

The NASSCOM India Leadership Forum 2011 rolled out in February, providing a platform for over 1,600 industry leaders, analysts and thought gurus to brainstorm on the "Drivers of the decade." The great bit of news is that we were the Platinum sponsors at the event, which meant high visibility and branding at India's most prestigious and largest IT-BPO industry conclave. Incidentally, we have been sponsoring the NASSCOM India Leadership Forum since our inception in 2004. The Company representatives at the event joined heads with other global leaders to decide on the growth catalysts for the sector in the next ten years.

Your Company's Chairman Rajendra Pawar, who is also the Chairman of NASSCOM (then Vice-Chairman), presented

the closing remarks at the inauguration and hosted a few sessions. The Company's CEO Arvind Thakur anchored the Analysts Roundtable on the "Top ten trends to catch in 2011".



Mr Kapil Sibal, Minister for HRD, Telecom, Science and Technology, India along with Som Mittal, Harsh Manglik and Rajendra Pawar inaugurating the event

### New Partnerships

#### Acquires IP assets for foray into Healthcare segment

Your Company acquired an electronic health records and referral management platform to initiate its foray into the lucrative Healthcare segment in the US. The platform called "Prefer" (Patient Referral System) enables seamless collaboration between all providers namely physicians, hospitals, diagnostic facilities, and laboratories. "Prefer" improves continuity and quality of care for the patient and improves operational efficiencies for all practices. NIIT Healthcare Technologies also launched a pilot program that tests an all-new IT product called "MASH," so named as it enables healthcare providers to Manage, Analyze, Sustain and Harness information. These platforms together strengthen the Company's capabilities to establish its presence in the Healthcare arena.

NIIT Technologies and Hitachi (Asia) Thailand recently unveiled the next phase of their Cloud strategy. The two Companies had introduced the services during April 2010 and officially launched it in Thailand during June 2010. The senior executives from both the Companies elaborated the availability of cloud offerings, Caliver, a portmanteau of the words "Cloud," "Alive," and "Responsive." that the services would enable customers to reduce capital expenditure and access dynamically scalable, virtualised resources.



Shibamiya San (Hitachi Joho President), Karasawa San (HAS-TH President), and Arvind Mehrotra, EVP, NIIT Technologies during the press conference ceremony in Thailand