



# COGNITIVE SYSTEMS & SMART AUTOMATION

*The Next Wave of Business Transformation*





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# ANNUAL REPORT 2016-17

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# CORPORATE INFORMATION

## REGISTERED OFFICE

Knowledge Centre  
Plot No. 58, Street No. 17,  
Andheri (East)  
Mumbai – 400 093  
Tel: +91 (22) 6102 0000 – 0005  
Fax: +91 (22) 2834 3669

## CORPORATE IDENTIFICATION NUMBER (CIN)

L72200MH1987PLC045205

## REGISTRAR & SHARE TRANSFER AGENTS

Datamatics Financial Services Limited  
Plot No. B-5, Part B, Cross Lane  
MIDC, Andheri (East)  
Mumbai – 400 093  
Tel: +91 (22) 6671 2151  
Fax: +91 (22) 6671 2230  
Email: [depository@dfssl.com](mailto:depository@dfssl.com)

## SENIOR VICE PRESIDENT - LEGAL & COMPANY SECRETARY

Divya Kumart

## AUDITORS

M/s. Kanu Doshi Associates LLP  
Chartered Accountants, Mumbai

## SOLICITORS

M/s. Crawford Bayley & Co  
Chambers of Amir Arsiwala

## BANKERS

Citi Bank  
ICICI Bank Limited  
HDFC Bank Limited  
Standard Chartered Bank









## COGNITIVE SYSTEMS & SMART AUTOMATION

*The Next Wave of Business Transformation.*

*We are witnessing an exciting era, where Artificial Intelligence is paving the way for Smart Automation. The resultant platform is a smart convergence of some of the most phenomenal technologies of today. The intelligence imparted to enterprise systems can extract information from voluminous data and derive insights to provide superior customer service.*





Man-made machine intelligence is creating a path for the next chapter of Digital Revolution. It has the ability to automate complex workloads and simulate deep human thinking. It can unearth insights, patterns, and opportunities hidden in data recesses for developing new products and services and take customer engagement to the next level. A confluence of exponential data growth, fast distributed systems, artificial intelligence and smart automation is driving the revolution. This convergence will drastically change the business scene in the next five years.

Robotics continues to accelerate innovation, thereby disrupting and changing the paradigm of business operations across

industries. With this, we are focusing towards embracing this change and assessing ways to leverage on robotics. This will sharpen a company's competitive advantage and make it more agile, leading to an enhanced experience for all stakeholders.

Today, Smart Automation and Exponential Technologies are impacting the way the world conducts business, leading to higher productivity, greater efficiency, improved speed and reduced costs.

**50-60%**

Estimated reduction in process time through Smart Automation (Mckinsey & Company)

**70%**

Estimated cost reduction using Smart Automation (Workfusion)

**45%**

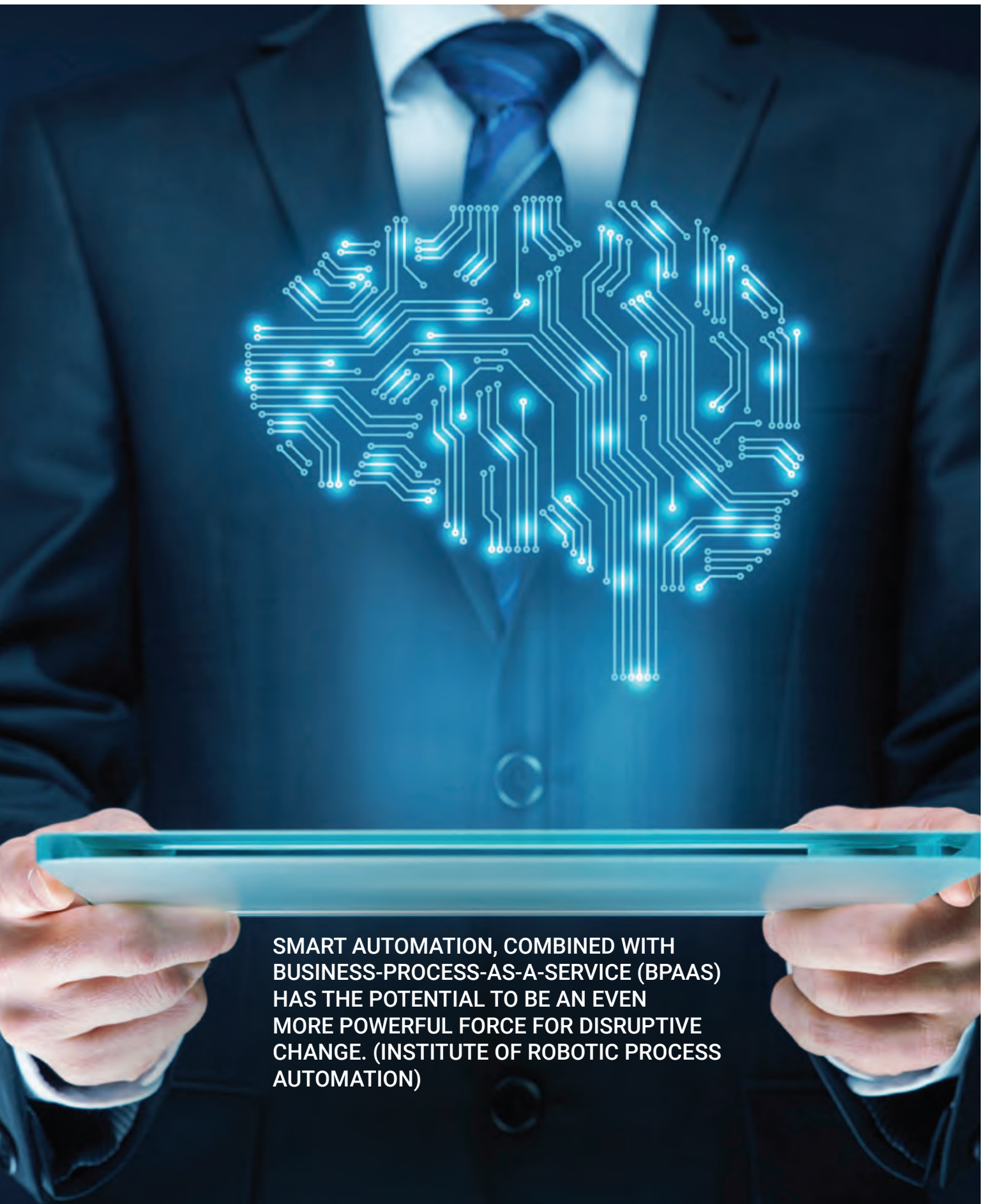
Proportion of fastest growing firms to have smart machines by 2018 (Gartner)

**60%**

Share of digital workforce will depend on cloud-based software by 2020 leading to the formation of a robotics cloud marketplace (IDC)

**30%**

Of all new robotic deployments by 2018 will be smart and collaborative robots that operate three times faster than today's robots and are safe to work around humans (IDC)



**SMART AUTOMATION, COMBINED WITH  
BUSINESS-PROCESS-AS-A-SERVICE (BPAAS)  
HAS THE POTENTIAL TO BE AN EVEN  
MORE POWERFUL FORCE FOR DISRUPTIVE  
CHANGE. (INSTITUTE OF ROBOTIC PROCESS  
AUTOMATION)**



# COMPANY OVERVIEW

Datamatics is a global provider of Information Technology, Data Management, Business Process Management and Consulting services to several Fortune 500 companies.

Datamatics has a fully integrated offering to support the digital transformation of organizations through Smart Processes, Smart Systems, Smart Devices and Smart Data. These solutions are powered by Robotics, Artificial Intelligence and Machine Learning algorithms which offer improved business efficiency in the interconnected world.

The core operation of Datamatics is built around “Data to Intelligence”, where the Company leverages data to extract intelligence and patterns thereby facilitating smarter and quicker decision making.



Caters to clients across  
America, Australia, Middle-  
East, Asia and Europe



8,700+ Employees



Over 400 customers, some  
of which are Fortune 500  
Companies





## Vision

To be a World Class Organization  
Admired for Consistently Delivering  
Superior Business Value.

## Values

Honoring  
Commitments.

## Mission

To Enhance Business Efficiency  
through Smart Solutions.



# AWARDS & RECOGNITIONS



## COMPANY AWARDS



Accredited with the CIO Choice 2017 Honour & Recognition title across three categories - Document Management Services, Business Intelligence Solutions and Emerging Technology (RPA)



Recognized as the 'Best Service Provider' at the ICICI Prudential TATVA Awards 2017 for three key processes – Policy issuance, Policy Servicing and Financial Servicing (FINTRANS)



Recognized with the 'Excellence in Industry Application (Manufacturing)' award at the Big Data, Analytics and Insights Summit



Awarded as the "Fastest Growing Indian Company", "Fastest Growing Technology Company" and "Fastest Growing New Entrant" in the '4th India meets Britain Tracker 2017' report, released by Grant Thornton and Confederation of India Industry



Learning & Development team received the prestigious 'TISS – Leap Vault CLO' award (Silver) in the Game Based Learning category



Conferred The Asian Banker Technology Innovation Award 2017 for the Most Innovative Application for Robotics