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Datamatics Global Services Limited (Datamatics) builds intelligent solutions for data-driven businesses to improve their productivity and customer experience. The Company's portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics, powered by Artificial Intelligence. Datamatics also has established products in Robotic Process Automation, Advanced Analytics, Business Intelligence and Automated Fare Collection. Headquartered in Mumbai, the Company has strong presence in the USA, Australia, Asia, Europe, and the Middle East.

CONSOLIDATED REVENUE (₹ in Million)

11,335

↑ 24.5

EBITDA (₹ in Million)

1,339

↑ 63.2

WORLDWIDE (Customers)

550+

WORLDWIDE (Employee strength)

10,000+

OFFICES (in Countries)

6

GLOBAL DELIVERY CENTERS (in Regions)

4

↑ Growth y-o-y (in %)



Intelligent solutions for **data-driven businesses**



As the world is evolving towards an integrated, data-driven society and digital-first economies are reshaping business models and value creation paradigms, we at Datamatics see a larger role for ourselves in the markets in which we operate.

With decades-rich experience, we build intelligent solutions that enable data-driven businesses to digitally transform themselves and strengthen their future-readiness in a dynamic operating environment. Our global clients rely on us to enhance their productivity and elevate their customer experience.

From Information Technology Services, Business Process Management, to Engineering Services and Big Data Analytics powered by Artificial Intelligence, we are catalysing a new wave of transformation possibilities. Artificial intelligence, robotics and deep analytics are enabling our clients to accomplish encouraging outcomes in new and innovative ways.

With top-notch standards of service quality and operational excellence served through our customised offerings, we enable our clients to take intelligent decisions and accelerate the time-to-market for staying ahead of the curve in the connected world.

At a Glance

What we do

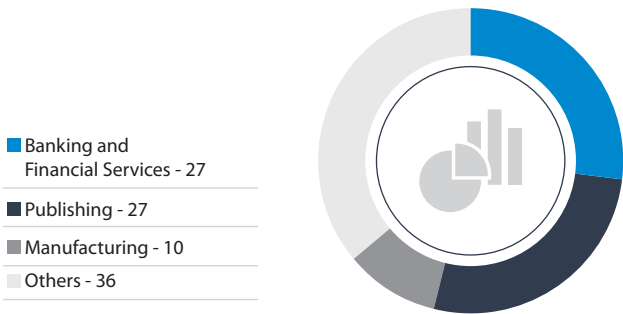
We build intelligent solutions for data-driven businesses to enhance their productivity and customer experience.



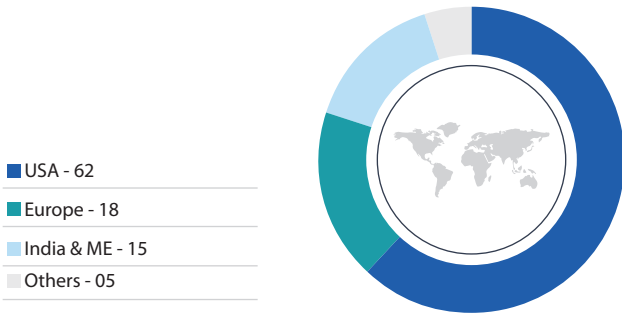
Transforming businesses across industries



Top three revenue contributors by industry (%)



Top three revenue contributors by region (%)



Strategic Focus

Strengthening digital solutions footprint

We deliver a comprehensive suite of innovative services and solutions to customers including Fortune 500 companies for managing their end-to-end Application Life Cycle and Business Critical Processes.

Our stellar brand reputation in the market and strong foothold in the IT and ITes space, along with a three-decade long legacy of delivering solutions tailored to client requirements have helped us create sustainable value for all our stakeholders.

We have identified the following strategic priorities to drive robust revenue growth and margin improvements going forward:



Strategic Priorities



In FY 2018-19, Datamatics made significant investments in strengthening its digital footprint, and is now uniquely positioned to implement digital technologies such as Robotic Process Automation, Mobility, Analytics, Cloud and Artificial Intelligence for its customers. We are focusing on deepening our account penetration with our customers, which include Fortune 500 companies, by cross-selling and up-selling through integrated sales and marketing efforts.

Datamatics is also developing and updating its own IP solutions in the digital technology space. Our products and platforms, such as TruBot in Robotic Process Automation, TruCap+ in intelligent data capture, iPM in end-to-end workflow management, TruBI in business intelligence and data visualization, and TruFare in Automated Fare Collection, are gaining good traction.

As part of our product strategy, we are aggressively investing in expanding our partner network to increase the sales momentum and ensure smooth implementation and support for our IP products globally. Datamatics has also been investing in marketing and branding efforts to increase visibility and geographic reach.

Automated Fare Collection (AFC) has been one of our key focus areas. In FY 2018-19, we won the Automated Fare Collection contract for Mumbai Metro Line 2A, 2B and 7. With rapid urbanization globally as well as in India, we believe the AFC space offers significant potential, and we are well positioned to capitalize on this opportunity by leveraging our expertise and experience in providing AFC solutions to 25 major projects globally. We are the leading company in India to have highly evolved AFC, Smart Gates and Contactless Gates service offerings. Datamatics offers a robust roadmap for upgrades and lowest lifecycle costs with long-term engagements that are critical to infrastructure projects.

In addition, we are constantly exploring emergent technologies such as Artificial Intelligence (AI) and Cognitive Science, and Augment and Virtual Reality at our state-of-the-art research and development center – DataLabs – to complement our existing offerings. Datamatics Digital Limited, erstwhile Techjini, provides us a strong foothold in the mobility and web technologies space, and is doing great work in augmented reality and virtual reality.

Business Overview

Transformation through smart solutions

In an ever-changing business scenario that demands doing more with less, managing processes that improve enterprise outcomes and agility are business imperatives.

Datamatics is a technology company that builds intelligent solutions for data-driven enterprises. Our portfolio spans Information Technology Solutions, Business Process Management (BPM) and Engineering Services, powered by Artificial Intelligence. Datamatics also has established products in Robotic Process Automation, Advanced Analytics, Business Intelligence, and Automated Fare Collection.



Business Process Management (BPM)

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Financial Transaction Processing

Content Management and Publishing

Customer Management

The global BPM market grew 4.5% y-o-y to USD198 Billion in 2018, driven primarily by high SaaS adoption, Artificial Intelligence (AI) and Robotic Process Automation. The US remains the biggest market for BPM, contributing over 60% to our revenues. India's share in global sourcing spend in the BPM sector grew from 35% in 2012 to 38% in 2018, attributed to an increase in customer trust. Exports grew at 8.3%, driven largely by automation-led high-end services.

Our BPM offerings help organizations drive cultural change through digitization and automation, providing tangible benefits to enterprises in terms of higher process efficiency, increased compliance, complete transparency, shorter time-to-market, and customer delight.



BPM: FY 2018-19 performance highlights

REVENUE (₹ in million)	GROWTH Y-O-Y (in %)	REVENUE CONTRIBUTION (in %)	EBITDA MARGIN (in %)	REPEAT BUSINESS (in %)
4,837	16.8	42.7	12.6	97.1



IT Solutions

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Application Management Services

Digital Solutions

- Robotic Process Automation (RPA)
- Enterprise Mobility
- Cloud Solutions

Automated Fare Collection (AFC)

Meanwhile, global sourcing and IT spends grew at 3.7% and 3.2%, respectively, in 2018 and the trend is likely to continue. Legacy services including ADM and testing is also likely to grow at a steady pace. The AFC market is estimated at USD12 Billion by 2024, at a CAGR of 11.1% from 2017. Incremental opportunity in this market is expected to be about USD7 Billion over the same period. The India opportunity is expected to grow at a CAGR of 18% over 2018-24.

Datamatics is well positioned to implement digital technologies such as Robotic Process Automation, Mobility, Analytics, Cloud and Artificial Intelligence (AI) for its customers. Datamatics with its experience and expertise has carved out a niche for itself towards becoming a strategic partner to its valued customers and offering intelligent solutions.



IT Solutions: FY 2018-19 performance highlights

REVENUE (₹ in million)	GROWTH Y-O-Y (in %)	REVENUE CONTRIBUTION (in %)	EBITDA MARGIN (in %)	REPEAT BUSINESS (in %)
6,498	30.9	57.3	11.2	92.8



Robotic Process Automation (RPA)

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Datamatics TruBot is an enterprise grade, multi-skilled bot programmed to enhance enterprise's productivity. It automates a range of simple as well as complex processes. With TruBot Designer, a business user with no programming knowledge, can design bots with ease. Also, with TruBot Cockpit entire bot workforce deployed across the enterprise can be managed centrally.

TruBot also comes with an intelligent data capture solution, TruCap+ which has integrated artificial intelligence (AI) & fuzzy logic and captures meaningful data from unstructured documents. In addition with TruBot Neuro, bots get reasoning capabilities enabling them to handle complex transactions which are generally reliant on human expertise and intervention.



Robotic Process Automation (RPA)

ACTIVE TRUBOTS	PROCESS AUTOMATED	CUSTOMERS WORLDWIDE	TRUBOT EXPERTS	DOCUMENTS PROCESSED THROUGH TRUCAP+ (in Mn)
2,600+	800+	95+	200+	300+

Key Performance Indicators

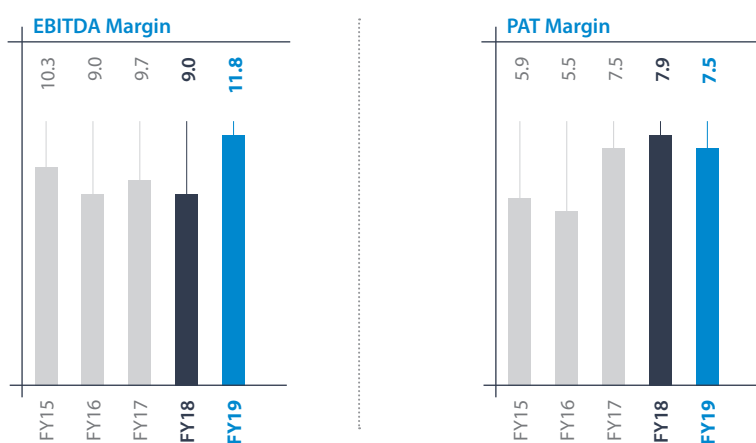
Robust revenues, stable margins

Steady growth over the past five years ₹ (in million)



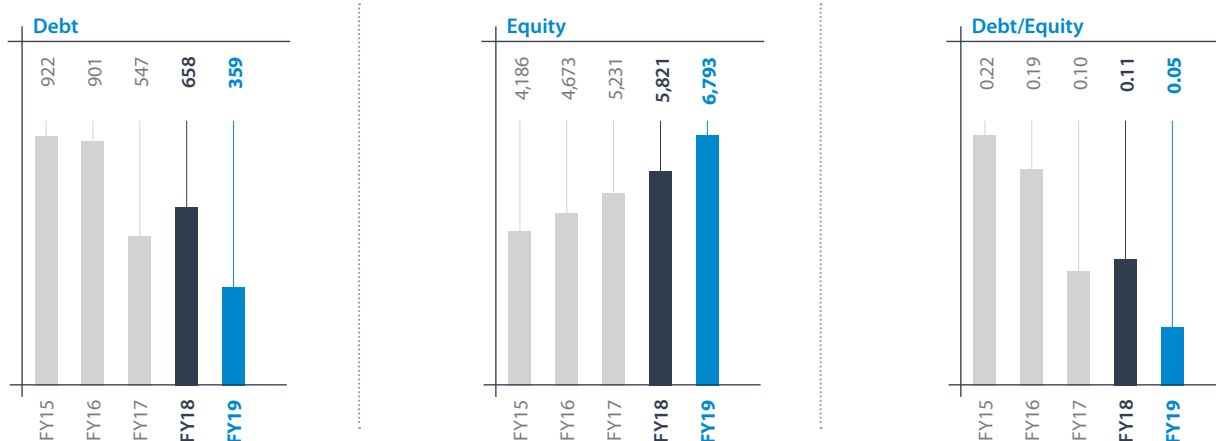
Note: EBITDA excluding Other Income
PAT before Minority Interest

Stable margins (in %)



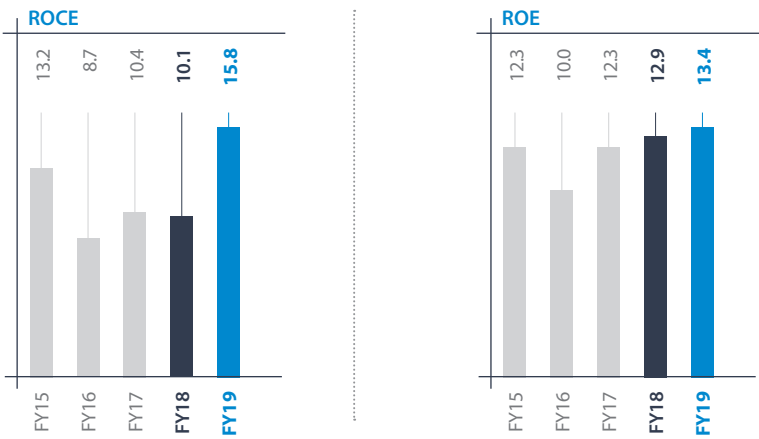
Note: EBITDA excluding Other Income
PAT before Minority Interest

Healthy balance sheet ₹ (in million)



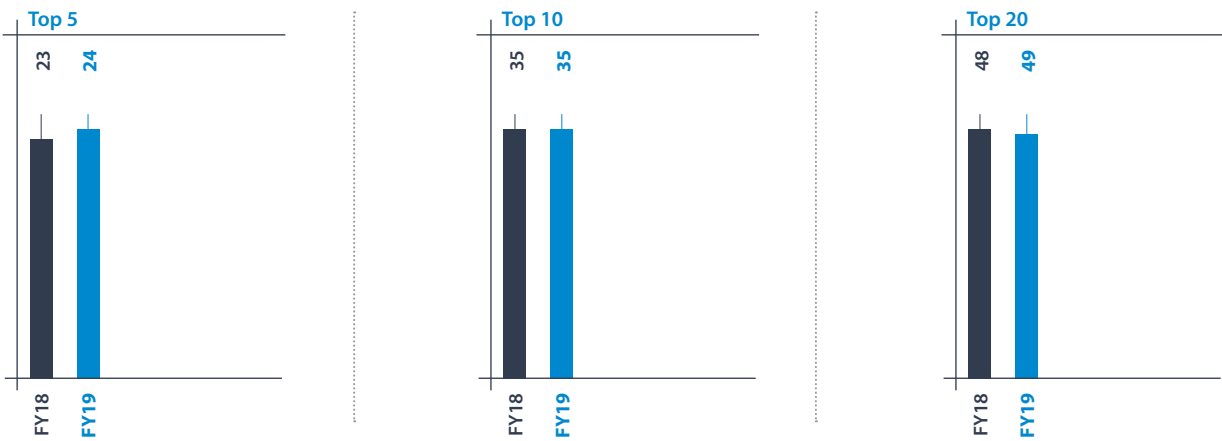
Note: FY15 and FY16 equity and debt as per I-GAAP
FY17 to FY19 as per IND-AS standards

Improving return ratios (in %)



Note: FY15 and FY16 equity and debt as per I-GAAP
FY17 to FY19 as per IND-AS standards

Client concentration (in %)



Chairman's Message

Digital revolution offers novel opportunities

Digital solutions are likely to show an increasing level of revenue contribution driven by robotics and enterprise mobility. We see Automated Fare Collection (AFC) and Smart Cities as potential growth areas driven by rapid urbanization in India and across the globe.



Dr. Lalit Kanodia
Chairman



Dear Shareholders,

Data is the currency of the connected world, with disruptive technologies becoming mainstream and constantly challenging the traditional models of doing business. Enterprises are increasingly looking at digital transformation to gain competitive edge and improve customer satisfaction by leveraging the humungous amounts of data to derive