

## HAPPY CUSTOMERS MAKE US HAPPY

"Datamatics seamlessly aligned with our organisation's vision. They are a strategic partner in our Digital Transformation journey."

Head of Intelligent Automation,  
Fortune 500 Logistics Giant

"Datamatics team is very flexible, proactive, & innovative and have always helped us to get right results at the right time"

Head - Information Technology,  
International Health Insurer & Provider



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Datamatics a global Technology, Business Process Management and Digital Solutions company provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Technology Solutions, Business Process Management and Engineering Services powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection. Datamatics does business with global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines.

### CONSOLIDATED REVENUE (₹ in Million)

# 11,490.5

↓ 4.5%

### CONSOLIDATED REVENUE WITHOUT CIGNEX (₹ in Million)

# 10,223.8

↑ 1.5%

### EBITDA (₹ in Million)

# 1,422.4

↑ 15.1%

### WORLDWIDE Significant Customers

# 200+

### OFFICES in Countries

# 6

### GLOBAL DELIVERY CENTERS in Regions

# 4

# HAPPY CUSTOMERS MAKE US HAPPY

As our customers adopt digital technologies to drive their businesses, our primary objective remains to deliver beyond and help our customers on their journey towards digital transformation. It provides us an excellent opportunity to partner with them and enable them to remain competitive.

The new era of digital technologies is changing the world rapidly, and so is Datamatics. With a shift in paradigm in the recent times, we have witnessed technological disruptions across different regions and industries. It provides us with the opportunity to evolve with the world and explore new horizons in this data-driven world.

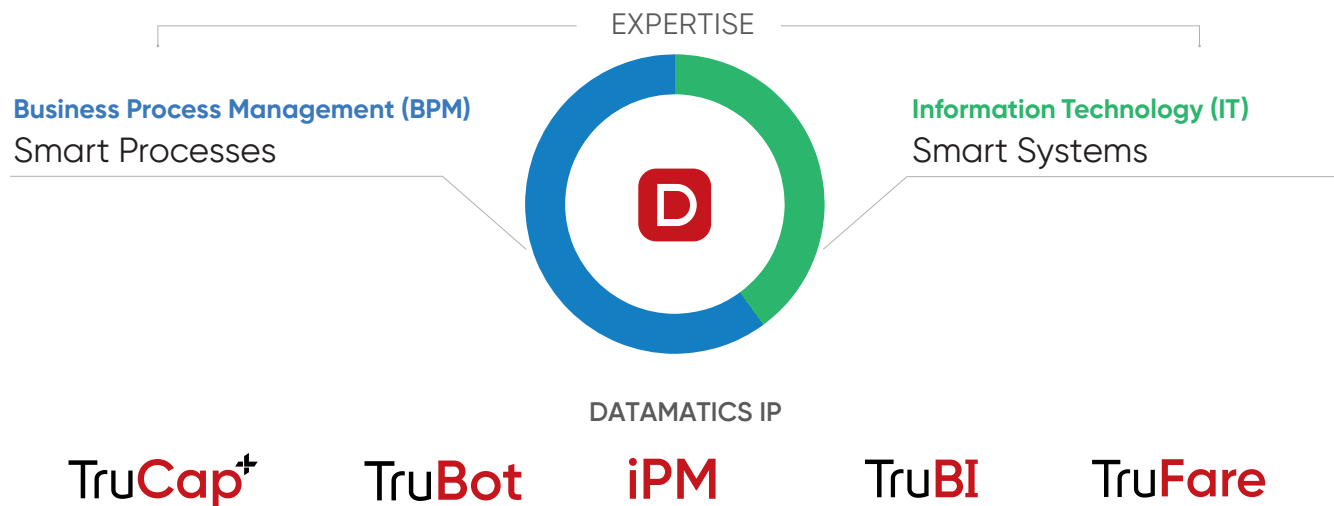
Our digital solutions like Robotics, Intelligent Automation, Digital Finance, Digital Workplace, and Cloud help our customers increase enterprise productivity. While, solutions such as Customer Management, Digital Experience, and Digital Content Management help the customers build deeper customer relationships. With key focus on customer satisfaction, we continue to innovate and grow with our customers.



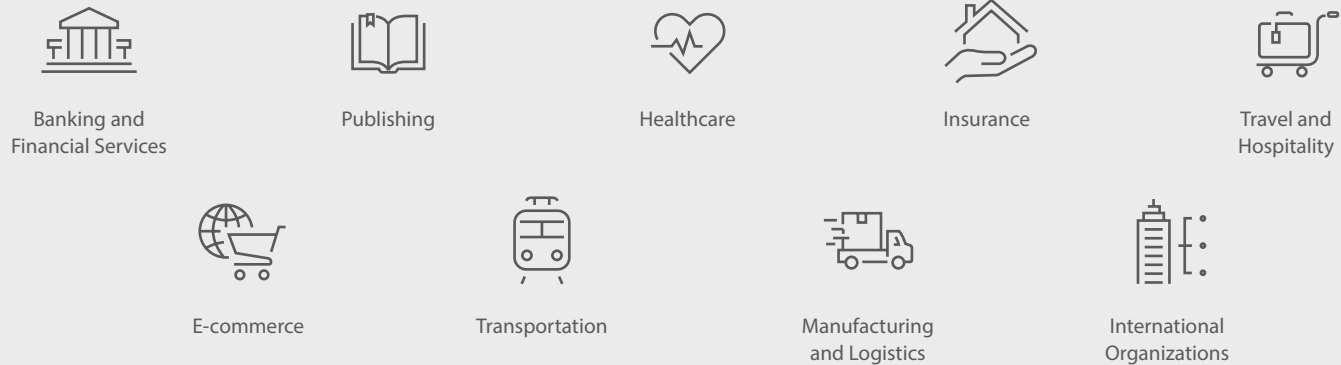
# At a Glance

## What we do

We are a global Technology, Business Process Management and Digital Solutions company. We build intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience.



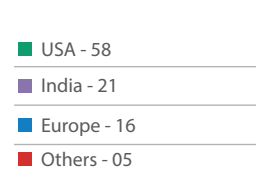
## TRANSFORMING BUSINESSES ACROSS INDUSTRIES



### 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:



In FY 2020–21, we continued making significant efforts and investments in strengthening our digital footprint, and are now well positioned to implement digital technologies such as Intelligent Document Processing, Robotic Process Automation, Digital Experiences, Analytics, Cloud, and Artificial Intelligence for our 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.

We are investing in developing as well as updating our own IP solutions in the digital technology space. Datamatics Intelligent Automation Platform (IAP) is a unified platform to automate a series of tasks, processes, and unstructured and semi-structured data in documents. The Platform combines the capabilities of TruBot for Robotic Process Automation (RPA), TruCap+ for Intelligent Document Processing (IDP) along with artificial intelligence (AI)/machine learning (ML) models developed by Datamatics. We have also developed iPM for end-to-end workflow management, TruBI for business intelligence & data visualization and TruFare for Automated Fare Collection. All these products and platforms are getting good traction in the market.

On the back of product strategy, we continue to invest in expanding our partner network. The evolving partner ecosystem will increase the sales momentum and will ensure smooth implementation and support for Datamatics IP products globally.

Automated Fare Collection (AFC) has been one of our key focus areas. We see this as a huge opportunity in US and emerging economies around the world, including India. Currently Datamatics has made substantial progress in implementing AFC solutions for Mumbai Metro (Line 2A & 7); and Memphis Area Transit Authority (MATA), the public transportation provider for the Memphis area, USA.

It is one year since COVID-19 was declared a global pandemic and the threat of pandemic is not yet over. Like last year, our priorities continue to be employee well-being, servicing and retaining customers and tightly managing cash-flows. We are well prepared to address the challenge posed by the pandemic and remain cautious and at the same time confident of sustaining the growth momentum in coming year.

# Business Overview

## Customer Satisfaction, Our Passion.

As our customers adopt digital technologies to drive their businesses in an ever-changing business scenario, our primary objective remains to deliver beyond and help our customers on their journey towards digital transformation.

We are a global Technology, Business Process Management and Digital Solutions company providing intelligent solutions for data-driven businesses. With a complete digital approach, our portfolio spans across Technology Solutions, Business Process Management and Engineering Services powered by Artificial Intelligence. We have established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection.



### IT SOLUTIONS

#### Enterprise Modernisation

#### Cloud Services

#### Digital Experiences & Consulting

#### Enterprise Content Management

#### Hyperautomation Services

#### Enterprise Solutions

#### Automated Fare Collection (AFC)

The worldwide IT spending is expected to total US\$ 4.1 trillion in 2021, an increase of 8.4% from 2020. IT spending is likely to decelerate to 5.5% in 2022 to \$4.3 trillion, with all IT spending segments expected to have positive growth through 2022, according to Gartner.

Datamatics is well positioned to implement Digital Technologies, including Intelligent Document Processing, Robotics, Cloud, Digital Experiences, Analytics, and Artificial Intelligence 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.



Datamatics ensures that we are on right technology at all times to compete with our competitors in the global market.

Group CFO

Leading Indian Mining Company



### IT SOLUTIONS: FY 2020-21 PERFORMANCE HIGHLIGHTS

REVENUE  
(₹ in million)

5,873

REVENUE  
CONTRIBUTION  
(in %)

51

EBITDA MARGIN  
(in %)

6.9





## BUSINESS PROCESS MANAGEMENT

- Finance & Accounting
- Customer Management
- Banking Process Management
- Insurance Process Management
- Publishing
- E-Commerce
- BPaaS

According to Everest Group, the global BPM market is projected to total to \$ 254 billion in 2021, an increase of 4.5% from 2020. BPM market is likely to grow at 7.6% in 2022 to \$273 billion. Industry-vertical-oriented BPM, enterprise back-office BPM and contact center are some of the segments expected to witness the highest volume of new work in the next five years.

Datamatics 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. We are seeing specific opportunities in the process automation and dynamic content management areas.



Over the years, we have worked hand-in-hand with Datamatics to automate and streamline our processes

Global Director, Accounts Receivables  
Leading American Manufacturing Company



## BPM: FY 2020-21 PERFORMANCE HIGHLIGHTS

REVENUE  
(₹ in million)

5,617

REVENUE  
CONTRIBUTION  
(in %)

49

EBITDA MARGIN  
(in %)

18.1



## INTELLIGENT AUTOMATION

The market for process-agnostic software enabling Hyperautomation is projected to reach \$25 billion in 2021 and is forecasted to grow at a CAGR of 18.8% over the period 2020-2025, thereby amounting to over \$46 billion by end of 2025.

Robotic Process Automation (RPA) software market is growing at healthy double digit rates as per various analyst estimates. Gartner predicts that by 2022, 65% of organizations that deployed automation capabilities will introduce artificial intelligence (AI) that include machine learning (ML), natural language processing (NLP) algorithms and intelligent document processing (IDP).

Intelligent Document Processing (IDP) market is projected to grow at 55%-65% CAGR thereby amounting to 1.85-1.95 Billion by 2022, driven by strong demand for automation.

Datamatics Intelligent Automation Platform (IAP) is a unified platform to automate a series of tasks, processes, and unstructured and semi-structured data in documents; addressing the automation needs of the businesses. The platform combines the capabilities of TruBot for Robotic Process Automation (RPA), TruCap+ for Intelligent Document Processing (IDP) along with artificial intelligence (AI)/machine learning (ML) models developed by Datamatics. This year Datamatics launched a new AI-enabled TruCap+ IDP solution which was recognized as a Major Contender and Star Performer by Everest Group in its IDP PEAK Matrix® 2021

## HIGHLY RATED INTELLIGENT AUTOMATION PLATFORM BY CUSTOMERS GLOBALLY



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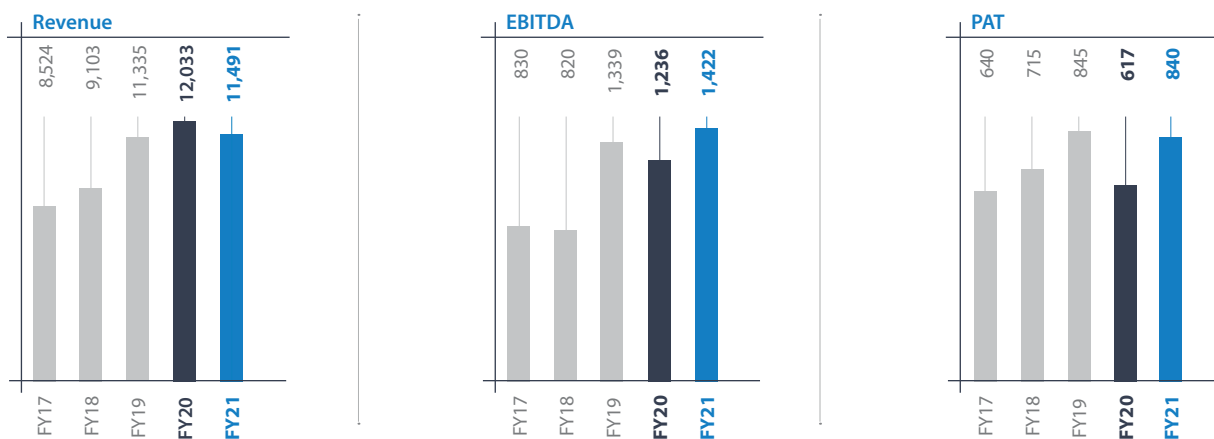


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# Key Performance Indicators

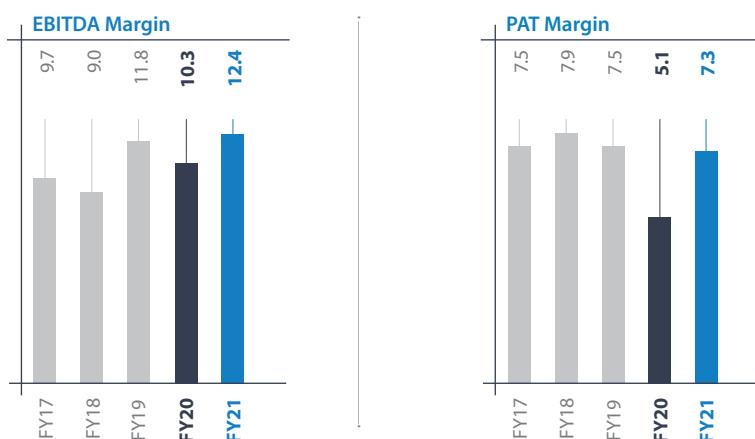
## Robust revenues, stable margins

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



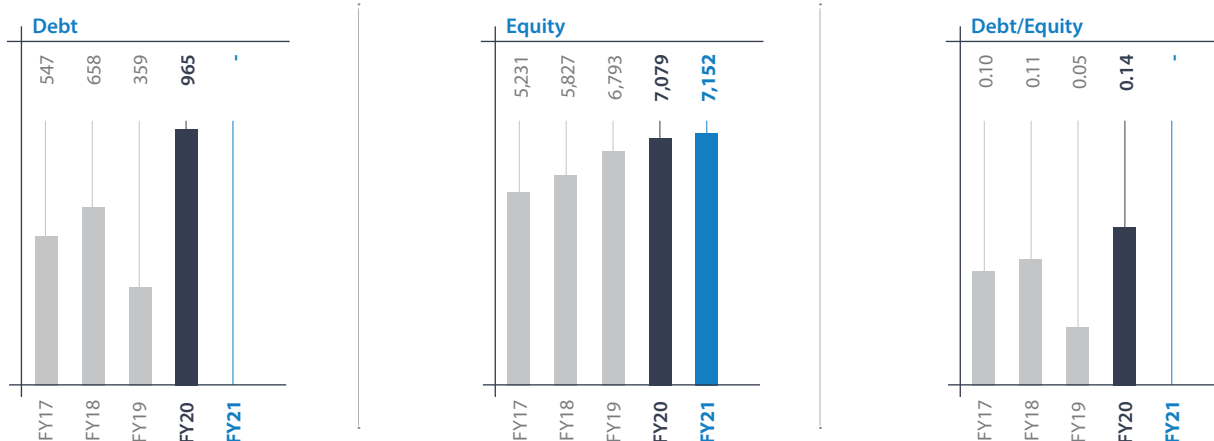
Note: EBITDA excluding Other Income  
PAT before Non-controlling Interest

## Stable margins (in %)



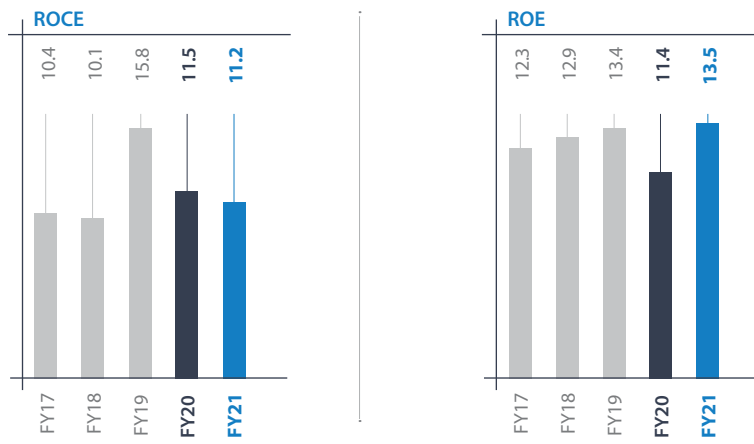
Note: EBITDA excluding Other Income  
PAT before Non-controlling Interest

## Healthy balance sheet (₹ in millions)

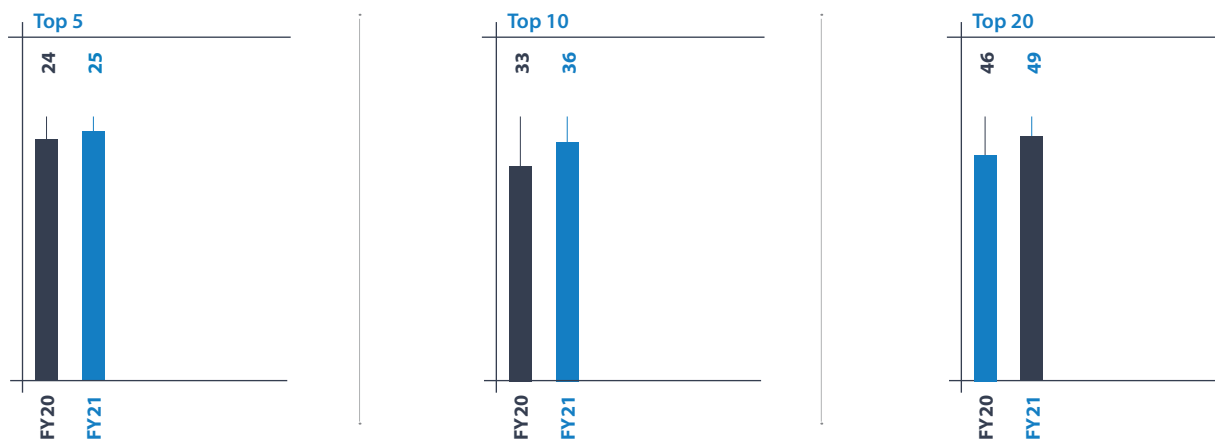




## Improving return ratios (in %)



## Client concentration (in %)





## Chairman's Message

Dr. Lalit S. Kanodia  
Founder and Chairman

“

I am happy to share that your Company has restructured its business during the FY 2020-21 with the objective of increasing revenues, reducing costs, and improving the ease of doing business

”