

Deep in

Digital

- + Technologies
- + Operations
- + Experiences

Artificial Intelligence

Automation

Digital Finance

Analytics

Cloud

DevOps

Customer Management

Annual Report 2021-22

WHAT'S INSIDE

CORPORATE OVERVIEW

At a Glance	02
Strategic Focus	03
Business Overview	04
Key Performance Indicators	06
Chairman's Message	08
Vice Chairman & CEO Message	10
Achievements	12
Board of Directors	14
Leadership Team	16
Corporate Information	17

STATUTORY REPORTS

Notice	18
Board's Report	31
Business Responsibility Report	53
Management Discussion and Analysis	61
Report on Corporate Governance	68

FINANCIAL STATEMENTS

Consolidate	
Independent Auditor's Report	87
Balance Sheet	94
Statement of Profit & Loss	95
Statement of Changes in Equity	96
Cash Flow Statement and Notes	97
Standalone	
Independent Auditor's Report	145
Balance Sheet	152
Statement of Profit & Loss	153
Statement of Changes in Equity	154
Cash Flow Statement and Notes	155
Statement pursuant to Section 129 of the Companies Act 2013	193

Datamatics a Digital Technologies, Operations and, Experiences 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 Digital 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. Lumina Datamatics, is a key player in the Publishing and e-Commerce BPM space, has delivery centers in the USA and India.

CONSOLIDATED REVENUE

(₹ in Million)

12,010.5

↑ 4.5% (Including Cignex)

↑ 17.4% (Excluding Cignex)

EBITDA

(₹ in Million)

1,932.7

↑ 35.9 % (Including Cignex)

↑ 57.5% (Excluding Cignex)

WORLDWIDE

Significant Customers

300+

OFFICES

in Countries

6

GLOBAL DELIVERY CENTERS

in Regions

4

DEEP IN DIGITAL

Enterprises are accelerating their transformation initiatives by deploying sophisticated digital technologies to achieve operational excellence, deliver exceptional customer experience and build a resilient work culture. Datamatics enables enterprises to go **Deep in Digital** to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans three pillars of Digital Operations, **Digital Technologies**, and **Digital Experiences**.

With Digital Operations, Datamatics manages front-office, mid-office, and back-office processes across Financial Services, Banking, and Insurance. Datamatics is also a major provider of Finance & Accounting Operations for global enterprises.

Datamatics' digitally augmented suite of technologies powers its operations to deliver process excellence. The suite consists of RPA, IDP (intelligent document processing), AI/ML models, smart workflows, business intelligence, and mobility.

With a growing demand for **Digital Technologies**, Datamatics delivers deep expertise in Cloud, Digital Workplace, LCNC (low-code-no-code) platforms, DevOps, Analytics, and Artificial Intelligence.

With Digital Transformation on every CEO's agenda, Datamatics delivers a deep expertise in transitioning from legacy technologies to digital technologies making

the customers more agile in responding to changing business environment.

Data Labs, the innovation hub, consistently works on new and emerging technologies to create intelligent solutions for complex problems faced by enterprises. Datamatics has built products in Intelligent Automation domain to deliver the benefits of true automation. The Intelligent Automation Platform (IAP) comprises of Robotic Process Automation (TruBot), Intelligent Document Processing (TruCap+), AI/ML models (TruAI), and Business Intelligence (TruBI), that can be deployed together or as standalone products. The products are commercially licensed to various enterprises across Banking, Manufacturing, Logistics, Insurance, and Financial Services. The products are consistently recognised by leading analyst firms like Gartner, IDC, Forrester, Everest Group, and 451 Research in their reports.

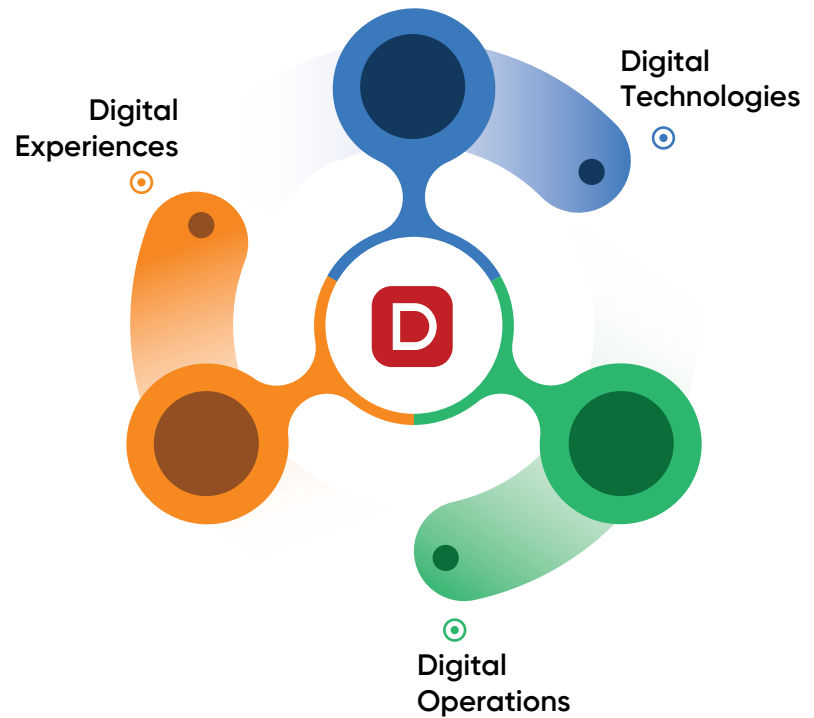
Datamatics **Digital Experiences** solutions provide exceptional customer experience across all digital touchpoints. Datamatics with its expertise of customer management processes and technology ensures superior and consistent customer experiences across the entire customer life cycle.

Datamatics is a publically listed company in India. It services over 300 significant customers across the globe. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines.

At a Glance

What we do

We are a Digital Technologies, Operations and Experiences company. We enable the enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage.



DATAMATICS IP

TruCap⁺

TruBot

iPM

TruBI

TruAI

TruFare

TRANSFORMING BUSINESSES ACROSS INDUSTRIES



Banking and Financial Services



Publishing



Healthcare



Insurance



Travel and Hospitality



E-commerce



Transportation



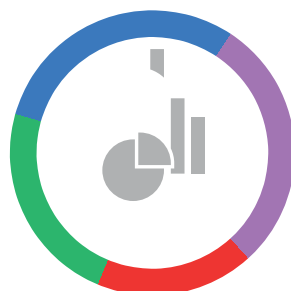
Manufacturing and Logistics



International Organizations

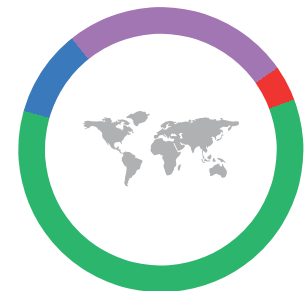
Top three revenue contributors by industry (%)

- Banking and Financial Services - 29
- Education & Publishing - 23
- Technology & Consulting - 18
- Others - 30



Top three revenue contributors by region (%)

- USA - 60
- India - 26
- Europe - 10
- Others - 04

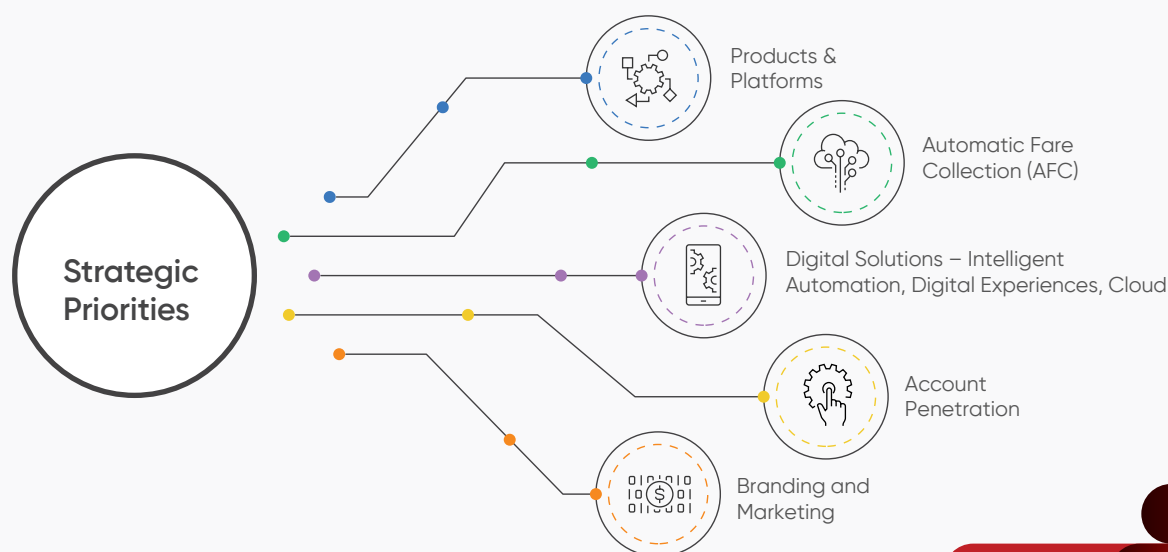


Strategic Focus

Strengthening digital solutions footprint

We enable our customers including Fortune 500 companies to go **Deep in Digital** to boost their productivity, customer experience, and competitive advantage.

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:



Digital transformation is omnipresent across enterprises, geographies, and industries. In FY 21-22, we aligned our solutions under three pillars – Digital Operations, Digital Technologies, and Digital Experiences. With Digital Operations, we manage front-office, mid-office, and back-office processes across Financial Services, Banking, and Insurance. With a growing demand for Digital Technologies, we deliver deep expertise in Cloud, Digital Workplace, LCNC (low-code-no-code) platforms, DevOps, Analytics, and Artificial Intelligence. Whereas our Digital Experiences solutions provide exceptional customer experience across all digital touchpoints. With our experience and expertise we have carved a niche for ourselves towards becoming a strategic partner to our valued customers and offering digital solutions that will enable enterprises to boost their productivity, customer experience and competitive advantage. In FY 22, we continued making significant efforts and investments in strengthening our digital footprint.

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 IAP 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. Apart from this we have developed iPM for end-to-end workflow management, TruBI for business intelligence & data visualization and TruFare for Automatic Fare Collection. All these products and platforms are getting good traction in the market.

Automatic 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. Recently Phase 1 of Mumbai Metro (Line 2A and 7) has become operational for which we have implemented Automatic Fare Collection (AFC) system. We have made significant progress on phase 2 of Mumbai Metro (Line 2A and 7) and Memphis Area Transit Authority (MATA), the public transportation provider for the Memphis area, USA. In FY 21-22 we won the AFC contracts for Delhi – Meerut RRTS Corridor by National Capital Region Transport Corporation (NCRTC) and, for Kolkata Metro by Rail Vikas Nigam Limited.

We will continue to scale talent globally, invest in employees and accelerate innovation and digital capabilities to capitalize on the expanding market opportunities. We see enormous potential to engage and partner with customers to help them go 'deep in digital' to enable transformation.

Business Overview

Deep in Digital

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 Digital Technologies, Operations and Experiences 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

Cloud

Enterprise Content Management

Digital Workplace

Intelligent Automation

Hyperautomation Services

Enterprise Data Management

Automatic Fare Collection

Worldwide IT spending is projected to total \$4.4 trillion in 2022, an increase of 4% from 2021. IT spending is likely to accelerate to 5.5% in 2023 to \$4.6 Trillion. IT purchasing and investing preference will be focused in areas including analytics, cloud computing, seamless customer experiences and security.

With a growing demand for Digital Technologies, Datamatics delivers deep expertise in Cloud, Digital Workplace, LCNC (low-code-no-code) platforms, DevOps, Analytics, and Artificial Intelligence. With Digital Transformation on every CEO's agenda, Datamatics delivers a deep expertise in transitioning from legacy technologies to digital technologies making the customers more agile in responding to changing business environment.

“Datamatics has been a key partner for us in the digital transformation journey. The team was very flexible, proactive and innovative. They had a great understanding of the technology and solution and we have greatly benefitted from it.

Head Information Technology
A Leading Financial Services Company



IT SOLUTIONS: FY2021-22 PERFORMANCE HIGHLIGHTS

REVENUE
(₹ in million)

5255.8

REVENUE
CONTRIBUTION
(in %)

43.8

EBITDA MARGIN
(in %)

7.5



BUSINESS PROCESS MANAGEMENT

Digital Finance

Banking Process Management

Insurance Process Management

Healthcare Process Management

Publishing

BPaaS

The global market for Business Process Management (BPM) is projected to total \$270 Billion in 2022, an increase of around 7% from 2021. BPM market is likely to grow at around same rate and is estimated to be \$290 Billion in 2023. Segments expected to witness the highest volume of new work in the next five years include industry-vertical-oriented operations and enterprise back-office operations.

Datamatics manages front-office, mid-office, and back-office processes across Financial Services, Banking, and Insurance. Datamatics is also a major provider of Finance & Accounting Operations for global enterprises. Datamatics' digitally augmented suite of technologies powers its operations to deliver process excellence. The suite consists of RPA, IDP (intelligent document processing), AI/ML models, smart workflows, business intelligence, and mobility.

“ We have been working with Datamatics for a very long time. Datamatics has automated our Finance & Accounting Processes. It is always great to work with them.

Director of Projects

Leading Global Airline Catering Solutions Provider



BPM: FY2021-22 PERFORMANCE HIGHLIGHTS

REVENUE
(₹ in million)

6754.7

REVENUE
CONTRIBUTION
(in %)

56.2

EBITDA MARGIN
(in %)

22.8



INTELLIGENT AUTOMATION

The market for process-agnostic software enabling hyperautomation is projected to reach \$30 Billion in 2022 and is forecasted to grow at a CAGR of 18.8%, thereby amounting to over \$46 Billion by end of 2025.

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).

Driven by strong demand for automation, IDP market is projected to grow at 55%-65% CAGR thereby amounting to 1.85-1.95 Billion by 2022.

Datamatics is investing in developing as well as updating its own IP solutions in the digital technology space. Datamatics Intelligent Automation 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.

“ Datamatics looks to solve a business problem and not just provide a technical solution and works as an extended team of ours. We feel Datamatics will continue to be our valued partner going forward in our digital transformation journey.

Head of Intelligent Automation Centre of Excellence

A Fortune 500 American Logistics Company



HIGHLY RATED INTELLIGENT AUTOMATION PLATFORM BY CUSTOMERS GLOBALLY



4.4 / 5



4.7 / 5

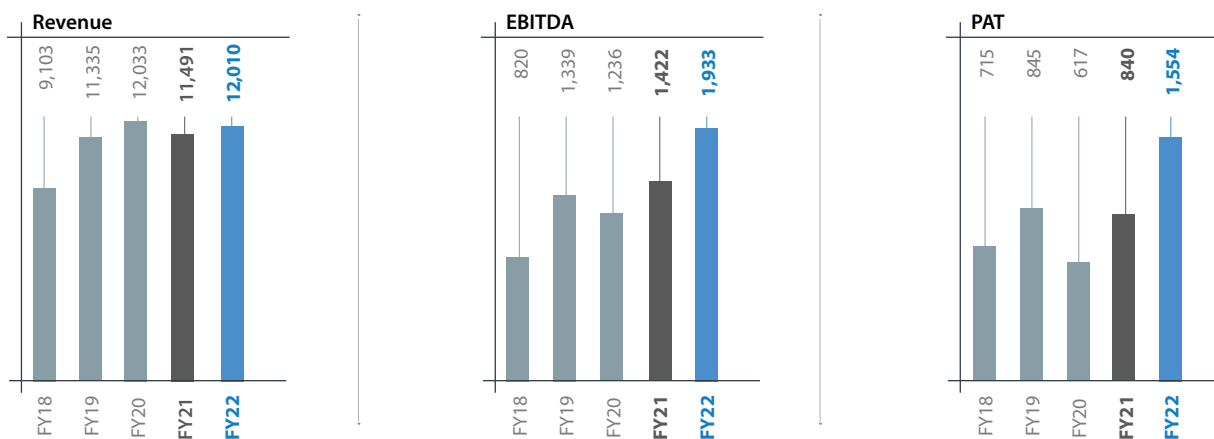


8.2 / 10

Key Performance Indicators

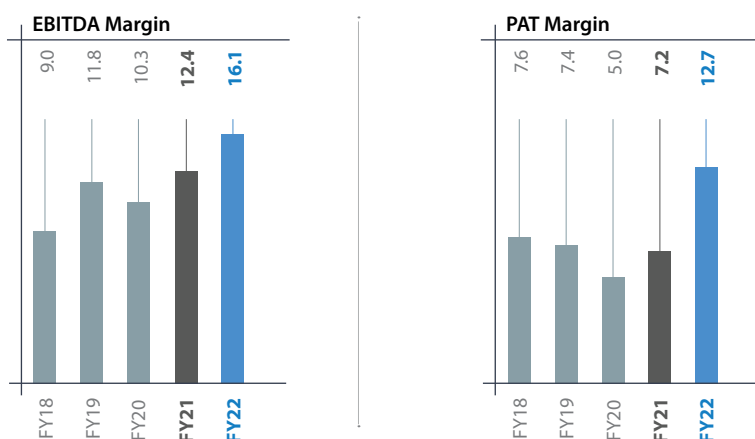
Robust revenues, stable margins

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



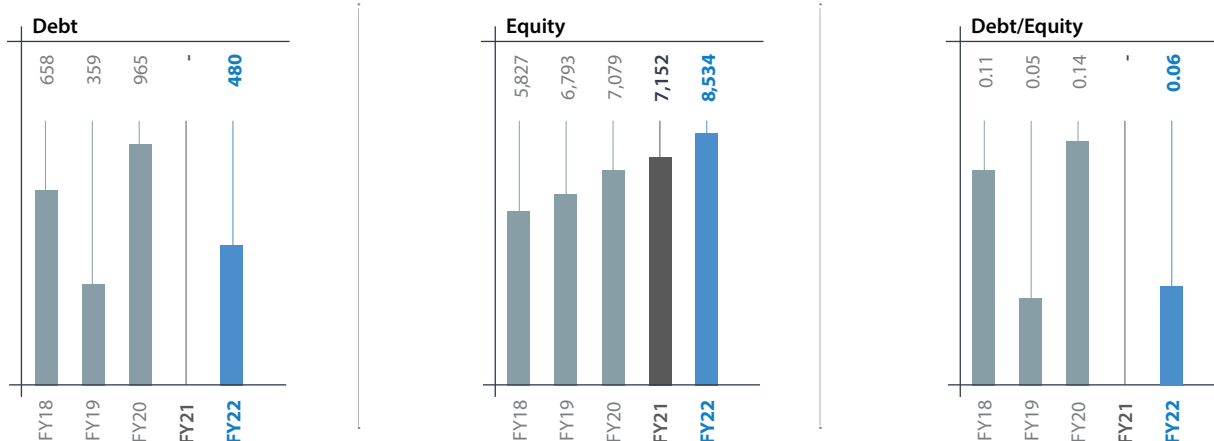
Note: EBITDA excluding Other Income
PAT before Non-controlling Interest

Stable margins (in %)

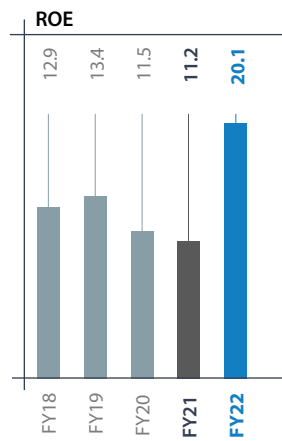
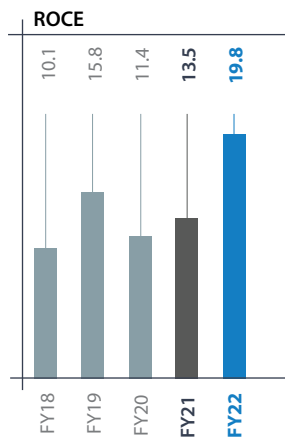


Note: EBITDA excluding Other Income
PAT before Non-controlling Interest

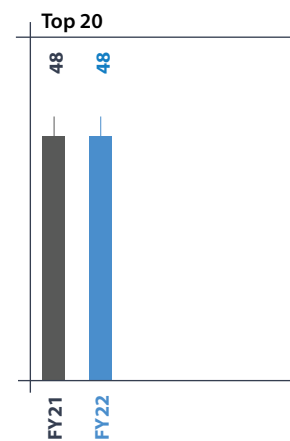
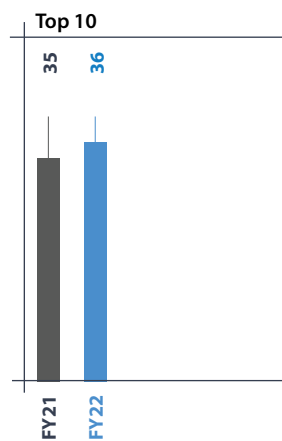
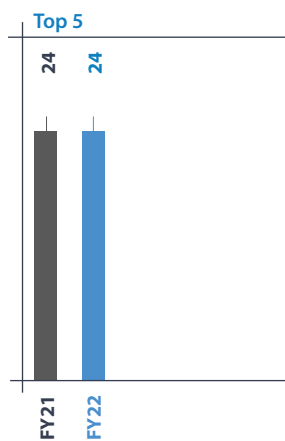
Healthy balance sheet (₹ in millions)



Improving return ratios (in %)



Client concentration (in %)





Chairman's Message

Dr. Lalit S. Kanodia
Founder and Chairman

Our strong financials, growth momentum and an extraordinary executive team, focused on executing our business' digital strategy, is set up for success, in an ever changing business environment.