



ANNUAL REPORT 2016-17

Customer loyalty

There is no substitute



Our customers have always been at the heart of everything we do – innovating new solutions to address their existing and future challenges; providing services to support and grow their existing business; supporting them with latest trends and technology to help keep their business ahead of the competition.

With over two decades of experience building software solutions for the financial services industry, we've been the trusted technology partners to some of the leading financial institutions across the globe. This further strengthens our commitment to build long term relationships with our customers by constantly aiming to add value to their business and being a catalyst in their growth.

This edition of our annual report highlights the various aspects that we focus on to build a loyal customer base.



DION

POWERING FINANCIAL SOLUTIONS



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Company information

BOARD OF DIRECTORS

Mr. Maninder Singh Grewal
Mr. Amit Sethi
Mr. Balinder Singh Dhillon
Mr. Daljit Singh
Mr. Ralph James Horne
Mr. Rashi Dhir
Dr. Vandana Nadig Nair
Mr. Vivek Agarwal

Non-Executive Chairman
Independent Director
Non-Executive Director
Non-Executive Director
Non-Executive Director
Independent Director
Independent Director
Non-Executive Director

CHIEF EXECUTIVE OFFICER

Mr. Michel Borst

CHIEF FINANCIAL OFFICER

Mr. Gopala Subramaniam

COMPANY SECRETARY AND COMPLIANCE OFFICER

Mr. Tarun Rastogi

REGISTERED OFFICE

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Saket, New Delhi – 110017
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Website: www.dionglobal.com
CIN: L74899DL1994PLC058032

BANKERS

YES Bank Limited
HDFC Bank Limited
Axis Bank Limited
ICICI Bank Limited

AUDITORS

M/s. S. S. Kothari Mehta & Co.,
Chartered Accountants,
Plot No. 68, Okhla Industrial Area,
Phase III, New Delhi – 110020

REGISTRAR AND TRANSFER AGENT

Karvy Computershare Private Limited
Karvy Selenium Tower B, Plot 31-32, Gachibowli,
Financial District, Nanakramguda,
Hyderabad – 500 032
Phone: 040 - 67162222
Fax No. : 040 – 23420814
E-mail: einward.ris@karvy.com
Website: www.karvycomputershare.com

ANNUAL GENERAL MEETING

Venue : India Islamic Cultural Centre, 87-88, Lodhi Road, New Delhi – 110003
Date : September 26, 2017
Day : Tuesday
Time : 10:30 A.M.



Michel Borst
Chief Executive Officer

Letter to stakeholders

Dear stakeholders,

The year 2016 has been a turning point for Dion. Our focus on further strengthening our relationship with our customers has been a rewarding experience, and the journey continues in 2017 and beyond.

The financial services industry across the globe continues to undergo significant changes, with technology driving substantial innovations; new regulatory demands adding to business pressures; tech savvy customers demanding better, instant and more transparent services; and rising competition from new entrants and disruptors. During these tasking times, we increased our focus on enabling our customers address most of their challenges through enhancements in our existing software products as well as innovating new solutions to address growing demands from customers as well as regulatory bodies.

Enhancing our existing products and building innovative solutions


During the year, our key traditional solutions continued to generate admirable returns at the same time as investment continued into new products which will drive growth into the future. Our post-trade, clearing and settlement solution, NOVA and iBROKER; and wealth management suite accounted for nearly half of the revenue. We successfully launched new modules in our wealth management suite that allow firms to comply with upcoming regulatory requirements, like MiFID II. The new data analytics module

allows wealth management firms to build better investment models quicker, helping their customers make a more informed decisions, thereby gaining a competitive advantage. There is a definite positive reaction in the market for the new modules as firms show increasing interest in these solutions.

We also see an increased demand for some of our more recently launched products like TradeCentre & Tax and Regulatory Compliance solution (TRAC) which addresses FATCA and CRS compliance.

We have made significant progress with our TradeCentre solution and have received a positive response from the Australian market as stockbrokers and financial advisors seek an alternative solution to their legacy front office infrastructure to help grow their business. Within the TradeCentre solution suite, we recently launched a capability that allows wealth advisors to use their existing systems to also invest in exchange traded funds; and allow stockbrokers to provide wealth management advisory services to their customers base. This allows firms to extend their stockbroking business into the wealth advisory space with minimal additional investment.

We also launched a new real-time payment solution in Europe that allows banks to modernise their payment systems, facilitating complete automation of the processes from order acceptance to payment realisation in real time.



With the introduction of PSD2 reforms and increasing demand from various regulatory bodies across Europe for increased transparency, banks are under tremendous pressure to automate their payments and commission processes. This gives us a good opportunity to work with our customers to address these new payment related requirements.

Increasing our business efficiency

The new management at Dion is working relentlessly to further improve the operational efficiency of the business and have achieved significant success in the last one year. We restructured our business in FY17 to create synergies across the business and provide more integrated product solutions to our customers globally.

Dion has reported improvement in operating margin in the financial year 2016-17, and we aim to sustain improvement in margins and demonstrate growth in revenue by leveraging longstanding relationships with our customers and continued efforts towards improving business efficiency. In financial year 2016-17, we've reported a positive EBITDA of ₹ 20.88 crore, with a total operating revenue of ₹ 242.95 crore, an increase of approx. 5.5% YoY. Our operating cost is reduced by 14.29% YoY to ₹ 222.07 crore.

Outlook

With our new management structure, focus on customer success, and leading solutions and services with unique strengths, we are well positioned to pursue opportunities in the regions we operate in.

Our continued investment in software development to enhance and integrate our products for our customers will help deliver future revenue growth and build long-term relationships.

The dedication and hard work of our employees in all regions supported our growth and achievements. We like thank our customers for supporting all of the changes we have implemented this year and the future road map of our products. The fact that our loyal customer base increased is encouraging and it demonstrates their confidence in our technology and the growth that lies ahead. We are determined to continue our focus on the industry's requirements and bring innovative solutions to our customers, enabling their businesses to grow stronger and more profitable

We believe that the changes we made will ensure that our shareholders will be rewarded for the long term and we thank them for their support and confidence in our strategy.

Michel Borst

Chief Executive Officer



Company overview

Dion Global Solutions is a trusted global financial technology company with expertise in building software solutions for wealth management & asset administration; retail & institutional trading and settlements; FATCA, CRS & other tax compliances; real time payments; bank connectivity & case management; data lifecycle management platform; and GRC audit. With presence in over 16 cities across 11 countries for over two decades, company has built in-depth business and technology expertise to serve the specific and localised needs of financial services firms across the globe. Dion has over 500 clients in more than 85 countries supported by a worldwide staff of nearly 500, including more than 250 in product development.

for more information visit: www.dionglobal.com

Winning loyal customers across the globe



“ Dion's wealth management solution is easy and intuitive to use, allowing our users to view and analyse information in any way they want. We are also seeing the benefits of its straight-through processing and modelling capabilities, as well as the sheer level of compliance and audit controls that come built in. Both the implementation and the results already achieved have exceeded our expectations and aided our recent growth spurt. ”

- **Stuart Brookes**, Joint Managing Director, Hargreave Hale

“ Dion's Real Time Payment Engine increases the level of standardization among Erste Group banks and improves our process efficiency substantially. Thanks to RTPE's modular design, we have found a solution which not only meets Erste Group's standards, but could also be customized to the member banks' local requirements.

- **Petia Niederländer**, Head of Retail & Corporate Operations, Erste Group



“ With Dion's TradeCentre, our advisors have a consistent view of the markets and their clients' positions. Audit monitoring and reporting are particularly important to us and we can now manage this with greater confidence and control. We've been impressed by the consistently high-level of customer service and the absolute reliability of the TradeCentre platform since going live. ”

- **Charlie Ransom**, CEO, Hartleys Ltd.

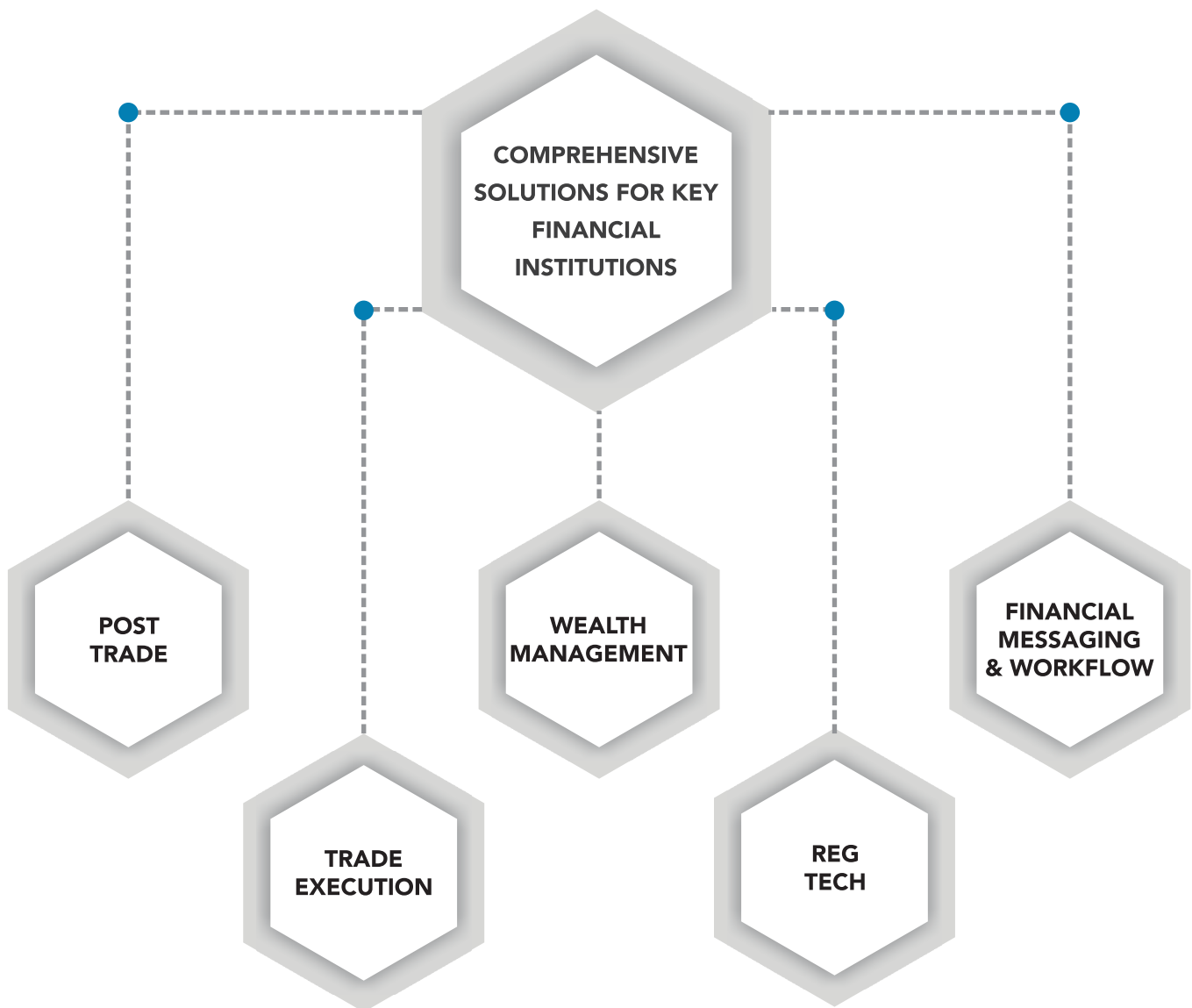
“ We are pleased to be part of the consortium partnering with Dion - their proven technology provides us with an end-to-end solution for our middle and back-office processing, and they have a deep understanding of both of our business and the nuances of the local market. The hosted NOVA solution gives us a robust operational foundation on which to build, and this means we can focus on driving expansion and on developing innovative products and services to support clients. ”

- **Cheng Khin Tin**, Executive Director of Lim & Tan Securities and Deputy Chairman of Securities Association of Singapore (SAS)



Building innovative solutions for our customers

Whether it is workflow, architecture or hosted solutions, we have a flexible, responsive and collaborative approach that takes the pain out of financial services software.



We provide a full stack of integrated software suites that address key requirements of Wealth Managers, Brokers & Banks

Presence across time-zones for uninterrupted support to our customers



450+

staff across
16 offices globally

500+

customers in more than
85 countries