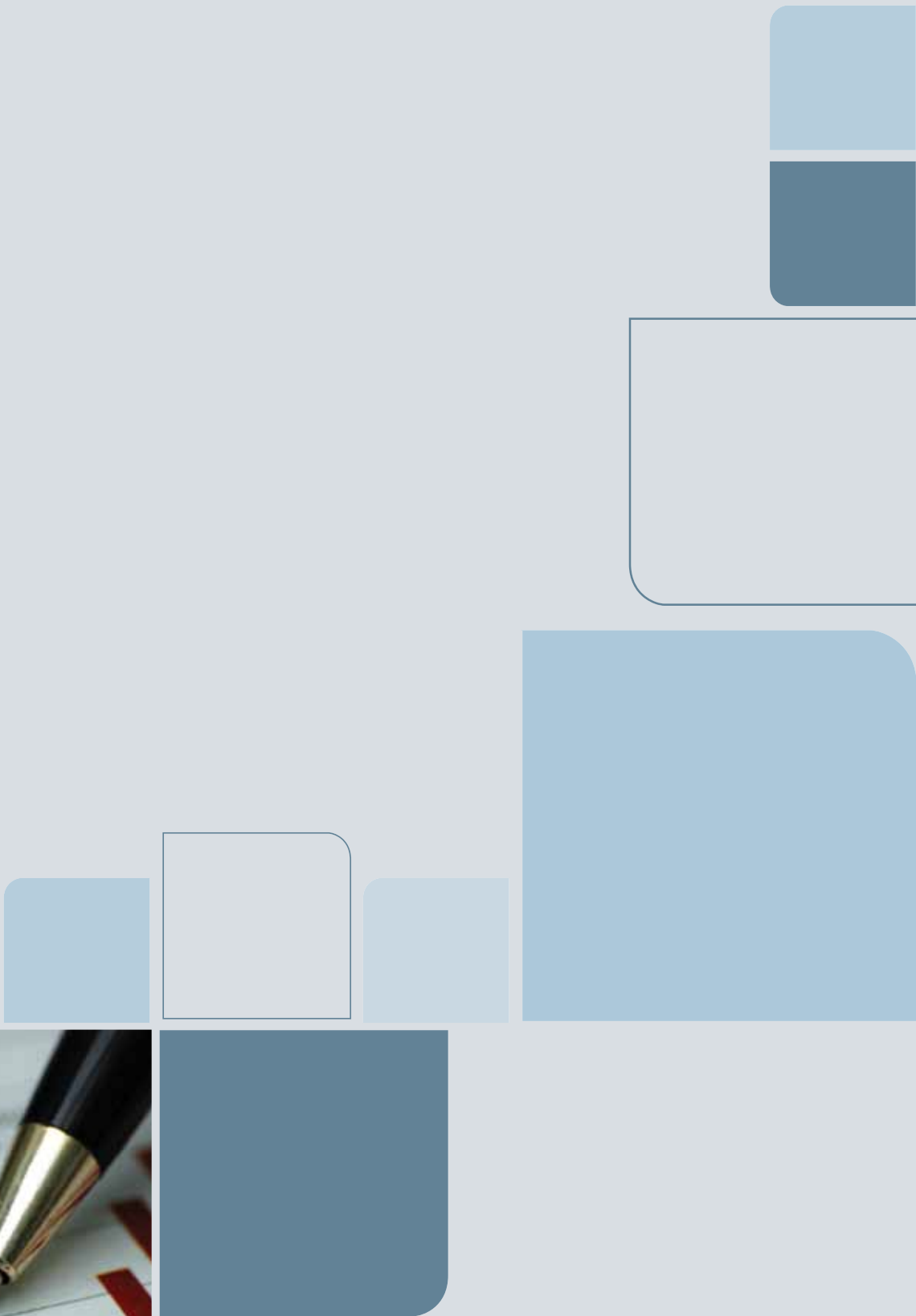




precise processes | passionate people

eClerx Services Limited | Annual Report 2011-12





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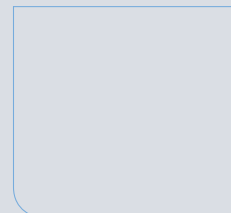
About eClerx

Who We Are

Incorporated in 2000, eClerx Services Limited (eClerx) is a Knowledge Process Outsourcing Company providing Data Analytics and Customized Process Solutions to global enterprise clients. eClerx supports core and complex activities for its clients using proprietary processes and a scalable offshore delivery model.

In May 2012, we acquired Agilyst Inc, a niche operational and analytics company focused on the U.S. media and telecom industry. In July 2007 we had acquired Igentica Group which introduced the Company to a client base of global corporation in travel and hospitality industry and strengthened the Company's presence in Western Europe.

eClerx equity shares are listed on the Bombay Stock Exchange and the National Stock Exchange of India. As on March 31, 2012 the market capitalization of the Company was Rs. 21,338 million.

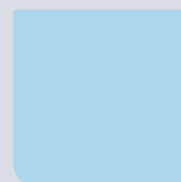
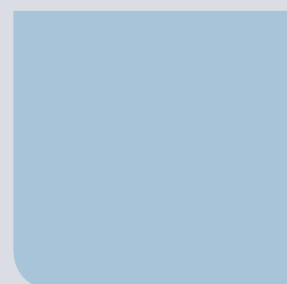


What We Do

The Company supports critical processes for more than 50 clients that include global leaders in Financial Services, Manufacturing, Retail, Media, Travel and Hospitality. About 97% of our revenues come from Fortune 500 or Financial Times 500 clients.

Financial Services

eClerx enables financial institutions to balance these priorities by partnering with them to increase control, execute ongoing functions with a significant reduction in cost and accelerate change initiatives by providing domain specific re-engineering expertise. We provide a broad suite of services that allow our clients to operate on a day to day basis, including trade processing, reference data, accounting and finance and expense management activities. Our professional services practice includes consulting, business analysis and solution testing.





Our Services

- Trade Processing Support
- Reference Data Maintenance
- Contract Risk Review
- Reconciliation and Controls
- Margin and Exposure Management
- Metrics and Reporting
- Expense Management
- Accounting and Finance
- Consulting Services

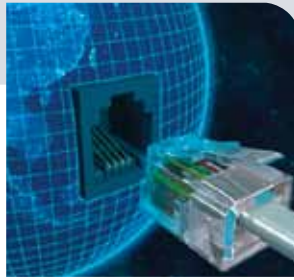
Sales and Marketing Services

eClerx powers the operations of the Sales and Marketing divisions of some of the largest Fortune / Financial Times / Internet Retailer 500 scale companies globally, augmenting bandwidth to drive greater quality and control to their digital operations, data management and analytics needs.

Our Services

- Online Operations and Web Analytics
- CRM and Business Intelligence
- Data Management and Reporting
- Competitor Benchmarking and Pricing
- Quality and Compliance
- Business Process Consulting



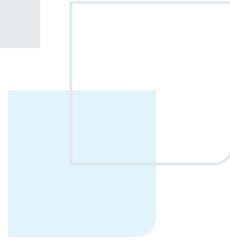
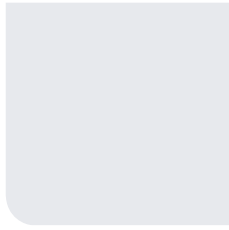


How We Operate

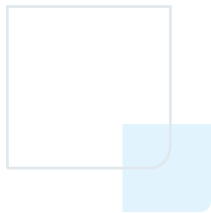
eClerx currently employs about 5500 people across five state-of-the-art delivery centres in India.

We have sales and marketing set-up across Europe, North America and Singapore.

CORPORATE OFFICE		DELIVERY CENTRES
Indiabulls Finance Center, 1102, Tower 2, 11th Floor, 612/613, S.B. Marg, Elphinstone Road (West), Mumbai – 400013	301, 3rd Floor, Raheja Plaza 1, L.B.S. Road, Ghatkopar (West), Mumbai – 400086	202, Ashok Silk Mills Compound, Opp Damodar Park, L.B.S. Road, Ghatkopar (West), Mumbai – 400086
Building No. 14, K Raheja Mindspace, Plot No. 3, TTC Industrial Area, Thane Belapur Road, Airoli, Navi Mumbai – 400708	Block # 01, 5th Floor, Quadron Business Park, Rajiv Gandhi Infotech Park, Hinjewadi Phase-II, Pune – 411057	2nd Floor, Tower A & B, Rajiv Gandhi Chandigarh Technology Park, Kishangarh, Chandigarh – 160101
SALES OFFICES		
UNITED STATES	UNITED KINGDOM	SINGAPORE
295 Madison Avenue, Suite 1830, New York, NY – 10017 1055 Westlakes Drive, Suite 300 Berwyn, PA – 19312	19 Berkeley Street, 6th Floor, London, W1J 8ED, United Kingdom	1 North Bridge Road, #23-01, High Street Centre Singapore – 179094



■ Delivery Centre ■ Sales Office



Organized training on Computer fundamentals for students of Sri Sri Ravi Shankar Vidya Mandir School (SSRVM), Dharavi in eClerx facility.



Organized a Christmas fun and frolic event for the students of SSRVM, Dharavi.

A 75-member team of eClerx employees participated in the Mumbai marathon pledging their support to the cause of Child Rights and Education.



People's Rural Education Movement (PREM) run by CRY in Melghat, Maharashtra wherein 28 villages were covered under this initiative.

Financial Highlights

(Rupees in million)

Particulars	2009-10	2010-11	2011-12
Net Sales / Income from Operations	2,570.21	3,421.03	4,728.85
Earnings Before Interest, Depreciation, Taxes and Amortization (EBIDTA)	898.09	1,585.94	2,120.38
Exceptional Items	-	102.74	-
Tax Expenses	92.78	167.56	393.77
Profit After Tax (PAT)	735.37	1,224.39	1,597.73
Equity Share Capital	190.31	288.54	290.57
Earnings Per Share (In Rs.)			
- Basic EPS	25.82	42.65	55.14
- Diluted EPS	24.76	40.68	52.99