



eClerx

A Data Analytics and
Process Management Company

Annual Report 2017-18

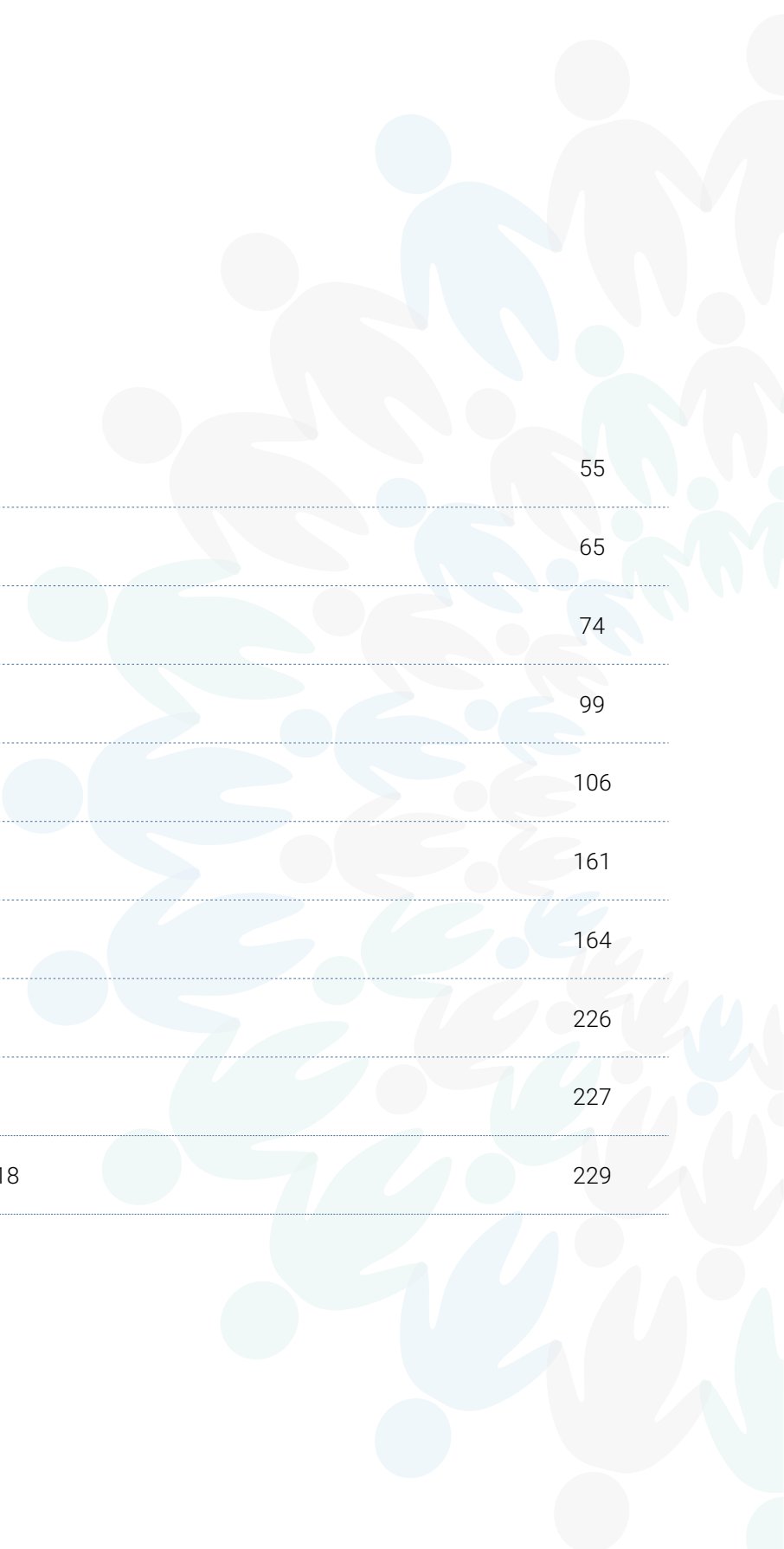
TOWARDS
TOMORROW

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Disclaimer : This Annual Report contains forward-looking information to enable investors to comprehend the Company's prospects and take informed investment decisions. This report and other statements – written and oral – that we periodically make contain forward-looking statements that set out anticipated results based on the management's plans and assumptions. We have tried, wherever possible, to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes', and words of similar substance in connection with any discussion of future performance. We cannot guarantee that these forward-looking statements will be realized, although we believe we have been prudent in assumptions. The achievement of results is subject to risks, uncertainties, and assumptions. Should known or unknown risks or uncertainties materialize or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated, or projected. We undertake no obligation to publicly update any forward-looking statements, whether as a result of new information, future events, or otherwise.

eClerx is a registered trade mark of eClerx Services Limited.



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WHO WE ARE

eClerx is one of India's leading **process management** and **data analytics companies**

eClerx provides critical business operations services to over fifty global Fortune 500 clients, including some of the world's leading companies across financial services, cable & telecom, retail, fashion, media & entertainment, manufacturing, travel & leisure, software and high-tech.

Incorporated in 2000, eClerx is one of India's leading process management and data analytics companies and is today traded on recognized Stock exchanges of India, which are BSE and NSE. eClerx employs more than 9,200 people across its global sites in the US, UK, India, Italy, Germany, Singapore, Thailand.

OUR VALUES

EXCELLENCE

Be passionate and commit to doing your best.

Excellence is a continuous process: we focus on achieving our goals through ongoing improvement, innovation, and applying the highest quality standards.

INTEGRITY

Act with honesty and highest standards of business ethics to achieve success.

We demonstrate **morality and fairness** in our decision making and practices. We encourage our teams to maintain the **highest standards of business ethics** when interacting with clients, stakeholders and each other.

CLIENT CENTRIC

Our clients' needs, aspirations and vision is at the core of everything we do.

We help our clients **succeed and excel**. In every interaction and with every solution we deploy, our clients' best interest is always at the forefront.

PEOPLE

Invest in our people and foster an environment that brings out the best in them.

We invest in and develop our people. We provide them with opportunities to perform and grow through continuous learning, coaching and mentorship opportunities. We value differences and treat each other with empathy, respect and equality.

AWARDS AND ACCOLADES

Won the
Golden Peacock Awards, 2018 for Quality

eVigilPRO was recognized by
DataQuest Vertical Warrior Award 2017

Won Bronze at ASQ's (American Society for Quality)
SATEA (South Asia Team Excellence Award)

Won the
eCare Partner of the year 2018 Award from one of the major Telecommunication Conglomerate in the US

Won the
CFO Awards 2018 in large enterprises category, by Financial Express

Emerged runner-up in the
Process Improvement category of the QualTech Prize 2017, organized by QIMPRO

WHAT WE DO

CUSTOMER OPERATIONS



eClerx Customer Operations specializes in providing operational expertise and process excellence throughout the customer journey. We create solutions and services, utilizing a blend of technology and domain knowledge that support our clients' evolving needs. Our suite of offerings enhances the customer experience by providing quality monitoring/ insights, advanced analytics, automation, superior technical operations support and digital care services. We assist companies in developing, implementing and operating multichannel customer interaction capabilities –transforming everyday touch-points into a superior customer experience.

Quality Monitoring & Insights | Technical Operations | Digital Care Services | Analytics & Advanced Automation

DIGITAL



eClerx Digital is the trusted partner of choice to the world's largest global brands for creative production, eCommerce / web operations, and analytics & insights services. We improve profitability for their digital businesses. Our team of 3000+ full-time digital delivery employees at our five production hubs in Mumbai, Pune, Chandigarh, Verona and Phuket apply deep digital expertise to effectively support the most demanding global clients utilizing a follow the sun delivery model. eClerx Digital's innovative delivery model drives the "metrics that matter" for our clients: improved acquisition, conversion and retention and overall lifetime value of your customer 24x7x365.

Marketing | eCommerce | Business Intelligence and Analytics | Creative

FINANCIAL MARKETS



For financial organizations across the world, eClerx Markets offers consulting, technological innovation, and process management expertise to uniquely solve operational challenges. With nearly two decades of industry experience complemented by the application of smart automation and robotics, our team of experts delivers holistic solutions across the trade lifecycle, change management, settlements and clearing, asset servicing, data and analytics, as well as the client lifecycle.

Derivative Trade Support | Cash Securities Operations | Regulatory Compliance & Data | Document Management | Analytics | Technology Products

OUR LOCATIONS

**Maps are not to scale and show approximate locations only.*



REGISTERED OFFICE

eClerx Services Limited
CIN: L72200MH2000PLC125319
Sonawala Building, 1st Floor
29 Bank Street, Fort
Mumbai – 400 023
Maharashtra, India
Phone: +91 (022) 6614 8301
Fax: +91 (022) 6614 8655
E-mail: investor@eClerx.com
Website: www.eClerx.com

CORPORATE OFFICE

eClerx Services Ltd
4th Floor, Express Tower
Nariman Point
Mumbai – 400 021.
Maharashtra, India.
Phone: +91 (022) 6614 8300

GLOBAL OFFICES

USA

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New York, NY 10017
United States of America
Phone: +1 212 551 4150

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Suite A-116
Austin, TX 78727
United States of America

1880 John F Kennedy Blvd,
Suite 400
Philadelphia, PA 19103
United States of America
Phone: +1 267-488-8750

235 N McPherson Church Road,
Suite 202
Fayetteville, NC 28303
United States of America

UK

1 Dover Street, 1st floor
London, W1S 4LA
United Kingdom
Phone: +44 (0) 207 529 6000

Germany

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22303 Hamburg
Germany
Phone: +49 40 5247 040-60
Fax: +49 (0)40 5247040-8

France

eClerx CLX, 26, Rue des Pyramides
59000 Lille
France
Phone: +33 320 13913
Fax: +33 320 139133

Italy

eClerx CLX, Via dell'Artigianato, 8A
37135 Verona
Italy
Phone: +39 045 8294 999
Fax: +39 045 8294 944

eClerx CLX, Via Donatello, 30
20131 Milano
Italy
Phone: +39 02 36 567 195
Fax: +39 02 36 569 007

Singapore

152 Beach Road, #14-05/06
Gateway East
Singapore 189721
Phone: +65 (0) 6225 2988

Thailand

eClerx CLX, Chaofa Rd, Palai Soi 2 44
Moo Chalongs, Sub-District Muang
Phuket
Thailand
Phone: +66 76 380653

India

Building # 11, 4th, 5th & 6th Floor,
K Raheja Mindspace, Plot #3, TTC
Industrial Area, Thane Belapur Road,
Airoli, Navi Mumbai – 400 708
Maharashtra, India
Phone: +91 (022) 41832777
Fax: +91 (022) 41943292

Building #14, 4th & 5th Floor,
K Raheja Mindspace, Plot #3,
TTC Industrial Area, Thane Belapur Road,
Airoli, Navi Mumbai – 400 708
Maharashtra, India
Phone: +91 (022) 6114 1555
Fax : +91 (022) 6114 1333
+91 (022) 4183 1333

Block 01, 5th Floor,
Quadron Business Park Limited,
Rajiv Gandhi Infotech Park,
Hinjewadi Phase-II
Pune – 411 057,
Maharashtra, India
Phone: +91 (020) 4027 7990
Fax: +91 (020) 6676 4480

2nd Floor, Block 4,
Quadron Business Park Plot No. 28,
Rajiv Gandhi Infotech Park,
Hinjewadi Phase II,
Pune – 411 057,
Maharashtra, India
Phone: +91 (020) 4027 7990
Fax: +91 (020) 6676 4480

Embassy Techzone Plot no. 3
Rhine Building 1.5, A Wing, 2nd Floor
Rajiv Gandhi Info Park,
Phase 2, Hinjewadi
Pune – 411 057,
Maharashtra, India
Phone: +91 (020) 66982399

1st and 2nd Floor, Towers A & B
DLF Info City Developer
Rajiv Gandhi Chandigarh Technology Park,
Kishangarh
Chandigarh – 160 101,
India
Phone: +91 (172) 6633600
Fax: +91 (172) 6633 623

FINANCIAL HIGHLIGHTS

(Rupees in Million)

PARTICULARS	2013-14	2014-15	2015-16	2016-17	2017-18
Income from Operations	8,409.94	9,421.20	13,143.16	13,300.33	13,650.62
Other Income	110.20	323.52	369.46	282.00	402.31
Earnings Before Interest, Depreciation, Taxes and Amortisation	3,645.98	3,479.56	5,168.20	4,876.54	4,065.45
Tax Expenses	759.14	682.58	1,184.97	819.03	895.80
Profit After Tax	2,556.56	2,296.76	3,414.95	3,540.27	2,899.84
Equity Share Capital	301.77	303.51	407.89	397.10	381.41
Reserves	5,587.75	8,144.43	10,519.49	11,756.41	11,666.05