

eClerx
**ANNUAL
REPORT**
2018-19



www.eClerx.com
A Data Analytics and
Process Management Company

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Disclaimer : This Annual Report contains forward-looking information to enable investors to comprehend the Company's prospects and make 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 realised, 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 materialise 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.

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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 was the first Knowledge Process Outsourcing firm to get listed and is today traded on recognised Stock exchanges of India, which are BSE and NSE. eClerx employs more than 9,500 people across its global sites in the US, UK, India, Italy, Germany, Singapore, Thailand.



Offices in the US,
UK, India, Europe
& Singapore



9,500+ Analysts, Project
Managers, Specialists, and
Consultants Across the Globe



50+ Fortune
500 Companies
Served Globally



201MM in Revenue across
Financial Markets, Digital,
and Customer Operations

OUR VALUES

EXCELLENCE

Be passionate and commit to doing your best.

Excellence is a journey – we achieve our goals by constantly improving, innovating and applying the highest standards.

PEOPLE

Invest in people and bring out the best in them.

We care deeply about our people – we encourage learning, promote growth and celebrate diversity.

INTEGRITY

Maintain the highest standards of ethics, integrity and fairness.

We are thoughtful, honest and empathetic in our interactions with clients, vendors, shareholders and each other.

CLIENT

Make clients the focus of what you do.

Our clients' success is our goal – everything we do keeps their best interest at the forefront.



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, utilising 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.

Operations Support | Technology Solutions | Data Analytics and Reporting | Customer Experience | Consulting Services



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 utilising 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.

Data Management | Analytics & Insights | Digital Marketing Operations | Creative Services



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 and Data | Document Management | Analytics | Technology Products

AWARDS AND RECOGNITIONS

2019



eClerx was named the **winner of two Stevie® Awards in the sixth annual Asia-Pacific Stevie® Awards**



eClerx's In-house R&D unit **recognised by DSIR, Govt of India**

2018



Won the **2018 Brandon Hall Group Excellence Awards in Learning and Development**



eClerx's 'eVigilPRO' recieved the **Prestigious 2018 CSO50 Award**



Won the **Golden Peacock Awards, 2018 for Quality**



eClerx's Chatbot Solution Won **Prestigious NASSCOM Award for IT Excellence**

2017



Won the **NetApp Innovation Awards, 2017**



eVigilPRO was recognised by **DataQuest Vertical Warrior Award 2017**



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



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

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 Limited
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

Italy

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37135 Verona
Italy
Phone: +39 045 8294 999
Fax: +39 045 8294 944

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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 Chalong, 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 1, LG, 1st, 2nd, 3rd Floor Wing A &
4th floor Wing A & B,
Quadron Business Park,
Rajiv Gandhi Infotech Park
Hinjewadi Phase 2
Pune -411 057
Maharashtra, India
Phone: +91 (020) 4027 7990
Fax: +91 (020) 6676 4480

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

2014-15

2015-16

2016-17

2017-18

2018-19

Income from Operations

9,421.20

13,143.16

13,300.33

13,650.62

14,305.93

Other Income

323.52

369.46

282.00

402.31

485.92

Earnings Before Interest, Depreciation,
Taxes and Amortisation

3,479.56

5,168.20

4,876.54

4,065.45

3,562.05

Tax Expenses

682.58

1,184.97

819.03

895.80

831.73

Profit After Tax

2,296.76

3,414.95

3,540.27

2,899.84

2,282.63

Equity Share Capital

303.51

407.89

397.10

381.41

377.90

Reserves

8,144.43

10,519.49

11,756.41

11,666.05

13,435.08