

**ANNUAL
REPORT
2016-17**



IKF TECHNOLOGIES LIMITED



"If you want something new, you
have to stop doing something old."
- Ajay Raina



"Change is Inevitable,
Growth is Optional."
- Sunil Kumar Goyal



"Whatever makes you
uncomfortable is your biggest
opportunity for growth."
- Nidhi Sharma



"There is no elevator to success, you
have to take stairs."
- Manoj Rungta



"Growth is never by mere chance, it
is a result of force working together."
- Umesh Bhat

— OUR TEAM —



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From 2000 to 2017

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CHAIRMAN'S LETTER TO THE STAKEHOLDER

“Global business is transitioning to a new age where technology is playing a central role in the growth of every industry by delivering a superior customer experience anytime, anywhere.”



Dear Shareholders,

Your Company has been at the forefront of this Digital revolution by making strategic investments across multiple dimensions ahead of time to ensure that we are well equipped to capture this big opportunity. The Digital economy and disruptions in technologies are changing the skills requirements in our industry. Recognizing the need to build the right Digital talent your Company has made significant investments to upgrade skills of its employees as well as increase its focus on hiring.

Global business is transitioning to a new age where technology is playing a central role in the growth of every industry by delivering a superior customer experience anytime, anywhere. The power of a business now depends on its ability to manage the transition from process maturity to data maturity.

The commitment and passion of a diverse, employee base helped your Company exhibit strong leadership during this period, against the backdrop of immense volatility in our key markets specialized talent.

Your Company is in a growth industry where the demand for technology continues to expand. In earlier decades, IT played a key role in supporting business. The Internet era then saw business strategy being defined by technology strategy. As a result, technology was embedded into business. Today we are entering a new world where technology is now defining what the business can or should do.

On behalf of the entire Board of Directors of IKF Technologies, I would like to thank you – our valued stakeholders – for the continuing confidence you have placed in the organization.

Sincerely,

Sunil Kumar Goyal

Chairman

Din: 00550933

Date: 28th July, 2017

Place: Kolkata

CFO'S LETTER TO THE STAKEHOLDER

“

On the people front, we are driving significant retraining efforts to ensure that our workforce skills are in line with new business expectations.

”



Dear Shareholders,

The Financial Year 2016-17, was a significant year for your Company. Our investments in productivity tools have helped expand the operating margins of IT Services business. Over the last few years, there has been a steady improvement in the global economy with improvement in growth expectations in the developed markets. In India, there is increased optimism about the demand of IT environment. We strive to be prepared to respond to the dynamic economic environment and achieve the goals that we have set for ourselves.

On the people front, we are driving significant retraining efforts to ensure that our workforce skills are in line with new business expectations. Our organizational structure is also undergoing changes as we drive process simplification and reduce the number of layers to allow for greater business agility. Our continued focus is on

delivering best in class experience for our clients and for the end consumers. Over the last one year, we saw a further evidence of drastic change in expectations and experiences of consumers and business models. Digital is the central element driving this change, India's IT services industry is struggling to post higher growth due to underlying technology shifts towards digital and cloud, automation taking over low level jobs and growing protectionism in the developed markets and we are making constant effort to make best use of this opportunity .

We are certain that our business direction is in the best interests of our customers, employees, and shareholders. I would like to thank each of our stakeholders for their support and commitment over the years.

Sincerely

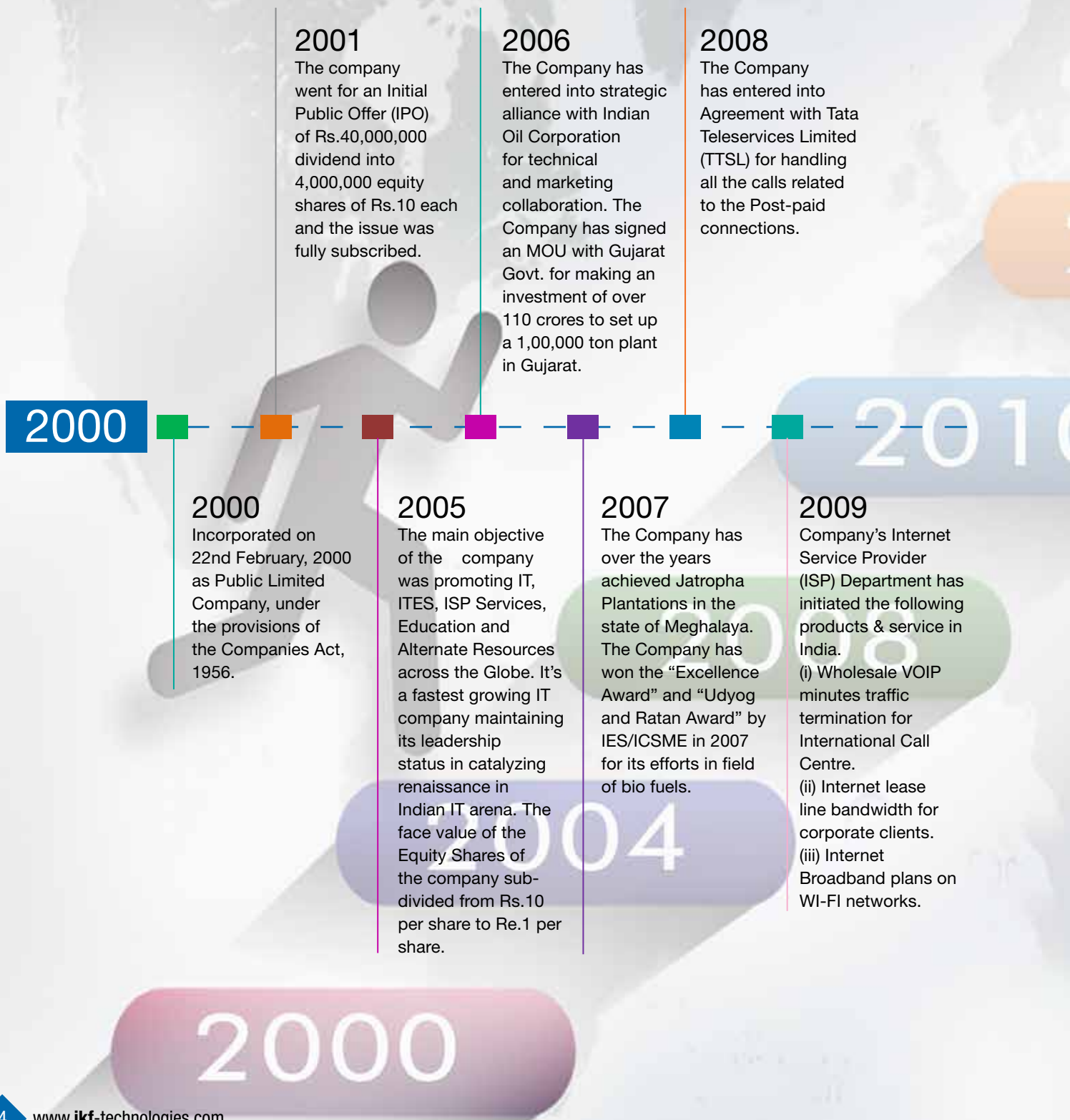
Kamal Kishor Poddar

Chief Financial Officer

Date: 28th July, 2017

Place: Kolkata

Major Milestones



2016

2010

The company has entered into master services agreement with following companies for providing the Call Center Services and selling their product and services- Bharti Airtel Limited, Dish TV, Aircel, Metlife, Kotak Mahindra Life Insurance. The Company has entered into the MOU with TCIL to collaborate for providing various avenues.

2012

The Company entered into Master Services Agreement with IDEA Cellular for managing the Contact Center Services for Tele verification from Kolkata based call centers .The company has entered into MOU with VGEL to provide onsite training through technical staff to enhance productivity and employment capability of the trained youths in Rajasthan.

2014

LOI received from E-Mitra (Rajasthan). Telecom ISP has grown substantially in a short span of time with wider national presence.

2016

The Company has entered into the MOU with Chhattisgarh State Industrial Development Corporation Ltd. Our company opened the first BPO unit in North-East Region at Guwahati. Telecom ISP has reached Gram Panchayat level for providing fast and cheap internet services to fulfill the dream of Hon'ble Prime Minister Narendra Modi.

2017

2011

The company has entered into Agreement with Integrated Subscriber Management Services Limited(Dish TV) to provide Outbound Call center Services to ISML from its operating centre at Kolkata.

2013

The Company has entered into a Rate Contract, Tele Verification Agreement with Dishnet Wireless Limited to provide the Internet Services to DWL. The company has won the prestigious Fourth Inc. India 500 Business Excellence Award as one of the India's fastest growing Mid-size enterprises. The company entered into Agreement with BSNL for providing call center services.

2015

We had taken initiative to make Digital India. Our company has done expansion in diversified sectors. Agreement executed with Software Technology Parks of India under the North east BPO Promotion Scheme.

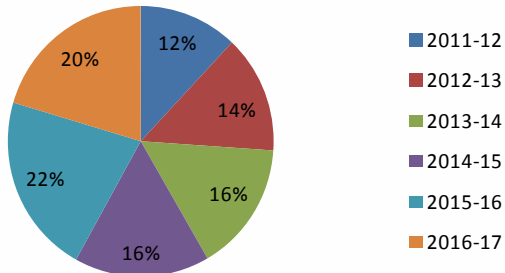
UNITED WE STAND

A collage of 15 photographs showing various groups of people, mostly young adults, engaged in social activities, posing for photos, and interacting in a casual setting. The photos are arranged in a collage style with white borders and overlapping edges. The text "UNITED WE STAND" is written in large, bold, orange letters at the top left. The photos depict: a group of people sitting at a table; a group of people posing for a photo; a group of people standing together; a group of people sitting at a table; a group of people posing for a photo; a group of people standing together; a group of people sitting at a table; a group of people posing for a photo; a group of people standing together; a group of people sitting at a table; a group of people posing for a photo; a group of people standing together; a group of people sitting at a table; a group of people posing for a photo; a group of people standing together.

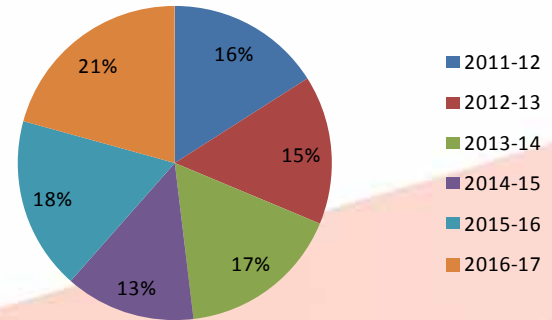


Key Trends

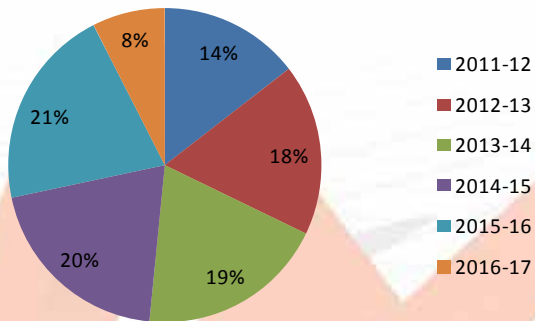
Total Income from Operations
(Rs. in Crores)



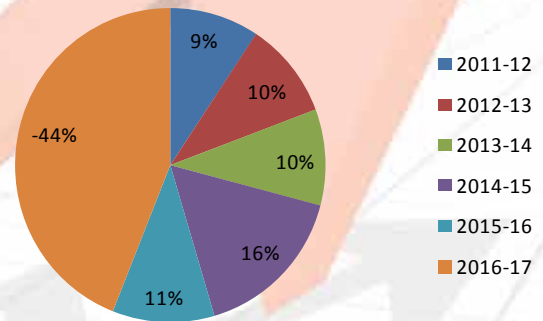
EBITDA (Rs. in Crores)



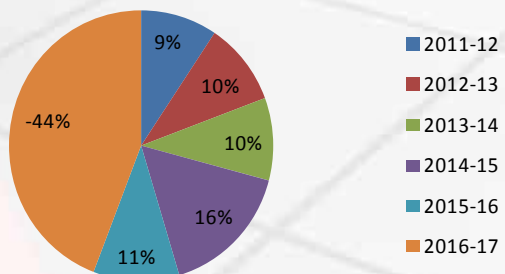
EBT (Rs. in Crores)



Net Profit (Rs. in Crores)



Return on Network (Rs. in Crores)



Network (Rs. in Crores)

