

ANNUAL REPORT 2001-2002



Spanning all dimensions


MASCOT SYSTEMS
Powered by knowledge.

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We are Mascot Systems, a company that provides enterprise-wide software solutions through the offshore delivery model.



At Mascot Systems, we harness knowledge to blend different dimensions of software engineering required to create exceptional solutions.



The intellect of our people, the depth of our technology, the reliability of our infrastructure and the exceptional standards of our quality system converge to create a unique distributed delivery model, **Powered by Knowledge.**

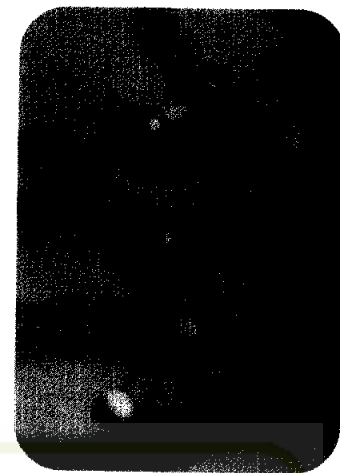
The Customer Dimension

"I'm extremely pleased our first time run was so successful given the magnitude of change involved and the complexity of reconfiguring this job. Congratulations!"

- A Fortune 10 Company, USA

Our success depends entirely on the quality of our relationship with our customers.

Being a global company, we understand the need for adopting an innovative and flexible approach to work with our customers. We invest time and effort in understanding customer expectations and business culture so that we can mirror their way of working, ensuring that every engagement is successful. Business Culture Mapping allows us to better align ourselves with our clients. Our flexibility is exhibited in our business model that is global and yet has a deep understanding of the local business practices and cultural nuances.



Successful relationships with 27 Fortune 500 companies stand testimony to our customer centric approach.

Business Culture Mapping is our way of building lasting relationships with our clients.

The People Dimension

"My deepest appreciation and gratitude to everyone who worked on this project and made the project so successful. This was one of the cleanest rollouts of a new system in the history of the firm."

- A Fortune 200 Bank, USA



We look upon our employees as voluntary investors. They invest time and effort in order to learn and create exceptional software solutions and services.

A deep-rooted belief in training and continuous improvement and a multicultural work environment supported by the philosophy that fosters innovation brings out the best in our employees.

In our business, the real stars are our people. They are our point of sales.

At Mascot, we believe that trust is paramount in a relationship. We have a multi-cultural environment that nurtures the capabilities of our diverse people.

The Process Dimension

"Although you are not physically visible to us here in Minneapolis, I want to take this opportunity to let you know that you ARE VISIBLE to us by the way you effectively produced the freight unroll procedures."

- A Fortune 500 Financial Services Company, USA

Our deep understanding and detailed mapping of the offshore delivery process differentiates us from other offshore outsourcing companies. Our unique concept for offshore outsourcing, Winsourcing, redefines the offshore paradigm.

Winsourcing allows us to anticipate and address any real or perceived risks related to offshore outsourcing even before a customer enters into any contractual obligation.

SmartAPPSSM, our proprietary framework for distributed delivery powers Winsourcing. It gives our customers visibility and control, so they can monitor and manage project workflow in real time.

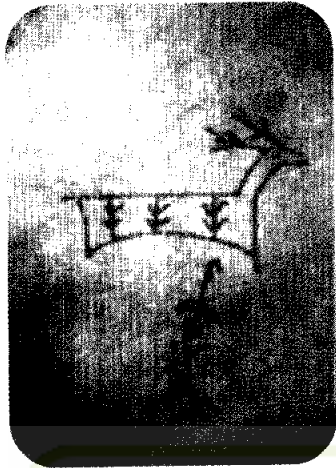


Our profound knowledge of distributed delivery enables us to nurture WIN-WIN partnerships with our clients.

The “TecKnowlogy” Dimension

“The team did a great job of working together under a tight time line in addition to deploying a great piece of functionality.”

- A Fortune 50 Manufacturing Company, USA



We are a “high-tech high-touch” company. We continuously reinvent ourselves because we know that technological change is the only constant. Our ability to manage this change is fundamental to our ability to deliver.

We also understand that technology itself has a different dimension- that of knowledge.

Knowledge Management is profoundly embedded in the culture of the organization. Knowledge is what sets us apart. There is quality of mind in everything we do. Because, we have found new ways to use the power of knowledge. To learn. To create. To enable.

Knowledge Management enhances our ability to work in harmony with our clients. It reduces process cycle time, improves efficiency and lowers costs.

The Values Dimension

"Again, I want to reiterate that EVERYONE is doing a fantastic job ! When we don't see problems here, it's because many people around the world have performed their duties flawlessly and on schedule!"

- A Fortune 500 IT Company, USA

Vision

To become the most admired company amongst shareholders, employees and customers by creating a business engine powered by knowledge and to set standards for others to emulate.

Mission

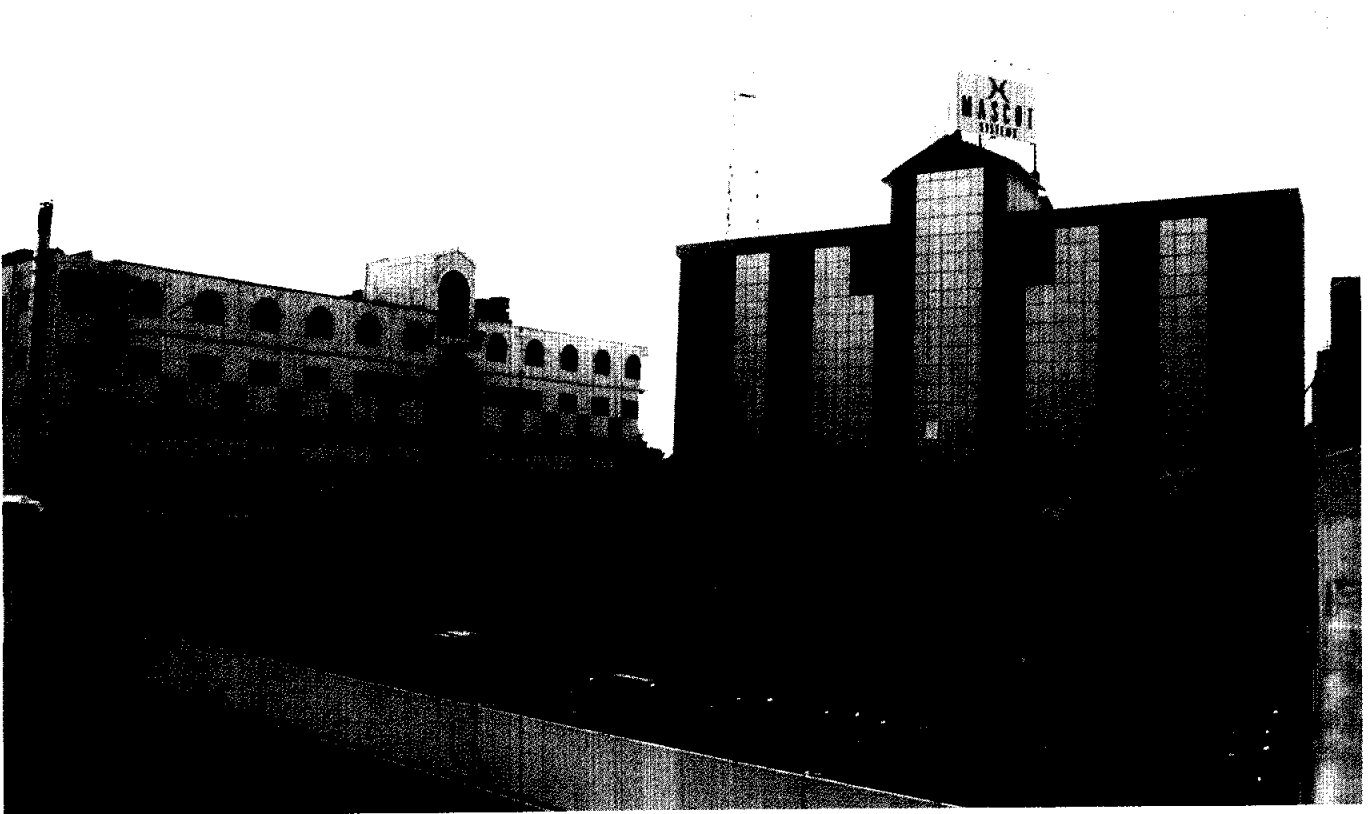
To be the world's leading software solutions company by being a virtual extension of our customer's changing enterprise architecture to reduce the time-to-market and cost of ownership.

Core Values

- We exist to serve our customers
- We promote innovation and flexibility
- We constantly improve
- We achieve our objectives through teamwork
- We respect and recognize our employees for their commitment and expertise



Organisational values must translate into meaningful experiences. At Mascot, they do, finding expression in delivering better solutions. For you.



Corporate Office and Offshore Development Centres, Bangalore

Offshore Development Centre, Chennai



Team Mascot

At Mascot, employees are trained to become professionals of the highest calibre. Mascot maintains a work environment and multi-national culture that nurtures their capabilities. The organisation's human resource practices are comprehensive and progressive. Team Mascot is 1500 people strong.

