

annual report 03-04



Jetking®

The first picture of this graphic represents the fact that Jetking managers are today concerned about the technology explosion and keep themselves and their people up to date with it.

The pair of ballerina slippers in Square 2 indicates that our managers are concerned with balancing the needs of an individual with the needs of the organization.

The book, turning into a floppy disk, represents the concern our managers have for the information explosion as knowledge doubles every 18 months.



The egg cracking open and a star coming out of it represents our managers' concern with finding, hatching and growing superstars - people who can match the dynamic and rapid changes that are happening at Jetking.

The universal "Do Not" sign represents the managers' concern for retaining good employees without having them feel as if they are in prison.

The "Exit" sign signifies our need to be honorable to both sides. Jetking has always ensured best practices in employee management through the "Jetking Way".

►► Chairman's Message

According to the Dataquest Top 20 (2003-04) survey, India has finally reached a state where domestic IT consumption has almost equaled exports. In fact the software market grew a few notches less (at 17% growth) as compared to the hardware market (24% growth), and for the first time in 10 years, the domestic slice of the Indian IT pie has not shrunk!

Ever since the PC market took off in a big way in the 80s, the growth figures in the industry have been steady, with around 70 lakh PCs sold in 15 years. However, in the last year alone (03-04), the figure was 27 lakh - more than 40% growth in one year. In the next year this figure is predicted to grow to 40 lakh. This proliferation of computers in every area will lead to a huge demand for hardware/networking engineers.

It truly was a feel-good year for the hardware industry, and more importantly also REALITY based.

Here's a look at some of the booming growth drivers:

►► The wired world without wires

The wireless world is now a reality! Old concepts and standards are giving way to products and services based on wireless connectivity that include computers and other electronic gadgets. At present of course, they are expensive, but as is usually the case, the prices will come down and boost popularity. The market is going to zoom and will give us a new opportunity to address "Networking" without any wires. Seamlessness has truly arrived.

►► The SMB-SOHO section

The home PC will soon be taking on the avatar of a full three headed AFD- All Function Device, including music, TV, communicator - all rolled in one.

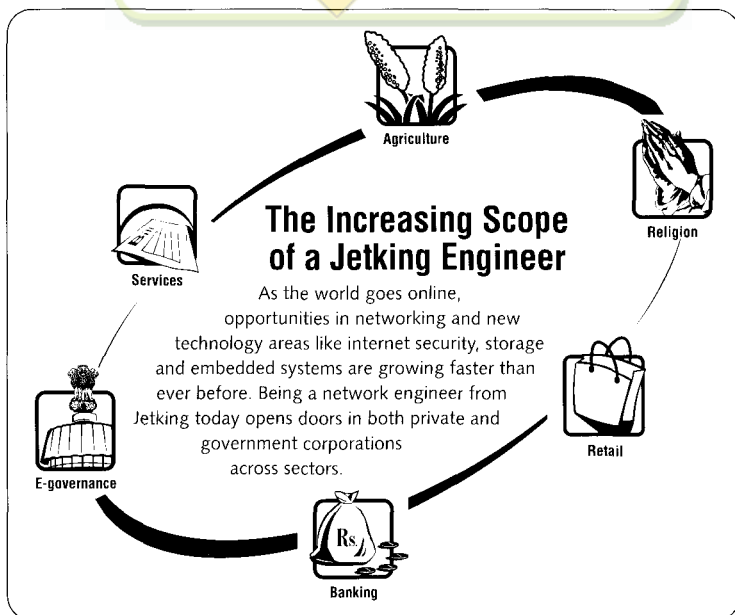


This will ensure that vendors offer competitive solutions in this segment. Also, this all-in-one PC gadget will make the home PC more popular, and this means more sales and more people required to service them.

►► BPO sector

BPO has been a huge boon to the IT industry. With the total number of people working in IT and ITES going up by 17%, it was the biggest

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employment generator last year. Further, with BPO encouraging the IT industry to geographically spread beyond the established metros, cities like Kolkata, Chandigarh, Jaipur and Bhubaneswar have emerged as new IT destinations.

Jetking students can be recruited by these emerging growth centers with the help of our web-enabled placement cell. Also, this gives us new opportunities to spread ourselves in these areas so that we can effectively take advantage of these emerging geographic sectors.

» Challenges

However it is not silver linings everywhere. The manpower problems that IT, ITES and BPO are facing need creative solutions. Jetking has always ensured best practices in this, as well as in other areas of business and training (as described in the window-panes on the cover), some of which are listed below under "Jetking Way".

» The Jetking Way

The Jetking Way ensures that we are very serious not only in recruiting and retaining employees, but also in ensuring an honorable exit for members who want to leave us. Our company is very much an employee focused company with unique practices like having a special 10 minute employee bonding session everyday to release tensions. Other such activities include singing the Jetking Anthem, Laughter



Club and Om Chanting.

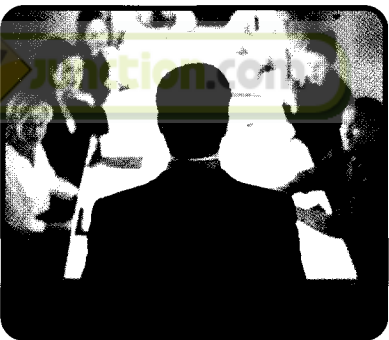
Om Chanting and Meditation ensure that Jetking employees are stress-free, no matter what the situation is. This also helps in building an informal communication channel with employees. The sound bytes in these meetings help us in tweaking our policies and sometimes our products too.

▶▶ New training programs for performance enhancement

We have entered into a tie-up with Manford Consultants to access one of their best training programs for our employees. This was done after an extensive evaluation of their training process, which does not end at training and feedback, nor does it start with the classroom.

They begin with a Needs Analysis, done through tools such as "Mystery Callers" and "Mystery Shoppers". These methods help them in putting together a very effective training program. This training program is then followed up with performance checks by the trainers.

This program has proven to work very well at Jetking, and I am sure that we will achieve remarkable business growth thanks to this training program.



►► Where do we go from here?

A look at the exciting prospects that the future holds:

►► New product launch - Masters in Network Administration

We have driven Jetking to place it in a position of significant linear growth, but I am also looking for exponential growth and that means that we have to put in our best efforts in launching new products. The



launch of MNA is one such leap towards exponential growth. MNA was well tested in the market before being launched and is reaching a gradual maturing stage. I am sure that in the near future MNA will be a big draw and we will soon be launching it all over India.

►► Jetking - a 100 center company

We are now 75 center strong and adding more to our family is both a priority and a need to meet growing requirements. Recently we opened our Chennai Learning Center. The growth zone in the near future will be the South (Kerala, Tamil Nadu). It is both my faith and a business projection that by this year-end we will have 100 centers.

►► Six Sigma

This year we are also going for Six Sigma. This will be a huge leap for Jetking, as no other training institute in India, and very few in the world, have this certification. The Six Sigma

certification also has important business ramifications. For this, a lot of ground needs to be covered and I believe that the first step has already



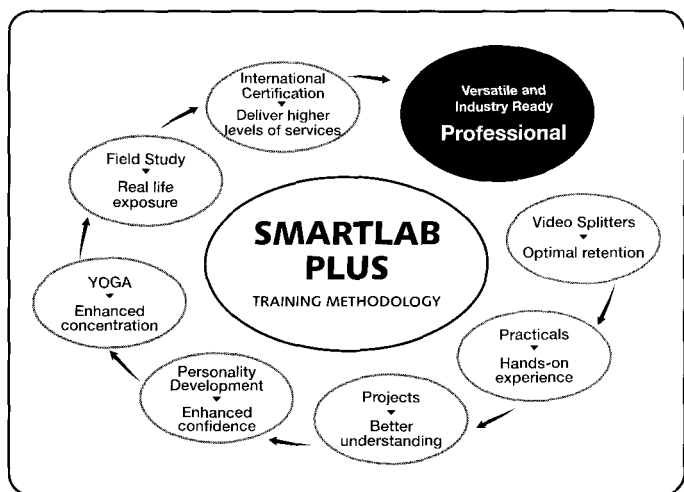
Mr. Nandu Bharwani
Joint Managing Director

Mr. Nandu Bharwani is leading franchisee development across the country, at a blistering pace. We added 15 new centers during the year.

been taken, which is to train our key quality executives, who would then start the process of getting a Six Sigma.

► SmartLab Plus - a revisit

SmartLab Plus has been very effective in training Jetking students who come from economically and educationally challenged segments. This training program has various components, each of which is very important. Starting with repeating a concept 6 times, self-learning in a conducive environment, yoga and meditation to stay in a stress-free learning state and personality development to increase confidence, it goes on to on-the-job training and Industry visits to increase awareness and Alumni meets to help the students network and gain confidence. The ultimate result of SmartLab Plus is the conversion of a student into a professional holding a job in 12 months flat.



In summary, I believe that India is on the threshold of vast opportunities in IT and this will increase demand for manpower at all levels, especially at the lower end where effective human resource costing counts for a lot. Jetking with its large network, competencies built over 12 years and systems fine-tuned to international standards, is in the position to leverage these opportunities and become a training behemoth in times to come.

» Acknowledgment

The entire Jetking family is involved in the growth that we have shown so far. My gratitude goes to them as well as to my partners, our recruiters who have displayed strong faith in our products by recruiting students from our centers, and to all the associates, consultants and banks who have continued to repose trust in us. Together we will live up to their expectations.



Suresh Bharwani
Chairman & Managing Director

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Director

BANKERS

Abhyudaya Co-op Bank Ltd.

Sewri, Mumbai - 400 015.

H.D.F.C. Bank Ltd.,

Vikas Marg, Delhi - 110 092.

Standard Chartered Grindlays Bank,

Dadar, Mumbai - 400 028.

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Chartered Accountant, Mumbai.

DELHI REGION AUDITOR

V. V. Kale & Co.

Chartered Accountants, New Delhi.

COMPANY SECRETARY IN PRACTICE

Mr. P. K. B. Nambiar,

Company Secretary, Mumbai.

REGISTRAR AND SHARE TRANSFER AGENTS :

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10/3/189 & 190, St. John's Road,
Behind Hotel Ramakrishna,
Secunderabad-500 025
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- 302, 7th Cross Domlur Layout,
Next to DTDC,
Behind Shanti Sagar,
Bangalore - 560 071.
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