# ANNUAL REPORT

## 2007 - 2008

**RS** | R.S. SOFTWARE (INDIA) LTD.

# OBITUARY

## Mr. K S Bhatnagar



### 1925 - 2008

*It is with deep sorrow that we mourn the sad demise of our chairman **Mr. K S Bhatnagar**, who left for his heavenly abode on May 17, 2008. As the chairman of your company from 1994 to 2008, he contributed immensely towards building a strong foundation for the company, and ensured the company's ability to maximize returns for its stakeholders.*

# R.S. SOFTWARE (INDIA) LTD.

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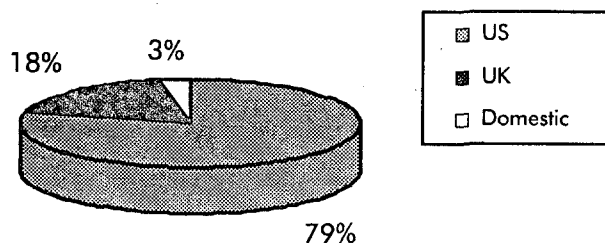
## OPERATIONAL HIGHLIGHTS

### Execution & Training

The year offered three significant challenges to the Execution group. It had to deal with new business involving new technologies, on time resource fulfillment for short-notice ramp up, as well managing multiple high level client visits with the objective of probing our capability to scale up in a very short time. RS has been into mission critical applications for the world's largest Payment Network for several years now. This year saw one more such application being entrusted to RS, the success in which would define both the range and depth of our relationship with our most premium client. This engagement put tremendous responsibility on Sourcing and Training to prepare right skills (especially in Open Systems) and get resources on board on time. Several senior ex-employees, who have recently joined back, have been associated with this prime engagement. RS also signed a contract with a leading software product company based out of California, working with major providers such as card issuers, card associations, card manufacturers, transaction processing service providers, and others, to deliver secure financial card solutions to the market. The engagement primarily involves development and technical writing and is being released by the client in phases. On the issuing side RS was engaged by a Seattle based Processor for the maintenance and production support of several mission critical IT projects. A QA project from the same customer is shortly in the pipeline. RS also signed several alliances/partnerships with market leaders such as Microstrategy, ACI Worldwide, and more recently with Oracle.
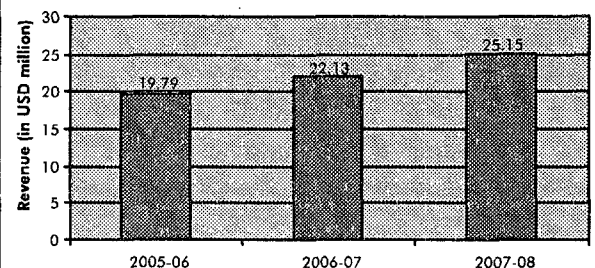
On the technology front, plans are on to create a center of excellence for Business Intelligence. Specific technologies that will define our future roadmap include Java/J2EE, Ab initio, Microstrategy, Cognos, Oracle Apps, Tandem, Ariba and Rational tools.

29,000 person hours of training was conducted during the year. External agencies such as CMC, GST, STG International, Power Trainer etc supplemented the training provided by our own trainers. The Sharepoint portal was used by Training for online archival of training materials, which benefited our employees based at various onsite locations.



**Region wise revenue for 2007-08**

- US
- UK
- Domestic

18%  3%

79%



**Year wise revenue**

Revenue (in USD million)

| 2005-06 | 2006-07 | 2007-08 |
|---------|---------|---------|
| 19.79 | 22.13 | 25.15 |

## R.S. SOFTWARE (INDIA) LTD.

### Sourcing

In 07-08, the demands of business stretched the Sourcing team, pushing it to innovate in its recruitment strategy and to ramp up at the rate of almost one person a day. Requirements had to be fulfilled at very short notice, across a wide bandwidth of technology skills and experience. Major focus on lateral recruitment made it necessary for the team to network closely with consultants across the country. With the addition of recruitment support for onsite, Sourcing is virtually now a 24X7 service from India. To attract talent from other regions walk-ins were conducted during the year.

### Branding

RS has made significant investments in branding during the year. With a new Sales team in place at different overseas locations, the Communications team remained active during the year, giving collateral support, keeping the website updated and relevant, and providing tools to help Sales position our offerings in the market. The year started with our participation in the Electronic Transaction Association's (ETA) Annual Conference and Trade Show at Las Vegas which got us important leads to pursue. The Sales team also participated in other networking events that created opportunities to break into new relationships and accounts. Several sales conferences were held during the year, including one retreat at Reading in UK to thrash out the strategies for taking the opportunities forward, especially with the potential large accounts. Our earlier relationship with the PR Agency Adfactors continued during the year which helped significantly in improving the company's employer brand in the domestic market. The Communications team also provided support to the MD's office in organizing a major YPO event in San Francisco that would help showcase not only India and IT, but would also help create new corporate relationships.

### HR

For HR, 07-08 was critical from the point of view of employee retention. A significant number of client visits during the year not only highlighted the need for greater resource visibility, the company simply needed to acquire and retain more people for fulfillment of increased business. Two key areas that secured most attention were rationalization of certain employee policies and process automation. The rationalization was required to maintain greater parity amongst roles at different levels and to minimize compensation related discrepancies for future intake. To reduce the cycle time of service and provide more flexibility to its internal customers, HR has also embarked on a roadmap to automate a major number of functions that include the appraisal system. Work is currently on to automate the tracking system for annual increments. During the year, the HR team also collaborated with the Communications team in organizing events such as the RS Annual Day, employee mixers (both at offshore and onsite), and distribution of Star of the Month awards. To provide some pastime and casual entertainment for employees, satellite TV feed has now been provided at the Cafeteria in RS Tower.

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## Infrastructure

This year RS Tower was converted into a wireless enabled facility, using most secure and industry standard EAP/TLS technology. To extend the facility to guest users who would need access to the Internet, network segregation through Layer 3 virtual LAN was implemented. A 512 kbps Shared Internet Lease Line (SILL) from VSNL has been installed at RS Tower to achieve high availability of Internet access both at the Development Center and Corporate Office. A back-up line (512 kbps broadband from Tata Indicom) has also been commissioned, which would take over if the former fails. To provide better bandwidth for video conferencing, the Kolkata-Milpitas IPLS link has already been upgraded from 1 mbps to 2 mbps, and another 2 mbps circuit has been commissioned to facilitate VoIP. During the year, a large number of old desktops were replaced with more contemporary and high-end models available in the market. Several old CRT monitors were replaced with low energy LCD monitors, and members of the senior management team were provided with branded laptops and updated accessories.

## Quality & Benchmarking

In 07-08, the Q&B team expanded its portfolio earning some revenues by way of 600 PDAs of work in the area of Testing. This paved the way for the Sales team to position Testing as a offering in the market. The team also inducted additional resources with the objective of bringing all development projects under EQA, working closely with Training to impart the necessary skills and knowledge. Visits by several significant clients made it necessary for the Q&B team to remain up to speed with internal security (both physical and network). Several rounds of audits were conducted during the year to ensure compliance. To have a better and timely handle on project delivery, a half yearly Baseline Metrics Analysis Reporting process has been formalized for execution. Metrics for capturing pre delivery defect density have been identified, coupled with enhancing the automation of project plan. The Q&B team also introduced reporting on person power utilization along with requirement for buffer resources, which would help in improving the planning and profitability of project delivery.

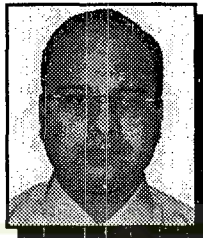**R.S. SOFTWARE (INDIA) LTD.**

# BOARD OF DIRECTORS

**Mr. K.S. Bhatnagar**
Chairman

**Mr. R.R. Jain**
Vice Chairman & Managing Director

**Maj. Gen. A. Balasubramanian** (Retd.)
Director

**Mr. S.K. Jain**
Director

**Mr. Pankaj Dhanuka**
Nominee Director (ICICI)
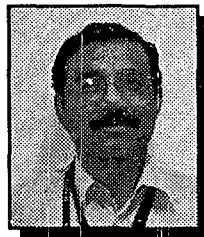
**Mrs. S. Jain**
Director

# RS MANAGEMENT TEAM

**Mr. R.R. Jain**
CEO

**Ms. Diana Adachi**
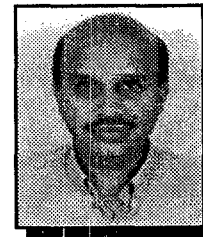Vice President, Sales & Marketing

**Mr. Soubhik Ghosh**
Vice President, Service & Delivery

**Mr. Bibek Shankar Das**
Vice President, Corporate

**Mr. Vijendra Kumar Surana**
CFO & Company Secretary

**Mr. Rakesh Srivastava**
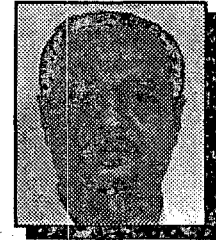General Manager, Business Development

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# RS MANAGEMENT TEAM (Contd.)

**Mr. Aniruddha Rai Chaudhuri**
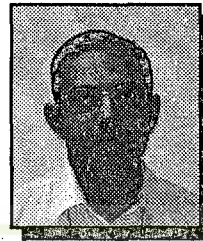General Manager,
Quality & Benchmarking

**Mr. Aniruddha De Choudhury**
General Manager,
Corporate Communications

**Mr. Sumit Misra**
General Manager

**Ms. Monika Chopra**
Senior Manager - HR, US

**Mr. Debasis Bandyopadhyay**
Associate Vice President,
Business Support

# GLOBAL SALES & MARKETING TEAM
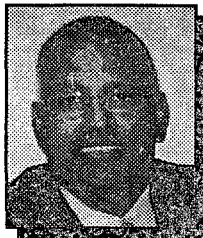
**Mr. Martin McMullian**
Head of Sales, US

**Mr. Raymond Mitchell**
Senior Sales Executive

**Mr. Ross Bardwell**
Senior Sales Executive

**Mr. Som Jagadev**
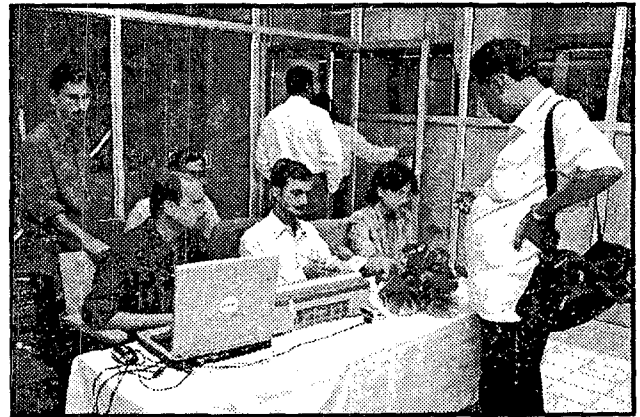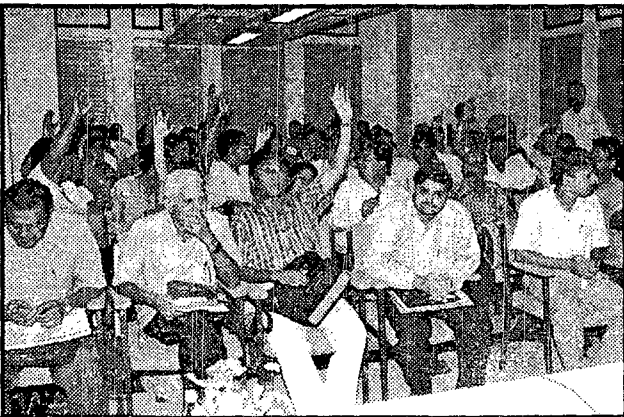Sales Director

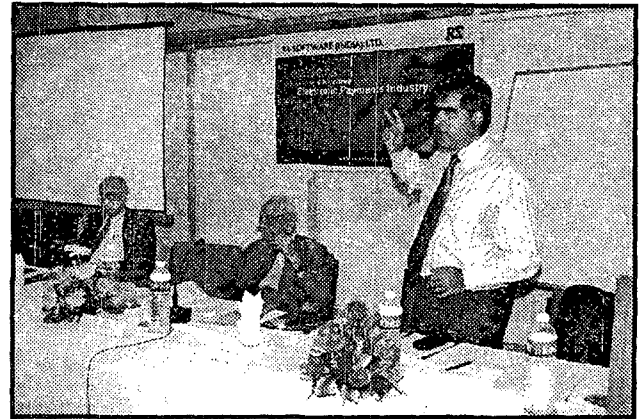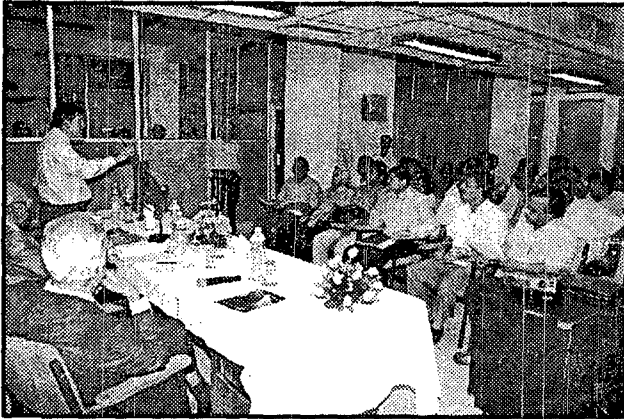**Mr. Joe Saunders**
Sales Director

**Mr. Chris Greyling**
Senior Sales Executive

**R.S. SOFTWARE (INDIA) LTD.**

# Moments of the 2007 Annual General Meeting
## held on August 10, 2007

R.S. SOFTWARE (INDIA) LTD.

## NOTICE TO MEMBERS

The Twentieth Annual General Meeting of R S Software (India) Limited will be held on Thursday, 31st July 2008 at 11.30 am at Sisir Mitra Hall, Webel Bhavan, Block EP & GP, Sector V, Bidhan Nagar, Kolkata - 700 091 to transact the following business :

### ORDINARY BUSINESS

1.  To consider and adopt the Audited Balance Sheet as on 31.03.2008 and Profit & Loss Account for the year ended on that date and the Report of Auditors and Directors thereon.

2.  To appoint a Director in place of Mr. Shital Jain who retires by rotation and being eligible offers herself for re-appointment.

3.  To appoint Auditors and to fix their remuneration and for this purpose to consider and, if thought fit, to pass the following resolution as an Ordinary Resolution.

    "Resolved that pursuant to the provision of Sec 224 and other appropriate provision, if any, of the Companies Act 1956, Messrs Chaturvedi & Company to retire at the conclusion of the Meeting be and are hereby re-appointed Auditors of the company to hold office from conclusion of this Annual General Meeting until the conclusion of the next Annual General Meeting of the Company at a remuneration to be decided by the Board of Directors of the Company".

### SPECIAL BUSINESS

4.  To consider and, if thought fit to pass, with or without modifications the following Special Resolution :

    "Resolved that the Company do hereby approve the re-appointment and remuneration payable as given below to Shri. R. R. Jain, Vice Chairman and Managing Director (VCMD) of the Company with effect from 1st October 2008, the date when the last contract with VCMD expired as determined by the Board of Directors of the Company and specified hereunder in accordance with and subject to the conditions of Schedule XIII of Companies Act and any other applicable provisions under the said Act :

| Monthly | (Rs.) |
|---|---|
| Basic | 200000 |
| HRA | 100000 |
| Monthly Gross | 300000 |
| **Yearly Gross** | 3600000 |
| **Annual Benefits** | |
| Medical subject to production of bills limited to | 200000 |
| LTA subject to production of bills limited to | 200000 |
| PF@ 12% on Basic | 288000 |
| Gratuity @ 15 days salary for each completed year of service | 115385 |
| **Grand Total per annum** | **4403385** |