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annual report
2003-2004

2003-2004: **A year of investment**

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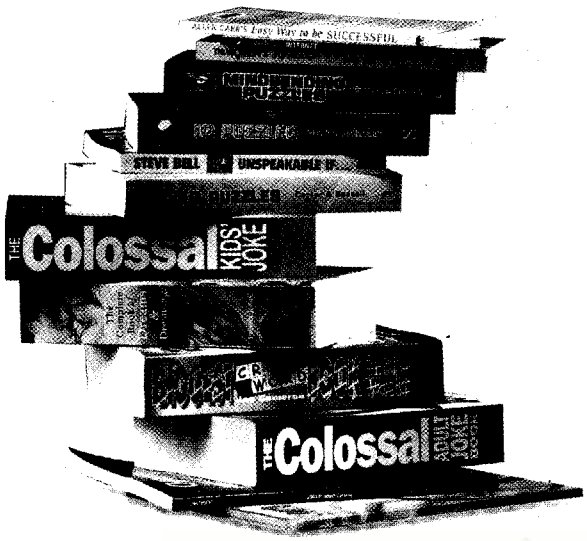

A year of investment...

...during which we explored geographies, opened up markets and enhanced skill sets.

It was also a year during which we capitalised on India's BPO strengths and created a global client base to whom we provide **Print Process Outsourcing (PPO)** solutions.

MINDSETS
INNOVATIONS
PEOPLE
EXPORTS
CONTENT
UK, USA, AFRIC
FORMATS
GEOGRAPHIES
PROMOTIONS
PRODUCTS
INFRASTRUCTUR
SKILLSETS
LOGISTICS
PRINT

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2003-2004:
A year of investment

Exploring new opportunities and opening up new markets...

We participated in books fairs in London, Frankfurt, Chicago, Bologna, New York, Nigeria. This is helping us understand the dynamics of international markets.

We are in the process of establishing a global customer base which currently includes leading international publishers.

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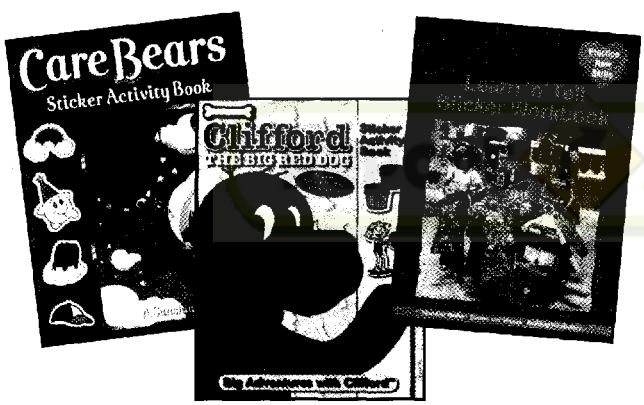
2003-2004: A year of investment

Researching & developing new formats

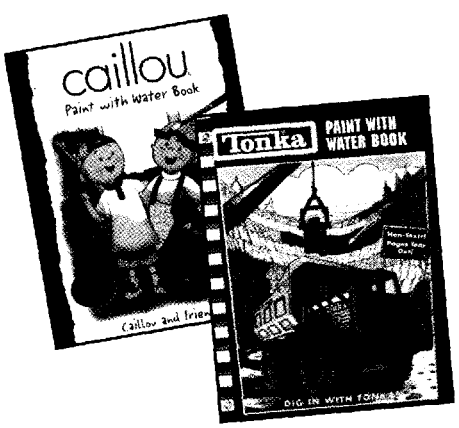
Our global client base includes Alligator, Arcturus, Ben and Co. Ltd.,

PAPERBACKS

8 X 8 FORMAT BOOKS



STICKER BOOKS



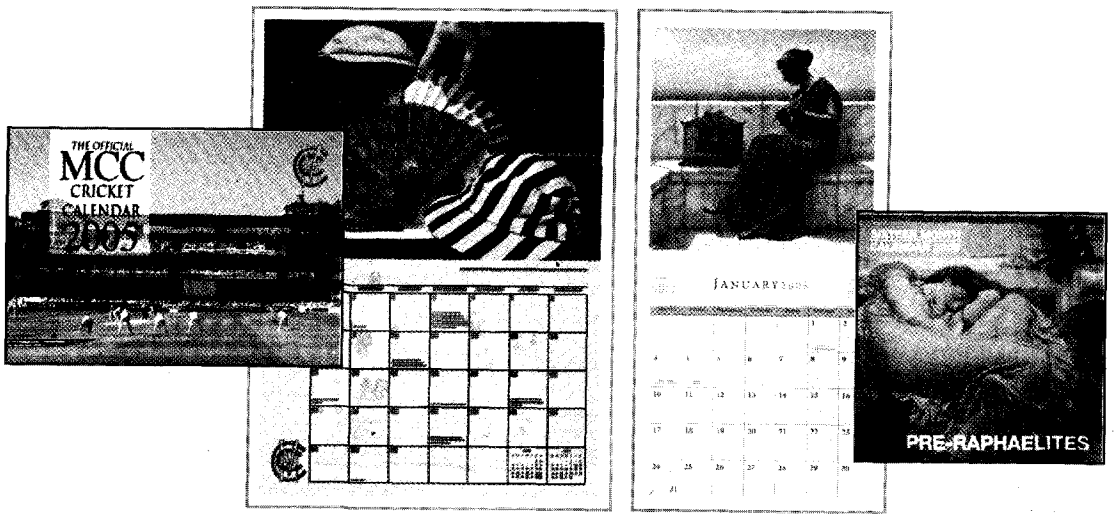
PAINT WITH WATER

COLOURING & ACTIVITY BOOKS

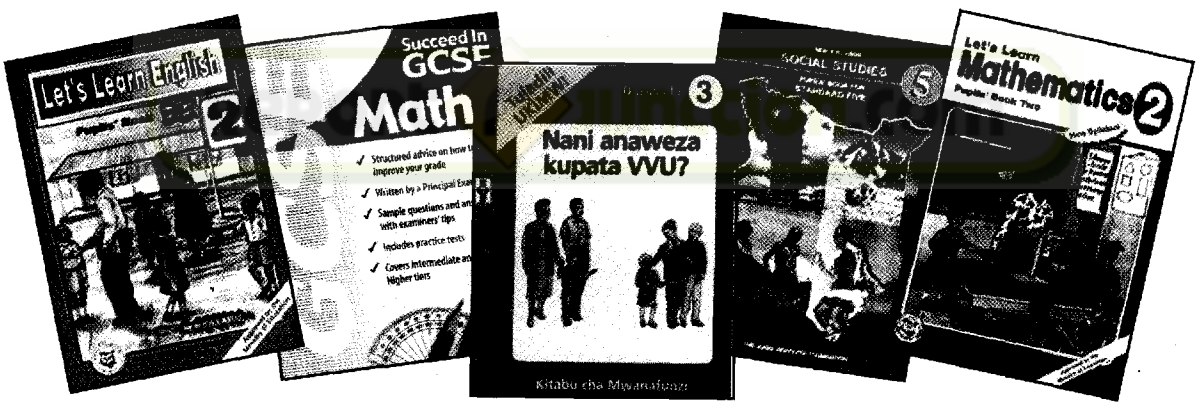
... and offering end-to-end publishing

to meet the needs of our export clients...

Business Forms, Holland, Modern, Top Flight, Top That, etc.

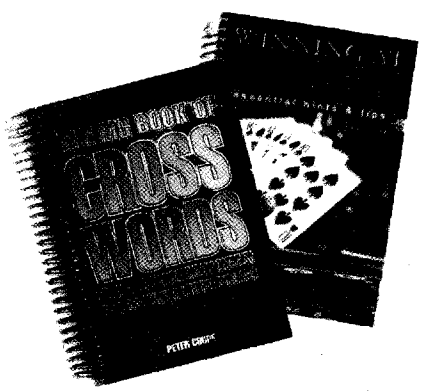


CALENDARS



EDUCATIONAL BOOKS

CATALOGUES



SPIRAL BOUND BOOKS

STATIONERY

solutions as a PPO partner.

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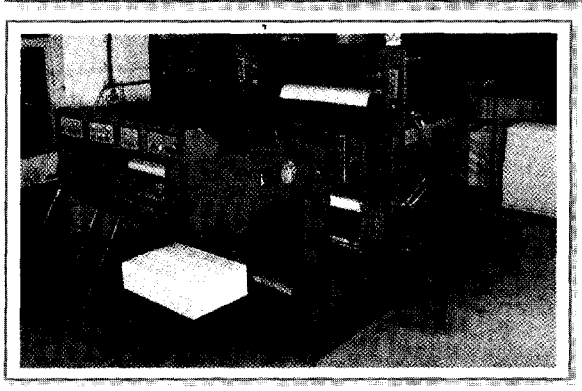
2003-2004: **A year of investment**

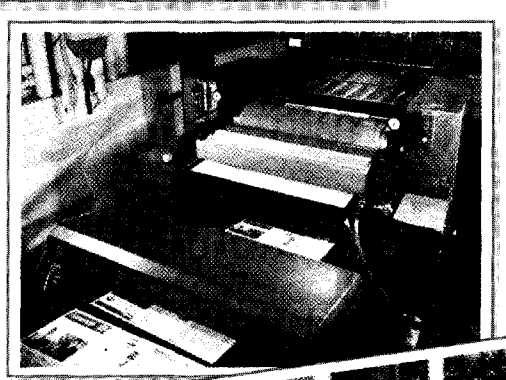
Enhancing infrastructure...

... and creating solutions for clients all across the world.

4 Colour Mitsubishi Diamond 3000 LS

U V coating line

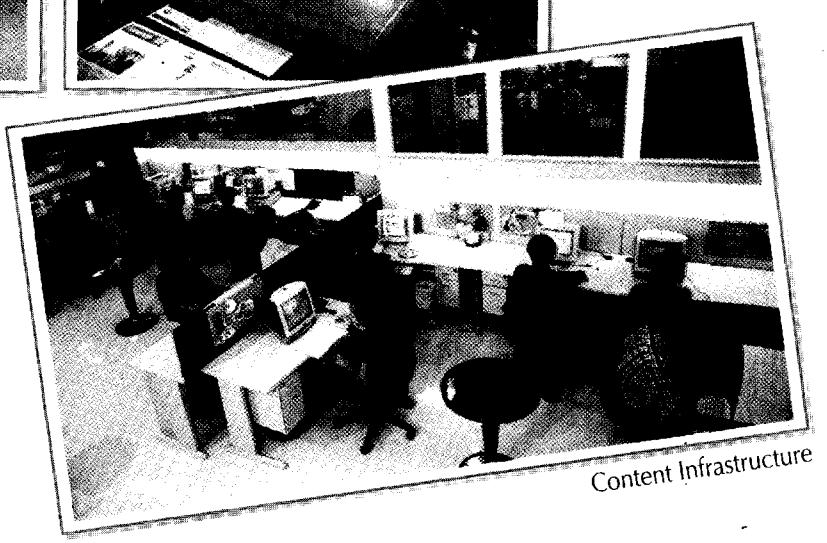




Lamination Machine

Mitsubishi & Beiren Perfectors

We enhanced our existing infrastructure by adding on pre-press, press and post-press technology to deliver higher value. We also enhanced our Content infrastructure and skills such as authoring, illustrations, DTP and design in response to the global demand.



Content Infrastructure

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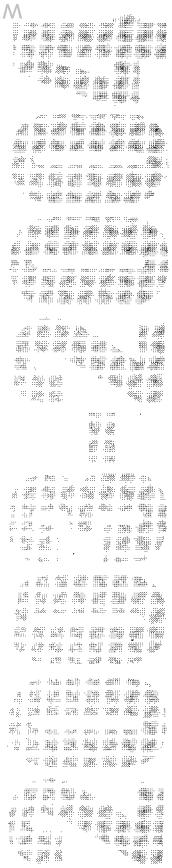

It was also a year of consolidation...

- **IT FULFILLMENT**
  - PACKAGED SOFTWARE
  - IT EDUCATION
- **CORPORATE**
  - SHAREHOLDER RELATIONSHIP MANAGEMENT
  - CUSTOMER PROMOTIONS
- **PUBLISHING**
  - EDUCATION
  - MAGAZINES

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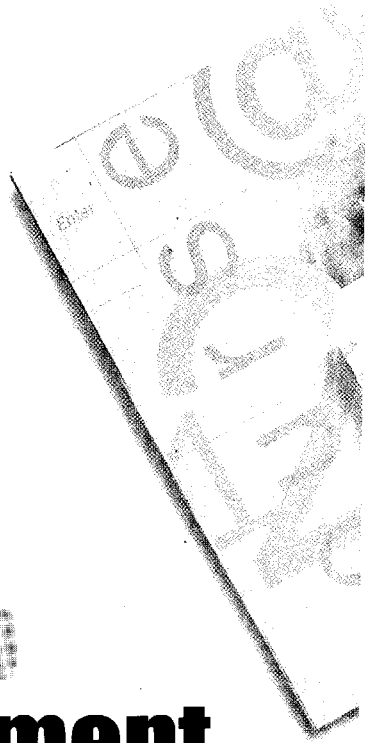

Consolidating our leadership in the **IT Fulfillment** segment.

ReportJunction.com

- Our key focus in this segment has been the fulfillment of IT products that include :
  - Packaged Software
  - Educational Manuals
  - Technical Manuals
  - Telecom Kits

- Our business with Microsoft has grown over the years. Today we handle various programmes for Microsoft including MSAR (Microsoft Authorised Replicator); MOC (Microsoft Official Curriculum); and other subscription based programmes.

- Our position of leadership in the area of IT fulfilment continued with our client base of IT leaders such as Aptech, Hewlett Packard, IBM, Jetking, NIIT, Sun Microsystems etc.

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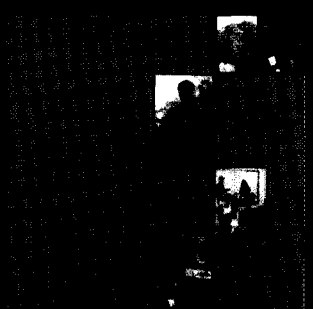
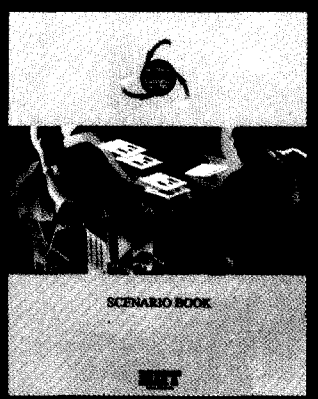


- We moved up the value chain with several of our clients by creating IT content to enhance our clients' service offerings to their customers. This encompasses creating curriculum and non-curriculum based text books, teacher guides, lab guides, CD Roms and websites for our IT clients such as Aptech Plus,NIIT, etc.



• Telecom Kits •

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