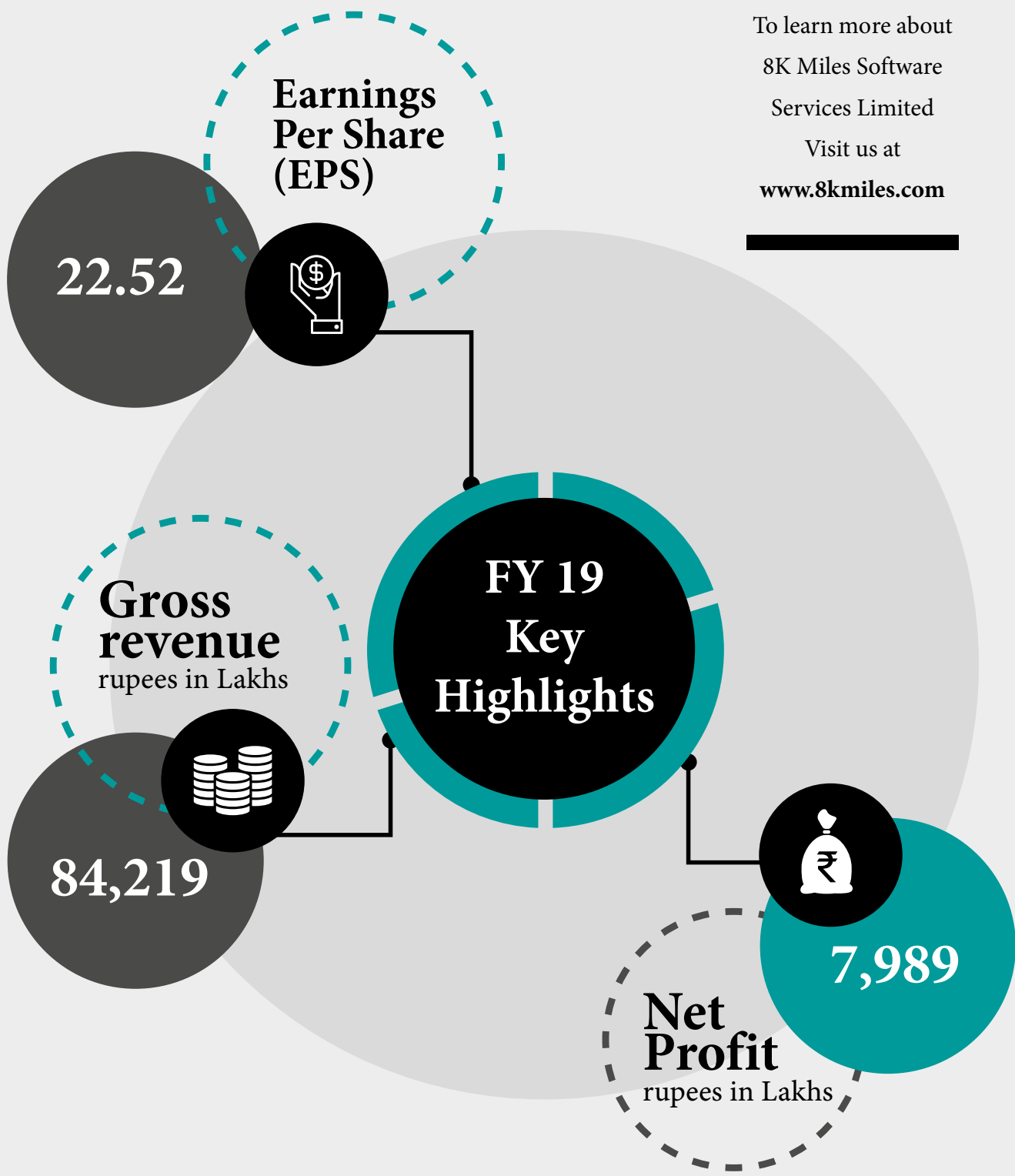




Annual Report 2018-19

# The Door to the Cloud Future

Sustained Innovations | Stable Partnerships |  
Secure Cloud Solutions



To learn more about  
8K Miles Software  
Services Limited  
Visit us at  
[www.8kmiles.com](http://www.8kmiles.com)

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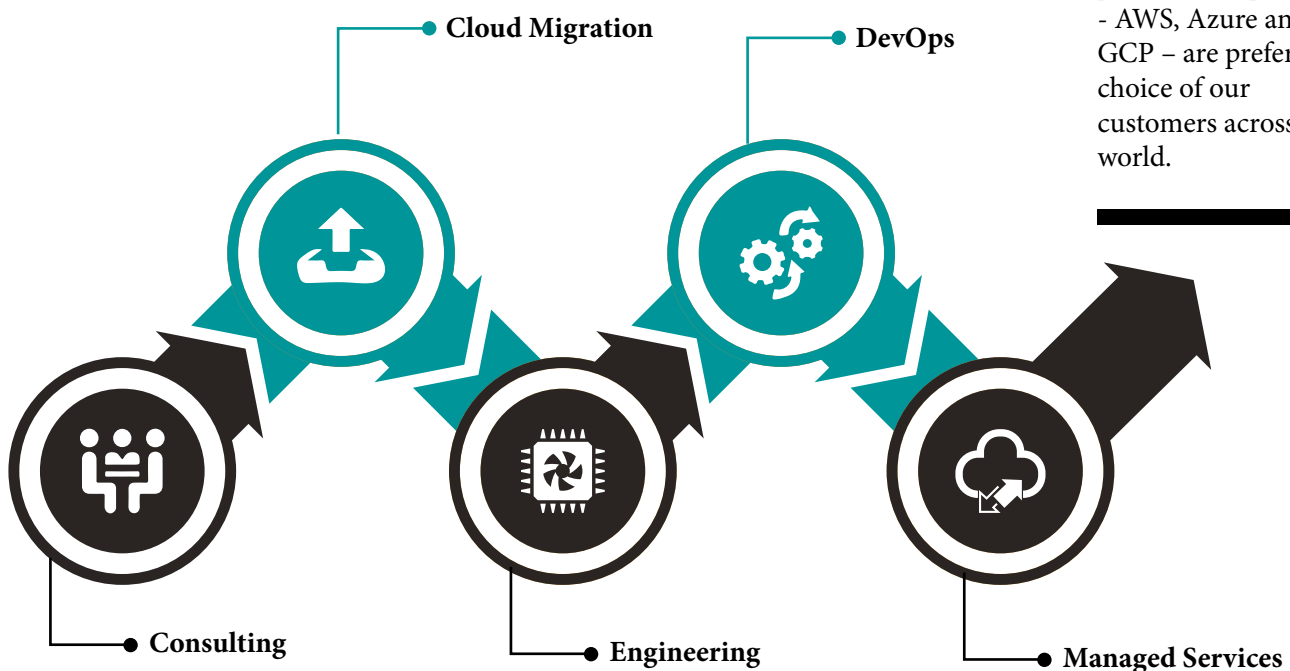
8K Miles is a Born-in-Cloud, ISO-27001 Certified platform-centric and domain focused cloud transformation services company primarily specializes in providing services to highly regulated industries such as Healthcare, Life Sciences and Pharmaceuticals.

***Our platform-centric and domain focused service delivery model differentiates us when compared to other traditional IT vendors who are people-centric and just supply staff and services regardless of the industry.***

Our next gen automation enabled cloud transformation services based on our platforms strengthened through innovative deployment of AI/ML, Big Data and Analytics capabilities ensure continuous security/governance facilitating adherence to strict statutory and regulatory compliance, while driving the customer cost down during their cloud transformation journey.

Our strategic partnerships with top public Cloud providers such as AWS, Microsoft Azure, Oracle and Google Cloud – built over the last 11 years - make us a unique partner to our customers to provide end-to-end cloud services and help them transform their enterprise IT and operate their Cloud solutions more efficiently in a cost-effective manner.

Ever since its inception, 8K Miles has been delivering big success by leveraging on our unique set of key enablers ensuring our Cloud Transformation Services on multiple public cloud platforms - AWS, Azure and GCP – are preferred choice of our customers across the world.



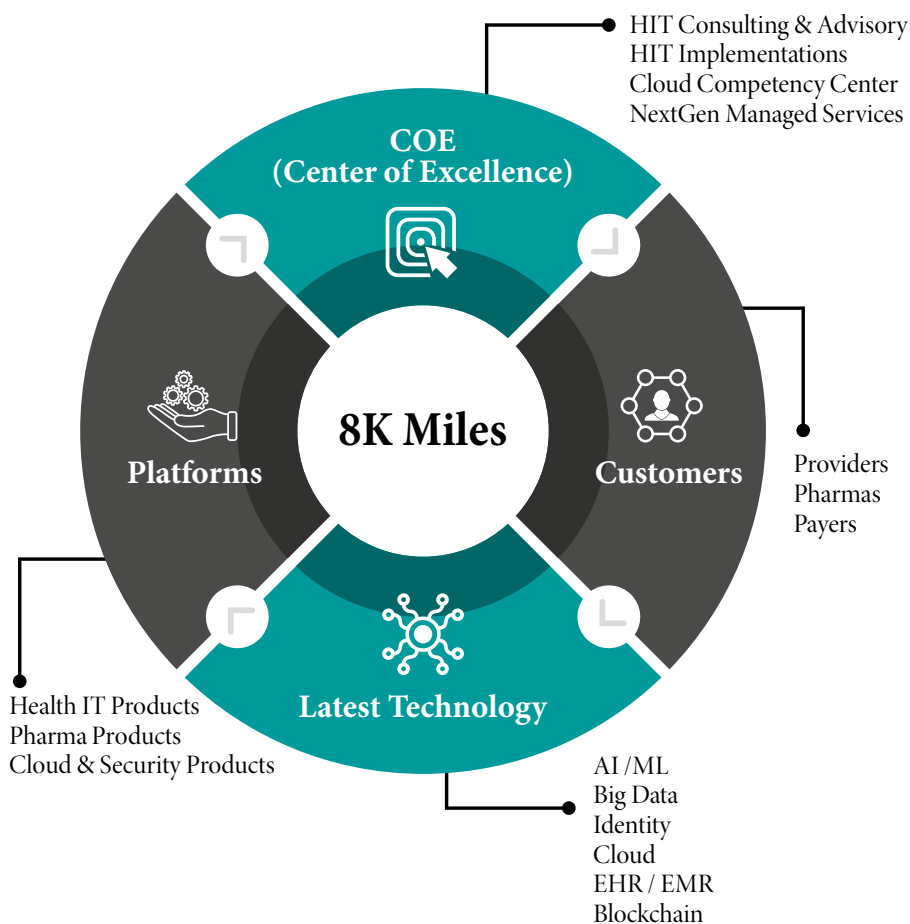
At a high level, following are our service offerings. More details can be found in subsequent sections

Given this unique approach to Cloud Transformation and continuous operation/governance/compliance, 8K Miles has grown its customer base with several Fortune 100 clients. This positions us uniquely to:

- Acquire large enterprise customers with our platform-centric and domain focused transformation solutions and increase our recurring revenue
- Customers choosing us as preferred partners as they seek low-cost innovation
- Enable revenue 'stickiness'

This approach has resulted in our platform being fully integrated into the IT landscape of our customers not just for managing public cloud transformation/deployment but also their own private cloud.

**Currently, over 20 global large and mid-size Pharma and Life Sciences companies as well as more than 100 US hospitals trust 8K Miles in their cloud transformation journey because of our platform capabilities that offer automated security and compliance such as HIPAA, GxP, SOX, GDPR etc. seamlessly during cloud transformation as well continuous operations.**



### 8K Miles is proud to be

- ISO certified in Surveillance audit for the second consecutive year
- Certified AWS Premier Partner, AWS Next-Gen MSP (Managed Services Provider) as well as Amazon WorkLink Launch Partner
  - Competencies achieved - Big Data, Security, Life Sciences, Healthcare, DevOps
- Certified Microsoft Cloud Gold Partner for the 2nd consecutive year
- Recognized Cloud Partner of Google





In all, 8K Miles is well on its way to continue to maintain our growth over coming years as evidenced by the achievements of the following key targets this year:

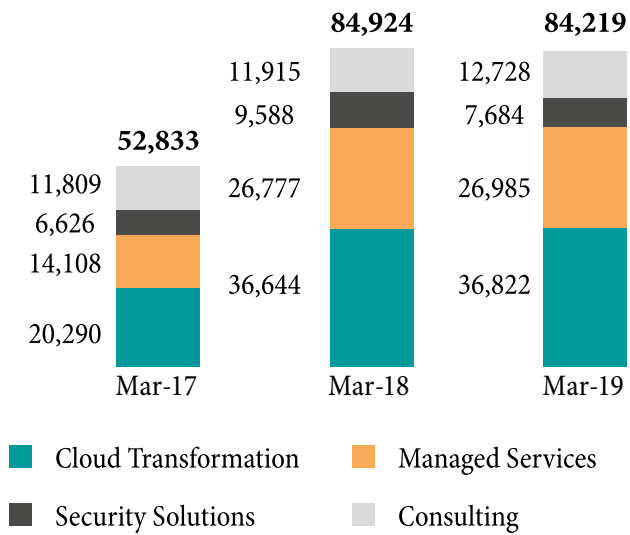
- Increased the recurring revenue component through continuous operations enabled by automation with built-in regulatory compliance and security while deepening our relationship with existing customers
- Acquired more customers through our platform-centric approach to Cloud Transformation that enabled our customers to reduce the transformation lifecycle and cost significantly
- Strategic acquisitions made in previous years enabled us to bring in the domain expertise into our platforms and solutions thereby ensuring huge entry level barriers for our competitors to compete with us while adding significant value to our customers
- Leverage existing customers of acquired

companies for cross/up-sell our offerings through our relationship and superior quality delivery

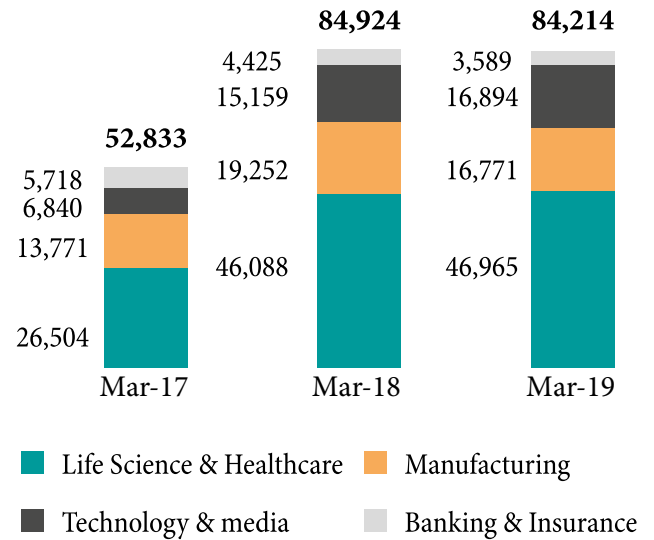
- Continue to enhance our offerings to provide superior value to our customers including:
  - SaaS offering of EMR solution – allowing us to leverage our existing mid-tier customers to start using this solution
  - DataEz, Data Analytics and Data Lake Platform-as-a-Service which enable customers to future proof the growing Data Lake and the advanced Machine Learning & Analysis workloads
  - EzMFA - Cloud-based Multi-Factor Authentication (MFA) Solution, an advanced authentication and access control solution
- Embarked on enhancing our offering with HealthEdge – a blockchain initiative

## 2018-19 Financial Results at a Glance

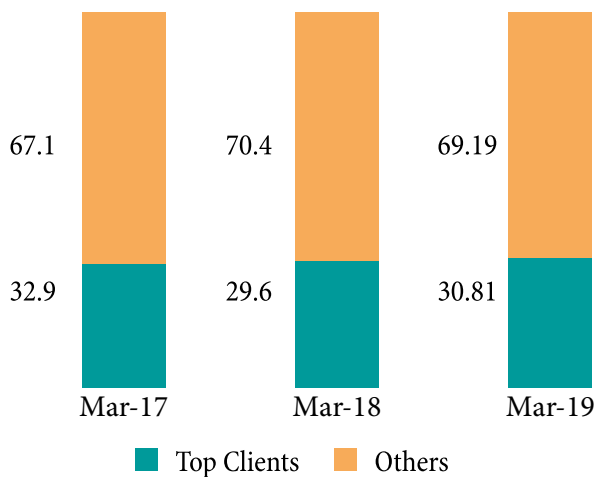
### Growth in revenue (by service)



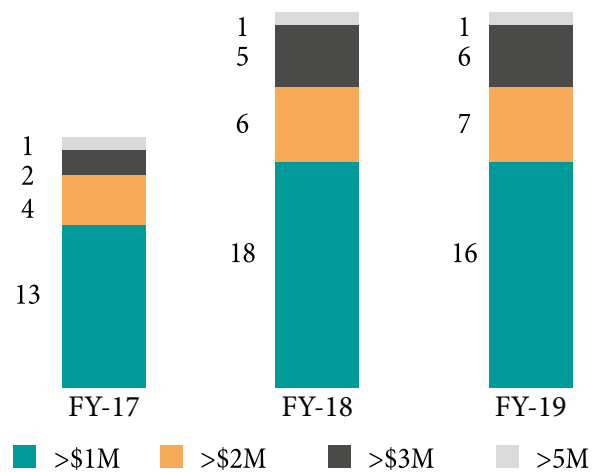
### Growth in revenue (by domain)



### Client Metric



### Number of Clients (by account size)



## Message from the Chairman & CEO

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Dear Stakeholder,

I'm pleased to state that fiscal year 2018-2019 was a great year for us for many reasons and I take this opportunity to thank all of you for the confidence you have placed on us. Your company has been relentlessly focused on Healthcare and Life Sciences (HCLS) applying Cloud transformation, DevOps, Automation, Next-Gen managed services and advanced technologies for modernizing healthcare IT.

The HCLS (Healthcare and Life Sciences) industry is one of the largest vertical industries comprising 10% of global GDP. The global addressable market for cloud infrastructure and solutions in the HCLS industry can be estimated using relative IT spend to an estimated TAM of \$10.1B annually. With respect to Pharma industry, the estimated market size is \$1.15T by 2021 where new innovation has been fueled by modern technologies, primarily public cloud infrastructure and tooling.

We continue to differentiate ourselves as an IP centric and domain specific platform-driven model for Cloud Transformation and Managed Services for non-linear revenue generation as opposed to larger enterprises who are still entrenched in people-centric linear revenue model.

- We acquired several new enterprise customers in the year 2018 and early 2019. This has positioned us well for achieving our vision of doubling our growth by 2021 and realize our aspiration of becoming the go-to partner for the world's top 25 healthcare and life science enterprises
- Launched numerous Bots over our flagship CloudEz platform, started Devops-as-a-service to differentiate ourselves in the managed services marketplace; enhanced Multi-Domain Identity Services Platform (MiSP) to help Cloud providers expand Software-as-a-Service offerings with Single Sign-on with hundreds of additional SaaS platforms. Your company launched a new EzMFA (Multi Factor Authentication) offering on the cloud. All these initiatives are clearly positioning us as a partner of choice for our customers and provide significant competitive advantage
- Introduced 8K Miles Health for a patient-centric EHR solution based on Blockchain – this will be a big disruptive initiative and we are working with an US east-coast based hospital
- Your company is seeing positive traction selling advanced cloud transformation services including DR and Backup solutions on public clouds such as Amazon Web Services and Google Cloud to the existing healthcare customers who were brought by Cornerstone Advisors



*We are thrilled to announce that 8K Miles Software Services is now an AWS Premier Consulting Partner (one of the top 40 partners in North America among many thousand partners in the AWS partner ecosystem). To further enhance our market position, we achieved top tier partner status for AWS Healthcare and Life Sciences (one of the top 6 partners to be showcased by Amazon Web Services at HIMSS 2019 conference in Orlando in February 2019).*

- This puts us in the top 0.25% category of partners within APN (Amazon Partner Network) partner ecosystem. This Premier Partner status is awarded to global organizations that have invested significantly in their AWS capabilities, have extensive customer experience in deploying on AWS, have developed innovative, unique automated vertical specific solutions on AWS, have a strong base of trained and certified AWS technical consultants, have many AWS Competencies, have expertise in project management, and have a healthy revenue-generating business on AWS exceeding expectations on driving public cloud consumption.

The auditors of the Company have made a few qualifications, observations and disclaimer with respect to accounting, internal control, and compliance in the Company. However, the company has provided its clarifications and observation to the auditors and has already provided necessary responses and documentation to the auditors in this regard. Your Company has resolved to take various measures to strengthen the Compliance and Governance to avoid such qualifications in the future.

We shall be zero tolerant on any lapse in compliance and governance related matter. We have put a system in place for effective implementation of applicable statutory regulations. A robust internal control process driven by professionals internally and validated by independent external consultants will be in place at the earliest. The management is committed to improving its compliance, governance and processes to enhance shareholder value.

As a whole, the year has been very exciting for us and we would like to continue our journey with similar zeal and energy in the coming years. I extend my sincere thanks to all. As one of the very few Next-Gen Cloud MSPs for highly regulated industries, I am excited by the growth in our Life Sciences and Healthcare divisions.

Once again, I take this opportunity to thank you all for having reposed your faith in 8K Miles Software Services, Ltd. and assure you that your confidence in us provides us, the energy to scale new heights.

Thank you.

Yours Sincerely,

**Suresh Venkatachari**

Chairman & CEO

'Born in Cloud', 8K Miles is a pioneer in providing global Cloud Transformation solutions and services to highly regulated industries. We are one of the few elite 3<sup>rd</sup>. party accredited AWS' Next-Gen Cloud Managed Services Provider. As a thought leader in Cloud Transformation and NexGen Managed Services, we helped to define a new paradigm in the Cloud Transformation journey by innovative adoption of automation in our framework with built-in security and continuous regulatory compliance. We are the go-to partners for both the providers and customers in their cloud journey. Our diverse competencies, agile innovations and highly skilled teams enable us to foster strong partnerships and create sustainable business value.

Our ultimate objective is to help enterprises comply with regulatory requirements while protecting very sensitive data. To this end, we offer cloud innovation and automation across diverse regulated industries such as Healthcare and Life Sciences.

### Why we are an exciting place for being part of tomorrow's technology?

Being an early partner of AWS, we have been assisting AWS' enterprise customers since the beginning of their cloud journey. Our continuous effort to acquire deep knowledge in AWS and other public cloud providers enables us to deliver best-in-class Transformation and NexGen Managed services.

*Our strategic approach, focused on building our technology and domain expertise, enabled us to achieve the status of a 'partner of choice' of all our customers. This makes us the best place for being part of tomorrow's technology!*

