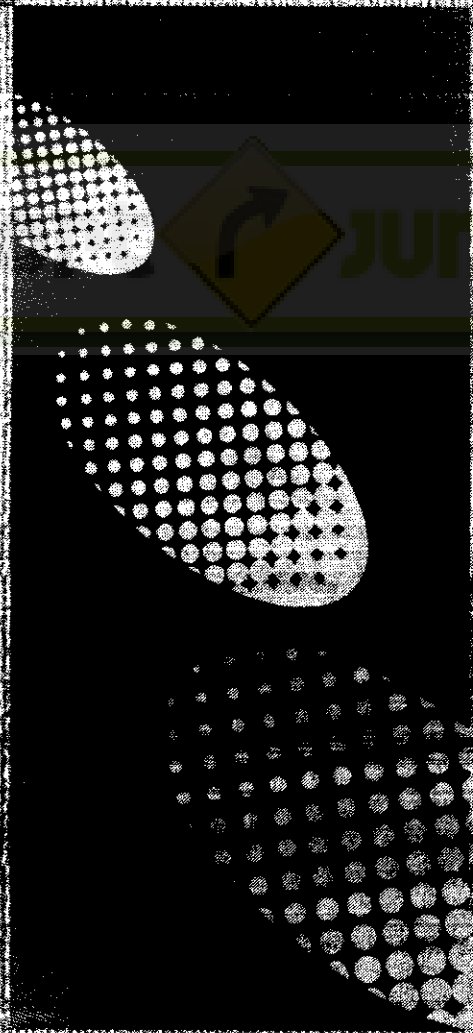
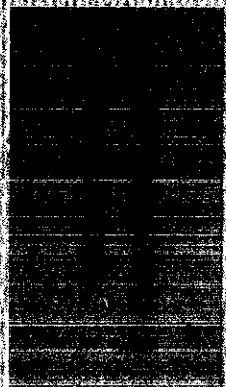


SANSCO SERVICES A LB A L L



TATA  
NORTEL





“ Your Company has continued to grow  
in various areas of its operations, resulting in  
substantial increase in revenues and profits.”

Mr F C Kohli, Chairman



1.  
: India's most respected  
Information Technology Solution Company.



## ADDING VALUE

Dear Shareholder,

Welcome to our Annual Report for 1998-99. It is my pleasure to bring you our results for the past year. It's been a highly satisfactory year, one where we consolidated our position, and prepared to enter the new millennium.

As we stand poised at the end of the century, it's time to rededicate ourselves to our core value – that of adding value to everything we do. It's the single most important reason why we're one of India's leading IT companies, and a respected player in the international arena.

Value addition is the reason why 4,000 top professionals chose us over other companies, and stayed on to grow professionally. They've helped the Company in adding value to customers worldwide, by completing over 5,000 major projects, covering almost all industries.

Value addition drives us in all our actions. For instance, the way we recruit and train people from the best universities in India, and from industries like banking, finance, insurance, airlines, defence, telecom and others. The way we select and work with our partners. And, most importantly, the way we service our customers.

It's the desire to add value that led us to establish a strong technology focus in the organisation, and to initiate collaborative research with the IITs, and an exchange programme with Oakland University and the Massachusetts Institute of Technology.

Today, we enjoy invaluable relationships with industry leaders like Unisys, Microsoft, Oracle, CISCO, Compaq, Sun, Sequent and IBM. If they've stood by us for so long, it's because of the value we bring to the relationship.



Dr Nirmal Jain, Managing Director

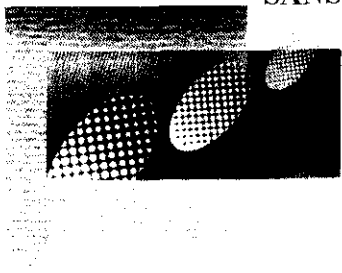
Our people, too, have benefited from our philosophy. Every year, we invest heavily in training, both in terms of financial cost and person-hours spent. As a result, our people are always in step with the latest advances from around the world.

And, we haven't forgotten our responsibility towards society, either. We have initiated a series of community initiatives, to provide both help and understanding to the less privileged among us.

In this report, you'll learn about some of our key projects, our long-standing alliances, and our humanitarian efforts. In each case, you'll see how we go the extra mile.

Yours sincerely,

Dr Nirmal Jain



Meet the many faces of Tata Infotech. These are some of our key divisions, each a specialist in its own field, each adding value in its own special way. Here, some of India's top IT professionals pool their experience and expertise together, to deliver solutions that are comparable with the best in the world.

#### Manufacturing Division

We are the only Indian IT company that has a manufacturing facility in Goa that provides contract manufacturing services for both the domestic and international markets. Over the years, we've provided Unisys, a world leader, with the right infrastructure to supply products to users worldwide.



#### Systems Integration Division

Our Systems Integration Division provides our customers with total solutions that include computer systems, software customised to customers' specific needs, networking systems, training and complete support. Some of the areas in which the Division provides total solutions are Imaging, Geographic Information Systems, Decision Support Systems, Y2K, Object Oriented Technologies, Interactive Voice Response Systems and Networking. Our ability to handle various IT needs has helped us execute over 5,000 projects all over the world.

#### Products Division

This Division is responsible for the marketing of our own software products and solutions. For instance, ES CUSTOMERView, a customer relationship management solution, and UniTrade, a trade finance package, are both part of the integrated solutions provided by us. The Products Division also promotes other successful products like SignBANK, HealthFone, MPEG Camera, Call-M@il, QUIDS Information Kiosk and TULearn. In addition, it acts as a partner and value-added reseller for some of the world's largest software companies.



#### *Education Services Division*

TULEC, our Education Services Division, imparts top-of-the-line computer education to thousands of students and executives, every year. To this end, it has a wide and expanding network of education centres and franchisees across the country. TULEC offers BaaN authorised education, and is the only Intel authorised training institute in India. Many of India's top corporates rely on TULEC for their computer-based training. For countless people, enrolling at TULEC has been the first step towards a successful IT career.

#### *Applied Technology Group*

As the name suggests, our Applied Technology Group takes emerging technology, and turns it into practical applications. The ATG works on the latest systems like XML and GroupWare, and in key areas like Constraint Programming & Operations Research, Information Systems Security, Speech & Natural Language Processing, E-commerce/EDI, Language Processing, Formal Methods, Mobile Computing, Digital Video, Data Mining, Expert Systems, and Railway & Power Sector Technologies.



#### *Human Resources Division*

To us, HR and Training are much more than just support functions. We realise that ours is a 'people' business, and any company is only as good as its people. Every year, we spend millions of rupees and thousands of person-hours in training our people, constantly upgrading and refining their skills. Not only does this policy reflect in the Company's growth, it also ensures the loyalty and support of every team member.

“ Our association with Tata Infotech  
has been the key to our success. ”

Mr Vernon Dosch, General Manager, NCDC

#### NCDC expands its HORIZONS

The North Central Data Co-operative (NCDC) provides data processing and product support services to the rural telephone and electric co-operatives all over the US. In an increasingly competitive industry, NCDC needed a winning edge that would keep them ahead. So, they decided to develop HORIZON, a billing and accounting system. To create the best possible package, NCDC needed a suitable partner. The obvious choice – Tata Infotech.

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TIL chips in

Over the next seven years, Tata Infotech successfully completed several modules and sub-programmes within HORIZON, above and beyond the client's expectations. TIL employees, stationed at NCDC's head office, easily overcame every programming hurdle. And, of course, North Dakota's sub-zero temperatures! TIL has been involved in every stage of the development of HORIZON, providing valuable inputs and experience.



#### Going the extra smile

As NCDC realised, Tata Infotech was not just a business associate, but a partner. In partnership with NCDC employees, our people designed, developed and deployed over 30 software products. Our software engineers made it their business to master NCDC's system, thereby getting a unique insight into the requirements of the project. According to NCDC, their revenue has tripled, and their customers have more than doubled, since the implementation of the project.

Says Mr Leon Heick, AGM,

**“Tata Infotech has helped us overcome the biggest challenge we have faced in the past 30 years.”**



**MASSACHUSETTS DEPARTMENT  
OF REVENUE**

“ Tata Infotech not only delivered what they promised, they went a step ahead by providing a solution to every issue that cropped up. ”

Mr Vincent A Piccinni, Deputy Commissioner, ISC, MDoR

When MDoR looked beyond 2000

The Massachusetts Department of Revenue (MDoR) faced a critical situation. Their systems housed the names and financial details of millions of taxpayers, from around the state. Being old records, they were not Y2K compatible. The millennium bug threatened to wipe out the tax records of an entire state, a potential loss of billions of dollars. A solution was needed, and Tata Infotech was chosen by Unisys as the solution provider.

Report  junction.com

TIL provides seamless integration

TIL's brains got into the act without much ado. Working around the clock, our software professionals took 5.8 million lines of code and de-bugged them, ensuring MDoR's safety for years to come. With expertise in Unisys systems, 140 top TIL professionals worked hand-in-hand with MDoR, to provide solutions that were integrated without any problem. Today, MDoR can rest assured that they have nothing to fear at the stroke of midnight.

#### More than just a solution

At every stage, our experts delighted the client with the amount of value they added. Their quiet efficiency produced results in a surprisingly short time. And it wasn't just speed – going above and beyond the call of duty, our software engineers suggested upgrades and modifications that would benefit MDoR in the long run. As some of our people had a background of revenue and taxation, they provided inputs that would have taxed the skills of an ordinary programmer.



Said Mr Robert T Norton, Bureau Chief,

“Your team listened, understood and delivered to the best of our expectations. Working with Tata Infotech was a real benefit.”