



# Living Digital



Annual Report 2016 -17

# Contents

01	Living Digital: The Theme
02	Corporate Snapshot
03	Mission Report
04	Board of Directors
05	Leadership Team
06	Chairman's Message
08	CEO's Note
10	At Zensar – We are 'Living Digital'
15	Making the world inclusive
17	Directors Report & Annexure
79	Financial Statements
117	Consolidated Financial Statements

# Dandelion. Zensar. And making the world a better place

Lustrous dandelion florets are not objects of beauty by themselves.

The beauty extends for the benefit of the world.

The dandelion's beauty extends beyond form to content.

Edible. Nutritious. Medicinal. Therapeutic.

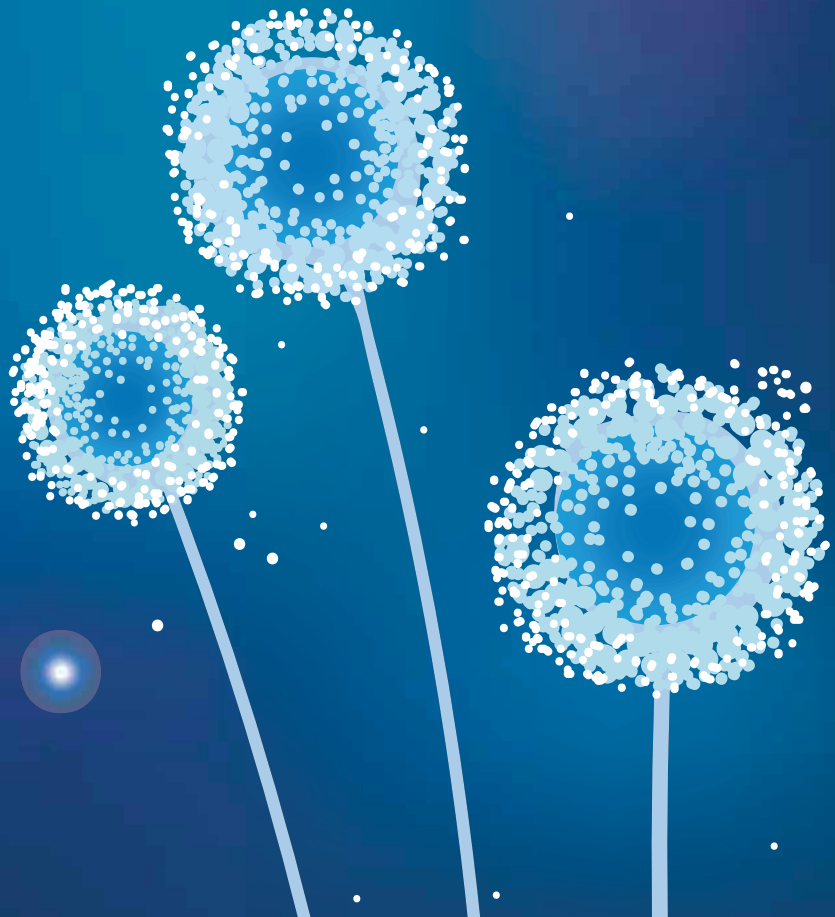
Deep-reaching. Soil-nourishing. Landscape-transformative.

Multifaceted. Resilient. Unstoppable.

At Zensar, we resemble the dandelion.

Our Digital solutions extend to a superior Return on Digital® customer proposition.

Strengthening the business of our customers – and our own through the Living Digital philosophy.



# Corporate snapshot

Zensar Technologies Limited.

- Part of the \$ 3 bn RPG Enterprises and \$ 40 bn APAX Partners.
- Among only five global technology companies to be listed on a major global stock exchange (BSE) for 53+ years.
- Helping customers graduate from the traditional to the transformational.
- Through a complete technology services portfolio – Applications, Infrastructure, Digital and industry-specific solutions.

## Our vision

Leaders in business transformation

## Our mission

We will be the best in delivering innovative, industry-focused solutions with measurable business outcomes

We will partner with customers for their success

## Our values

Customer-centricity, commitment to people and the community, continuous innovation and excellence



## Background

Zensar is a leading digital solutions and technology services company that specialises in partnering global organisations across industries in their Digital Transformation journey.

A technology partner of choice, backed by a strong track record of innovation, credible investment in Digital solutions; and unwavering commitment to client success, Zensar's comprehensive range of digital and technology services and solutions enables clients to achieve new thresholds of business performance.

Zensar, with its experience in delivering excellence and superior client satisfaction through myriad technology solutions, is uniquely positioned to help clients surpass challenges they face in running their existing business efficiently, helping in their

legacy technology transformation, while planning for business expansion and growth through innovative and digital ways.

## Offerings

Zensar offers a complete range of traditional and transformational IT services and solutions across the application management and infrastructure management services.

Zensar's portfolio comprises services for mission-critical applications, enterprise applications, infrastructure management, business intelligence and analytics, customer relationship management, business process management and digital enterprise services. Zensar powers next-generation enterprises through cloud, mobility and social media solutions.

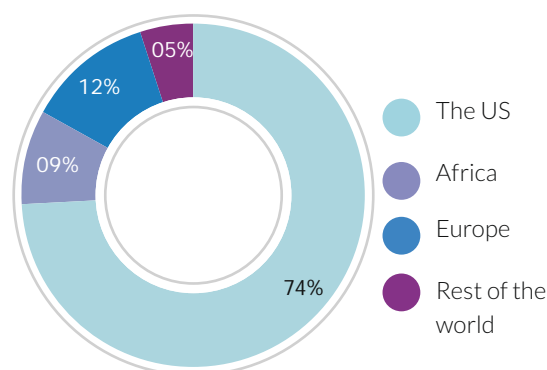


# Mission report

The company reported at close of FY17:

- Year-on-year revenue growth of 3.7% from INR 2,952 Cr to INR 3,060 Cr
- PAT for the same period decreased by 18.4% from INR 292.3 Cr to INR 238.4 Cr
- The diluted EPS for FY17 was INR 51.8, a decrease of 19.3% over the last year

Revenues by geography



## Revenue

Rs. 3,060 crore **2016-17**

Rs. 2,952 crore **2015-16**

**3.7% Growth**

## EBITDA

Rs. 386.7 crore **2016-17**

Rs. 438.8 crore **2015-16**

**-11.9% Growth**

## Profit after tax

Rs. 238.4 crore **2016-17**

Rs. 292.3 crore **2015-16**

**-18.4% Growth**

## Cash profit

Rs. 312.2 crore **2016-17**

Rs. 374.2 crore **2015-16**

**-16.6% Growth**

Resource utilisation

**79.6%**

Market capitalisation

**Rs. 4151.93 crore**

Revenue CAGR in  
last 5 years

**7.67%**

PAT CAGR for  
last 5 years

**6.43%**

## Presence

Zensar enjoys a presence across the US, Singapore, China, the UK and Australia as well as in European, African and Middle Eastern nations, serviced through dedicated delivery centres in India (Pune, Hyderabad and Bangalore).

## Customers

- 70% of Zensar's revenues were derived from Global 1000 companies
- 70% revenues were from customers with 10+ years of engagement experience
- 28.25% of relationships were multi-service in nature



**43**

Locations



**12**

Countries



**216**

Customers



**8,524**

Associates



**2,184**

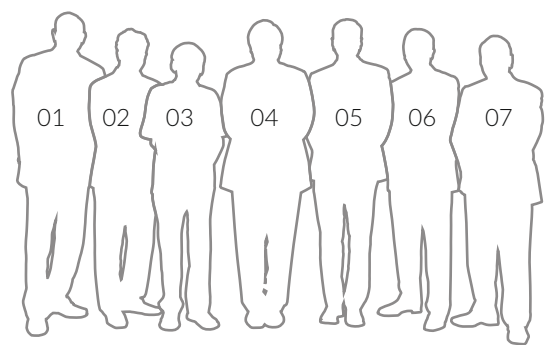
Women



**32.8**

Average age  
(years)

# Board of Directors



- 01 Venkatesh Kasturirangan
- 02 Sudip Nandy
- 03 A.T. Vaswani
- 04 H.V. Goenka
- 05 Sandeep Kishore
- 06 Shashank Singh
- 07 Arvind Agrawal

# Leadership team

---



**Sandeep Kishore**  
*Chief Executive Officer and  
Managing Director*



**Manoj Jaiswal**  
*Chief Financial Officer*



**Syed Azfar Hussain**  
*Chief Human Resources Officer*



**Ajay Bhandari**  
*Chief Corporate Development Officer*



**Harish Gala**  
*Executive Vice President, Strategic  
Programs*



**Prameela Kalive**  
*Executive Vice President and Head,  
Applications Business Solutions*



**Pinaki Kar**  
*President, Infrastructure Management  
Services and Cloud*



**John Blackburn**  
*Executive Vice President and Head,  
Digital Commerce Services*



**Venky Ramanan**  
*Executive Vice President and  
Global Head, Platinum Accounts*



**Sanjeev Malik**  
*Senior Vice President and  
Global Head, Large Deals and  
Strategic Relationships*



**Malay Verma**  
*Executive Vice President and  
Head, US Sales*



**Chaitanya Rajebahadur**  
*Senior Vice President and Head, Europe*



**Harish Lala**  
*Senior Vice President and Head, Africa*





# Chairman's Message

---

The year gone by has been about embracing changes, both internally and externally. We started the year with a new focus and a new leadership, with a clear agenda to take firm strides in leveraging the digital marketplace.

We worked towards taking the next leap towards growth and creating increased shareholder value for our investors. Strategic choices were made, paving the path to being a digital leader – investing in the right areas and aligning ourselves with a customer's business needs. The company's Return on Digital® strategy, introduced in the year, has enabled our customers to look beyond current investments, towards realising visible business benefits in their digital transformation journey.

The IT industry has been fraught with multiple economic and policy changes in two of its key markets, North America and UK-Europe. While this has imposed new challenges on growth plans, at Zensar, we continue to focus on making the company future-ready.

Digital today has become a catalyst as well as a foundation for global enterprises looking for visible outcomes for their investments. In this context, Zensar has made firm strides to fortify its offerings. This year saw the company lead by example in taking to market several digital solutions, designed to change the way enterprises run and manage their business. Key digital milestones were achieved as Zensar launched innovative customer-relevant solutions, which have set the stage for future growth and profitability. Our innovation-led R & D hub, Zenlabs, was unveiled, to ensure that we remain at the forefront of emerging technologies.

We took cognisance of the fact that the headwinds across markets underlined a renewed focus to engage customers and partners. We took the strategic decision of paring our customer base to focus on higher value-addition businesses. This helped us manage talent better and make deeper customer relationships.

Zensar made two strategic acquisitions with Foolproof, a UK-based digital design consultancy and Keystone Logic, an omni-channel retail solutions firm. We added strength to our digital commerce business as well as to our customer experience offerings.

APAX Partners, as investor in Zensar with an in-depth industry experience in the technology space, plays a key role in

partnering us in creating more value for our customers and in return for our shareholders.

We are confident that each of the key initiatives we launched in FY17, will provide us with a steady foundation and help us create a vibrant digital enterprise for the future.

H V Goenka  
Chairman



Digital today has become a catalyst as well as a foundation for global enterprises who are looking for visible outcomes for their investments. In this context, Zensar has made firm strides to fortify its offerings. This year saw the company lead by example in taking to market several digital solutions designed to change the way enterprises run and manage their business.



