



eClerx Services Limited

15  
YEARS



ANNUAL REPORT  
2014-15

EMPOWERING  
INNOVATION

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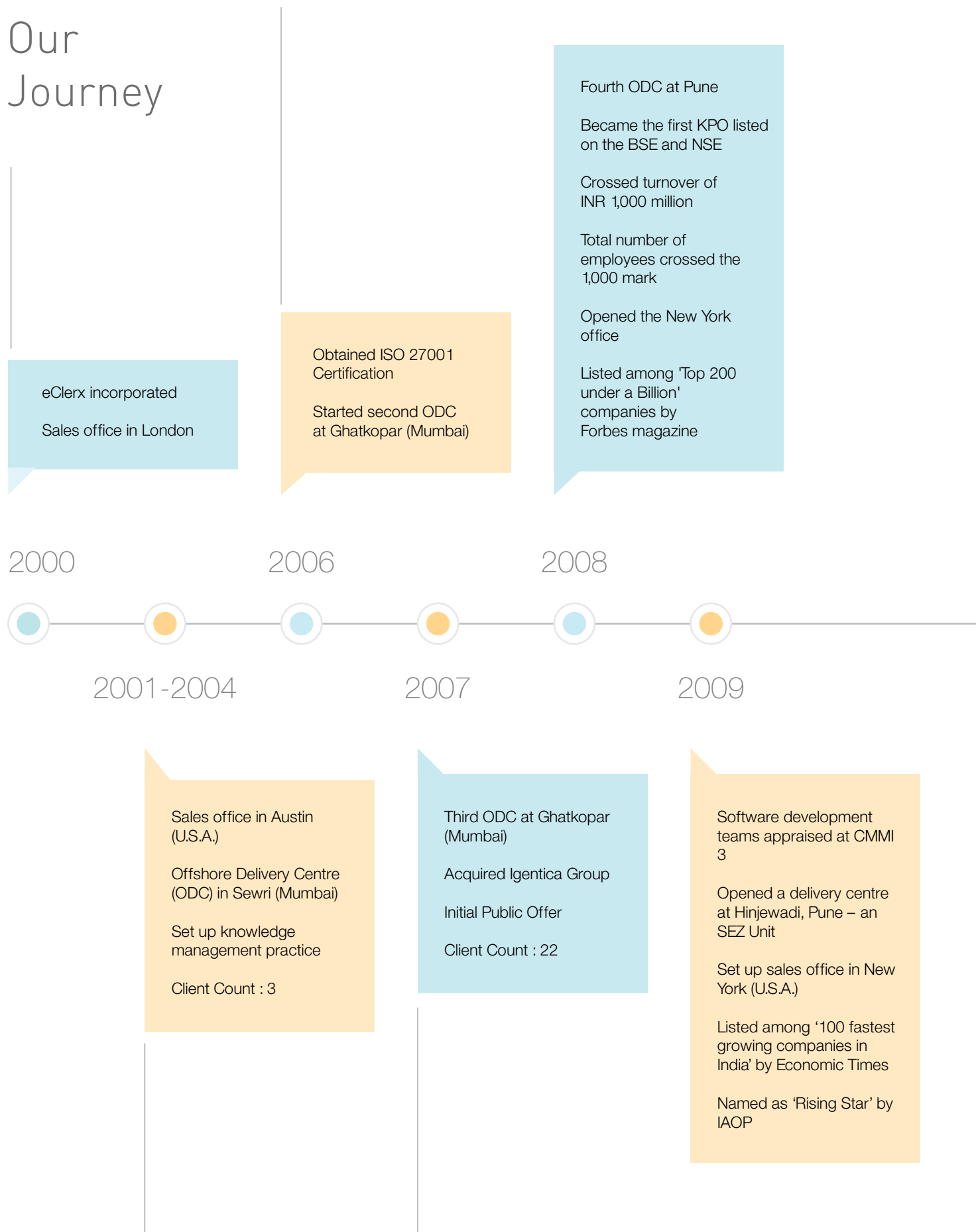
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Disclaimer : This Annual Report contains forward-looking information to enable investors to comprehend the Company's prospects and take informed investment decisions. This report and other statements – written and oral – that we periodically make contain forward-looking statements that set out anticipated results based on the management's plans and assumptions. We have tried, wherever possible, to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes' and words of similar substance in connection with any discussion of future performance. We cannot guarantee that these forward-looking statements will be realised, although we believe we have been prudent in the assumptions. The achievement of results is subject to risks, uncertainties and assumptions. Should known or unknown risks or uncertainties materialise or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. We undertake no obligation to publicly update any forward-looking statements, whether as a result of new information, future events or otherwise.

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# Our Journey



Sales presence in Singapore

Fifth ODC at Airoli (Navi Mumbai)

Appraised at Level 3 of PCMM

Featured in the 'Business Today 500' list of India's largest public companies

Technology Services program turns into profit center

New office at Philadelphia (U.S.A.)

Expanded in Pune and Ghatkopar

Acquired Agilyst Inc.

Hosted Analyst Day

Most Admired Knowledge Enterprise (MAKE) – Asia winner

Expanded in Airoli

Most Admired Knowledge Enterprise (MAKE) – Asia and India winner

Won the QIMPRO award in the Process Optimization category

Featured in Outlook Business – Fastest Growing Companies

Leveraged insights from the organisational climate survey to revamp India HR policies

2010

2012

2014

2011

2013

2015

Awarded for Innovative HR Practices by Asia Pacific HRD Congress

Recognised as Best Mid-cap by Finance Asia

Client Count : 50

Won the EOA (European Outsourcing Association) Award for Outsourcing Works for Delivering Business Value in a Pan-European Outsourcing Project

Second office in Chandigarh

Client Count : 75

Expanded in Airoli and Chandigarh

Won 'Use of Technology for Operations Excellence' at the BPO Excellence Awards

Acquired CLX Europe S. P. A.

Launched intrapreneurship program

Client Count: 79





## Who we are

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eClerx is a specialist Knowledge and Business Process Outsourcing ('KPO' / 'BPO') company providing operational support, data management and analytics solutions to over 50 Global Fortune 1000 clients, including many of the world's leading High Tech, Industrial Manufacturing, Financial Services, ECommerce, Retail and Distribution, Broadband, Cable and Telecom, Interactive Media and Entertainment, Travel and Leisure and Software Vendor companies. Incorporated in 2000, eClerx is India's first publicly listed KPO company and is today traded on both the BSE Limited and National Stock Exchange of India Limited





# Our Values

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## Quality: Make it our religion

- Deepen knowledge of client processes, people and systems
- Fulfill spoken and unspoken client needs
- Data work means detail; focus zealously on it
- Help our clients be successful in their organisations

## People: Attract and invest in the best

- Create a meritocratic culture
- Invest aggressively in recruitment and training
- Provide cross-functional transfer opportunities
- Encourage active work-life balance

## Culture: Develop a professional, client-centric culture

- Create an environment of trust, openness, mutual respect, fairness and equal opportunity
- Become an extension of our customer organisation
- Maintain the highest standards of ethics and integrity
- Respect the organisation, its goals and the opportunities provided
- Nurture entrepreneurship
- Develop business capability through continuous competency development, knowledge harvesting and sharing

