



ANNUAL REPORT

2015-16



Innovative Operations

Services partner of choice embedding deep domain, new technologies, and sophisticated analytics

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Disclaimer : This Annual Report contains forward-looking information to enable investors to comprehend 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 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.

eClerx is a registered trade mark of eClerx Services Limited.





Who We Are

eClerx is a specialist KPO / BPO (Knowledge and Business Process Outsourcing) company providing critical business operations services to more than 30+ global Fortune 500 clients, including many of the world's leading financial services firms, online retail and distributors, interactive media, luxury brands and entertainment, high tech and industrial manufacturing, travel and leisure and software vendors, through operational support, data management and analytics solutions.

Incorporated in 2000, eClerx is India's first publicly listed KPO company and is today traded on both the Bombay and National Stock Exchanges of India. eClerx was ranked as one of Forbes Asia's 200 Best Under a Billion List and named as finalist in Teleos' Most Admired Knowledge Enterprise award. eClerx employs over 8,500 employees across its global delivery centers and offices in Verona, Phuket, Mumbai, Pune and Chandigarh plus global client relationship locations in New York, Philadelphia, Silicon Valley, Austin, London, Milan, Munich, Hamburg and Singapore.



Our Values

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 your 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





Awards and Accolades

- Recognised in CIO 100, eTMS (Transport Management System) has been selected as an industry best practice in CIO 100 awards
 - Recognised at Asia Outsourcing Excellence Awards in the category 'Use of IT for Operations Excellence'
 - Recognised as a finalist in four categories at NOA (National Outsourcing Awards), 2015
 - Won the Dataquest Business Technology Awards
 - Recognised as a 2015 MAKE (Most Admired Knowledge Enterprise) India winner and the larger 2015 MAKE Asia winner. The 2015 MAKE panel recognised eClerx Services for managing customer / stakeholder knowledge
 - Won the NetApp Innovation Awards 2015
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