

2021-22

# eClerx ANNUAL REPORT

A DATA ANALYTICS & PROCESS  
MANAGEMENT COMPANY

[ECLERX.COM](https://eclerx.com)

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**Disclaimer:** This Annual Report contains forward-looking information to enable investors to comprehend the Company's prospects and make 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 trademark of eClerx Services Limited.**

# WHO WE ARE

eClerx is one of India's **leading process management and data analytics** companies.

eClerx provides business process management, automation and analytics services to a number of Fortune 2000 enterprises, including some of the world's leading financial services, communications, retail, fashion, media & entertainment, manufacturing, travel & leisure, and technology companies.

Incorporated in 2000, eClerx is today traded on both the Bombay and National Stock Exchanges of India. The firm employs 14,000+ people across Australia, Canada, Germany, India, Italy, Netherlands, Philippines, Singapore, Thailand, UK, and the USA.

## SERVICES



Offices in the US, UK, Germany, India, Europe, Singapore, Australia, Thailand and Philippines



14,000+ Analysts, Project Managers, Specialists and Consultants Across the Globe



Fortune 2000 Companies Served Globally



\$285MM+ in Revenue across Financial Markets, Digital and Customer Operations

**Values** define our organization; they are our guiding principles.

eClerx stands for **EPIC – Excellence, People, Integrity & Client.**



## PEOPLE

Invest in people and bring out the best in them.

## CLIENT

Make clients the focus of what you do.

## EXCELLENCE

Be passionate and commit to doing your best.

## INTEGRITY

Maintain the highest standards of ethics, integrity, and fairness.





# WHAT WE DO

**eClerx**  
Customer Operations

Operations Support | Technology Solutions | Data  
Analytics & Reporting | Customer Experience |  
Consulting Services

eClerx Customer Operations specializes in providing operational expertise and process excellence throughout the customer journey. We create solutions and services, utilizing our domain knowledge that supports our clients' evolving needs. Our suite of offerings enhances each step of the customer journey by providing advanced analytics, automation, superior technical operations and digital care. We assist companies in developing, implementing and operating multichannel customer interaction capabilities for the external and the internal customer – facing operations – transforming everyday touchpoints into a superior experience. In this way, we aid our clients in improving sales and retention, while reducing service costs and enhancing customer satisfaction.

**eClerxDigital**

Data Management | Analytics & Insights | Digital  
Marketing Operations | Creative Services

eClerx Digital is the trusted partner of choice to many of the world's largest global brands for creative production, e-commerce/web operations and analytics and insights services. We help clients maximize the results of their digital activities across the customer journey. We complement existing capabilities through data analytics and marketing support. Global industry leaders partner with us to cost-effectively scale their digital activities by leveraging our highly-skilled and blended resource model.

**eClerxMarkets**

Derivative Trade Support | Cash Securities Operations |  
Regulatory Compliance & Data | Document Management  
| Analytics | Technology Products

For financial organizations across the world, eClerx Markets offers consulting, technological innovation, and process management expertise to solve numerous operational challenges. We are powered by digital technologies and robotic process automation that seamlessly integrate resources and capabilities to help financial institutions improve accuracy, flexibility and adaptability. Supported by nearly two decades of financial services experience, our team of experts delivers holistic solutions across the trade and client lifecycles including: trade support; settlements and clearing; KYC and client on-boarding; legal documentation services, as well as reference data and advanced analytics.

# AWARDS & RECOGNITION

## 2022

### **The AIM Award**

eClerx Wins Top Honors at ASQ International

### **Brandon Hall Excellence**

eClerx Wins Two Brandon Hall Awards for Excellence in L&D

### **The AIM Award**

Top 50 Firms in India for Data Scientists To Work For – Analytics India Magazine

## 2021

### **RegTech Insight Award**

RegTech Insight Awards 2021 USA from A-Team Group – Best Data Solution for KYC

### **DataManagement Insight Award**

DataManagement Insight Awards 2021 from A-Team Group – Best KYC & Client On-Boarding Solution.

### **Crain's 2021**

eClerx is Recognized Among Crain's 100 Best Places to Work in New York City

## 2020

### **Asia-Pacific Stevie Awards**

Winner of Bronze Award for Excellence in Innovation in Financial Industries – Compliance Manager

### **Asia-Pacific Stevie Awards**

Winner of Silver Award for Innovative Use of Technology in Customer Service – AI Dialern

### **Asia-Pacific Stevie Awards**

Winner of Bronze Award for Innovation in Shopping or E-commerce Websites – Transforming Online Retail Management using 3D-CGI

### **Asia-Pacific Stevie Awards**

Winner of Silver Award for Innovation in Technology, Management, Planning & Implementation – Website Link Reclamation Solution

## 2019

### **CSO 50 Conference Awards**

Global Award Winner for eVigilPro in 2019

### **NASSCOM Customer Excellence Award - 2019**

Customer Excellence Award for RPA Implementation 2019

### **Confederation of Indian Industry**

Awarded for National Lean Competition in 2019

### **CRM Excellence TMC Award 2019**

Awarded for Roboworx RPA Platform and CeX, a Frontline CX consulting product in 2019

### **Asia-Pacific Stevie Awards**

Winner of Asia-Pacific Stevie Awards in 2019: Gold Award for innovation in eCommerce and Silver Award for Innovative Use of Technology in Customer Service

# OUR LOCATIONS



## CORPORATE OFFICE

### INDIA

#### eClerx Services Limited

4<sup>th</sup> Floor, Express Towers,  
Nariman Point  
Mumbai – 400 021.  
Maharashtra, India.

Phone: +91 (022) 6614 8300

## REGISTERED OFFICE

### INDIA

#### eClerx Services Limited

CIN: L72200MH2000PLC125319  
Sonawala Building, 1<sup>st</sup> Floor,  
29 Bank Street, Fort  
Mumbai – 400 023, Maharashtra, India

Phone: +91 (022) 6614 8301

Fax: +91 (022) 6614 8655

E-mail: [investor@eClerx.com](mailto:investor@eClerx.com)

Website: [www.eClerx.com](http://www.eClerx.com)



# OUR LOCATIONS

## MUMBAI

Sonawala Building, 1<sup>st</sup> Floor  
29 Bank Street, Fort, Mumbai – 400 023  
Maharashtra, India

4<sup>th</sup> Floor, Express Tower, Nariman Point  
Mumbai – 400 021.

Building # 11, 4<sup>th</sup>, 5<sup>th</sup> & 6<sup>th</sup> Floor,  
K Raheja Mindspace, Plot #3  
TTC Industrial Area, Thane Belapur Road,  
Airoli, Navi Mumbai – 400 708  
Maharashtra, India

Building #14, 4<sup>th</sup> & 5<sup>th</sup> Floor,  
K Raheja Mindspace, Plot #3, TTC  
Industrial Area, Thane Belapur Road,  
Airoli, Navi Mumbai – 400 708  
Maharashtra, India

## PUNE

Block 01, Wing A - LG, 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> and  
Wing A & B 4<sup>th</sup> Floor,  
Quadron Business Park, Rajiv Gandhi  
Infotech Park, Hinjewadi Phase 2  
Pune – 411 057, Maharashtra, India

## CHANDIGARH

1<sup>st</sup> and 2<sup>nd</sup> Floor, Towers A & B  
DLF Info City Developer  
Rajiv Gandhi Chandigarh Technology  
Park, Kishangarh,  
Chandigarh – 160 101, India

## GURUGRAM

8<sup>th</sup> Floor, Tower B&C | Building No.  
6 | DLF Cyber City | DLF Phase III,  
Gurugram, Haryana 122002

## COIMBATORE

101/2, 1<sup>st</sup> Floor, Tidel Park, Coimbatore  
Ltd, ELCOSEZ, Villankurichi Village,  
Civil Aerodrome Post, Peelamedu,  
Coimbatore, Tamil Nadu 641014

## NEW YORK

286 Madison Avenue, 14<sup>th</sup> Floor  
New York, NY 10017  
United States of America

## FAYETTEVILLE

235 N McPherson Church Road,  
Suite 202  
Fayetteville, NC 28303  
United States of America

## AUSTIN

8601 Ranch Rd, 2222 #450  
Austin, TX 78730  
United States of America

## PHILADELPHIA

1880 John F Kennedy Blvd, Suite 400  
Philadelphia, PA 19103  
United States of America

## LONDON

1 Dover Street, 1<sup>st</sup> floor  
London, W1S 4LA  
United Kingdom

## HAMBURG

eClerx CLX, Barmbeker Str.8  
22303 Hamburg  
Germany

## VERONA

eClerx CLX, Via dell'Artigianato, 8A  
37135 Verona  
Italy

## MILAN

eClerx CLX, Via Donatello, 30  
20131 Milan  
Italy

## SINGAPORE

152 Beach Road, #14-05/06  
Gateway East  
Singapore 189721

## PHUKET

eClerx CLX, Chaofa Rd, Palai Soi 2 44  
Moo Chalong, Sub-District Muang  
Phuket, Thailand

## MANILA

6F Aeon Center Bldg., North Bridgeway,  
Northgate Cyberzone, Alabang,  
Muntinlupa, 1781 Metro Manila, Philippines

# FINANCIAL HIGHLIGHTS

(Rupees in Million)		2021-22	2020-21	2019-20	2018-19	2017-18
PARTICULARS	Income From Operations	21,603.45	15,644.91	14,375.71	14,305.93	13,650.62
	Other Income	246.18	344.54	467.05	485.92	402.31
	Earnings Before Interest, Depreciation, Taxes & Amortisation	6,852.00	4,824.88	3,702.24	3,562.05	4,065.45
	Tax Expenses	1,427.29	977.97	715.47	831.73	895.80
	Profit After Tax	4,177.58	2,828.21	2,089.72	2,283.01	2,899.42
	Equity Share Capital	330.98	340.06	361.00	377.90	381.41
	Reserves	15,357.18	14,677.08	12,707.26	13,440.93	11,671.40