

Q1 FY 2018 Highlights

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- √ Business Update
- ✓ Performance Review & Analysis

Ind As conversion

- The Company is transitioning to Ind AS during the current year and therefore comparatives of Ind AS profit have been provided for corresponding quarter of previous financial year, viz Q1 2016-17.
- Indian GAAP numbers (Non-Ind AS) for Q4 2016-17 has been provided only for reference.
- The Company is looking at their business in the following segments:

Segment	Description	Currently performed in		
		India	Manila	US
Customer Lifecycle Management (CLM)	Voice/Non Voice business	√	V	√
HRO	Payroll processing and HR support	V	V	
Anti Money Laundering & Regulatory Compliance (AML)	AML and other regulatory compliances			$\sqrt{}$

BUSINESS UPDATES Q1 2018

INCOME FROM OPERATIONS – Stand Alone

CLM International revenues down by 12% as compared to Q4 2017 but higher by 37% compared to Q1 2016-17

CLM Domestic revenues have gone up by 3% compared to Q4 2017 and marginally reduced by 1% as compared to Q1 2016-17

HRO shows a small dip of 2% compared to previous quarter as Q4 had higher one offs and grew 20% compared to Q1 2016-17. HRO exports grew 10% quarter on quarter.

	Q1 17-18	Q4 16-17	Var Q1 vs Q4	Q1 16-17	Var Q1 17- 18 vs Q1 16-17
CLM - International	753	858	-12%	551	37%
CLM - Domestic	1,150	1,118	3%	1,160	-1%
HRO - Exports	154	139	10%	131	17%
HRO	964	985	-2%	802	20%
	3,021	3,100	-3%	2,644	14%

Summary - India Operations Q1 - 2018

IN INR LAKHS

	Q1 17-18	Q4 16-17**	Var Q1 vs Q4	Q1 16-17	Var Q1 17- 18 vs Q1 16- 17
Revenue	3,021	3,100	-3%	2,644	14%
EBITDA	586	653	-10%	375	56%
EBITDA %	19%	21%		14%	
PBT	499	621	-20%	385	30%
PAT	627	838	-25%	385	63%

Q1 17-18 vs Q4 16-17

Revenue down by 3%, leading to a resultant decrease in EBITDA. EBITDA also lower on account of higher gen admin and employee costs

Q1 17-18 vs Q1 16-17

Revenue increased by 14%

EBITDA higher by 56% due to higher revenue with costs specifically employee costs not increasing at same levels

PAT higher due to deferred tax credit of Rs.241 lacs taken in current quarter

Summary – Manila Operations Q1 2018

IN INR LAKHS

	Q1 17-18	Q4 16-17**	Var Q1 vs Q4	Q1 16-17	Var Q1 17- 18 vs Q1 16-17
Revenue	1,034	909	14%	629	64%
EBITDA	419	334	25%	127	230%
EBITDA %	41%	37%		20%	
PBT	411	327	26%	123	234%
PAT	382	302	27%	111	244%

Q1 17-18 vs Q4 16-17

Revenue increased by 14% and corresponding increase in EBITDA. Gen admin costs were flat leading to higher EBITDA.

Q1 17-18 vs Q1 16-17

64% increase in revenue

EBITDA improved due to increased revenue and with largely flat admin costs and employee costs not increasing at same levels as revenue.

^{**} numbers are as per Indian GAAP followed till 31 Mar 2017

Summary – US Operations Q1 2018

	Q1 17-18	Q4 16-17**	Var Q1 vs Q4	Q1 16-17	Var Q1 17- 18 vs Q1 16-17
Revenue	4,477	4,230	6%	4,014	12%
EBITDA	833	743	12%	838	-1%
EBITDA %	19%	18%		21%	
PBT	784	669	17%	794	-1%
PAT	495	403	23%	794	-38%

IN INR LAKHS

Q1 17-18 vs Q4 16-17

Revenue higher by 6% flowing through to EBITDA and PBT

Q1 2018 vs Q1 2017

12% increase in revenue

EBITDA flat as increased revenue offset by increase in employee costs

PAT down 38% as US moved to full tax from Q4 2017.

^{**} numbers are as per Indian GAAP followed till 31 Mar 2017

Summary - Consolidated

IN INR LAKHS

	Q1 17-18	Q4 16-17	Var Q1 vs Q4	Q1 16-17	Var Q1 17- 18 vs Q1 16-17
CLM	3,014	3,126	-4%	2,767	9%
HRO	1,154	1,165	-1%	972	19%
AML	4,256	3,760	13%	3,454	23%
	8,424	8,051	5%	7,193	17%

	Q1 17-18	Q4 16-17**	Var Q1 vs Q4	Q1 16-17	Var Q1 17- 18 vs Q1 16- 17
Revenue	8,424	8,051	5%	7,193	17%
EBITDA	1,834	1,769	4%	1,379	33%
EBITDA %	22%	22%		19%	
PBT	1,699	1,617	5%	1,302	30%
PAT	1,510	1,543	-2%	1,290	17%

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