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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 Q2 2016-17.
- The Company reviews their business in the following segments:

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

BUSINESS UPDATES Q2 2017-18

INCOME FROM OPERATIONS – Stand Alone

CLM International revenues up by 7% as compared to Q1 2017-18 but lower by 5% compared to Q2 2016-17

CLM Domestic revenues have gone up by 4% compared to Q1 2017-18 and higher by 24% as compared to Q2 2016-17

HRO Domestic shows a marginal decrease of 2% compared to Q1 2017-18 and grew 7% compared to Q2 2016-17. HRO exports grew 23% quarter on quarter and 39% compared to Q2 2016-17.

	Q2 17-18	Q1 17-18	Var Q2 vs Q1	Q2 16-17	Var Q2 17- 18 vs Q2 16-17
CLM - International	806	753	7%	852	-5%
CLM - Domestic	1,191	1,150	4%	964	24%
HRO - Exports	189	154	23%	136	39%
HRO - Domestic	941	964	-2%	876	7%
Total revenue	3,127	3,021	4%	2,827	11%

Summary – India Operations Q2 – 2017-18

IN INR LAKHS

	Q2 17-18	Q1 17-18	Var Q2 vs Q1	Q2 16-17	Var Q2 17- 18 vs Q2 16-17
Revenue	3,127	3,021	4%	2,828	11%
EBITDA	727	587	24%	628	16%
EBITDA %	23%	19%		22%	
PBT	642	499	29%	561	15%
PAT	726	627	16%	561	29%

Q2 2017–18 vs Q1 2017–18

Revenue grew by 4%, while costs have been relatively flat resulting in higher EBITDA. PBT & PAT higher on account of higher EBITDA

Q2 2017–18 vs Q2 2016–17

Revenue increased by 11%

EBITDA higher by 16% due to higher revenue and other income.

PAT higher due to deferred tax credit of Rs.242 lacs available in current quarter

Summary – India Operations H1 – 2017-18

IN INR LAKHS

			Var H1 17-		Var H1 17-
	H1 17-18	H2 16-17	18 Vs H2	H1 16-17	18 Vs H1
			16-17		16-17
Revenue	6,147	6,149	0%	5,472	12%
EBITDA	1,314	1,336	-2%	1,004	31%
EBITDA %	21%	22%		18%	
PBT	1,141	1,241	-8%	946	21%
PAT	1,353	1,458	-7%	946	43%

H1 2017-18 vs H2 2016-17

Revenue remained flat compared to H2 primarily due to seasonal revenue in HRO in Q4. EBITDA flat in line with revenue. PBT lower due to interest income in H2 16-17. PAT in line with lower PBT.

H1 2017-18 vsH1 2016-17

Revenue increased by 12%

EBITDA higher by 31% due to higher revenue and cost increase at lower rate.

PAT higher due to deferred tax credit in the current Half year.

H2 2016-17 Numbers are as per Indian GAAP

Summary – Manila Operations Q2 2017-18

IN INR LAKHS

	Q2 17-18	Q1 17-18	Var Q2 vs Q1	Q2 16-17	Var Q2 17- 18 vs Q2 16-17
Revenue	1,272	1,034	23%	696	83%
EBITDA	329	419	-22%	134	145%
EBITDA %	26%	41%		19%	
PBT	320	411	-22%	129	148%
PAT	289	382	-24%	116	149%

Q2 2017–18 vs Q1 2017–18

Revenue increased by 23% however EBITDA down due to lower other income from lease rentals. PBT & PAT lower due to lower EBITDA.

Q2 2017–18 vs Q2 2016–17

83% 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.

Summary – Manila Operations H1 2017-18

			Var H1 17-		Var H1 17-
	H1 17-18	H2 16-17	18 Vs H2	H1 16-17	18 Vs H1
			16-17		16-17
Revenue	2,306	1,729	33%	1,325	74%
EBITDA	748	571	31%	261	186%
EBITDA %	32%	33%		20%	
PBT	731	522	40%	251	191%
PAT	671	480	40%	226	197%

H1 2017-18 vs H2 2016-17

Revenue increased by 33%. EBITDA and PAT increase in line with Revenue increase.

H1 2017-18 vs H1 2016-17

74% 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.

H2 2016-17 Numbers are as per Indian GAAP

IN INR LAKHS

Summary – US Operations Q2 2017-18

Var Q2 17-Var Q2 vs Q2 17-18 Q1 17-18 Q2 16-17 18 vs Q2 **Q1** 16-17 Revenue 4,973 4,474 11% 4,934 1% 838 EBITDA 866 3% 1,052 -18% 19% 21% EBITDA % 17% PBT 837 789 6% 970 -14% PAT 695 500 39% 960 -28%

Q2 2017-18 vs Q1 2017-18

Revenue higher by 11% lower EBITDA due to higher employee costs. PAT higher due to deferred tax.

Q2 2017–18 vs Q2 2016–17

Revenue has remained flat. EBITDA lower due to increased employee costs. PBT lower in line with lower EBITDA.

PAT down 28% as US moved to full tax from Q4 2017.

IN INR LAKHS

Summary – US Operations H1 2017-18

IN INR LAKHS

			Var H1 17-		Var H1 17-
	H1 17-18	H2 16-17	18 Vs H2	H1 16-17	18 Vs H1
			16-17		16-17
Revenue	9,446	9,412	0%	8,948	6%
EBITDA	1,704	1,799	-5%	1,938	-12%
EBITDA %	18%	19%		22%	
PBT	1,626	1,580	3%	1,763	-8%
ΡΑΤ	1,195	1,284	-7%	1,753	-32%

H1 2017-18 vs H2 2016-17

Revenue remained largely flat. EBITDA lower due to higher employee costs. PBT higher due to lower interest cost and PAT lower as US moved to full tax from Q4 2016-17.

H1 2017-18 vs H1 2016-17

Revenue has grown by 6%. EBITDA lower due to increased employee costs. PBT lower in line with lower EBITDA.

PAT down 32% as US moved to full tax from Q4 2017.

H2 2016-17 Numbers are as per Indian GAAP

Summary – Consolidated

	Q2 17-18	Q1 17-18	Var Q2 vs Q1	Q2 16-17	Var Q2 17- 18 vs Q2 16-17
Revenue	9,122	8,424	8%	8,263	10%
EBITDA	1,922	1,842	4%	1,793	7%
EBITDA %	21%	22%		22%	
PBT	1,799	1,699	6%	1,667	8%
PAT	1,710	1,509	13%	1,644	4%

			Var H1 17-		Var H1 17-
	H1 17-18	H2 16-17	18 Vs H2	H1 16-17	18 Vs H1
			16-17		16-17
Revenue	17,546	16,824	4%	15,456	14%
EBITDA	3,763	3,629	4%	3,170	19%
EBITDA %	21%	22%		21%	
PBT	3,498	3,343	5%	2,968	18%
ΡΑΤ	3,219	3,221	0%	2,933	10%

H2 2016-17 Numbers are as per Indian GAAP