

# Q3 FY 2018 Earnings update

**February 6, 2018** 

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- 1. Performance Highlights
- 2. 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 Q3 2016-17.
- The Company reviews its business in the following segments:

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

## 1. Performance Highlights

2. Performance Review & Analysis

## YTD Dec FY 2018 Standalone Highlights

- Operating Revenue
  - YTD Dec FY18 revenue at INR 94.9 crore compared to INR 85.2 crore in YTD Dec FY17
    - YoY growth of 11%
- Operating EBITDA
  - YTD Dec FY18 EBITDA at INR 20.3 crore compared to INR 16.4 crore in YTD Dec FY17
    - YoY growth of 24%
- > PBT
  - YTD Dec FY18 PBT at INR 17.5 crore compared to INR 15.7 crore in YTD Dec FY17
    - YoY growth of 12%
- > PAT
  - YTD Dec FY18 PAT at INR 20.5 crore compared to INR 15.7 crore in YTD Dec FY17
    - YoY growth of 31%

## Q3 FY 2018 Standalone Highlights

#### Operating Revenue

- Q3 FY18 revenue at INR 33.5 crore compared to INR 31.3 crore in Q2FY18 and INR 30.5 crore in Q3 FY17
  - QoQ growth of 7%
  - YoY growth of 10%

#### Operating EBITDA

- Q3 FY18 EBITDA at INR 7.2 crore compared to INR 7.3 crore in Q2 FY18 and INR 6.8 cr in Q3 FY17
  - QoQ de-growth of 1%
  - YoY growth of 5%

#### > PBT

- Q3 FY18 PBT at INR 6.1 crore compared to INR 6.4 crore in Q2 FY18 and INR 6.3 crore in FY17
  - QoQ de-growth of 5%
  - YoY de-growth of 2%

#### > PAT

- Q3 FY18 PAT at INR 7.0 crore compared to INR 7.3 crore in Q2 FY18 and INR 6.3 crore in FY17
  - QoQ de-growth of 3%
  - YoY growth of 12%

- 1. Performance Highlights
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## Performance Review and Analysis

INCOME FROM OPERATIONS – Stand Alone

CLM International revenues up by 4% as compared to Q2 FY18 but lower by 6% compared to Q3 FY17.

CLM Domestic revenues have gone up by 6% compared to Q2 FY18 and higher by 12% as compared to Q3 FY17.

HRO Domestic shows a increase of 8% compared to Q2 FY18 and grew 13% compared to Q3 FY17. HRO exports grew 24% quarter on quarter and 68% compared to Q3 FY17.

	Q3 17-18	Q2 17-18	Var Q3 vs Q2	Q3 16-17	Var Q3 17- 18 vs Q3 16-17
CLM - International	835	805	4%	885	-6%
CLM - Domestic	1,260	1,191	6%	1,125	12%
HRO - Exports	233	189	24%	139	68%
HRO - Domestic	1,020	941	8%	900	13%
Total Revenue	3,348	3,126	7%	3,049	10%

## Summary - India Operations Q3 FY18

#### IN INR LAKHS

	Q3 FY18	Q2 FY18	Var Q3 vs Q2	Q3 FY17	Var Q3 FY18 vs Q3 FY17
Revenue	3,348	3,126	7%	3,049	10%
EBITDA	719	726	-1%	683	5%
EBITDA %	21.5%	23.2%	-	22.4%	-
PBT	611	642	-5%	627	-2%
PAT	703	726	-3%	627	12%

#### *Q3 FY18 vs Q2 FY18*

Revenue grew by 7%, however lower other income and higher employee costs have resulted in marginally lower EBITDA. PBT and PAT lower in line with lower EBITDA

#### *Q3 FY18 vs Q3 FY17*

Revenue increased by 10%, while EBITDA grew by 5% due to lower other income and higher employee costs in current quarter.

PBT lower due to one off interest income in Q3 FY17; PAT higher due to deferred tax credit of Rs.218 lacs available in current quarter

## Summary – India Operations YTD Dec FY18

#### IN INR LAKHS

	YTD Dec	YTD Dec	Vor
	FY18	FY 17	Var
Revenue	9,494	8,521	11%
EBITDA	2,032	1,640	24%
EBITDA %	21.4%	19.2%	
PBT	1,749	1,566	12%
PAT	2,053	1,566	31%

#### YTD Dec FY18 vs YTD Dec FY17

Revenue grew by 11% with growth in both HRO and CLM. EBITDA growth in line with revenue growth. PBT growth lower on account of interest in come FY17. PAT higher due to deferred tax credit

## Summary – Manila Operations Q3 FY18

IN INR LAKHS

	Q3 FY18	Q2 FY18	Var Q3 vs Q2	Q3 FY17	Var Q3 FY18 vs Q3 FY17
Revenue	1,444	1,272	14%	821	76%
EBITDA	389	329	18%	237	64%
EBITDA %	26.9%	25.8%		28.9%	
PBT	377	320	18%	194	94%
PAT	343	289	19%	178	93%

#### *Q3 FY18 vs Q2 FY18*

Revenue increased by 14%. EBITDA, PBT and PAT higher in line with higher revenue.

#### *Q3 FY18 vs Q3 FY17*

76% increase in revenue

EBITDA higher due to higher revenue, but lower in terms of % due to rental income in FY17. PBT and PAT higher in line with EBITDA.

## Summary – Manila Operations YTD Dec FY18

#### IN INR LAKHS

	YTD Dec	YTD Dec	Vor
	FY18	FY17	Var
Revenue	3,751	2,132	76%
EBITDA	1,136	483	135%
EBITDA %	30.3%	22.7%	
PBT	1,108	432	156%
PAT	1,014	390	160%

#### YTD Dec FY18 vs YTD Dec FY17

Revenue increased by 76%. EBITDA, PBT and PAT increase in line with Revenue increase.

## Summary – US Operations Q3 FY18

#### IN INR LAKHS

	Q3 FY18	Q2 FY18	Var Q3 vs Q2	Q3 FY17	Var Q3 FY18 vs Q3 FY17
Revenue	4,327	4,973	-13%	5,219	-17%
EBITDA	698	866	-19%	1,045	-33%
EBITDA %	16.1%	17.4%		20.0%	
PBT	686	843	-19%	906	-24%
PAT	476	701	-32%	877	-46%

#### *Q3 FY18 vs Q2 FY18*

Revenue lower by 13%, EBITDA, PBT and PAT lower in line with lower revenue.

#### *Q3 FY18 vs Q3 FY17*

Revenue lower by 17%, EBITDA and PBT lower on account of lower revenue.

PAT down 46% as the Company moved to full tax from Q4 FY17.

## Summary – US Operations YTD Dec FY18

#### IN INR LAKHS

	YTD Dec	YTD Dec	Vor
	FY18	FY17	Var
Revenue	13,773	14,208	-3%
EBITDA	2,396	2,966	-19%
EBITDA %	17.4%	20.9%	
PBT	2,313	2,716	-15%
PAT	1,672	2,668	-37%

YTD Dec FY18 vs YTD Dec FY17

Revenue remained largely flat. EBITDA lower due to higher employee costs. PBT lower in line with EBITDA and PAT lower as the Company moved to full tax from Q4 FY17.

## Summary - Consolidated

#### IN INR LAKHS

	Q3 FY18	Q2 FY18	Var Q3 vs Q2	Q3 FY17	Var Q3 FY18 vs Q3 FY17
Revenue	8,872	9,122	-3%	8,773	1%
EBITDA	1,803	1,920	-6%	1,865	-3%
EBITDA %	20.3%	21.0%		21.3%	
PBT	1,672	1,799	-7%	1,727	-3%
PAT	1,518	1,710	-11%	1,679	-10%

	YTD Dec	YTD Dec	Var
	FY18	FY17	Val
Revenue	26,418	24,230	9%
EBITDA	5,559	4,979	12%
EBITDA %	21.0%	20.5%	
PBT	5,173	4,686	10%
PAT	4,740	4,604	3%