

Q4 2018 FY 2018 Earnings update

May 24, 2018

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- 1. Performance Highlights
- 2. Performance Review & Analysis

Ind As conversion

- The Company has transitioned to Ind AS from April 1, 2017 and comparatives of Ind AS profit have been provided for corresponding quarter of previous financial year, viz Q4 2016-17.
- The Company reviews its 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	
HRO	Payroll processing and HR support	\checkmark	\checkmark	
Anti Money Laundering & Regulatory Compliance (AML)	AML and other regulatory compliances			\checkmark

1. Performance Highlights

2. Performance Review & Analysis

Q4 FY 2018 Standalone Highlights

- Operating Revenue
 - Q4 FY18 revenue at INR 33.8 crores compared to INR 33.5 crores in Q3FY18 and INR 31.0 crores in Q4 FY17
 - \circ QoQ growth of 1%
 - YoY growth of 9%
- Operating EBITDA
 - Q4 FY18 EBITDA at INR 7.8 crores compared to INR 7.2 crores in Q3 FY18 and INR 5.4 cr in Q4 FY17
 - QoQ growth of 7%
 - YoY growth of 44%
- > PBT
 - Q4 FY18 PBT at INR 6.7 crores compared to INR 6.1 crores in Q3 FY18 and INR 4.6 crore in Q4 FY17
 - $\circ~$ QoQ growth of 10%
 - \circ YoY growth of 46%
- PAT
 - Q4 FY18 PAT at INR 8.1 crores compared to INR 7.0 crores in Q3 FY18 and INR 6.8 crores in Q4 FY 18
 - QoQ growth of 16%
 - YoY growth of 19%

FY 2018 Standalone Highlights

- Operating Revenue
 - FY18 revenue at INR 128.8 crores compared to INR 116.2 crores in FY17
 - YoY growth of 11%
- Operating EBITDA
 - FY18 EBITDA at INR 28.1 crores compared to INR 22.3 crores
 - \circ YoY growth of 27%
- PBT
 - FY18 PBT at INR 24.8 crores compared to INR 20.4 crores in FY17
 - YoY growth of 22%
- ➢ PAT
 - FY18 PAT at INR 29.0 crores compared to INR 22.5 crores in FY17
 - YoY growth of 29%

- 1. Performance Highlights
- 2. Performance Review & Analysis

Performance Review and Analysis

INCOME FROM OPERATIONS – Stand Alone

CLM International revenues down by 6% as compared to Q3 FY18 but higher by 9% compared to Q4 FY17.

CLM Domestic revenues down by 5% compared to Q3 FY18 and lower by 4% as compared to Q4 FY17.

HRO Domestic shows a increase of 9% compared to Q3 FY18 and grew 13% compared to Q4 FY17. HRO exports grew 22% quarter on quarter and 106% compared to Q4 FY17.

	Q4 17-18	Q3 17-18	Var Q4 vs Q3	Q4 16-17	Var Q4 17- 18 vs Q4 16- 17
CLM - International	787	835	-6%	725	9%
CLM - Domestic	1,197	1,260	-5%	1,250	-4%
HRO - Exports	286	233	22%	139	105%
HRO - Domestic	1,115	1,020	9%	986	13%
Total Revenue	3,384	3,348	1%	3,100	8%

Summary – India Operations Q4 FY18

IN INR LAKHS

	Q4 2017- 18	Q3 2017- 18	Var Q3 vs Q2	Q4 2016- 17	Var Q4 17- 18 vs Q4 16-17
Revenue	3,384	3,348	1%	3,100	9%
EBITDA	777	723	7%	538	44%
EBITDA %	23.0%	21.6%		17.4%	
PBT	671	610	10%	464	45%
PAT	808	702	15%	681	19%

Q4 FY18 vs Q3 FY18

Revenue remained flat, however higher other income and lower employee costs have resulted in higher EBITDA. PBT and PAT higher in line with higher EBITDA

Q4 FY18 vs Q4 FY17

Revenue increased by 9%, while EBITDA grew by 44% due to higher other income in current quarter.

PBT higher by 45% in line with EBITDA; However, PAT higher by 19% due to higher deferred tax credit in previous quarter

Summary – India Operations FY18

		YTD 2 1	2017- 8		2016- L7	-	17-18 .6-17
Revenue		12	,878	11	1,621		11%
EBITDA		2	,819		2,228		27%
EBITDA %	EBITDA %		21.9% 1		19.2%		
PBT	РВТ		2,478 2		2,037		22%
PAT		2	,899		2,254		29%
	YTD 2017- 18		YTD 2 1		Va	r	
CLM - International	3,180			3,352		-5%	
CLM - Domestic	4,798			4,158		15%	
HRO - Exports	861			545		58%	
HRO - Domestic		4,039		3,566		13%	
Total Revenue	1	2,878	1	1,621		11%	

IN INR LAKHS

FY18 vs FY17

Revenue grew by 11% with growth in both HRO and CLM. EBITDA grew by 27% as employee cost increased by 15%, general and admin costs have remained flat. PBT growth in line with EBITDA while PAT higher on account of higher deferred tax credit.

Summary – Manila Operations Q4 FY18

IN INR LAKHS

	Q4 2017- 18	Q3 2017- 18	Var Q3 vs Q2	Q4 2016- 17	Var Q4 17- 18 vs Q4 16-17
Revenue	1,592	1,444	10%	909	75%
EBITDA	547	389	41%	334	64%
EBITDA %	34.4%	26.9%		36.7%	
PBT	483	377	27%	327	48%
PAT	461	343	33%	302	53%

Q4 FY18 vs Q3 FY18

Revenue increased by 10%. EBITDA grew by 41%. PBT and PAT higher in line with higher revenue.

Q4 FY18 vs Q4 FY17

75% increase in revenue

EBITDA higher due to higher revenue, PBT and PAT higher in line with EBITDA.

Summary – Manila Operations FY18

IN INR LAKHS

	YTD 2017-	YTD 2016-	Var 17-18
	18	17	vs 16-17
Revenue	5,343	3,054	75%
EBITDA	1,687	832	103%
EBITDA %	31.6%	27.2%	
PBT	1,592	773	106%
РАТ	1,475	706	109%

FY18 vs FY17

Revenue increased by 75%. EBITDA, PBT and PAT increase in line with Revenue increase.

Summary – US Operations Q4 FY18

IN INR LAKHS

	Q4 2017- 18	Q3 2017- 18	Var Q3 vs Q2	Q4 2016- 17	Var Q4 17- 18 vs Q4 16-17
Revenue	1,326	4,327	-69%	4,230	-69%
EBITDA	-161	698	-123%	819	-120%
EBITDA %	-12.1%	16.1%		19.4%	
РВТ	-173	679	-126%	674	-126%
PAT	-243	467	-152%	733	-133%

Q4 FY18 vs Q3 FY18

There has been a significant reduction in volume in the AML business. Revenue lower by 69%, EBITDA, PBT and PAT lower in line with lower revenue.

Q4 FY18 vs Q4 FY17

Revenue lower by 69%, EBITDA and PBT lower on account of lower revenue.

Summary – US Operations FY18

IN INR LAKHS

	YTD 2017- 18	YTD 2016- 17	Var 17-18 vs 16-17
Revenue	15,103	18,397	-18%
EBITDA	2,245	3,666	-39%
EBITDA %	14.9%	19.9%	
PBT	2,148	3,343	-36%
PAT	1,437	3,361	-57%

FY18 vs FY17

Revenue down 18%. EBITDA lower due to lower revenue. PBT lower in line with EBITDA and PAT lower as the Company moved to full tax from Q4 FY17.

Summary – Consolidated

IN INR LAKHS

	Q4 2017- 18	Q3 2017- 18	Var Q3 vs Q2	Q4 2016- 17	Var Q4 17- 18 vs Q4 16-17
Revenue	6,078	8,872	-31%	7,582	-20%
EBITDA	1,317	1,812	-27%	1,846	-29%
EBITDA %	21.7%	20.4%		24.3%	
PBT	1,186	1,672	-29%	1,635	-27%
PAT	1,236	1,513	-18%	1,561	-21%

	YTD 2017- 18	YTD 2016- 17	Var 17-18 vs 16-17
Revenue	32,496	31,812	2%
EBITDA	6,825	6,862	-1%
EBITDA %	21.0%	21.6%	
PBT	6,359	6,328	0%
PAT	5,953	6,172	-4%