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✓ Business Update

✓ Performance Review & Analysis

BUSINESS UPDATES

INCOME FROM OPERATIONS – Stand Alone

Exports Revenue has been steady in this Quarter and remained at the same levels as previous Qtr.

Domestic revenues has seen an increase of 10% during the year due to addition of few clients with better pricing during the year/ previous year which has contributed to both Revenue and PAT.

HR BPO is a vertical which is growing organically for us and this will continue in the coming years too. This Vertical has shown an increase of 30% over previous year including Exports.

	March 31, 2016	March 31, 2015	Inc/(Dec) in %
Exports – Voice/Non Voice	3256	3179	2%
Exports – HR Payroll	463	91	409%
Domestic–Voice/Non Voice	4138	3925	10%
Domestic – HR payroll	2979	2552	17%
Total	10836	9747	11%

BUSINESS UPDATES

INCOME FROM OPERATIONS – Consolidated

Revenues from Subsidiary in Manila have increased by 54% over previous year due to increased billing from existing clients and from new clients. Capacity Utilization has increased during the year resulting in higher PAT. We have also sublet excess seats resulting in rental income during the year.

Revenue from Subsidiaries in USA have increased substantially due to a new client added in December 2014. The revenues for the year from subsidiaries in USA was Rs. 107 Cr for this year as compared to Rs. 42 Cr for the previous year.

Summary – India Operations

IN INR LAKHS

	Q4 FY 2016	Q3 FY 2016	Q4 FY 2015	FY 2015-16	FY 2014-15
REVENUE	2777	2740	2484	10836	9747
EBIDTA	427	456	190	1525	486
EBIDTA %	15%	17%	8%	14%	5%
PBT	342	361	9	1245	(130)
PAT	109	297	9	948	(174)
CASH PROFIT	213	422	162	1451	492

Revenues remain at the same levels as last Quarter, while it has gone up by 12% over same quarter last Year.

EBIDTA has gone down by 2% mainly due to Forex translation loss during this quarter. EBIDTA Margin has improved by 7% over same Quarter last year.

Though there is a carry forward losses, we have provided for MAT tax in this Quarter of Rs. 233 lakhs resulting in lower PAT as compared to previous Qtr.

Key Metrics – India Operations

	Q4 FY 2016	Q3 FY 2016	Q2 FY 2016	Q4 FY 2015
MANPOWER NO AGENT	2222	2064	2519	2567
SUPPORT STAFF NO	185	193	196	198
ATTRITION %	13%	20%	15%	15%
STAFF COST AS A % OF SR – EXP	28%	31%	38%	44%
STAFF COST AS A % OF SR – DTA	56%	55%	57%	63%
STAFF COST AS A % OF SR – HR	33%	34%	32%	35%
DEBTORS O/S (DSO)	58	69	67	62
CLIENT CONCENTRATION TOP CLIENT	13%	14%	14%	13%
TOP 3 CLIENT	33%	33%	31%	32%
TOP 5 CLIENT	47%	47 %	44%	44%

Summary – Manila Operations

IN INR LAKHS

	Q4 FY 2016	Q3 FY 2016	Q4 FY 2015	FY 2015-16	FY 2014-15
REVENUE	565	500	415	2060	1337
EBITDA	197	165	146	744	347
EBITDA %	34.9%	33.0%	35.1%	36.1%	25.9%
РВТ	193	147	142	713	327
PAT	177	132	117	652	290
CASH PAT	181	135	122	667	239

Revenues have grown by 13% over previous quarter while it has gone up by 48% over same quarter last Year due to addition of new Clients during the year.

EBIDTA has gone up by 20% due to higher Sales. EBIDTA Margins is at 35% for this Quarter and 36% for the full year.

Summary – US Operations

IN INR LAKHS

	Q4 FY 2016	Q3 FY 2016	Q4 FY 2015	YTD 2015-16	YTD 2014-15
REVINUSD in Million	5.724	3.621		16.155	6.887
REVENUE	3705	2561	1166	10721	4204
EBITDA	876	382	106	1965	-1077
EBITDA %	23.6%	14.9%	9.0%	15.5%	-25.6%
PBT	774	274	(40)	1509	-1561
ΡΑΤ	791	274	(40)	1509	-1561
CASH PROFIT	858	330	62	1760	-1139

Revenues in USD terms has increased by 58% and in INR terms it has increased by 45% over last Quarter.

EBIDTA margins has increased by 9% over Previous Quarter due to Volume Efficiencies.

Summary – Consolidated

IN INR LAKHS

	Q4 FY 2016	Q3 FY 2016	Q4 FY 2015	YTD 2015-16	YTD 2014-15
REVENUE	6966	5746	3313	23338	15086
EBITDA	1487	999	-53	4194	-41
EBITDA %	21.9%	17.4%	-1.6%	18.1%	0.0%
PBT	1330	777	-358	3455	-1233
PAT	1097	698	-364	3096	-1406
CASH PROFIT	1225	889	-97	3851	-305