MAY 2019

Note from the MD's Desk

Padmanabhan Iyer
MD & Global CEO

Greetings from 3i Infotech Ltd.

It gives us immense pleasure to inform you that our Company has reported net profits for the 3rd year in a row. The journey has not been without challenges, but what would give all of us satisfaction is that we have risen to the occasion and overcome the challenges. The positive resonance has increased and the size of projects where we are being invited to participate has taken a quantum leap. We are also glad to update you that we are getting opportunities to regain customers.

I sincerely thank you for your continued patronage which has been responsible for our achieving significant milestones consistently. Our footprint in our existing markets has widened and we have initiated our foray into new markets. Our engagement with our customers is deepening and we are happy that we are participating in their technological transformation thereby working towards enhanced service to end customers.

The key indices for FY2019 are as under –

- Over the past 3 years –
    - Profit after Tax of INR 350.39 crores (USD 52.27 Mn)
    - o Reported Net Profit of INR 242.28 crores (USD 36.14 Mn) after Notional Interest as per IND-AS
- Growth in Revenue by 13% from INR 991.19 crores (USD 153.93 Mn) in FY2018 to INR 1,121.75 crores (USD 160.80 Mn) in FY2019
- EBIDTA of INR 151.38 crores (USD 21.70 Mn) in FY2019
- Net Profit of INR 70.02 crores (USD 10.04 Mn) in FY2019
- 8% growth in Product revenue
- 19% growth in Services revenue

- Addition of 56 new customers in Banking, ERP, Financial Services and Insurance products
- 124 new customers in Services
- Won Blockchain project on which work has been initiated
- Upgrade by CRISIL of our credit rating to 'BBB- / Stable' (Investment grade) from 'BB / Stable'

Our Company also won a number of awards during the year –

- Asia's Greatest Brands Award 2018 presented by AsiaOne and URS Media Consulting
- MFund® Plus won the IMC Digital Technology Award 2018, in the IT Services category
- 3i Infotech (Thailand) Ltd - Best Employer Brand Award 2018-19
- Best use of IT in Healthcare by ET Now, Stars of the Industry Awards, Dec 2018
- Best Software Product Company in Intellectual Driven Business by ET Now, Stars of the Industry Awards, Dec 2018
- Outsourcing Innovation of the Year by ET Now, Stars of the Industry Awards, Dec 2018
- 3i Infotech BPO felicitated with "Best Service Provider" in "Tatva Annual Awards 2018"
- Outstanding Business Award 2018 - Best Innovative Technology Company - Banking in Bangkok, Thailand
- Felicitated in NASSCOM Customer Excellence Awards 2018 for the 'Transformation' category

With upgraded Products and enhanced Services portfolio, we see a number of areas where we could be of further service to you. It is our privilege to serve you and we look forward to deepening our engagement with you. May I take this opportunity to thank you for your patronage, patience and support and once again request you to kindly reach out to us to expand our relationship.

Regards,
Padmanabhan Iyer
MD & Global CEO, 3i Infotech Ltd.

NEW LAUNCHES AND UPGRADES

ORION® 11j - Product Upgrades

In line with our continuous endeavour to upgrade our ERP solutions suite to keep pace with customer demands and current trends, we have enriched the latest version ORION® 11j with a range of new features – both at the framework and at the vertical levels.

Framework Enriched with Generic Features

- Scrollable ribbon
- Key Master data for List of values (LOV) from secondary database as service
- Open JDK support
- Enabling flexible fields for common master in the Payroll Module

- Restricting modifications for system defined external validations
- Restricting modifications for system defined reports
- Email embedded with HTML content through scheduler
- Scheduling report cum document print

Finance Vertical (Fixed Asset)

- Book definition
- Asset block, location, rule
- Asset analysis codes, property type
- Responsible person set-up
- Rounding off rule
- Depreciation convention
- Asset cost adjustment, usage
- Asset transfer out, transfer in, sales

- Asset write off, retirement,
- Mass addition - main ,rollback, cancel
- Depreciation method definition, calendar, processing
- Asset system parameter
- Mass addition interface setup
- Fixed asset auto-code setup

SCM Vertical (Inventory)

- Physical stock take filer for stock / zero stock items
- Item status query without value
- Bin management functionality in stock adjustment
- Stock query screen changes

Warehouse Vertical (Mobility Solution)

- Receiving and putaway
- Picking
- Pallet position transfer work order based
- Direct pallet position transfer

- Cycle count
- Position wise itemwise query
- Itemwise position wise stock

KASTLE ® Digital Banking – New Features in the Portal

3i Infotech's banking suite, KASTLE ™ has established itself as one of the most comprehensive solutions for the digital age, through its variant KASTLE ™ Digital Banking. Keeping its focus on continuously enhancing the banks' and their customers' online experience, adding new features to the solution's online portal has been an ongoing endeavour for the Company. The latest feature additions to the variant are enlisted below.

New features in KASTLE ™ Digital Banking V 2.1.L.0.0.R1 (Interim Release)

Trade Finance Portal

- Letter of Credit
- Issuance
- Bill Details & Acceptance
- Claim invocation and Claim receipt
- Supply Chain Finance Portal
- User management for anchor as well as suppliers
- Purchase order module
- Invoice module
- Disbursement module
- Confirmation module

AMLOCK™ Version 4.4 Released

In the newly upgraded version of AMLOCK™, 3i Infotech has added a number of key features that are designed to help the user meet today's critical requirements in the anti-money laundering space.

These new features include:

- Fast track SSO Workflow
- Notices Directory
- To Do list in Case Manager

3i Infotech's Services, Altiray™ introduces 3iAIRES

Altiray™ continues to draw inspiration from the latest and emerging technology trends, and proactively invests in innovative offerings.

It recently introduced, 3iAIRES, a suite of customer experience offerings that has multiple modules which can be used individually or as a suite, to help break the digital silos. The solution helps in stitching digital customer journey, listening to customers, enabling digital marketing and generating quality leads.

Salient features of 3iAIRES:

- Customer Insights & Analytics
- Digital Listening & Case Management
- Hybrid Bots & Live Agent Chat
- Campaign Management

- Social & Web Engagement
- Customer Insights
- Knowledge Management & Collaboration
- Performance Management

KEY CLIENTS WINS

- A leading UAE-based business conglomerate with businesses in marine electronics, industrial automation and life & analytical sciences, and with operations spread across the Middle East, India and Singapore, has chosen to upgrade to ORION® 11j. The Group will have a single ERP platform for all its 24 companies across 9 countries. This will translate to optimisation of business processes, reduced operational costs and holistic business intelligence and reporting for quicker decision making
- A Ghana-based multi-industry business group with operations in several African countries, and trading and service centres in Hong Kong, London and Mumbai, has chosen to upgrade to ORION® 11j to leverage the solution's cloud-based features that offer more customizability options. The upgrade is for its Ghana and Nigeria operations. A centralised business solution will provide key benefits of unified business processes and intuitive workflow management

- 3i Infotech won an order for the implementation of ORION® 11j, from a Singapore-headquartered business group whose products are sold in over 75 countries across three continents. The solution will give a fillip to the Group's manufacturing and trading operations, across industries which include Fast-moving Consumer Goods, Digital Services, energy, Infrastructure, Real Estate, Textiles and Financial Services
- The sole insurer operating in Eritrea, has placed an order for ORION® 11j for payroll, human resources and fixed asset management processes. The implementation will enable benefits that include automation and control over the employee life cycle, focused tracking of assets inventory and strong reporting capabilities across HR, payroll and fixed assets management
- A flagship company of a leading Tanzania-headquartered industrial group with operations spread across a number of African countries, has selected ORION® 11j to meet its requirements for a web-based solution for consolidating its multi-country operations, reducing maintenance costs and managing its businesses centrally

- One of the leading insurers in East Africa, headquartered in Tanzania, has selected 3i Infotech's PREMIA™ insurance solutions suite to help it take forward its vision of providing advanced customer-centric insurance services. It looks forward to leveraging the solution's best-of-breed Reinsurance and fully-integrated Financial modules.
- A foremost insurance services player in South Sudan, has chosen PREMIA™ 11, the latest edition of the suite, to spruce up its entire operations and customer services covering each of its locations across the country. The solution is expected to play a critical role in streamlining operations in the new branches that the insurer intends to open.
- In a major customer win for PREMIA™, one of the largest insurance companies in the Kingdom of Saudi Arabia, with a wide network of branches across the kingdom, has opted for the suite, to improve its claims management operations. A comprehensive digital claims management solution was recently deployed and launched as an end-to-end interactivity platform, connecting the client (which is also into motor vehicle insurance) with garages and other service partners.
- The Dubai branch of one of Japan's oldest and largest non-life Insurance companies with a business network in 38 countries, recently upgraded to PREMIA™ 11 with the aim of responding more competently to the digital age market dynamics. A PREMIA™ user for over a decade, the insurer looks forward to having absolute control over the validation and tariff logic change processes, as one of the key benefits with the new upgrade.
- A Kenya-headquartered insurer, one of the biggest combined insurance service providers in East Africa with over 450,000 clients, has upgraded to PREMIA™ 11 to capitalise on the suite's rich functionalities integrated with online digital applications and web services like Oracle Financials, DMS and Workflow. With this, the insurer now has a single solution spanning all countries of operation; and the capabilities to manage multiple portals, using web-services.

Kastle®

- 3i Infotech won an upgrade order for Kastle® Treasury, from one of India's biggest infrastructure financing institutions which services over 77,000 customers. Since the current implementation in Kolkatta has augmented its business efficiency, the customer has chosen Kastle® Treasury to power its front office operations in its new Mumbai office. The solution will provide ease of usability from multiple locations and will ably meet the technical and functional requirements of the customer.
- An Indian state owned corporation which provides educational loans at subsidized interest rates, has awarded a contract for the implementation of Kastle® ULS (Universal Lending Solution). The solution was integrated with the corporation's existing website portal and Document Management System (DMS), and will take care of entire lending life-cycle from origination to management to disbursement and collection.
- In the first deal for 3i Infotech's anti money laundering (AML) solution in the Kingdom of Saudi Arabia (KSA), the mobile wallet service subsidiary of a leading telecommunications company has selected AMLOCK® to streamline its prepaid payment services. AMLOCK® will help the client comply with the Saudi Arabian Monetary Authority (SAMA) AML regulations, with a range of features that include list screening of customers and prospects against Sanction Lists, transaction monitoring, and customer risk classification based on predefined criteria.
- A major Chennai-based bank with about 3,400 domestic branches and overseas offices in four South Asian countries, has decided to upgrade to the latest AMLOCK® version. The bank, an AMLOCK® user since over seven years, stands to benefit with the enhanced features incorporated in the latest version, such as multi browser support, Alert risk scoring and suppression, risk classification enhancements, configurable notifications, and peer profiling, among others.

ALTIRAY™
Actioning Tomorrow

- A department of the Government of India, has selected Altiray™'s BPO Services for digitization and archiving of its legacy records. 3i Infotech's BPO team will also take care of any other ad hoc requirements.
- A Non-Banking Financial Company (NBFC), wholly owned by one of the leading Indian public sector banks, and which primarily specializes in credit cards, personal loans and merchant acquiring business, has awarded a 3-year contract to Altiray™ for IT Infrastructure Management and Remote Monitoring Services. The scope of work includes adherence to the most cutting-edge IT Infrastructure tools and supervision in accordance with the client's policies, standards and procedures.
- A top Indian private sector bank has chosen BPO services from Altiray™ with the objective of improving the turnaround time and quality of its Current Account Savings Account (CASA) origination processes.

AWARDS & ACCOLADES

3i Infotech, Mr Padmanabhan Iyer among winners at Asia's Greatest Brands Award 2018

3i Infotech, as a Company was honoured with the prestigious Asia's Greatest Brands Award 2018 and Mr Padmanabhan Iyer, the Managing Director & Global CEO was honoured with the Asia's Greatest Leaders Award 2018, which were presented by AsiaOne and URS Media on January 21, 2019 in Singapore. The awards were presented at the 3rd edition of 'Asia's Greatest Brands & Leaders' at a glittering ceremony, as part of the 'Pride of Asia' awards series of the magazine and URS Consulting. The award recipients were selected on the basis of primary and secondary research across 16 industries under 62 sub categories in Asia, with evaluation and scoring by independent jury members, United Research Services International's primary and secondary data collation and the AsiaOne editorial team, and the entire process reviewed by PricewaterhouseCoopers.

Mr Padmanabhan Iyer, MD & Global CEO, 3i Infotech (seen at the centre) receiving the award

3i Infotech bags IMC Digital Technology Award 2018 for MFund® Plus

3i Infotech's globally established Investment Management solutions suite, MFund® Plus, won the IMC Digital Technology Award 2018, in the IT Services category.

The IMC Chamber of Commerce and Industry, known as IMC, is an Indian industry body focusing on driving the country's enterprises towards sustainable growth. The IMC Digital Technology Awards series recognizes and rewards the accomplishments of both IT companies and end-users of IT for technological solutions, applications and improvements that have transformed businesses.

Mr. Rakesh Doshi, EVP & Business Head, Financial Services and Insurance and Mr. Jitesh Nair, Deputy Vice President - IMP - Quantis & Telesto, received the award at a glittering function at The St. Regis, Palladium, Mumbai on April 12, 2019. On this occasion, the esteemed jury consisting of the best of the industry articulated the rigorous awards selection process of three evaluation rounds. The jury mentioned a keen contest amongst the participants and so it is indeed an honour to be acknowledged for our work.

3i Infotech honoured with Thailand's 'Best Employer Brand Award'

3i Infotech (Thailand) Ltd has been honoured with the Thailand Best Employer Brand Award for 2018-19, by the World Federation of HR Professionals and endorsed by CHRO Asia. The award was presented to Mr. Jay Shankar, Country Director, 3i Infotech (Thailand) Ltd., at an impressive function held in Thailand's capital city of Bangkok on January 11, 2019.

The Thailand awards program featured the top organisations in that country, which are exemplary in the management of Human Resources (HR) and use marketing communications effectively for HR development, according to the organiser. The key criteria for assessing the organisations' performance included: Translating and combining vision with action and HR strategy; Building line to mesh HR strategy with business; and Cultivating competencies for the future to enable building the organization to be future-ready.

The Thailand award committee for the current edition was chaired and headed by Dr. Indira Parikh, ex-Dean of the prestigious Indian Institute of Management Ahmedabad (IIMA); and researched by Dr. R L Bhatia, Founder of World CSR Day, who is also the Project Director of the World HRD Congress.

Mr. Jay Shankar (seen at the left) receiving the esteemed Thailand Best Employer Brand Award

IN THE NEWS

- [Padmanabhan Iyer, Managing Director & Global CEO, in an interview with Fortune India, throws light on how 3i Infotech brings together its expertise, experience and learnings, to create enduring value for its customers](#)
- [Tokio Marine & Nichido Fire Insurance Co. Ltd.'s Dubai branch upgrades to 3i Infotech's PREMIA™ 11 to accelerate their business](#)
- [Mohua Sengupta, EVP & Global Head of Services, shares her views on how technology improvements are helping women in achieving success, in an article titled, 'Woman of today foresees a brighter tomorrow', published in Var India](#)
- [What Corporate India could learn from the West about workplace culture? - Mohua Sengupta, EVP & Global Head of Services](#)

EXPERT SPEAK

- [Mr. Padmanabhan Iyer, Managing Director & Global CEO, talks about the technology trends that will shape the ITeS / BPM industry and the key ICT initiatives recently undertaken by 3i Infotech in an article published in tele.net (April 2019 issue).](#)
- [AI changing the healthcare landscape - Sanjay Pathak, Head Healthcare and Insurance Solutions , Altiray™](#)

WAY AHEAD

Your support has been invaluable to us as a Company over the years and we look forward to it in the future as well. As we move forward, we will keep you updated on the developments at 3i Infotech Ltd on an ongoing basis.

For any additional clarification, please feel free to write to the following email id's:
marketing@3i-infotech.com or ruchira.vaidya@3i-infotech.com

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www.3i-infotech.com