

## Highlights of Business Performance, Key Accomplishments and Noteworthy Items in the 2<sup>nd</sup> Fiscal Quarter 2009-10

### Financial Highlights for Second Quarter ended September 30, 2009

#### **Consolidated Financial Performance for the Second Quarter ended September 30, 2009**

- Total Income for the Second quarter decreased 0.5% to Rs 2,223.4 million from Rs 2,234.1 million over the first quarter FY 2009-10
- EBITDA decreased by 2.0% for the Second quarter to Rs 281.2 million from Rs 287.1 million over the first quarter FY 2009-10
- Net Profit increased by 5.6% to Rs 129.6 million from Rs 122.7 million over the first quarter FY 2009-10
- The basic and diluted Earnings Per Share for this three month period is Rs 10.37 per share

#### **Consolidated Financial Performance for the Six Months ended September 30, 2009**

- Total Income for the six months increased 1.9% to Rs 4,457.5 million from Rs 4,374.2 million over the corresponding period last fiscal year
- EBITDA increased by 12.9% for the six months 2009-10 to Rs 568.2 million from Rs 503.4 million over the corresponding period last fiscal year
- Net Profit increased by 66.1% to Rs 252.3 million from Rs 151.9 million from the corresponding period last fiscal year
- The basic and diluted Earnings Per Share for the six months ended is Rs 20.19 per share

### Significant Developments during the Second Quarter Fiscal Year 2009-10 and noteworthy items

- Added over US \$ 10.4 million in customer contracts in the 2<sup>nd</sup> Fiscal Quarter 2009-10, and \$56.9 million for the half year.
- Substantial savings from integration and rationalization of global operations helped defray overall increases in costs in India with 10,720 associates across over 40 delivery centers in India, China, Mexico, U.S. & Canada
- Diversified Client Base with low Customer Concentration with and minimal exposure to financial services companies.
- Top 100 clients represent over 81% of total revenues with the largest customer representing only 15% of total revenues.
- Over 50% of leading FORTUNE 100® companies as reference-able clients in our core Service offerings
- International Association of Outsourcing Professionals (IAOP) ranked us:
  - Best 20 Leaders by Industry Focus: Health Care;
  - Best 10 Companies by Service Offered: Document Management;
  - Best 10 Leaders by Service Offered: Financial Management;
  - Best 20 Leaders by Region Served: India;
  - Best 20 Leaders by Region Served: Canada;
- Company maintained strong liquidity position with DSO of 51.5 days, Debt to Equity Ratio of 1.32 and Net Bank Debt of US \$111.5 million at September 30, 2009.
- Successfully continue to leverage Company's Top Tier BPO Service Provider with established reputation for Reliable, High Quality and Secure services.

## Fact Sheet – Consolidated Financial Information, Second Quarter, 2009-2010

### Profit Statement Six Months ended September 30, 2009 vs. Sequential Six Months ended September 2008 and Quarter ended September 30, 2009 and vs. Quarter ended June 30, 2009

Particulars	Six Months ended September 30,	Six Months ended September 30,	% Change FY 2009-10 over FY 2008-09	Quarter ended September 30,	Quarter ended June 30,	% Change in Q2 FY 2009-10 over Q1 FY 2009-10
<i>Rs In Million's</i>	<b>2009-10</b>	<b>2008-09</b>		<b>2009-10</b>	<b>2009-10</b>	
	<b>Unaudited</b>	<b>Unaudited</b>		<b>Unaudited</b>	<b>Unaudited</b>	
<b>INCOME</b>						
Income from Services	4,457.50	4,360.74		2,223.43	2,234.07	
Foreign exchange gains losses, net		13.46				
<b>TOTAL INCOME</b>	<b>4,457.50</b>	<b>4,374.20</b>	<b>1.9%</b>	<b>2,223.43</b>	<b>2,234.07</b>	<b>-0.5%</b>
<b>EXPENDITURE</b>						
Employee expenses	2,369.35	2,171.85		1,195.52	1,173.82	
Operating costs	1,487.70	1,698.98		733.83	753.87	
Foreign exchange losses, net	32.22	-		12.90	19.32	
<b>TOTAL</b>	<b>3,889.26</b>	<b>3,870.83</b>		<b>1,942.25</b>	<b>1,947.01</b>	
<b>EARNINGS BEFORE INTEREST, TAX, AND DEPRECIATION (EBITDA)</b>	<b>568.24</b>	<b>503.37</b>	<b>12.9%</b>	<b>281.18</b>	<b>287.06</b>	<b>-2.0%</b>
<b>EBITDA %</b>	<b>12.7%</b>	<b>11.5%</b>		<b>12.6%</b>	<b>12.8%</b>	
Depreciation	124.40	101.03		63.17	61.23	
<b>EARNINGS BEFORE INTEREST AND TAX</b>	<b>443.84</b>	<b>402.34</b>	<b>10.3%</b>	<b>218.02</b>	<b>225.83</b>	<b>-3.5%</b>
<b>EBIT %</b>	<b>10.0%</b>	<b>9.2%</b>		<b>9.8%</b>	<b>10.1%</b>	
Other income	(7.31)	(2.80)		(4.63)	(2.68)	
MTM (gain) loss on derrivative contracts	(18.62)	-		(1.58)	(17.03)	
Interest expense, net	185.67	220.55		91.57	94.11	
<b>PROFIT (LOSS) BEFORE TAX</b>	<b>284.09</b>	<b>184.59</b>	<b>53.9%</b>	<b>132.66</b>	<b>151.43</b>	<b>-12.4%</b>
<b>PBIT %</b>	<b>6.4%</b>	<b>4.2%</b>		<b>6.0%</b>	<b>6.8%</b>	
Taxes	29.87	23.93		12.43	17.44	
<b>PROFIT (LOSS) AFTER TAX BEFORE MINORITY INTEREST</b>	<b>254.23</b>	<b>160.66</b>		<b>120.23</b>	<b>134.00</b>	
Minority interest	1.92	8.73		(9.36)	11.28	
<b>PROFIT (LOSS) AFTER TAX AND MINORITY INTEREST (PAT)</b>	<b>252.31</b>	<b>151.94</b>	<b>66.1%</b>	<b>129.59</b>	<b>122.71</b>	<b>5.6%</b>
<b>PAT %</b>	<b>5.7%</b>	<b>3.5%</b>		<b>5.8%</b>	<b>5.5%</b>	
Basic and Diluted EPS (Not Annualized)	20.19	12.10		10.37	9.82	
Weighted average equity shares used in computation of earnings per equity share for basic and diluted	12,491,022	12,595,635		12,491,022	12,491,022	

## Fact Sheet – Consolidated Financial Information, Second Quarter, 2009-2010

### Revenue - YoY Quarter over Quarter by Industry Vertical

Industry Vertical <i>In 000' US\$'s</i>	Q2 FY 2008 -09		Q2 FY 2009 -10		% Q over Q
	Revenue	%	Revenue	%	
BFSI	13,805	26.8%	10,787	23.5%	-21.9%
Healthcare	19,987	38.8%	17,889	39.0%	-10.5%
Telecom	2,896	5.6%	2,607	5.7%	-10.0%
Media & Publishing	3,117	6.0%	3,326	7.2%	6.7%
Manufacturing	3,131	6.1%	2,792	6.1%	-10.8%
Retail	1,794	3.5%	1,735	3.8%	-3.3%
Government	6,833	13.3%	6,784	14.8%	-0.7%
<b>Total Revenue</b>	<b>51,562</b>	<b>100.0%</b>	<b>45,920</b>	<b>100.0%</b>	<b>-10.9%</b>

### Revenue - Sequential Quarter over Quarter by Industry Vertical

Industry Vertical <i>In 000' US\$'s</i>	Q1 FY 2009 -10		Q2 FY 2009 -10		% Sequential Q's
	Revenue	%	Revenue	%	
BFSI	11,169	23.8%	10,787	23.5%	-3.4%
Healthcare	18,598	39.7%	17,889	39.0%	-3.8%
Telecom	3,226	8.4%	2,607	5.7%	-19.2%
Media & Publishing	2,908	5.6%	3,326	7.2%	14.4%
Manufacturing	2,666	6.5%	2,792	6.1%	4.8%
Retail	1,480	3.1%	1,735	3.8%	17.2%
Government	5,858	12.9%	6,784	14.8%	15.8%
<b>Total Revenue</b>	<b>45,905</b>	<b>100.0%</b>	<b>45,920</b>	<b>100.0%</b>	<b>0.0%</b>

### Revenue – Q2 FY 2009-2010 by Service Type in the Industries served

Service Type <i>(In 000's US\$'s)</i>	Industries Served						
	BFSI	Healthcare	Telecom	Media & Publishing	Manufacturing	Retail	Government
A/P Services	1.3%	0.2%	0.1%	0.0%	0.9%	3.1%	0.1%
ARM/ A/R Cycle Management	5.9%	3.4%	5.3%	0.0%	0.0%	0.1%	0.0%
Healthcare Payor/Provider Services	0.3%	29.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Risk management & Employee Verification Services	0.5%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%
Construction Services	2.7%	0.3%	0.0%	0.0%	0.0%	0.0%	1.9%
Document Lifecycle Services	4.9%	4.2%	0.2%	0.0%	3.1%	0.4%	11.1%
Presentment Services	8.0%	1.3%	0.0%	0.1%	2.0%	0.1%	1.2%
Content Transformation	0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	0.4%
<b>Total Revenue</b>	<b>23.5%</b>	<b>39.0%</b>	<b>5.7%</b>	<b>7.2%</b>	<b>6.1%</b>	<b>3.8%</b>	<b>14.8%</b>

### Revenue Q2 FY 2009-2010 by Service Type in the Industry Served

Service Type <i>(In 000's US\$'s)</i>	Growth by Industries Served Q2 FY 2009-10 over Q2 FY 2008-09							
	3 Mth Period 9/30/2008	BFSI	Healthcare	Telecom	Media & Publishing	Manufacturing	Retail	Government 3 Month Period 9/30/2009
A/P and A/R Services	2,167	(217)	(32)	(36)	8	166	558	67
ARM/ A/R Cycle Management	7,904	678	(1,159)	(208)	-	-	(433)	0
Healthcare Payor/Provider Services	13,666	125	(161)	-	-	-	-	-
Risk management & Employee Verification Services	496	(248)	71	-	-	-	-	24
Construction Services	1,468	475	116	-	-	-	-	205
Document Lifecycle Services	14,943	(1,859)	(1,071)	(12)	(87)	(394)	(181)	(360)
Presentment Services	7,694	(1,771)	144	(32)	10	(56)	(3)	(146)
Content Transformation	3,222	(202)	(6)	-	278	(54)	-	162
<b>Total Revenue</b>	<b>51,562</b>	<b>(3,018)</b>	<b>(2,098)</b>	<b>(289)</b>	<b>209</b>	<b>(338)</b>	<b>(59)</b>	<b>(49)</b>

## Fact Sheet – Consolidated Financial Information, Second Quarter, 2009-2010

### Additional New Business Won in the Second Quarter FY 2009-2010 and Fiscal Year 2010

Industry Vertical <i>In 000' US\$'s</i>	New Client Major Wins Q2		New Client Major Wins YTD	
	New Clients	Contract Value	New Clients	Contract Value
BFSI	1	5,000	5	24,973
Healthcare	1	2,250	6	10,710
Telecom	-	-	-	-
Media & Publishing	1	450	5	8,040
Manufacturing	1	2,250	3	6,756
Retail	-	-	1	500
Government	1	485	1	5,897
<b>Total Revenue</b>	<b>5</b>	<b>10,435</b>	<b>21</b>	<b>56,876</b>

### TOP 350 by Industry and Service Type Q2 FY2009-10

Service Type <i>(In 000's US\$'s)</i>	Media & Publishing								Total
	BFSI	Healthcare	Telecom	Media & Publishing	Manufacturing	Retail	Government		
A/P and A/R Services	553	93	46	-	424	1,437	67		2,619
ARM/ A/R Cycle Management	2,657	1,574	2,541	-	-	65	-		6,837
Healthcare Payor/Provider Services	125	13,752	-	-	-	-	-		13,877
Risk management & Employee Verification Services	209	101	-	-	-	-	24		334
Construction Services	1,207	123	-	-	-	-	880		2,210
Document Lifecycle Services	1,787	1,664	100	16	1,181	148	4,265		9,160
Presentment Services	3,335	551	14	68	918	24	497		5,406
Content Transformation	-	-	-	3,162	-	-	162		3,324
<b>Total Revenue</b>	<b>9,873</b>	<b>17,857</b>	<b>2,701</b>	<b>3,246</b>	<b>2,522</b>	<b>1,674</b>	<b>5,894</b>		<b>43,767</b>

### Global Infrastructure and Resources — as of September 30, 2009

#### Customer Concentration and Industry Highlights

Customer and Industry Highlights		Top Clients	% of Total Revenue	Q over Q Change
<b>Industry Served</b>	<b>Customer Ranking</b>	Top 1 Client	15%	-1%
Banking	4 out of the top 10	Top 5 Clients	29%	-5%
Healthcare	3 out of the top 10	Top 10 Clients	41%	-4%
Insurance	9 out of the top 20	Top 20 Clients	55%	-2%
Mortgage Services	5 out of the top 10	Top 50 Clients	69%	-1%
Retailers	8 out of the top 20	Top 100 Clients	81%	0%
Student Loans	1 out of the top 2	Top 200 Clients	89%	0%
Telecom	2 out of the top 5	Top 350 Clients	94%	0%

Category	North America	India	China -Xi'an	Mexico	Total
Accounting	36	36	1	5	78
Administration	49	60	3	14	126
Management	119	160	10	1	290
Sales & Marketing	36	7	-	-	43
Techonology	121	267	1	11	400
Operations	1,486	7,387	658	252	9,783
<b>Total</b>	<b>1,847</b>	<b>7,917</b>	<b>673</b>	<b>283</b>	<b>10,720</b>