







Corporate Presentation



eClerx – An ISO/IEC 27001:2005 Certified Company

Certain statements in this document that are not historical facts are forward looking statements. Such forward-looking statements are subject to certain risks and uncertainties like government actions, local, political or economic developments, technological risks, and many other factors that could cause actual results to differ materially from those contemplated by the relevant forward-looking statements. eClerx Services Limited will not be responsible for any action taken based on such statements and undertakes no obligation to publicly update these forward-looking statements to reflect subsequent events or circumstances.

-  **Company Overview**
-  **Service Offerings**
-  **eClerx Differentiators**
-  **Financial Highlights**

Company Overview



Our Business

- Provide data analytics and customized process solutions to global clients
- Current portfolio spans 200+ specialized core and critical engagements
- Solutions blend people, process and technology to reduce total cost of service to clients whilst improving quality and control
- Annuity revenue model with contracts averaging 2-3 years

Delivery Capabilities

- ~3000 staff across 4 state of the art facilities in Mumbai and Pune
- CMMI Level 3 software team of 100 FTE build customized work flow platforms
- ISO 27001 certified for Information Security
- Best in class Knowledge Management program with 1000+ in house training courses

Client Relationships

- Organized into two divisions – Capital Markets and Enterprise Analytics
- Capital Markets focused on global financial institutions
- Enterprise Analytics supports diverse industries including manufacturing, retail, travel and media
- ~50 clients – 14 Fortune 500 companies and most others being Global 2000 enterprises

Accolades

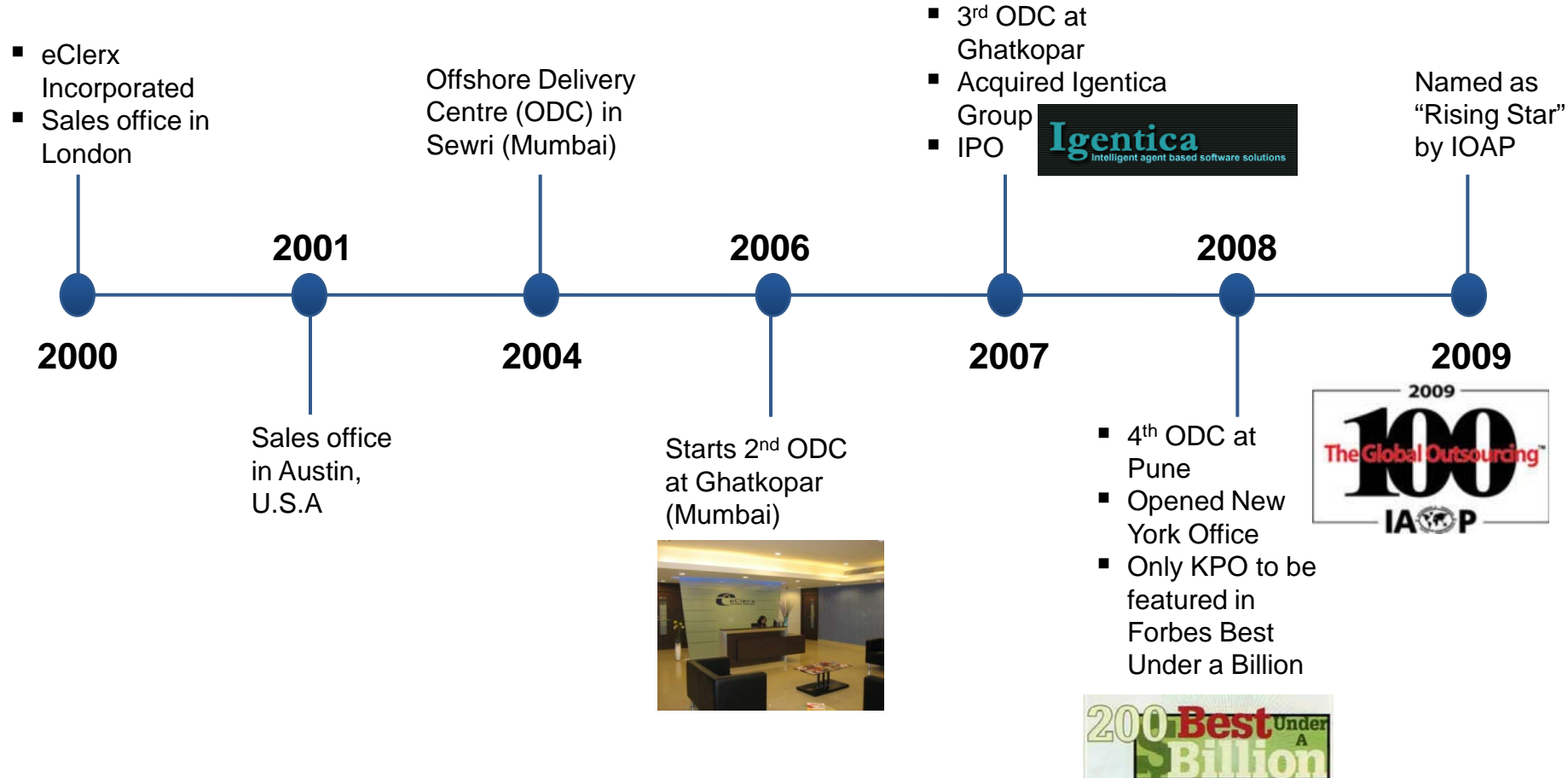
- Featured in Forbes Asia's "200 Best Under a Billion"; the only KPO and one of the 22 Indian companies to make the list
- Picked by Economic Times as one of India's "100 Fastest Growing Companies"
- Named "Rising Star" by International Association of Outsourcing Professionals

A Brief History

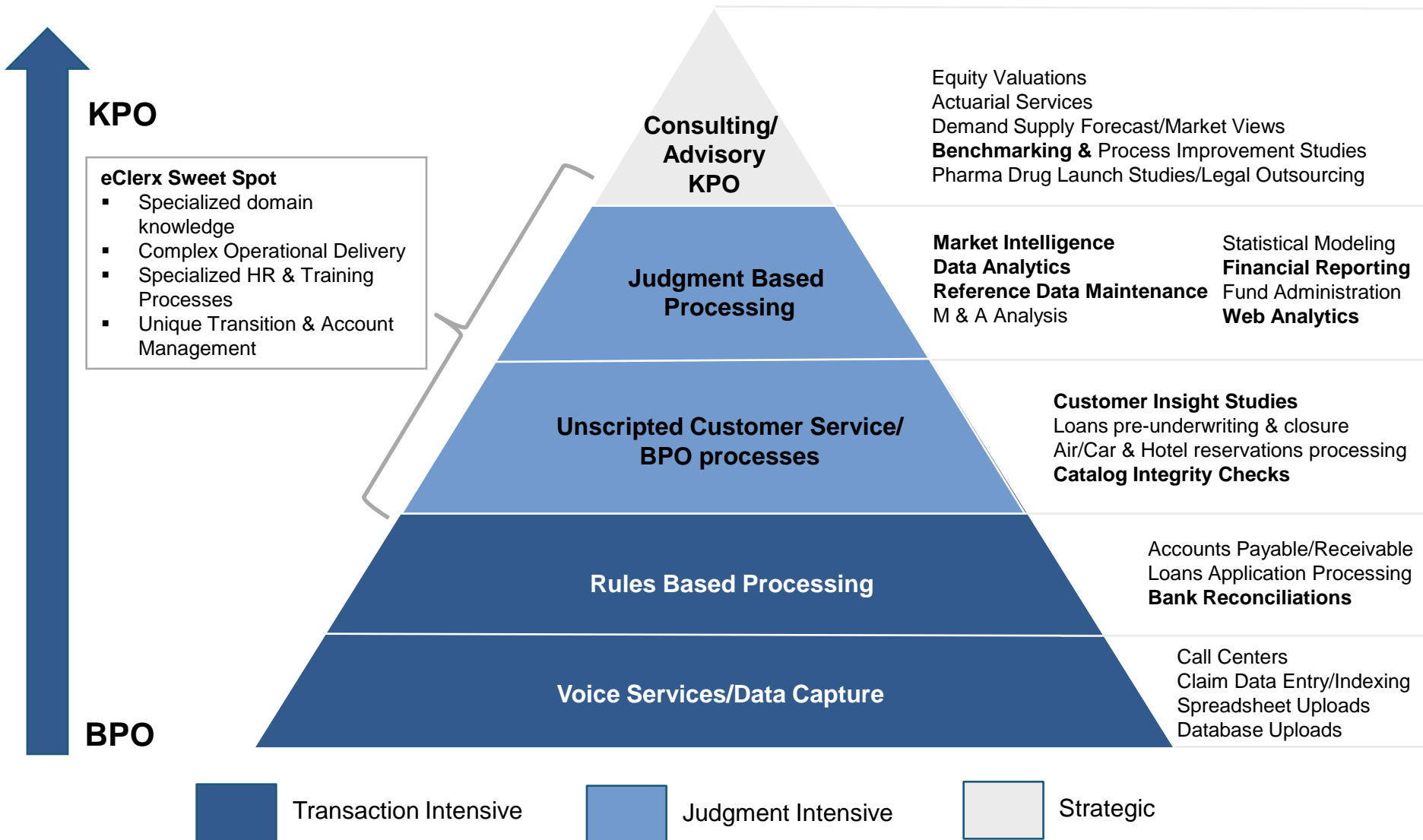


How We Have Grown...

... continuously expanding our presence ...



Skill and Scale – A Great Combination





Company Overview



Service Offerings



eClerx Differentiators



Financial Highlights

eClerx is a Knowledge Process Outsourcing (KPO) service provider with two divisions:

- Enterprise Analytics & e-Commerce Transformation
- Capital Markets

Sales and Marketing Support

- Provide sales and marketing support to leading global manufacturing, retail and travel & leisure enterprises
- Pricing and channel solutions enable clients to maintain optimal pricing and gain control over their distribution channels
- e-Commerce solutions focus on content development, online performance optimization and customer experience management

Capital Markets

- Provide specialist middle-office & back-office support to capital markets divisions of the world's largest banks
- Processes support all asset classes including equity, fixed income, currencies and commodities
- Key services include trade reconciliations, confirmations, settlements, risk management and reference data management

eClerx supports core and critical high domain activities for clients

Sales and Marketing Support



Pricing/ Profitability Performance

Helping Clients analyze, understand, respond to and capitalize on their products' & services' pricing landscape

Customer Experience Management & Demand Generation

Identifying and enhancing the different points in a customer's online experience on a Client's website that drive increased sales

Web Analytics

Implementing, reporting and analyzing all performance of our Client's websites across web analytics platforms, driving customer buzz, retention and revenues

Content Management Support

Execution, management and benchmarking of all online content management, ensuring optimal customer experience

Channel/Vendor Management

Analysis of all participants up and down the supply chain, identifying improvements to sales and supply performance, enhancing margins

eClerx's Analytics & Operational Services expertise helps drive our clients top line, competitiveness and efficiency

Front Office/ Middle Office

Ensuring accurate deal entry and representation across ticketing, risk, P&L, and collateral systems

External Validation

Documentation of terms and conditions of capital market transactions, including the resolution of discrepancies with counterparties

Settlements

Ensuring the timely and accurate settlement of cash flows and securities, performing remediation where required

Lifecycle/Risk Management

Managing trading events related to capital market transactions and minimizing operational risk through various controls

Data Management

Performing critical real-time maintenance of static data repositories, used for feeding downstream systems

eClerx supports processes across the entire trade lifecycle and asset classes



Company Overview



Service Offerings



eClerx Differentiators



Financial Highlights

Key Challenges & eClerx's Response



Typical KPO Challenges

Demand Side

- Revenues are project oriented and volatile
- Stiff competition from Captives and other Third Party Providers

Supply Side

- Growth highly dependent on ability to hire very specialized resources, which are hard to find
- High attrition levels
- Limited scale benefits when replicating services



eClerx Differentiators

Nature & Size of Engagements

- Processes supported core to our clients businesses and non-discretionary
- Long-term contracts (2-3 years) – predictable and recurring revenues

Specialized Service Offerings

- Highly specialized services based on deep domain proficiency in target industries
- High percentage of business derived through reverse inquiry from existing clients, and only a minority portion typically via RFP

Process Engineering

- Processes substantially re-engineered to regroup tasks into a few high domain, complex roles and a larger proportion of more rules based activities

Platforms and Automation

- Dedicated in house technology team builds proprietary workflow tools and platforms
- High degree of business logic embedded in platforms, further reducing the need for costly specialist talent

Knowledge Management

- In house training school with 1000+ courses spanning specializations
- High velocity model for providing core product, process and industry skills
- Allows us to substantially broad base the talent pool, driving down cost



Company Overview



Service Offerings



eClerx Differentiators

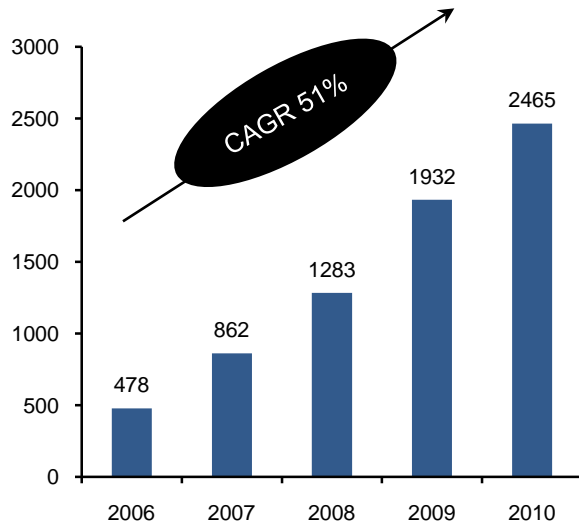


Financial Highlights

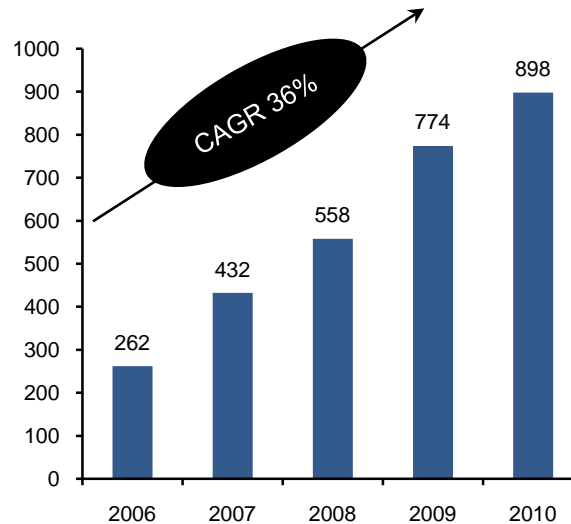
Financial Highlights



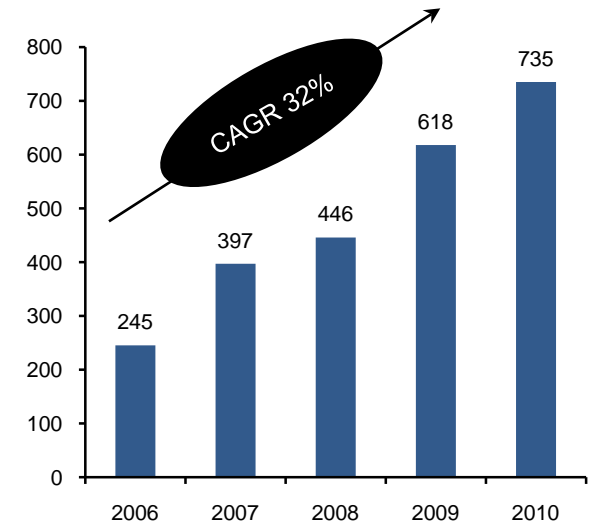
Revenue (INR mn)



EBITDA (INR mn)



PAT (INR mn)



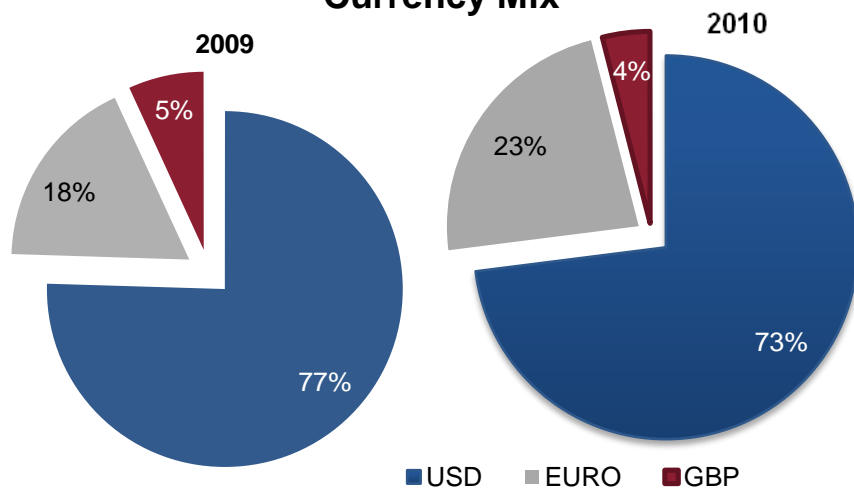
- Consistent growth in revenues and profits
- Industry leading operating and net margins
- Clean, highly liquid and debt free balance sheet – total cash and cash equivalents of Rs.1,063 million

Consistent growth with industry leading margins

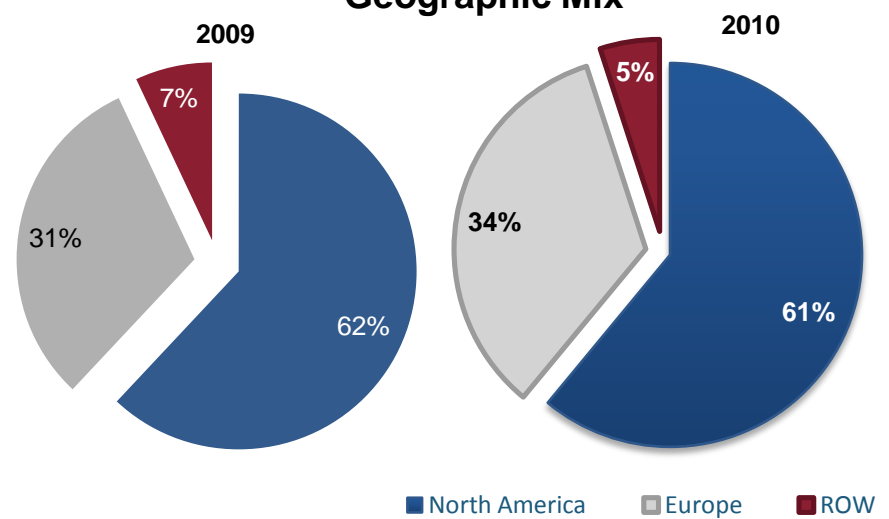
Revenue Demographics



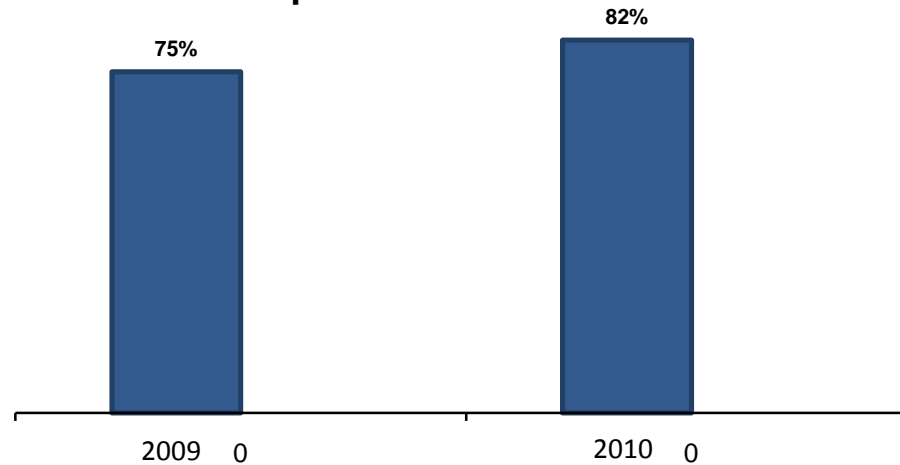
Currency Mix



Geographic Mix



Top 5 Client Contribution



Steady improvement in revenue quality across all risk parameters

Why eClerx?



- Leading provider of specialized solutions to target industries
- Deep and diversified relationships with highly referenceable blue chip client base
- High revenue visibility – annuity model with long term contracts
- 8+ years of proven track record in delivering core and critical services
- Demonstrated ability to integrate domain knowledge, process engineering and automation to deliver high value processes most cost effectively
- History of consistent growth with industry leading margins
- Liquid and debt free balance sheet

Thank You