

### Hinduja Global Solutions Limited

**Consolidated Financial Performance: Highlights of Q3 FY2017**

Net Sales of Rs. 9,563 million, an increase of 8.3% y-o-y

EBITDA of Rs. 1,145 million with margins of 12.0%

PAT of Rs. 472 million with margins of 4.9%

The Board declared an interim dividend of Rs. 2.50 per share

**Mumbai, India, February 8, 2017:** Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India) today announced its Unaudited Third Quarter and Nine Months Results for FY2017.

Commenting on the performance and outlook, **Mr. Partha DeSarkar, CEO** said:

*"HGS had a very strong quarter, driven by high capacity utilization and seasonality. Revenue in Q3 FY2017 grew by 8.3% y-o-y while EBITDA was up by 40.6% and Net Profits by 136.4% on y-o-y basis. These robust numbers were led by significant volume growth from our top 10 clients and new logos in healthcare and consumer products as well as gains from Open Enrollment in the healthcare sector.*

*We continue to focus on making investments -- in centers, solutions and people -- to drive growth across our geographies."*

**Financial Highlights: Q3 FY2017**

- Net Sales increased by 8.3% y-o-y to Rs. 9,563 million.
- EBITDA was Rs. 1,145 million with margins of 12.0%.
- PAT was Rs. 472 million with margins of 4.9%.
- The Board declared an interim dividend of Rs. 2.50 per share

**Financial Highlights: Nine Months FY2017**

- Net Sales increased by 14.8% y-o-y to Rs. 27,710 million.
- EBITDA was Rs. 3,175 million with margins of 11.5%.
- PAT was Rs. 1,365 million with margins of 4.9%.
- Cashflow from operation and after working capital changes was Rs. 2,451 million
- Capex and investments was Rs. 1,273 million
- As of December 31, 2016, the Company had Net Debt of Rs. 2,908 million and a Net Worth of Rs. 12,800 million.

## Q3 FY2017 Press Release



### Financial Summary

| (Rs. Million)           | Q3     |        | y-o-y      | Nine Months |        | y-o-y      |
|-------------------------|--------|--------|------------|-------------|--------|------------|
|                         | FY2017 | FY2016 | Growth (%) | FY2017      | FY2016 | Growth (%) |
| Net Sales               | 9,563  | 8,829  | 8.3%       | 27,710      | 24,143 | 14.8%      |
| EBITDA                  | 1,145  | 815    | 40.6%      | 3,175       | 2,248  | 41.3%      |
| Margin (%)              | 12.0%  | 9.2%   |            | 11.5%       | 9.3%   |            |
| Profit Before Tax (PBT) | 720    | 329    | 118.6%     | 1,966       | 1,069  | 83.9%      |
| Margin (%)              | 7.5%   | 3.7%   |            | 7.1%        | 4.4%   |            |
| Profit After Tax (PAT)  | 472    | 200    | 136.4%     | 1,365       | 677    | 101.6%     |
| Margin (%)              | 4.9%   | 2.3%   |            | 4.9%        | 2.8%   |            |
| Basic EPS (Rs.)         | 22.87  | 10.50  | 117.8%     | 65.94       | 33.54  | 96.6%      |

### Revenue Summary: Q3 FY2017

- **Revenue origination:** US: 68.4%, Canada: 10.0%, UK & Europe: 7.4% and India 14.2%.
- **Revenue by vertical:** Healthcare 47.3%, Telecom & Technology 22.4%, Consumer 13.4%, Banking & Financial Services 7.4% and Others 9.5%.
- **Clients:** Top client: 18%, Top 5: 50%, Top 10: 61% and Top 20: 72%.

### Business Highlights: Q3 FY2017

- **Active Clients:** 185 core BPM clients and 607 payroll processing clients.
- **New Business Won:**
  - New multi-million-dollar contract from a major Canadian telecom client to support video legacy customer care
  - Onshore business from a leading US payer to support Medicare and Consumer business calls
  - Integrated a significant portion of business for a US based Tobacco Manufacturer, thus bringing all contact volumes for this brand to HGS
  - Additional business from existing healthcare client to be serviced from new center opened in Kingston
  - New business from a leading US Jewelry brand for support in digital production, search marketing and social marketing
- **New Delivery Centers:** Currently, HGS has 66 global delivery centers across seven countries.
- **Employee Headcount:** 43,750 as on 31<sup>st</sup> December, 2016; India: 65% (India Offshore 21% and India Domestic 44%), Philippines: 18%, US: 9%, Canada: 5% and Europe: 3%.

### Other Highlights:

- Received Frost & Sullivan's 2016 North American Contact Center Outsourcing New Product Innovation Award for HGS DigiCX suite of solutions
- Won two awards at the Contact Center World Awards in Las Vegas –
  - A Silver in the category of Self-Service Technology - Enhancing The Customer Experience; for a self-help solution deployed for an Electronics client
  - A bronze in the category of Making Outsourcing Work - Developing a Win:Win Partnership
- Recognized as "High Performer" In HfS Research Blueprint Report - Digital Marketing Operations 2016, Dec 2016
- Recognized as "Leader" In NelsonHall CMS Analytics NEAT 2016 for "Customer Experience capability" and "Cost Optimization capability", Nov 2016
- Achieved Americas Top 15 status in the Breakthrough Sourcing Standouts In ISG Outsourcing Index Global 3Q 2016, Oct 2016

### **About Hinduja Global Solutions:**

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from traditional voice contact center services and transformational DigiCX services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions. By applying analytics, automation, and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency, and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, and consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with around 44,000 employees in 66 worldwide locations delivering localized solutions. For the year ended 31<sup>st</sup> March 2016, HGS had revenues of US\$ 507 million. HGS, part of the multi-billion dollar Hinduja Group, has more than four decades of experience working with some of the world's most recognized brands.

[www.teamhgs.com](http://www.teamhgs.com)

### **Safe Harbour**

*Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.*

For more information, visit us at [www.teamhgs.com](http://www.teamhgs.com) or contact:

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