Zensar – at a glance

Leading Global IT Services and Business Process Outsourcing Organization

- **Right sized organization**
  - 5074 + associates
  - 300 + customers
  - 24 Locations across the globe

- **Quality**
  - SEI CMMi Level 5
  - ISO/IEC 27001:2005
  - Six Sigma

- **Sustained Growth**
  - Rs 908.08 Cr Revenues
  - Rs 86.56 Cr Profit for 2008-09
Zensar – well funded and stable

RPG is Zensar’s parent company – a 3.25 billion USD conglomerate with businesses spread across a number of verticals

- **Shareholding Pattern**
  - **RPG Industries (India)**: 53.12%
  - **General Public & Employees**: 25.39%
  - **Financial Investor**: 21.49%

- **RPG Industries**
  - Power
  - Manufacturing
  - Transmission
  - Technology
  - Retail
  - Entertainment
A diversified customer portfolio

Financial Services

Retail

Manufacturing & Logistics

Utilities

Pharma and Textiles

Products
Mapping risks across the globe

Pune, India - Corporate HQ & Delivery Centre

Fully operational Disaster Recovery Centre at Hyderabad, India

Delivery Centers spread over UK, Poland to increase our global footprint

Gdańsk, Poland - Global Delivery Centre for Europe

Hyderabad, India - Global Delivery Centre

Slough, UK Sales Office
The growth story continues even in tough times

No of Associates

Year | No of Associates
---|---
2001-02 | 1062
2002-03 | 1303
2003-04 | 1714
2004-05 | 2251
2005-06 | 2859
2006-07 | 3741
2007-08 | 4483
2008-09 | 4684
2009-10 Q3 | 5074

No of customers

Year | No of customers
---|---
2001-02 | 57
2002-03 | 85
2003-04 | 103
2004-05 | 122
2005-06 | 154
2006-07 | 200
2007-08 | 273
2008-09 | 297
2009-10 Q3 | 338

Revenue & PAT

Year | Revenue (Cr) | PAT (Cr)
---|---|---
2001-02 | 100 | 0
2002-03 | 200 | 50
2003-04 | 300 | 100
2004-05 | 400 | 150
2005-06 | 500 | 200
2006-07 | 600 | 250
2007-08 | 700 | 300
2008-09 | 800 | 350
2009-10 Q3 | 900 | 400
Thriving in the downturn

People Focus
- People Retention at 97.2% – an industry benchmark
- Number of initiatives like Vision Community, CSR initiatives etc.

Innovative Service Packaging
- Impact Sourcing - ensures a minimum saving of up to 10% over a short period of 10 months
- Shared IT Service Model - high reliability minimal cost

Simplifying IT for customers
GET IT FASTER
RUN IT BETTER
GROW IT BETTER
Zensar’s Differentiators

- Global Delivery Platform (GDP) – Virtual platform to generate applications disconnected from the customer's business processes (2005)

- First Time Outsourcing (FTO) – Consultative approach to outsourcing through collaborative development and shared control needs (2007)

- IT/BPO clusters to service SME customer as the next wave to deliver Service-on-Demand at low, flat cost (2010)
Focus on Innovation : Global Delivery Platform
Highlights from the last Quarter

- Consolidated Results for the quarter ended 31st December, 2009 vis-à-vis last year
  - Profits have grown from Rs 20.22 Cr to Rs 32.50 Cr showing a 61 % growth y-o-y
  - Revenue for nine months of the current fiscal (31st December 2009) has been Rs 720.11 Cr (Rs 693.32 Cr)
  - EPS up from Rs 8.44 to Rs 13.55, 61% y-o-y growth

- The company has added 25 new customers and 259 new associates this quarter

- The Company has also been recently empanelled as IT consultant for the nationwide Restructured Accelerated Power Development and Reforms Programme (R- APDRP) launched by the Ministry of Power, Govt. of India

- The Company has signed a deal with an independent private London bank, providing banking and investment services.
M & A Update

- Targeting to invest up to USD 100 m in acquisition – which could add USD 80-150 m to Revenue
- Key focus area is Infrastructure Management & Applications Management
- Mandate given to 3 Investment Bankers – one each in US, Europe & India
- Actively evaluating multiple targets; financial impact expected to enhance FY 2011
- Zensar Management team has met management teams from targets
- Estimated annual beat-rate of INR 1,600 Cr by FY2011
Our Acquisitions

- **ZensarOBTGlobal**
  - Augmented SAP capabilities
  - 400 strong SAP professionals team

- **ZensarThoughtDigital**
  - Enhanced Oracle Capabilities
  - Added 120 experienced Oracle professionals to form a strong team of over 750 Oracle professionals
  - Zensar Expanded geographic presence in the US East Coast

- **Zensar Advanced Technologies**
  - Enhanced Capability in high-end technology solutions
  - Advantage of language skills in a non-English speaking territory
An essential component of our corporate social responsibility is to care for the community. We endeavor to make a positive contribution to the underprivileged communities by supporting a wide range of socio-economic, educational and health initiatives.
Success through innovation

**Business**
- Winner of CNBC’s International Trade Award (2009, 2008 and 2007)
- Recognized by Department of Scientific and Industrial Research in recognition of the in-house R &D efforts (2008)
- Among Top 20 FAO service providers (FAO Today Magazine, 2008)
- Among Top 100 Global Outsourcing Companies (IAOP, 2008)
- Among the Fortune Top 10 Global Offshore Outsourcing Companies from India, International Association of Outsourcing Professionals (IAOP 2007)
- Among World’s Top 100 Companies that matter in KM - KMWorld (2006)

**People**
- NHRD Trailblazer Award for Best HR Practices (2006)
- Employer Branding Award for Continuous Innovation in HR Strategy at Work (2007)
- Employer Branding Award for Career Development Strategies (2008)

**Society**
- FICCI CSR Award from the President of India (2006)
- Bombay Stock Exchange CSR Award
Thank You