



## Message from Chairman



The Fiscal Year of 2006-07 is indeed a memorable year in the history of the evolution of your company. This is the year when the new company called HTMT Global Solutions got carved out from Hinduja TMT and started its independent existence as a standalone focused IT/BPO player. Going back in history, in 2001, Hinduja TMT was created as an incubator of new businesses of the Hinduja Group in convergence areas like IT, Media and Telecom. From those beginnings, the Information Technology business has found its own feet and spins out as an independent company.

HTMT Global Solutions today is amongst the few publicly traded companies in the BPO space. These are exciting times for the ITES industry. The macro-economic fundamentals are very favourable for explosive growth in excess of 30% CAGR. The Outsourcing business is essentially a business driven by size and scale. Your company, with its 20 centres in 5 countries world-wide, and a customer base comprising more than 70 top Fortune 1000 brands, has built a robust launch-pad to grow exponentially. In the years to come, we are all set to embark on an ambitious journey of growth. Our goal is to become

one of the top 5 Indian IT/BPO companies by the year 2010. While growth will be our mantra, we will also ensure that we have robust business evaluation models to sustain healthy profitability in our operations.

Value addition through innovation and continuous process improvements have been the strength of your company. At HTMT Global, we are passionate about productivity improvements through automation and e-enablement. Trained Quality Master Black Belts lead the companywide six sigma program, which delivers numerous projects to improve productivity, reduce errors and crash process cycle-times. This has helped us stay ahead of the game in the face of competitive pricing pressures and rising costs. It has consistently delivered higher value to its clients by moving up the value chain year on year and been able to command premium pricing.

The hallmark of HTMT Global Solutions success has been its ability to think out of the box and stay ahead of the game. It was one of the first Indian companies to acquire a company in the Philippines, realizing its potential in the arena of outsourcing. It was again a pioneer in acquiring delivery

capabilities in the US by going on-shore and near-shore. Today, it has perfected the right-shoring model not limiting its ambitions to Indian soil only, but venturing out offshore to other geographic destinations overseas, wherever the right skill is available at the right price.

In keeping with its first mover image, HTMT Global Solutions is also one of the first to identify the opportunity in the Indian domestic business. Within 2 years, it has executed a flawless Dominate Domestic strategy to emerge as one of the biggest players for BPO services in the Indian market. The latest of many firsts is its Tier 2 delivery strategy its newly opened delivery centres in Mysore and Durgapur represent another pioneering venture of tapping the potential of the Tier 2 cities in India, where skilled resources are available in abundance.

Being in the forefront also means utilization of cutting edge technology. All the 20 delivery centres of HTMT Global Solutions have a redundant architecture of connectivity. This technology redundancy was put to test on two occasions in the recent past. The Bangalore floods in October 2005 and the Taiwan earthquake in December 2006 put the redundant

infrastructure to the ultimate test, but your company emerged with flying colours by minimizing the impact of these calamities to its business. When services from other competing players were knocked out for several days by these two events, your Company was back in business in a matter of hours.

There are exciting times ahead. As the industry matures and consolidates, HTMT Global Solutions has an aggressive organic and inorganic growth strategy. It is debt free and is in a position to fund acquisitions with its cash warchest of over US \$ 100 million.

The journey has just begun.

Yours sincerely,



**Ramkrishan P Hinduja**  
Chairman

22nd August 2007