

HTMT Global Solutions

AGM Presentation - September 2007

Growth, Productivity and Value



 **HTMT**
Global Solutions

Our New Logo



Our Vision



To be a globally preferred business process transformation partner for our clients, creating value in their business through innovative outsourcing solutions

Our Mission



Make Our Customer More Competitive

Key Market Trends



- Off-shoring momentum continues, being embraced more and more by mid-size corporations.
- The US market remains buoyant and continues to hold good opportunities for BPO companies with proven vertical experience.
- The US market still a haven for inorganic growth; allowing established BPO players to expand client footprint.
- Other Asian countries as the Phillipines rising up well to the voice business from the west
- BPO is a fragmented industry, established players with critical mass that have moved up the value chain have a clear competitive edge.
- Engagement models moving to sharing risk and reward, as opposed to being transactional and effort based

BPO Market Size



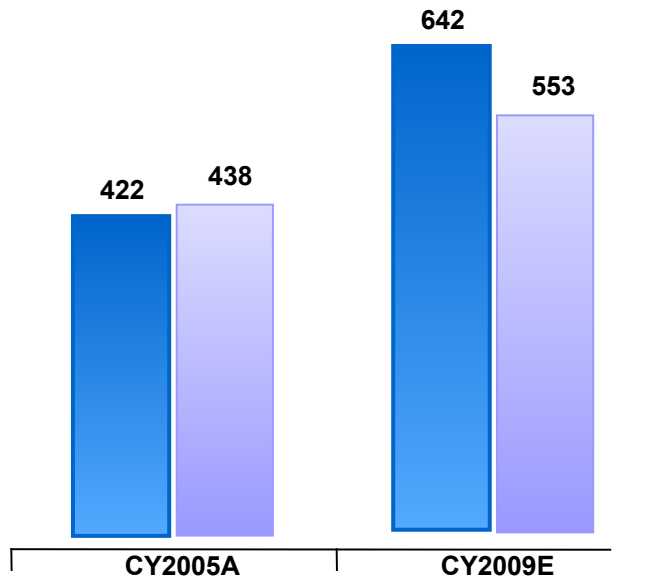
BPO growing faster than IT services globally

(US\$ Bn)

 BPO

 IT Services

CAGR BPO : 11%
IT Services : 6%



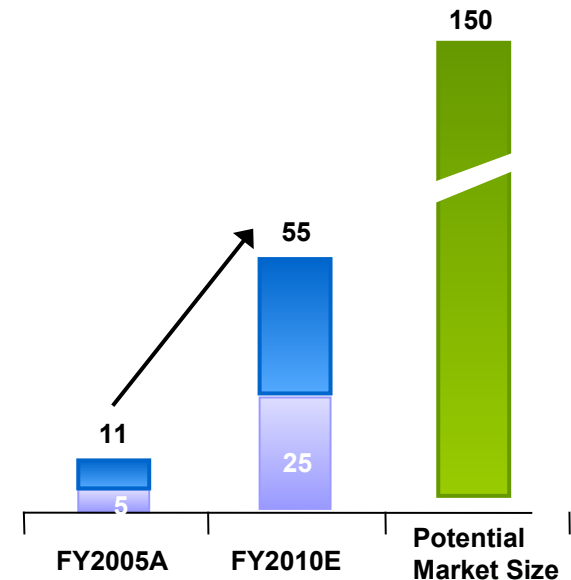
Offshore is the "Sweet Spot"

(US\$ Bn)

 Offshore BPO

 India – based Offshore BPO

CAGR Offshore BPO : 37%
India – based Offshore BPO : 37%



Business Services Possibilities



Contact Centre Services	<ul style="list-style-type: none"> • Customer Relationship Management • Direct/Targeted Marketing • Accounts Receivable Management 	Bull Cycle/ Offensive
Staffing/ Recruiting	<ul style="list-style-type: none"> • Temporary • Executive 	
Specialty Consulting/ Financial Outsourcing	<ul style="list-style-type: none"> • Strategy/ Management Consulting • Credit-to-Cash Cycle Management • Economic Consulting • Accounting/ Finance Outsourcing 	
Information Services	<ul style="list-style-type: none"> • Outsourced/ Structured Data Solutions • Enterprise/ Unstructured Data Solutions 	Stable Growth/ Defensive
Warranty Services	<ul style="list-style-type: none"> • Extended Warranty • Specialty Lines 	
Specialty & Support Services	<ul style="list-style-type: none"> • Textile/ Uniform Services • Food Services • Facilities Maintenance 	
Security Services	<ul style="list-style-type: none"> • Investigations & Intelligence • Guarding/ Alarm Monitoring/ Cash Transit • Systems Integration/ Security 	
HR Outsourcing	<ul style="list-style-type: none"> • HR BPO • HR Consulting • Payroll/ Transaction Processing • PEO's 	
Bear-Cycle Financial Outsourcing/ Consulting	<ul style="list-style-type: none"> • Bankruptcy Consulting • "Bear-Cycle" Financial Outsourcing/ Consulting 	Counter Cyclical

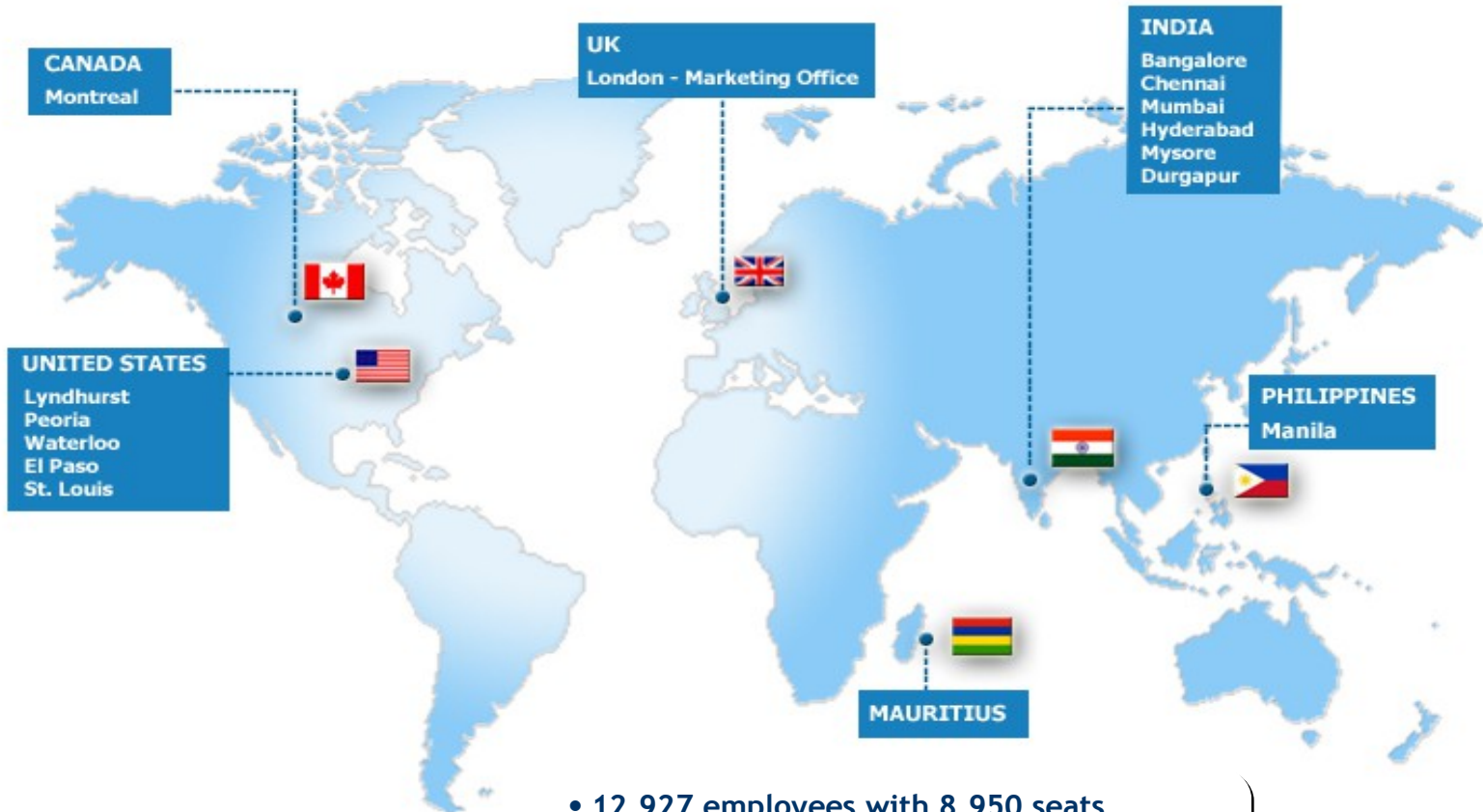
HTMT Global Overview

- Part of transnational Hinduja Group
- Global provider of BPO services
- Revenues - over USD 150 Million (07-08)
- Largest listed BPO in India
- 70 clients, 20 centers, 6 countries
- Transitioned over 450 processes
- ISO 9001:2000, ISO 27001, HIPAA, Six Sigma, SAS 70 & COPC (Underway)
- Debt free- with cash reserves of over 525 crores (June 07)



Languages Supported:
English, French, Spanish & multiple Indian regional languages

Global Delivery Model

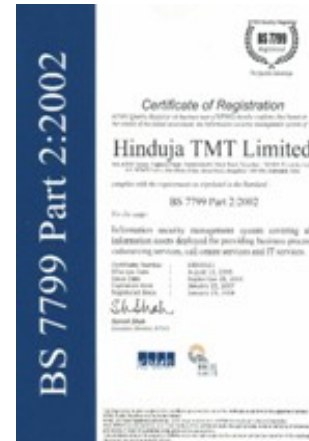


- 12,927 employees with 8,950 seats
- Area of over 570,000 sq. ft. world wide
- 20 Delivery Centers across 14 cities

Our Quality Certifications

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- ✓COPC certification underway
- ✓ISO 27001 underway
- ✓SAS 70 underway



HIPAA – Health Insurance

BS 7799-2:2002 – Information Security Management



SIX SIGMA – Process Improvement



ISO 9001:2000– ANAB



ISO 9001:2000 – UKAS

Our Capabilities

INDUSTRY EXPERTISE

- Insurance
- Healthcare
- Banking & Finance
- Telecom
- Consumer Electronics
- Pharmaceuticals
- Utilities
- Logistics & Transportation
- Media/Entertainment
- Technology

SERVICE CHANNELS

Transaction Processing

- Mailroom & Scanning
- Claims Processing & Adjudication
- Plan Building, Claims Audit, Help Desk, OPR
- Order Fulfillment
- Account Maintenance
- Application Processing
- Fulfillment Services

Outbound Voice

- Telemarketing
- Lead Generation
- Database Building / Cleaning
- Soft Collections
- Welcome Calls
- Provider Calls

Inbound Voice

- Customer Care
- Collections
- Technical Help Desk
- Service Provisioning
- Product Support
- Cross-sell & Up-Sell
- Directory Enquiry
- Member Calls

Contact

- Voice
- Email
- Fax
- White Mail
- Chat

Transaction Processing

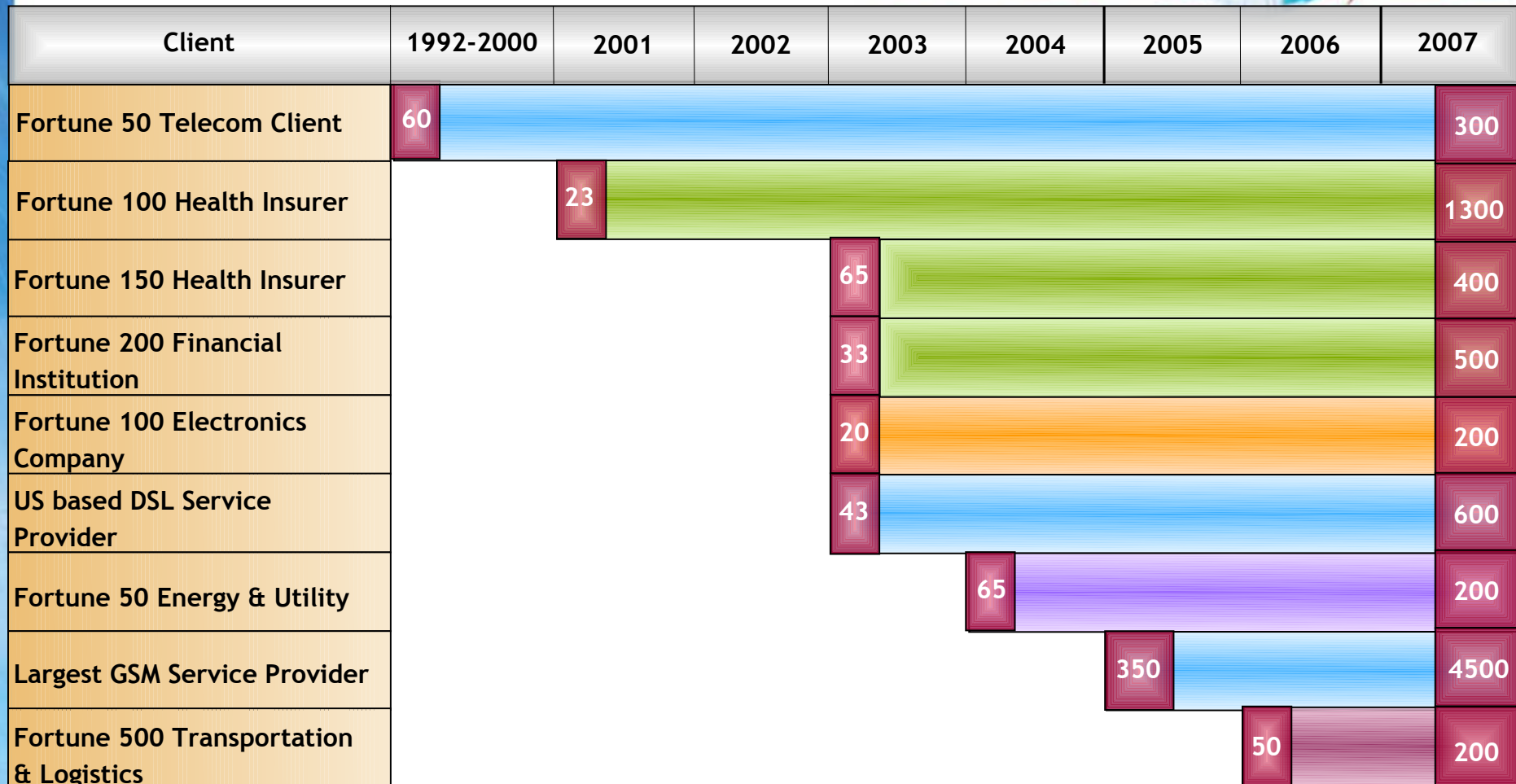
Blended

- Voice & Email
- Voice & Transaction

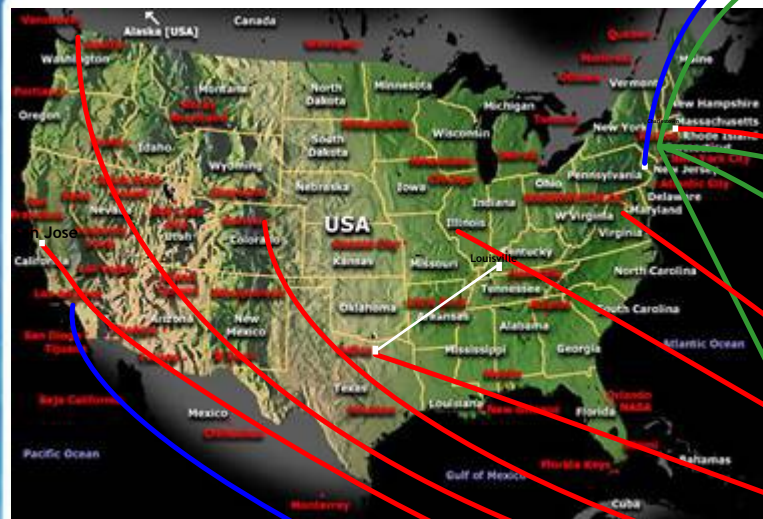
PROCESS COMPETENCIES

Growing satisfied customer relationships...

Large enough to be reliable and small enough to be agile and highly responsive



Global Connectivity



Philippines



Mauritius

- 32 MBPS of IPLC links via diverse and redundant routes
- Redundant domestic loop
- VPN Connectivity for back-up
- Back-up for all critical equipments
- Availability of Captive power with redundancy
- Well trained / staffed technical services team available around the clock

In the limelight



- HTMT Global Solutions ranked among top 15 ITES-BPO exporters for FY 06-07 - NASSCOM
- Ranked #1 in the Best Performing Call Center Firms worldwide in the Global Services 100 survey conducted by NeoIT & Global Services magazine (Jan 2007)
- Winner of the “Intelligent Enterprise Award 2006 IT/ ITES” (Process Improvement and Automation Tool) at the Technology Senate 2006 among 300 Indian companies, managed by Ernst & Young
- Selected as one of the 200 “Best Under A Billion” Companies by Forbes Asia Magazine (Oct 2005)
- Ranked among the Top 10 Employers for Employee Satisfaction (Dataquest - IDC Survey 2005 -2006)
- Dun & Bradstreet - India’s Top ITeS and BPO Companies

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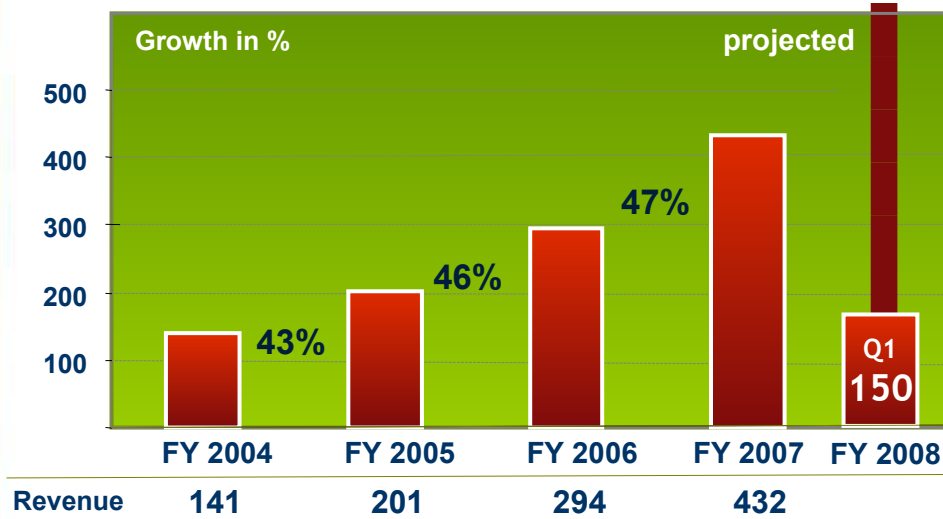


Decide with Confidence

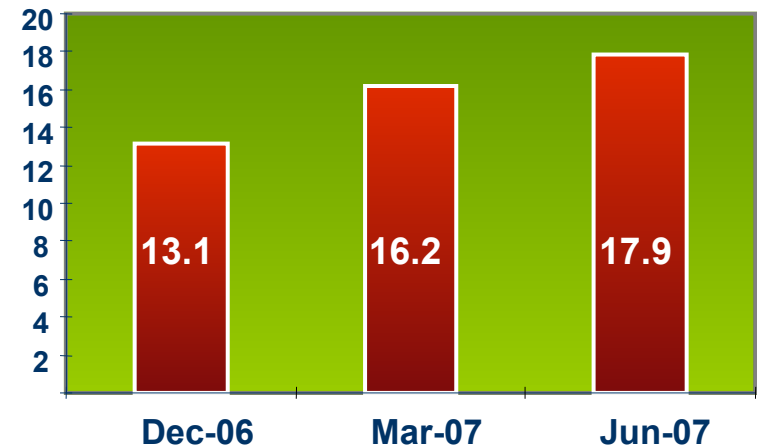
Exceptional Performance



Revenue (Rs. Crores)



PAT (Rs. Crores)



Revenue Growth at 47% much stronger than the Industry growth of 33.5%

(Nasscom Report)

Note: IT / ITES (BPO) Revenues of Hinduja TMT Ltd, pertaining to previous period is shown for comparative purposes

Managing Exchange Rate risk



- The rupee appreciating has affected almost all the exporters. However, your company has managed it efficiently.
- 43% of revenues are earned in the US (forex exposure is not applicable)
- 13% of revenues are earned in INR (domestic support) for clients in India
- We have got price increases from the Top 2 clients against the Forex risk, others are being renegotiated
- Your company has taken forward cover against USD at attractive rates. The average realization for the year 2008 will be around Rs. 42.75 per USD.

Profile of Some Shareholders



Morgan Stanley



Goldman Sachs

HSBC 
The world's local bank

 **Merrill Lynch**

citigroup 

Deutsche Bank 
Trust & Securities Services

LEHMAN BROTHERS

 **ABN·AMRO**

 **BNP PARIBAS**
The bank for a changing world

CREDIT SUISSE 

ING  **BANK**

John Hancock
MUTUAL FUNDS

Inorganic Growth - Acquisition Priorities



- Track record in successfully integrating 4 acquisitions in the last 4 years from 2003
- Warchest of over \$100mm in subsidiary Pacific Horizon to fund acquisitions
- 1 more acquisition on 2007-08 to supplement Organic Growth
- Gain size and scale to be placed among the Top BPO Companies - Acquiring a \$ 100-\$ 200 m company in US Market in offshore amenable verticals like BFSI, Telecom, Healthcare, Travel, Retail, Logistics, Media et al (preference for higher non voice content)

The Road Ahead



- We now have the global scale and value story to excite our prospects and customers
- Farm Current Client base
- Exploit new upcoming opportunities in KPO, Analytics and HR Outsourcing
- Cross sell across all business verticals and global locations.
- To expand in Tier 2 cities to meet growth in domestic business.
- Drive costs down by deploying automation and state of the art technology solution
- Inorganic Growth through clear strategy - Not be a substitute for organic growth

