



Investor Factsheet

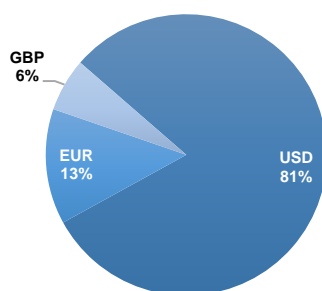
Stock Profile	
Sector	ITes
BSE	532927
NSE	ECLERX
Listing Date	December 2007
Issued Shares (Rs. mn)	386.29
Share Price*	1,201.50
Market Cap* (Rs. mn)	46,412.84
52-week Range	1,161.00 – 1,609.00
*Share price and market cap (NSE) as on March 31, 2018	

Investment Highlights

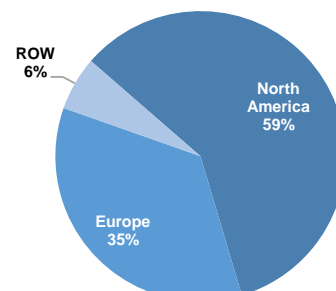
- Niche in running innovative operations for large portfolios of complex processes with a highly referenceable client base
- Market leader in a growing, addressable market for specialized services
- Industry-leading operating margins of 23% and net margins of 21%
- Revenue CAGR of 17% and profit CAGR of 11% over the last five years
- Highly liquid balance sheet
- Consistent history of dividend payout ratio
- ISO 27001 and SAS70 compliant; assessed at CMMI and PCMM level 3

Shareholding Pattern (%)	
Promoters	50.31
Bodies Corporate	2.70
Public and Others	7.09
MF/UTI/FIS	15.03
FII's	24.87
*Shareholding pattern as on March 31, 2018	

Revenue Distribution



By Currency (FY18)

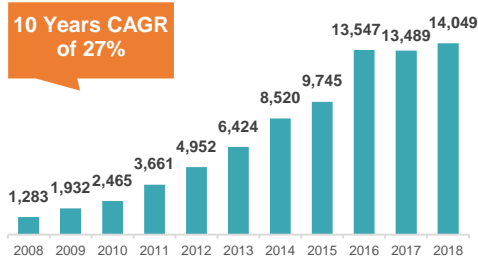


By Geography (FY18)

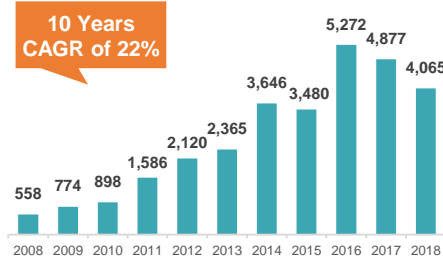
Valuations*	
EV/Sales	2.95
EV/EBITDA	10.89
P/E	15.23
*Share price as on March 31, 2018	

Financial Highlights

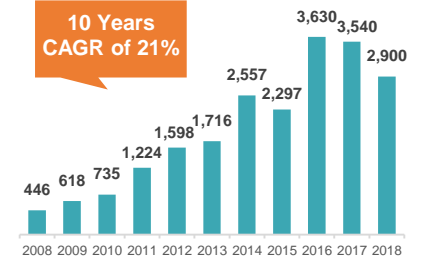
Revenue (INR mm)



EBITDA (INR mm)



Profit After Tax (INR mm)



Domain Offerings

eClerx Markets:

For financial organizations across the world, eClerx Markets, offers consulting, technological innovation, and process management expertise to uniquely solve operational challenges. With nearly two decades of industry experience complemented by the application of smart automation and robotics, our team of experts deliver holistic solutions across the trade life cycle, change management, data analytics, compliance, cash securities operations, document digitization and generation, and outreach.

eClerx Digital:

eClerx Digital is the trusted partner of choice to the world's largest global brands for creative production, eCommerce / web operations, and analytics & insights services. We improve profitability for their digital businesses. Our team of 3000+ full-time digital delivery employees at our five production hubs in Mumbai, Pune, Chandigarh, Verona and Phuket apply deep digital expertise to effectively support the most demanding global clients by employing a follow the sun delivery model. eClerx Digital's innovative delivery model drives the "metrics that matter" for our clients: improved acquisition, conversion and retention and overall lifetime value of your customer 24x7x365.

eClerx Customer Operations:

eClerx Customer Operations uniquely improves customer experience and operational efficiencies by leveraging deep domain knowledge, advanced automation, and data analytics. We are leaders in quality monitoring and insights, digital care services, and advanced technical operations.

Differentiators



DOMAIN EXPERTISE

- Complex + critical processes specific to industry
- Specialists in centralizing & standardizing disparate processes
- Onshore managers ensure strategic value



BEST IN CLASS DELIVERY

- Strong program governance
- Strict service levels fees at risk
- Efficiency + scaling through process improvement
- Proactive process risk reviews



TRANSPARENT COMMERCIALS

- All inclusive rate card
- Pre-determined rate reductions
- Low total cost of operations
- Committed annual efficiency gains
- Provides cost 'variabilization' and option value



AGILITY AND FLEXIBILITY

- Robust, established delivery infrastructure
- Dedicated client based solution managers
- 45-60 day ramp-up for operations teams
- Ability to flex resources up / down

Key Promoters' Background

PD Mundhra, is eClerx's co-founder and Executive Director. He has nearly two decades of experience exemplifying eClerx's values of delivering superior process management, and analytics services to global corporations. Previous to founding the firm, PD worked in a multitude of roles in the banking and manufacturing sectors. PD holds an MBA in Finance from the University of Pennsylvania's Wharton School and a Bachelor's degree in Commerce from St. Xavier's College in Kolkata, India.

Anjan Malik, is eClerx's co-founder and Non-Executive Director. Anjan has in-depth experience across investment banking, capital markets, consulting and technology solutions. Prior to founding eClerx, Anjan headed Lehman Brothers' Holdings Inc.'s credit trading department in London. He has an MBA in Finance from the University of Pennsylvania's Wharton School and a first class Bachelor's of Science degree in Physics from the Imperial College of Science and Technology in London.

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CSO 50

IDG Group's CSO 50

The 7th annual CSO50 award recognized eClerx for its information security practice demonstrating outstanding business value and thought leadership



Brandon Hall Group Excellence Awards

Won 2018 Brandon Hall Group Excellence Awards Gold Award in the category 'Best Advance in Competencies and Skill Development



NASSCOM Customer Excellence Awards

eClerx's Chatbot submission was recognized at the prestigious 2018 NASSCOM Customer Excellence Awards in the Co-Creation category



Cypher 2016 – Data Science Project of the Year

eClerx SIEM (security incident and event management) product recognized at Cypher 2016 –India's largest conference on analytics

About eClerx

eClerx provides critical business operations services to over fifty global Fortune 500 clients, including some of the world's leading companies across financial services, cable & telecom, retail, fashion, media & entertainment, manufacturing, travel & leisure, software and high-tech. Incorporated in 2000, eClerx is one of India's leading process management and data analytics companies and is today traded on both the Bombay and National Stock Exchanges of India. eClerx employs 9,000 people across its global sites in the US, UK, India, Italy, Germany, Singapore, Thailand. For more information, please visit www.eclerx.com.

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