



eClerx

Corporate Presentation

FY 2020

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eClerx Overview



Global Leader in Process Management

- Offices in the US, UK, India and Singapore
- 8,500+ employees
- Founded in 2000
- \$200MM revenues



Deep Domain

We have in-depth knowledge in creating multi-client experiences, as well as industry and product expertise across the areas we specialize in.



Complex Functions

We specialize in transitioning, managing and transforming complex business-facing functions for many of the world's largest organizations.



Automate & Re-engineer

We leverage our technology, analytics and industry expertise to reengineer, automate and improve functions with a focus on business outcomes and cost reduction.

About eClerx

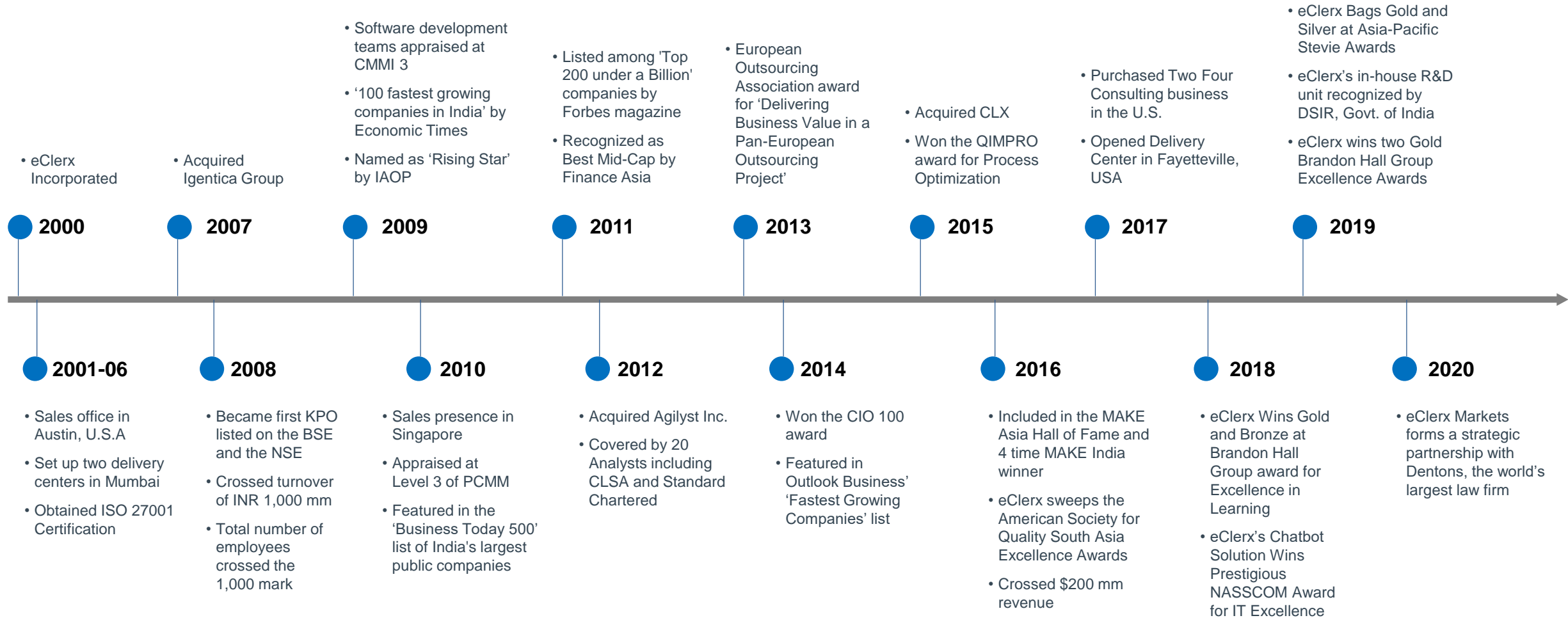
Managing complexity while minimizing cost

eClerx provides critical business operations services to **over fifty global Fortune 500 league 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 8,500+ people across its global sites in the US, UK, India, Italy, Germany, Singapore, Thailand.



A Brief History



eClerx Global Sales Presence

*Supporting
Operations
in 50+
Countries*



Delivery Centres: Chandigarh | Mumbai | Pune | Fayetteville, N.C. | Hamburg | Phuket | Verona

Sales Presence: Amsterdam | Austin | Australia | France | Ireland | London | New York | Philadelphia | San Francisco | Singapore | Toronto

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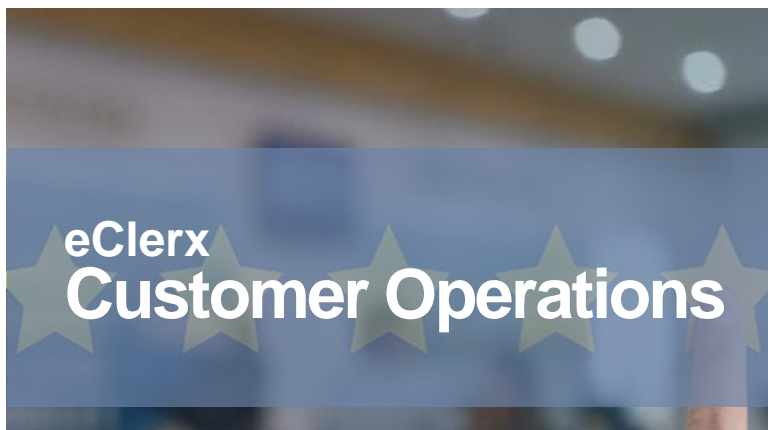
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Our Service Lines



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.



eClerx Digital is the trusted partner of choice to the world's largest global brands for creative production, e-commerce / 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.



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 Customer Operations

Operations Support



- Dispatch
- Day of Jobs
- Return Merchandise Authorization
- Tiered Technical Support
- Avoidable Truck Roll Reduction Program
- Home Automation/ Home Security Provisioning

Technology Solutions



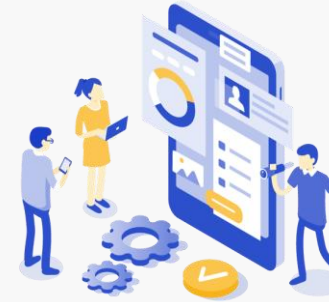
- Robotics
- Machine Learning / AI
- Software Development
- Technical Consultant
- Big Data
- IM Chat
- Workforce Manager

Data Analytics and Reporting



- BI/ Data Management
- Digital Analytics
- Advanced Analytics
- Social Analytics
- QA Testing
- Competitive Intelligence

Customer Experience



- Digital Care/Chat Services
- Technical Support
- Work Order Accuracy
- Customer Experience Monitoring and Analysis
- Insights and Case Studies
- Call Clip Library

Consulting Services



- Project/Program Management
- Contact Center Optimization
- Technology Consulting
- Analytics Consulting
- Contact Center Coaching
- CEx Program Implementation
- QA/QC Services

eClerx improves customer experience and operational efficiencies by leveraging deep domain knowledge, advanced automation, and data analytics.



Data Management

eClerx was founded on this service offering, and we are experts in amend/append, Big Data, Data Lakes, and Competitive Intelligence. Regardless of the state of your data, we can help you maximize your data assets.



Analytics & Insights

Gathering data is one thing, but having time and resources to understand and apply the data takes time. Our teams can help with predictive modeling, web analytics, business intelligence to guide decision making and our client's growth KPIs.



Digital Marketing Operations

We are the behind-the-scenes people for some of the largest websites in the world offering complete email campaign operations, eCommerce & Web operations to our clients in a high volume, fast moving digital environment.



Creative Services

We offer a full range of creative services – photography, post production, video and 3D computer generated imagery (CGI) that you can use for all creative placements to deliver continuity between digital, print, and store channels

Transitioning, managing and transforming complex processes



Derivative Trade Support

We manage complex processing while delivering best-in-class efficiencies

- Middle Office Services
- OTC Confirmations
- Listed Derivatives Support
- Listed Billing and Brokerage
- Settlements
- Margin
- Reconciliations



Cash Securities Operations

Domain knowledge and execution expertise combined with best practices to manage your operations.

- Loan Operations
- Securities Finance
- Corporate Actions



Regulatory Compliance and Data

Delivering a scalable and cost-effective solution for regulatory compliance and data management.

- KYC and Client Onboarding
- Transaction Monitoring
- Reference Data Management
- Tax Operations



Document Management

Our award-winning document risk management solution combines custom data models, flexible workflows, data management tools, inputs from legal experts, and risk analytics to deliver actionable intelligence to our clients.

- Document Management Services
- EGUS Digitization
- Repapering



Analytics

We take on the heavy lifting to monetize data assets, increase marketing efficiencies and personalize at every touch point.

- Digital Analytics
- Advanced Analytics
- A/B Testing and Optimization
- Analytical Sandbox
- Personalization



Technology Products

A unique combination of technology and industry knowledge

- Extractor
- Roboworx
- Exception Management Dashboard
- Risk and Control Dashboard
- Billing Manager
- Compliance Manager
- Reconciliation Manager
- Email Validation
- Outreach Manager

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eClerx Value Proposition



DOMAIN EXPERTISE

- Complex + critical processes specific to industry
- Specialists in centralizing & standardizing disparate processes
- Onshore client 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 efficiency benefits
- Low total cost of operations through minimal onshore mix
- 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

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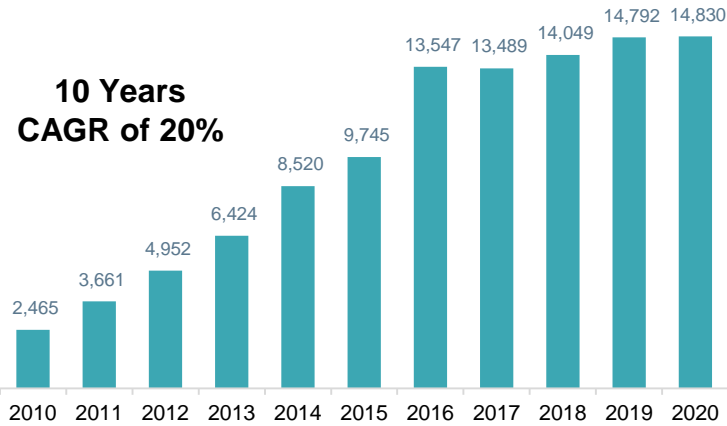
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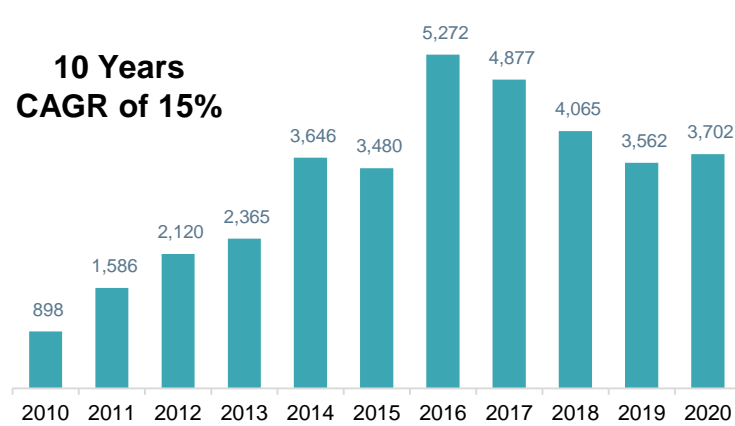
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Financials

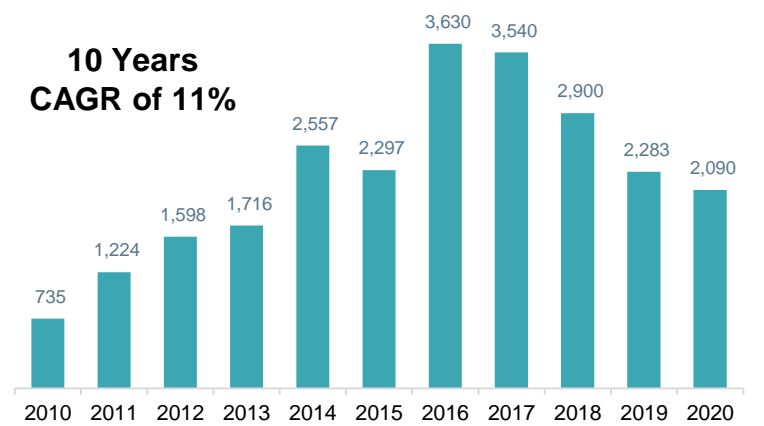
Revenue (INR mm)



EBITDA (INR mm)



Profit After Tax (INR mm)



Consistent growth in revenues and profits with industry leading margins.

Revenue **CAGR of 9%**
and constant EPS over
the last five years

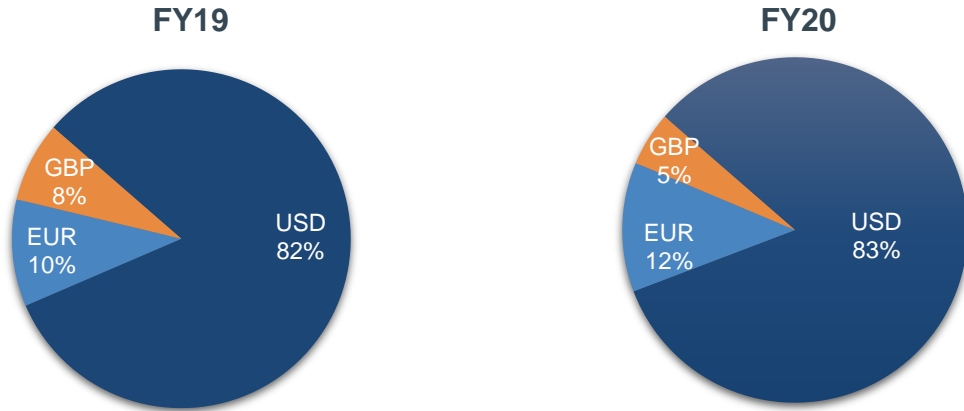
Clean and highly liquid
balance sheet

Industry leading
operating and net
margins

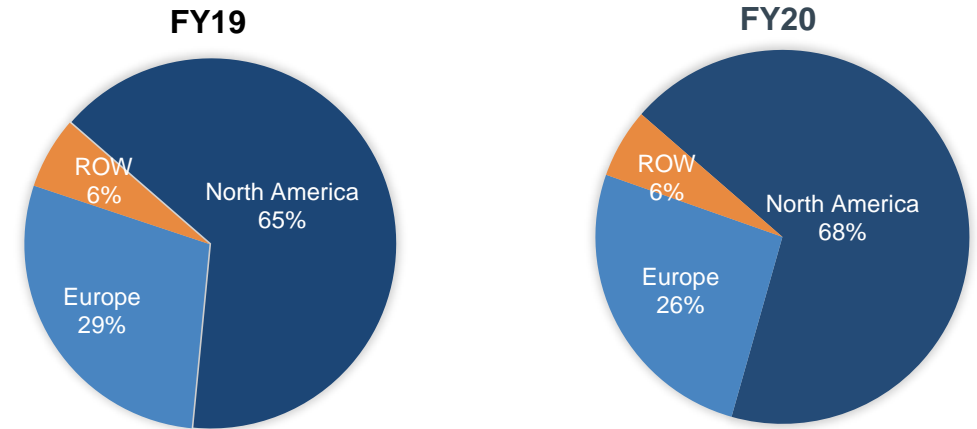
2020 PAT is
INR **2,090 million**

Revenue Demographics

Currency Mix



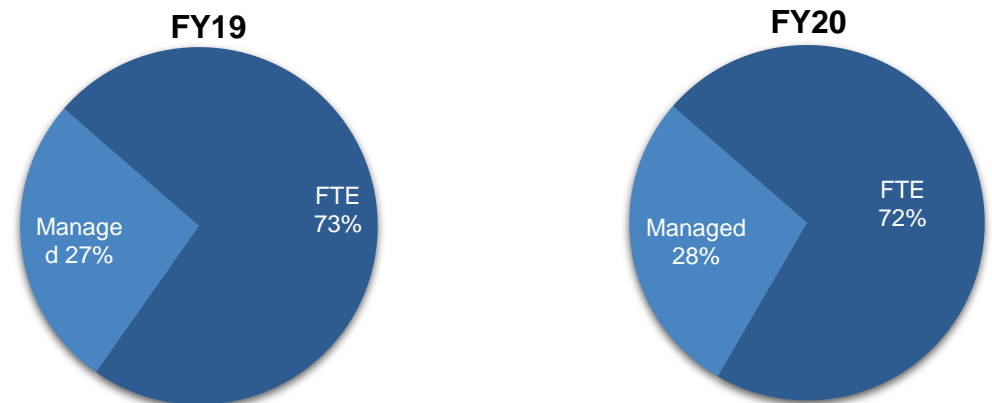
Geographic Mix



Delivery Mix



Managed Services



Thank You



This presentation contains forward-looking statements, inter-alia, to enable investors to comprehend company's prospects and take informed investment decisions. This report and other statements – written and oral – that we periodically make, contain forward-looking statements that set out anticipated results based on the management's plans and assumptions. We have tried, wherever possible, to identify such statements by using words like 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes' and words of similar substance in connection with any discussion of future performance. We cannot guarantee that these forward-looking statements will be realized, although we believe we have been prudent in assumptions. The achievement of results is, inter-alia, subject to assumptions, risks, uncertainties, including but not limited to our ability to successfully conclude and integrate (Potential) acquisition(s) and general regulatory and economic conditions affecting the industry. Should known or unknown risks or uncertainties materialize or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated, expected, or projected. We undertake no obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise. Further, this presentation may also contain references to findings of various reports available in the public domain. We make no representation as to their accuracy or that we necessarily subscribe to those findings. Figures for previous periods / year have been regrouped, wherever necessary.