eClerx

INVESTOR RELATIONS

MAY 2024

FINANCIAL PERFORMANCE – Q4 FY24

MAY 16, 2024

Financial Summary

Metrics		FY24 Q4	Q-o-Q	FY24	Y-o-Y
Revenue	OPG revenue (USD mm)	91.9	1.5%	353.9	6.4%
	OPG revenue (INR mm)	7,665	1.8%	29,255	10.5%
	Total revenue (INR mm)	7,896	2.1%	29,910	10.2%
Profit	EBITDA (INR mm)	2,186	-4.1%	8,404	3.8%
	EBIT (INR mm)*	1,850	-4.9%	7,146	2.7%
	Net profit (INR mm)	1,305	-5.8%	5,115	4.6%
Margin	EBITDA (%)	27.7%	-179 bps	28.1%	-174 bps
	EBIT (%)	23.4%	-171 bps	23.9%	-174 bps
	Net profit (%)	16.5%	-139 bps	17.1%	-91 bps

** EBIT includes other income and excludes rental interest under IND AS116*

- Q4 YoY Constant currency (CC) growth by 5.9%; QoQ CC growth by 1.4%
- Onboarded CRO, CMO, and Sales Leader in Customer Operations; Investments in Delivery
- Wage increments to be effective 1st April 2024
- Buyback of INR 385 cr approved; to seek shareholder approval
- Dividend of INR 1 proposed for FY24

Other Income

Figures in INR millions.

Other Income	FY24 Q4	FY24 Q3	FY24 Q2	FY24 Q1	FY23 Q4
Investment Income	133.8	108.5	76.7	52.3	68.6
Revaluation Income*	-7.8	-17.0	46.0	-0.0	-42.2
Others	104.3	116.4	18.8	22.7	26.1
Total	**230.3**	**207.8**	**141.5**	**75.0**	**52.5**

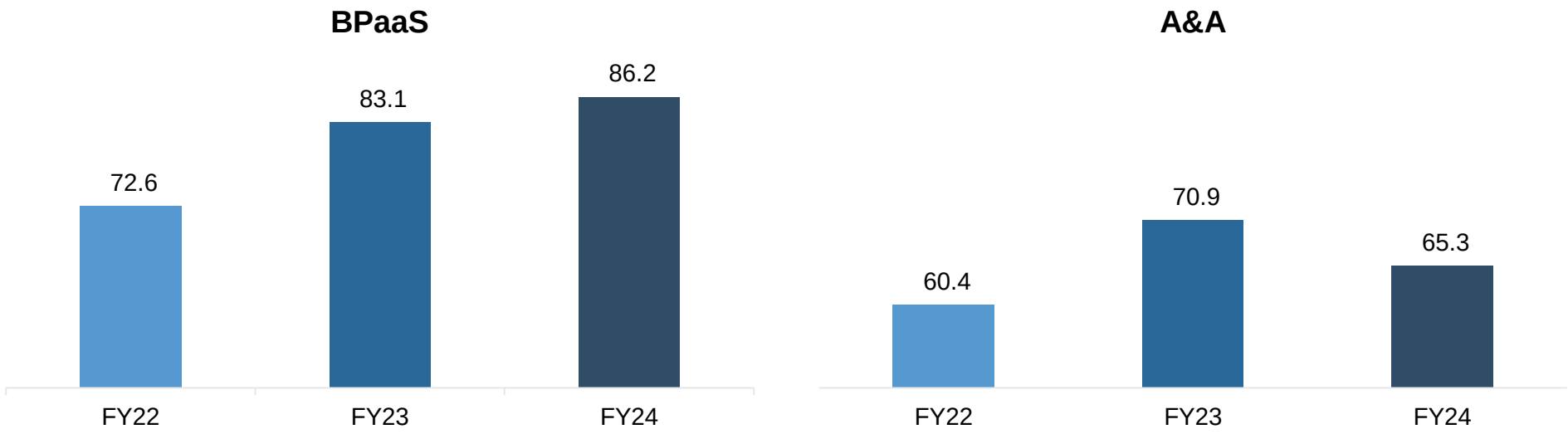
** Gain / Loss regrouped as other income/expenses based on profit or loss position in the press release financials*

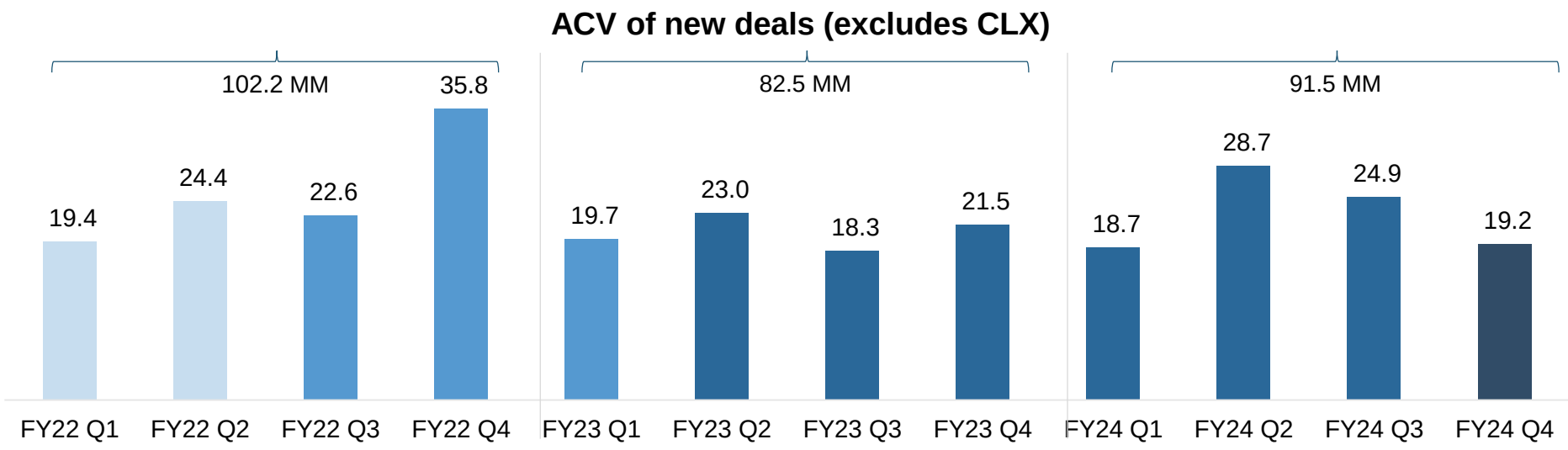
- Increase in Investment Income due to higher investible base.

- **Revaluation and Realised Gain**
  - USD/INR FY24 Q4 Exit: 83.35 vs. FY24 Q3 Exit: 83.19
  - EUR/INR FY24 Q4 Exit: 90.10 vs. FY24 Q3 Exit: 91.88
  - GBP/INR FY24 Q4 Exit: 105.23 vs. FY24 Q3 Exit: 105.92

BPaaS, A&A and ACV

Amounts in $ mm





Hedge Updates

Current Hedge Status

- Total outstanding hedges now $223.8 mm at average INR 84.88/$; 100% forwards

Contract	Year	Currency	Amount (mm)	Avg. Rate (INR)
Matured Forwards	**Total FY23**	**USD**	**$159.0**	**78.55**
	FY24 Q1		$41.7	80.83
	FY24 Q2		$41.7	81.82
	FY24 Q3		$45.0	82.96
	FY24 Q4		$45.0	83.65
	Total FY24	**USD**	**$173.4**	**82.35**
Outstanding Forwards	FY25 Q1		$47.7	84.23
	FY25 Q2		$47.7	84.38
	FY25 Q3		$38.1	84.88
	FY25 Q4		$38.1	84.99
	Total FY25	**USD**	**$171.6**	**84.58**
	FY26 Q1		$24.9	85.49
	FY26 Q2		$16.2	85.85
	FY26 Q3		$7.5	86.54
	FY26 Q4		$3.6	86.77
	Total FY26	**USD**	**$52.2**	**85.84**
Total Outstanding		**USD**	**$223.8**	**84.88**

P&L Comparison

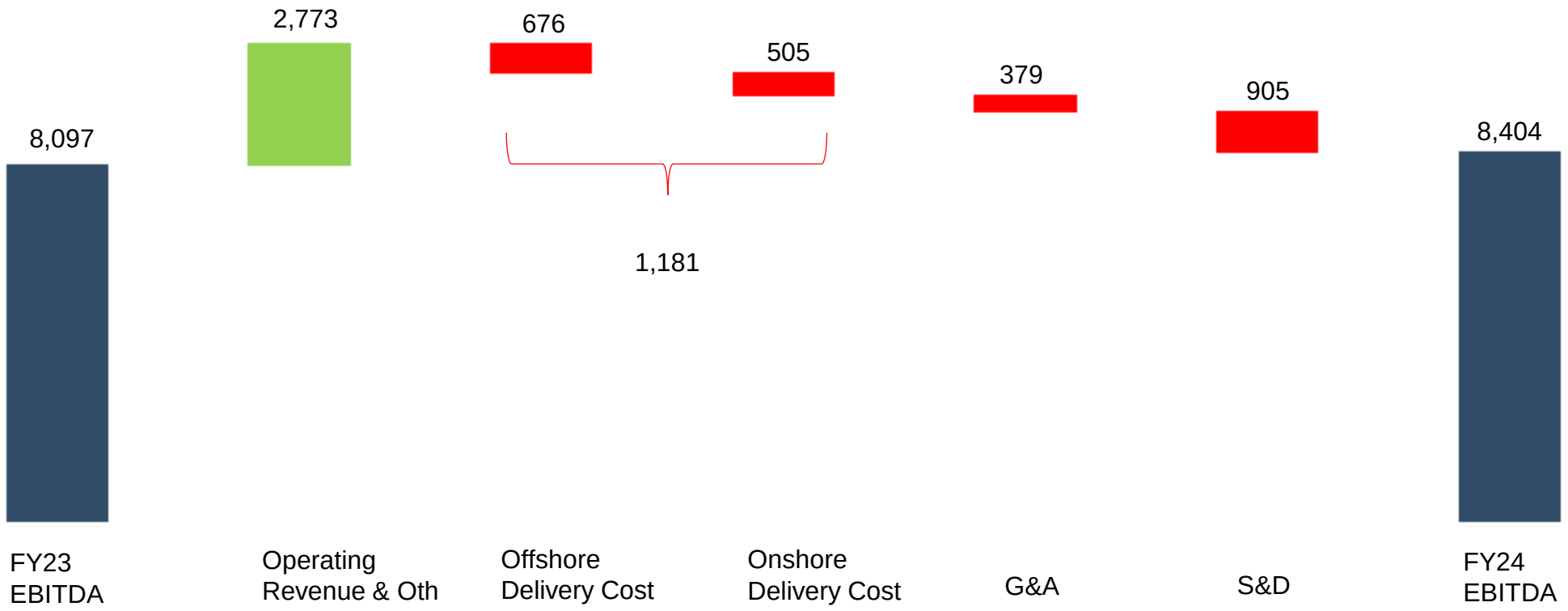
Figures in INR millions.

Operating P&L	FY24 Q4	OPR (%)	FY24 Q3	OPR (%)
Operating Revenue $	91.9		90.5	
Total Revenue*	**7,896**		**7,735**	
Operating Revenue	7,665		7,528	
Cost of Revenues				
Delivery and Support Employees Cost	3,949	51.5%	3,746	49.8%
General and Administrative Expenses				
Facilities (Rent and Electricity)	117	1.5%	126	1.7%
Technological Services (Communications, AMC)	163	2.1%	167	2.2%
Administrative Services (Transport, HK, Security)	92	1.2%	82	1.1%
Legal and Professional Fees	130	1.7%	164	2.2%
Provision / Written off for Bad Debt	11	0.1%	-3	0.0%
CSR & Donation	24	0.3%	17	0.2%
Others	215	2.8%	145	1.9%
Total G&A	**751**	**9.8%**	**697**	**9.3%**
Selling and Distribution	**1,010**	**13.2%**	**1,012**	**13.4%**
EBITDA	**2,186**	**27.7%**	**2,280**	**29.5%**
Depreciation and Amortization (Inc. rent as per IND AS116)	**335**	**4.4%**	**335**	**4.5%**
EBIT	**1,850**	**23.4%**	**1,945**	**25.1%**

** Forex Gain / Loss and gain / loss on sale of tangible assets regrouped as other income/expenses in the press release financials*

YoY EBITDA Bridge

Figures in INR millions



- Operating revenue up by 10.5% YoY
- G&A: Increase in transportation, server rentals, rent and L&P exp.
- S&D: BD hires, higher travelling and marketing spends

Note:

- S&D Exp. includes employee cost of onsite business development team

Balance Sheet & Other Updates

- Total Cash and Cash Equivalents of INR 10,839 mm for FY24 vs INR 6,563 mm for FY23
  - Equivalent to INR 224.7 per share FY24 vs INR 136.6 for FY23
  - Net operating cash flow in FY24 is INR 5,258.9 mm vs INR 5,050.0 mm in FY23
    - EBITDA conversion at 62.6 % for FY24 vs 62.4 % for FY23
  - Capex during FY24 is INR 864 mm vs INR 684 mm in FY23

- EPS
  - Q4 Basic: 27.07 INR ; Diluted: 26.55 INR
  - FY24 Basic: 106.15 INR ; Diluted: 104.38 INR

- Current book value per share FY24 INR 466.0 vs. INR 357.0 FY23

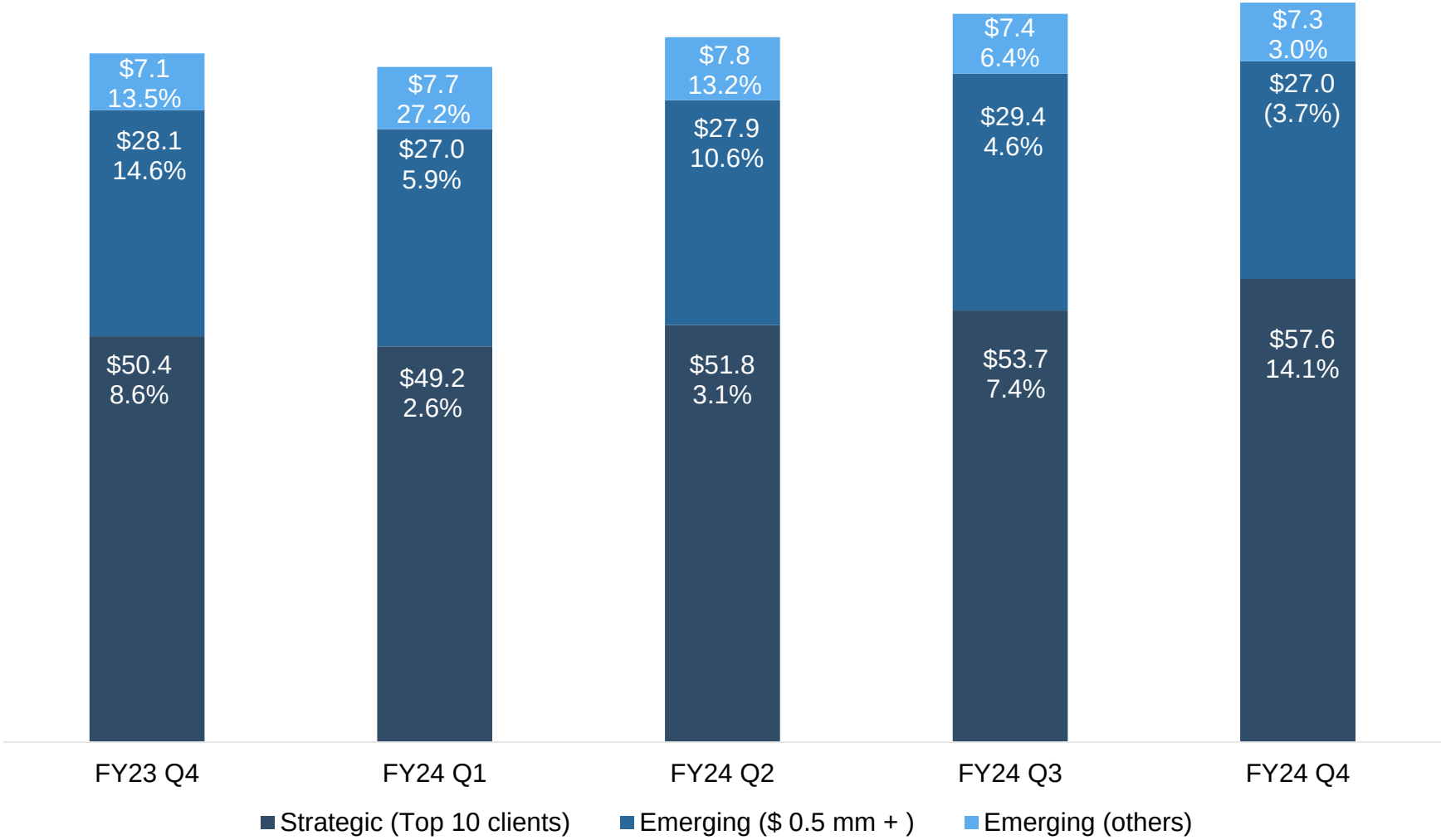
- CSR Update
  - CSR spend of INR 93.1 mm for existing and new projects in FY24
  - Areas covered: Education, Skills development. Total lives touched / benefited ~ 25 k

Key Business Metrics

Metrics		FY24 Q4	FY24 Q3	FY24 Q2	FY24 Q1	FY23 Q4	FY23 Q3	FY23 Q2	FY23 Q1
Currency Contribution (%) *	USD	86%	84%	83%	82%	83%	82%	83%	82%
	EURO	9%	9%	10%	10%	10%	10%	9%	10%
	GBP	3%	3%	3%	3%	3%	3%	3%	3%
	Others	2%	4%	4%	5%	4%	5%	5%	5%
Geographic Concentration *	North America	74%	74%	73%	72%	71%	71%	72%	70%
	Europe	18%	18%	19%	20%	20%	20%	20%	22%
	ROW	8%	8%	8%	8%	9%	9%	8%	8%
Debtors (including unbilled)	DSO (days)	84	73	76	75	80	82	75	72
Client Concentration	Top 10 contribution	63%	59%	59%	59%	59%	59%	61%	60%
Billing Mix	BPaaS	24%	24%	24%	25%	26%	25%	24%	25%
	Onshore Revenue	19%	19%	19%	18%	18%	19%	20%	21%
Staff Utilization (Delivery)		73.5%	73.9%	75.4%	74.8%	74.5%	74.4%	73.5%	73.1%
Client Contribution (based on TTM revenue)	US$ 500k-1mm Clients	41	38	39	39	32	32	28	32
	US$ 1mm-3mm Clients	23	21	22	24	27	25	26	21
	US$ 3mm ++ Clients	18	20	18	18	18	16	16	16
Offshore Seat Count		11,635	12,029	11,805	11,808	11,278	11,278	11,278	10,582

**Other smaller currencies, geographies and client contribution not shown*

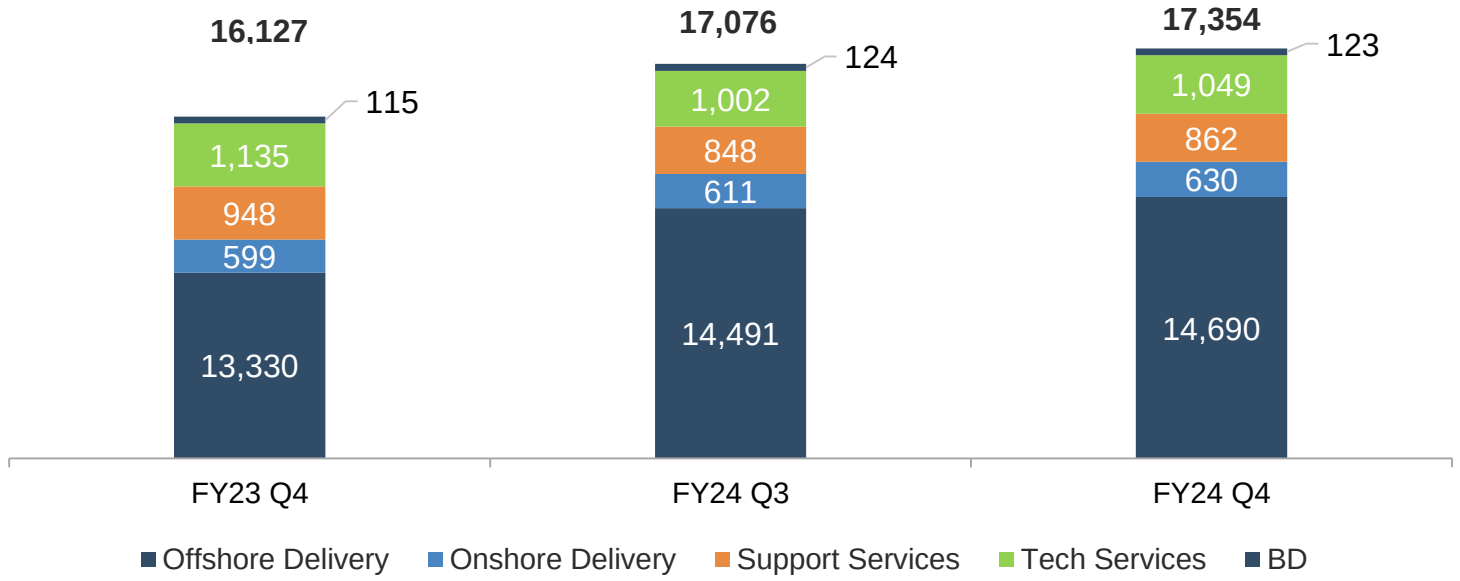
Revenue Mix Trends ($mm)



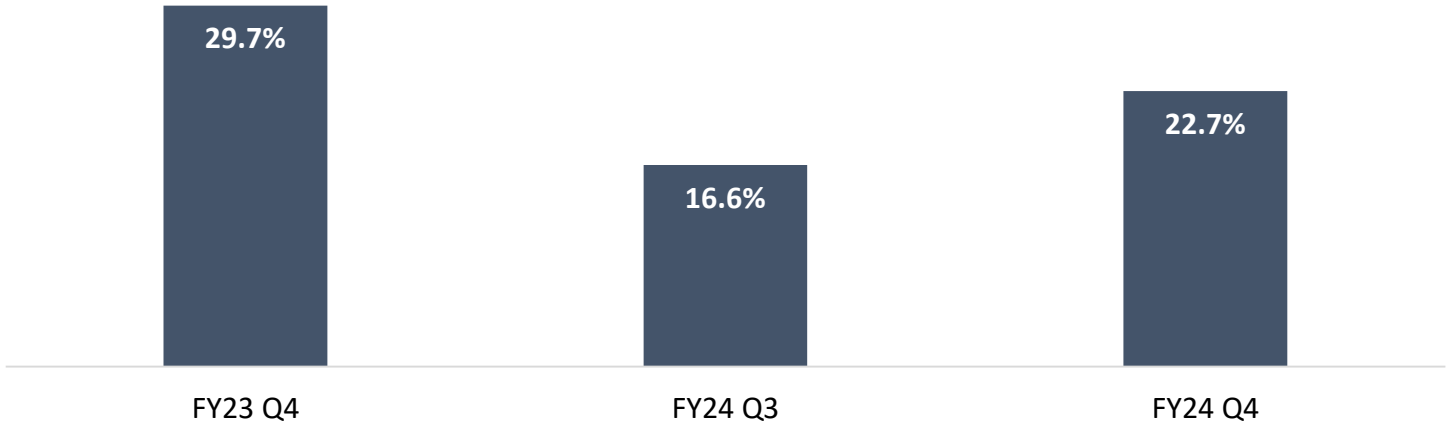
% Growth is measured at quarterly YoY level

Human Resources Update

Headcount



Offshore Voluntary Attrition



Attrition excludes Apprentice

Balance Sheet Abstract

Figures in INR millions.

Particulars	March 31, 2024	March 31, 2023	% Change
Shareholder's Funds			
Capital	482	480	0%
Minority Interest	20	17	17%
Reserves and Surplus	21,993	16,668	32%
Total Shareholder's Funds	**22,495**	**17,166**	
Application of Funds			
Fixed Assets	6,090	6,404	(5%)
Right to Use Assets (IND AS116)	2,347	1,530	53%
Lease Liability (IND AS116)	(2,657)	(1,926)	38%
Deferred Tax Assets (net)	495	403	23%
Net Current Assets & Investments	16,220	10,755	51%
Total Application of Funds	**22,495**	**17,166**	

Thank You

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