

**Firstsource reports Fiscal 2016 revenues of Rs 32,303 million**

**Y-o-Y growth of 6.4%**

**Operating EBIT of Rs 3,386 million**

**Up Y-o-Y by 9.7%**

**PAT (profit after tax) of Rs 2,650 million**

**Up Y-o-Y by 13.1%**

**EBIT and PAT margins expanded by 31 bps and 48 bps respectively during the year**

**Kolkata/Mumbai, May 12, 2016:** At its board meeting held in Kolkata today, Firstsource Solutions Limited (NSE:FSL, BSE:532809), a global provider of customized Business Process Management (BPM) services and a RP-Sanjiv Goenka Group company, reported its consolidated financial results for the quarter and year ended March 2016 according to Indian GAAP.

**Financial Highlights for Year ended March 2016:**

- Revenues at Rs 32,303 million for the year ended March 2016, a growth of 6.4% over corresponding period of the previous year.
- Operating EBIT of Rs 3,386 million for the year ended March 2016, up 9.7% over corresponding period of the previous year.
- Profit after tax Rs 2,650 million for the year ended March 2016, up 13.1% over corresponding period of the previous year.
- EPS for the year is Rs 3.96 (basic) and Rs 3.78 (diluted).
- Debt repayment: Firstsource Group USA, wholly owned subsidiary of Firstsource Solutions successfully made the principal repayment of USD 45 million during the year.
- Employee strength at 23,886 as of March 31, 2016. Reduction of 1,399 employees during the year.
- As of March 31, 2016, Firstsource derived 54% revenues from the US, 37% from UK and 8% from Rest of World, including India.

- As of March 31, 2016, Firstsource derived 37% revenues from Telecom & Media, 39% from Healthcare and 24% from BFSI.
- As of March 31, 2016, Firstsource has 45 centers, compared to 47 as on March 31, 2015.
  - Reduced 2 delivery centers in India

**Firstsource fourth quarter revenues at Rs 8,730 million (Y-o-Y growth of 15.8%, Q-o-Q growth of 6.8%)**

**Operating EBIT at Rs 1,015 million (Y-o-Y growth of 24.8%, Q-o-Q growth of 20.1%)**

**PAT at Rs 797 million (Y-o-Y growth of 27.9%, Q-o-Q growth of 18.8%)**

### Highlights for the Quarter ended March 31, 2016:

- Revenues of Rs 8,730 million, up 6.8% Q-o-Q compared to Rs 8,178 million for the quarter ended December 2015 and up 15.8% Y-o-Y compared to Rs 7,540 million for the quarter ended March 2015.
- Operating EBIT (earnings before interest and tax) of Rs 1,015 million, up 20.1% Q-o-Q compared to Rs 845 million for the quarter ended December 2015 and up 24.8% Y-o-Y compared to Rs 813 million for the quarter ended March 2015.
- PAT (profit after tax) of Rs 797 million, up 18.8% Q-o-Q compared to Rs 670 million for the quarter ended December 2015 and up 27.9% Y-o-Y compared to Rs 623 million for the quarter ended March 2015.
- Cash position is at Rs 1,457 million.
- Employee strength at 23,886 as of March 31, 2016. Reduction of 32 employees in the quarter.
- Q4 annualized attrition (post 180 days) :
  - Offshore (India and Philippines) – 56.7% compared to 44.7% in Q3 FY2016
  - Onshore (US and Europe) – 43.5% compared to 43.2% in Q3 FY2016
  - Domestic (India and Sri Lanka) – 85.1% compared to 65.2% in Q3 FY2016

## Business Highlights for FY2015-16:

**Acquisition:** Firstsource has entered into a Definitive Agreement with ISGN in January 2016, a leading full service provider of mortgage technology and services, to acquire its BPO division. This strategic acquisition helps Firstsource penetrate into the growing US mortgage BPO market, provides Firstsource with marquee customers, and offers significant potential opportunities for cross-selling of services.

### Business Wins:

- Signed a large transformational deal with one of UK's largest retail banks. The transformational nature of this deal involves significant elements of process re-engineering and automation.
- Signed a 3 year contract extension with giffgaff, the Mobile network provider in UK. The contract signifies a renewed commitment to providing excellent member management services for the network provider.
- Partnered with Synexus, world's leading Site Management Organisation (SMO) to enhance the patient experience throughout the clinical trial process. This win marks Firstsource's entry into the UK's healthcare industry.
- Firstsource forayed into the E-commerce space in India with a new contract win with one of the top e-commerce player. Firstsource will provide Inbound Customer Service for this client.

### Partnerships:

- Firstsource investment into Analytics in partnership with [NanoBi](#) continues to strengthen its capabilities to provide valuable insights to clients it serves.
- Partnered with WorkFlex, the industry leader in Intelligent Intraday Automation<sup>TM</sup> for contact centers, to boost intraday performance through real-time alerting.
- Partnered with Ulster University – the second largest university in UK - to give Firstsource employees an opportunity to earn a degree in Customer Contact Management.

### Awards and Accolades:

- Won Outsource Contact Centre of the Year at the Welsh Contact Centre Awards. The win recognizes Firstsource as a top employer in the industry and reflects the unmatched career development and training opportunities it offers its people.
- Received the 'Innovation in Outsourcing' award for its partnership with giffgaff at the National Outsourcing Association's (NOA) Awards 2015.
- Won 2 awards at the UK Customer Experience Awards 2015:
  - With NOW TV, the 'Business Change or Transformation - Transformation at the Heart' category. NOW TV is an Online Television service powered and owned by Sky.
  - The Silver Award with giffgaff in the 'Technology and Telecoms - Amazing Customer Experience' category.
- Awarded 4<sup>th</sup> Runner-up for its corporate film on Diversity & Inclusion at the Learning & Organisation Development (L&OD) 2016 Corporate Film Awards.

- Won 2 awards for HR best practices in India:
  - JetSet program won the Best First Time Managers Development Program of Asia at the Best Leadership Development Practices of Asia 2015 conducted by the Learning & Organisational Development (L&OD) Roundtable.
  - Firstsource Academy won in the Corporate Best HR practices category at the NHRD HR Showcase 2015.

## Debt repayment

In FY15-16, Firstsource Group USA repaid USD 45 M on its outstanding long term debt.

Commenting on the performance, **Sanjiv Goenka, Chairman, RP-Sanjiv Goenka Group and Firstsource Solutions Limited** said, "FY16 has been a great year for Firstsource. We have deepened and strengthened our relationship with our existing clients and have demonstrated steady financial performance over last year with a revenue growth of 6% and Net profit growth of 14%. The ISGN acquisition gives us an entry into the growing US mortgage market and potential opportunities to cross-sell our existing services to the marquee customers that we have acquired through this acquisition. The industry awards and recognitions received during the year reiterate our focus on keeping clients and people at the core of our business model. In FY17 and beyond, we will-continue to focus on growth and profitability becoming a true partner to our clients".

## About Firstsource:

Firstsource Solutions Limited, a RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), is a leading global provider of customized Business Process Management (BPM) services to the Healthcare, Telecom & Media and Banking & Financial Services industries. The company's clients include Fortune 500, FTSE 100 & Nifty 50 companies. Firstsource has a "rightshore" delivery model with operations in India, the Philippines, Sri Lanka, the UK and the US. ([www.firstsource.com](http://www.firstsource.com))

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