



# “Hinduja Global Solutions Q3 & 9M FY2019 Earnings Conference Call”

**February 08, 2019**



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**Moderator:** Ladies and gentlemen, good day and welcome to Hinduja Global Solutions Q3 and Nine Months FY 2019 post results Earning Conference Call. As a reminder, all the participant lines will be in the listen-only mode and there will be an opportunity for you to ask questions after the presentation concludes. Should you need assistance during the conference call, please signal an operator by pressing '\*' then '0' on your touchtone telephone. Please note this conference is being recorded. I would now like to hand the conference over to Mr. R. Ravi – Vice President, Head of Investor Relations, thank you and over to you Sir.

**R. Ravi:** Thank you Janis. Ladies and Gentlemen, I, R. Ravi, Head of Investor Relations at HGS, wish you all a very good afternoon and a warm welcome to the third quarter FY 2019 and nine months FY 2019 Post-Results Conference Call. To discuss the quarterly and the nine months results, I am joined by Mr. Partha DeSarkar, Chief Executive Officer and Mr. Srinivas Palakodeti, Chief Financial Officer of the company.

Before we begin the conference call, I would like to mention that some of the statements made in today's conference call may be forward looking in nature, including those related to the future financial and operating results, benefits and synergies of the company's strategies, future opportunities and the growth of the marked of the company's service and solutions. Further, I would like to mention that, some of the statements made in today's conference call, maybe forward looking in nature, and may involve risks and uncertainties.

Now, I invite Mr. Partha DeSarkar to provide his perspective on the performance for this quarter and nine months of this current fiscal. Over to you Mr. Partha. Thank you.

**Partha DeSarkar:** Thank you Ravi. A good afternoon and thank you all for joining us for the call today to discuss our third quarter and nine months FY 2019 financials and business performance. We hope that you have had an opportunity to review the earnings press release and the attendant fact sheets of the reported financials, which are available under the investors section of our website as well as uploaded on both the Stock Exchanges. I would like to start the conference call

with a brief overview of the financials for the quarter under review, followed by strategic initiatives and operational outcomes. After that, I will hand over the call to our CFO, Mr. Srinivas Palakodeti, to discuss the financial performance of the quarter under review in detail. We will then open up the call for the Q&A session.

Before, I go into the operational on financial review, I want to share a big positive headline message. We have been talking about working on improving our EBITDA margins. We were able to successfully achieve EBITDA margins for 10.9% in Q3 FY2019, a significant improvement of 410 basis points over Q2 FY2019 EBITDA margin of 6.7%. Further I would like to highlight that we have reported a sequential growth of 75% and a year-on-year growth of 38% in absolute EBITDA in rupee terms.

Traditionally our second half is better than the first half, this fiscal is no exception. The good thing is, after the headwinds of H1 caused by AxisPoint, Q3 has seen a return to incredibly strong operating performance. We posted a very strong revenue growth of 30.4% year-on-year in Q3, led by higher volumes due to ramping up of some big logos won in recent quarters and also the open enrollment season for our healthcare business. The performance was led by organic growth of about 11.3%, FOREX gains accounts for about 8.5% and the inorganic growth accounted for about 10.6% of this growth. This came from the acquisitions of AxisPoint and Element solutions and sale of some of the sub scale AxisPoint Health contracts that happened in December 2018.

In constant currency terms, we grew the revenue by 21.9% year-on-year. I would like to call out that the growth trend in our revenues this fiscal. In Q1 FY2019, we reported a year-on-year revenue growth of 18.7%, Q2 saw 22.7%, and this quarter, we have significantly improved this to record a 30.4% year-on-year growth. We are very pleased with these results obviously. This is also the fourth quarter in a row that our revenues has breached the Rs.10 billion or Rs.1,000 crore mark to register revenues of Rs 1,273 million for Q3 FY2019.

The EBITDA margin for the organic businesses improved to about 12.1% compared to 10.3% in quarter three of FY2018. We believe that there is more

room to improve the EBITDA margins as the cost efficiencies arriving out of the consolidation of some of the delivery centers in India and operational improvement overseas, could give a fillip to margins in the coming quarters as well.

Let me give you some highlights of the geographies we operate in. In Q3 FY2019, the performance of the India operation, which includes both the international export business and the domestic business, from a revenue standpoint was up 6.1% sequentially. This revenue growth needs to be seen in the light of a 25% drop in the India domestic CRM business.

Growing the profitable BFSI vertical in the India domestic business is compensating us for most of the revenues that we are losing to the telecom vertical. The good thing about this change is that our telecom contribution in the revenue mix has been steadily declining. The EBITDA margin for the India domestic for Q3 FY2019 has started to improve as well. We exited Guntur and Mangalore locations in December 2018 as a part of our consolidation plan. In January 2019, we also closed operations in two more centers, one each in Indore and Bangalore. In Q3, we added a new center in Bangalore, led by the demand from our offshore healthcare clients. Looking ahead, we are looking to ramp up for a couple of new domestic clients in BFSI and retail segments, and that will further reduce the telecom concentration for our domestic revenue.

Revenue from the Philippines was modestly up in Philippines Peso terms. The region is attracting new business from both the CET and the healthcare clients to support voice and digital services. We launched our 10<sup>th</sup> delivery center in this region in a city called Iloilo in Q3.

Driven by better commercial terms and rapidly growing Work@Home program, revenue in Canadian Dollars terms for Canada increased by a whopping 15.1% sequentially. The strong revenue growth has helped boost profitability in our Canadian business as well. Performance in the US Onshore business was strong with a growth in USD terms up by about 15% sequentially. We opened a new center of excellence for logistics in Jacksonville, Florida with about 400 seats, and I am happy to report that we are already over sold.

Jamaica, which is a near shore option for our US clients, posted a 13.6% sequential growth in revenue in US dollar terms. The UK business operates in a challenging business environment, especially in light of the Brexit uncertainties. Despite this, our pipeline for the public sector business continues to be strong and we are on the verge of signing one big client in this space in Q4.

The average revenue for employee is a good indicator of nonlinear growth for a services company such as ours. If you look at the Q3 fact sheet, you will notice that we have seen a good improvement in the average revenue per employee matrix in the last five quarters even as we post almost insignificant to flat growth in head count. Including decrease in India where we have had a majority of our domestic work force, average revenue per employee in Q3 increased by 10.4% sequentially, on top of a 4.6% sequential growth in Q2 FY2019 and a 11.5% sequential growth in Q1 FY2019.

Both the healthcare and CET, and when I say CET that is Consumer E-commerce Telecom and Technology vertical, have done well in Q3FY2019. Led by volume growth and ramp ups at onshore and offshore, the healthcare revenues grew by about 30% year-on-year in rupee terms in Q3 FY2019 and contributed 52% overall revenues as against 51% in the previous quarter. This growth was led by existing client engagements and excludes other operating income of Rs. 311 million. The open enrolment season has started up strong as usual and we expect it to drive higher revenues and profitability in quarter four.

Healthcare pipeline: We have just started customer service support in El Paso, USA for a US-based healthcare insurance company and expect some more new ones in Q4. The pipeline is very healthy.

The CET vertical has seen good traction as well led by ramp ups especially in the US. Overall, this vertical grew by 25% year-on-year for Q3 driven by telecom and technology which accounts for about 23% of our total revenues as against an average of 18% in the past few quarters. The telecom and technology vertical grew by 34% in rupee terms lead by higher volumes in Canada. As I mentioned earlier, we won two new clients in the logistics vertical for providing road side assistance. With similar clients in India too, we see this

vertical becoming a big opportunity. Our new Jacksonville site is almost already in an oversold position to provide this service to one of the largest car rental companies in the US.

Now, let's talk about our acquisitions. Over the past four years, HGS has focused on evolving in today's market where digital is the new normal. The clients want us to partner with them on several aspects of the digital journey. We have built our new portfolio steadily under the umbrella of the DigiCX solutions and today are helping multiple businesses in supporting their digital customer interaction and various channels. Earlier this fiscal, we acquired Element Solutions to add capabilities focused on the buy side which deals with market and revenue generation of front office services. We believe that this business will help us capture a share in the expanding market in the BPM sector. Element has shown improved financial performance in Q3 FY2019. A few months ago, we launched cloud migration services and this solution already is accounting for 35% of the revenue of Element Solutions and boosted its profit margins. And coincidentally, the cloud migration services are being provided to one of the largest healthcare insurers in the US.

Moving to Axis Point, we have always had a strong presence in Payer and Provider segment for the US healthcare sector. Prior to having AxisPoint, the services, which HGS offered were mainly concentrated in the administrative spend of healthcare. On the other hand, almost 80% of the premium dollars go towards medical spend, which is an important focus area for us. In US healthcare, our presence in this segment was minimum. APH has bought to HGS a capability to offer solutions in the clinical space focused on reducing the medical spends of clients. While losses in AxisPoint in the first half of the year were higher than expected, the strategic rationale for the acquisition continues to be strong.

We have been working on several initiatives to reduce the losses and as a part of this, we sold 18 contracts of GuidePoint, a division of APH that offers nurse helpline services. These were subscale contracts that were adversely impacting our margins. The deal for the sale of GuidePoint contracts closed on December 21, 2019. US\$5.3 million was received as a purchase consideration, another 2.3 million will be received from receivables and EBITDA of US \$ 4.45

million has been recognized in Q3 from the sale of these contracts. Post the transaction, HGS retains two nurse advice line contracts, which are offered along with CarePoint services that focuses on care management services. We have retained the GuidePoint brand name as well as the technology platform which we are repurposing to deliver other services and to sell larger deals.

To sum up, the overall state of our organic business is very strong and with the exception of our Indian domestic and our UK businesses, we expect to grow very handsomely in the coming quarters as well. The acquisitions' synergies have also gone in well; as a result the performance of the AxisPoint and Element Solutions will also improve going forward. The pipeline is looking good and we expect FY2019 to close in a very strong position.

I will now hand over the call to Pala to walk us through Q3 FY2019 and nine months FY19 financials in greater detail. Over to you Pala.

**Srinivas Palakodeti:** Thank you Partha. A very good afternoon to everyone on the call and thank you for joining us on our Q3 FY2019 and 9M FY 2019 earnings discussion. As we have said in the past, for the purpose of this discussion, EBITDA and EBITDA margins have been computed excluding FOREX losses and gains, which have been taken as part of the other income. This is being done so that we can have a better comparison of financials on a like to like basis.

You may recall in December of 2018, HGS had sold some contracts of the AxisPoint Health for a consideration of \$5.3 million. Net of costs associated with the contracts and the transaction cost, there was a profit of around US \$4.45 million. This amount has been shown as Other Operating Income of Rs. 311.4 million. This combined with revenue from operations of Rs.12,415 million has resulted in total revenues of Rs. 12, 726 million for the quarter ended December 2018. Revenue growth on a year-on-year basis was 30.4%, and if we breakup the revenue growth of 30.4%, growth of 11.4% came from organic business, 8.5% came from FOREX gain, 7.4% came from the acquired businesses of AxisPoint and Element Solutions and 3.2% came from Other Operating Income.

This strong organic growth needs to be seen in the light of the India domestic CRM business, which has declined around 25% on a year-on-year basis. As in

the past, revenues from healthcare and health insurance continue to show strong momentum, growing by 30% over last year third quarter. The strong Q3 FY 2019 growth numbers include acquisition of AxisPoint contributing US\$5.64 million, which is all healthcare and Element Solutions that recorded US\$4.5 million, which was predominately healthcare. For Q3 FY2019, healthcare revenues accounted for 52% of the total revenue as compared to 51% in Q3 of the last financial year. On a sequential basis too, healthcare vertical reported strong growth rates. Revenue from the telecom and technology vertical grew by around 34% on a year-on-year basis and 19.1% on a sequential basis. The strong year-on-year growth needs to be seen in the light of a 25% drop in the India domestic CRM business, which is substantially from the telecom vertical.

The strong performance of the telecom and technology vertical can be attributed to the strong growth that we have achieved in Canada and US with significant telecom revenue. The strong growth in onshore telecom revenue has led to the share of telecom revenue increase from 18% in Q2 FY19 to 20% in Q3 FY19. Revenue from the consumer and retail segment have grown 17.5% on a year-on-year basis though on a sequential basis it was flat. A part of this strong growth is due to revenue from one of the largest retailers in the world. The strong growth of this vertical has consistently accounted for 12 to 13% of the total revenue.

Revenue originating in USD currency continues to perform well and has grown by 32.8% on a year-on-year basis and 12% sequentially, and accounted for 72% of total revenue as against 69% in the previous quarter. In Canada, the change in commercials with clients coupled with increase in wages, has helped HGS to deliver better hours after addressing the labor shortage and meet client requirements. Consequently, revenue from Canada has grown nearly 74% on year-on-year basis and over 7.2% on a sequential basis.

If we look at revenue by delivery centers, US and Jamaica grew by about 16% sequentially and over last year's third quarter by about 52%. The onshore revenue, which includes India Domestic Revenue, stood at 57% of total revenue, which is about 340 basis points higher than what it was in Q3 of



FY2018. This increase is primarily coming out of the acquisitions, which are primarily onshore delivery.

As Partha mentioned, our EBITDA margins of the legacy business, that is excluding AxisPoint and Element businesses, stood at 12.1%, an improvement of 180 basis points over 10.3% recorded in the quarter ended September 2018. The significant improvement to the EBITDA margins can be attributed to two factors a) strong revenue growth which helped absorb overheads better and b) cost management initiatives. Considering the acquired businesses of AxisPoint and Element, EBITDA margins for the quarter was 8.7%, up from 6.7% for the quarter ending September 18, which is an increase of around 200 basis points. Considering other operating income, EBITDA margins for the quarter came in at 10.9%. The combination of the above factors, has ensured that the EBITDA margins on a YoY basis improved by 60bps to 10.9% for Q3FY 2019.

The Company's appeal against the order of Karnataka government increasing the minimum wage is being heard before the Karnataka High Court. On a conservative basis, we continue to make provisions for the increase in wages and provisions made on this account were around Rs.90 million for Q3 and Rs.330 million for the nine months ended December 2018.

As you would have seen from the published financials, there have been losses of Rs. 404 million on account of foreign exchange fluctuations; this loss is primarily because of the restatement of the receivables as rupee appreciated from Rs.72.54 to USD as on 30<sup>th</sup> September 2018 to Rs.69.6 per USD on 31<sup>st</sup> December 2018.

To some extent, these losses were offset by items such as interest on tax refunds, which led to the overall other income being negative at Rs.324.2 million, so while our revenue grew 30.4% on year-on-year basis, EBITDA grew 38.5% on year-on-year basis, it is primarily the steep drop in Other Income which led to the drop in PAT on a year-on-year basis. Similarly, while EBITDA grew sequentially 75%, there was a negative swing of Rs. 756 million in the Other Income line, which lead to PAT drop in 18% on a sequential basis.

During the quarter, we reduced gross debt to the tune of Rs.20 million and year to date, we have reduced our gross debt by Rs.330 million, and as on 31<sup>st</sup>

December 2018, gross debt stood at Rs. 5,526 million. During the quarter, the drop in net debt was faster and was Rs.229 million. During the quarter, we had a capital expenditure of Rs.350 million and for the nine months ending December 2018, our capital expenditure stood at Rs.1114 million.

Our conversion of EBITDA to free cash flow remains strong and for the nine months ended 31<sup>st</sup> December 2018, it stood at 21% and for the quarter it stood at 29.5%. Our endeavors to take more seats on OPEX basis continue - at end of Q3 of FY 2019, OPEX seats accounted for 22.4%, up from 21.2% in Q2 FY19 and as compared to 16% at end of Q3 FY18. Our endeavors to increase the revenue productivity continue, and we have managed to achieve revenue per employee per month of Rs.95,141 in Q3FY 2019, up from Rs. 86,146 per employee per month in Q2FY 2019, and what we achieved in Q3FY2019 was substantially higher than Rs.70,514 per employee per month in Q3FY2018.

At the end of Q3 FY3019, the total headcount stood at 44,567 as compared to 44,528 at the end of Q2 FY2019. If we compare our headcount of the India operations, there has been a reduction of 4,000 during the last 12 months. Headcount has increased across all geographies except India. The drop in India domestic CRM revenue has led to drop in India headcount from 29,563 in Q3 FY2018 to 25,708 in Q3 FY2019. While the headcount of India domestic business has declined in the last 12 months, headcount for the India offshore operations and India payroll business continue to increase. With this, I conclude my portion and now throw the floor open for questions answers. Thank you.

**Moderator:** Sure. Thank you very much. Ladies and gentlemen, we will now begin the question and answer session. We take the first question from the line of Mohit Jain from Anand Rathi. Please go ahead.

**Mohit Jain:** There was this Canada revenue growth and also this headcount reduction, so if you could help me understand what is happening there and how should we take margins there going forward.

**Partha DeSarkar:** Sorry Mohit your question broken in the beginning can you repeat the question.

- Mohit Jain:** Yes, in the Canada business we had this revenue growth. You also mentioned in the opening remarks there is margin expansion there but we had headcount reduction in the same quarter.
- Srinivas Palakodeti:** This is year-end number, so you need to take into factors - , there may be some attrition because of the holiday season. But the revenue growth has been very strong and we also had more than required number of people. So as that tapered off, due to attrition, the headcount has also reduced.
- Mohit Jain:** So revenue per employee like that number should remain more or less stable or do you think it can increase from next quarter. Only for Canada.
- Srinivas Palakodeti:** No, it should remain in the same range. You have to average the number of headcount. Revenue per employee - that we do not see changing.
- Mohit Jain:** So there is some price increase which happened this quarter.
- Srinivas Palakodeti:** Yes, market has shortage so what we have been able to do is get better commercials, offer better rates to the employees. So we are able to hire more employees - better than what we have done in the past, deliver more output or as we use in our language “deliver more hours”, leading to revenue growth and margin expansion.
- Mohit Jain:** Okay. Second sir on AxisPoint, so the contract like the deal was effective 21<sup>st</sup> 2018, there is this Q-o-Q decline in revenue for AxisPoint . So, are there like the contracts have already gone off the system or they will go off in fourth quarter.
- Srinivas Palakodeti:** We closed the deal around 21<sup>st</sup> December. The revenue is up to that point and after the closure date, the revenues accrue to the new owner or the buyer. So we have got revenue for most of the quarter.
- Mohit Jain:** Okay. So US \$2 million per quarter will be the decline in fourth quarter right.
- Srinivas Palakodeti:** I am sorry?
- Mohit Jain:** US\$ 2 million per quarter will be the decline from fourth quarter.

**Srinivas Palakodeti:** Yes, the expected revenues from the contracts which we sold were roughly about US \$ 9 million per annum.

**Mohit Jain:** Correct. And sir there is this Q-o-Q decline so that is purely organic what you are referring to is like third quarter we were hoping growth to be there for the health care business in AxisPoint so this Q-o-Q decline is a trend or how should we take it if you have to adjust for those ten days.

**Srinivas Palakodeti:** So you can do the maths right, US \$ 9 million per annum what is the impact or 8 or 9 days,. But now that all the cost synergies are substantially completed plus the sale of the subscale contracts is completed. We are now focusing on growing the revenue and adding clients on the CarePoint business of AxisPoint.

**Mohit Jain:** Okay, so that is what my question was we should build growth from here on.

**Srinivas Palakodeti:** Yes, that is right.

**Mohit Jain:** And sir any guidance on losses for next year how much could it be in FY2020?

**Srinivas Palakodeti:** I think its too early. We have already shared with you when we had the call in December that there would be losses in Q4 on account of AxisPoint, but we definitely expect performance to improve as we go into FY2020.

**Mohit Jain:** Sir next is on the cash flows like your conversion to free cash flow was weak this year, like earlier our comfort range was 40-45% right from free cash flow to EBITDA perspective.

**Srinivas Palakodeti:** Yes, that is right. As you are saying, despite this being a rough year and especially in the initial periods if you look at overall on a YTD basis or even for the quarter, the EBITDA to cash flow is fairly strong. For the quarter, it came in close to 30%; so as performance improves, we also expect the free cash flow conversion to improve.

**Mohit Jain:** So next year we could get back into our comfort zone of 40-45%.

- Srinivas Palakodeti:** I will not talk of specific numbers but we are definitely looking to improve that. We are seeing a reduction in debt both in the quarter as well as on a 9 month basis.
- Mohit Jain:** Sir that was actually my next question. So any acquisition planned for next year like FY2020 or you think that repayment will be priority number one.
- Srinivas Palakodeti:** Priority is really to grow and improve the overall performance of the business- let me put it that way.
- Mohit Jain:** Okay, so it is likely that you will look into acquisition next year as well, like if you find some gaps where you want to plug in.
- Srinivas Palakodeti:** I think there is lot to do leverage on the capabilities, which AxisPoint has brought and what Element has brought. Digital capabilities is clearly the focus area. Beyond this, I do not want to answer any speculative questions.
- Mohit Jain:** Okay, sir. And lastly on the outlook for the top 10, where was the strong growth in Top 10 account this quarter. Is there an element of one time revenue or this is purely organic and sustainable going forward top ten account revenue.
- Partha DeSarkar:** No, this is pretty much overall business. There are no one offs in this. The only one off is the sale of the contracts for the other operating income; otherwise it is actually as we have said fairly strong growth in organic terms.
- Mohit Jain:** Okay. Y-o-Y you expect this to be maintained broadly.
- Srinivas Palakodeti:** Yes, broadly.
- Moderator:** Thank you. Next question is from the line of Shubhankar Ojha from SKS Capital. Please go ahead.
- Shubhankar Ojha:** So basically adjusting for this one off or EBITDA margin is 8.8% right so basically if I take that other operating income which is a large part our EBITDA margin is actually 8.8% which is 200 basis point higher compared to last quarter. And this 31 crore is not a recurring item for us for sure right.
- Srinivas Palakodeti:** Yes, that is correct.

**Partha DeSarkar:** We are still single digit in terms of EBITDA margin and the reported 10.9% is basically one off, the true picture is 8.8% we are.

**Srinivas Palakodeti:** That is one way to look at it, the other way I would look at it is excluding acquisitions, we were at 10.3% and that has gone to 12%.

**Shubhankar Ojha:** What was the EBITDA loss in these two entities last quarter.

**Srinivas Palakodeti:** Sorry your question is EBITDA for ?

**Shubhankar Ojha:** My question is basically if I take out the Other Operating Income part -our EBITDA margin is 8.8% that was the first question and secondly what was the EBITDA loss in the acquired entities - both AxisPoint and Element.

**Srinivas Palakodeti:** So if you look at AxisPoint and if you want , going by the way you are looking at it, excluding the Other Operating Income , the EBITDA loss was about Rs 38 crore for AxisPoint for the third quarter and it was a little over Rs. 4 crore ( EBITDA profit) for Element Solutions. That way it is about minus Rs 34 crore.

**Shubhankar Ojha:** Okay. And secondly sir in terms of I am not asking for a guidance but, if I have to ask you like are these entities going to turn EBITDA positive anytime in FY2020? Our earlier guidance was that we will turn EBITDA positive in FY2020.

**Srinivas Palakodeti:** So Element Solutions is already EBITDA positive.

**Shubhankar Ojha:** I am talking about two entities together sir just taking AxisPoint and Element.

**Srinivas Palakodeti:** Yes, I am coming to that, so Element Solutions is EBITDA positive and we expect the performance of AxisPoint to significantly improve in FY2020.

**Shubhankar Ojha:** But you are not committing for a EBITDA positive for both the entities together.

**Srinivas Palakodeti:** Yes, I am saying that as soon as AxisPoint turns around, both the entities would be EBITDA positive because Element Solutions is already EBITDA positive.

**Shubhankar Ojha:**

No, earlier we were specific about EBITDA positive in think in FY2020 so are we not commenting to that earlier time line.

**Srinivas Palakodeti:**

No, I think we expect, as I said, performance to improve as the cost synergies are in place, the unprofitable or subscale contracts are out of the way. That is why I am saying we expect performance to significantly improve in FY2020. I don't want to give which quarter specific performance, but we are expecting a broad improvement AxisPoint's performance.

**Amitabh:**

Just one added question, I just had a general question if there is any plans or thought process in the top management or the Board to revisit our cash payout or cash return policy to investors in the form of dividends or buybacks as we know the most companies large and small in Indian IT industries have been returning a lot of cash to investors last couple of years. Companies like Infosys and of course amongst the bigger names and as well as almost every mid-size or small IT company also have been increasing the payouts ratios as well as announcing buybacks. And Hinduja of course in the last 10, 12 years of listed history earlier would used to pay... you were paying twice as much dividend 10 years ago than you have paid now despite multiple x-growth in your revenues, EBITDA, cash flows, etc. You cut dividend about 3-4 years back to half and there has been not only has not been a growth there haven't been any growth in payout there has been a sharp cut even compared to 10 years ago. So which is quite unusual for any growth company or any mature company. So, I was just wondering if there is any thoughts on that and how any other investor friendly or value creative measures that you have in mind.

**Srinivas Palakodeti:**

We have taken up your feedback at the board multiple times, I cannot say there is anything specific right now but it is something that we on an ongoing basis do deliberate with the board that is the maximum that I can say at this point of time Amitabh.

**Amitabh:**

Okay, I would, as a long term investor in the company, again ask you to kind of actively consider that as a huge short coming on part of the company and which the company needs to connect at some point to convey the right message to the investor community.

**Srinivas Palakodeti:**

Yes, that is a good feedback Amitabh... we will take it back to the Board.

**Moderator:** Thank you. Ladies and gentlemen, as there are no further questions today, this was the last question I would now like to hand the conference over to Mr. R. Ravi for closing comments.

**R. Ravi:** Thank you to all the participants for joining us in the conference call. If there are any further questions or clarifications about the Q3 FY3019 or the nine month FY3019 financials, please email it to me or to Pala and we will be more than happy to get back to you. This is Ravi signing off on behalf of HGS management.

**Moderator:** Thank you very much. Ladies and gentlemen, on behalf of Hinduja Global Solutions, we conclude today's conference. Thank you all for joining us, you may now disconnect your lines now. Thank you.

*Note: This transcript has been edited to improve readability. For the sake of brevity, the edited version of the above content has certain abbreviations/abridgement of words and sentences.*