

### Hinduja Global Solutions Limited

#### FY2016 Consolidated Performance Highlights

Net Sales of Rs. 33,282 million, an increase of 18.5% y-o-y

EBITDA of Rs. 3,130 million with margin of 9.4%

The Board recommended a final dividend for FY2016 of Rs. 1.25 per share, bringing the total dividend for the year to Rs. 15 per share

**Mumbai, India, May 25, 2016:** Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India) today announced its Audited Full Year Results for FY2016.

Commenting on the performance and outlook, **Mr. Partha DeSarkar, CEO** said:

*"FY2016 started off slow for HGS but we finished the year with a robust performance. Revenue in the fourth quarter grew 29% y-o-y and we ended the full year with a growth rate of over 18%. This growth was led by existing and new client wins and our acquisitions made in the fiscal. The turnaround in our Canada operations in Q4 helped improve the profitability.*

*Going forward, we expect to reap the benefits of significant investments made in organic expansion and ramp ups, acquisitions and the launch of innovative solutions in FY2017. The technology-led solutions under our Unified Customer Experience Strategy™ are resonating with clients, leading to a strong pipeline. We will also focus on enhancing operational efficiencies to further improve overall profitability."*

#### **Financial Highlights: FY2016**

- Net Sales increased by 18.5% y-o-y to Rs. 33,282 million.
- EBITDA was Rs. 3,130 million with margins of 9.4%.
- PAT was Rs. 1,010 million with margins of 3.0%.
- As of March 31, 2016, the Company had Net Debt of Rs. 3,862 million and a Net Worth of Rs. 11,815 million.
- The Board recommended a final dividend for FY2016 of Rs. 1.25 per share, bringing the total dividend for the year to Rs. 15 per share.

#### **Financial Highlights: Q4 FY2016**

- Net Sales increased by 29.3% y-o-y to Rs. 9,139 million.
- EBITDA was Rs. 981 million with margins of 10.7%.
- PAT was Rs. 408 million with margins of 4.5%.

## Revenue Summary

(Rs. Million)	Q4		y-o-y	Q3		q-o-q	Full Year		y-o-y
	FY2016	FY2015	Growth (%)	FY2016	FY2015	Growth (%)	FY2016	FY2015	Growth (%)
Net Sales	9,139	7,068	29.3%	8,829	8,299	3.5%	33,282	28,076	18.5%
EBITDA	981	693	41.5%	766	706	8.0%	3,130	3,172	(1.3)%
Margin (%)	10.7%	9.8%		8.7%	8.5%		9.4%	11.3%	
Profit Before Tax (PBT)	613	367	66.9%	276	234	122.1%	1,559	1,934	(19.4)%
Margin (%)	6.7%	5.2%		3.1%	2.8%		4.7%	6.9%	
Profit After Tax (PAT)	408	413	(1.2)%	171	167	138.4%	1,010	1,650	(38.8)%
Margin (%)	4.5%	5.8%		1.9%	2.0%		3.0%	5.9%	
Basic EPS (Rs.)	19.69	19.98	(1.4)%	8.25	8.25	138.7%	48.73	79.88	(39.0)%

## Revenue Summary: FY2016

- **Revenue origination:** US: 66%, Canada: 13%, UK & Europe: 10% and India 11%
- **Revenue by vertical:** Healthcare 42%, Telecom & Technology 27%, Consumer 13%, Banking & Financial Services 7% and Others 11%
- **Clients:** Top clients: 16%, Top 5: 45%, Top 10: 61% and Top 20: 74%

## Business Highlights: FY2016

- **Client wins:** Signed 20 new clients; who accounted for 4.3% of overall revenue
- **Active Clients:** 190 core BPM clients and 450 payroll processing clients
- **Delivery Infrastructure:** Currently have 67 global delivery centers across 11 countries. In FY2016, HGS opened six new centers: Jamaica (1), Philippines (1), and India (4 - Bangalore, Hyderabad and two in Mumbai), and acquired seven centers (two in Bangalore and one each in Noida, Pune, Mangalore, Raipur and Indore)
- **Employee Headcount:** India: 67% (India Offshore 22% and India Domestic 45%), Philippines: 16%, US: 7%, Canada: 6% and Europe: 4%
- **New Solutions & Innovation:** Launched specific Web-self-service and Chat offerings under the HGS' Digital Natural Assist (DNA) platform and HGS Health+CARE solution; Won a client for Robotics Process Automation (RPA) solution; 21 HGS digital engagements contracted in the fiscal
- **Acquisitions:**
  - India domestic CRM business acquired in the year turned profitable, while exiting March 2016
  - Colibrium: Investments made into building a more robust version of the software product Tuo, and client-facing initiatives, is paying off with several wins, including four in Q4

## Other Highlights:

- HGS signed India's No. 1 and Asia's No. 2 Golfer Anirban Lahiri as its Brand Ambassador.

### About Hinduja Global Solutions:

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from consumer interaction solutions to platform based back office services and digital enablement solutions. By applying analytics, automation and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries and the public sector. HGS operates on a global landscape with around 40,000 employees in 67 worldwide delivery centers providing localized solutions. For the year ended 31<sup>st</sup> March 2016, HGS had revenues of US\$ 507 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world's most recognized brands.

[www.teamhgs.com](http://www.teamhgs.com)

### Safe Harbour

*Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.*

For more information, visit us at [www.teamhgs.com](http://www.teamhgs.com) or contact:

#### **Srinivas Palakodeti**

Hinduja Global Solutions Limited

Tel: +91 80 2573 2620

Email: [pala@teamhgs.com](mailto:pala@teamhgs.com)

#### **Bijay Sharma**

Churchgate Partners

Tel: +91 22 6169 5988

Email: [HGS@churchgatepartnersindia.com](mailto:HGS@churchgatepartnersindia.com)