



3i Infotech
Connect

**Empowering
Business
Transformation**

August, 2013

From Madivanan Balakrishnan's (MD & Global CEO, 3i Infotech Ltd.) Desk:

As we embark on the Growth path, I would like to keep you abreast of the recent happenings and few of the key developments at 3i Infotech Ltd.



New Development

1. Launch of Orion 10.7

"3i Way" – a Major Organizational strategic initiative for the Key Product lines accompanied by an approach to take the "Product to Market" – has been completed with a key objective of driving us back to growth.



Initial milestone and our key focus has been to position the product for specific Industry verticals and geographies which complement the product strength, domain expertise and knowledge base built over the years. In line with the market trends, re-engineering of product and process has been done with the aim of providing simple, stable and value added business solution in the identified verticals. Product is offered as **ORION Speed** and **ORION Flex** for addressing SME segment of customers in the value chain.

The entire scope of this project has been executed with inputs and requirements from all the internal stakeholders, customers and consolidation of repository to address functional gaps. Standard pre-configured Industry processes, data migration KIT, Info cubes with easy and enhanced reporting, usability changes to enhance the customer experiences, context sensitive enterprise database search, roles based KPIs and dashboards are some of the key highlights that are released as part of **ORION10.7 ERP Product Suite**. To strengthen the go-to-market initiatives, sales kit including brochure, demo scripts, demo suite with presentations, lead qualifiers and case studies has been released.

2. Release of PREMIA 10.10.0

For core systems and business transformation to insurers, we will start rolling out the newly released PREMIA SPEED10.10.0 for General Insurance for Middle East and Africa markets.

PREMIA SPEED: The Pre-Configured Solution offering helps customers to launch products, hence ensuring a smooth implementation process to its customers.

PREMIA Speed Solution is available for Motor, Marine, General Accident, Fire, Liability, Property, and Engineering sectors, and provides out-of-the-box delivery, fully functioning insurance processing system with complete lifecycle transactional capability.

Key features of PREMIA Solution Offering

- 100 days implementation
- Out-of-the-box Deployment
- Pre-configured products as per Industry best practices
- Standard reports and document print
- Regional Statutory requirement compliant
- Standard-based architecture D2K platform
- Model/Meta Driven Architecture
 - *Allows rapid solution deployment*
 - *Structured solution offering*
- Optimized for speed of delivery
 - *Leverages and extends core systems*
 - *Avoids duplication and replication*
- Maximizes use of standard development tools
 - *Reduces learning cycle*
 - *Paperless environment*
 - *Simplifies development and maintenance*

The Released version contains:

- Standard Business Process for Insurance markets
- QC Certified by ITCB
- Product Documents
- Sales / Pre sales Kit to enable the Team.

3. Gold Mobility Competency Achieved

3i Infotech Ltd. has achieved Gold Mobility Competency, demonstrating our ability to meet Microsoft customer's evolving needs in today's dynamic business environment.

There are 640,000 partners in Microsoft Partner Network (MPN), but only 5 percent of partners worldwide can distinguish themselves with a competency and attain this high degree of proficiency.

We were able to achieve this Gold Mobility Competency by completing a rigorous set of tests to prove our technological expertise, having the right number of Microsoft Certified Professionals, submitting customer references and demonstrating our commitment to customer satisfaction by participating in an annual survey. This achievement not only signifies to the market that we have demonstrated the highest level of skill and achievement within a given technology, but also focuses on our core value of



Back to Growth.

As an organization, we are extremely pleased to have attained this status in the MPN for 2013 which will help us with rich set of benefits, including increased customer visibility through branding and accessibility, training and support. The ADMS and the IMS teams along with the support of the HR have ensured that the teams take up the certification for achieving the competency levels on priority.

Meet Our Clients – Existing and New

3i Infotech is currently going through an exciting period of consolidation. To pace with this, the operating performance of the company is improved sequentially on a quarter on quarter basis. We are confident of maintaining and improving the existing trends with our continuous effort at attaining excellence.

New Clients

We have been very busy adding to our base of trusted clientele across our various practices and geographies. Let us meet a few of them in this section.

Domestic Clients – New

- **Client:** One of the leading private banking and financial services groups in India
- **The 3i Infotech Solution:** 3i Infotech BPO Ltd. appointed to reduce operations cost and enhance process efficiency

The company is one of the important private banks in India and its group company is one among the leading providers of online securities trading platform. They source their customers for opening accounts that provide the benefits of a Bank Account, Demat Account and Online Trading Account all-in-one and they operate from their 8 RPCs for this purpose. Currently, the data is captured based on the physical forms and hence, the account opening is done on extended TAT.

In order to reduce the operations cost and also to enhance process efficiency, 3i Infotech BPO Ltd. has been appointed for EoE (End to End) processing with our presence in their 8 RPCs to function, capture data and increase processing activity at our CPC in Vashi.

The deal, which was under discussion for more than 2 years, has now been successfully finalized with a handsome revenue package for a duration of three years.

International Clients – New

- **Client:** A renowned multinational pharmaceutical company in US
- **The 3i Infotech Solution:** 3i Infotech Inc (US) to refurbish and re-platform company websites

The activities of this multinational specialty pharmaceutical company ranges from developing, manufacturing and marketing a broad range of pharmaceutical products primarily focusing in the areas of dermatology, neurology and branded generics.

The organization has a very aggressive merger and acquisition strategy having bought 12 companies last year and most recently buying an eye-care company. As an offshoot of this rapid acquisition strategy, the organization has a need to update their customer facing websites and their SharePoint strategy. 3i Infotech Inc (US) has recently won a project to refurbish and re-platform the first set of these websites. Additionally, the client will also enjoy the benefits of our SharePoint Architect and Senior Developer Consulting expertise from our offshore Microsoft COE.

Existing Clients

Our proactive efforts in acquiring strategic new clients are matched by our commitment to our existing ones across various geographies. Our existing clients have reposed faith in us to provide them with seamless and powerful services to help their business. This is demonstrated by the fact that they continue to expand their base of operations with us by including new 3i Infotech products and solutions from our vast portfolio.

Domestic Clients – Existing

- **Client:** One among India's leading Housing Finance Companies
- **The 3i Infotech Solution:** Implementation of Integrated Core Solution and support application consisting of Kastle ULS (LO, LM, LC & Customer Service), ORION GL & HRMS and DMS

This Housing Finance Company (HFC), a subsidiary of a Public Sector Bank, was incorporated under the Companies Act, 1956 and commenced its business operations in 1988. The company offers housing loans to individuals and corporate bodies and is one of the few HFCs which have a license to accept deposits.

3i Infotech won the project for supply and implementation of Integrated Core Solution along with support application which consists solutions like Kastle ULS (LO, LM, LC & Customer Service), ORION GL & HRMS and DMS.

The project scope also includes hosting of all these applications in a hosted Data Centre (DC) and hosted Disaster Recovery Site (DR) and the procurement of network and security devices at the DC and DR such as routers, switches, firewalls etc.

- **Client:** Among top three multinational retailer
- **The 3i Infotech Solution:** Engaging ITCB services

With persistent efforts of the SAG sales team and the ITCB practice group, we have secured an account of this third largest retailer (with a presence in 13 countries, market leader position in 6 of them, over half a million employees and 6600 stores) for ITCB services. With the count of 8 resources on board, the annual revenue is in crore and has a great potential to grow in future. 3i Infotech has also signed MSA in place for the services center of the retail group located in India. With this, all the requirements with respect to ADMS and Testing will start coming in.

International clients – Existing

- **Client:** A global networked retirement firm
- **The 3i Infotech Solution:** 3i Infotech Inc. (US) to add Data Interchange solution for ongoing support of systems

After the recent successful completion of the Data Interchange rewrite project for the retirement firm in US, the honored client has asked 3i Infotech Inc. (US) to add the same solution to the ongoing application support model that their other Retirement Services application currently enjoys. Starting July 1, the firm has entered into a newly negotiated 3 year multimillion dollar deal with 3i Infotech Inc. (US) for ongoing support of both systems.

- **Client:** A leading American advertising and direct marketing company
- **The 3i Infotech Solution:** Providing complete test plan for software and QA service

The company is one of the largest in providing integrated direct marketing services in the US and internationally, including market research and analytics. It designs contact databases, tracks leads, and provides telephone, E-mail, printing and mailing services to connect customers with their potential clients. Customers include major retailers and companies spanning various sectors like the financial services, health care, and technology industries.

3i Infotech has been supporting the company's Software and Quality Assurance service for of their customers for more than 2 year and recently we have added two additional members – one on-site and one offshore. 3i Infotech will provide complete test plan including high-level strategy and approach for QA and validate the quality of the product prior to release and also perform test cases based on the test plan. 3i Infotech would also perform activities like functional testing, system and regression testing and maintain accurate and complete logs for the test run.

- **Client:** A leading US based supply chain company operating in the health sector
- **The 3i Infotech Solution:** Conversion and migration of ORION ERP from Oracle 10g to 11g

The company is a US based health related supply chain company that executes major health projects with USAID (US government agency). It is valued at about \$6 billion and is also internationally financed. The company has a presence in more than 100 countries. 3i Infotech is the prime IT application and service partner for the company, others being players like Booz Allen Hamilton, Northrop Grumman, UPS, Voxiva. These partners together help the company to manage and execute the global supply chain.

This organization has been using ORION ERP and the CRM solution since 2006. This solution is being used by over 400 users in over 100 countries.

The company has awarded yet another project to 3i Infotech to convert and migrate ORION ERP from Oracle 10g to 11g, which would be executed over a period of 4 months. The conversion and migration activity would be done offshore, while testing and deployment would be done on-site.



Client Appreciation: A commitment delivered

- **Successful Implementation of Orion 10.6 at leading Nigerian conglomerate operating in oil and gas, construction and manufacturing**

3i Infotech has successfully implemented Orion 10.6 at a leading Nigerian conglomerate with operations in oil and gas, construction and manufacturing industries. The company has been growing successfully over the past 40 years and has become a valuable and respected contributor to the development of the country's economy.

Implementation of Orion 10.6 involved a number of challenges; but the dedication and knowledge of our Orion project management team and delivery team has made it successful. Orion 10.6, with its superior capability in terms of functionality and usability, will enable the group to achieve their goals set for the years to come and it will strongly handle their rapidly growing business requirement.

Here is what the customer has said:

I would like to take this opportunity to thank Rakesh Doshi and Orion project management and delivery team for the commitment and cooperation in ensuring successful implementation and it would give Jagal Group a great pleasure to partner with you in many more similar endeavors with your organization in future. – **Group Chief Financial Officer, Group**

- **Successful implementation of Orion 10.6 at group companies of one of the largest conglomerates of Casablanca, Morocco**

3i Infotech is proud to announce that recently the Orion delivery team has successfully implemented Orion 10.6 for the group companies of the conglomerate in Casablanca, Morocco. All the three companies went live within 90 days sequentially.

The honoured client is part of the Bugshan Group and it is one of the largest conglomerates based in Saudi Arabia with its operations spreading to several countries in Middle East and North Africa, such as Saudi Arabia, UAE, Egypt, Morocco, Algeria and Yemen. The company has been using ORION for more than 5 years.

- **Successful implementation of Orion 10.6, Implementation of Orion Distribution, Contracting & Manufacturing Suite along with DMS & BI at a renowned company in Sharjah, UAE excelling in hygiene products and maintenance**

The organization is one of the leading brands in washroom hygiene products and maintenance in Sharjah, United Arab Emirates. The other lines of business include waste care, building materials, steel fencing, interiors, floor care, and coating.

The company has been using Orion for more than 10 years and recently upgraded to the latest version of Orion. The Orion delivery team have successfully completed System Acceptance and Project closure for Orion 10.6 for four lines of business, comprising Trading – Chemical and Washroom Hygiene Products, Contracting – Powder coating and Fencing, Manufacturing – Chemical and Rental – Hire Assets.

Here is what the customer had to say during Project closure meeting of Orion10.6 Implementation:

Like any project, we had little turbulence during project execution, but appreciate the support provided by 3i Infotech during project execution and post go live. I still remember the decision for go live, which was one of challenging and toughest decisions, we had to make; it was year-end and complete finance team was held up in Audit process. We had to decide to go live or not. Finally we took decision to go live, based on the confidence and assurance from 3i Infotech team for go live support and internal support from our IT Team. We know its major risk, thankfully it paid off, we're able to take it forward successfully. I appreciate the efforts put by the complete 3i Infotech Team and Intercare IT team. It was smooth transition from Orion 10.0.0.17 to Orion 10.6 without much Showstopper. – Group Finance Manager (Project Sponsor)

I have been seeing ORION for past 15 years and I have seen other ERP's in this market, one thing I like in ORION is the flexibility and functionalities which allows me to define the business process the way we wanted. Unlike other ERPs which are more rigid in nature and cannot be personalized for the way we work. Another key aspect, Hire Assets constitute our major business line, contributing to 40% of our overall business had come up very well and solution offered is in line with business expectations. In my view, one area, where ORION is to be improved, is the Reports – ORION needs to add more flexibility of analyzing. In today's state of technology options, ORION with improved reports and flexibility would make it more apt for customers. – Vice President

- **3i Infotech was rewarded by a Government Organization in Bhutan for the genuine effort devoted to this account by every individual and division in SAG and across PREMIA Practice.**

The story of this account goes way back to 2008 when PREMIA received 10 composite orders for this account. Unfortunately, we ended up with a termination notice. Subsequently, this was taken up as a challenge by both the delivery team and the sales team and finally, the deal was concluded by convincing the customer of all our capabilities and commitments. This ultimately resulted in canceling the termination notice and closing with the commercial with almost 3 times more than the original pricing.

Here is what the client has said:

It is with immense pleasure that we congratulate 3i Infotech on completing a very successful implementation and continuous support of PREMIA General Insurance and Life Insurance Software Package in the Royal Insurance Corporation of Bhutan Limited, Bhutan. The precise understanding of our requirements coupled with a professional project management approach has enabled a launch on planned date and well within the budget.

3i Infotech has done a great job in executing the project to more than our satisfaction. The firm has successfully completed the Phase – I of the project 'Implementation of Premia General Insurance' in January – 2012 and the implementation of Phase – II "Premia Life Insurance" in January – 2013.

Thanks to 3i Infotech and their teams in offshore and on site who spared effort to successfully achieve the objectives. It is with no hesitation whatsoever that we highly recommend 3i Infotech Ltd. – Executive Director

- **Successful implementation of Orion 10.6 at a renowned company in Sharjah, UAE excelling in hygiene products and maintenance**

The company had chosen to implement Orion 10.6 to achieve their organization goal and handle their rapidly growing business requirements. Our Orion project and delivery management had successfully implemented Orion 10.6 there. Orion implementation involved the following challenges, which were confidently solved by our team:

- Enabling the user to adopt the new environment
- Identifying and recommending the change in business process for better controlling and reporting
- Comprehensive training followed by hands-on experience
- Fully integrated solution addressing various vertical and horizontal business processes.

Here is what the client had said:

I would like to take this opportunity to thank Orion project management and delivery team for the commitment and cooperation ensuring the successful implementation and it gives Intercare to partners with you and many more similar endeavors in future. – VP, Sharjah

- **3i Infotech successfully implements KASTLE – Factoring and Trade Finance at an illustrious leasing corporation in Malaysia**

The leasing corporation, a wholly owned subsidiary of the Bank Pembangunan Malaysia Bhd ([BPMB](#)), has selected 3i Infotech Sdn. Bhd. (3i Infotech) to offer comprehensive solution for their entire range of business process requirements. The corporation selected 3i Infotech after a stringent selection process involving IT solutions providers from around the world and found 3i Infotech's Factoring and Trade Finance solution and approach most feasible to their business line. 3i Infotech was finalized as their best fit for their requirements due to our strong credentials and in-depth domain expertise in the BFSI segment. 3i Infotech successfully completed the implementation on time and the corporation arranged a project closure ceremony.

- **Successful implementation of the project “Valued Partner Tracking System (VPTS)” for India’s largest private sector bank**

3i Infotech has successfully implemented the project “Valued Partner Tracking System (VPTS)” for India’s largest private sector bank. The bank is delighted with our services and quality delivery and has sent an appreciation mail. Ramashish Roy and team (Manish Anawadia, Chitra Shah, Bakir Padaniya, Jayant Chawla, Anand Shinde) have completed this implementation on time as committed.

Here is what the customer has said:

VPTS ORMG Project has been successfully made Live on 5th July, 2013. Would like to thank for all your great work, seamless integration with existing functionality complemented with Quality deliveries. Looking forward to execute more projects like this with your team. This is truly a great show! Keep it up guys. Well Done. – Assistant General Manager and General Manager

- **Appreciation from a leading provider of enterprise data integration software, for quality of work put in building their Global Service Desk from scratch**

This account is an existing customer but this particular engagement was a very challenging one since time, quality and customer experience were the key factors. While the customer was convinced about our capabilities during his visit to our Chennai GDC-IMS, it was a challenging task for the Sales team to close the deal against competition. It was equally challenging for the Delivery team to execute the project in a way to maintain the quality. The expectations were very high and demanded international standards. We, the 3i Infotech team, ensured that we delivered the best against all odds and were successful in executing the project according to the customer's requirements.

Here is what the client has said:

3i Infotech has done a great job in executing the project inspite of the severe pressure. –Director, IT

- **Successful implementation of MFUND AM at HDFC**

Here is what the client has said:

I would like to take this opportunity to thank the Project Team for completing the project within the timelines. The implementation was pretty smooth considering the constraints of limited knowledge on Pension Fund management processes. The team was dedicated to meet the deadline from day one and we appreciate the immense effort and support provided by the team during the implementation phase. We congratulate the team for this good work and special thanks to Radha Krishnan and Suresh Rathod. We would like and expect similar levels of commitment and support throughout our partnership. – Sukalyan Fouzdar, AVP, Business Systems and Technology, HDFC Life

- **Successful implementation of Kastle™ Treasury at a co-operative bank in Bassein, Maharashtra**

The client is a leading co-operative bank, headquartered in Vasai with a wide reach across Maharashtra. The bank provides a broad range of innovative solutions tailored to accommodate the specific requirements of Individual, Institutional, and Corporate clients through a network of over 35 branches.

To power their Treasury Functions, the bank selected 3i Infotech Limited and the solution was declared live with successful implementation in July 2013. The implementation of Kastle™ Treasury covers all Domestic Treasury, Money Market and Fixed Deposit instruments / products. The product is seamlessly integrated with NDS / CCIL platforms and OMNI GL.

The bank has expressed great satisfaction about the project execution and the project sponsor has generously appreciated the performance of the team.

- **Successful implementation of Kastle™ Treasury at a leading financing services company**

The company is a leading financial services group and a preeminent Asia-based Investment Bank with worldwide reach. It provides a broad range of innovative solutions tailored to accommodate the specific requirements of Individual, Institutional, Corporate and Government clients through an international network in over 30 countries.

The company has declared the successful implementation of Kastle™ Treasury. The credit goes to the dedication and teamwork of our delivery team. Along with Risk Reporting and Analytics, there were many challenges that the team had to overcome to successfully interface with their international legacy systems and deliver many complex products.

- **PREMIA Support Service for India's first stand alone health insurance company**

The health insurance providing company has once again reinstated its confidence in our delivery, support function and organization as a whole. We have renewed PREMIA support service for this key account. This is resource-based support model. There has been an increase of 2 resources from the previous contract. We have been able to increase per resource price by around 10% compared to the previous contract value for the contract period of July 2013 – June 2014. We have also collected an advance payment for six months from the company, along with the PO. This was possible by the joint effort made by the SAG sales and the delivery teams of this key account.

- **Successful –Orion 10.6 Implementation at a key player in FMCG sector in Khartoum, Sudan**

Based in Sudan, this company is one of the key market players in FMCG Distribution. It gained the trust of international FMCG companies like Unilever, Kimberly Clark and many regional companies. The company is considered to be a big company in the FMCG field for consumer goods ranging from food products to personal care products.

The company took the decision to implement Orion 10.6 to achieve their organization goal and handle their rapidly growing business requirements. Our Orion project and delivery management had successfully implemented Orion 10.6. Orion implementation involved the following challenges, which were confidently solved by our team:

1. Enabling users to adopt the new environment
2. Cultural shock prevention and seamless bilingual support
3. Identify and recommend best industrial practices based on the business needs and challenges
4. Comprehensive training followed by hands-on experience
5. Fully integrated solution addressing the business needs and processes.

- **Bank Fee Capture Project successfully completed at the foremost providers of market intelligence and education for the financial services industry in the US**

The leading organization in the United States offering market intelligence and education for the financial services industry, awarded 3i Infotech International BPO the assignment to capture the details of Bank Service Charges levied by leading banks in the United States, for their annual bank charges analysis to be published in "The Blue Book Of Bank Prices".

The assignment commenced on June 29, 2013 with a commitment to capture the bank charges information and turnaround the data within 6 weeks with a capture accuracy of 99.50%.

The 3i Infotech International BPO team stood up to the challenge, exceeded the expectations and completed the assignment in 4 weeks, much before the deadline, achieving a keying accuracy of 99.9999%.

The customer satisfaction survey initiated post completion of the assignment demonstrates our capabilities to exceed the customer's expectations with highest rating for each parameter. Our services have been top-rated by the customer on project transitioning, turnaround time, quality, responsiveness, customer relationship and governance. Additionally, the customer has expressed its preference to engage with 3i Infotech International BPO for such offshore assignments in future.

Here is what the customer had said: *The overall quality of your work was outstanding. The number of statements keyed with such a remarkably low error rate surpassed our expectations. Many of the original documents were of poor quality*

yet you managed to key them precisely. The speed with which you completed the keying was amazing, as well. You are all to be commended for your dedication to the project. We thank you very much.

This was our first experience with offshore services. Compared to our onshore vendors, you rate most favorably. – Project Managers

- **3i Infotech has successfully implemented Altimis at UK's longest established independent stock broking company**

The longest established independent stockbroker on the Isle of Man, UK, has selected and implemented 3i Infotech's Altimis stock broking and wealth management solution to improve its client services, reporting, efficiency and regulatory compliance procedures.

Here is what the customer had said:

We are delighted with our decision to choose 3i Infotech and their Altimis solution. It will allow us to introduce significant improvements that were not possible on our previous platform. We pride ourselves on the longstanding relationships that we have with our clients and believe that by moving to Altimis we will be able to deliver an even stronger service to our existing clients, while attracting many more. —Chief Executive Officer

- **The largest government-owned bank has appreciated 3i Infotech BPO team's efforts in achieving an all time high accuracy percentage (i.e. 98.4%) in processing all credit card applications since inception**

We were running this project of end-to-end processing of all credit card applications for the bank (from scanning, pre-screening to QC) since last 8 years. Earlier this work was performed manually, -where we had lot of dependency on the available workforce. But with great teamwork, knowledge sharing and support from other departments, we have automated 80% of the project with our own in-house developed utility.

Exceptional teamwork of the below-mentioned team members made this possible.

- Yogesh Chowdhary (Associate Vice President)
- Rakesh Kumar Singh (Sr. Manager)
- Surinder Tiwari (Manager)
- Ashish Kumar (Associate Manager)
- Sanjay Verma (Sr Mgr – IT Software)
- Nishant (Sr Software Engineer)

Here is what the client has said: *Thanks a lot for your relentless effort!!!*

The numbers published below has once again proved the exceptional capabilities and commitment by 3i-infotech team. The pendency has been normalized and we would be working on applications received today in morning shift itself. Once again this is commendable job... just a word of caution.... We need to be as accurate as we were last month.

- **Appreciation from India's largest private sector bank for Cheque Truncation System (CTS) Implementation**

Incredible team work of **Ramashish Roy** and team (**Raja K, Jagadish Shanmugam, Parthiban S P, Praveen Kumar Veerapandian, Nithya Samy, Manish Anawadia**) has successfully implemented the project "Cheque Truncation System" for the Kolkata branch of India's largest private sector bank and got an appreciation from National Payments Corporation of India (NPCI) for being one of the pioneer banks for implementation of Cheque Truncation System in Kolkata. The bank is delighted with our services and quality of delivery and has sent an appreciation mail. Special thanks to **Usha D** for her extended support to the team.

Here is what the customer has said:

I want to thank and congratulate the multidisciplinary technology team lead by Krishna and Samit including Harshal, Andrew, Vinay, Ranjit and Prabhat. They got great support from the 3i Infotech Network, Help-desk, Windows and Storage teams. Now, we are looking forward to implementing the same in Western Grid too. –General Manager

- **Mohit Khanna, Project Leader, 3i Infotech Ltd. awarded by a fast growing bank in Bangaluru, India**

ITCB's testing engagement with the bank commenced post our successful automation PoC. In the last two months the team covered a gamut of testing activities for their core systems. The project required stretching beyond working days. The team did not waver in its commitment to deliver; it adhered to the timelines and demonstrated exemplary teamwork; each member showed leadership quality to go the extra mile to ensure customer delight.

Here what the client has said:

I would like to extend my thanks to the entire Alerts team.... each one of you has done a really wonderful job and for the dedication you guys have put is highly appreciated especially since all of you work in one of the most difficult working environments. Yours is the only team in PCA which did not have any of the existing Tesco Bank resources but despite that each one of you have done a tremendous job in learning the application so fast and delivering very good quality work. Yours is one of the hardest working and the most fun team in PCA currently. - Engagement Manager

3i Infotech as a sponsor

- **3i Infotech was one of the Silver sponsors at TANA (Telegu Association of North America's) 19th Annual convention at Dallas, Texas between May 24th to 26th, 2013.**



This event was graced by the presence of the Union Tourism Minister Mr. Chiranjeevi and many other prominent Business and Cultural personalities. 3i Infotech participated in a number of Business presentations and panel discussions about IT sector. Prasad Bendre, Head of Consulting Practice from North America, represented 3i Infotech and was felicitated at this function by Sri. NT Chowdary, MD, Swiss Group of India Companies.

- **The Oriental Insurance Company had organized a two-day workshop at Hotel Retreat, Madh Island, Mumbai in the month of May 13.**

Regional Heads, IT Team along with Senior Management Team from Oriental Insurance participated in the workshop. The objective was to plan and strategize for the financial year.

Being a preferred partner for the last several years, 3i Infotech was asked to present on "Transformational IT for Insurance".

We were the only partner invited and were given one hour slot in the workshop to address the gathering. 3i Infotech was represented by N Krish, Amit Das, Snehal Desai and Saurav Verma.

Krish briefed the gathering about changing paradigm on Mobility and Usage of CRM. Amit spoke on implementation and benefits of Business Intelligence and Warehousing.



The Oriental Team received it well and the session was interactive. Oriental team has thanked for a wonderful session and would be looking forward to such sessions.

- **3i Infotech at QAI ITSM 2013 Conference...**

Sunil Das, Global Head – IMS, 3i Infotech Ltd., recently participated in **QAI's 6th International Conference on IT Service Management (ITSM 2013) on August 02, 2013 in Bangalore, India**, where he was a plenary speaker on "ITSM Trends".



ITSM 2013 was a unique forum for exchanging, learning and accelerating implementation of best practices in the domain of IT Service Management, ITIL[®], ISO 20000 and HDI. The key focus of the conference was to propagate ITSM benefits, best practices and knowledge sharing for the attendees.

(Photograph: Sunil Das addressing the participants of the event.)

- **3i Infotech key sponsor at the 5th Annual Retail Banking, Africa 2013**

3i Infotech participated in this forum on June 25th to 27th June, 2013 at Johannesburg in South Africa. C.X.O Team from various leading banks across Africa had participated in the workshop. The objective was crafting a Pan-African Retail Banking Expansion and Distribution.

We exhibited our offerings in stall # 2 at the event, where we conducted functional presentations and demonstrations throughout the Expo and met one-on-one with representatives from some of the leading banks and financial institutions from across Africa.

Krish was the key speaker on the topic 'Branchless Banking ' (in the photograph). He shared his experience on how Technology can help banks to carry out branchless banking, which is one of the key challenges that African banks are facing. This was well received by the audience and it was an interactive session.

Krish was also in the Guru panel on Growth Proposition – Developing Cutting Edge Retail Banking Services. Sabarinathan (Country Head, S Africa) and Kanchan Ganorkar (Head – Banking Practice) were also present at this event.



As part of our market penetration strategy in South Africa, this was the first event we organized in the region and it has given us good reach and created brand awareness in the South African market. We intend to conduct more such events in the coming days in this region.



Awards and Accolades:

- **3i Infotech Ltd. bagged the "Best Innovative IT Company Of The Year" award at "Worldwide Achievers Pvt. Ltd. (Erstwhile Time Research Pvt. Ltd.) Business Leadership Awards 2013"**
- **SiliconIndia has showcased 3i Infotech as one of the best companies to work for**
- **Forrester, a research company has showcased 3i Infotech Ltd.**

3i Infotech in the News:

- [3i Infotech Bullish on Mid-Sized Banks](#)
- [Jagal Group Deploys 3i Infotech's ORION 10.6 Project Implementation Solution](#)
- [3i Infotech Wins Award for Its Wealth Management Systems and Stock Broking Systems](#)
- [3i Infotech Ltd. Bagged the "Best Innovative IT Company Of The Year" Award at "Worldwide Achievers Pvt. Ltd. \(Erstwhile Time Research Pvt. Ltd.\) Business Leadership Awards 2013"](#)
- [SiliconIndia Has Showcased 3i Infotech as One of the Best Companies to Work for \(use google chrome\)](#)
- [Premia Advertisement published in Asia Insurance Review magazine](#)
- [Forrester, a research company has showcased 3i Infotech Ltd. in the their report on –“The Changing Value Proposition For Midsized Outsourcers The Agility, Flexibility, And Specialization Of Midsized Players Is At A Premium In A Changing Technology Environment”](#)

Way Forward:

Your support has been invaluable to us as a company over the years and we look forward to it in the future. As we move forward, we will keep you updated on the developments at 3i Infotech Ltd. on an ongoing basis.

For any clarification, please feel free to write to 3IINFOTECHCONNECT@3i-infotech.com, corporate@3i-infotech.com or tina.dutta@3i-infotech.com

Disclaimer:

Except for the historical information contained herein, statements in this release, which contain words or phrases such as "will", "would", "expect", "believe", and similar expressions or variations of such expressions may constitute "forward-looking statements". These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to, the performance of the Indian economy and of the economies of our principal international markets, the performance of the industry sectors in which our clients are based, the performance of the information technology industry sector world-wide, competition, our ability to obtain statutory and regulatory approvals and to successfully implement our strategy, future levels of our growth and expansion in business, technological implementation, changes, advancements, and redundancies, the actual demand for software products and services, or the future potential or feasibility thereof, changes in revenue, income or cash flows, our market preferences and our exposure to market risks, as well as other risks. 3i Infotech undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

APAC	<p>3i Infotech SdnBhd Suite 2A-7-2, Level -7 Block 2A, Plaza Sentral JalanStesenSentral 5 Kuala Lumpur Sentral 50470 Kuala Lumpur Malaysia Tel: +60 3 2786 8500 Fax: +60 3 2780 5579 / 2786 8501 3i Infotech Asia Pacific Pte.Limited,</p>	<p>3i Infotech (Thailand) Ltd 44th Floor, Empire Tower Unit 4410, 195 South Sathorn Road YannawaSathorn Bangkok 10120 Tel: +66 2 659 5879 Fax: +66 2 659 5880 Mobile: (66) 8-1555 6125</p>
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	6 Temasek Boulevard, #42-02 Suntec Tower Four, Singapore – 038986 Tel: 6511 1599 Fax: 6511 1580	
MEARC	<p>3i Infotech Limited, 301, Bldg. No. 1, Dubai Internet City , P.O. Box 9109, Dubai, U.A.E. Tel: +971 (4) 3914900 Fax: +971 (4) 3918773</p> <p>3i Infotech Saudi Arabia Ltd Office # 24 2nd Floor Khurais Commercial Center Opposite King Fahd Medical City (Near Gulf Air Office) Riyadh Saudi Arabia Tell: +966 1 464 3391 Fax: +966 1 465 5041</p> <p>3i Infotech Saudi Arabia LLC Al Orafy Tower, 9th Floor Office No: 902 (Al Khobar) Beside Sofitel Hotel Wasel - 3177- Corniche - Part No (2) Al Khobar, 34611-8816</p> <p>Registered Office 3i Infotech (Africa) Limited L.R. 209/289/2/1, 5th Avenue Office Suites, 5th Ngong Avenue, P.O. Box 13781-00800, Nairobi</p>	<p>3i Infotech Limited X-3 Building, 2nd Floor SAIF Zone, P.O. Box 8089, Sharjah, U.A.E. Tel: +9716 5570383</p> <p>3i Infotech Limited EMEA 103 Furmanov St. Floor 7 Almaty, Kazakhstan 050000 Tel: +7-(3272)-67-05-00</p> <p>3i Infotech Middle East FZ LLC Office No. 1129, Building No. 722 Road 1708, Block 317, Manama, Diplomatic Area Kingdom of Bahrain Tell: +973 17 537603 Fax: +973 17 532461</p> <p>Business Office 3i Infotech (Africa) Limited Suite 803, 7th Floor Purshotham Place Chiromo Road Westlands P.O. Box. 13781-00800 Nairobi, Kenya Tel: +254 20 3601807 Fax: +254 20 3601100</p>
NORTH AMERICA	<p>Edison-(Delivery Centre) 3i Infotech Inc., 450 Raritan Center Parkway, Suite B Edison, NJ 08837. Toll Free. 1-877-715-5440 Toll. 1-732-710-4444</p>	<p>San Luis Obispo 3i Infotech Inc 555 Chorro St., Suite B San Luis Obispo, CA 93405</p>
SOUTH ASIA	<p>Mumbai - (Delivery Centres) 3i Infotech Limited Tower # 5., 3 to 6 Floor & Tower #6, 6 Floor. International Infotech Park, Vashi Station Complex, Navi Mumbai 400 703 Tel: 6792 8000</p> <p>3i Infotech Limited Ground Floor and Two Upper Floors, Vishveshwar Nagar, Par House, Goregaon, Mumbai 400 063</p>	<p>3i Infotech Limited Akruti Trade Centre, 3rd floor, Plot .10, Road No. 7, MIDC Marol, Bhim Nagar, Andheri (East) Mumbai 400 093 Tel : (+91 22) 61199000</p> <p>Bangalore-(Delivery Centres) 3i Infotech Ltd. 3rd Floor, 'D' Block, RMZ Centennial Plot No.8D. Doddanakundi Industrial Area, ITPL Road, Mahadevapura Post, Bangalore- 560048 Tel: +91 80 39934001/ 2/ 3/ 4/ 5</p>

	<p>Hyderabad 3i Infotech Limited ICICI Towers, Plot No. 12, Tower III, South Wing, 5th Floor, Hyderabad</p> <p>New Delhi -(Branch / Sales Office) 3i Infotech Limited B- 56, Sector 57 GoutamBudh Nagar Near Hyundai Work Shop Noida, UP – 201 301 Tel +91 120) 3323200 – 01</p> <p>Gurgaon 3i Infotech Limited Ground, 1st, 2nd, 3rd Floor & Basement, No. 79, UdyogVihar, Gurgaon Haryana – 500 081</p>	<p>Fax: +91 80 39934006 / 39934007 Chennai-(Delivery Centres) 3i Infotech Limited R. S. Nos 283 / 3 & 283 / 4, Door No. 141, Kottivakam Village, Rajiv Gandhi Salai (OMR), Kandanchavadi, Chennai – 96. 3i Infotech Ltd (BPO) 59, 3rd Floor, M M House, Rani Jhansi Road, New Delhi – 110 002</p> <p>Bhubaneswar 3i Infotech Limited Basement, 1st, 2nd, 3rd floor, Kiran Plaza, 84-District Centre Chandrasekharapur Bhubaneswar – 751 016, Orissa</p>
<p>WESTERN EUROPE</p>	<p>London 3i Infotech (Western Europe) Ltd, Level 35, Mail Drop CGC 35-02, 25 Canada Square, Canary Wharf, London E14 5LQ Tel: +44 207 071 3000</p> <p>Nantwich 3i Infotech (Western Europe) Ltd. Stapeley Technology Park, London Road, Cheshire CW5 7JW, Tel: 0121 260 3300</p>	<p>Birmingham 3i Infotech (Western Europe) Ltd. 16th Floor, Cobalt Sq, 83-85 Hagley Road, Birmingham B16 8QG, Tel: 0121 260 3300</p> <p>Ashby-de-la-Zouch 3i Infotech (Western Europe) Ltd. Huntingdon Court, 87 Market Street, Ashby-de-la-Zouch, Leicestershire, LE65 1AH Tel: +44 (0)1530 410 730</p>