



3i Infotech
"Connect"

**Empowering
Business
Transformation**

Feb, 2014

From the MD and Global CEO's Desk:

As we continue our journey on the growth path, I would like to keep you abreast of the recent happenings and few of the key developments at 3i Infotech.



Meet Our Clients – Existing and New

3i Infotech is currently going through an exciting period of consolidation and the operating performance of the company is improving 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 active in 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: India largest two wheeler manufacturing company
The 3i Infotech Solution: Dealer Management System support

We have won an order from India largest two wheeler manufacturing company for providing L1+ support on its Dealer Management System Application and also for implementation and complete roll-out of this DMS application at its dealers and service centers covering over 1000+ locations.

The Company has implemented Siebel Dealer Management System (DMS) to cover various Dealer Processes across its spares & services Dealer Network and has chosen 3i Infotech to partner with them on the same. These services would be provided on a T&M basis to them. The scope for 3i Infotech includes :

- L1 Helpdesk Services on DMS Application
- Regional Trainings – Both Onsite Training and Solution Rollout at Dealerships
- Prepare Plan for refresher training / application roll-out / re-roll-out to dealers and obtain approval
- Roll Out Services - Participate in Rollout Strategy Preparation, Dealer Preparation Survey
- Support Sales / Service Mega Camps

Client: a multinational banking and financial services company headquartered in London, UK
The 3i Infotech Solution: Electronic Banking Support

We have won a new BPO Support Services deal from the Bank, for Electronic Banking Support for their India (Mumbai and Gurgaon) Operations. The deal includes technical and documentation support for bank's electronic banking customers. We will be hosting this support from 3i Infotech premises in initially. There are plans to extend this deal to locations like Pune, Bangalore and Kolkata in the next 6 months. We have been selected over the tier 1 BPO agencies. This is one of the key line of business for all major private sector banks and thus will help us get an entry to provide our BPO Services across the Banking sector in India. Also, this deal opens up a large number of opportunities for us in bank's BPO outsourcing.

International Clients – New

Client: A French Global Telecommunications Giant
The 3i Infotech Solution: IMS Support

3i Infotech Ltd. will provide IMS support for 14 locations in India, Bangladesh and Sri Lanka.

Client: one of the fastest growing retail bank in UAE
The 3i Infotech Solution: KASTLE TREASURY

The Bank is one of the top reputed banks in the Mid banking segment catering to retail and SME. It has also been awarded the fastest growing retail bank in UAE by the Bankers association. This bank is a part of a large group in Qatar. This group has three other banks as a part of the group. The bank has strategically tied up with Team Barcelona for Credit Cards and hence is being a very commonly seen logo in UAE and across soccer loving countries. This will give a stronger presence of Treasury product in Middle East.

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: a joint venture between Oman Insurance Company UAE, Leading NRIs and an Indian company
The 3i Infotech Solution: DBA Support Service

This Company has once again reposed faith in 3i infotech and renewed our engagement to provide managed DBA support Service. This is mixed support model with combination of dedicated and shared resources providing 24*7*365 support with an uptime of more than 99 %.

This Company is the first stand alone insurance company in India and proud user of our PREMIA application for last 6 plus years. They use our PREMIA Health Insurance Application, eBizness portal for Agents, Brokers, Lab & Customer and the DBA Support Services.

Client: the world leader in consumer transaction technologies
The 3i Infotech Solution: 4G Site Readiness Support Services

We have been key partner with this Company for their Retail Support Business for the last 5 years. This Company is the world leader in consumer transaction technologies, so you most likely interact with NCR where you bank, shop, eat and travel—all around the world, every single day. They extremely convinced with our Delivery approach and is happy to announce a start of new Partnership in one of their key technology implementation project where they are providing the 4G implementation. The Project involves initial site readiness survey for 722 sites across India followed by the implementation phase with strict deadlines.

Client: an Indian general insurance company
The 3i Infotech Solution: contract for Testing Resources

This Company has renewed our contract for testing services wherein we provide consultants to help them in the manual and Automation Testing.

Client: a very prestigious name in Indian Banking Industry
The 3i Infotech Solution: ANTI-MONEY LAUNDERING SOLUTION

3i Infotech Limited bags a multi- crore mandate from the Bank multi-year turnkey implementation and maintenance of Anti Money Laundering solution. This technology transformation initiative will enhance CBI's regulatory and compliance framework in line with the Global best practices. 3i Infotech shall bring in its expertise of implementing AMLOCK by ensuring compliance with data confidentiality and regulatory reporting.

International clients – Existing

Client: a leading mobile service provider in Sri Lanka

The 3i Infotech Solution: Enterprise Document Management Solution

This Company is a leading mobile service provider in Sri Lanka, has decided to upgrade their Enterprise Document Management Solution (DataScan Online) to avail the benefits of the latest version. They have been satisfactorily using our DMS solution for more than 10 years and always been genuinely passionate about our products. This upgrade will provide them feature rich .NET platform along with faster access of the contents and information across the network to fulfill their internal and external requirements more efficiently.



Client Appreciation

Client: a leading Ghanaian non life insurance company

The 3i Infotech Solution: PREMIA

We have successfully upgraded from Premia 9 to Premia 10.

Here what the client has said:

"I wish to thank you all for your support since we upgraded from Premia 9 to Premia 10. It has not been easy especially with our SSP issues but in all you have supported us till now and I am very grateful to the entire support team.

A special appreciation goes to Karthik, who I always call on when things gets though, Arun who supports me voluntarily when others are off line, Ganesh who made a great difference for the short period he was here and Premkumar who is my main support person. You guys are doing a great job. I pray that our working relationship continue to grow from strength to strength."- MIS Department, Ghana

Client: a leading Ghanaian insurance company

The 3i Infotech Solution: PREMIA

Here what the client has said:

"Dear Karthik and the Team, This comes to say thank you for all the hard work and outstanding contributions you've committed in supporting Premia 10. We know how much time and energy this assignment has demanded of you and SIC deeply appreciate all of your efforts in making this system workable and useful in supporting our operations. The past year has been very tough and we appreciate the extra hours that you have put in to bring us to this point. It's assuring to know

that we can continue to count on you to go the extra mile in resolving the numerous issues that have come up especially after the implementation and going live with Premia 10, even to the point of sending resource persons onsite Thank you again for all your support services and we hope you know how much SIC's IT team appreciate your efforts.”-
Head, Information Systems Department

Client: German chemical and pharmaceutical company

The 3i Infotech Solution: FMS & AMC support

We have been successfully achieving the SLA's and completing activities well within the project time line & up to the satisfaction of our client. We are providing support to 100+ locations across PAN India for the last five years in Infrastructure Management Services Business (Data Center, EUS & Network Support)

Here what the client has said:

“Congratulations! Warmest thanks for all of your hard work and outstanding contributions. I know how much time and energy this assignment demanded, and I deeply appreciate all of your efforts to make it a great success. The global SLA's have been successfully achieved by team and India CSAT achieved for 2013 was 4 rating (out of 5) on this very well-deserved recognition and your achievement. We're all fortunate to benefit from your contributions on a daily basis.”

As 3i Infotech have been Key partner supporting us for Infrastructure Management Services Business (Data Center, EUS & Network Support) to 100+ locations across PAN India for the last five years. We are extremely convinced with the overall service delivery and happy to extend FMS contract for another three years till 2016.

To keep in mind Celebration of achievements is important in changing workplace culture we had arranged Team get-to-gather at our Thane Guest House. As always, it's great to know that we can count on you to go the extra mile. Thank you again for all you do for us” - **Head- IT Operations, Indian Subcontinent**

A commitment delivered

Client: one of the largest pharmaceutical manufacturing company headquartered in Bangkok, Thailand

The 3i Infotech Solution: Successful implementation of Orion 10.6

The company is one of the largest pharmaceutical manufacturing company headquartered in Bangkok, Thailand and also one of our esteemed Orion customer in Thailand. After successful roll-out of our flagship product ORION for their Thailand and Myanmar operation we have now successfully rolled out Orion in Vietnam and they have gone live in Jan'14. The main challenges were here to implement complex functionalities involved in due to various statutory requirements. Eventually we were able to meet the customer expectation and we got good feedback from the customer on the ORION delivery.

Client: a US based MNC and the world's leading manufacturer

The 3i Infotech Solution: ORION BI in a BOX (APEX)

The Company is a US based MNC and the world's leading manufacturer of power transmission belts and a premier global manufacturer of fluid power products. Their highly engineered products are critical components used in diverse industrial and automotive applications where the cost of failure is very high relative to the cost of our products.

The Company has been using ORION for more than 2 years and the ORION Delivery team has successfully implemented ORION BI in a BOX (APEX).

3i Infotech Ltd. participation

- **5th Annual Retail Banker International Asia Trailblazer Summit and Awards**



5th Retail Banker International Asia Trailblazer Summit and Awards was organized at Grand Copthorne Waterfront Hotel, Singapore, 13 March 2014. This event is the premier conference produced for and attended by senior executives from retail banking and consumer finance organisations in Asia.

The combined Summit and Awards dinner provides the opportunity for network with other like-minded professionals meet potential new business partners and hone institution's strategy and competitive positioning.

3i Infotech Ltd. is one of the Exhibitor Sponsor of this event. 3i Infotech's team consists of Paras Chaddha, Kalpesh Teli and Amit Kadyan represented the Company at the event.

Photograph left to right: Paras Chaddha, Kalpesh Teli and Amit Kadyan at the exhibition area



[To view online, click here](#)

- **3i Infotech Ltd. participated in "Tesco vConnect2.0 event", Bangalore**

At "Tesco vConnect2.0 event" 3i Infotech showcased its Independent Testing Capabilities.

3i Infotech was amongst a chosen few vendors to showcase its testing capability at this Tesco Mega Event. ITCB was provided this opportunity based on our distinctive work in the test automation space with Tesco in 2013 and having signed the Global MSA. "Tesco vConnect2.0 event" is an annual event at Tesco Hindustan Service Centre in Bangalore with the theme "Partnering for Excellence". Select vendors are invited to the Tesco campus to showcase their Capabilities, Prototypes, Technology Solutions within Retail Industry and Engineering Innovations applied in other industries to the Global Tesco Leadership.

ITCB's showcase on iFramesTAF™ - Test Automation Framework and ClouT™ - Enabling Testing Platform for the Enterprise created significant buzz with the participants. As many as 13 lines of businesses from Tesco Retail and Tesco Bank have identified direct business opportunities for going forward.



Awards:

This year **CFO India** has honored our ED & Global CFO Charanjit Attra with “**CFO100 Roll of Honour**” award. Charanjit is receiving this award for the third time for excellence in corporate finance.

The **CFO100** is an initiative of **CFO India** (India's largest and most read B2B magazine) to recognise India's finance leader's extraordinary contributions to the corporate world. The **CFO100** is an annual benchmark for rising stars among India's CFOs.

Photograph: Charanjit Attra (center) receiving the award



3i Infotech in News:

Fight Fraud With the Best AML Solution

3i Infotech Releases Premia 11J Life Insurance Suite

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.

Regards,

Madhivanan Balakrishnan
MD & Global CEO, 3i Infotech Ltd.

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.

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