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Looking at \$100 mn EBITDA by 2020: Quess

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**ET Q&A**

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Integrated business services provider Quess Corp acquired a 51% stake in Hyderabad-headquartered Tata Business Support Services for ₹153 cr on Monday. In an interview with ET's **Sreeradha D. Basu**, Ajit Isaac, CMD of Quess Corp discussed the road ahead.

**What was the rationale behind this latest in a string of acquisitions?**

Customer lifecycle management is an area usually outsourced by companies and this is an area we weren't present in. TBSS is a marquee name led by a good management and it has been a good investment. Also, very importantly, this is an EPS accretive transaction. To our ₹220 crore EBITDA, TBSS adds another ₹55 crore.

**What kind of growth you are looking at for Ques Corp?**

Organically we are looking to grow by 15-20% and layer acquisitions on top of that. Historically we have had a CAGR in excess of 40%. That will be difficult to sustain on a larger base but we are looking to identify newer growth avenues. It may not be all topline but also margin expansion. One of the things we are looking at for the latter is the digital first approach. We are looking at what digital interface we can build for more cost control as well as a richer customer experience. TBSS will touch about ₹700 crore this year. TBSS reported about ₹661 crore in revenue and 8.5% operating margins in FY 2017. Ques is currently at 5.5% margin.

**What about other acquisitions?**

**Anything else on the cards?**

There is nothing planned right now but we are open to looking at assets backed by good management teams, in spaces we are not present in or geographies we want to expand to. For instance, in the facilities management space, we aren't in landscaping. We'd like to be present there. Same goes for services facilities of phones.

**Your outlook for next 3 years?**

We are looking at a \$100 million EBITDA for 2020. Internally, we are calling it the 100/20 plan and that is what we are working towards.