

# Corporate Presentation

February 2017

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# Who Are We?

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# India's Leading Integrated Biz Services Provider

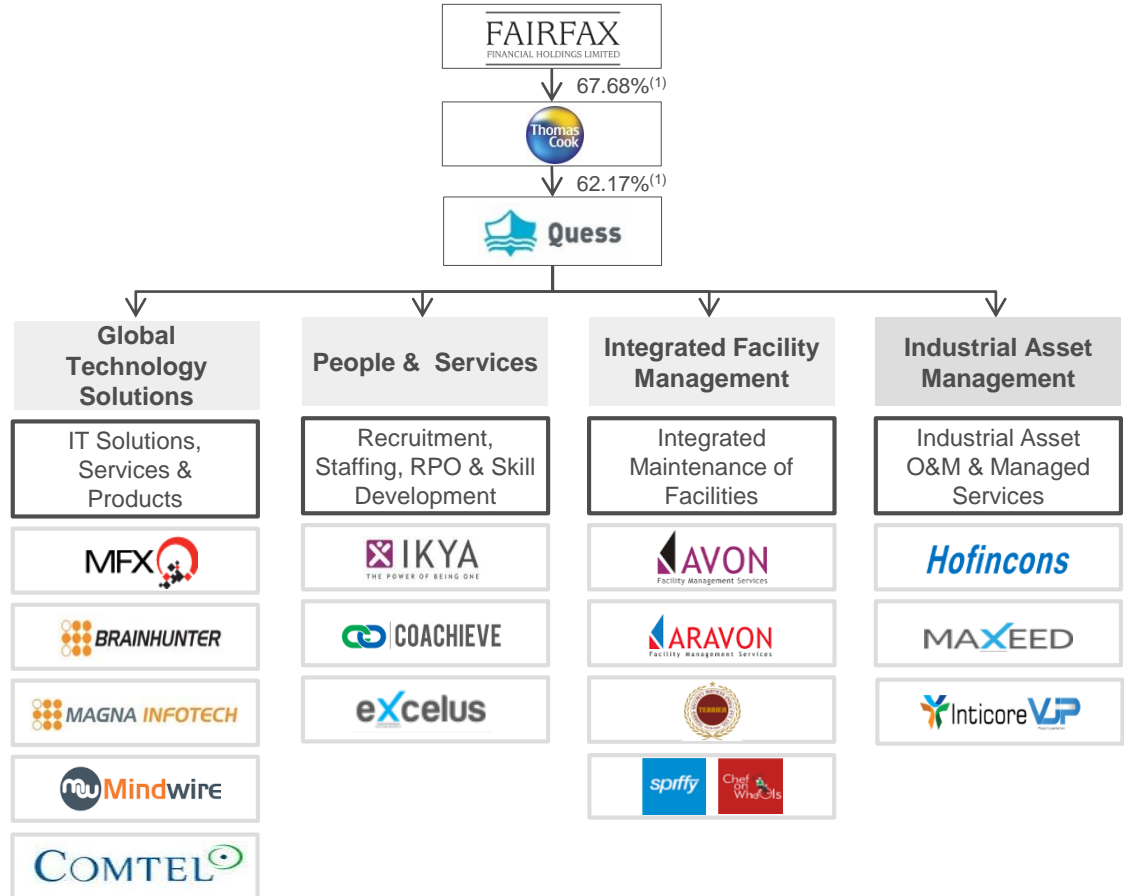
**Founded** September 2007

**Present in** Operations in North America, Middle East and SE Asia  
Pan India presence with 65 offices across 34 cities <sup>(1)</sup>

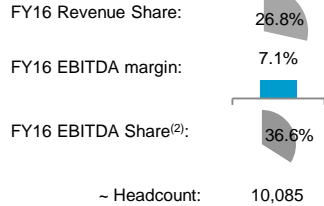
**Employees<sup>(1)</sup>** ~1,58,000

**Credit Rating** [ICRA]AA-

**Listed** Listing Date: July 12, 2016  
Exchanges: BSE & NSE  
Ticker: QUESS



# Market Leading Presence ...



## Global Technology Solutions (GTS)

- Largest IT staff augmentation provider in India by number of employees <sup>(1)</sup>

## Industrial Asset Management (IAM)

- Among the leading IAM service providers in India, providing industrial O&M<sup>(1)</sup>, related asset record maintenance as well as managed services

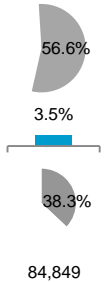
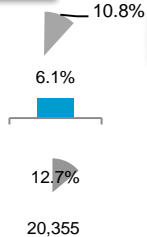
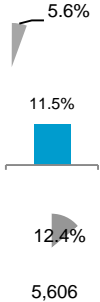
**Market leading presence across segments**

## People & Services (P&S)

- 3<sup>rd</sup> largest general staffing company in India by number of employees <sup>(1)</sup>
- Among the largest training and skill development partners for the Ministry of Rural Development, based on approved project cost<sup>(1)</sup>

## Integrated Facility Management (IFM)

- Among the top 2 integrated facility management service providers in India



Integrated service offerings across industries and geographies provide significant operating efficiencies as well as cross-selling opportunities

# ...With Global Operations And A Pan-India Reach



## Expansive global operations

- Presence across North America, Middle East and South East Asia with more than 2000 employees outside India
- Pan-India presence with 65 offices across 34 cities in India<sup>(1)</sup>
- 58 centers across India providing skill development services<sup>(1)</sup>
- Two sophisticated data centers at Ridgefield Park, New Jersey and Roanoke, Virginia which are SSAE 16 SOC1 Type II compliant facilities

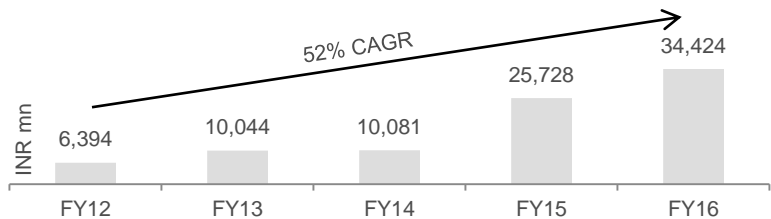
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# Financial Highlights

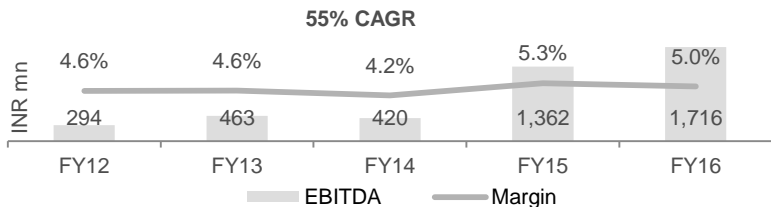
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# Delivering Profitable Growth Across Segments...

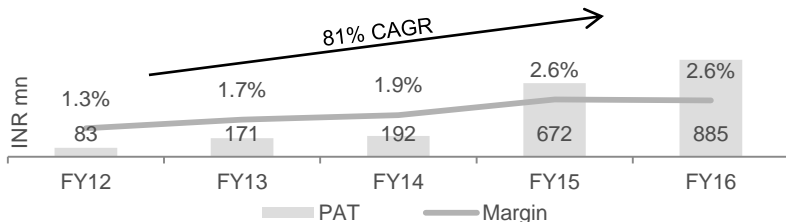
## Robust Consolidated Revenue Growth...



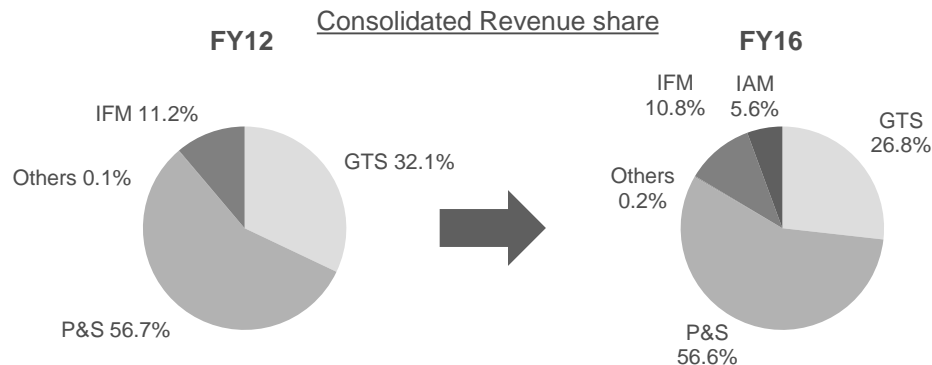
## ...With Improving EBITDA Margin Profile...



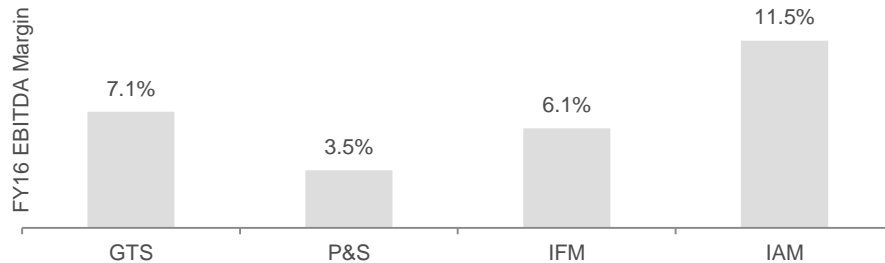
## ...Translating to Sustained PAT\* Growth



## Diversified Revenue Base...



## ...with Increasing Share of Higher Margin Segments



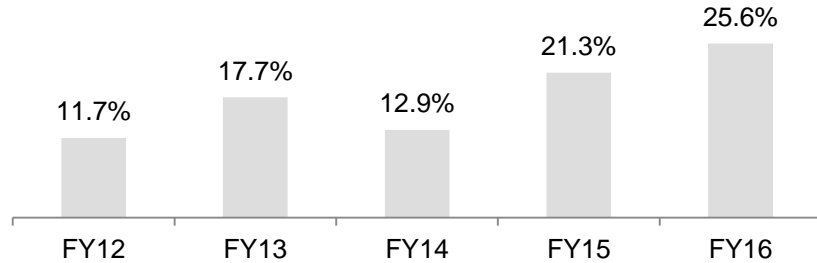
Note: Figures in INR mn, unless mentioned otherwise; FY12, FY13 and FY16 denote 12 months ended March 31, 2012, 2013 and 2016 respectively; while FY14 denotes 9 months ended December 31, 2013, FY15 denotes 15 months ended March 31, 2015

\* Restated net profit after tax before share of loss from associate and minority interest for the periods / years

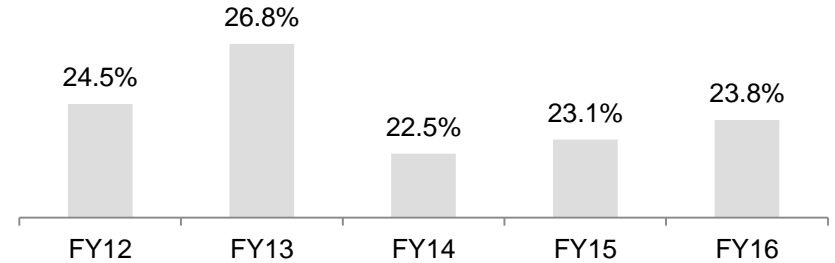


# ... Asset Light Model With Robust Return Ratios

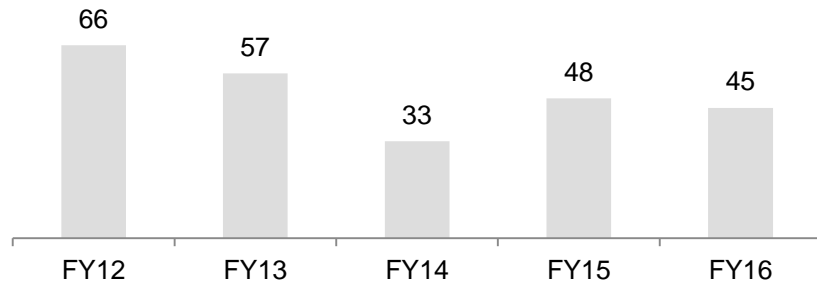
## Improving Return on Equity...



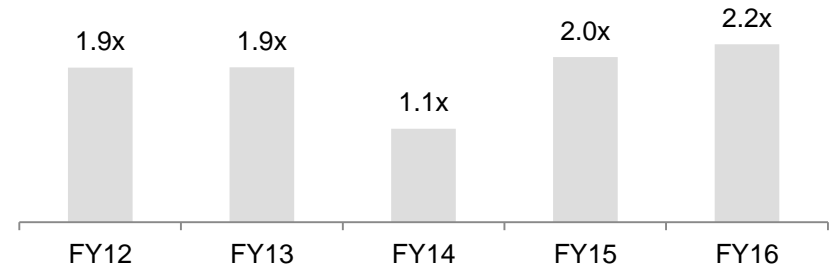
## ...With Strong Return on Capital Employed



## Continuous Improvement in Debtor Days...



## ... Accompanied by Stable Leverage Ratio



Note: Ratios for FY14 and FY15 annualized to 12 month period for comparative purpose;

RoE = Net profit after tax/ Net Worth; RoCE = EBITDA/ (Net Worth + Long-term borrowings + Short-term borrowings + Minority Interest);

Debtor Days = Trade receivables / Revenue from operations\*360; Leverage Ratio = (Long-term borrowings + Short-term borrowings ) / EBITDA

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So What Does The Future Hold?

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# Our Management Approach

1

## Empowered Management

Businesses run by Presidents with full operating authority – Nurturing a performance oriented entrepreneurial culture

6

## Metric Based Review System

Monthly & Quarterly review of each business focused on data and operating metrics

5

## Goal Setting

Set Stretch Goals that resonate across the organisation to fire up the rank and file

4

## Speedy Decision Making

Businesses run by Presidents with full operating authority – Nurturing a performance oriented entrepreneurial culture

2

## Strong Capital Allocation Policies

Capital allocation within portfolio based on performance of each business

3

## Customer Centricity

Institutionalized client focus & flexibility in serving customer needs



**Quess**

# What Goes Behind Each Investment We Make?

## **Accretive Targets**

*We seek targets that will be RoCE accretive*

## **Growth Strategy**

*Each Investment / Business shall have the potential to grow at 4x domestic GDP growth rate*

## **Payback**

*We aim to recover our Investments in 4-5 Years at EBITDA level, with focus on cash generation*

## **Risk Control**

*We will not bet our future on any one Investment*

## **Friendly Approach**

*We stay away from Hostile Situations and Auctions. We believe in backing people.*

# Our Strategy Going Forward



1

- Expand our service portfolio and our operations through strategic acquisitions that complement our existing operations

2

- Continue to improve operating margins

3

- Capitalize on rapid growth of e-commerce in India. Focus on last mile logistics, shared business services and security services

4

- Verticalisation with focus on domain depth and operational excellence

# Thank You!

**Quess Corp Limited**

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