

## Firstsource reports Second Quarter Fiscal 2016 revenues of Rs 7,925 million

Q-o-Q growth of 6.1%, Y-o-Y growth of 2.4%

Operating EBIT of Rs 801 million

Up Q-o-Q by 10.5% and Y-o-Y by 3.9%

PAT (profit after tax) of Rs 619 million

Up Q-o-Q by 9.6% and Y-o-Y by 1.1%

**October 29, 2015:** At its Board meeting held in Kolkata today, Firstsource Solutions Limited (NSE:FSL, BSE:532809), an RP - Sanjiv Goenka Group Company and a global provider of customized Business Process Management (BPM) services, reported its consolidated financial results for the second quarter ended September 2015 according to Indian GAAP.

### Highlights for the Quarter ended September 30, 2015:

- Revenues of Rs 7,925 million, up 6.1% Q-o-Q compared to Rs 7,469 million for the quarter ended June 2015 and up 2.4% Y-o-Y compared to Rs 7,740 million for the quarter ended September 2014.
- Operating EBIT (earnings before interest and tax) of Rs 801 million, up 10.5% Q-o-Q compared to Rs 725 million for the quarter ended June 2015 and up 3.9% Y-o-Y compared to Rs 771 million for the quarter ended September 2014.
- PAT (profit after tax) of Rs 619 million, up 9.6% Q-o-Q compared to Rs 564 million for the quarter ended June 2015 and up 1.1% Y-o-Y compared to Rs 612 million for the quarter ended September 2014.
- Cash position is at Rs 1,723 million.
- Employee strength at 23,658 as of September 30, 2015. Reduction of 281 employees in the quarter.
- Q2 annualized attrition (post 180 days):
  - Offshore (India and Philippines) - 44.9% compared to 50.3% in Q1 FY2016
  - Onshore (US and Europe) - 48.9% compared to 46.4% in Q1 FY2016
  - Domestic (India and Sri Lanka) – 76.0% compared to 95.7% in Q1 FY2016
- As of September 30, 2015, Firstsource derived 54.8% revenues from the US, 37.0% from the UK and 8.2% from Rest of World, including India.
- As of September 30, 2015, Firstsource derived 38.4% revenues from Telecom & Media, 39.2% from Healthcare, 22.2% from BFSI and 0.2% from other verticals.

## Key Company Highlights during the Quarter:

### **Business highlights:**

- Debt repayment: Firstsource Group USA, wholly owned subsidiary of Firstsource Solutions successfully made the quarterly principal repayment of USD11.25million on its outstanding debt on Sep 30, 2015.
- Signed a large transformational deal with UK's largest retail bank and mortgage lender. The transformational nature of this deal involves significant elements of process re-engineering and automation.
- Firstsource forayed into the E-commerce space in India with a new contract win with one of the top e-commerce player. Firstsource will provide Inbound Customer Service for this client.
- Partnered with NICE solutions to help enhance the end-user experience. The NICE solution will enable Firstsource to uncover business insights by automatically analyzing, identifying, quantifying and monitoring customer interactions based on multiple dimensions.
- Partnered with Ulster University – the second largest university in UK - to give Firstsource employees an opportunity to earn a degree in Customer Contact Management.

Commenting on the results, Firstsource Chairman Sanjiv Goenka says, *“These results reflect organisational transformation that we are aiming at Firstsource by realigning to market realities and enhancing customer experience. We are happy with the Profits, which have grown 9.6 % this quarter. Our expansion into newer verticals such as e-commerce as well as recent client wins globally, further signifies we are moving along a strong growth path. Moving forward, FSL will continue to focus on Customer Management and Healthcare where we expect to see higher sales and an improvement in cost efficiencies.”*

### **Rewards & Recognitions:**

- Awarded the 2015 Frost & Sullivan Asia Pacific Best Practices Award for Customer Value Enhancement in the Contact Center Outsourcing domain.
- Won 2 awards at the UK Customer Experience Awards 2015:
  - With NOW TV, the ‘Business Change or Transformation - Transformation at the Heart’ category. NOW TV is an Online Television service powered and owned by Sky.
  - The Silver Award with giffgaff in the ‘Technology and Telecoms - Amazing Customer Experience’ category.

- Won 2 awards for HR best practices in India:
  - JetSet program won the Best First Time Managers Development Program of Asia at the Best Leadership Development Practices of Asia 2015 conducted by the Learning & Organisational Development (L&OD) Roundtable.
  - Firstsource Academy won in the Corporate Best HR practices category at the NHRD HR Showcase 2015.
- Ranked #19 in Ulster Business “Top 100 Companies” in Northern Ireland.

## About Firstsource

Firstsource (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), a RP-Sanjiv Goenka Group company is a global provider of customized BPO (Business Process Outsourcing) services to the Banking & Financial Services, Insurance, Telecommunications, Media and Publishing and Healthcare sectors. The company’s clients include FTSE 100, Fortune 500 and Nifty 50 companies. Firstsource has a “Rightshore” delivery model with operations in India, Philippines, Sri Lanka, UK and USA. ([www.firstsource.com](http://www.firstsource.com)).

## For More Information Please Contact:

### Media:

Joyneel Mukherjee – [joyneel.mukherjee@rp-sg.in](mailto:joyneel.mukherjee@rp-sg.in)

Sarika Rath- [Sarika.rath@firstsource.com](mailto:Sarika.rath@firstsource.com)

Melissa Rodrigues – [Melissa.rodrigues@firstsource.com](mailto:Melissa.rodrigues@firstsource.com)

### Investors:

[ganesh.iyer@firstsource.com](mailto:ganesh.iyer@firstsource.com)

+91 (22) 6666 0808 | +91 9892002590

[dpingle@christensenir.com](mailto:dpingle@christensenir.com)

+91 (22) 4215 0210 | +91 98339 04971