

Firstsource Solutions Limited



Profit and Loss account summary (consolidated figures)

(As per Indian Accounting Standards)

In INR million, except per share data

Particulars	Quarter ended		Growth % in Q3 FY17 over Q3 FY16	Quarter ended	Growth % in Q3 FY17 over Q2 FY17
	December 31, 2016	December 30, 2015		September 30, 2016	
INCOME					
Income from services	8,600.78	8,016.48	7.3%	8,572.11	0.3%
Other Operating Income	253.31	169.45	-	271.44	-6.7%
REVENUES FROM OPERATIONS	8,854.09	8,185.93	8.2%	8,843.55	0.1%
EXPENDITURE					
Operating expenses	1,881.66	1,593.92	18.1%	1,767.86	6.4%
Personnel expenses	5,900.73	5,579.00	5.8%	5,949.92	-0.8%
	7,782.39	7,172.92	8.5%	7,717.78	0.8%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	1,071.70	1,013.01	5.8%	1,125.77	-4.8%
Operating EBITDA %	12.1%	12.4%		12.7%	
Depreciation / amortization	155.71	159.94	-2.6%	160.47	-3.0%
OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)	915.99	853.07	7.4%	965.30	-5.1%
Operating EBIT %	10.3%	10.4%		10.9%	
Interest Income / (expense), net	(92.61)	(118.24)	-21.7%	(102.97)	-10.1%
Other Income / (expense)	7.84	14.35	-45.4%	(1.74)	-
PROFIT/(LOSS) BEFORE TAX (PBT)	831.22	749.18	11.0%	860.59	-3.4%
PBT (% of Total Income)	9.4%	9.2%		9.7%	
Taxes	133.55	72.87	83.3%	148.59	-10.1%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	697.67	676.31	3.2%	712.00	-2.0%
Minority Interest	(2.39)	1.82	-231.3%	(0.61)	291.8%
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	700.06	674.49	3.8%	712.61	-1.8%
PAT (% of Total Income)	7.91%	8.24%		8.1%	
EARNINGS PER SHARE (Equity shares of par value ` 10/ each)					
Basic	1.03	1.01		1.05	
Diluted	1.02	0.97		1.04	

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Particulars	Nine Months ended		Growth
	December 31, 2016	December 31, 2015	%
INCOME			
Income from services	25,925.42	23,091.32	12.3%
Other Operating Income	707.66	386.88	82.9%
REVENUES FROM OPERATIONS	26,633.08	23,478.20	13.4%
EXPENDITURE			
Operating expenses	5,575.49	4,768.70	16.9%
Personnel expenses	17,667.73	15,919.86	11.0%
	23,243.22	20,688.56	12.3%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	3,389.86	2,789.65	21.5%
Operating EBITDA %	12.7%	11.9%	
Depreciation / amortization	479.17	515.01	-7.0%
OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)	2,910.69	2,274.63	28.0%
Operating EBIT %	10.9%	9.7%	
Interest Income / (expense), net	(321.30)	(383.75)	-16.3%
Other Income / (expense)	18.84	61.12	-69.2%
PROFIT/(LOSS) BEFORE TAX (PBT)	2,608.23	1,952.00	33.6%
PBT (% of Total Income)	9.8%	8.3%	
Taxes	464.84	157.47	195.2%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	2,143.39	1,794.53	19.4%
Minority Interest	(2.88)	4.75	-160.6%
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	2,146.27	1,789.78	19.9%
PAT (% of Total Income)	8.06%	7.62%	
EARNINGS PER SHARE (Equity shares of par value ` 10/ each)			
Basic	3.17	2.68	
Diluted	3.13	2.57	

Firstsource Solutions Limited



Balance sheet summary (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	As on	
	December 31, 2016	September 30, 2016
EQUITY AND LIABILITIES		
Shareholder's funds		
Share capital	6,779.25	6,756.50
Reserve and surplus	13,283.98	12,470.37
	20,063.23	19,226.87
Minority interest	17.18	19.52
Non-current liabilities		
Long-term borrowings	2,532.88	3,339.21
Other Non-Current Liability	-	-
Long-term provisions	284.09	336.38
	2,816.97	3,675.59
Current liabilities		
Short-term borrowings	7,019.78	5,426.52
Trade payables	917.56	1,059.43
Other current liabilities	1,703.52	1,885.01
Deferred Tax Liability	2,727.73	2,634.37
Short-term provisions	82.88	82.78
	12,451.47	11,088.11
	35,348.85	34,010.09
ASSETS		
Non-current assets		
Goodwill on consolidation	20,098.70	19,726.40
Fixed assets	1,379.25	1,463.45
Non-current investments	107.49	93.99
Income Tax Assets	473.18	470.15
Deferred Tax Assets	3,815.48	3,725.40
Other non-current assets	1,768.51	1,478.16
	27,642.61	26,957.55
Current Assets		
Current investments	625.00	562.54
Trade receivables	3,319.70	3,012.47
Cash and cash equivalents	640.26	657.43
Other Financial Assets	2,582.61	2,395.26
Other current assets	538.67	424.85
	7,706.24	7,052.55
	35,348.85	34,010.09

Firstsource Solutions Limited



Cash Flow Statement (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	Quarter ended December 31, 2016
Sources	
Net Cash accruals / (losses)	1,033
Increase in Shareholders' Funds	36
Interest and dividend Received	2
Fixed Assets	69
Decrease in Borrowings	1,019
Total Sources	2,159
Uses	
Increase in Net current Assets	901
Taxes paid	120
Capital Expenditure	177
Amount paid for ISGN Acquisition	14
Interest Expense	121
Decrease in Borrowings (incl CC & FCNR)	798
Total Uses	2,131
Surplus / (Deficit)	28
Effect of exchange rate on translation of subsidiaries	(11)
Opening Cash and Cash Equivalents	1,248
Closing Cash and Cash Equivalents	1,265

OPERATING METRICS

Revenue by Industry					
	Quarter Ended			Year Ended	
	Dec 31, 2016	Dec 31, 2015	Sep 30, 2016	Mar 31, 2016	Mar 31, 2015
BFSI	31.2%	23.0%	35.5%	23.4%	21.5%
Telecom & Media	32.9%	38.7%	29.8%	37.4%	42.5%
Healthcare	35.6%	37.9%	34.5%	38.9%	35.8%
Others	0.2%	0.4%	0.2%	0.3%	0.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Geography					
	Quarter Ended			Year Ended	
	Dec 31, 2016	Dec 31, 2015	Sep 30, 2016	Mar 31, 2016	Mar 31, 2015
US (including Canada)	56.2%	52.6%	55.1%	54.3%	49.2%
UK	37.6%	39.6%	38.1%	37.6%	35.9%
India	5.6%	6.1%	5.9%	6.3%	8.2%
Rest of world*	0.6%	1.7%	0.9%	1.8%	6.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
* Rest of world (RoW) primarily includes Europe (excluding UK), Australia and Sri Lanka					
Revenue by Delivery location					
	Quarter Ended			Year Ended	
	Dec 31, 2016	Dec 31, 2015	Sep 30, 2016	Mar 31, 2016	Mar 31, 2015
Offshore	22.9%	20.9%	20.6%	21.1%	25.0%
Domestic	5.6%	6.1%	5.9%	6.3%	8.3%
Onshore	71.5%	73.0%	73.5%	72.6%	66.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Business Segment					
	Quarter Ended			Year Ended	
	Dec 31, 2016	Dec 31, 2015	Sep 30, 2016	Mar 31, 2016	Mar 31, 2015
Customer management	50.5%	48.9%	51.3%	47.1%	48.4%
Healthcare	33.0%	35.3%	31.9%	36.2%	33.4%
Collections	10.8%	9.7%	10.9%	10.5%	10.1%
Domestic (India)	5.6%	6.1%	5.9%	6.3%	8.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Client Concentration					
	Quarter Ended			Year Ended	
	Dec 31, 2016	Dec 31, 2015	Sep 30, 2016	Mar 31, 2016	Mar 31, 2015
Client contribution to revenues					
Top customer	23.5%	22.8%	19.8%	21.9%	23.5%
Top 5 customers	45.3%	46.7%	44.1%	44.3%	43.2%
Employee and Seats Metrics					
	Quarter Ended			Year Ended	
	Dec 31, 2016	Dec 31, 2015	Sep 30, 2016	Mar 31, 2016	Mar 31, 2015
Total employees (end of period)	25,992	23,918	24,910	23,886	25,285
Net Addition	1,082	260	762	(1,399)	(2,381)
Employees in India	15,573	14,137	15,100	14,051	16,029
Employees outside India	10,419	9,781	9,810	9,835	9,256
Number of seats	22,370	23,159	22,797	23,096	24,001
Seat fill factor	75%	66%	72%	68%	69%
Attrition Snapshot					
				Post 180 days attrition - Quarter annualized	
				Q2 FY17	Q2 FY17
Domestic (India and Sri Lanka)				76.4%	71.7%
Offshore (India and Philippines)				37.5%	43.7%
Onshore (US and Europe)				38.2%	49.9%
Other Metrics					
				Period ended	
				Dec 31, 2016	Sep 30, 2016
Capital Expenditure (In INR million)				176.6	208.2