

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 Q2 FY17 over Q2 FY16	Quarter ended	Growth % in Q2 FY17 over Q1 FY17
	September 30, 2016	September 30, 2015		June 30, 2016	
INCOME					
Income from services	8,572.11	7,745.85	10.7%	8,752.53	-2.1%
Other Operating Income	271.44	132.10	-	182.91	48.4%
REVENUES FROM OPERATIONS	8,843.55	7,877.95	12.3%	8,935.44	-1.0%
EXPENDITURE					
Operating expenses	1,767.86	1,598.77	10.6%	1,925.97	-8.2%
Personnel expenses	5,949.92	5,343.85	11.3%	5,817.08	2.3%
	7,717.78	6,942.62	11.2%	7,743.05	-0.3%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	1,125.77	935.33	20.4%	1,192.39	-5.6%
Operating EBITDA %	12.7%	11.9%		13.3%	
Depreciation / amortization	160.47	183.00	-12.3%	162.99	-1.5%
OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)	965.30	752.33	28.3%	1,029.40	-6.2%
Operating EBIT %	10.9%	9.5%		11.5%	
Interest Income / (expense), net	(102.97)	(125.39)	-17.9%	(125.72)	-18.1%
Other Income / (expense)	(1.74)	3.94	-144.2%	12.74	-
PROFIT/(LOSS) BEFORE TAX (PBT)	860.59	630.88	36.4%	916.42	-6.1%
PBT (% of Total Income)	9.7%	8.0%		10.3%	
Taxes	148.59	42.89	246.4%	182.69	-18.7%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	712.00	587.99	21.1%	733.73	-3.0%
Minority Interest	(0.61)	1.35	-145.2%	0.12	-608.3%
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	712.61	586.64	21.5%	733.61	-2.9%
PAT (% of Total Income)	8.1%	7.4%		8.2%	
EARNINGS PER SHARE (Equity shares of par value ` 10/ each)					
Basic	1.05	0.88		1.09	
Diluted	1.04	0.85		1.05	

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(As per Indian Accounting Standards)

₹ million, except per share data

Particulars	Six Months ended		Growth
	September 30, 2016	September 30, 2015	%
INCOME			
Income from services	17,324.64	15,074.85	14.9%
Other Operating Income	454.35	217.43	109.0%
REVENUES FROM OPERATIONS	17,778.99	15,292.28	16.3%
EXPENDITURE			
Operating expenses	3,693.83	3,174.78	16.3%
Personnel expenses	11,767.00	10,340.86	13.8%
	15,460.83	13,515.64	14.4%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	2,318.16	1,776.64	30.5%
Operating EBITDA %	13.0%	11.6%	
Depreciation / amortization	323.46	355.07	-8.9%
OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)	1,994.70	1,421.57	40.3%
Operating EBIT %	11.2%	9.3%	
Interest Income / (expense), net	(228.69)	(264.85)	-13.7%
Other Income / (expense)	11.00	46.10	-76.1%
PROFIT/(LOSS) BEFORE TAX (PBT)	1,777.01	1,202.82	47.7%
PBT (% of Total Income)	10.0%	7.9%	
Taxes	331.28	84.60	291.6%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	1,445.73	1,118.22	29.3%
Minority Interest	(0.49)	2.93	-116.7%
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	1,446.22	1,115.29	29.7%
PAT (% of Total Income)	8.1%	7.3%	
EARNINGS PER SHARE (Equity shares of par value ` 10/ each)			
Basic	2.14	1.68	
Diluted	2.11	1.61	

Firstsource Solutions Limited



Balance sheet summary (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	As on	
	September 30, 2016	June 30, 2016
EQUITY AND LIABILITIES		
Shareholder's funds		
Share capital	6,756.50	6,748.95
Reserve and surplus	12,470.37	12,331.30
	19,226.87	19,080.25
Minority interest	19.52	20.34
Non-current liabilities		
Long-term borrowings	3,339.21	4,270.80
Other Non-Current Liability	54.80	64.55
Long-term provisions	250.58	250.41
	3,644.59	4,585.76
Current liabilities		
Short-term borrowings	5,426.52	5,375.94
Trade payables	1,059.43	1,097.08
Other current liabilities	1,709.69	1,376.79
Deferred Tax Liability	2,634.37	2,023.34
Short-term provisions	82.78	82.72
	10,912.79	9,955.87
	33,803.77	33,642.22
ASSETS		
Non-current assets		
Goodwill on consolidation	19,726.40	19,967.64
Fixed assets	1,463.45	1,486.30
Non-current investments	93.99	83.81
Income Tax Assets	582.16	462.25
Deferred Tax Assets	3,725.40	3,597.69
Other non-current assets	1,159.82	1,150.63
	26,751.22	26,748.32
Current Assets		
Current investments	562.54	627.50
Trade receivables	3,012.47	3,428.38
Cash and cash equivalents	657.43	519.28
Other Financial Assets	2,395.26	1,872.35
Other current assets	424.85	446.39
	7,052.55	6,893.90
	33,803.77	33,642.22

Firstsource Solutions Limited



Cash Flow Statement (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	Quarter ended September 30, 2016
Sources	
Net Cash accruals / (losses)	1,068
Increase in Shareholders' Funds	20
Interest and dividend Received	1
Fixed Assets	29
Decrease in Net Current Assets	345
Total Sources	1,463
Uses	
Taxes paid	269
Capital Expenditure	208
Interest Expense	119
Decrease in Borrowings (incl CC & FCNR)	783
Total Uses	1,379
Surplus / (Deficit)	83
Effect of exchange rate on translation of subsidiaries	(11)
Opening Cash and Cash Equivalents	1,176
Closing Cash and Cash Equivalents	1,248

OPERATING METRICS

Revenue by Industry					
	Quarter Ended			Year Ended	
	Sep 30, 2016	Sep 30, 2015	Jun 30, 2016	Mar 31, 2016	Mar 31, 2015
BFSI	35.5%	21.5%	32.4%	23.4%	21.5%
Telecom & Media	29.8%	38.8%	32.5%	37.4%	42.5%
Healthcare	34.5%	39.5%	34.8%	38.9%	35.8%
Others	0.2%	0.2%	0.3%	0.3%	0.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Geography					
	Quarter Ended			Year Ended	
	Sep 30, 2016	Sep 30, 2015	Jun 30, 2016	Mar 31, 2016	Mar 31, 2015
US (including Canada)	55.1%	54.4%	54.4%	54.3%	49.2%
UK	38.1%	37.4%	38.3%	37.6%	35.9%
India	5.9%	6.4%	5.7%	6.3%	8.2%
Rest of world*	0.9%	1.9%	1.5%	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	
	Sep 30, 2016	Sep 30, 2015	Jun 30, 2016	Mar 31, 2016	Mar 31, 2015
Offshore	20.6%	22.4%	21.4%	21.1%	25.0%
Domestic	5.9%	6.4%	5.7%	6.3%	8.3%
Onshore	73.5%	71.2%	72.8%	72.6%	66.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Business Segment					
	Quarter Ended			Year Ended	
	Sep 30, 2016	Sep 30, 2015	Jun 30, 2016	Mar 31, 2016	Mar 31, 2015
Customer management	51.3%	46.7%	51.4%	47.1%	48.4%
Healthcare	31.9%	36.9%	32.2%	36.2%	33.4%
Collections	10.9%	10.1%	10.6%	10.5%	10.1%
Domestic (India)	5.9%	6.4%	5.7%	6.3%	8.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Client Concentration					
	Quarter Ended			Year Ended	
	Sep 30, 2016	Sep 30, 2015	Jun 30, 2016	Mar 31, 2016	Mar 31, 2015
Client contribution to revenues					
Top customer	19.8%	23.0%	20.7%	21.9%	23.5%
Top 5 customers	44.1%	43.8%	41.6%	44.3%	43.2%
Employee and Seats Metrics					
	Quarter Ended			Year Ended	
	Sep 30, 2016	Sep 30, 2015	Jun 30, 2016	Mar 31, 2016	Mar 31, 2015
Total employees (end of period)	24,910	23,658	24,148	23,886	25,285
Net Addition	762	(281)	262	(1,399)	(2,381)
Employees in India	15,100	14,135	14,606	14,051	16,029
Employees outside India	9,810	9,523	9,542	9,835	9,256
Number of seats	22,797	23,159	23,920	23,096	24,001
Seat fill factor	72%	67%	72%	68%	69%
Attrition Snapshot					
				Post 180 days attrition - Quarter annualized	
				Q2 FY17	Q1 FY17
Domestic (India and Sri Lanka)				71.7%	76.8%
Offshore (India and Philippines)				43.7%	50.1%
Onshore (US and Europe)				49.9%	49.3%
Other Metrics					
		Period ended			
		Sep 30, 2016	Jun 30, 2016		
Capital Expenditure (In INR million)		208.2	266.8		