

Europe @ Work “Grow – Develop – Prosper”



**Banking &
Financial Services**



**Transportation &
Hospitality**



Insurance



Analyst Meet

@ Mumbai

2nd February 2006

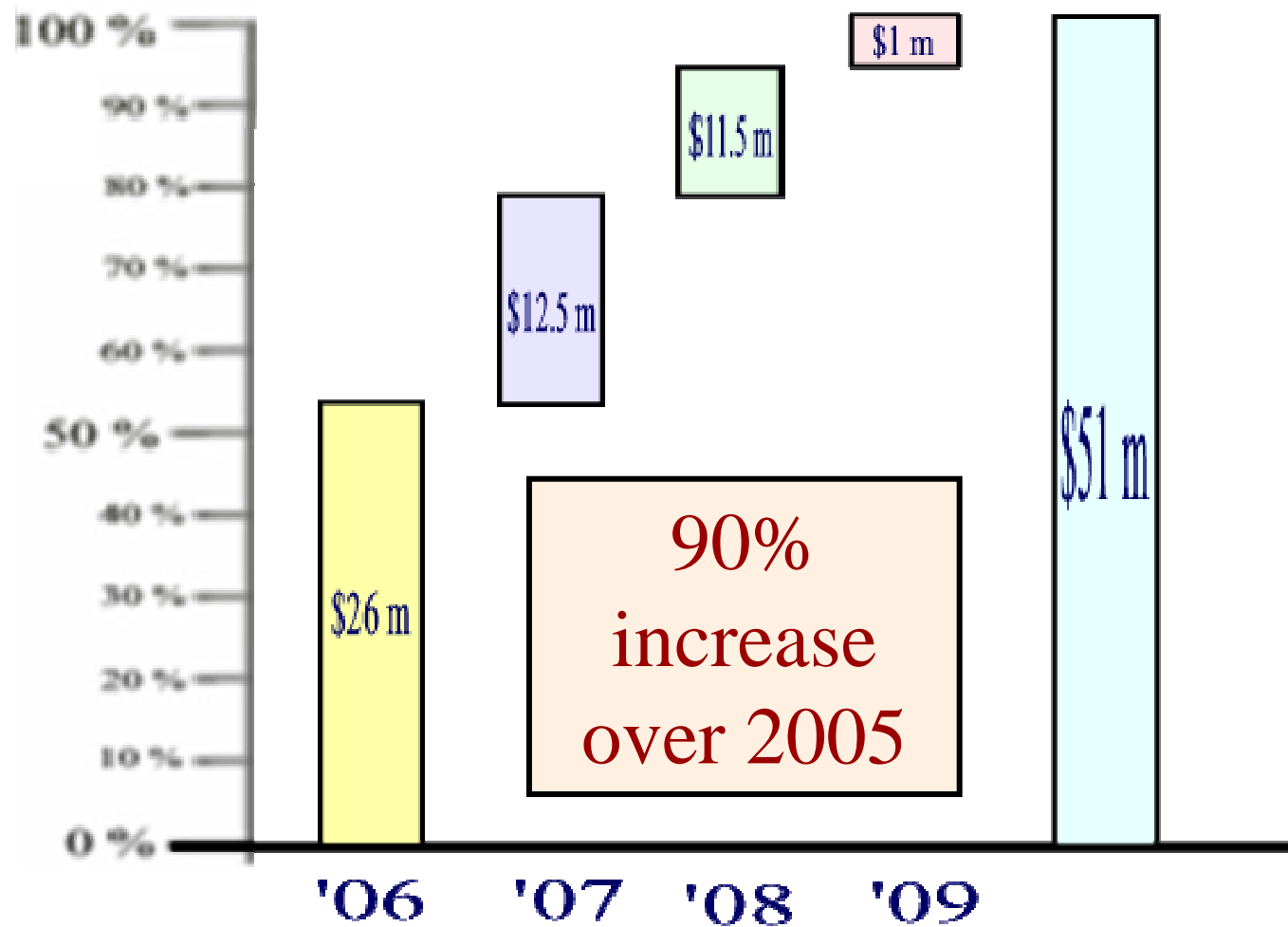
Sunil

Operations

- 14 new clients acquired during 05
- 24 % of global revenues (48% Off-shore)
- Significant Pipeline Build-up across Europe
- Enlarged Sales organisation – a/c all markets
- New Market : Scandinavia

\$ 1 to 3 Million	= 5
\$ 3 to 5 Million	= 1
\$ 5 to 10 Million	= 2

Europe's Growing Order Book



Key Trends in Customer Expectations



Expectations

- Improve cost-Income ratio
- Have more delivered within the same budget
- Support across the globe as they are service newer markets
- Contracts for business benefits through technology solutions



Response

- Optimal use of “Tri-Shoring”
- Tangible Value Addition
 - Improved SLA’s
 - 24 x 7 supports
 - European Language Skills
- Expanded our geographical reach in Europe – Added Scandinavia
- Align with business goals; Investing in Focused Domains: offer a full service to the customer

Focus 06

- Germany
 - Will Spear head European growth...very strong pipe
 - Expect to sign 5-6 clients
 - Sales team in place...kick-in visible
- R.O. E. M continue deliver growth
- New Region
 - Scandinavia ..Country Manager appointed
 - Netherlands... Convert the strong pipe-line
- Relationship Management ...Continues
 - Excess of 90% growth from Existing Clients
 - Accelerate Ramping up ...Exsiting.a/c & New wins
- Leveraging on references & relationships

Transportation - case study

Business Highlights

- The system has over 8 million registered users and handles over 150 Million transactions per year.
- The customer expects their revenues to treble over the next three years
- Our solution is a real time mission critical system for an entire industry segment in the UK
- A major win against the big 5's

Key Challenges

- ✓ The program uses the **AGILE** methodology to achieve rapid delivery and flexibility to requirement changes and project scope and having a working code at the end of day, everyday.

Project Highlights Phase 1 - \$8 Million

- The development project phase 1 will enable:
 - The new system to handle 5 times the present volumes
 - Redevelopment of the system and the new web gateway that will enable customers to access the system through new channels such mobile and iDTV
 - Providing 24*7 support in an on-site offshore model

Duration: 3 years

Resources: 100 +

Model: 95% Offshore

Technology Environment:

- .Net
- XML/SOAP based web services
- BizTalk server
- Cruise Control (Automated Integration server)
- Oracle 9i database

Critical Success Factors

- Cost savings by virtue of using the Offshore model
- Ramping-up resources (deployment flexibility), based on the specific project needs & customer requirements
- The development is test driven where the code is tested automatically for integration with the latest version of the working code. This results in code being produced fast and prescribing to quality standards
- The **LARGEST AGILE** methodology project undertaken by an offshore services company

Insurance - case study

Project Highlights

- Hexaware has been selected as the Strategic Offshore partner - Won against the biggest names in the IT services industry
- Very large player in the European Insurance Industry
- 20% of entire IT Services requirement to be Offshored by 2007.
- Applications:
 - ACC: Their core ‘Call Centre’ application through which the entire call centre operations is run
 - CONAS: This application is used by all the 7000 agents of the company.

Key Challenges

- ✓ First timer in Offshoring
- ✓ European language interactions
- ✓ Data protection issues

Duration: 3 years
Resources: 25+
Model: Onsite – Offshore

Technology Environment:

- JAVA (JSP/Servlet)
- C++, Power++, Cobol,
- Btrieve, Oracle

Initial engagement - \$5 Million

Critical Success Factors

- Domain Expertise & Insurance experience including case studies and references.
- Cost savings by virtue of using the Onsite-Offshore model
- Robust KT process.
- Flexibility and responsiveness.

Summary

- We are building a stronger
 - Sales & Account Management Team
 - Hunting Elephants. The results have been unfolding !
- Our confirmed revenues, visibility and pipeline is significantly up
- Profile across Europe is improving
- We are developing strong relationships for additional channels to market and skill.
- Strong order momentum

Thank You