

ITC INFOTECH INDIA LIMITED



Company Background

ITC Infotech, a wholly owned subsidiary of ITC Limited, is one of the fastest growing IT and ITES solution providers in the country. It was established in October 2000 and has grown leveraging the experience and heritage of its parent company. Headquartered in Bangalore, ITC Infotech focusses on four major segments – manufacturing; consumer packaged goods and retail; banking, financial services and insurance (BFSI); travel and hospitality.

ITC Infotech has offices in Europe, the USA and the Asia Pacific, and serves its clients in 42 countries across the globe. It is a EUR 50 million company and has registered a CAGR of nearly 85 per cent in the last few years. Currently, it employs over 1,700 professionals. CLI3L, the company's joint venture (JV) with ClientLogic, is a technical support house and has 2,600 employees.

ITC Infotech has been named as the 'Company to Watch' by Ernst & Young. It was ranked among the top five speciality application development providers by Global Services, CMP Media. The e-Choupal initiative developed by the company for its parent, ITC Ltd., has become a case study at the Harvard Business School.

ITC Infotech Ltd. in the EU

ITC Infotech is present in the Europe through its UK subsidiary, ITC Infotech-UK, headquartered near London. The company also serves its customers based in Finland, Norway, the

Netherlands, the Czech Republic, France and Germany through its offshore development centres in India and UK. The company has built deep, long-term and customised relationships with each of its customers to extend outsourcing services. The company offers wide range of IT services to the European market, for BFSI, consumer packaged goods/retail and the manufacturing and travel-hospitality segments.

ITC Infotech serves various top organisations in the Europe such as Abbey, BAT and ClientLogic . The company has bagged a significant client base in the region despite of its late entry and smaller size as compared to many of its peers. ITC Infotech was recently awarded an offshore sourcing contract by Danske Bank of Denmark. Under this multi-year contract, ITC Infotech will develop and support Danske Bank's systems across back office and other banking applications.

ITC Infotech in the UK

ITC Infotech-UK is the wholly owned subsidiary of the company in the UK..The company serves major players across different sectors in the UK, such as Abbey National Group and Grupo Santander. It has set up an offshore development centre (ODC) at Bangalore in India dedicated to the Abbey National Group. The company has been providing software development, maintenance, testing and support services to this group since the last 18 months.

The company's UK business has grown more than six times in the last four years. ITC Infotech-UK posted a net profit of nearly EUR 0.6 million in the

year ending March 31 2006. The company has added 12 new customers to its UK portfolio in the last one year.

ITC Infotech in the Czech Republic

ITC Infotech is present in the Czech Republic through its representative office at Prague. The office is operational since August 2005. Recently, one of the company's largest clients moved the headquarters of its European IT operations to Prague. This prompted ITC Infotech to shift its account management team to Prague to better serve its clients. This office has also been established to explore business opportunities in the strategic regions of Eastern Europe, which includes the Oslo-Copenhagen trade region.

Factors for Success

International Quality Standards

ITC Infotech's service offerings to its clients comply with the highest global standards. It is an ISO 9001-certified company and has been accredited with SEI CMM Level 5 certification. The company is also certified with BS7799 and ISO 27001 in the area of organisational security standards. Leveraging its quality standards, the company has bagged significant alliance partners such as Microsoft, Siebel, IBM, Sun and SAP.

Domain Focus

ITC Infotech has originated from ITC Ltd., one of the India's largest IT-user corporations. The company capitalised on the expertise of its parent and extended its IT services realising the business needs of its clients. Its parent company runs a leading business spanning several sectors; ITC Infotech leveraged domain expertise in these sectors to serve its clients. The company also made significant investments in strengthening its institutional knowledge around its clients' businesses, which includes studying domain trends as well as the business approaches and strategies of its clients.

Future Plans

Focussing on Growth beyond the UK

ITC Infotech is aiming to reap business opportunities beyond the UK in the coming years. The company is planning to set up global representative offices in Denmark, Spain and Germany. It would also extend its domain expertise in markets such as France, Germany and Spain. The company has been serving its clients based in these regions through its UK office; the move is intended to gain proximity with the existing clients and attain new clients in these EU regions.

Targeting Strategic Acquisitions

The company has grown organically in the EU till date. However, to extend value addition to its clients, attain scalability and acquire global delivery capability, the company is considering inorganic growth options. It is planning acquisitions in the EU for strategic capability building and vertical integration across its business domains

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