

Bringing service to life

A stylized world map in a dark green color, centered on the Atlantic Ocean. The map is partially obscured by a red horizontal band that contains the main headline text.

Good financial performance; strong  
future growth opportunities across the portfolio

Serco Group plc

Half Year Results  
24 August 2011



# Agenda

- Overview – Chris Hyman
- Financial Review – Andrew Jenner
- Business Review – Chris Hyman
- Intelenet – Tom Riall and Susir Kumar
- Summary and Outlook – Chris Hyman

# International portfolio drives growth and resilience

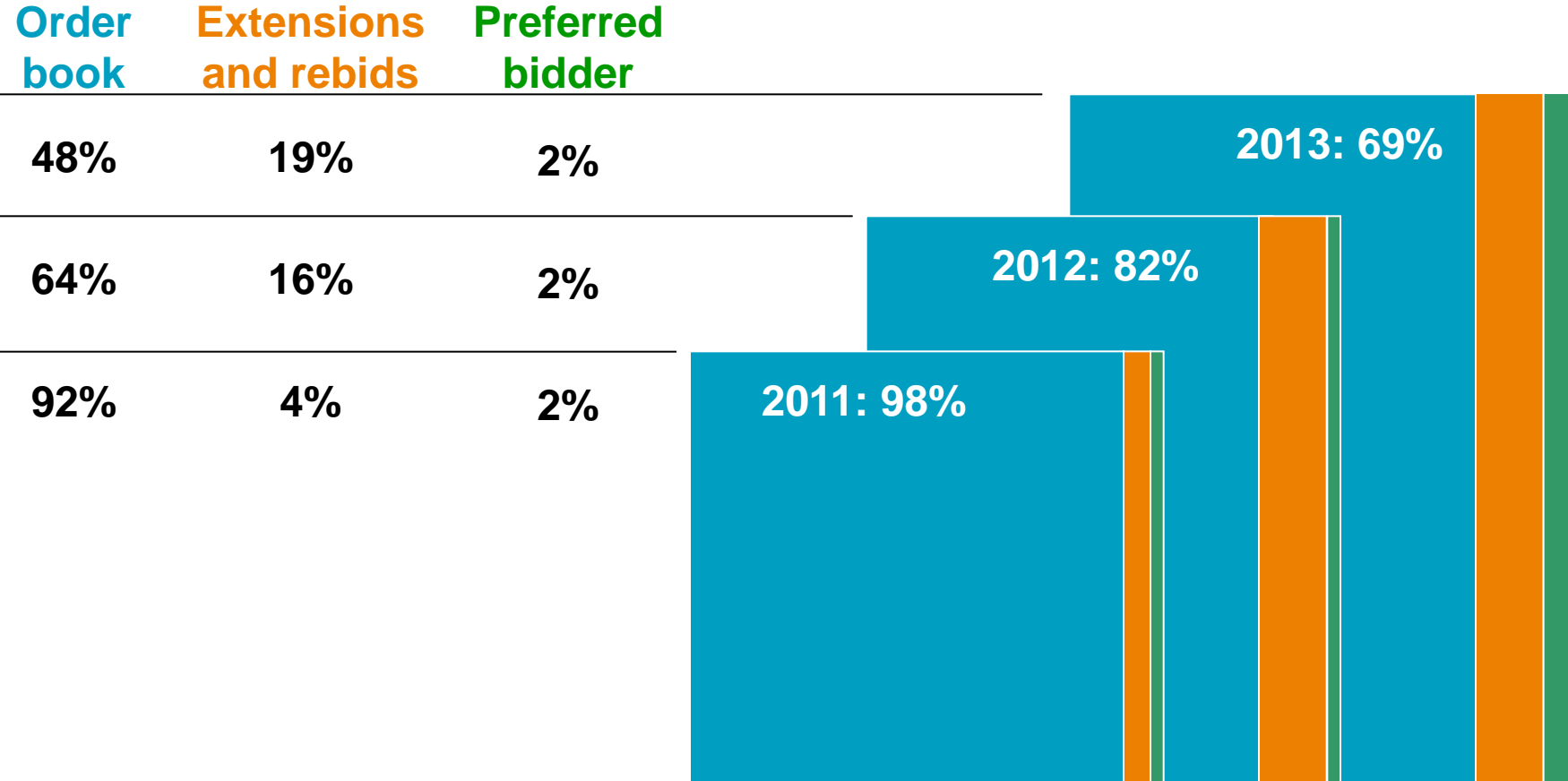
	2011 H1	2010 H1	Change
<b>Revenue</b>	£2,246m	£2,140m	+4.9%
<b>Adjusted operating profit</b>	£133.8m	£124.4m	+7.6%
<b>Adjusted profit before tax</b>	£123.6m	£110.2m	+12.2%
<b>Adjusted earnings per share</b>	18.74p	16.53p	+13.4%
<b>Dividend per share</b>	2.50p	2.20p	+13.6%
<b>Group free cash flow</b>	£51.8m	£93.0m	(£41.2m)

# Strong business development across the world

- Awarded contracts valued at £2.5bn
  - signed £2.4bn, preferred bidder £0.1bn
- Maintained new bid win rate at 1:2 and rebids and extensions at 90%
- Increased order book to £16.7bn (£16.6bn at 31<sup>st</sup> Dec 2010)
- Global opportunity pipeline maintained at £29bn

# Excellent revenue visibility, extending beyond 2012

At 30 June 2011



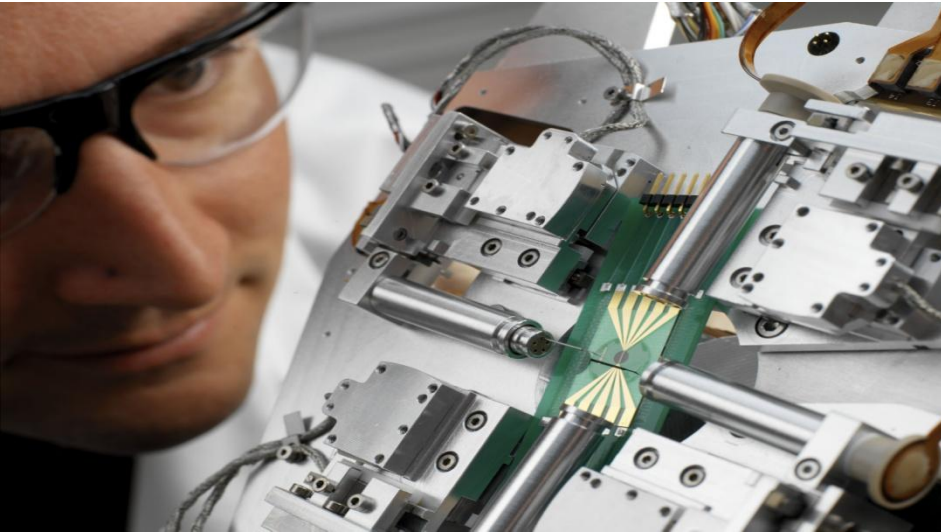
# Service quality and efficiency at heart of customers' needs

- Acacia prison renewed, with report highlighting savings and quality
- New education opportunities enabled by record of improvements in Bradford
- Ability to drive efficiency savings for public and private sector customers strengthened through The Listening Company and Intelenet
- Boeing select Serco as US Technology Supplier of the Year
- Ridership on Dubai Metro trebled and 99% punctuality is maintained

# Strong start to H2 and, despite headwinds, market developments bode well for future growth

- £1bn of new contracts awarded in H2 to date
- UK and US headwinds may risk further delays to market opportunities
- Customers seeking efficiencies and improvements in essential services
- Public service reform brings new potential opportunities
- New BPO capabilities offer strong growth and higher margins
- Portfolio provides resilience and enhances our overall growth potential

Bringing service to life



# Financial review

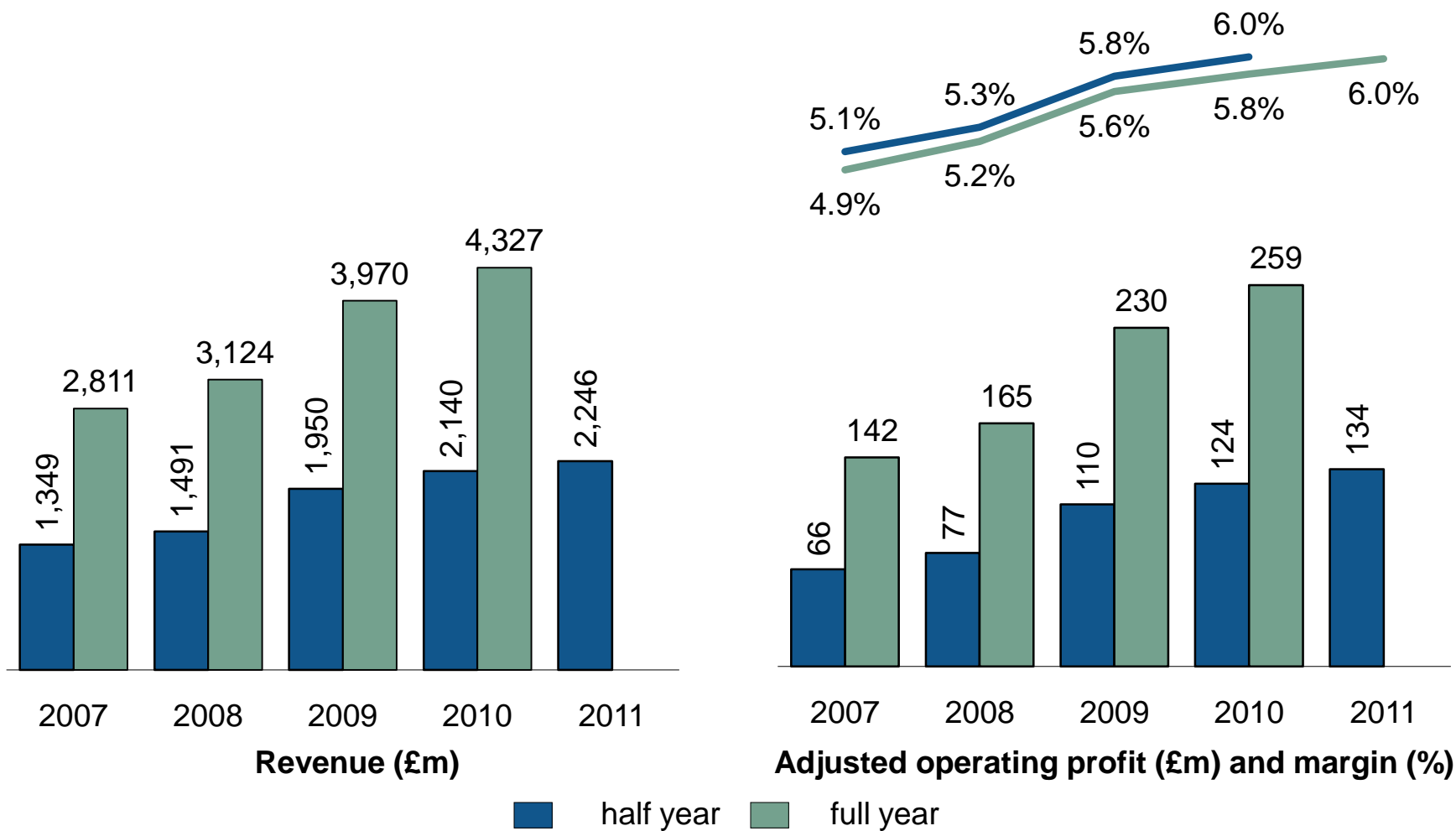
Andrew Jenner



# Financial review

- Income statement
- Cash flow
- Net debt
- Financing
- Intelenet
- Guidance

# Strong revenue and profit growth



Notes: All figures at reported exchange rates.

Adjusted operating profit is profit before amortisation of acquired intangibles and acquisition-related costs.

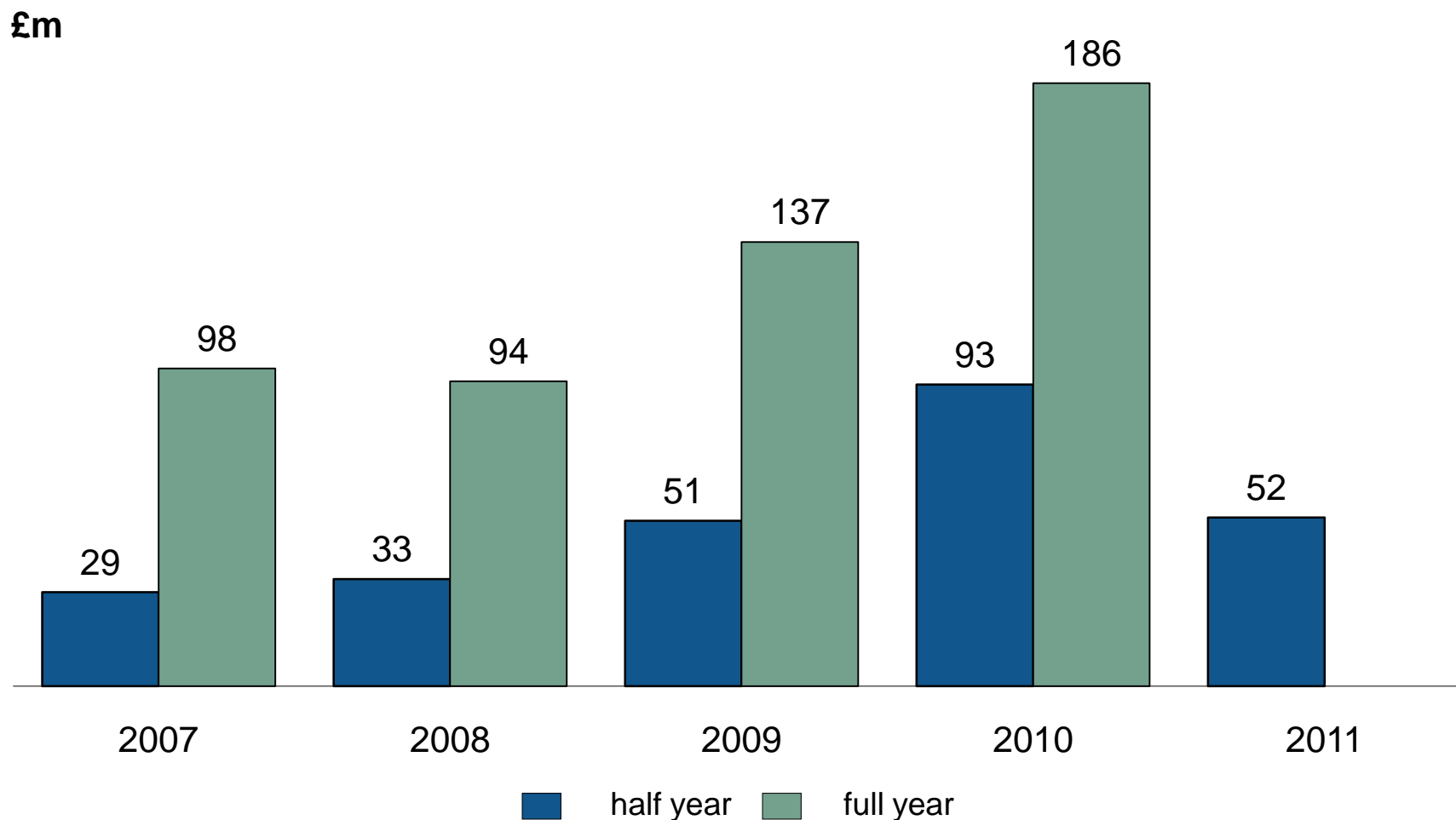
# Income statement

Six months ended 30 June £m	2011	2010	Increase	Increase excluding currency
Revenue	2,245.8	2,140.3	4.9%	5.4%
Adjusted operating profit	133.8	124.4	7.6%	8.3%
<i>Adjusted operating margin</i>	<i>6.0%</i>	<i>5.8%</i>	<i>15bps</i>	<i>17bps</i>
Investment revenue and finance costs	(10.2)	(14.2)		
Adjusted profit before tax	123.6	110.2	12.2%	12.9%
Amortisation of acquired intangibles	(8.4)	(8.8)		
Acquisition-related costs	(3.4)	-		
Profit before tax	111.8	101.4	10.3%	10.9%

# Income statement

<b>Six months ended 30 June £m</b>	<b>2011</b>	<b>2010</b>	<b>Increase</b>	<b>Increase excluding currency</b>
Effective tax rate	26.5%	26.6%		
Average shares in issue	490.3m	491.1m		
Adjusted earnings per share	18.74p	16.53p	13.4%	14.0%
Earnings per share	16.74p	15.13p	10.6%	11.4%
Interim dividend per share	2.50p	2.20p	13.6%	

# Group free cash flow



Note: Group free cash flow is free cash flow from subsidiaries and dividends received from joint ventures.

# Group free cash flow

<b>Six months ended 30 June</b>	<b>2011</b>	<b>2010</b>
	<b>£m</b>	<b>£m</b>
Adjusted operating profit excluding joint ventures	97.0	96.7
Non-cash items	31.3	31.5
Adjusted EBITDA excluding joint ventures	128.3	128.2
Working capital movement	(36.3)	(21.8)
Operating cash flow excluding joint ventures	92.0	106.4
Interest	(12.9)	(12.5)
Tax	(14.9)	(14.7)
Net expenditure on tangible and intangible assets	(40.6)	(12.2)
Dividends from joint ventures	28.2	26.0
<b>Group free cash flow</b>	<b>51.8</b>	<b>93.0</b>

# Group free cash flow to movement in recourse net debt

<b>Six months ended 30 June</b>	<b>2011</b>	<b>2010</b>
	<b>£m</b>	<b>£m</b>
Group free cash flow	51.8	93.0
Acquisition of subsidiaries	(23.9)	(1.4)
Repayment of acquired debt	(15.9)	-
Acquisition-related costs	(2.1)	-
Net purchase of share capital	(22.6)	(16.6)
Special pension contribution	(40.0)	-
Dividends paid	(25.2)	(21.6)
Repayment of non recourse debt	(3.6)	(3.5)
New and acquired finance leases	(4.2)	(7.3)
Foreign exchange movements	2.6	(35.8)
<b>(Increase)/reduction in Group recourse net debt</b>	<b>(83.1)</b>	<b>6.8</b>

# Net debt

As at	30 Jun 2011 £m	31 Dec 2010 £m	30 Jun 2010 £m
Group – cash and cash equivalents	214.5	204.0	215.1
Group – loans	(576.2)	(482.6)	(571.1)
Group – obligations under finance leases	(25.0)	(25.0)	(24.9)
<b>Group recourse net debt</b>	<b>(386.7)</b>	<b>(303.6)</b>	<b>(380.9)</b>
Joint venture – net cash and cash equivalents	81.6	66.1	91.4
<b>Total recourse net debt</b>	<b>(305.1)</b>	<b>(237.5)</b>	<b>(289.5)</b>
Group non recourse debt	(20.1)	(23.7)	(27.3)
<b>Total net debt</b>	<b>(325.2)</b>	<b>(261.2)</b>	<b>(316.8)</b>

# Financing and pensions

- Strong financing position
  - As at 30 June 2011, committed facilities of c£1.4bn
  - Greater diversification between bank and private placement facilities
  - Increased maturity profile
  
- Further improved pensions position
  - Total net balance sheet liabilities of £62m on asset base of £1.6bn
  - Funding review of main scheme and special contribution completed
  - Contract specific schemes have limited commercial risk

# Intelenet – transaction overview

- Acquisition cost of up to £386m
  - Initial cost of £336m
  - Contingent payments of up to £50m through to December 2013
  - Transaction costs of c£3m in FY2011
  - Similar amount of integration costs, spread over FY2011 and FY2012
- Fully funded from debt facilities
  - Expected funding cost of c5%
  - Net debt/EBITDA leverage ratio of 1.1x at 31 December 2010 moves to c2.0x on a pro forma basis
- Acquisition multiples
  - Range reflects the potential level of contingent payments
  - 17.6x to 20.3x historic Adjusted operating profit
  - 10.5x to 12.0x historic EBITDA

# Intelenet – historic financials

- Revenue of £170m for the year to 31 March 2011
  - 12% organic CAGR over the last three years
- EBITDA of £32m
  - 20% margin over the last three years
- Adjusted operating profit of £19m
  - 12% margin over the last three years
- Good cash conversion
  - Strong operating cash performance
  - Free cash flow conversion reflects greater capex commitment

# Intelenet – expectations

- 100% consolidation from July 2011
- Income statement expectations
  - Organic growth of 10-15% pa
  - Medium term revenue synergies and growth linked to contingent payments
  - Adjusted operating margin pre net cost synergies to remain at c12%
  - Net cost synergies of c£5m pa following integration phase
- Investment return expectations
  - Accretive to adjusted earnings in first year
  - Meets Group cost of capital in third full year (FY2014)

# Guidance

- For 2011, still expect good organic revenue growth and further progress on operating margin
  - Organic revenue growth for FY expected to be similar to H1
  - Acquisitions (principally The Listening Company) to add c1.5% to revenue
  - Do not anticipate a change in consensus revenue and operating profit expectations
- Assuming the impact of ongoing economic challenges is manageable, our guidance remains that by the end of 2012 we expect increases in revenue to approximately £5bn and in adjusted operating profit margin to approximately 6.3% (excluding material acquisitions, disposals and currency effects)

# Summary

- Good revenue and profit growth
- A more usual cash flow generation
- Robust funding and pension positions
- Guidance remains

Bringing service to life



## Operational Review

Chris Hyman  
Chief Executive  
Serco Group plc

# Agenda

- UK Market Developments
- Divisional Overviews
- Intelenet – Tom Riall and Susir Kumar
- Summary and Outlook
- Q & A

# UK Market Developments

- Headwinds may continue if further austerity measures in public service markets
- Open Public Services White Paper signals more competition in monopoly markets
- New welfare to work market in place
- Increasing significance of outcome-based contracting
- Significant expansion of offender management market

# Civil Government

## UK and Europe

**Revenue:** +4% to £599m (2010: £574m)

### **Key wins:**

- Doncaster Prison (£250m/15yrs)
- Prisoner Escort & Custody Services (£420m/10yrs)

### **Key developments:**

- Significant expansion of offender management market
- Emergence of broader and deeper police services market

### **Near term opportunities:**

- Community payback schemes
- Expansion of hugely popular Barclays Cycle Hire scheme
- New asylum seekers and refugees support services opportunity

# Defence, Science and Nuclear

## UK and Europe

**Revenue:** 0% at £460m (2010: £461m)

### **Key wins:**

- Royal Navy Merlin helicopter fleet maintenance and support (£33m/5yrs)
- Nuclear submarine safety assurance (£15m/1yr)
- Expansions to numerous existing contracts across the portfolio

### **Key developments:**

- Reviews into defence, security and MoD drive new ways of working including service contracting in new areas

### **Near term opportunities:**

- Training and recruitment opportunities, including RPP recruitment bid
- Radar and related opportunities in defence & renewable energy markets

# Local Government and Commercial

## UK and Europe

**Revenue:** -1% to £428m, -6% organic growth (2010: £433m)

### **Key wins:**

- Hertfordshire County Council BPO services (£200m/8yrs) started April and recently extended in scope
- Glasgow Access expanded to include schools ICT (£19m/7yrs)
- European Commission IT support services renewal (£60m/4yrs)

### **Key developments:**

- Short-term challenges from reduced central government, but this presents good opportunities for future growth to deliver efficiencies and improvements
- The Listening Company acquisition strengthens UK BPO capabilities

### **Near term opportunities:**

- Numerous local authority IT-enabled BPO and transformation bids

# Americas

## US and Canada

**Revenue:** +3% constant currency, -2% reported to £446m (2010: £455m)

### **Key wins:**

- US Navy SPAWAR task orders (US\$15m)
- Appointed to SPAWAR successor “Sea Enterprise Global” US\$1.4bn IDIQ
- 32 C4I2TSR task orders (US\$33m) and 28 HR Solutions task orders (US\$41m)

### **Key developments:**

- Spending deferred and cancelled due to threat of government shut down
- US debt ceiling issues leading to more delays and cuts in Federal spending

### **Near term opportunities:**

- US\$1bn of IDIQ bid proposals already submitted and further US\$1.5bn planned, but short term challenges may continue

# AMEAA

Africa, Middle East, Asia and Australasia

**Revenue:** +37% constant currency, +44% reported to £313m (2010: £218m)

## Key wins:

- Western Australia Court Security and Custodial Services (A\$210m/5yrs)
- Acacia prison contract renewed and expanded (A\$310m/5yrs)
- Australian Defence Force base support (A\$50m/2yrs)
- Air Traffic Control operations renewed at 3 UAE airports (£22m/2yrs)
- H2 signed Fiona Stanley Hospital support services (A\$1.3bn/10yrs)

## Key developments:

- Immigration volumes reducing through new government policies
- Intelenet acquisitions expands Indian and International BPO potential

## Near term opportunities:

- Offender management, health and BPO markets

# BPO market and the Intelenet acquisition

- International BPO market is growing strongly
- Market focus on private and public sector opportunities
- Higher growth and higher margin markets across the world

Bringing service to life



## Global BPO – new markets with strong potential

Tom Riall  
Executive Chairman  
Serco Global BPO

# Strategic fit to meet customers' developing needs

- New, higher growth and higher margin markets across the world
- BPO broadens portfolio further into private sector
- Intelenet builds scale and enhances depth of capabilities
- Revenue synergy potential across portfolio

# Market opportunity – size and growth

## ■ Large market

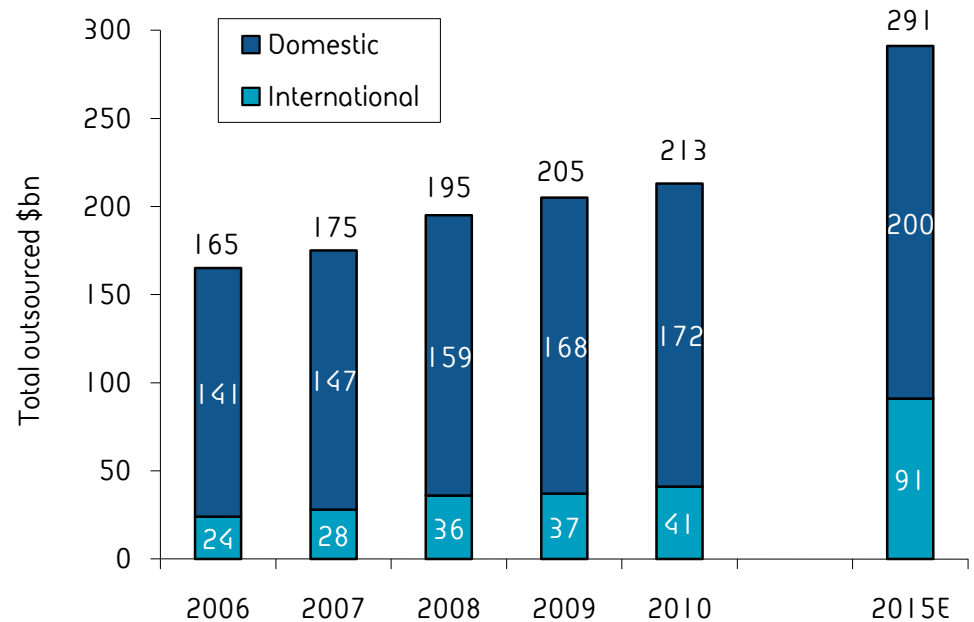
- Addressable global BPO market of c\$500bn
- Currently outsourced c\$200bn

## ■ Fast growing

- International BPO expected to grow at c15% pa
- India domestic market expected to grow at c20% pa

## ■ Intelenet is well-placed

- Operates in the fastest growing areas



CAGR %	Historic growth	Expected growth
Total	5 – 7	5 – 7
Global domestic	5	<5
International	10-15	15+

# Market offers strong growth, sustainable margins

## ■ BPO moving up the value chain

- Beyond a simple tool for cost reduction
- Life cycle of services has evolved

## ■ Changing business models

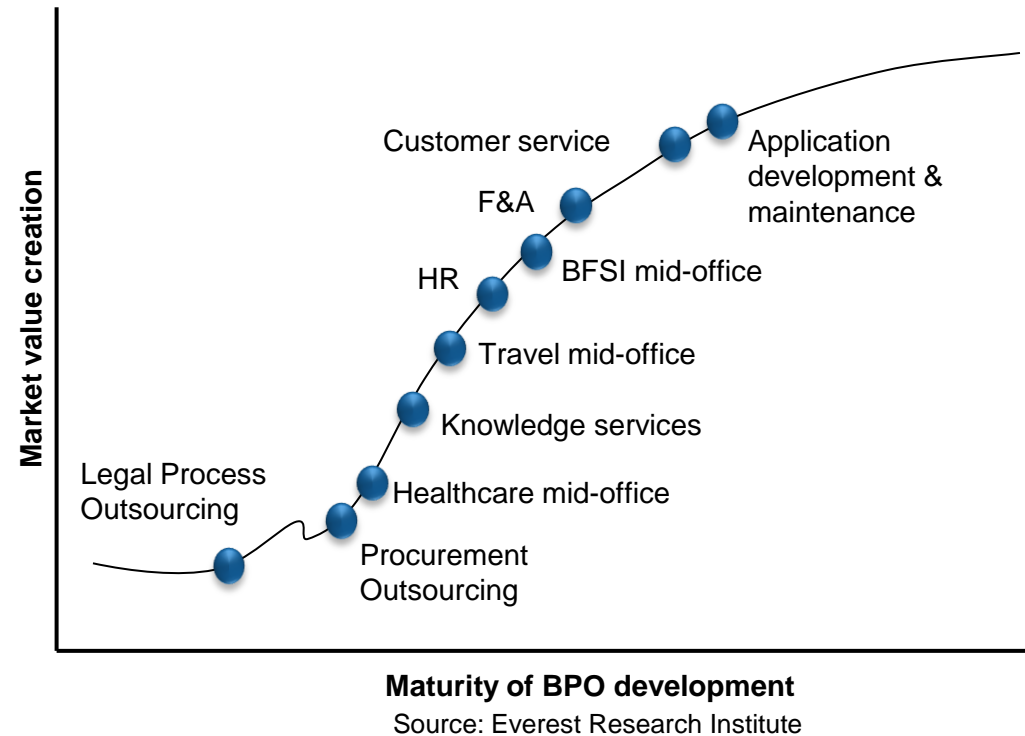
- Increased ownership and risk transfer

## ■ Broader services

- Full suite of IT, infrastructure and BPO services

## ■ Global coverage

- Diversity of locations
- Preferred vendors capable to address markets across the world for global clients



Bringing service to life



## Intelenet – the next stage of growth

Susir Kumar  
Chief Executive  
Intelenet

# History of growth and governance

- Incorporated in 2000
- Pedigree of supportive investors
- Long-standing leadership team
- Blue-chip international, private sector, customer base
- Strong operating culture of service and quality control
- Organic CAGR of 12% over last three years
- Adjusted operating margin averaged 12% over last three years

# Expert service offerings across growing markets

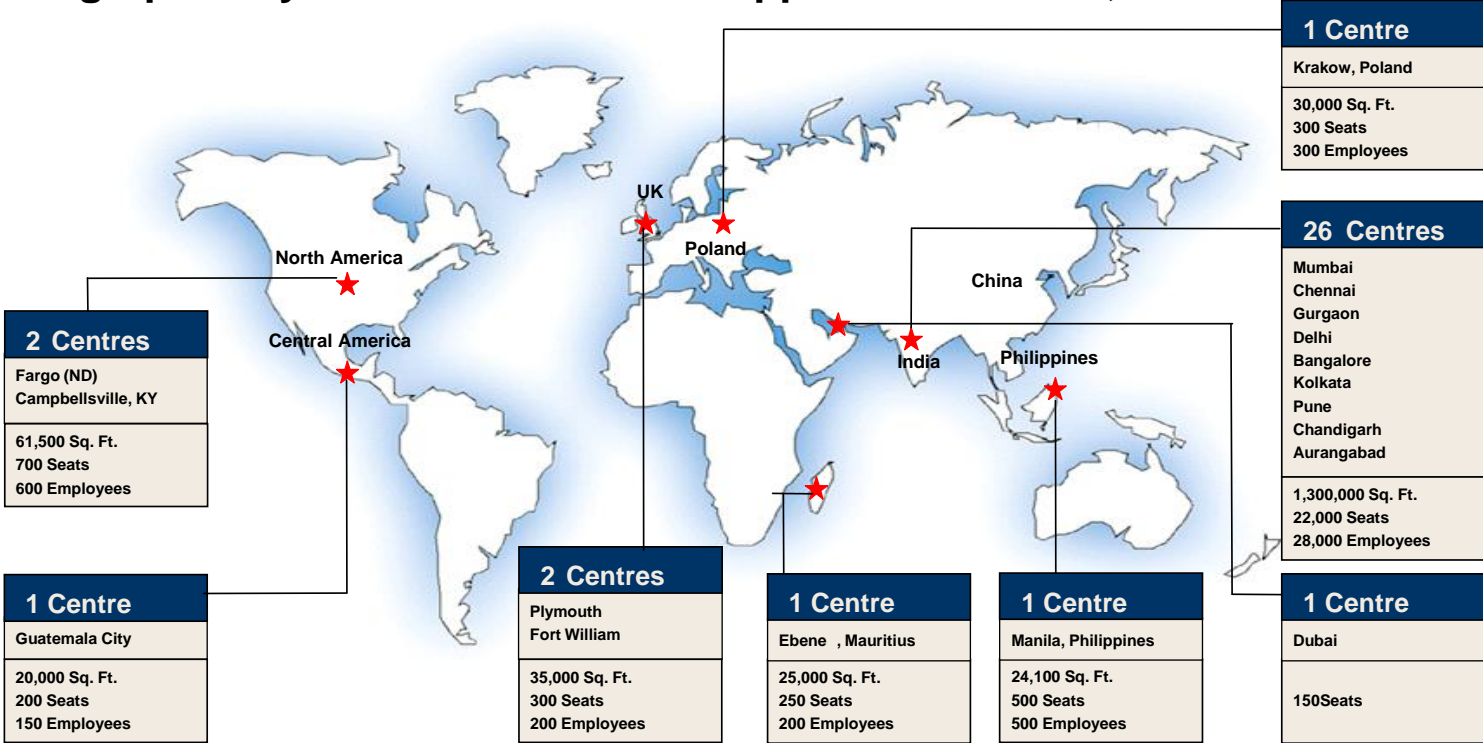
Service Offerings	BPO	Technology	Consulting
<b>Banking, Financial Services and Insurance (BFSI)</b>	<b>Contact Centres</b> <ul style="list-style-type: none"> <li>• Customer service</li> <li>• Sales</li> <li>• Collections</li> </ul>	<b>Enabling Tools</b> <ul style="list-style-type: none"> <li>• Legacy re-platform</li> <li>• User interfaces</li> <li>• Application development</li> </ul>	<b>Process Consulting</b> <ul style="list-style-type: none"> <li>• Process mapping and documentation</li> <li>• Capacity modelling</li> </ul>
<b>Travel, Transport &amp; Hospitality (TTH)</b>	<b>Transaction Processing</b> <ul style="list-style-type: none"> <li>• Application processing</li> <li>• Rule set processing</li> <li>• Underwriting &amp; Invoice processing</li> </ul>	<b>Enterprise Tools</b> <ul style="list-style-type: none"> <li>• CRM</li> <li>• Web - enabling</li> </ul>	<ul style="list-style-type: none"> <li>• Transaction quality monitoring and improvement</li> <li>• Benchmarking</li> </ul>
<b>Healthcare, Utility, Retail &amp; Manufacturing</b>	<ul style="list-style-type: none"> <li>• Customer account creation &amp; maintenance</li> <li>• Complaint handling</li> </ul> <b>Accounting Services</b> <ul style="list-style-type: none"> <li>• Accounts payable</li> <li>• Accounts receivables</li> </ul>	<ul style="list-style-type: none"> <li>• Predictive modelling</li> <li>• Business intelligence and warehousing</li> </ul> <b>Support Services</b> <ul style="list-style-type: none"> <li>• Testing</li> </ul>	<ul style="list-style-type: none"> <li>• LEAN &amp; six-sigma</li> </ul> <b>Consulting</b> <ul style="list-style-type: none"> <li>• 'Outsourcing' assessment</li> </ul>
<b>Telecom, IT and Online Services</b>	<ul style="list-style-type: none"> <li>• Inventory management</li> <li>• Reconciliation</li> <li>• Payment processing</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting services</li> <li>• Inventory management</li> <li>• System integrations</li> </ul>	<ul style="list-style-type: none"> <li>• Target Operating Model</li> <li>• Right shoring cost modelling</li> <li>• Location selection &amp; attractiveness</li> </ul>
<b>Media, Education and Government</b>	<b>E-Services</b> <ul style="list-style-type: none"> <li>• Chat support</li> <li>• E-mail services</li> </ul>		<ul style="list-style-type: none"> <li>• Service levels and contracting</li> <li>• Transition planning and implementation</li> </ul>

# Intelenet today – broad based, high value BPO

- 30,000+ employees in 8 countries
- Committed management team with domain expertise
- Client base includes over 100 global companies & Indian MNCs
- Proven capabilities
- International delivery platform - blended on, near, and offshore services
- One of the Top 15 BPO exporters - NASSCOM
- Number 1 Indian market BPO - Dataquest
- Certified to ISO 27001, COPC v 4.2
- People Capability Maturity Model (PCMM) certified
- Compliant with SAS 70, Sarbannes Oxley and Health Insurance Portability & Accountability Act

# Broad and diverse geographic reach

■ Geographically diverse customers supported on-shore, near-shore and off-shore



Mumbai, India



Chennai, India



Pune, India



Mauritius



Fargo, USA



Manila, Philippines

# Blue-chip, long-standing client profile

## Building Long Term Partnerships

### Banking, Financial Services and Insurance



### Travel, Hospitality & Transportation



### Healthcare, Utility, Retail & Manufacturing



### Telecom, Technology and Online Services



### Media, Education, Government and Others



# Banking Services

## ■ Retail & Banking Operations

- Retail Liability Operations
- Retail Assets & Credit Cards
- Vendor Management

## ■ Commercial Banking & Markets

- Payment Processing
- Cash Management
- Trade & Market Operations



# Travel, Transport & Hospitality

- Reservations
- Billing
- Accounts settlement
- Revenue Cycle Management
- Reconciliations
- Sales
- Customer Service
- Collections
- Accounting Services



# Healthcare

- Order Processing
- Eligibility & Qualification
- Authorisation
- Claim Repair
- Cash Posting
- Billing & Call Centre
- Adjudication



# Recent developments

## ■ Good early progress on integration

- Integrating Intelenet and Serco India-based BPO operations
- Progressing on cost synergies
- Integrating and aligning global BPO sales pipelines

## ■ New market entry

- Opened a 150-seat centre in Dubai focused on financial services

## ■ Positive customer reaction

- Very positive reaction from clients post transaction

## ■ Recognised for valuing employees

- 1<sup>st</sup> in India's Best companies To Work For 2011 Survey – for companies with over 10,000 employees (Economic Times & Great Places to Work Institute of India)

Bringing service to life



## Summary and Outlook

Chris Hyman  
Chief Executive  
Serco Group plc

# Summary

- Good financial performance
- Global portfolio demonstrates resilience
- New BPO capabilities added
- Awarded £2.5bn of new business in H1
- Robust order book of £16.7bn

# Outlook

- Short term UK and US headwinds
- Medium and long-term confidence remains high
  - High revenue visibility and £29bn of identified opportunities
  - Efficiencies and improvements in essential services still sought
  - Public service reform
  - Significant global capability in BPO
  - Breadth of portfolio provides resilience and enhances growth potential

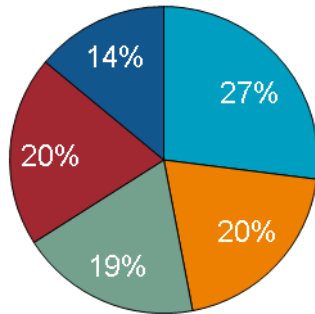
# Questions and Answers

# Appendix

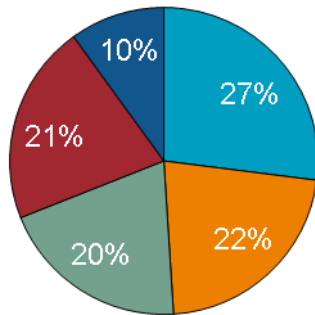


# Segmental breakdown

Revenue by market

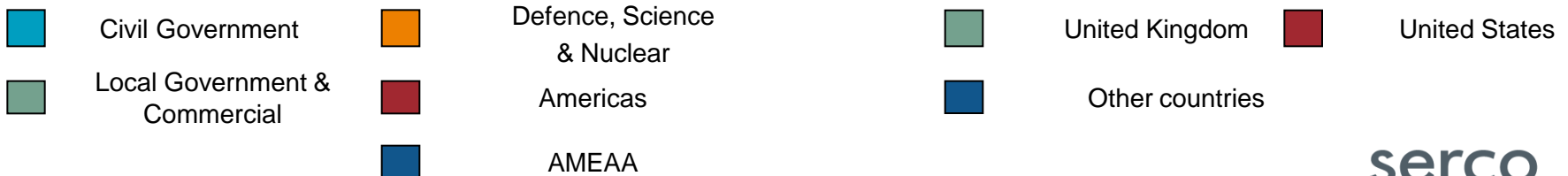
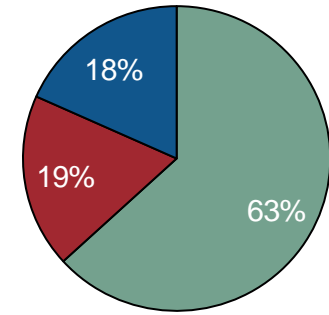
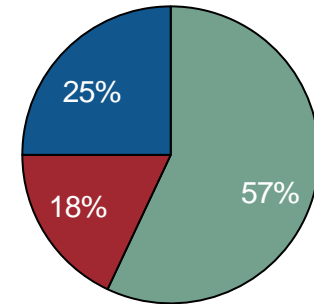


H1 2011 £2,246m



H1 2010 £2,140m

Revenue by geography



# Currency

## Half year average rates

	1H 2011	1H 2010
£:US\$	1.61	1.52
£:Aus\$	1.55	1.70
£:Eur	1.15	1.15

## Full year average rates

	FY 2010	FY 2009
£:US\$	1.54	1.56
£:Aus\$	1.68	1.99
£:Eur	1.16	1.12

## Closing rates

	30 Jun 2011	31 Dec 2010	30 Jun 2010
£:US\$	1.61	1.57	1.50
£:Aus\$	1.50	1.53	1.77
£:Eur	1.11	1.17	1.22

# Case study I – Banking Services

Retail & Branch Banking Operations			Commercial Banking & Markets		
Retail Liability Operations	Retail Assets & Credit Cards	Vendor Management	Payments Processing	Cash Management	Trade & Market Operations
<ul style="list-style-type: none"> <li>Account Life-cycle maintenance</li> <li>KYC &amp; AML implementation &amp; monitoring</li> <li>Up-sell &amp; cross sell 1st party &amp; 3rd party Products &amp; Service</li> <li>Direct Banking Channel service management</li> <li>Query resolution &amp; escalation management</li> <li>Product &amp; System support help desk</li> <li>Complete suite of Wealth Management</li> </ul>	<ul style="list-style-type: none"> <li>Origination Processing</li> <li>Valuations and Underwriting</li> <li>Collateral and Security mgmt.</li> <li>Disbursement &amp; life-cycle management including closures</li> <li>Dispute resolution Payment structuring and write-off management</li> <li>Fraud identification &amp; preventing calling</li> <li>Collection through Dialler management &amp; FOS</li> </ul>	<ul style="list-style-type: none"> <li>Custody management of Plastics, PINs &amp; Cheque Books</li> <li>SLA management for Card, PIN, Cheque Book printing &amp; dispatch and Statement rendition.</li> <li>Contact Point Verification and Credit Process Agency Management</li> <li>Document storage and retrieval.</li> <li>Cheque Pickup &amp; Lock Box processing</li> </ul>	<ul style="list-style-type: none"> <li>Pass or Reject payments based on remitter, beneficiary and country of origin</li> <li>Mandate &amp; Data preparation (SWIFT, ACH, ECS, etc)</li> <li>Payment repair</li> <li>Funds Control</li> <li>NOSTRO / VOSTRO Account reconciliation</li> <li>FX contract booking &amp; utilising</li> <li>Correspondence Bank query resolution</li> </ul>	<ul style="list-style-type: none"> <li>Account set-up</li> <li>Proof of Deposit</li> <li>Lockbox processing</li> <li>Correspondent Bank funding</li> <li>Interest, Charges &amp; Fees processing</li> <li>Collections &amp; Disbursement scheduling</li> <li>Reconciliation and liquidations</li> </ul>	<ul style="list-style-type: none"> <li>Spread B/S, P&amp;L to enable RMs set Limits and DP</li> <li>Factoring of Asset Sales financing</li> <li>Issuance &amp; management of Letters of Credit &amp; Guarantees</li> <li>LC Negotiations &amp; Loan processing</li> <li>Deals booking &amp; settlement</li> <li>Risk monitoring &amp; Compliance</li> </ul>

>3,000 FTEs

Combined volumes of over 20 million transactions per annum



**Demonstrable Depth and Breadth in Banking Operations**

# Case study 2 – Credit Bureaux

Disclosures	Disputes	Exclusive Services - Mortgages	Technical Helpdesk	Fraud
<ul style="list-style-type: none"> <li>• Receive Data from Member Banks and cleansing for:               <ul style="list-style-type: none"> <li>- Incomplete and inaccurate data</li> <li>- Duplicate records</li> <li>- KYC verification</li> </ul> </li> <li>• Reconcile receipt of funds to Disclosure requests</li> <li>• Render credit scores and credit reports to consumers &amp; institutions</li> <li>• Update consumer credit history based on data received from credit grantors</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate disputes with the credit grantors at the request of consumers or Institutions</li> <li>• Validate and update personal information of consumers</li> <li>• Discretionary accounts management as per policy</li> <li>• Amend consumer's credit files with:               <ul style="list-style-type: none"> <li>- Fraud Alerts</li> <li>- Opt out</li> <li>- Insolvency</li> <li>- Court Order</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Update accounts with responses received from credit grantors</li> <li>• Prepare Mortgage Credit reports</li> <li>• Verify and action:               <ul style="list-style-type: none"> <li>- Payment status and history of mortgage accounts and co-relate with other loan accounts</li> <li>- Duplicate Trade lines</li> <li>- Disputes pertaining to ownership</li> <li>- Public records like Tax Liens/Judgements</li> <li>- Details of Landlord</li> <li>- Collection accounts and payments received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Provide Technical support to Clients, Employees and Customers               <ul style="list-style-type: none"> <li>- Applications</li> <li>- Hardware</li> <li>- Password resets</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Handle queries pertaining to:               <ul style="list-style-type: none"> <li>- Adverse Information on Credit Reports</li> <li>- Fraud Alerts and Security Freeze</li> <li>- Identity theft</li> </ul> </li> <li>• Validate and process Fraud Alerts and Security Freeze</li> <li>• Investigations:               <ul style="list-style-type: none"> <li>- Adverse Information</li> <li>- Public tax not paid</li> </ul> </li> </ul>

**>1,000 FTEs**

**Combined volumes of over 6 million cases per annum**



**Industry Leadership Position**

# Case study 3 – Travel, Transport & Hospitality

Voice Operations			Data and Back Office Operations	
Telesales	Customer Service & Escalations	Helpdesk Support	Contract Loading & Fulfillment	F&A
<ul style="list-style-type: none"> <li>• Up-sell / Cross-sell</li> <li>• Travel Information and Quotes</li> <li>• Booking Flights/ Hotels/ Packages/ Cars</li> </ul>	<ul style="list-style-type: none"> <li>• Amendments/ Cancellations</li> <li>• Service Enquiries</li> <li>• Queues Processing</li> <li>• Schedule Changes</li> <li>• Loyalty Programs</li> <li>• Customer Retention/ Complaint Resolution</li> </ul>	<ul style="list-style-type: none"> <li>• B2B support for agencies</li> <li>• Tier II technical support for Global Distribution System (GDS)</li> </ul>	<ul style="list-style-type: none"> <li>• Ticketing and Quality Check</li> <li>• Dupe Booking Checks</li> <li>• Rebooking for schedule changes</li> <li>• Back-office queues</li> <li>• Agency Debit Memos (ADM)</li> <li>• Advance Passenger Information System (APIS)</li> <li>• Contract Processing</li> </ul>	<ul style="list-style-type: none"> <li>• General Ledger Accounting</li> <li>• Accounts Payable</li> <li>• Accounts Receivables</li> <li>• Fixed Assets</li> <li>• Mid Office Reports</li> <li>• Reporting and Reconciliation</li> </ul>

>3,000 FTEs

Combined volumes of over 23 million operations per annum



**Superior Credentials in Travel, Transport & Hospitality across Multiple Delivery Locations**

# Case study 4 – Healthcare

Order Processing	Eligibility & Qualification	Authorisation	Claim Repair	Cash Posting	Billing & Call Centre	Adjudication
<ul style="list-style-type: none"> <li>• Appointment Scheduling</li> <li>• Demographic entry</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-authorisation check with the Insurance company</li> <li>• Verification of the Patient Insurance eligibility</li> </ul>	<ul style="list-style-type: none"> <li>• Preliminary authorisations</li> <li>• Government Medicare authorizations</li> <li>• Renewal authorizations</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic rejections</li> <li>• Audits</li> <li>• Analyse Denial Patterns</li> <li>• Denial Identification and classification</li> <li>• Denial Resolution</li> </ul>	<ul style="list-style-type: none"> <li>• EOB Review</li> <li>• Payment Posting in the medical billing software</li> </ul>	<ul style="list-style-type: none"> <li>• Certified Coders for CPT-4, ICD 9/10 Coding</li> <li>• Hand key claims</li> <li>• Revenue confirmation</li> <li>• Rx Follow up</li> <li>• Patient contact center</li> <li>• Patient collections</li> </ul>	<ul style="list-style-type: none"> <li>• Indexing &amp; vetting claims/invoices to the correct claim of the Policy Holder</li> <li>• Invoice Processing &amp; Authorisations</li> <li>• Policy Administration &amp; accounting</li> <li>• Referrals handling</li> <li>• Quotations to prospective policy holder</li> </ul>

**>2,000 FTEs**

**Combined volumes of over 23 million transactions per annum**



**Building End-to-End Capabilities in Provider and Payer Space**

# Case study 5 – Telecoms

## Snapshot

- Over 10,000 FTEs in 5 dedicated centers in India
- Work with 5 of the top 8 telecom providers in India
- Telecom sector witnessed high growth in the last 3 years and will be a key driver for Intelenet due to increased telecom penetration and introduction of new services including 3G and number portability



← Current Scope of Services for telecom clients →

← Services from other verticals being leveraged for telecom clients →

### Contact Centre

- Outbound/Inbound response management centre
- Inbound customer care management
- Email/White Mail management
- Outbound calling for Customer Care and Customer Life Cycle Management
- Up-sell, cross-sell and new account addition

### Service & Support

- Data entry and account activation
- Verification & risk management
- Welcome kit dispatch and bill delivery
- Statement production and distribution
- Mail room management
- Account maintenance

### F&A and Collections

- Accounts Receivables
- Accounts Payable
- Debt recoveries
- Debt collections
- Outbound calling for collections
- Fraud identification & preventative calling
- Data analytics

### IT Solutions

- IVR/CRM solutions
- Customised solutions for data centre
- Outbound dialer/SMS gateway
- Email management solutions
- Voice loggers
- MIS & Reporting Software

**Market Leader in the Domestic India Market Space**

# Case study 6 – Finance & Accounting Services

<b>Clients</b>  <b>(2,000+ FTEs)</b>	     
	       
	     

Procure to Pay T&E	Order to Cash	Accounting, closing & reporting	Decision support and FP&A	Risk Management, Payroll & others
<ul style="list-style-type: none"> <li>• Invoice receipt and matching</li> <li>• Resolving unmatched items and vendor query management</li> <li>• Purchase order amendments</li> <li>• Travel and expense claims</li> </ul>	<ul style="list-style-type: none"> <li>• Invoicing and billing administration</li> <li>• Security administration</li> <li>• Chasing and collections</li> <li>• Cash application</li> <li>• Customer query resolution</li> <li>• Credit notes processing</li> </ul>	<ul style="list-style-type: none"> <li>• General ledger</li> <li>• Fixed assets</li> <li>• Reconciliation – bank, balance sheet accounts and inter company</li> <li>• Expense provisions and reserves estimation</li> <li>• Month end reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Product and channel profitability</li> <li>• Flash reports</li> <li>• Operating performance of centres</li> <li>• Internet statistics</li> </ul>	<ul style="list-style-type: none"> <li>• SOX / Internal controls</li> <li>• Risk Management</li> <li>• Payroll</li> <li>• VAT processing</li> <li>• Cash forecasting</li> <li>• Capital budgeting</li> </ul>

**>2,500 FTEs**

**Combined volumes of over £17bn in payables/receivables and over 9 million transactions per annum**

**To achieve market leadership position in the offshore Finance & Accounting market**