NIIT Technologies
FAO in the Travel, Transport & Logistics Sector

Vendor Assessment
Report Abstract

September 2013

By Mike Friend

F&A Outsourcing Program (FAO)

Research Director

NelsonHall

10 pages

Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for NIIT Technologies (NIIT) is a comprehensive assessment of NIIT's FAO offerings and capabilities in the Travel, Transport & Logistics (TTL) sector. The report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A RFPs

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector

Key Findings & Highlights

This NelsonHall vendor assessment analyzes NIIT's FAO offerings and capabilities in the TTL sector. NIIT is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's FAO industry analysis focused on the TTL sector.

NIIT Technologies (NIIT) is headquartered in India and employs ~8,000 FTEs. NIIT Technologies generated revenues of Rs. 20,214m($354m) in its fiscal year ended March 31, 2013, of which BPO services accounted for 6% of total revenues in FY 2013 (Rs 1,213m or $21).

Approximately 30% of NIIT's workforce (2,400 FTEs), are engaged in the TTL sector, primarily in the development and support of IT systems and applications. NIIT has been providing BPO services in the TTL sector since ~2007.

NIIT targets two primary sectors, Travel and Logistics. Within the travel sector NIIT serves airlines (for fare audit & passenger revenue accounting services) and online travel agencies (OTA's). NIIT currently also supports a single logistics client in California, U.S.

Scope of the Report

The profile provides a comprehensive and objective analysis of NIIT's FAO offerings, capabilities, and market and financial strength with regard to the TTL sector, including:

- Identification of the company's strategy, emphases and new developments

- Analysis of the company's strengths, weaknesses and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's offerings and key service components

- Analysis of the company's delivery organization including the location of delivery locations.

2

Contents

Report Length

10 pages

Report Author

Mike Friend

mike.friend@nelson-hall.com

FAO Vendor Assessments are Available for the following:

Accelya, EXL Service, HP, IBM, NIIT Technologies, Serco, Sutherland Global Services, Tata Consulting Services (TCS) and WNS Global Services.