

## **GTL Limited to expand BPO Operations - Proposes to set up Center in Pune**

**Mumbai – Thursday, 27th November, 2003:** GTL Limited, a premier Network Engineering and IT Services Company, convened a board meeting to approve the following:

Expansion of CMS / BPO business - Pune call centre to be set up

Formation of an Operating Council to manage business operations of the Company

Merger / amalgamation of Thermax Systems & Software Ltd. (TSSL) and Fine Infotech Ltd (FIL) with GTL Limited

### **1. Expansion of CMS / BPO business – Pune Facility to be set up**

GTL is setting up an additional 500 seat capacity, 5-storey, 30000-sqft area BPO/Call Center facility at Wanowarie in Pune. The location of the center offers benefits such as easy availability of electric power supply and access to human resource pool within a radius of 4-5 kms.

GTL's facility shall be the first in South Pune locality. It is expected to employ 750 BPO / call centre personnel by Q2, FY 2004-05. The center will also have facilities such as a 24x7 cafeteria, a well equipped Gymnasium, Cyber café, Library, Day care Center, etc. This is in addition to approximately 1500 agents at our New Bombay facility taking the total capacity of seats to over 2250 with utilisation approximately 80% by year end.

GTL offers high quality of service and delivery through its Navi Mumbai facility to clients in UK and USA. The new center will implement tried and tested systems and procedures so as to offer similar quality of service from Pune.

GTL has earmarked Rs.250 mn for first phase for infrastructure, hardware, software and technology for this center. When fully operational Pune center will handle Back office voice as well as non voice business for GTL's existing and new clients in the US and UK. The Pune center and GTL's existing facility at Navi Mumbai are to be linked such that the company will be in a position to offer Data security and Disaster Recovery to its clients serviced from either locations.

### **2. Operating Council to manage business operations of the company**

GTL Limited has a shareholder base in excess of 140,000 and Group revenues more than Rs.640 Cr. The Company's client list includes local as well as international MNCs and blue chip companies. Managing the corporate image dynamics and maintaining a high growth rate requires significant amount of time, energy and sustained efforts at the top management level.

It was, therefore, felt that professionals with functional / technical expertise be further empowered to run day-to-day business operations.

To manage the increasing complexity of managing the global business and increased professionalism, an operating council comprising of business heads, CFO and Head of Risk Management, has been formed. The current members of the council are:

Mr.Charudatta Naik, President - Network Engineering & Enterprise Solutions Businesses

Mr.Aparup Sengupta, President – CMS / BPO Business

Mr.Ravi Pandit, Chief Financial Officer

Mr.Rahul Desai, Head – Risk Management

### **3. Merger / Amalgamation of the Company's subsidiaries:**

With a view to complement its service offerings, GTL Limited (GTL) had acquired in 2000-01, Thermax Systems & Software Ltd (TSSL) and Fine Infotech Ltd (FIL), both companies engaged in providing software consultancy and development services.

It was proposed at the time of respective acquisitions itself, that the aforesaid companies could be merged with GTL at a later date. Considering the benefits of synergies that would be brought in by the merger of the acquired entities with GTL, Deloitte Haskins & Sells (Consultants) were requested to evaluate the said proposal.

The Consultants after evaluating the various alternatives have recommended merger of TSSL and FIL, simultaneously with GTL under a composite scheme, as per the provisions of Section 391 read with Section 394 of the Companies Act 1956. As the audited accounts of these companies are available as at March 31, 2003, it is proposed to adopt April 01, 2003 as the Appointed Date for the above purpose.

This merger / amalgamation may not have any impact on the Company's financials.

#### **About GTL Limited**

GTL Group is a leading Network Engineering and IT Services company with annual revenues of Rs. 640.49 crores for the year ended March 31, 2003. The Group's vision is to "Spearhead Technology-driven Business Innovations" and it brings together various technologies to address clients' critical business needs.

Total manpower of GTL Group as on September 30, 2003 stood at 3071 (including contractual) out of which 142 people were employed internationally, as against 2718 (including contractual) out of which 134 people were employed internationally.

GTL Group is present in 21 locations in India and 11 locations internationally that include USA, UK, Germany, Saudi Arabia, Mauritius, Singapore, Middle East, New Zealand and Australia. The Group focuses on Industry Verticals such as IT & Telecom, Healthcare & Pharmaceutical, Banking, Finance & Insurance, Manufacturing and Hospitality.

For further information contact:

L Y Desai  
Chief Investor Relations Officer  
GTL Limited  
Tele : +91 (22) 22613010  
Fax : +91 (22) 22655555  
Cell : +91 98203 19443  
[lydesai@gtllimited.com](mailto:lydesai@gtllimited.com)