

# Annual Report

2010-11

Executive Council

Association Overview

Membership Profile

The Year in Review

Member Companies

**NASSCOM<sup>®</sup>**

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## Message from the Chairman

Dear Friends,

2010 started with the backdrop of the global economic crisis and an uncertain environment. However as the year progressed, we witnessed a resurgence in technology spending led by pent up demand and return of discretionary spending.

The fiscal year 2010-11 reflected a strong rebound in growth for the Indian IT-BPO industry which is estimated to aggregate revenues of USD 76 billion this year, a growth of over 19 percent from the previous year. Most of our members – large, medium and small have reported high growth rates and many above our estimates. The domestic market has also reflected a similar growth path and increasingly new partnerships are being created across corporate India and the government.

Accordingly, NASSCOM identified its priorities for the year; spanning across talent development, creating a vibrant SME ecosystem in the country, rebranding the industry to showcase the transformation imperative, aligning with the government agenda on inclusive growth and building emerging opportunities defined by the Perspective 2020 vision.

NASSCOM Product and EMERGE group organised a series of programs and discussions across the country to address key issues for the SME and start-up companies. Mentorship programs, CIO partnerships, awards and recognition, workshops on sales marketing, talent development were key features. A lot more will need to be done to facilitate the growth of the Indian product and SME sector and NASSCOM will continue to build and scale programs to ensure that we build many more successful companies from India.

To advance our talent development initiatives, NASSCOM has joined the National Skill Development Corporation (NSDC) and will be leading the sectoral council for the IT-BPO industry. NSDC is a first-of-its-kind Public Private Partnership (PPP) in India set up to facilitate the development and upgrading of the skills of the growing Indian workforce through skill training programs. We believe that the NSDC engagement can help the industry scale the many pilot initiatives and also build technology as the enabler for skill development in the country.

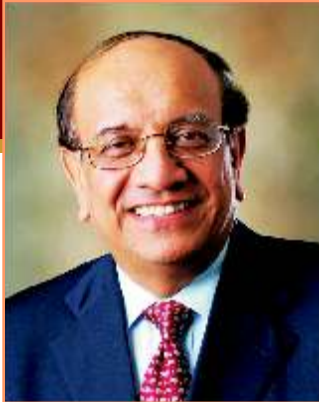
NASSCOM has also enhanced its partnership with the government to facilitate greater public-private partnerships for e-governance programs. An e-governance portal - 'eGovReach' has been set up to create a one stop repository for e-gov solutions in the country; policy discussions are being facilitated to enable SME participation in e-governance projects and a comprehensive framework is being drawn out to define the next phase of e-governance in India.

Enhancing diversity is another key focus for NASSCOM and the gender inclusion awards this year have received a phenomenal support from all of you. A detailed analysis of the forms indicate that companies have built in mature metrics to measure movement on gender inclusion and are building more programs driven by senior leadership support. NASSCOM has also broadened its inclusion focus to include differently-abled, cultural diversity and age diversity. Our vision is to see our industry emerging as the front runner in next practices on inclusion and diversity.

As a part of our global trade initiative, NASSCOM has been focusing on building trade partnerships with emerging countries. Recent delegations to China, Africa, Russia, Jordan and Latin America have created new business opportunities for our members and also a platform for NASSCOM to work collaboratively with associations and partners in these countries.

Interestingly, NASSCOM's agenda grew significantly in the year, growing well beyond its original foundations. This reflects the diversity and growth witnessed by the IT-BPO industry. Going forward, we can expect the sector to play an even more important role in shaping the new India, spurring its growth and delivering IT benefits to a much larger populace in the country. NASSCOM will continue to shape its own agenda and enhance its collaboration and partnership with our members to realise the vision of 'Transform Business, Transform India'.

**Harsh Manglik**  
Chairman, NASSCOM



## Message from the President

Dear Friends,

The current year has been a watershed year for the industry – the recovery from the economic downturn, surge in growth performance, war for talent, changing dynamics of business models and customer outlook – all these and more have redefined the industry.

However, the year did have its share of challenges in India and globally. The rhetoric on protectionism created an environment of uncertainty and laid open a debate across policy makers on the perceived benefits of globalisation. Issues of corruption, scams dominated attention in India leading to a negligible focus on long term policy issues.

As we look back at the year, there is satisfaction that NASSCOM in partnership with our members was able to address many of these challenges effectively and position the industry for the next wave of growth.

The key priorities for the year were addressing issues related to global protectionism, building an ecosystem for emerging companies and start-ups, creating a partnership with the government for e-governance, build opportunities in new markets, focus on talent development and enhancing data security and privacy.

The key messages that NASSCOM is taking forward based on the industry performance and interactions during the year are:

- Need to build industry value proposition beyond cost. Transformation is a key theme and NASSCOM and its members will need to articulate and demonstrate how we can partner to transform our client businesses.
- Global protectionism is not a short-term issue. Industry will need to adapt its business model and move towards a more global workforce. NASSCOM will continue to work with key influencers to articulate and demonstrate the benefits of our industry.
- Talent and attrition will be a challenge as industry will grow in 2011. However, skills building initiatives by industry and government should address the issues in a medium term.
- A new wave of product companies is emerging in the industry and will need a different set of initiatives to enable these companies. The NASSCOM Product Forum in collaboration with other stakeholders will lead this initiative.
- E-governance and opportunities within India provide a relatively untapped landscape for our members. NASSCOM will work with the government to enable public-private partnerships that can also extend to SMEs.

There are many other initiatives that I am not listing. However, to enable these and many which we are currently doing, we need the constant support and guidance of our members. As an industry we have demonstrated that we can collaborate to create solutions to address challenges or build new opportunities and we will need to deepen this partnership as we step into a new decade.

**Som Mittal**  
President, NASSCOM

### OFFICE BEARERS

#### CHAIRMAN



**Mr. Harsh Manglik**

Chairman-India & Geography Managing Director  
Accenture

#### VICE CHAIRMAN



**Mr. Rajendra S. Pawar**

Chairman & Co-founder  
NIIT Group

#### PRESIDENT



**Mr. Som Mittal**

President  
NASSCOM



## CHAIRMEN COUNCIL



**Mr. Harish Mehta**

Chairman & Managing Director  
Onward Technologies



**Dr. N.R. Narayana Murthy**

Chairman of the Board & Chief Mentor  
Infosys Technologies



**Mr. F. C. Kohli**

Former Deputy Chairman  
Tata Consultancy Services



**Mr. Ashank Desai**

Co-founder & Former Chairman  
Mastek



**Mr. K. V. Ramani**

Founder & Former Chairman  
Future Software



**Mr. Saurabh Srivastava**

Chairman  
CA Technologies India



**Mr. Raj Jain**

Chairman & Managing Director  
R. S. Software (India)



**Mr. Atul K. Nishar**

Founder & Chairman  
Hexaware Technologies



**Mr. Phiroz Vandrevala**

Executive Director & Head,  
Global Corporate Affairs  
Tata Consultancy Services



**Mr. Jerry Rao**

Former CEO  
Mphasis EDS



**Mr. S Ramadorai**

Vice Chairman  
Tata Consultancy Services



**Mr. N. Lakshmi Narayanan**

Vice Chairman  
Cognizant Technology Solutions



**Dr. Ganesh Natarajan**

Vice Chairman & CEO  
Zensar Technologies



**Mr. Pramod Bhasin**

President & CEO  
Genpact

## EXECUTIVE COUNCIL MEMBERS



**Mr. Arjun Malhotra**

Chairman of the Board  
Headstrong



**Mr. Arun Seth**

Chairman  
BT India



**Dr. Biswadip Mitra**

President & Managing Director  
Texas Instruments India



**Mr. B.V.R. Mohan Reddy**

Founder, Chairman & Managing Director  
Infotech Enterprises



**Mr. Deep Kalra**

Founder & CEO  
MakeMyTrip (India)



**Mr. Ketan Bakshi**

Founder, Chairman & Managing Director  
Neilsoft



**Mr. Kiran Karnik**

Former President  
NASSCOM



**Mr. Krishnakumar Natarajan**

CEO & Managing Director  
MindTree



**Mr. N Chandrasekaran**

CEO & Managing Director  
Tata Consultancy Services



**Ms. Neelam Dhawan**

Managing Director  
Hewlett-Packard India



**Mr. Pratik Kumar**

Executive Vice President, Human Resources,  
Wipro & President,  
Wipro Infrastructure Engineering



**Mr. R Chandrasekaran**

President & Managing Director,  
Cognizant Technology Solutions

## EXECUTIVE COUNCIL MEMBERS



**Mr. Rajesh Nambiar**  
Chairman & General Manager, Global Delivery  
IBM India



**Mr. Raman Roy**  
Chairman & Managing Director  
Quattro BPO Solutions



**Mr. Ravi Venkatesan**  
Chairman  
Microsoft Corporation India



**Ms. Sandhya Vasudevan**  
Managing Director  
DBOI Global Services, Deutsche Bank Group



**Ms. Sangita Reddy**  
Founder & Managing Director  
Apollo Health Street



**Mr. Sharad Sharma**  
Chairman  
Movico Technologies



**Mr. Srinath Batni**  
Director and Head, Delivery Excellence  
& Member of the Board  
Infosys Technologies



**Mr. Sudip Banerjee**  
CEO  
L&T Infotech



**Mr. Vineet Nayar**  
CEO  
HCL Technologies



**Mr. Wim Elfrink**  
Executive Vice President, Cisco Services  
& Chief Globalization Officer, Cisco Systems Inc.



# ASSOCIATION OVERVIEW

## About NASSCOM

NASSCOM® is the premier trade body and chamber of commerce of the IT-BPO industry in India. It is a global trade body, with over 1200 members, which include both Indian and multinational companies that have a presence in India.

NASSCOM's member and associate member companies are broadly in the business of software development, software services, software products, consulting services, BPO services, e-commerce and web services, engineering services offshoring and animation and gaming. NASSCOM's membership base accounts for over 95 percent of IT-BPO industry revenues in India and employs over 2 million professionals.

NASSCOM was set up in 1988, as a not-for-profit organisation, registered under the Indian Societies Act, 1860. Currently, NASSCOM is headquartered in New Delhi, India, with regional offices in the cities of Bangalore, Chennai, Hyderabad, Kolkata, Mumbai and Pune.

In India and around the world, NASSCOM members are active participants in the new global economy and reputed for their innovative business practices, social initiatives and thrust into new emerging opportunity areas.

## Vision

To be the most effective and engaging global trade organisation built on trust and credibility.

## Aims and objectives

NASSCOM aims to drive the overall growth of the technology and services market and maintain India's leadership position, by taking up the role of a strategic advisor to the industry. NASSCOM's varied strengths include advocacy on public policy, international trade development, research and market intelligence services, and access to an international network through 50 MoUs and linkages with 40 industry associations across the globe. This enables NASSCOM to advise members—both established and emerging companies on how to enhance growth.

Other goals include accelerating trade development efforts, improving talent supply, strengthening local

infrastructure, building partnerships and driving operational excellence. NASSCOM is also helping catalyse the process of innovation, IT workforce development and enhancing data security.

## NASSCOM's key focus areas include:

- **Policy Advocacy** – Partnership with the Government at centre and state
- **Industry Development** – Research, Events, Forums, Best Practices, SME programs
- **Enabling Environment** – Entrepreneurship, Innovation, Talent development, Security initiatives, Enhancing Infrastructure
- **Global Trade Development** – Policy advocacy, Market development, International partnership, WTO / Bilateral engagements
- **Sustainability** – CSR initiatives, Gender inclusivity, Driving Inclusive Growth, Green IT initiatives

## NASSCOM Membership

NASSCOM welcomes as members, companies and firms that are incorporated and/or are registered in India, which have made and will make positive contributions to the industry in India and globally. Member companies are expected to comply with NASSCOM's code of conduct.

## Membership Strength

The membership of NASSCOM has been steadily increasing. In 1988, NASSCOM had 38 members, who together contributed close to 65 percent of the revenue of the software industry. Since then, the membership of NASSCOM has grown multifold and crossed the 1200 member mark. These members currently account for over 95 percent of the revenues of the industry.

## FORUMS

Specific industry led forums have been created to enable different industry sectors to build programs and grow the sector. The forums include:

**Animation and Gaming Forum:** The focus is on building the nascent but high potential animation and gaming industry in the country. Focused events, research, policy and talent development are its thrust areas.

**BPO Forum:** The Forum aims to build a sustainable BPO industry through research, best practices, talent development initiatives and new standards for data security.

**Captive Forum:** The Forum provides a platform for captives located across the country to share best practices and address issues at a regional level.

**Emerging Companies Forum:** The Forum provides a platform for emerging companies to share experiences, ally on critical projects and focus on partnerships to cater to customer demands.

**Engineering Services Forum:** The Forum aims to assist engineering service providers to optimally exploit the potential of the high growth engineering services outsourcing sector, and help India achieve leadership in this space.

**Global Enterprise Product Support forum (GEPS):** This Forum aims to position India as a leader in global enterprise level product support and is focused on multinational companies that leverage India's expertise in the area of product support services.

**Internet Working Group:** The group is focused on bringing different Internet providers to a common platform and making India a leading country for Internet users, thereby building an industry sector of internet services and solutions.

**Product Forum:** The Forum encourages product development in India by providing relevant industry information, facilitating an exchange of ideas, and identifying issues related to marketing, branding, investments and IP (Intellectual Property) creation and protection.

**Quality Forum:** The key objective of the Forum is to provide India with next-generation leadership in the Quality domain.

**Remote Infrastructure Management (RIM) Forum:** The Forum aims to build India's capability in the offshore Infrastructure management domain through market development and enhancing talent supply.

## GLOBAL TRADE DEVELOPMENT

Building international linkages and creating partnerships with global trade bodies is a key focus for NASSCOM. The focus of the global trade development programme is to engage with international stakeholders, the government, customers and associations to collaborate on issues related to international policy, visa/work permits and business partnerships. Inward and outward delegations, country reports that highlight

market opportunity assessments, MoUs with relevant trade bodies are some of the key activities of this program.

## INITIATIVES

To build an enabling ecosystem in the country, NASSCOM has a special thrust on specific initiatives that include:

**Diversity and Inclusivity Initiative:** The initiative focuses on mentoring and empowering diversity within the workplace with respect to gender, differently-abled and multi-cultural workforce.

**Domestic IT Market Initiative:** The focus is to promote and grow the domestic IT market by driving IT adoption in newer industry verticals and small and medium businesses.

**eGovernance Initiative:** This initiative aims to be a catalyst in eGovernance initiatives and harness ICT for inclusive growth by facilitating collaboration between the industry and government.

**Education Initiative:** The initiative aims to improve the interface between the IT-BPO industry and academia to ensure availability of globally employable IT-BPO professionals. Specific programmes on enhancing capacity and employment of the workforce are being undertaken.

**Green IT Initiative:** This initiative is focused on enabling the IT-BPO industry in India to contribute to the environment through technology and adoption of environmentally-friendly infrastructure.

## INDUSTRY DEVELOPMENT PROGRAMME

In order to enhance the employability of the talent pool in the country and build a secure database of employees, NASSCOM has initiated two specific programmes:

### National Skills Registry (NSR)

NSR is a centralised database of employees of IT services and BPO companies in India. This database contains third party verified personal, qualification and career information of IT-BPO professionals. It is an employee-friendly measure to minimise any misuse of employee identity, where employers will be able to view the verified resume of the professional. It is operated by NDML, a fully-owned subsidiary of National Securities Depository Limited (NSDL).

## **NASSCOM Assessment of Competence (NAC)**

NASSCOM Assessment of Competence (NAC) is an assessment and certification framework to ensure a steady supply of quality professionals to meet the present and future requirements of the IT-BPO industry. NAC aims to create a robust and continuous pipeline of talent through standard assessment and certification. It also helps to provide insights into the training and development needs of talent and helps Governments and Universities craft customised talent development initiatives and programmes. This framework is available for IT industry (NAC-Tech) and BPO (NAC).

## **INSTITUTION BUILDER**

NASSCOM has contributed to the development of three organisations, aimed at focusing on CSR, data security and e-Governance.

### **NASSCOM Foundation (NF)**

NASSCOM Foundation (NF) was instituted with the aim of using information and communication technologies for development and to catalyse corporate social responsibility (CSR) initiatives within the Indian IT-BPO industry. By implementing a diverse range of

programmes, the NASSCOM Foundation is taking information and communication tools to underserved communities across the country. It is also channelising the immense potential of the IT industry towards socio-economic development of the nation.

### **Data Security Council of India (DSCI)**

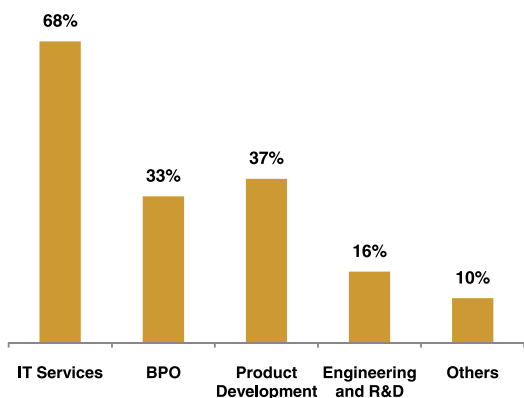
DSCI is a not-for-profit organisation, established with the key objective of building a credible and committed body to uphold data privacy and security standards. The mission of DSCI is to build the trustworthiness of Indian companies as global sourcing service providers, and to send out a message to clients worldwide that India is a secure destination for outsourcing, where privacy and protection of customer data are enshrined in the global best practices followed by the industry.

### **National Institute for Smart Governance (NISG)**

Incorporated in 2002, the National Institute for Smart Governance (NISG) is a Section 25 organisation set up in public-private partnership with NASSCOM, the Government of India and Government of Andhra Pradesh. The key objective of the organisation is to catalyse development of e-governance in the country.

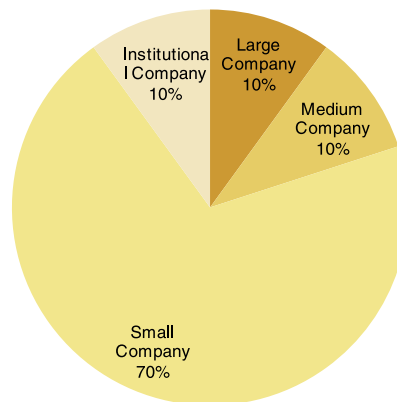


### Profile of Member Companies



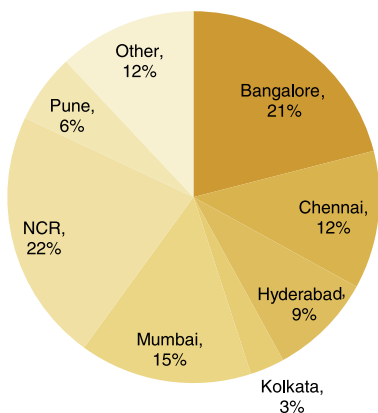
Percentage of member companies working in each segment

### Distribution by size and ownership

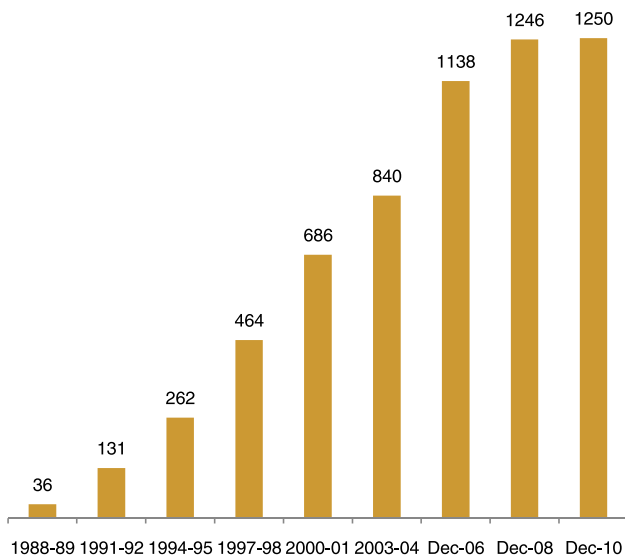


- Large company – Companies with gross revenue of over Rs.200 Cr
- Medium company – Companies with gross revenues between Rs. 50 Cr and Rs. 200 Cr
- Small company – Companies with gross revenues of less than Rs. 50 Cr
- Institutional company – Companies that provide support services to the IT-BPO sector

### City wise spread of Membership



### Membership Strength



# THE YEAR IN REVIEW

## GOVERNMENT POLICY ISSUES

NASSCOM has been working closely with both the Union and State Governments of India as well as national and international agencies to create a regulatory climate that is conducive to the growth of the IT-BPO industry in the country. As part of this agenda, NASSCOM initiated the following activities in 2010:

### 1. Taxation

- a) Transfer Pricing (TP)
  - Acceptance and notification of an Alternate Dispute Resolution Mechanism for speedy resolution of TP disputes.
  - Acceptance of approach of Safe Harbour for TP resolution. Towards this end, the Government has constituted a Committee for making rules on Safe Harbour, of which NASSCOM is a member.
  - An in principle acceptance of the mechanism of Advance Pricing Agreement basis for TP dispute resolution. This is expected to materialise when the Direct Tax Code is implemented.
- b) Packaged Software
  - Effectively addressing the issue of clarity in regard to levy of central taxes on packaged software.
  - Approach of an MRP basis for taxation of shrink-wrapped packaged software.
- c) Special Economic Zone (SEZ)

Acceptance of the request by the Government for differentiating the cut off date for developers and units for purposes of grandfathering of SEZ benefits post implementation of the Direct Tax Code. Originally, it had been suggested that the cut off date for developers and units for grandfathering of SEZ benefits should be March 31, 2012 i.e., the date of implementation of the Direct Tax Code. However, for units, this has been extended to March 31, 2014 i.e., two years after the cut off date for developers.
- d) Removal of anomaly in SEZ tax benefits in two tranches.
- e) Restoration of exemption for services wholly consumed in SEZs.
- f) Extension of STPI benefits by one more year till March 31, 2011.
- g) Withholding tax on IT Software Services and its cascading impact.

### 2. Issue of Employment Visas for skilled foreign workers

Initially the Government accepted that there was a need to treat skilled and highly skilled workers in the IT-BPO sector on a different platform and introduced a monetary threshold of salary to determine such foreign workers. However, subsequently, this very same threshold was extended to all other sectors of the industry in respect of skilled and highly skilled workers.

### 3. Removal of Fringe Benefit Tax on Employee Stock Options

### 4. Bringing about clarity in regard to refund of Service Tax issues. Few procedural aspects still remain to be addressed.

## GLOBAL TRADE DEVELOPMENT PROGRAMME

The Global Trade Development Programme is designed to sustain India's edge as a favourite destination for IT and IT-enabled outsourcing. During 2010, NASSCOM continued to strengthen India's credentials as a key global IT-BPO hub. As part of this initiative, NASSCOM worked with international Governments to create regulatory frameworks that would foster trade with the Indian IT-BPO industry, position India as a trade partner and promote global sourcing in new markets and verticals. It also spotlighted India's edge as an outsourcing destination and the unmatched value proposition offered by the country's IT-BPO service providers.

NASSCOM did so by reaching out to influencers including legislators, elected officials, associations, think tanks, academic institutions, customers, regulators, the Indian Embassy and the media.

### MoUs were signed with the following associations:

1. int@j, the Information Technology Association of Jordan
2. NIPA, the National IT Industry Promotion Agency of Korea

### NASSCOM obtained additional clarification on the Foreign Worker Quota

NASSCOM had requested for a clarification on, and moderation of, the changes to the employment visa process of foreign workers coming to India. As a result,



the Indian Government had released a clarification about the foreign worker quota that was imposed early in January, 2010. In accordance with that regulation, all Indian companies sponsoring foreign workers for employment visas are required to certify that they are in compliance with the new quota, i.e., that their foreign workforce does not exceed one percent of their total workforce, or 20 foreign workers, whichever is less. A statement of compliance must be included with the foreign workers' employment visa applications.

### **Networking session with Belgian IT Business Delegation**

On the occasion of the visit of the Belgian business delegation, led by the Crown Prince of Belgium, HRH Prince Philippe, the Belgian embassy, with the support of NASSCOM, organised a networking session for Belgian IT companies and NASSCOM members. The IT delegation was part of a 300-head business delegation led by the Crown Prince. This large incoming mission showcased Belgium's interest in India, and the joint opportunities that exist for both the countries.

### **Workshop on Global immigration trends, Challenges and Opportunities**

NASSCOM organised this workshop in partnership with Fragomen in Bangalore. The immigration workshop was on: employer responsibility, new global legislative developments and strategies for compliance at a time of ever-increasing restrictions on the worldwide deployment of international personnel. The workshop enabled attendees to gain a comprehensive overview of the current immigration trends, challenges and best practices covering multiple international destinations for multi-national corporations.

### **India–China Business and Technology Co-operation Summit 2010 organised in China**

The programme for the summit was conceptualised by NASSCOM and supported by CII. The summit hosted by the Indian Embassy in Beijing was a strategic attempt to raise awareness about the capabilities of the Indian IT industry and how Indian IT companies could add value to Chinese enterprises. There was participation from 15 Indian IT companies and 300 attendees from state-owned Chinese enterprises.

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### **Employment Visa limits for Foreign Workers relaxed for the IT/ITeS sector**

NASSCOM had been engaging with the Government on getting a clarification on the additional requirements for obtaining Employment Visas to Foreigners intending to work in India. The government issued a notification clarifying the requirements. These provide the desired level of exemption to the IT/ITeS industry. The highlights of these instructions are:

Removal of any limit (processing or otherwise) for issue of Employment Visas for Foreign Workers (excluding those from PRC countries) seeking to work in India for the IT/ITeS sector, provided the following criteria are met viz.,

- a. The Sponsor company in India must be an IT/ITeS company, and
- b. The Sponsor company in India must be an STPI Unit or an IT unit located in an SEZ, and
- c. The Foreign Worker seeking the Employment Visa draws a salary in excess of USD 25,000 per annum.

Such Employment Visas can be granted for a period of up to three years, if required, and thereafter can be extended for another two years.

### **Enhancing the EU-India Partnership: Harnessing EU and Indian IT leadership for fostering competitiveness and innovation**

NASSCOM brought together ambassadors and high level diplomats from the EU member states to the Embassy of India in Brussels in May to discuss challenges and opportunities for EU-India cooperation in the IT sector. The exclusive event, presented EU and Indian decision-makers with an opportunity to reaffirm the EU-India Partnership at a time of global economic uncertainty and to explore how India's IT services sector could effectively contribute to fostering economic growth and innovation in Europe.

### **BPO Business Xchange session with Chinese enterprises**

NASSCOM organised a networking session in New Delhi on July 30, 2010 for its members to engage with a business delegation of 20 Chinese representatives including key industry influencers like the China Academy of Telecommunication Research, MIIT and the China Call Centre and CRM Association (CNCCA).

### **NASSCOM hosts UK Immigration Minister Damian Green**

NASSCOM held a meeting of its members with UK Immigration Minister, Damian Green and H.E. Sir

Richard Stagg in New Delhi on August 25, 2010. Minister Green was on an information gathering trip to India on the proposed immigration cap for which the UK Border Agency and Migration Advisory Council (MAC) are conducting consultations. The session was attended by senior industry representatives.

### **Exclusive interaction with Mr. Vivek Kundra, Chief Information Officer of the US Federal Government**

This exclusive interaction was held in Mumbai. Mr. Vivek Kundra did not elaborate on the visa fees issue. He did however emphasise on the US Government's approach towards using technology to connect with people. He said that government was open to private sector participation in non-sensitive projects. Mission critical and national security related projects would be internally managed by the US Government, Mr. Kundra informed. He also explained the challenges he faced while taking over the office of the CIO of the President's administration. These challenges were predominantly related to efficiency and transparency in executing projects at various local/state and federal levels. Mr. Kundra stated that he had introduced accountability and transparency into the process. Mr. Kundra was hugely impressed by India's Right to Information (RTI) act and was keen to study the same.

### **NASSCOM-BSA conference: Managing Software Licenses**

A joint initiative of NASSCOM and the Business Software Alliance was launched to sensitise IT companies about the value of Intellectual Property Rights (IPRs) in software and software licenses as company assets. The objective of the seminar was to help IT companies understand the value of deploying genuine/original software to help enhance organisational IT/PC security, drive compliance, and reduce legal and financial risks.

### **NASSCOM's document on Swiss visa/work permit issues-Shortage of work permits in many Cantons due to quota system**

In 2009, the Swiss Federal Council reduced the quotas for 2010 by 50 percent. Employers were unable to obtain work permits in many Swiss cantons because 2010 work permit quotas were at, or near exhaustion. NASSCOM had presented a white paper, that recommended making Switzerland a hub of European activity for the Indian IT and BPO industry.

### **UKBA and MAC consultation about limiting non-EU migration**

NASSCOM submitted a response to the consultations by the UK Borders Agency (UKBA) and the Migration

Advisory Committee (MAC) about introducing quotas for migration to the UK. NASSCOM's basic position emphasised that including ICTs in an immigration quota would: (a) damage the UK economy, (b) undermine UK's status as a haven for inward investment, (c) weaken, not strengthen, the sustainability of the proposed quota and (d) be unnecessary as the net number of ICT holders settling in the UK was very small and the vast majority returned to their home country. Fundamentally, ICTs were a platform for trade, not immigration, NASSCOM's response stated.

### **NASSCOM hosted Governor of Kentucky**

The Governor of Kentucky, Governor Beshear visited New Delhi on October 19, 2010, spearheading a business delegation. Kentucky is one of the leading States in the USA, where IT technology platforms are being applied to both traditional and emerging industries to enhance productivity, provide new value-added services, and manage risk. In this environment, where the US government is looking to raise maximum funds through a high tax structure, the Kentucky legislature recently passed a major tax-modernisation initiative, eliminating the corporate license tax and lowering the corporate income tax rate to 6 percent. NASSCOM hosted the Governor and his delegation and also invited member companies to interact with the visitors.

### **NASSCOM and FICCI host luncheon meeting in honour of the Honourable Donald Tsang, Chief Executive, HKSAR**

NASSCOM and FICCI jointly hosted an exclusive luncheon business meeting in honour of Mr. Tsang, Chief Executive HKSAR on October 26, 2010. This was the first time Mr. Donald Tsang visited India. He was accompanied by thirty top CEOs of the Hong Kong industry, and a high powered team from the Government of Hong Kong. The focus of his visit was to identify potential partners for investing in India, in the area of emerging, high-end technologies, that would transform India. Hong Kong is focusing on the IT and ITES, Telecom, Logistics, Clean Energy, Banking and Financial Services sectors.

## **VISITING INTERNATIONAL DELEGATIONS**

### **Delegation from Finland in New Delhi and Chennai**

A business delegation, led by Ms. Suvi Lindén, Minister of Communications, Finland, visited Delhi, along with a 25-member delegation including leading companies from the Information, Communication and Technology domain on January 19, 2010. Finpro, the association of Finnish companies, organised a roundtable discussion followed by B2B meetings. NASSCOM also invited its member companies to be part of this roundtable and meet with the Finnish companies.

## **Delegation from Korea visits New Delhi and Bangalore**

NASSCOM hosted an IT delegation from Korea in January in New Delhi and Bangalore. The delegation was part of the Ministerial delegation led by the President of Korea, Mr. Lee Myung-Bak. Mr. Bak was also invited to be the Guest of Honour for the Republic Day celebrations in India. The session was well attended by around 65 Indian companies and provided an excellent platform for Indian and Korean companies to network and explore business opportunities.

## **INDIAN DELEGATIONS GOING OVERSEAS**

### **Delegation to the Nordics (Denmark and Sweden)**

NASSCOM organised its first delegation to the Nordic region of Denmark and Sweden in May, 2010. Seventeen member companies were part of the delegation. Meetings, presentations and networking sessions were organised in both Sweden and Denmark, which provided a 360° view of the ICT industry and covered relevant issues related to doing business in that country. It emerged from the discussions that both countries have very focused niche players with strong domain expertise.

### **Delegation to the Germanic Region (Switzerland and Germany)**

NASSCOM organised a delegation to the Germanic region of Switzerland and Germany from June 14-17, 2010. The key objective of the delegation was to provide Indian companies an exposure to the Germanic ICT environment and create networking opportunities between Indian companies and their peers in Switzerland and Germany. The key focus of the delegation was on exploring business and partnership opportunities, especially for small and medium companies in the areas of banking, engineering and manufacturing.

Various sessions were organised in Switzerland, to provide a perspective on ICT in that country and doing business with the nation. In Germany, the NASSCOM delegation was invited to attend the Annual General meeting of the Indo-German Chamber of Commerce. It provided an excellent opportunity for Indian companies to network with German companies. There were over 200 German companies at the event. The delegation also attended the fifth Indo-German ICT Conference, in Cologne, Germany which was hosted by BIKTOM, the IT association of Germany, and supported by NASSCOM.

## **Delegation to China—Beijing and Shanghai**

NASSCOM, at the invitation of the Indian Embassy in China and the Government of India organised a members' delegation to China from August 16-21, 2010. The IT delegation was invited to be part of the "India Day" Celebrations on August 18, and to attend the "India Business Day" on August 19 in Shanghai. On these two days, the NASSCOM delegation was part of the larger assemblage, including delegations from CII, FICCI and ASSOCHAM. NASSCOM invited its member companies to be a part of the delegation to China and built a programme for them in Beijing and Shanghai. Fourteen companies were part of the delegation.

### **Delegation to Africa (Nigeria, Ghana and Kenya)**

NASSCOM organised its first ever delegation to the African countries of Nigeria, Ghana and Kenya. The 21 members in the delegation, represented both large as well as emerging companies from across the country. The delegation was received by the leading IT associations of the host countries, including the Prime Minister's office in Kenya. It was one of the most successful delegations sent out by NASSCOM, since nearly eight companies found relevant partners/or decided to set up offices in these geographies.

### **Delegation to Jordan**

A NASSCOM delegation visited Jordan from October 10-13, 2010. The main focus of the delegation was to create awareness among the local companies about India, identify potentials companies for partnership and build a long-term engagement programme with that country. In Jordan, the NASSCOM delegation attended the Mena ICT Forum, which is widely considered one of the region's foremost ICT and ICTES industry events. The conference was held in Amman, Jordan under the patronage of His Majesty King Abdullah II, at the King Hussein Business Park.

### **Delegation to Latin America (Brazil and Chile)**

NASSCOM organised its first-ever delegation to Brazil and Chile from October 24-30, 2010. The delegation was invited to be part of the South-South BPO Summit—a conference between India, South Africa and Brazil. The delegation also visited FutureCom (the largest and most qualified event of the telecommunications and information technology sector in Latin America) in Sao Paulo.

In Chile, meetings and roundtables with organised by CORFO (the Chilean economic development agency), government agencies, ATCI (the IT association of Chile) and the Indian Embassy in the country. These provided NASSCOM member companies with an excellent

opportunity to build business linkages in the region. The Latin American market is clearly divided by the two dominant languages used there—namely Portuguese and Spanish.

## RESEARCH

### Reports

#### IT-BPO Sector in India: Strategic Review 2010

Strategic Review, the annual publication of NASSCOM reviewed the performance of the IT-BPO industry in India. Apart from covering the outlook projected for the global and Indian IT-BPO sectors, the report also included an in depth analysis on the following: Domestic market, Captives, Engineering services and Impact of the industry on the economy. The key components of India's value proposition were also assessed in the report.

#### NASSCOM Corporate Governance Report

The NASSCOM Corporate Governance and Ethics Committee outlined its agenda for corporate governance to extend to the entire ecosystem. The focus of the committee was to create a set of best practices under the framework of existing regulations that organisations in the IT-BPO sector could follow. These practices would then set standards for governance in the industry and help to build an ethics-led framework.

#### NASSCOM-Price water house Coopers Report Emerging Markets Series: Opportunities for Indian IT-BPO industry in the Germanic countries

This is the third report in our Emerging Market Series analysis; which covers Germany, Switzerland and Austria. The report talks about the changing macroeconomic scenario and opportunities for mutual cooperation in these countries. It also focuses on the Germanic IT and BPO Market Landscape, strategies to succeed for Indian IT-BPO companies and partnership opportunities in the area of IT services, BPO and Engineering Services.

#### NASSCOM-Booz and Company Study—Global ER&D: Accelerating Innovation with Indian Engineering

This study reviews the progress made since 2006 in Engineering Research & Development (ER&D). It understands the change in customer perspectives about offshoring, estimates the potential market opportunity for India (offshoring and domestic) by 2020 and attempts to create greater awareness about India's relatively lesser known strengths in the ER&D domain.

## NASSCOM-Zinnov Report—Captives in India: Adding Value to Global Businesses

This report provides an overview of the captives, as well as detailed insights on industry trends and growth drivers. It assesses specific issues and challenges facing Captives through case studies, and addresses their future growth opportunities.

### Whitepapers

#### Impact of IT-BPO Industry in India: A Decade in Review

The paper captures the IT-BPO industry's contribution to the development of India's overall economy. It also stresses on the industry's socially responsible focus, emphasising that corporations are playing an active role in regional development across India, by empowering diverse human assets, driving technology and innovation to transform client businesses, and enhancing the overall brand image of India.

#### Indian IT-BPO Industry: Building Future Ready Organisations

The paper focuses on how the industry is working towards building “Future-Ready” organisations through investments in training and development, offering a robust career-path to youngsters, and adopting industry best practices. Each initiative is spotlighted through the inclusion of real-life case studies. It also features case studies shared by member companies.

#### BPO 3.0: Charging Ahead

This paper aims to bring into focus how the industry is evolving, its impact on society, and its future direction. It highlights the key trends defining the sector, alongside real life case studies on the transformative benefits that clients have derived from outsourcing business process services to India. The study also talks about redefined industry strategies for BPO 3.0.

### Industry Insights

With a view to providing a regular, in-depth analysis of the IT-BPO industry to its members, NASSCOM will be publishing a quarterly “Industry Insights” report covering key parameters and insights on the sector performance, and the global outsourcing landscape. The analysis will cover the top 10-15 public listed companies, and provide an overview about the state of the industry on a quarterly basis.



## **The IT-BPO Sector in India: Enabling Governments Worldwide**

This paper is a collection of case studies of work done by NASSCOM members. Some are examples of enterprise wide applications whereas others are smaller and cater to a defined need. Each however, focuses on how member companies have brought greater efficiency and transparency in the workings of government, while adhering to data security norms.

## **RIM—Enabling Transformation within IT services**

This report highlights and substantiates with case studies, the evolution of the RIM segment in India, its current and future market size, the changes taking place in its business and pricing models, growth strategies, emerging technologies and their impact on RIM, the challenges faced by this segment and initiatives taken to mitigate them.

## **EVENTS**

### **NASSCOM India Leadership Forum**

The eighteenth edition of NASSCOM's flagship event—the India Leadership Forum 2010 was held in Mumbai from February 9-11, 2010. The theme of the event was “New Times, New Ideas, New Directions.” Over 22 country delegations participated in the three-day event, which attracted 1400 delegates and was addressed by over 140 speakers.

### **NASSCOM EMERGEOUT Conclave—Chennai**

The fourth edition of the EMERGEOut Conclave was organised in Chennai on April 30, 2010. The theme this year was “Nurturing the IT DNA in India's growth sectors.” The focus was on the addressable domestic market for the IT-BPO sector. Around 35 speakers and 250 delegates attended the event, with approximately 40 percent of the delegates representing non-member companies and start-ups.

### **NASSCOM Engineering Services Conclave**

The Engineering Services Conclave was held in Bangalore on May 20, 2010 and brought together more than 250 delegates from engineering services and R&D companies. The NASSCOM-Booz report on “Global ER&D: Accelerating Innovation with Indian Engineering” was also released at the conference.

### **NASSCOM BPO Strategy Summit**

The annual BPO Strategy Summit was held in Bangalore from June 9-10, 2010 with the key theme of “Collaborating for Smarter Solutions.” The event provided a perspective on nurturing inclusivity, the new

opportunities ahead, driving the next generation of growth and profitability, re-skilling and bridging the skill gap, etc. Exclusive sessions were organised for LPO and KPO organisations at the summit. Over 600 delegates attended the two-day event.

### **NASSCOM HR Summit**

The seventh annual NASSCOM HR Summit was held in Chennai from July 28-29, 2010 on the theme “Time to Reinvent.” The event was structured differently this time around, with the second half of Day 2 focused on workshops. Social media, in the form of NASSCOM Connect, was actively used at the summit. The service enabled delegates to check out on other attendees and connect with peers. The LinkedIn group also remained visible at the conference and was used by the HR community to exchange ideas, etc. The event updates, photos and session notes were hosted on the NASSCOM site, barely minutes after the sessions concluded at the conference. The summit drew over 650 delegates.

### **NASSCOM SEPG Asia Pacific Conference**

NASSCOM along with SEI organised the NASSCOM SEPG Asia Pacific Conference in Bangalore from August 17-19, 2010. The two-day workshop was held on CMMI V1.3 and CMMI for services. The tutorials were attended by 150 people each day. This was followed by the NASSCOM Quality Conference on the August 19. This event was attended by 350 delegates.

### **NASSCOM EMERGEOUT Conclave—Delhi**

The fifth edition of the EMERGEOUT Conclave was held in Delhi on August 25, 2010. The conclave focused on how emerging and start-up companies could build economic value out of emerging Web-based social platforms, mobility and various applications. The EMERGE 50 booklet was launched at the conclave and the awards for the top 10 companies were presented to the winners. The conclave, which provided delegates insights on the opportunities ahead, drew over 400 CEOs, executives, techies, entrepreneurs and investors.

### **NASSCOM Infrastructure Management Services Summit**

The first edition of Infrastructure Management Summit was organised in Bangalore from September 15-15, 2010. The two-day event discussed the latest trends in infrastructure management services, creating new business models in the booming technology market and the need for adopting new technologies to create cost effective businesses. Around 350 delegates participated in the event.



## **NASSCOM Product Conclave and Expo**

The annual NASSCOM Product Conclave held in Bangalore from November 10-11, 2010 drew over 1200 delegates, 600 companies, and 80 speakers. A great networking opportunity for participants, the event featured active and effective use of social media. The entrepreneur community found the expo a real and useful platform for connecting with the world.

## **NASSCOM Animation and Gaming Conclave**

The Animation and Gaming Conclave, held in Hyderabad from November 12-13, 2010 drew over 300 delegates. The conclave had dedicated tracks for Animation, Gaming, and Visual effects. A variety of local initiatives across theatre and television media were also showcased.

## **NASSCOM Diversity and Inclusivity Summit**

The fifth Diversity and Inclusivity Summit held in Bangalore from November 22-23, 2010 drew over 400 participants representing IT and BPO companies, educational institutions and social organisations. It was for the first time that the summit had 32 percent male participation. The summit covered issues related to gender, generational and cultural diversity and inclusion of the differently-abled. The coveted NASSCOM Gender Awards were also announced at the event.

## **NASSCOM DSCI Information Security Summit**

NASSCOM, in association with the DSCI organised the fifth annual Information Security Summit in Chennai from December 2-3, 2010. The summit focused on the challenges facing the industry and governments, in securing their operations to protect corporate data and personal information of consumers and citizens. The findings of the annual DSCI-KPMG data security and privacy surveys for BPO, Banking and Telecomm industries were also discussed during the conference. Around 280 delegates, 137 companies and 48 speakers attended the conclave.

## **FORUMS**

### **ANIMATION AND GAMING FORUM**

#### **Animation and Gaming Round Tables**

Round table meetings were held in Hyderabad with the Animation and Gaming EDI (education initiative) cluster group to discuss the curriculum development for an A&G diploma course. The group further discussed the setting up of a steering group with the government to identify faculty for the course. The group also worked on the outcome based format outlines for the degree and certificate of the course.

## **Animation workshops**

NASSCOM conducted a series of power packed workshops in Mumbai for the animation industry and for people wanting to join the sector. The workshops were aimed at providing participants with insights into the range of skills that professionals needed, the technology that enhanced the art and how to practice it as a craft. Four workshops were conducted, that covered various aspects of animation including how to make a show reel, experimental animation, collaborative animation, and film-making with animation and live action, the challenges and approaches.

## **Melting Pot**

In an endeavour to bring the senior leadership of the Animation, Visual effects, Gaming and Comics (AVGC) segments together, NASSCOM launched a networking forum in Mumbai called the "Melting Pot." Inspired by the format of the Bombay Technology Club (BTC), the Melting Pot is a "no agenda, no speech forum." Four events hosted under the aegis of the forum drew a very positive response from participants.

## **BPO FORUM**

### **Sharing the security framework with BPO industry members**

NASSCOM shared the security framework with its BPO industry members. The security framework is aimed at addressing issues related to data privacy and data security.

### **BPO ISO standards proposal**

The proposal for standards submitted to the ISO has been approved. This will lead to the creation of an ISO standard for the BPO segment.

## **EMERGING COMPANIES FORUM**

### **Friday's 2.0 session on "Innovation by Design"**

An interactive session on Innovation was held on March 12, 2010 in Bangalore. The session presented concepts, strategies and methods central to design thinking that organisations could profitably employ to make business gains. The session was attended by 50 participants from 35 companies.

### **Sessions at Bhubaneswar and Rourkela**

Two sessions were organised by NASSCOM and the Government of Orissa for SME companies. While the session on May 5, 2010 in Bhubaneswar was on "Strategies to flourish SMEs," another on May 6, 2010,

held in Rourkela was focused on “Strength of successful SMEs.” The sessions were attended by 60 participants from member and non-member companies as well as by participants from the Government and STPI. A very informative presentation, highlighting the strategies for SMEs to create value and wealth, was also made at the sessions.

### **Workshop on “Is social media a fad or reality?”**

The workshop on social media, held on June 11, 2010 in Hyderabad, threw up insights, on how companies could think strategically about social media for external communication, in order to maximise efforts and resources to get a better impact. Participants learnt how to create a social media strategy that integrated the organisation's overall communication plan and digital strategy within the bounds of organisational culture. The session was attended by 50 participants and was very well appreciated.

### **60<sup>th</sup> session of Friday's 2.0**

The Friday's 2.0 sessions have been conducted for five years in a row. These sessions have generated great enthusiasm in the past. The 60th session of Friday's 2.0 was held on June 11, 2010 in Delhi on “Multiplying Yourself: How to replace yourself in business?” There were about 25 participants from the EMERGE Community who attended the session.

### **Friday's 2.0 session on “IT in the Indian Auto Industry”**

The 61<sup>st</sup> session of Friday's 2.0 held on July 7, 2010 in Delhi addressed the business expectations of CIOs from IT. It also touched upon the five critical functions i.e. Marketing and Sales, Production, Administration, R&D and Supply Chain, and how IT could play a role in integrating the organisation. The session drew over 40 participants.

### **EMERGE Road Show**

The EMERGE Road Show was conducted on July 28, 2010 in Pune for the second consecutive year and hosted by Persistent Systems. Eleven companies made presentations to the jury.

### **Session on “Shaping Business Future through Technological Innovation”**

The session held on August 2, 2010 in Bangalore highlighted the key technology trends that will drive business tomorrow and how they can help companies be more competitive in their business today. The session drew 80 participants from about 35 companies.

### **Webinars on IFRS (International Financial Reporting Standards)**

The webinars on IFRS held in Mumbai provided an update on how adoption of IFRS would significantly ease the burden for first-time adopters and what should be done to prepare the organisation for embracing these standards. It provided an understanding of the rules for preparing an entity's first financial statements in accordance with IFRS, particularly regarding the transition from the accounting principles previously applied i.e. GAAP (Generally Accepted Accounting Principles). It also helped in understanding the financial reporting by an entity when it undertakes a business combination i.e. the bringing together of separate entities or businesses into one reporting entity.

### **Session on “Survival and Digital Marketing—Last chance to level the playing field”**

This session was held on September 27, 2010 in Mumbai. A variety of topics was covered in the session—digital marketing for B2B companies, role of social media for B2B organisations and the future of digital marketing, etc. The event was attended by 30 participants, including few non-members.

### **Workshop on “Effective business across cultures”**

The workshop was held on October 6, 2010 in Pune and covered the following aspects: Impact of Culture—why it matters, Customer/Partner expectations, Communication – the glue to business, and real challenges of remote working. The session was attended by participants from 23 member companies and greatly appreciated by attendees.

### **Session on “Doing business in UK”**

This session, held on November 19, 2010 in Hyderabad. This session was aimed at providing attendees detailed insights into the various aspects of setting up a business in the UK to the emerging Indian IT companies. Right from the decision-making process of identifying the best-fit business structure for a company, to the rules for registration of a business entity in the UK, Corporation Tax, VAT, Employment Tax, Transfer Pricing and other related issues including M&A, raising finance and Immigration matters. The event was attended by 25 participants.

### **Mentorship Programme**

The mentorship programme was successfully hosted in Bangalore, Delhi and Mumbai. Mentee companies were also showcased, and featured in the EMERGE newsletter as well as the EMERGE Blog.

## **EMERGE Blog-<http://blog.nasscom.in/emerge>**

The EMERGE blog is a platform for interaction and information sharing among NASSCOM members. It completed three years in December, 2010. Leading industry practitioners have been interacting with other bloggers through this medium and guiding them about how they can achieve their goals. Opinions and articles have been posted on the site, with two to three updates going live every week. Over 35 bloggers have been regularly contributing very valuable content to the site and kick starting debate and discussion on contentious issues. The blog has been generating considerable traffic, with 4.5 lakh page views every month.

## **EMERGE Community- <http://www.communities.nasscom.in>**

The EMERGE Community website is a private meeting place where NASSCOM members interact and work together with each other. The objective of the Community is to help senior management/thought leaders of SME organisations exchange ideas, learn from other decision and opinion makers and use the key takeaways to improve their businesses. There are 3600 Group Members, 247 Key Connections and 887 Discussions that help facilitate partnerships. The site gets an average of 5 lakh page views every month. An overwhelming fact is that the average time spent by each user is around 10-12 minutes.

## **ENGINEERING SERVICES FORUM**

### **Concept note and implementation plan on project CASAT finalised**

The CASAT (CAse Study and Assignment based Training) project under the NASSCOM Engineering Services and Education Initiative, is a formalised online repository of industry based case studies and assignments aimed at empowering engineering students with industry-specific competencies to make them industry-ready and to enhance their prospects with respect to their employability in core engineering sectors. The aim is to provide students with information about the body of knowledge and to train them to respond, in a prescribed manner, to specific types of problems. In case study discussions the emphasis is on the practice of skills rather than the acquisition of knowledge.

### **Road shows in Chennai and Pune**

The road show on July 27, 2010 in Chennai focused on the automobile space, while the one on July 30, 2010 in Pune, was devoted to the aerospace domain. About 60 participants and speakers from various Engineering Services organisations took part in the road shows.

## **Road show in Vadodara**

The NASSCOM Engineering Forum, along with GESIA—the trade body and chamber of commerce of the Gujarat IT-ITeS industry, conducted a full-day road show on December 10, 2010 in Vadodara. The sessions at the meet covered the vision for Gujarat, talent building, ecosystem development and engineering opportunities in India for the world. It was a great start for creating an active forum across Gujarat and drew over 43 participants from 32 companies.

## **PRODUCT FORUM**

### **The Tech update series**

The Tech update held on March 31, 2012 in Bangalore was on “Open mobile platform and what it means for Indian solution developers.” The focus of the session was on developing content-rich, less-expensive applications on mobile platforms and opportunities for Indian mobile phone application developers, solution providers and businesses themselves. There were 20 attendees from 11 companies.

### **Workshop on “Software Product Management–Strategy, Roadmap and Pricing”**

This workshop was held in Trivandrum on May 28, 2010 in coordination with the Trivandrum Technopark. It was attended by 30 participants representing Kerala-based IT companies.

### **Workshop on “Go-To-Market Strategies for Hi-tech Product Companies”**

A full-day workshop was held in Bangalore on June 15, 2010 for senior sales and marketing professionals from software product companies. It was attended by 13 people from 10 organisations.

## **QUALITY FORUM**

### **Panel discussion on “Standards and certifications—boon or bane for organisations”**

This panel discussion was held in Hyderabad on January 29, 2010 and highlighted different perspectives of speakers representing various Industries such as the IT, BPO, Healthcare, Telecom, Infrastructure, etc. The session was attended by 150 participants and was highly appreciated.

### **Forum meeting**

The forum meeting held on March 10, 2010 in Mumbai, provided an overview of its initiatives. Working groups were also formed in the following areas:

1. Industry–academia collaboration
2. Business impact through quality
3. NASSCOM Quality Certification for SMEs

### **Session on sharing of best practices within the Quality Management domain**

A full-day event was conducted in Bangalore on June 4, 2010 on "Quality Exchange—an Exchange of Quality Management thoughts from across Industry practices." It was attended by 70 participants from 44 companies.

### **Session on “CMMI for Services-Is it Key to Performance Based Systems for the Service Industry”**

This session was held in Delhi on September 24, 2010 and focused on the challenges faced by the people-dependent service industry. The talk centered around how growing customer expectations, the need for service quality, timeliness and optimum costs, was becoming the norm. Speakers pointed out that there was no single solution to these problems. What was required was a combination of the right framework, tools and people, which could make a big impact in transitioning the sector to a performance-based service industry. CMMI SVC is a maturity model that codifies a set of effective practices which can be used by any industry (IT-BPO, Education, Healthcare, and Hospitality etc.) for service maturity. This talk provided delegates an overview of how CMMI for Services could be a reference model for the service industry and guidance on which areas to start with. This was followed by a couple of illustrations on how the model could be made applicable for the Healthcare and Education services. It was attended by 18 delegates and was well received.

### **The SC7 India Mirror Committee Meeting**

The pre-interim SC7 India Mirror Committee meeting was held in Bangalore on September 27, 2010. It was organised to take stock of the activities of various Working Groups and Study Groups of the India Mirror Committee. Prof. Kesav Nori was unanimously elected as the Chair for this committee and Dr. Gargi Keeni as the Co-Chair. The meeting was attended by 29 members.

### **REMOTE INFRASTRUCTURE MANAGEMENT (RIM) FORUM**

#### **Expanding the talent available for RIMS (Remote Infrastructure Management Services) in the Indian market**

A talent sub-group was created which focused on the creation of the various talent opportunities and the

mapping of the requirements in this space. This is now being fine-tuned to address the immediate requirement to begin with.

### **CAPTIVE FORUM**

#### **Forum meeting**

The fifth meeting of the forum was held in Bangalore on January 12, 2010 and focused on “Are MNC Captives on the Way Out?” The session was focused on finding out the strong drivers supporting the existence and growth of MNC Captives in India, moving beyond traditional cost and talent arbitrage. It was attended by 20 senior leaders from 15 MNC Captives.

#### **First forum meeting in Gurgaon**

This meeting was held on October 28, 2010 and was attended by 17 CEOs and Senior Vice Presidents from Captive Centres. The objective of the meeting was to facilitate experience sharing and learning among the leaders, which would enable them to take their Captives to the next level. The aim was also to identify areas for collective action, to raise the competitiveness of India as a location for this industry. The group enjoyed enthusiastic discussions and identified three main areas for collaboration, namely Value addition of Indian Captives, Talent Development and Governance.

### **INITIATIVES**

#### **DIVERSITY AND INCLUSIVITY INITIATIVE**

#### **Meetings of the National Steering Group on Diversity and Inclusivity**

Meetings were held to plan the roadmap for the coming year. Four subgroups were formed for the gender, multicultural, generational and differently-abled segments. It was decided that these subgroups would work in coordination with the regional core groups. Each of the subgroups decided on their mission, objectives, key stakeholders, and planned activities. The steering group also decided on the focus areas for each subgroup.

#### **Meeting with members in Gurgaon**

A meeting was held with members in Gurgaon on February 8, 2010 to plan the next steps and way forward in the NCR region for the Diversity and Inclusivity Initiative. The session was held to create a networking movement within NCR-based women leaders within the industry, to enable them to come together, foster innovation, learn, share, mentor and collaborate. The session was attended by 20 delegates.



## **Workshop on “Sexual Harassment”**

The workshop held in Chennai on February 18, 2010 focused on employer responsibilities in recognising and preventing sexual harassment at work. The key objective of the workshop was to create awareness within organisations about building a safe and secure workplace for all. It was a very interactive, relevant and valuable session that drew 29 participants, mostly senior leaders from various member and non-member companies.

## **Technical workshops**

Technical workshops were held in Hyderabad on the Service Oriented Architecture and cloud computing. The workshops drew around 80 and 50 participants respectively and were well appreciated.

## **Generational Diversity Workshop**

A full-day workshop was held in Bangalore on August 13, 2010 and attended by 60 employees of 20 member companies, who belonged to different age groups. The workshop focused on individual perspectives and organisational practices within the respective companies, and provided insights into issues related to generational diversity.

## **Meeting to evolve the Generational Diversity model for the Indian IT industry workforce**

The meeting, held in Bangalore on September 3, 2011 was focused on gathering inputs from the Generational Diversity group on the characteristics of the Indian workforce across various age groups. Since the consequential influence on various age groups is different in different parts of India, the same needs to be analysed and defined.

## **DOMESTIC IT MARKET INITIATIVE**

### **NASSCOM-NMCC Report**

NASSCOM in partnership with NMCC (National Manufacturing Competitiveness Council) launched the report on “A Roadmap to enhance ICT Adoption in the Indian Manufacturing Sector”. The report was launched by Dr. V. Krishnamurthy, Chairman NMCC. The report is result of an extensive research and field survey and highlights challenges in adopting ICT by manufacturing sector and recommendations to drive successful adoption.

## **Engaging with the Ministry of MSME (Micro, Small and Medium Enterprises) to take action on some of the recommendations of the NMCC Report**

The Ministry of MSME has announced a scheme to promote ICT Adoption in the sector to benefit 100 manufacturing clusters in different verticals. The industry verticals have been prioritised based on the recommendations in the NASSCOM-NMCC report. The Ministry has now released an EOI (Expression of Interest), and is in the process of appointing technology providers to assist the clusters. This will be a significant opportunity for the IT Industry, as the cluster development programme will be expanded to 300 more clusters the next 5 year plan.

## **IT Adoption in Auto Clusters in partnership with the ACMA (Automotive Component Manufacturers Association of India)**

NASSCOM and the ACMA IT Committee have been working closely for the last two years to promote and facilitate IT adoption among ACMA member firms through NASSCOM members. Several pilot projects have also been implemented. NASSCOM and ACMA have successfully showcased IT solutions deployment in Auto Component clusters in Pune, Chennai and the NCR, through three workshops during the year. The three workshops showcased the successful adoption of IT business solutions and enabled experience-sharing among NASSCOM and ACMA members. One of the highlights of the workshops was a visit to the Dell Factory in Chennai, and the Maruti Suzuki unit in Gurgaon, where delegates got the opportunity to learn about Dell and Maruti's IT Infrastructure and set up. Based on the successful collaboration with ACMA, it is now proposed to explore partnership with other Industry Vertical associations, to help drive IT Adoption in domestic market.

## **NASSCOM CNBC IT User Awards**

One of the key NASSCOM initiatives for promoting IT in the domestic market is the annual NASSCOM IT User Awards. NASSCOM, in association with CNBC TV18 celebrated IT usage in India by conferring awards on the country's most progressive organisations in the area of technology deployment. The IT User Awards are presented annually to companies that have demonstrated leadership in using IT for business transformation, optimising costs, developing synergies across businesses and enhancing customer satisfaction. The theme for this year's awards was “Leadership in using IT for business transformation.” The prestigious recognitions went to organisations representing ten industry verticals—Energy and Utilities, Retail, Manufacturing, Telecom, Automotive, Travel and Logistics, Banking, Financial Services, Insurance and Health and Pharma.



## EGOVERNANCE INITIATIVE

### The objectives for the year were:

- Create a NASSCOM platform for eGov service providers and solutions showcase
- Facilitate dialogue for an improved Government IT outsourcing and procurement framework
- Orchestrate industry support for select projects and capacity building

### eGovReach Portal – <http://egovreach.in>

NASSCOM envisioned and launched eGovReach, a solutions exchange portal to foster closer interaction and connect between the Government and industry. The portal was launched by Mr. R. Chandrasekhar, then Secretary IT, Government of India, in August 2010. It has been developed by a start-up member company of NASSCOM, and is hosted on the Cloud platform.

eGovReach is an interactive portal which helps connect Government customers in India with IT industry partners capable of delivering appropriate products, solutions and services in the area of eGovernance. eGovreach is attempting to build a directory of all eGovernance service providers and their profile and solutions portfolio, with a special focus on small and medium service providers. It endeavors to foster dialogue between the Government and industry partners on various eGovernance initiatives. It enables industry to track project opportunities and also explore avenues for partnerships/consortia.

Over the last few months the portal has built a rich directory of service providers in the eGovernance ecosystem. The portal now hosts daily updates on tenders and opportunities from the Central and State Governments, local bodies, municipalities, few public sector undertaking and banks. It is proving to be of immense value to industry sales teams. The portal also provides the latest news stories on eGovernance both at the Central and State levels.

### NASSCOM Study on “eGovernance and IT Services Procurement-Issues, Challenges, Recommendations”

NASSCOM launched this report during the National eGovernance Advisory Group Meeting on November 12, 2010, after a comprehensive study of various stakeholders. It was introduced in the presence of Secretary IT, Government of India, Mr. Nanda Nilekani, Chairman UIDAI, Officers of the DIT, and several State IT Secretaries, Ministers and Industry members. The complete report can be accessed at <http://egovreach.in>.

The Study was initiated by NASSCOM in consultation with the Department of IT. It is broadly focused on identifying the key problems that come up during an eGovernance project lifecycle- from conceptualisation through the bid process, to contracting to execution and post go-live phases. The report has also studied best practices followed in India and overseas. The report elaborates on perspectives of different stakeholders in Government both at Center and States and line ministries. On the industry side the report captures issues & challenges faced by large and Government players and also small and medium service providers. The recommendations of the report outline the key steps that need to be enabled for an effective public procurement process for IT services in the country.

The study report and its findings and recommendations will initiate a deeper dialogue between the Government and industry, to address the current challenges, and help the country realise its eGovernance vision, through partnerships with the IT industry.

### Regional Consultation Workshops

The Department of Information Technology in partnership with NASSCOM organised a series of Regional Consultation Workshops during September-October, 2010. These workshops were held under the banner of “Citizen-Centric e-Government—Setting the Priorities for the Decade Ahead.” These workshops were organised following a decision by the NeGP Apex Committee, chaired by the Cabinet Secretary. The Apex Committee decided to hold a series of regional-level consultations to seek inputs from all the stakeholders of e-Governance projects especially States, to understand their perspective on the key challenges.

The regional consultation workshops were held in Chandigarh, Chennai, Kolkata, Mumbai and Lucknow and provided a platform for open house discussions between the Department of IT, Government of India, State IT and Line Department heads, Consultants, a cross section of Industry including large and SME organisations and Rural Service Centre agencies. The workshops were attended by senior officials from the State Governments, industry members and eGovernance consultancy organisations.

During these workshops DIT emphasised the role of ICT in sustaining India's growth story, and enabling social and financial Inclusion, and the importance of Government's partnership with IT industry in realising the NeGP goals and vision. And further reiterated that in all PPP projects, Government should partner with solution provider as partners, private players bring in speed and efficiency.

The key takeaway of the workshops was that several factors contribute to success of eGovernance and partnership with industry is a key success factor. Government had also demonstrated a willingness to collaborate openly with industry members on eGovernance. The proceeding of all the five regional consultation workshops and the summary report is available on <http://egovreach.in>. The findings of the above workshops were presented at National eGovernance Advisory Group Meeting held at New Delhi on November 12, 2010.

In these workshops, NASSCOM also presented a study on “eGovernance and IT Services Outsourcing--Issues, Challenges, and Preliminary Recommendations.” Industry feedback on eGovernance and IT Services outsourcing and procurement processes, challenges in project execution faced by Large SIs and SMEs was highlighted. The feedback from both State and Central ministries on the industry was also presented.

All States and Union Territories spoke about their current eGovernance status, success stories, the implementation status of Citizen Service Centres, State Data Centres and State Wide Area Networks. The key project accomplishments, short term and long term plans were also shared. The State teams highlighted their challenges and requests to the DIT. Industry members meanwhile shared their perspectives on e-Governance projects and challenges in the field and ways to address them.

**Apart from the above three focus areas, the following were also enabled:**

- Supported UIDAI by orchestrating a very successful sabbatical programme for UIDAI, where several technical experts were seconded by members of the IT industry on a one-two year's sabbatical programme with UIDAI.
- NASSCOM's advocacy in the expert committee over the last two years on the eGovernance Open Standards Policy of DIT, on behalf of industry members has ensured the released policy more or less addresses industry expectations.

**EDUCATION INITIATIVE**

**Development of Quality Capacity**

**i) Add-on programmes for BPO–GBFS (Global Business Foundation Skills)**

The BPO Skills Development Council has developed the GBFS programme, a foundation skills development offering to empower students with the awareness and skills necessary for entry-level employment in the BPO sector.

- **GBFS Content:** The content has been reviewed by the faculty of Delhi University and Osmania University, and the recommendations have been incorporated accordingly. The GBFS content is also being prepared in an on-line learning format on LMS.
- **MoUs:** An MoU has been signed with Delhi University and BPO Skills Development Council, while MoUs are expected to be signed with Osmania University and Punjab University in the near future.
- **Delhi University:** Student training has started at three centres which will go on until March, 2011.
- **Andhra Pradesh:** GBFS will be funded by the Department of Labour and Employment, Government of Andhra Pradesh, and will cover 150 colleges across six universities in the state.
- **BPO domain/specialisation courses targeted for the year:** Finance and Administration, IT Support and Healthcare.

**ii) Add-on programmes for IT–FSIT (Foundation Skills in IT)**

The IT Skills Development Council aims to support the NASSCOM–MHRD FSIT course. This is the revamped Finishing School programme launched in conjunction with MHRD, for off-campus students in select institutes. The FSIT is a 120-hour add-on programme spread over nine modules in an outcome-based format.

Work is going on in collaboration with MHRD and AICTE for the design and development of FSIT, for an on-campus and off-campus nationwide launch. MHRD and AICTE would facilitate the scaling of the programme.

**iii) Faculty Development Programmes (FDP)**

As a part of the BPO Skill Development Project, the FDP was planned at the Delhi and Osmania Universities. An eight-day FDP was conducted for the faculty of Delhi University. The FDP will also be conducted in six universities in Andhra Pradesh, where master trainers will train 250 faculty members for delivering the GBFS in the state. The faculty trained in the process will conduct student training for the GBFS programme at colleges under Delhi University and Osmania University.

**iv) Finishing School Programme**

The Finishing School Programme has been reviewed by AICTE (All India Council of Technical Education). The programme will be offered to on-campus students, over three years during their summer break, rather than an intensive off-campus programme. The Ministry of Human Resource Development and AICTE are yet to formalise the programme.

## v) TEQIP- II (Technical Education Quality Improvement Programme)

NASSCOM has been working in collaboration with the Ministry Human Resource Development on the country-wide TEQIP-II programme. The states of Andhra Pradesh, Karnataka and Haryana have NASSCOM/ member representatives on the State TEQIP-11 Steering Committees.

### Metrics: NAC and NAC-Tech

NAC and NAC-Tech are conducted to facilitate entry-level employment for the Tech/BPO industry by assessing the skills and competencies of students.

### NAC2.0 for BPO

The two tests, NAC Diagnostic and NAC Final are in place. Post an MoU signing with the Punjab Government, an action plan has been put in place for conducting the test for 2000 candidates. In Tripura, the test will be conducted for 1,000 students.

### NAC-Tech 2.0 for IT

The NAC-Tech 2.0 working group has revised the NAC-Tech matrix.

Tests conducted:

NAC-Tech 2.0 completed for 740 candidates in Punjab.

NAC-Tech Final conducted in Tamil Nadu, Madhya Pradesh and Punjab for 1,643 candidates.

NAC-Tech Diagnostic conducted in Tamil Nadu for 716 candidates.

NAC-Tech was conducted in Andhra Pradesh for 541 students.

### Skill development through Industry-Academia-Government Linkages

The increased industry-academia-government linkages aim to:

- understand the growth trends and transformations in industry verticals
- understand the need for an integrated approach to knowledge and learning both horizontal and vertical
- understand R&D and innovation, relevant to industry
- understand higher education systems in the country and see whether they are responsive to labour market needs
- check whether governance of a sustainable change management system is designed and operational
- understand whether an inclusive education framework is designed
- examine whether accreditation and regulation of quality education with special reference to higher education is operational

NASSCOM has become a member of the NSDC (National Skills Development Corporation) with a 5.1 percent equity stake. NSDC's mission is to facilitate the skilling/up-skilling of 500 million people by 2022, mainly by fostering private sector initiatives in skill development. NSDC's target is to skill 150 million across the 21 sectors, for employability by 2012-2015.

## GREEN IT INITIATIVE

### NASSCOM TERI joint initiative

Two TERI-NASSCOM Special Interest Groups (SIGs) have been constituted. A SIG on "Greening the ICT industry" led by NASSCOM and a SIG on "ICT application and services towards environment sustainability" led by TERI. The IT industry and user companies from different verticals are part of these SIGs.

### e-Waste Management Event

An e-waste management event was held on January 14, 2010 in Pune on the procedures and formalities regarding the disposal of e-waste. The event was attended by more than 70 representatives from the industry. The senior team from MPCB (Maharashtra Pollution Control Board) was also present to provide inputs on e-waste disposal.

### Contest for students on awareness of green IT

As part of the Green IT initiative, NASSCOM and member company Global Graphics conducted a contest "Tech Spark 2010" for students from Engineering and Management colleges to create awareness about Green IT. This contest was held on March 29, 2010 in Pune. Entries were received from 490 students and five winners were selected from the same.

### Green IT workshop

The workshop on benchmarking of the energy efficient ICT infrastructure and Green IT policies was held in Delhi on July 16, 2010.

### A Study was conducted "Business value of green practices in ICT industry"

**The Green Warriors, a quarterly newsletter was released. It covers the major green IT initiatives rolled out by IT companies.**

## NATIONAL SKILLS REGISTRY (NSR)

Road shows were conducted across the country to interact with subscriber companies and elicit feedback and suggestions from them. Most suggestions received

have been implemented, like the introduction of the e-card instead of the printed plastic and option for organisations to populate the relieving date for exiting employees.

A number of other sectors like Banking and Hospitality have shown interest in the National Skills Registry and few banks have subscribed to NSR as well.

More background checking companies have also been empanelled. Subscriber companies, seeing the value of empanelment, have made it a prerequisite for people commencing work with them.

The National Skills Registry has reached a milestone of 5.13 lakhs biometric registrations and 8.1 lakhs Web registrations.

Initial breakthrough has been made in making the database of History Sheetters for Bangalore jurisdiction available, so that subscriber companies can conduct required criminal background checks on their own.

### **NASSCOM FOUNDATION (NF)**

NASSCOM Foundation aims to channelise the potential of the IT-BPO industry towards inclusive development of India. Its objective is to leverage and communicate exemplary social initiatives undertaken by the Indian IT-BPO industry for greater social good.

#### **NASSCOM Knowledge Network (NKN)**

The NASSCOM Knowledge Network (NKN) is a dynamic network of telecentres or knowledge centres that are run by NGOs with support from the NASSCOM Foundation and its resource partners.

- NKN now has 285 centres in 90 districts across 13 states, and 26 NGO partners.
- The network has trained over 8,600 persons in IT skills and over 3,200 persons in other livelihood skills and adult literacy programmes. The network has impacted over 65,000 community members.
- New partners have been identified in Punjab, Uttarakhand and the north-eastern states of Assam, Nagaland and Meghalaya. Work is in progress to launch these centres in the first quarter of 2011.
- People from a partner organisation are undergoing a master training programme in “training rural youth in BPO skills.” The training includes a field study and internship. After the training, NF will support and handhold the partner organisation to start two rural BPO training centres in Pondicherry.

### **BiGTech**

BiGTech is the online marketplace for software donations for NGOs in India. BiGTech is delivered in India by the NF in partnership with TechSoup. It is now available online at [www.bigtech.in](http://www.bigtech.in)

- BiGTech has registered 940 NGOs  
The programme has so far enabled over 4,500 product donations to NGOs and non-profits in India, which amounts to a market value of approximately Rs.56 million.
- AntiVirus Lite 2009, a Quick Heal solution and Windows 7, the latest version of Microsoft Windows OS, were made available for distribution to Indian NGOs for free via the BiGTech.in platform. Both these products have been received very well by NGOs across the country.

### **Anizooms Animation Academy**

The animation training project, Anizooms was initiated to build livelihood skills among under-privileged youth. The training has given a new lease of life to these students, who can now look forward to earning a livelihood from the centre itself. The students also go through a basic and advanced IT course, training internships, and soft skills and communication training to help them become more employable and to compete better in the job market. Peer learning also takes place with the older students mentoring the new ones and also helping them understand animation better.

### **ConnectIT**

The ConnectIT programme increases the IT capabilities of NGOs and Government departments. Under this programme, NF had successfully conducted workshops for non-profits in Delhi, Gujarat, Karnataka, Maharashtra, Orissa and Rajasthan.

### **CSR Forums-Consulting, Advocacy and Research**

NF successfully conducted a series of seminars, events and campaigns on volunteering and CSR.

**Pledge your eyes campaign:** NF has initiated this campaign for the IT-BPO industry, partnering with eye banks and institutions across India to raise awareness about the importance of eye donations and the noble cause of pledging eyes. Launched in August, 2010, the campaign has received an enthusiastic response from the industry.

**Clean-up drive in Delhi:** NF organised a clean Delhi drive in collaboration with the Delhi Government and Common Wealth Games (CWG) team on September 7, 2010, in New Delhi. Nine organisations and more than 100 volunteers came together for this drive.



**Community day in Pune:** NASSCOM Foundation and Pune CSR Forum co-hosted the Pune community day to celebrate the spirit of “sewa” and volunteering in the IT-BPO industry in India on October 23, 2010.

**Session on “Responsible business behavior” in Kolkata:** Over nine organisations participated in the session which was focused on the indicators of responsible business behaviour and the need for indicators especially relevant for the IT-BPO sector. The session was facilitated by Prof. Chhanda Chakraborti from IIT Kharagpur on November 3, 2010.

**Annual CSR Survey 2010:** NF had initiated a research survey on CSR to assess the CSR strategies and priorities of the IT-BPO companies in India and create a benchmark for future CSR activities and initiatives. The research was made available in the NF annual publication, “Catalysing Change” released in October 2010.

**World Environment Day Initiatives:** NF celebrated World Environment Day on June 5, 2010 by organising another clean-up drive in Mumbai and a CEO volunteer day in New Delhi.

**Clean-up Drive, Mumbai:** The drive was carried out with great enthusiasm by over 120 employee volunteers from various organisations.

**CEO Volunteer Day, New Delhi:** The CEO volunteer day in Delhi saw leaders from the IT-BPO industry, sowing the seeds of a green world and inspiring young leaders by planting a sapling each, along with under-privileged children.

**The Great Collection Drive, Delhi and Mumbai, August 6-10, 2010:** This drive was organised in collaboration with Goonj, an NGO, and was hugely successful. Employees of NASSCOM member companies contributed wholeheartedly. Around 150 cartons of essentials like clothes, books and stationary were collected which were distributed across 21 states in India. This drive was extended to Chennai and Hyderabad by companies volunteering to participate in the collection drive.

### **MyKartavya.com**

MyKartavya.com is the employee volunteering portal for NASSCOM members. The portal has 23,975 employees signed up which connects employees to volunteering opportunities posted by NGOs (and screened by NF).

### **CEDAT (Centre for Executive Development and Training for people with disabilities)**

Four batches of over 60 students have so far been trained and placed at various companies. The fifth and the final batch of CEDAT students graduated in November, 2010.

### **BiGBridge**

It is the refurbishing and recycling of end-of-life computer donation programme. NF has so far received over 1,500 PCs from various member companies. This programme has extensively helped NF to reach out to NGOs to encourage them to partner through the NKN programme and extend the network.

### **Accessibility Initiatives**

A job fair was held for people with disabilities in Delhi on December 10, 2010. Eleven companies participated, and 72 candidates out of 450 candidates were recruited.

### **A Handbook on Inclusivity at the Workplace was released.**

### **NASSCOM Social Innovation Honours 2010**

The annual Social Innovation Honours are a recognition for profit, non-profit organisations and government departments that are contributing socially through the use of ICT. Winners of the NSIH 2010 were felicitated during the inaugural session at the NASSCOM India Leadership Forum on February 9, 2010 in Mumbai.

### **DATA SECURITY COUNCIL OF INDIA (DSCI)**

#### **DSCI Membership**

DSCI had launched its membership services in May, 2009. Presently there are 534 NASSCOM member companies and 28 non-member companies that are members of DSCI.

#### **DSCI Chapters**

There are now ten DSCI chapters including the new chapters launched in Ahmedabad and Jaipur in 2010. The total number of chapter members has crossed 975.

#### **Cyber Labs Training Programme**

New Cyber Labs were inaugurated in Chennai, Haryana and Hyderabad. Around 3,000 personnel including police officers, prosecutors, members of the judiciary, banking officials and students have been trained in Bangalore, Chennai, Haryana, Mumbai, Pune and Thane.



## **DSCI Best Practices Framework**

The complete versions of the DSF (DSCI Security Framework) and DPF (DSCI Privacy Framework) were released. The pilot implementation of the DSCI framework has been undertaken in select IT services and BPO companies. DSCI has also been supporting IT-BPO organisations on specific queries related to security and privacy. Awareness sessions, chapter meetings and seminars were held on the DSCI framework and practices. Apart from this, the DSCI Best Practices Meet 2010 was organised, and drew over 300 delegates.

## **Study and Survey completed**

### **Survey**

DSCI-KPMG Survey 2010: A focused survey on the state of Data Security and Privacy in the IT-BPO Industry

### **Study Reports on the issues which impact the future of the IT-BPO Industry**

- Data Protection Challenges in Cloud Computing
- Reasonable Security Practices under ITAA 2008 (IT Amendment Act)
- FAQs on the EU Directive and ITAA 2008
- The Service Provider Assessment Framework
- Insider Threats

### **Papers published/submitted**

- Participated in First Worldwide Cyber Security Summit held at Dallas and published a paper on "Worldwide Cyber security: The Way Forward" for the East West Institute
- A Paper on "Building an Ecosystem for Cyber Security and Data Protection in India," was published in Springer
- A Policy Paper on "Privacy in India," was prepared under the RISE project and published
- DSCI's view on the "Indian IT Security Industry" were submitted to the UBM for a cover feature in the May, 2010 issue of Security Intelligence magazine

### **Cyber Security**

- Various training sessions were organised for CERT-In (Indian Computer Emergency Response Team), the national nodal agency that responds to computer security incidents as and when they occur.
- NASSCOM-DSCI signed an MoU with the CBI for investigation of cyber crimes.
- An India Security Portal was launched for all 10 e-Security Forums with over 700 users

- The first Banking Security Conference was organised jointly with IBA and IDRBT in Mumbai. The conference was attended by over 200 delegates including 50 CSOs of banks.
- The content for the Cyber Crimes Investigation Manual and Standard Operating Procedures was released for Investigators.
- Cyber Safety events and conferences were organised across the country.

**The DSCI Annual Report for FY 2009-10 was released.**

**The DSCI LMS (Learning Management System) is now operational.**

## **REGIONAL ACTIVITIES**

### **Eastern Region**

#### **Kolkata**

#### **Eastern Regional Council Meetings**

The Eastern Regional Council Meetings were held in Kolkata to focus on issues of the IT-BPO industry in the eastern region. The focus has been on taking forward the Domestic Market initiative, MSME development, the NASSCOM-DIT consultation workshop, the Education initiative and Development of Tier-2/3 cities.

#### **Security Initiative**

A programme titled "Ensure you are not a Wi-Fi Criminal" was organised on April 21, 2010, in collaboration with STPI Kolkata and supported by West Bengal Police. The programme addressed problems associated with unsecured Wi-Fi networks, the safeguards that one ought to take and the consequences of non adherence. Eminent speakers from the Government, police and industry shared their thoughts at this session, which also included a practical demonstration of hacking through an unsecured Wi-Fi network. The programme was attended by 80 people and highly appreciated by participants. The Government, on NASSCOM's request, has acceded to publicising the Do's and Don'ts of unsecured Wi-Fi networks through hoardings on a pro bono basis.

#### **Global Enterprise Product Support and Services**

NASSCOM in association with the Internet Society Kolkata Chapter organised an event titled "IPv6-Current State and Way Forward" on June 4, 2010. This was the big collaborative event with the ISOC, and based on feedback collected from the audience post the event and the mails received, has created a trickle in the local IT organisations about IPv6 awareness. The programme

was attended by 80 participants. The feedback received showed that there was a requirement for more such programmes, as well as practical training and marketing for their rollout.

## **Western region**

### **Ahmedabad**

#### **Dewang Mehta Memorial Lecture**

NASSCOM, Gujarat Informatics Ltd. (GIL), a nodal agency of the Government of Gujarat responsible for project promotion and implementation of IT in Gujarat, and Gujarat Electronics and Software Industries Association (GESIA), a premier trade body and the chamber of commerce of the Gujarat IT-BPO industry, organised the “Shri Dewang Mehta Memorial Lecture 2010” on August 27, 2010. The event was hosted in memory of the legend of the Indian IT industry, Dewang Mehta, who had initiated the process which would later bring India on the global map of ICT. The event was focused on “How Technology can help you prosper,” was attended by 350 delegates from the industry and academia.

#### **Vibrant Gujarat–IT Summit**

The IT summit was held on December 20, 2010. The highlight of the summit was the CEO power panel which addressed the issue of “Gujarat Leaping in future–Drivers and Challenges.” NASSCOM partnered with the Government of Gujarat for the Summit. Other panel discussions focused on subjects such as ICT–Translating Dreams to Reality, Emerging Opportunities and e-Governance.

### **Jaipur**

#### **CEO Forum**

The CEO Forum was hosted in Jaipur on October 27, 2010, in association with TiE. The speakers focused attention on emerging Markets like Latin America and Africa, as also the issue of “Scaling for Growth and HR.” The event was attended by 30 delegates and well received.

### **Kolhapur**

#### **Drive to promote tier-II destinations--Destination Kolhapur**

The event was held on April 14, 2010 and co-hosted by NASSCOM and the Kolhapur District Collectors office to promote Kolhapur as the next IT destination. It was attended by more than 60 small, medium and large organisations, looking at an alternative destination to

expand. A presentation was made on the importance of creating alternative IT destinations, which companies could explore to expand and grow.

### **Mumbai**

#### **Western Regional Council Meetings**

The Western Regional Council Meetings were held in Mumbai to focus on issues of the IT-BPO industry in the western region. The focus was on issues like eGovernance, Physical security issues, Development of tier 2/3 cities and the domestic business.

#### **Cyber lab**

The Mumbai Cyber lab (MCL) celebrated its sixth anniversary on March 8, 2010. MCL was NASSCOM's first public-private-partnership. The cyber lab has so far trained 251 batches, or 2,250 senior police officers from Mumbai.

#### **Cyber Safety Week 2010**

The fifth edition of the Mumbai Cyber Safety Week was held from May 24-28, 2010, and focused on the issue—“Cyber Space: Safe to Use, Unsafe to Misuse.” The initiative was jointly organised by the Mumbai Police, NASSCOM and DSCI, with the support from the Ministry of IT, Government of Maharashtra. The event, which has been part of the Mumbai Police agenda since 2003, was re-launched in 2010, with a wider participation from the industry, civil society and the Government. The event was positioned as an all-inclusive initiative on cyber space, aimed at spreading awareness and sharing best practices among professionals, industry partners, Governments and society at large.

#### **CFO Forum**

This forum was held on July 15, 2010, in association with the CIMA India Liaison Office. A round table on “Ledgers to Leadership–A journey through the finance function,” was organised for attendees. The discussion was based on an extensive research undertaken by the CIMA Centre of Excellence at the University of Bath School of Management, with inputs from more than 4,500 finance and senior managers.

### **Nagpur**

#### **Seminar on “Nagpur: An emerging IT-ITeS hub in Asia”**

MADC (Maharashtra Airport Development Co. Ltd.) along with NASSCOM organised this seminar on November 30, 2010 at MIHAN, Nagpur. The event was

focused on promoting the MIHAN SEZ in Nagpur as a preferred IT-ITeS destination. It provided a platform for the industry, government and academia in the region to congregate and discuss issues, share best practices and build strategies for ensuring that Nagpur got its rightful place in the galaxy of leader cities for the IT-ITeS business. The event drew over 40 members and companies from Nagpur.

## **Pune**

### **Global Enterprise Product Support and Services (GEPS) Forum**

A round table meeting was held on May 18, 2010, in Pune, to understand the scope of work for Enterprise Support companies in India and the availability of the talent pool to scale operations.

### **Cyber Safe Week**

Cyber Safe Week held in Pune from December 16-22, 2010 was a six-day awareness event which was jointly organised by the Pune Police, NASSCOM, DSCI and the Pune Cyber lab. The main purpose of the event was to create wide scale awareness across the city which included Financial Institutions, Schools, Colleges, Housing Societies and Police Officers. Interactive sessions covered a wide area of topics like: Hacking, Phishing, Credit Card Frauds, Nigerian Frauds, Identity theft, etc. Apart from these, a round table conference was also hosted for different individuals of the IT industry, to discuss the issue of Data Security.

## **Northern region**

### **National Capital Region**

#### **IT Next at Uttar Pradesh**

NASSCOM hosted a programme in Noida on March 16, 2010, in partnership with the STPI, on the opportunities that Uttar Pradesh provided for the IT-BPO sector. The sessions covered topics such as Developing a collaborative model for enablement of Uttar Pradesh as an IT-BPO destination, Opportunities in e-Governance, e-Learning, Healthcare and Enablers of growth. The session drew more than 125 participants.

#### **Noida Regional Council Annual Meet**

This meeting, held on April 13, 2010, in Noida, was an opportunity to showcase what the council had achieved during the year. It also highlighted the contribution made by the Special Interest Groups in Infrastructure, Education and Human Resources. The meeting was attended by over 60 participants.

## **Gurgaon Regional Council Annual Meet**

The Regional Council of Gurgaon held its first annual meet on May 19, 2010. It was attended by 100 participants, mostly CXOs and senior business heads of NASSCOM member companies based out of Gurgaon. The Police Commissioner, Municipal Commissioner and the Joint Police Commissioner attended the event. Both have supported the council in driving its activities. A brief update on the work undertaken by the regional council was provided, and members who had supported the initiative were felicitated during the meet.

### **CEO Forum**

The CEO forum held a session on "Corporate Governance-What not to do?" on September 6, 2010. The session focused on how today's corporate boards were going beyond their traditional monitoring and advisory role to a more interactive and contributory role.

### **Cybercity Welfare Society Meetings**

The Cybercity Welfare Society meetings are held on the third Wednesday of every month in Gurgaon and being branded as W3, or Win Win Win. The focus is on the three stakeholders—the industry (NASSCOM member companies based out of Gurgaon), the Government and real estate developers (DLF, Unitech). The idea was to bring all the relevant parties under one roof to address the infrastructural challenges facing Gurgaon and seek solutions.

### **Industry Academia Programme**

An industry-academia programme has been launched in collaboration with NASSCOM member companies and academic institutes in the National Capital Region. The feedback and the progress of the programme is being monitored on a regular basis.  
Chandigarh

### **Workshop on Business Model Innovation**

A workshop was organised on Business Model Innovation, under the aegis of the eRevolution initiative, on September 17, 2010. The event which drew 21 participants, was focused on "Innovation with IT" and "The Entrepreneur's Dilemma."

### **eRevolution@2010**

An event was organised with TiE, STPI, Punjab Infotech and Cyber Media on September 30, 2010 in Chandigarh. The aim of the event was to showcase Punjab for IT and provide a platform for IT companies in the state to demonstrate their offerings..

## **Southern Region**

### **Bangalore**

#### **Regional Council Meetings**

The Regional Council meetings focused on the Sustain, Support and Seed Matrix that has been developed by NASSCOM. The mission and charter of the RC was also decided during these meetings.

#### **First meeting of the Telecom Forum**

The first meeting of the NASSCOM Telecom Forum was held on April 15, 2010. It focused on making this a platform for SMEs to approach major companies and enable all players in the ecosystem to grow beyond core areas, undertake marketing activities to educate global operators and service providers on India's capabilities through various case studies on onsite/offshore models, play a key role to minimise regulatory challenges for outsourcing in this space, play an active role in promoting business process innovation that will reduce overheads for telecom companies and align current MVAS related activities of NASSCOM under this forum. The meeting was attended by 11 participants representing telecom product companies, OEMs, SIs and operators.

#### **Tier 2 Development—Visit to NextWealth BPO**

Members of the Regional Council and some investors/entrepreneurs visited Mahendra Next Wealth, an enterprise which follows a rural BPO model that serves global markets like the US and Europe. Next Wealth identifies entrepreneurs in rural India's knowledge hubs, sets up BPOs and sources customers for these organisations. The visit to NextWealth BPO showcased the growth possibilities in India's Tier-2/3 towns and semi-urban areas.

#### **ReTechCon 2010**

The fifth edition of ReTechCon, RAI's (Retail Association of India) Retail Technology Conclave was held in partnership with NASSCOM. This was the third consecutive year of NASSCOM's partnership with RAI. The event was held in Bangalore on May 12-13, 2010 and attended by over 250 delegates. More than 80 participants were from the IT sector. ReTechCon 2010 addressed the challenges facing the retail sector and the new technology innovations taking place in this vertical.

## **Workshop on Corporate Governance with IIMB Centre for Corporate Governance**

The workshop was held on August 18, 2010 in Bangalore to provide guidelines on corporate responsibility and governance, and the responsibilities of a corporate board. It was attended by 45 participants.

### **Chennai**

#### **HR Forum**

The forum, held on March 5, 2010, focused on the link between a performance management system and organisational excellence, business strategies and the bottom line of an organisation. The key objective was on how performance management could be leveraged as a tool to increase the bottom line and enhance commitment of a global workforce. The session was attended by 47 delegates representing various member and non-member companies.

#### **Road show on Tier 2 cities of Tamil Nadu**

A road show was organised on September 3, 2010 to promote Tier 2 cities as preferred IT-BPO destinations. The road show was a platform for the industry, government and the academia in the region to discuss issues, share best practices and build strategies for ensuring that these locations grew into hubs for the IT-BPO business.

### **Coimbatore**

#### **HR Forum**

In the third edition of the HR Forum in Coimbatore, held on October 30, 2010, the HR fraternity of the industry discussed the challenges and trends for the year 2010 and beyond. The objective of the conference was to deliberate on the present challenges and issues faced by HR teams in Tier 2 cities of Tamil Nadu. A expert at the meet spoke on the subject: "Reactive HR to Proactive HR: Steering organisations towards excellence, in rough waters." Subsequently, there was a panel discussion on the HR value proposition to increase organisational excellence, as well as individual performance. The programme was attended by 45 delegates from member companies, institutions and emerging companies.

### **Hyderabad**

#### **Regional Council Meetings**

Regional Council meetings were organised to discuss the activities undertaken during the year and plans for the FY10-11. The focus areas suggested were: building

brand Hyderabad post the Telengana agitations, work with academia to sensitise it about NAC, NAC-Tech and engage with other associations for knowledge sharing and information.

### **NASSCOM- TiE Education Initiative**

NASSCOM and TiE organised a one-day event on “Innovating Education: Technology and Business Trends,” on July 23, 2010. The joint event explored the current state of innovation in education and the entrepreneurial opportunities it brought to stakeholders. It brought together SMEs, technologists, entrepreneurs, and pedagogues and focused on the challenges, opportunities, and solutions related to business models, technology platforms, and content frameworks. The event was attended by 140 people.

### **Kerela**

#### **Coordination of Animation Road show conducted by Kerala IT**

NASSCOM in coordination with Kerela IT conducted the Animation Road show in the major cities of the region such as Calicut, Thrissur, Cochin, Kottayam, Kollam and Trivandrum. Around 6,000 people attended the half-day road show.

### **CEO Forum**

The eighth edition of the CEO forum was organised on May 17, 2010 in Calicut and focused on the issue of “Opportunities for IT SMEs.” Atalk on the subject was followed by an open house discussion. The entire event was sponsored by CITI (Calicut IT Initiative). There were more than 32 delegates, including representatives of NASSCOM member companies, non member companies as well as Directors of IIM Kozikode and NIT Calicut.





# MEMBER COMPANIES

- 3D PLM Software Solutions Ltd
- 3i Infotech Ltd
- 4i Apps Solutions Pvt Ltd
- 7Seas Entertainment Ltd
- 8KMiles Web Services Pvt Ltd
- A G Technologies Pvt Ltd
- AN Buildwell Pvt Ltd
- A1 Future Technologies
- Aabasoft
- AABSyS Information Technology Pvt Ltd (Vinayaka Missions University)
- ABM Knowledgeware Ltd
- Abra Technologies Pvt Ltd
- Abroadier Consultancy India Pvt Ltd
- AbsolutData Research & Analytics Pvt Ltd
- Accel Frontline Ltd
- Accel Transmatic Ltd
- AccelTree Software Pvt Ltd
- Accenture Services Pvt Ltd
- Acclaris Business Solutions Pvt Ltd
- Accord Software & Systems Pvt Ltd
- Accretive Health Pvt Ltd
- ACI Worldwide Solutions Pvt Ltd
- ACN Infotech (India) Pvt Ltd
- Adea Technologies Pvt Ltd
- Aditi Technologies Pvt Ltd
- Aditya Birla Minacs Worldwide Ltd
- Adobe Systems India Pvt Ltd
- ADP Pvt Ltd
- Adrenalin eSystems Ltd
- Advanced Business Intelligence & Analytics Pvt Ltd
- Aegis Ltd
- AES Technologies (India) Pvt Ltd
- Affiliated Computer Services of India (P) Ltd (ACS)
- Affinity Express India Pvt Ltd
- AGC Networks Ltd
- Agile Labs Pvt Ltd
- AGNITY Technologies Pvt. Ltd.
- AgogZen Infotech Pvt Ltd
- Aithent Technologies Pvt Ltd
- Ajuba Solutions (India) Pvt Ltd
- Akal Information Systems Ltd
- Akamai Technologies India Pvt Ltd
- Akmin Technologies Pvt Ltd
- Alcatel-Lucent India Ltd
- Algorithms Software Pvt Ltd
- All e Technologies (P) Ltd
- All India Society For Electronics & Computer Technology (AISECT)
- Allegis Services India Pvt Ltd (EASi)
- Alliance Global Services IT India Pvt Ltd
- Allsec Technologies Ltd
- Alpha Plus Technologies Pvt Ltd
- Altair Engineering India Pvt Ltd
- Amdocs Development Centre India Pvt Ltd
- American Express (India) Pvt Ltd
- American Home Mortgage Servicing India Pvt Ltd
- American Power Conversion (India) Pvt Ltd
- Amrut Software Pvt Ltd
- Amtex Infotech Pvt Ltd
- Anand Rathi Share and Stock Brokers Ltd
- Anant Softech Pvt Ltd
- Anantara Solutions Pvt Ltd
- Anibrain Digital Technologies Pvt Ltd
- Anim Graphix Pvt Ltd
- Annik Technology Services Pvt Ltd
- Annvika Process Outsourcing Pvt Ltd
- ANSR Source India Pvt Ltd
- Antares Systems Ltd
- ANZ Operations and Technology Pvt Ltd
- Apex Computer & Engineering Services
- Apollo Health Street Pvt Ltd
- Appel Services (BPO Division of Essel Shyam Communication Ltd)
- AppLabs Technologies Pvt Ltd
- Applied Materials India Pvt Ltd
- Applied Mobile Solutions Pvt Ltd
- Applied Software Pvt Ltd
- AppPoint Software Solutions Pvt Ltd
- Apt Software Avenues Pvt Ltd
- Aptech Ltd
- APW President Systems Ltd
- Arctern Consulting Pvt Ltd
- Aress Software & Education Technologies (P) Ltd
- Aricent Technologies (Holdings) Ltd
- Arowana Consulting Ltd
- Arrk Solutions Pvt Ltd
- Arrowpoint Technologies Pvt Ltd
- Artech Infosystems Pvt Ltd
- Ascendas Property Management Services (India) Pvt Ltd
- Ascenders Technologies Pvt Ltd
- Ascent Informatics (India) Pvt Ltd
- ASE Structure Design Pvt Ltd
- Ashtech Infotech Pvt Ltd
- ASM Technologies Ltd
- Aspire Human Capital Management Pvt Ltd
- Aspire Systems (India) Pvt Ltd
- Assyst International Pvt Ltd
- AT&T Global Network Services India Pvt Ltd
- Athena Info Consulting Pvt Ltd
- Athri Infotech
- Atline Technologies (India) Pvt Ltd
- Atos Origin India Pvt Ltd
- Attra Infotech Pvt Ltd
- Aufait Technologies Pvt Ltd
- Aujas Networks Pvt Ltd
- Aurigo Software Technologies Pvt Ltd
- aurionPro Solutions Ltd
- Automated Workflow Pvt Ltd
- AVAANA Software and Service Pvt Ltd
- Avacorp Technologies Pvt Ltd
- Avani Cimcon Technologies Ltd
- Avani RTech Solutions Pvt Ltd
- Avaya India Pvt Ltd
- AvioHeliTronics InfoSystems Pvt Ltd
- Aviva Global Services (A div. Of A G S Customer Services (India) Pvt Ltd)
- AXA Business Services Pvt Ltd
- Axcend Automation & Software Solutions Pvt Ltd
- Azure Knowledge Corporation Pvt Ltd
- BA Continuum Solutions Pvt Ltd
- BAeHAL Software Ltd
- Bahwan CyberTek Pvt Ltd
- Barclays Shared Services Pvt Ltd
- Barry-Wehmiller International Resources Pvt Ltd
- Base Information Management Pvt Ltd
- Basiz Fund Services Pvt Ltd
- Baxter India Pvt Ltd
- Bebo Technologies Pvt Ltd
- Bechtel India Pvt Ltd
- BEML Technology Division (A div of Bharat Earth Movers Ltd)
- Bentley Systems India Pvt Ltd
- Berkadia Services India Pvt Ltd
- Bertelsmann Marketing Services India Pvt Ltd
- Best of Breed Software Solutions India Pvt Ltd
- Bharti Realty Holdings Ltd
- BigLeap Solutions Pvt Ltd
- Bird Information Systems Pvt Ltd
- Birlasoft Ltd
- Blue Chip Computer Consultants Pvt Ltd
- Blue Star Infotech Ltd
- BMC Software India Pvt Ltd
- BMR Advisors Pvt Ltd
- BNK e. Solutions Pvt Ltd
- BNP Paribas India Solutions Pvt Ltd
- BNY Mellon International Operations (India) Pvt Ltd
- Bodhtree Consulting Ltd
- Bonsai Network India Pvt Ltd
- Botree Software International Ltd
- Braahmam Net Solutions Pvt Ltd
- BrickRed Technologies Pvt Ltd
- Brickwork India Pvt Ltd
- Bristlecone India Ltd
- British Council
- Broadridge Financial Solutions (India) Pvt Ltd
- Brocade Communications Systems Pvt Ltd
- BT India Pvt Ltd
- Busy Infotech Pvt Ltd
- Butler Technical Services India (P) Ltd
- Butterfield Fulcrum Fund Services (India) Pvt Ltd
- CA (India) Technologies Pvt Ltd
- Cable and Wireless (India) Ltd
- Cactus Communications Pvt Ltd
- CADD Centre Training Services Pvt Ltd
- Cadence Design Systems India Pvt Ltd
- CADES Digitech Pvt Ltd
- CalSoft Pvt Ltd
- Cambridge Technology Enterprises Ltd
- Canbank Computer Services Ltd
- Canon India Pvt Ltd
- Capgemini Business Services (India) Ltd
- Capgemini Consulting India Pvt Ltd
- Capita India Pvt Ltd
- Capital One Services (India) Pvt Ltd
- Caresoft Inc. India
- CBaySystems (India) Pvt Ltd
- CE Info Systems Pvt Ltd
- Celcius Technologies Pvt Ltd
- Centre for Development of Advanced Computing (C - DAC)
- Centre for Development of Telematics (C-DOT)
- Cethar Consultancy Services Pvt Ltd
- cFirst Background Checks India Pvt Ltd
- CGI Information Systems and Management Consultants Pvt Ltd
- Chakkilam Infotech Ltd
- Changepond Technologies Pvt Ltd
- Chella Software Pvt Ltd
- Cl.COM (P) Ltd
- CIBERsites India Pvt Ltd

- Ciena India Pvt Ltd
- Cincom Systems India Pvt Ltd
- Cisco Systems (India) Pvt Ltd
- Citrix Systems India Pvt Ltd
- Clairvortex Knowledge Processes Pvt Ltd
- Clairvoyant Techsoft Pvt Ltd
- Clearpath Technology
- ClearTrail Technologies Pvt Ltd
- Cleave Global e-Services Ltd
- CMC Ltd
- CNO IT Services (India) Pvt Ltd
- Coalition Development Systems (India) Pvt Ltd
- Cognet HR Solutions Pvt Ltd
- Cognizant Technology Solutions India Pvt Ltd
- Collabera Solutions Pvt Ltd
- Descon Ltd
- DesiCrew Solutions Pvt Ltd
- Designmate India Pvt Ltd
- Det Norske Veritas AS
- Dewsoft Solution Pvt Ltd
- digiBlitz Technologies Pvt Ltd
- Digital Media Imaging Ltd
- Digite Infotech Pvt Ltd
- Dimentrix Technologies Pvt Ltd
- Direction Software Solutions
- DLF Commercial Developers Ltd
- Dot Com Infoway Ltd
- Dover India Pvt Ltd (Software Division)
- Drishti-Soft Solutions Pvt Ltd
- Drivestream India Pvt Ltd
- DST Worldwide Services India Pvt Ltd
- Dynamic Vertical Software Pvt Ltd
- DynPro India Pvt Ltd
- E.I. DuPont Services Centre India Pvt Ltd
- e4e Business Solutions India Pvt Ltd
- Easiprocess Pvt Ltd
- Eastern Software Systems Pvt Ltd
- Easwari Engineering College
- eBay India Pvt Ltd
- Ebizindia Consulting Pvt Ltd
- eClerx Services Ltd
- Eclipsys (India) Pvt Ltd
- Ecomnets Technologies India Pvt Ltd
- EDISPHERE Software Pvt Ltd
- Edserv Softsystems Ltd
- Edusys Services Pvt Ltd
- eDynamic Softech Solutions Pvt Ltd
- e-Emphasys Infotech Pvt Ltd
- eGestalt Technologies Pvt Ltd
- E-Herex Technologies Pvt Ltd
- e-Infochips Ltd
- Eka Software Solutions Pvt Ltd
- Electronics and Computers India Ltd
- Electronics For Imaging India Pvt Ltd
- Element K India Pvt Ltd
- Eli Research India Pvt Ltd
- Elitecore Technologies Ltd
- Ellaar Infotek Solutions Pvt Ltd
- ELOGIC Technologies Pvt Ltd
- Elsner Technologies Pvt Ltd
- Emantras Interactive Technologies Pvt Ltd
- EMC Data Storage Systems (India) Pvt Ltd
- Emerson Design Engineering Center (A Div. of Emerson Electric Company (I) Pvt Ltd)
- Emerson Network Power (India) Pvt Ltd
- eMeter India Pvt Ltd
- Empower Research Knowledge Services Pvt Ltd
- eMR Technology Ventures Pvt Ltd
- Emtec Software India Pvt Ltd
- Emulex Communications Pvt Ltd
- enableERP
- Enam Securities Pvt Ltd
- Encora Technologies Pvt Ltd
- Endeavour Software Technologies Pvt Ltd
- eNoah iSolution India Pvt Ltd
- Enteg Infotech Pvt Ltd
- Eperium Business Solutions India Pvt Ltd
- Epitome Global Services Pvt Ltd
- Equant Network Services India Pvt Ltd
- Equiniti ICS India Pvt Ltd
- Equinox Global Services Pvt Ltd
- eRevMax Technologies Pvt Ltd
- EscrowTech India Pvt Ltd
- eServices@Symphony Pvt Ltd
- Esko-Graphics India Pvt Ltd
- ESN Technologies (I) Pvt Ltd
- Espire Infolabs Pvt Ltd
- Essar Information Technology Ltd
- Estel Technologies Pvt Ltd
- Etisalat Software Solutions Pvt Ltd
- Eureka Outsourcing Solutions Pvt Ltd
- Evalueserve.com Pvt Ltd
- Everest Business Advisory India Pvt Ltd
- Everonn Education Ltd
- Exactus Corporation Pvt Ltd
- ExcellenceTech (A Division of Kariwala Industries Ltd)
- Exensys Software Solutions Ltd
- exl Service.com (India) Pvt Ltd
- EXON Solutions Pvt Ltd
- Expertus Infotech Pvt Ltd
- Extreme Networks India Pvt Ltd
- Fact Solutions India Pvt Ltd
- Fastkeys Technologies India Pvt Ltd
- Fidelity Business Services India Pvt Ltd
- Fifth Generation Technologies India Pvt Ltd
- FIL India Business Services Pvt Ltd
- Financial Technologies (India) Pvt Ltd
- FirstAdvantage Pvt Ltd
- FirstAmerican (India) Pvt Ltd
- Firstsource Solutions Ltd
- Firstware Software Solutions (A Division of Brilliant Tutorials Pvt Ltd)
- Fiserv India Pvt Ltd
- FNF Business Process Outsourcing Services India Pvt Ltd
- Focus Tech Media Pvt Ltd
- Ford Business Service Center Pvt Ltd
- Fortis Veritas Corporate Verification (A div. of SecuriPro Protection Guard Pvt Ltd)
- Fortune Infotech Ltd
- Forum IT Parks Pvt Ltd
- FOSTeRA
- Four Soft Ltd
- Franklin Templeton International Services (India) Pvt Ltd
- Fujitsu Consulting India Pvt Ltd
- Fulcrum Worldwide Software Pvt Ltd
- Fusion Outsourcing Software Pvt Ltd
- Future Focus Infotech Pvt Ltd
- FXLabs Studios Pvt Ltd
- Gaian Solutions India Pvt Ltd
- Gants Software Solutions Pvt Ltd
- GAVS Information Services Pvt Ltd
- GE Capital Business Process Management Services Pvt Ltd
- GE Medical Systems (India) Pvt Ltd
- GE Money Servicing (A Div. of RCF Exports Services Pvt Ltd)
- Geine Technologies India Pvt Ltd
- Gemini Systems (India) Pvt Ltd
- General Atlantic Partners Pvt Ltd
- Genisys Information Systems (India) Pvt Ltd
- GENPACT India Pvt Ltd
- Geodesic Ltd
- Geometric Ltd
- Girnar Software Pvt Ltd
- Global e-Business Operations Pvt Ltd
- Global Infovision Pvt Ltd
- Global Talent Track Pvt Ltd
- GlobalLogic India Pvt Ltd
- Globarena Technologies Pvt Ltd
- GlobeOp Financial Services (India) Pvt Ltd
- Globsyn Technologies Ltd
- Glodyne Technoserve Ltd
- GLOPORE IM SERVICES PVT LTD
- GNSA Infotech Ltd
- GO IP Global Services Pvt Ltd
- Godrej Infotech Ltd
- Godrej Properties Ltd
- Goldshield Services Pvt Ltd
- Google India Pvt Ltd
- Goose Technologies Pvt Ltd
- Gradatim I.T. Ventures (India) Pvt Ltd
- GrapeCity India Pvt Ltd
- GrayCell Technologies Exports
- Green Quotient Systems Pvt Ltd
- Griffin Education Pvt Ltd
- GST IT Services Pvt Ltd
- Gujarat Informatics Ltd
- Gujarat Narmada Valley Fertilizers Company Ltd
- Gujarat Venture Finance Ltd
- Gurukulonline Learning Solutions (P) Ltd
- Gyan Ganga Institute of Technology & Sciences
- H5 Asia Pacific Pvt Ltd
- Hackett Group (India) Ltd
- Hansa Customer Equity Pvt Ltd
- Hanu Software Solutions (India) Pvt Ltd
- Harbinger Knowledge Products Pvt Ltd
- Hartron Communications Ltd
- Harvard Business School (I) Research Center
- Hazel Infotech Ltd
- HCC Real Estate Ltd
- HCL Corporation Ltd
- HCL Technologies Ltd
- Headstrong Services India Pvt Ltd
- Heartland Delhi Transcription & Services Pvt Ltd
- Helios & Matheson Information Technology Ltd
- Helma Solutions India Pvt Ltd
- Hero Management Service Ltd
- Heuristics Informatics Pvt Ltd
- Hewitt Associates India Pvt Ltd
- Hewlett-Packard GlobalSoft Pvt Ltd
- Hewlett-Packard India Sales Pvt Ltd
- Hexaware Technologies Ltd
- Highbar Technologies Ltd
- Hill & Associates India Pvt Ltd
- Hinditron Infosystems Pvt Ltd
- Hinduja Global Solutions Ltd
- Hire Right Inc.
- Hitachi Data Systems India Pvt Ltd
- Hitachi India Trading Pvt Ltd
- Hi-Tech e Soft (a division of Hi-Tech Gears Ltd)
- Hi-Tech Outsourcing Services
- Hi-Tech Robotic Systemz Ltd
- Honeywell International (India) Pvt Ltd
- Honeywell Technology Solutions Lab Pvt Ltd
- Hot Courses India Pvt Ltd
- HOV Services Ltd
- HSBC Electronic Data Processing India Pvt Ltd
- HSBC Software Development (India) Pvt Ltd
- HTC Global Services (India) Pvt Ltd
- Huawei Technologies India Pvt Ltd
- Hughes Systique India Pvt Ltd
- Hurix Systems Pvt Ltd
- Hyper Quality India Pvt Ltd

- HyTech Professionals India Pvt Ltd
- i3 Software Pvt Ltd
- IBM Daksh Business Process Services Pvt Ltd
- IBM India Pvt Ltd
- IBN Technologies Ltd
- IBS Software Services (P) Ltd
- ICICI Property Services Group (A Div. of ICICI Home Finance Company Ltd)
- iCreate Software India Pvt Ltd
- Icreon Communications Pvt Ltd
- ICT Academy of Tamilnadu
- IDEAS Inc. Management Pvt Ltd
- Identlogic Systems Pvt Ltd
- IDG Ventures India Advisors Pvt Ltd
- IDS Infotech Ltd
- IDS Softwares Pvt Ltd
- iGATE Global Solutions Ltd
- Ignitee Digital Solutions Pvt Ltd
- IGS Imaging Services (India) Pvt Ltd
- IHG IT Services (India) Pvt Ltd
- IIC Services (India) Pvt Ltd
- IIC Technologies Pvt Ltd
- iInterchange Systems Pvt Ltd
- IL&FS Securities Services Ltd
- IL&FS Technologies Ltd
- Image Infotainment Ltd
- iMantras India Pvt Ltd
- Imayam Info Solutions Pvt Ltd
- Impact Systems Pvt Ltd
- Impetus Infotech (I) Pvt Ltd
- In4velocity Systems Pvt Ltd
- iNautix Technologies India Pvt Ltd
- Inca Informatics Pvt Ltd
- Indegene Lifesystems Pvt Ltd
- Indevia Accounting Pvt Ltd
- India CyberLearning Pvt Ltd
- India Insure Risk Management and Insurance Broking Services Pvt Ltd
- IndiaCan Education Pvt Ltd (A Pearson Educomp Company)
- Indiagames Ltd
- Indian School of Business
- Indiss Infotech Solutions Pvt Ltd
- Indu Projects Ltd
- Indus Net Technologies
- Indus Valley Partners (India) Pvt Ltd
- Indusa Infotech Services Pvt Ltd
- iNetFrame Solutions Pvt Ltd
- Infinera India Pvt Ltd
- Infinite Computer Solutions (India) Ltd
- Infinity Infotech Parks Ltd
- Info Edge (India) Ltd
- Infoanalytica Consulting Pvt Ltd
- InfoBeans Systems India Pvt Ltd
- Info-Drive Software Ltd
- Infogain India (P) Ltd
- Infoparks, Kerala
- Infopro India Pvt Ltd
- Infoserve India Pvt Ltd
- InfoSoft Global Pvt Ltd
- Infosys BPO Ltd
- Infosys Technologies Ltd
- Infotech Education Society
- Infotech Enterprises Ltd
- InfoVision Solutions India Pvt Ltd
- Infotech Software Ltd
- Infrasoft Technologies Ltd
- ING BPO Services India Pvt Ltd
- Injoos Web Solutions Pvt Ltd
- InLogic BizCom Pvt Ltd
- InMage Systems Pvt Ltd
- Insoft.com Pvt Ltd
- In-Solutions Global Pvt Ltd
- Institute for Development and Research in Banking Technology (IDRBT)
- Institute for Information Industry (India Branch Office)
- INSZoom Software India Pvt Ltd
- Intec Infocom Pvt Ltd
- Integra Software Services Pvt Ltd
- Integrated Information Services Pvt Ltd
- Integration Infotech India Pvt Ltd
- Integreon Managed Solutions India Pvt Ltd
- Intel Technology India Pvt Ltd
- Intelenet Global Services Ltd
- Inteliment Software Technologies (India) Pvt Ltd
- Intelli Screen Pvt Ltd
- Intellicom Contact Centers (A Div. of Jindal Transworld Pvt Ltd)
- Intellicus Technologies Pvt Ltd
- Intelligroup Asia Pvt Ltd
- Intelliob Technologies Pvt Ltd
- Intense Technologies Ltd
- Interactive Manpower Solutions Pvt Ltd
- Interactive Multimedia Technologies Pvt Ltd
- Interglobe Technologies Pvt Ltd
- Intergraph Consulting Pvt Ltd
- International Institute of Information Technology
- International SOS Services (I) Pvt Ltd
- Interra Information Technologies (India) Pvt Ltd
- Intersil (India) Pvt Ltd
- IntersoftKK (India) Pvt Ltd
- Interwoven Software Services India Pvt Ltd
- Intrasoft Technologies Ltd
- INTRUST GLOBAL eServices Pvt Ltd
- Intuit Technology Services Pvt Ltd
- Invensys Development Centre India (P) Ltd
- Invesco (Hyderabad) Pvt Ltd
- Invest Northern Ireland
- IonIdea Enterprise Solutions Pvt Ltd
- Ionnor Solutions Pvt Ltd
- iPRIMED Education Solutions Pvt Ltd
- iQor Services India Pvt Ltd
- iRely Soft Services (India) Pvt Ltd
- Iridium Interactive Ltd
- IRIS Business Services (India) Pvt Ltd
- ISG Novasoft Technologies Ltd (A company in the K K Birla Group)
- iSOFT R&D Pvt Ltd
- i-Strat Software Pvt Ltd
- ITC Infotech India Ltd
- itCube Solutions Pvt Ltd
- iTech Workshop Pvt Ltd
- ITTI Pvt Ltd
- i-Vantage India Pvt Ltd
- i-Vista Digital Solutions Pvt Ltd
- iViZ Techno Solutions Pvt Ltd
- Ivy Comptech (P) Ltd
- iYogi Technical Services Pvt Ltd
- J. Sagar Associates
- J.D.S Technologies Pvt Ltd
- J235 Software India Pvt Ltd
- Jaguar Overseas Ltd
- JCB Manufacturing Ltd
- JDA Software India Pvt Ltd
- Jeevan Technologies India Pvt Ltd
- Jinkorp International Travel Services Pvt Ltd
- JK Technosoft Ltd
- Jones Lang Lasalle Property Consultants (India) Ltd
- JP Morgan Services India Pvt Ltd
- JSoft Solutions Ltd
- Juniper Networks India Pvt Ltd
- JuriMatrix Services India Pvt Ltd (Clutch Group)
- K Raheja Realty Pvt Ltd
- K7 Computing Pvt Ltd
- Kaavian Systems Pvt Ltd
- Kale Consultants Ltd
- Kandor Solutions Pvt Ltd
- Karin Informatics Services Pvt Ltd
- karROX Technologies Ltd
- Karvy Global Services Ltd
- Kaseya Software India Pvt Ltd
- KAV & Co.
- Kayako Infotech
- Kaycees Healthsoft India Pvt Ltd
- KBACE Technologies Pvt Ltd
- KCP Technologies Ltd
- KDK Softwares (India) Pvt Ltd
- Keane India Ltd
- Kenexa Technologies Pvt Ltd
- Kensoft Infotech Ltd
- Kernex Microsystems (India) Ltd
- KG Information Systems Pvt Ltd
- KLA-Tencor Software India Pvt Ltd
- KLG Systel Ltd
- Knack Systems & Services (P) Ltd
- Korn/Ferry International Pvt Ltd
- KPIT Cummins Infosystems Ltd
- KPMG Advisory Services Pvt Ltd
- Kumaran Systems Pvt Ltd
- L&T Infocity Ltd
- Lapiz Digital Services (A Div. of Ultramarine & Pigments Ltd)
- Laqsh Job Skills Academy Pvt Ltd
- Larsen & Toubro Infotech Ltd
- Laser Soft Infosystems Ltd
- Lauren Information Technologies Pvt Ltd
- LawQuest
- Lazer Ken IT Services India Pvt Ltd
- Leading Software Technologies Pvt Ltd
- Legasis Services Pvt Ltd
- Lexaya Solutions Pvt Ltd
- Lexington Soft Pvt Ltd
- Lexplosion Outsourcing Pvt Ltd
- LG Soft India Pvt Ltd
- LGS Global Ltd
- Lighthouse Info Systems Pvt Ltd
- Limtex Infotech Ltd
- Lionbridge Technologies Pvt Ltd
- Liquidhub India Pvt Ltd
- Liquid eLearning Services Pvt Ltd
- Lister Technologies Pvt Ltd
- Lloyds TSB Global Services Pvt Ltd
- Lodha Developers Ltd
- Logica Pvt Ltd
- LSI India Research & Development Pvt Ltd
- Ma Foi Consulting Solutions Ltd
- Maarga Information Systems Pvt Ltd
- Madhya Pradesh Agency for Promotion of Information Technology
- Maersk Global Service Centres (India) Pvt Ltd
- Magic Software Pvt Ltd
- Magnasoft Consulting India Pvt Ltd
- Magnon Solutions Pvt Ltd
- Magus Customer Dialog Pvt Ltd
- Maharashtra Industrial Development Corporation
- Mahindra World City Jaipur Ltd
- MAIA Intelligence Pvt Ltd
- Maintec Technologies Pvt Ltd
- MakeMyTrip (India) Pvt Ltd
- Mane Tech Pvt Ltd
- Mangalam Information Technologies Ltd
- Manhattan Associates (India) Development Centre Pvt Ltd
- Mann-India Technologies Pvt Ltd
- Manpower Services India Pvt Ltd
- ManSoft Systems Pvt Ltd
- Manthan Software Services Pvt Ltd

- MarketTools Research Pvt Ltd
- Mascon Global Ltd
- MASTEK Ltd
- Maven Systems Pvt Ltd
- Maveric Systems Ltd
- Maverick Quality Advisory Services Pvt Ltd
- McAfee Software (India) Pvt Ltd
- McKinsey & Company Inc.
- McKinsey Knowledge Centre India Pvt Ltd
- MCX Stock Exchange Ltd
- Media Lab Asia
- Medimanager Insurance Broking Pvt Ltd
- Medma Infomatix Pvt Ltd
- Medsphere Technologies Pvt Ltd
- Medsynaptic Pvt Ltd
- Medusind Solutions India Pvt Ltd
- Melstar Information Technologies Ltd
- Merce Technologies Pvt Ltd
- Mercer Consulting (India) Pvt Ltd
- MeritTrac Services Pvt Ltd
- Metacube Software Pvt Ltd
- Metlife Global Operations Support Center Pvt Ltd
- MetLife Services East Pvt Ltd
- Micro Informations Pvt Ltd
- Micro Technologies (India) Ltd
- Microland Ltd
- Microsoft Corporation (I) Pvt Ltd
- Microsoft India (R&D) Pvt Ltd
- Midland Credit Management India Pvt Ltd
- MIEL e-Security Pvt Ltd
- Milestone Interactive Private Limited
- Mindcraft Software Pvt Ltd
- Mindcrest (India) Pvt Ltd
- Mindfire Solutions
- Mindlogicx Infotech Ltd
- MindRiver Information Technologies Pvt Ltd
- Mindteck (India) Ltd
- MindTree Ltd
- Mistral Solutions Pvt Ltd
- Misys Software Solutions (India) Pvt Ltd
- mjunction Services Ltd
- MMC Infotech Services Pvt Ltd
- Mobera Systems Pvt Ltd
- MobMe Wireless Solutions Pvt Ltd
- mokSa Technologies India Pvt Ltd
- Monarch Innovative Technologies Pvt Ltd
- Morgan Stanley Advantage Services Pvt Ltd
- MothersonSumi Infotech & Designs Ltd
- Motorola India Electronics Pvt Ltd
- Movico Technologies Pvt Ltd
- MphasIS Ltd
- MPS Limited
- MResult Services Pvt Ltd
- Mukesh & Associates
- Multi Commodity Exchange of India Ltd
- Mynd Solutions Pvt Ltd
- Nagarro Software Pvt Ltd
- Nagpur Sustainability Support Services Pvt Ltd
- Navayuga Infotech Pvt Ltd
- Navis India Technologies Pvt Ltd
- NaviSite India Pvt Ltd
- NCS SoftSolutions Pvt Ltd
- NDS Services Pay - TV Technology Pvt Ltd
- Neev Information Technologies Pvt Ltd
- Neilsoft Ltd
- Nelito Systems Ltd
- Ness Technologies (India) Ltd
- Net Solutions
- Net Vigil Software Pvt Ltd
- NetApp India Pvt Ltd
- NetEdge Computing Global Services Pvt Ltd
- Netesoft India Ltd
- netGuru Ltd
- Netmagic Solutions Pvt Ltd
- Netscout Systems India Pvt Ltd
- NetScout Systems Software India Pvt Ltd
- Network Systems & Technologies (P) Ltd
- New Age Software and Solutions (India) Pvt Ltd
- Newgen Software Technologies Ltd
- NewRiver Software Services Pvt Ltd
- NexGEN Consultancy Pvt Ltd
- Nexsus Techno Solutions Pvt Ltd
- Next Link (P) Ltd
- NextBit Computing Pvt Ltd
- NextBrick Solutions Ltd
- nNance Engineering Solutions Pvt Ltd
- Nihilent Technologies Pvt Ltd
- NIIT SmartServe Ltd
- NIIT Technologies Ltd
- Nilkanth Tech Park Pvt Ltd (NTPL)
- Nishith Desai Associates
- Niteo Technologies (P) Ltd
- Nitman Software Pvt Ltd
- Nitor Infotech Pvt Ltd
- Nokia India Pvt Ltd
- Nokia Siemens Networks India Pvt Ltd
- Nomura Services India Pvt Ltd
- North Shore Technologies Pvt Ltd
- Northern Operating Services Pvt Ltd
- Nous Infosystems Pvt Ltd
- Novartis Development IT (A Div. of Novartis Healthcare Pvt Ltd)
- Novaserra Technologies Pvt Ltd
- Novell Software Development (India) Ltd
- Novellus Systems (India) Pvt Ltd
- NSE.IT Ltd
- NTrust Infotech Pvt Ltd
- Nu Street Technologies Pvt Ltd
- Nucleus Software Exports Ltd
- NuVeda Learning Pvt Ltd
- NVISH Solutions Pvt Ltd
- Oakton Global Technology Services Centre (India) Pvt Ltd
- Oberoi Contact Centre (A Div. of EIH Ltd)
- Object Edge India Services Pvt Ltd
- Octaware Technologies Pvt Ltd
- Olive e-Business Pvt Ltd
- Olive Technology Ltd
- Omnesys Technologies Pvt Ltd
- Omnitel Infosolutions Ltd
- One Point IT Consulting Pvt Ltd
- One97 Communications Ltd
- OnMobile Global Pvt Ltd
- Ontrack Systems Ltd
- Onward Technologies Ltd
- Open Software Technology (India) Ltd
- OpenXcell Technolabs Pvt Ltd
- Optimus Global Services Ltd
- Oracle Financial Services Software Ltd
- Oracle India Pvt Ltd
- OrangeScape Technologies Ltd
- Orbital Outsourcing Services
- Origin Learning Solutions Pvt Ltd
- Orion Edutech Pvt Ltd
- Orkash Services Pvt Ltd
- OSC Export Services Pvt Ltd
- OSS Cube Solutions Pvt Ltd
- Outworks Solutions Pvt Ltd
- OXIGEN Services (India) Pvt Ltd
- Oxygen Consulting Services Pvt Ltd
- Ozonetel Systems Pvt Ltd
- PACNET (Pacific Internet India Pvt Ltd)
- Paharpur Business Centre (A Div. of Chemical Metallurgical Design Co. Ltd)
- Pan Business Lists Pvt Ltd
- Panamax Infotech Ltd
- Pandora Networks Pvt Ltd
- Pangea3 Legal Database Systems Pvt Ltd
- Panoramic Universal Ltd
- PAR Computer Sciences (International) Ltd
- Paramatrix Technologies Pvt Ltd
- Parichay Communication & Technologies Pvt Ltd
- Paripurna Software Solution Service Pvt Ltd
- Parthys Reverse Informatics Analytic Solutions Pvt Ltd
- Patni Computer Systems Ltd
- Pawaa Software Pvt Ltd
- Payoda Technologies Pvt Ltd
- PayPal India Pvt Ltd
- PC Technoledge Center Pvt Ltd
- Pegasystems Worldwide India Pvt Ltd
- PeopleStrong HR Services Pvt Ltd
- Peri Software Solutions Pvt Ltd
- Perot Systems Business Process Solutions India Pvt Ltd
- Perot Systems TSI (India) Ltd
- Persistent Systems Ltd
- Petro IT Ltd
- Pfizer Accelerated Solution Centre (A div. of Pfizer Pharmaceutical India Pvt Ltd)
- PHi Business Solutions Ltd
- Philips Electronics India Ltd
- Phoenix Info Services
- Phoenix IT Solutions Ltd
- Picasso Digital Media Pvt Ltd
- Pinnacle Infotech Solutions
- Pitney Bowes Software India Pvt Ltd
- PK4 Software Technologies Pvt Ltd
- Planet PCI Infotech Ltd
- Polaris Software Lab Ltd
- Polo Queen Industrial and Fintech Ltd
- Posidex Technologies Pvt Ltd
- Pradot Technologies Pvt Ltd
- Prakash Software Solutions Pvt Ltd
- Pramati Technologies (P) Ltd
- Pratham Software Pvt Ltd
- Praxis Softek Solutions Pvt Ltd
- Preludesys India Pvt Ltd
- PreMedia Global Pvt Ltd
- Premier Technology Group Pvt Ltd
- PricewaterhouseCoopers Pvt Ltd
- Principal Global Services Pvt Ltd
- ProArch IT Solutions Pvt Ltd
- Prodapt Solutions Pvt Ltd
- Progress Software Development Pvt Ltd
- Project Management Certification Institute
- Prologic First India Pvt Ltd
- Prometric Testing Pvt Ltd
- ProMinds Consulting Pvt Ltd
- Protiviti Consulting Pvt Ltd
- Prudente Solution Pvt Ltd
- PT Puretesting Software Pvt Ltd
- PTC Software (India) Pvt Ltd
- Punjab Information & Communication Technology Corporation Ltd
- Pyramid IT Consulting Pvt Ltd
- QA InfoTech Pvt Ltd
- QAI (India) Ltd
- QLogic (India) Pvt Ltd
- Quadlabs Technologies Pvt Ltd
- Quadra Software Solutions Pvt Ltd
- Quality Engineering and Software Technologies Pvt Ltd
- Qualtech Consultants Pvt Ltd
- Quantum Asia Pvt Ltd
- Quantum-Link Communications Pvt Ltd
- Quattro BPO Solutions Pvt Ltd
- Quattro Business Support Services Pvt Ltd
- Quest Informatics Pvt Ltd
- Quick Report Software Pvt Ltd
- Quinnox Consultancy Services Ltd
- Quintegra Solutions Ltd



- QuisLex Legal Services Pvt Ltd
- R S Software (India) Ltd
- R Systems International Ltd
- RADIXWEB
- Raheja QBE General Insurance Company Ltd
- Rajalakshmi Engineering College
- Ramco Systems Ltd
- RAMTeCh Software Solutions Pvt Ltd
- Ranal Engineering Services Pvt Ltd
- RateGain IT Solutions Pvt Ltd
- Rave Technologies (India) Pvt Ltd
- RBS Business Services Pvt Ltd
- Real Soft (Intl) Pvt Ltd
- RealPage India Pvt Ltd
- Realtime Techsolutions Pvt Ltd
- Receivable Management Services India Pvt Ltd
- Records & Data Warehousing Pvt Ltd
- Red Hat India Pvt Ltd
- rediff.com India Ltd
- Relativity Technologies Pvt Ltd
- Reliance BPO Pvt Ltd
- Reliance Global Services Pvt Ltd
- Reli-e-Marg Software Consultants Pvt Ltd
- Religare Technova Ltd
- Reservation Data Maintenance (India) Pvt Ltd
- Resonance Outsourcing Services Pvt Ltd
- Retail FullServe Pvt Ltd
- Rigel Networks Pvt Ltd
- Rightway Solution (India) Pvt Ltd
- Rishabh Software Pvt Ltd
- RM Education Solutions India Pvt Ltd
- RMSI Pvt Ltd
- Robert BOSCH Engineering and Business Solutions Ltd
- Robosoft Technologies
- Rockwell Collins India Enterprises Pvt Ltd
- RocSearch India Pvt Ltd
- Rolta India Ltd
- RR Donnelley India Outsource Pvt Ltd
- RTEngines Software Pvt Ltd
- S. P. Jain Institute of Management & Research
- S2S IT Solutions Pvt Ltd
- Saama Technologies (India) Pvt Ltd
- Saba Software India Pvt Ltd
- Sabre Travel Technologies Pvt Ltd
- Safaltek Software Pvt Ltd
- Safenet Infotech Pvt Ltd
- Sage Software India Pvt Ltd
- Sahara Net Corp Ltd
- Sai BPO Services Ltd
- SAIC India Pvt Ltd
- Saicores Pvt Ltd
- Saigun Technologies Pvt Ltd
- Saksoft Ltd
- Salient Business Solutions Ltd
- Samin Tekmindz India Pvt Ltd
- Sampoorna Matchjobs.com Pvt Ltd
- Samsung Electronics India Software Operations (SISO)
- Samyak Infotech Pvt Ltd
- Sankhya Technologies Pvt Ltd
- Sankhyaa Learning Pvt Ltd
- Sanovi Technologies India Pvt Ltd
- Santa Fe India Pvt Ltd
- SAP Labs India Pvt Ltd
- Sapient Corporation Pvt Ltd
- Sapple Systems Pvt Ltd
- SARANGSoft India Pvt Ltd
- Saraswat Infotech Ltd
- Sarla Technologies
- Sasken Communication Technologies Ltd
- Satellite Infotech Services Pvt Ltd
- Satnav Technologies Pvt Ltd
- Satyam BPO Ltd
- Satyam Computer Services Ltd
- Savi Infoservices (India) Pvt Ltd
- Saviance Technologies Pvt Ltd
- SCA Technologies India Pvt Ltd
- Scintel Technologies Pvt Ltd
- SCM Microsystems (India) Pvt Ltd
- Scope e-Knowledge Center Pvt Ltd
- Scope International Pvt Ltd
- Scribes India Pvt. Ltd.
- SDG Software India Pvt Ltd
- Seal Infotech Pvt Ltd
- Sears IT & Management Services (India) Pvt Ltd
- Seasia Consulting
- Seaton India IT Pvt Ltd
- Secova eServices Ltd
- SEED Infotech Ltd
- Sella Servizi Bancari S.C.P.A
- Senabi Infotech India Pvt Ltd
- Sequoia Capital India Advisors Pvt Ltd
- Serco Global Services Pvt Ltd
- Serosoft Solutions Pvt Ltd
- Serve All Enterprise Solutions Ltd
- Servion Global Solutions Ltd
- Shapoorji Pallonji & Company Ltd
- Sharp Software Development India Pvt Ltd
- Shawman Software Pvt Ltd
- Shell Transource Ltd
- Shergroup India Pvt Ltd
- Sherston Educational Software Pvt Ltd
- Shri Ramswaroop Memorial Institute of Management and Computer Application
- Siemens Information Processing Services Pvt Ltd
- Siemens Information Systems Ltd
- Sierra Atlantic Software Services Ltd
- Sify Technologies Ltd
- Sigma Infosolutions Ltd
- Siksha Training & Development Pvt Ltd
- Silicomp India Pvt Ltd
- Silver Touch Technologies Ltd
- Silverline Technologies Ltd
- Singha, Singh Roy & Associates Pvt Ltd
- Sirez Infosystems Pvt Ltd
- Sitel India Ltd
- Skelta Software Pvt Ltd
- SkillSoft Software Services India Pvt Ltd
- SKP Cross Border Consulting Pvt Ltd
- SkyTECH Solutions Pvt Ltd
- SLK Software Services Pvt Ltd
- Smart Chip Ltd
- Smart Cube India Pvt Ltd
- SmartBuzz Web Services Pvt Ltd
- smartData Enterprises (India) Ltd
- Smile Multimedia Pvt Ltd
- Snap-on Business Solutions India Pvt Ltd
- SNS Technologies Pvt Ltd
- Societe Generale Global Solution Centre Pvt Ltd
- Soft Prodigy System Solutions Pvt Ltd
- SoftAge Information Technology Ltd
- SoftBrands India Pvt Ltd
- Softcell Technologies Ltd
- Softlink Logistic Systems Pvt Ltd
- SoftPro Systems Ltd
- Software Associates
- Software Data (India) Ltd
- Software Paradigms Infotech Pvt Ltd
- Software Technology Parks Of India
- Sonata Software Ltd
- SonicWALL Infosecurity Pvt Ltd
- Sony India Software Center (A div. of Sony India Pvt Ltd)
- Sopra India Pvt Ltd
- Sourcebits Technologies Pvt Ltd
- SourcePro Infotech Pvt Ltd
- Spadework Software Services Pvt Ltd
- SPAN Infotech (India) Pvt Ltd
- Spanco Ltd
- Spencer Stuart (India) Pvt Ltd
- Speridian Technologies Pvt Ltd
- Spheris India Pvt Ltd
- SPI Technologies India Pvt Ltd
- SpiderLogic India Pvt Ltd
- SPML Technologies Ltd
- Sprintlink India Pvt Ltd
- Sri Technologies Pvt Ltd
- Srishiti Software Pvt Ltd
- SRM Techsol Pvt Ltd
- SSP India Pvt Ltd
- ST Infosys Pvt Ltd
- STAG Software Pvt Ltd
- Standard Chartered Pvt Equity Advisory (India) Pvt Ltd
- Station-e Info Services Pvt Ltd
- Steria (India) Ltd
- Sterling Commerce Solutions India Pvt Ltd
- Sterling Information Resources India Pvt Ltd
- Sterlite Industries (India) Ltd
- Stream International Services Pvt Ltd
- Subex Ltd
- Suma Soft Pvt Ltd
- Summit HR Outsourcing Services Pvt Ltd
- Summit Information Technologies Pvt Ltd
- Summit Research Service Pvt Ltd
- SumTotal Systems India Pvt Ltd
- Sun Knowledge Pvt Ltd
- Sun Life India Service Centre Pvt Ltd
- Sun Microsystems India Pvt Ltd
- Sundaram Business Services Ltd
- Sundaram Infotech Solutions (A Division of Sundaram Finance Ltd)
- SunGard Solutions (India) Pvt Ltd
- Sunsmart Technologies Pvt Ltd
- Suntec Business Solutions Pvt Ltd
- Support.com Pvt Ltd
- SureSoft Systems Pvt Ltd
- Sutherland Global Services Pvt Ltd
- Suvi Information Systems Pvt Ltd
- SVB India Advisors Pvt Ltd
- Sweets Technologies Pvt Ltd
- Swiss Re Shared Services (India) Pvt Ltd
- Sybase Software (India) Pvt Ltd
- Sykes Enterprises (India) Pvt Ltd
- Symantec Software India Pvt Ltd
- Symbiosys Technologies
- Symco Software Pvt Ltd
- Symphony Services Corp. (I) Pvt Ltd
- Synergy Computer Solutions International Ltd
- Synopsys (India) Pvt Ltd
- Synova Innovative Technologies Pvt Ltd
- Syntax Soft-Tech India Pvt Ltd
- Syntel Ltd
- Synogy India Pvt Ltd
- Sysbiz Technologies Pvt Ltd
- Sysnet Associates (India) Pvt Ltd
- Systems Plus Pvt Ltd
- Systems Valley Pvt Ltd
- SYSTIME Computer Systems (I) Pvt Ltd
- Systsoft Systems & Software Pvt Ltd
- Take Solutions Ltd
- Talentica Software (India) Pvt Ltd
- TalentSprint Education Services Pvt Ltd
- Talisma Corporation Pvt Ltd
- Tally Solutions Pvt Ltd
- Tandon Information Solution Pvt Ltd
- Tasa Infosolutions Pvt Ltd
- Tata Business Support Services Ltd
- Tata Consultancy Services Ltd
- Tata Elxsi Ltd



- Tata Technologies Ltd
- Tata Teleservices Ltd
- TaurusQuest Services Pvt Ltd
- Tavant Technologies India Pvt Ltd
- TCS e-Serve International Ltd
- TCS e-Serve Ltd
- TE Software Services Pvt Ltd
- Tech Mahindra Ltd
- Techies India Inc.
- Technoforte Software Pvt Ltd
- TECHNOPARK (Electronics Technology Parks - Kerala)
- Technosoft Information Technologies (India) Ltd
- TechProcess Solutions Ltd
- TechTier IT Solutions Pvt Ltd
- Tecnotree Convergence Ltd
- Tecumseh Products India Pvt Ltd
- TeleDNA Communications Pvt Ltd
- Telemune Software Solutions Pvt Ltd
- Telibrahma Convergent Communications Pvt Ltd
- Temenos India Pvt Ltd
- Tenth Planet Technologies Pvt Ltd
- TESCO Hindustan Service Centre Pvt Ltd
- Texas Instruments India Pvt Ltd
- Texcity Software Parks Ltd
- The Chartered Institute of Management Accounts
- The Information Company Pvt Ltd
- The World Bank (IBRD)
- Think Future Technologies
- Thinking Minds.com (I) Pvt Ltd
- Thinksoft Global Services Ltd
- Thirdware Solution Ltd
- Tholons Knowledge Management Pvt Ltd
- Thomson Corporation (International) Pvt Ltd
- Thomson Digital (ITES Div. of Thomson Press (India) Ltd)
- ThoughtWorks Technologies India Pvt Ltd
- TIBCO Software India Pvt Ltd
- Tieto Software Technologies Pvt Ltd
- Timken Engineering and Research India Pvt Ltd
- Tishman Speyer India Pvt Ltd
- TNQ Books and Journals Pvt Ltd
- ToLuna India Pvt Ltd
- TopSource Infotech Solutions Pvt Ltd
- Total IT Solutions Pvt Ltd
- TPI Advisory Services India Pvt Ltd
- Tracmail AR Services Pvt Ltd
- Trade and Investment Office India, State of Victoria, Australia
- Transpacific Software Pvt Ltd
- Transwitch India Pvt Ltd
- Trasset Software Development and Support Center Pvt Ltd
- Trayee Business Solutions Pvt Ltd
- Trendyworks Technologies Pvt Ltd
- Trianz Consulting Pvt Ltd
- Tricom India Ltd
- Tricom Infotech Solutions Ltd
- Trilegal
- Trimentus Technologies Pvt Ltd
- Trulogix Information Systems Pvt Ltd
- TTK Services Pvt Ltd
- TUV India Pvt Ltd
- TVS Infotech Ltd
- UBS (India) Pvt Ltd
- UGAM Solutions Pvt Ltd
- UL Management Systems Solutions (India) Pvt Ltd
- Unisoft Infotech Pvt Ltd
- Unisys Global Services - India (STP Division of Unisys India Pvt Ltd)
- UnitedHealth Group Information Services Pvt Ltd
- Uniforce Technologies Consulting Pvt Ltd
- Universal Legal
- UPTEC Computer Consultancy Ltd
- US Tech Solutions Pvt Ltd
- US Technology International Pvt Ltd
- UTL Technologies Ltd
- Utopia India Pvt Ltd
- Vakrangee Softwares Ltd
- Valtech India Technology Solutions Pvt Ltd
- Value One Infotech Ltd
- ValueLabs
- ValueMomentum Software Services Pvt Ltd
- ValueSource Technologies Pvt Ltd
- Vaneera Hi-Tech
- Vayana India Pvt Ltd
- Vedicsoft India Pvt Ltd
- Vee Technologies Pvt Ltd
- Vel Tech Dr. RR & Dr. SR Technical University
- Venture Infotek Global Pvt Ltd
- VeriSign Services India Pvt Ltd
- Verity Knowledge Solutions Pvt Ltd
- Verizon Data Services India Pvt Ltd
- Versant Technologies Pvt Ltd
- Version Systems Pvt Ltd
- Vertex Customer Services India Pvt Ltd
- Vertex Offshore Services Pvt Ltd
- Vertex Software Pvt Ltd
- VFS Global Services Pvt Ltd
- Vidyatech Solutions Pvt Ltd
- Vinove Software & Services Pvt Ltd
- Virinchi Technologies Ltd
- Virmati Software & Telecommunications Ltd
- Virtusa (India) Pvt Ltd
- Viscus Infotech Ltd
- Vishwak Solutions Pvt Ltd
- VISTA InfoSec Pvt Ltd
- Vitae International Accounting Services Pvt Ltd
- Viteos Capital Market Services Ltd
- Vizual Business Tools Pvt Ltd
- Vmoksha Technologies Pvt Ltd
- Vodafone India Services Pvt Ltd
- Volvo India Pvt Ltd
- VSoft Technologies Pvt Ltd
- VXL eTech Ltd
- Weave Engineering and Design Ltd
- Web Access (India) Pvt Ltd
- Web Spiders (India) Pvt Ltd
- Webaroo Technology India Pvt Ltd
- Webdunia.com (India) Pvt Ltd
- WebEx Communications India Pvt Ltd
- Webrosoft Solutions Pvt Ltd
- Welingkar Institute of Management Development & Research
- Wells Fargo India Solutions Pvt Ltd
- Wesley Clover Communication Solutions Pvt Ltd
- West Bengal Electronics Industry Development Corporation Ltd
- Westgate Technology Solutions Pvt Ltd
- Weston Solutions India Pvt Ltd
- WhiteHedge Technologies Pvt Ltd
- Williams Lea (India) Pvt Ltd
- Winfloware Technologies Ltd
- Winman Software Pvt Ltd
- Wipro Technologies (Wipro Ltd)
- Wirkle Technologies Pvt Ltd
- Wisdomleaf Technologies Pvt Ltd
- WNS Global Services (P) Ltd
- Xavient Software Solutions (India) Pvt Ltd
- Xchanging Technology Services (India) Pvt Ltd
- Xebia IT Architects India Pvt Ltd
- Xerox India Ltd
- XL India Business Services Pvt Ltd
- Xora Software Systems Pvt Ltd
- Xoriant Solutions Pvt Ltd
- Xpanxion International Pvt Ltd
- XS CAD India Pvt Ltd
- XSYSYS Technologies Pvt Ltd
- Xyka Software Pvt Ltd
- Yahoo Software Development India Pvt Ltd
- Yamaha Motor Solutions (India) Pvt Ltd
- YES Bank Ltd
- Yesso BPO Pvt Ltd
- Yodlee Infotech Pvt Ltd
- Yokogawa IA Technologies India Pvt Ltd
- ZANEC Soft Tech Pvt Ltd
- Zenith Infotech Ltd
- Zensar Technologies Ltd
- Zenta Pvt Ltd
- Zesty Beanz Technologies Pvt Ltd
- Zeta Interactive Systems India Pvt Ltd
- Zinnov Management Consulting Pvt Ltd
- Zoho Development Centre (India) Pvt Ltd

\* Includes a few members from whom membership subscription for 2010-11 is still due





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