



## CPG BPM Services Private Limited

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### Acquisition Proposition – Teaser

*November 2019*

# CPG BPM – Business Overview

## Business Services

- Founded in 2010, CPG BPM is a leading provider of Process Management and Back Office Services
- Handled ~0.15 – 0.21 million documents / month
  - The peak volume handled ~ 1 million documents / month
- Dedicated in-house technical support team that provides 24x7 operational support
- Expertise in KYC processing across verticals
- Established DMS<sup>1</sup> capabilities
  - Collective experience of handling 36 million documents for digitization
- Headquartered in Bengaluru and has ~450 employees

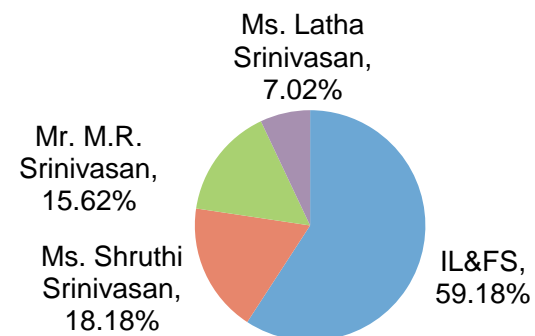
## Key Clients



## KPIs

Process	Volume Handled
Import Payments Processing	Monthly volumes – 20,000 to 25,000 invoices
Broking Trading & Demat account	Monthly volumes – 10,000+ clients on-boarded across different stock brokers.
Credit Card Processing	Monthly volumes – 85,000 + Card applications processed
CMS <sup>2</sup>	70 cities & approximately 450+ touch points
Insurance claim Data entry	20,000 files per month

## Shareholding Pattern (Mar'19)



1 DMS – Document Management System

2 CMS – Cash Management Services

# CPG BPM – Service and IT Capabilities

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- ✓ The company provides **KYC and AML** (Anti-Money Laundering) services across the complete cycle including audit of physical document, account opening form, validation, acceptance, scanning, data capture, archiving and business report
  - These services are provided largely to BFSI and Telecom clients
- ✓ **For BFSI clients** provides KYC services for accounting opening, credit card and loan application processing
  - Apart from KYC services, for BFSI clients, also provides customer profile verification, cash management services and other services such as payment processing, claim processing and regulatory filing
- ✓ **For Telecom clients** provides services such as customer on-boarding, CAF<sup>1</sup> audit, CAF digitization, quality control, digital and physical archival and customer life cycle management
- ✓ All the services are provided through well supported **IT infrastructure** which includes:
  - Team of IT experts with diverse competencies
  - In-house developed IT enabled Business Platforms
  - Strong IT Management, Collaboration and Security Tools
  - Business Continuity Planning Architecture with a remote Disaster Recovery site
  - Certified State of the Art Data Centres

1 CAF – Common Assessment Framework

# CPG BPM – Financial Summary

## Income Statement (Audited)

Income Statement Summary (in INR mn)	FY'17A	FY'18A	FY'19A
<b>Revenue</b>	<b>200.4</b>	<b>161.7</b>	<b>154.6</b>
Total Expenses	183.2	137.7	134.2
<b>EBITDA</b>	<b>17.1</b>	<b>24.1</b>	<b>20.4</b>
<i>EBITDA Margin %</i>	8.6%	14.9%	13.2%
<b>PAT</b>	<b>8.2</b>	<b>13.9</b>	<b>13.1</b>
<i>PAT Margin %</i>	4.1%	8.6%	8.5%

## Balance Sheet (Audited)

Balance Sheet Summary (in INR mn)	FY'17A	FY'18A	FY'19A
Non-Current Assets	20.8	24.7	32.3
Current Assets	50.2	60.0	58.2
<b>Total Assets</b>	<b>71.0</b>	<b>84.7</b>	<b>90.5</b>
Equity	32.3	46.9	59.6
Non-Current Liabilities	1.5	1.7	1.6
Current Liabilities	37.2	36.1	29.3
<b>Total Equity and Liabilities</b>	<b>71.0</b>	<b>84.7</b>	<b>90.5</b>

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