

Tech Mahindra Limited

July 07, 2020

Ratings

Facilities	Amount (Rs. crore)	Ratings ¹	Rating Action	
Lang torm Dank Facilities	375.00	CARE AAA; Stable	Reaffirmed	
Long-term Bank Facilities	(reduced from 1200.00)*	[Triple A; Outlook : Stable]		
Long-term Bank Facilities/	1,425.00	CARE AAA; Stable/ CARE A1+	Reaffirmed	
Short-term Bank Facilities	(Enhanced from 600.00)*	[Triple A; Outlook: Stable / A One Plus]	Reallimed	
Total Facilities	1,800.00			
	(Rupees One Thousand and			
	Eight Hundred crore only)			

^{*}change in nature of facilities; Details of instruments/facilities in Annexure-1

Detailed Rationale & Key Rating Drivers

The reaffirmation of ratings to the long term and short term bank facilities of Tech Mahindra Limited (TechM) continues to factor in its strong parentage (Mahindra and Mahindra group, M&M), qualified & experienced management team with demonstrated execution capabilities, geographically diversified business operations, diversified product and service offerings with dominant market position in the communication vertical within India and in the global information technology (IT) space.

The ratings also favourably factor in the large deal wins during FY20 (refers to the period April 01 to March 31), growing customer base, steadily improving operational levers including utilisation and attrition rates, and strong financial risk profile marked by consistently growing revenues, comfortable solvency position and strong liquidity.

CARE Ratings continues to take note of the intense competition from other prominent players amidst disruptive technological changes, risk associated with cyclicality in end user industries, regulatory challenges in various geographies, and foreign currency fluctuation, along with the ability to achieve cost effective talent acquisition and retention.

Conventionally, communication vertical has been the major revenue contributor for the company which also leads to customer concentration to some extent. The company's ability to achieve a broad based growth through further diversification remains to be seen.

The ratings also take into account the performance of subsidiaries. Though, few acquisitions in recent past have been successful, many of the acquisitions are yet to make meaningful contribution and complement TechM's business integration strategies. Further, impact of on-going investigations and legal proceedings in respect of financial irregularities of erstwhile Satyam Computers Services Limited and any large or sizeable debt funded acquisitions, remain key rating monitorable.

The outbreak of Covid-19 pandemic and subsequent lockdowns globally to contain the spread of disease, has taken its toll on the global economy. The impact of the same was mildly witnessed in Q4FY20 (refers to the period January 01 to March 31) performance of TechM. Further, the tightening of immigration policy by US is expected to compel Indian IT industry to increase local hiring, which in turn is expected to escalate employee cost. However, measures including localization and possible offshoring in light of post covid-19 operating model are expected to insulate the company to some extent. CARE Ratings expects that revenue and profitability of the company will remain moderately under pressure in the short term. To counter the impact, TechM plans to focus on new revenue streams, cash conservation and margin protection, for which the company is emphasizing on steps such as reducing subcontracting and travel costs, consolidation of facilities, automation and improving utilization, etc. Though the pandemic has left many end user industries under the scanner, demand from Healthcare, Pharma, BFSI and telecommunications sectors is expected to remain relatively stable and is expected to provide pockets of opportunities in areas such as cloud migration, cyber security, building virtual or tele healthcare platforms, remote working, and other digital capabilities etc. However, going forward, factors such signing of large deals, ramp up in execution, and return of discretionary spends to normalcy by customers is to be seen.

Rating Sensitivities

Positive factors: Not applicable

Negative factors: Any significant deterioration in the credit risk profile due to decline in the business or operational performance of the company amid the pandemic.

 $^{^{1}}$ Complete definition of the ratings assigned are available at $\underline{www.careratings.com}$ and other CARE publications.



Detailed description of the key rating drivers

Key Rating Strengths

Strong parentage coupled with established track record of the company along with experienced management team

TechM is a part of the Mahindra and Mahindra group, with promoters holding ~36% stake. Over a span of more than three decades, TechM has grown organically and inorganically, adding diverse business verticals, geographies and clientele. The merger of TechM with Mahindra Satyam Limited (MSL) and series of acquisitions led to improvement in overall business risk profile of the company. The management team is led by Mr. C P Gurnani (MD and CEO) who oversees the day to day operations of the company, has more than three decades of experience in the areas of international business development, Joint Ventures, and Mergers & Acquisitions. He is accompanied by a competent and experienced team of professionals with extensive experience in the Information Technology space. Further, the strong board members, who form an integral part of TechM, bring in global business perspective and provide the necessary guidance to the management.

Business risk profile marked with strong domain expertise coupled with diversified business verticals, client mix and wide geographical presence albeit customer and vertical concentration risk prevails

TechM has deep capabilities across verticals – Communication and Enterprise [Manufacturing, Banking, financial services and insurance (BFSI), Technology, Media and Entertainment (TME), Retail, transport and logistics (RTL), healthcare etc.], catering to more than 970 active clients (with a ~92% repeat business) built on the foundation of strong customer relationships. The customer base is spread across Americas, Europe and rest of the world. The company continues to derive significant share (~42%) of revenue from the communication vertical which exposes TechM to cyclicality or slowdown in discretionary IT spends by these clients. Nevertheless the company has been taking various diversification measures which resulted in gradual decline of concentration in communication vertical from 52% in FY16 to 42% in FY20. TechM continues to benefit from a well-diversified clientele base with Top 5 clients contributing around 22%, Top 10 contributing 31% of its revenues and Top 20 contributing 43% of revenues for FY20.

Stable growth in operating revenue however witnessed a decline in profitability in FY20

TechM posted a y-o-y growth of approximately 6% in net revenue (revenue from IT and BPO services) from Rs.34742.10 crore in FY19 to Rs.36867.70 crore in FY20 on the back of growth in both communication and enterprise verticals aided by the large order wins during the year and robust execution. The company secured net new deals worth total contract value (TCV) of USD 3.7 billion during the year which includes a multi-year orders from its top customer in the communication vertical. In dollar terms, TechM registered a 4.30% y-o-y growth (PY: 4.20%) in revenue from USD 4970.5 million in FY19 to USD 5181.9 million in FY20. Moreover, in constant currency terms, the company registered a growth of 5.6% (PY: 6%) y-o-y in FY20. Overall, the company registered a growth of approximately 7% in Total operating income (TOI). New deal pipeline provides revenue visibility in the near term; however top line continues to remains sensitive to spill over of deals or deferrals to subsequent quarters amidst the current environment.

Employee costs increased to 65% of TOI in FY20 from 63% of TOI in FY19 on account of increased subcontracting costs. The increased subcontracting cost along with transition costs related to the new deal resulted in decline in PBILDT margin by 182 bps for FY20 to 16.91% as against 18.73% for FY19. Profitability was impacted to a large extent during Q4FY20 where in the Covid-19 pandemic affected the BPO business largely which resulted in relatively lower revenue in the segment during the quarter, lower utilization levels, and provision for expected credit losses. However, improved key operational levers such as overall utilisation and attrition rates for FY20, subsidized the costs to some extent. The company reported a PAT of Rs.3897.40 crore in FY20 as against Rs.4288.80 crore in FY19. This decline was largely due to the one time impairment of goodwill and non-current assets recognized by the company in Q4FY20 to the tune of Rs.217.50 crore. As a result, TechM reported a PAT margin of 10.40% in FY20 as against 12.27% in FY19.

Comfortable capital structure and strong debt coverage indicators

Tangible net worth of the company stood at Rs.18818.70 crore as on March 31, 2020 as against Rs.17945.70 crore as on March 31, 2019. This augmented net worth is attributed to the substantial accretion of profits to reserves. Further, debt profile of the company consisted largely of short term secured and unsecured working capital borrowings from bank/Fls. It is to be noted that, on a standalone level, TechM is a debt free company; however, the debt detailed above is in the consolidated books. Nevertheless, healthy cash flow generation enabled to drastically reduce reliance on external borrowings to fund its working capital requirements, acquisitions as well as capital expenditure programs. Consequently, overall gearing stood low at 0.13x as on March 31, 2020 as against 0.11x as on March 31, 2019. Interest coverage moderated for FY20 yet remained comfortable and was seen high at 33.04x as against 49.13x for FY19. Total debt to GCA was seen low at 0.47x as at March 31, 2020 as against 0.38x as at March 31, 2019. The company is expected to maintain its robust debt servicing ability in the medium term backed by strong liquidity position, ability to generate healthy cash flows, and minimal debt obligations.

Press Release



However, going forward, any sizeable debt funded acquisition leading to moderation in the current capital structure and debt coverage indicators will remain key rating monitorable.

Key Rating Weaknesses

Visa regulations, foreign exchange fluctuation risk, stiff competition from IT majors

Increasing protectionist measures imposed by few economies, changes in immigration laws or any local regulations which further increases the H-1B visa denials can impact the profitability and growth of the company. Moreover, with majority of revenue coming from exports, TechM faces headwinds on account of adverse currency movements in some of the major currencies (USD, GBP and EURO against INR) in which it bills its clients. However, the company follows a stated hedging policy which mitigates the risk to a larger extent. Also payments to overseas employees in respective foreign currencies does provide natural hedge to some extent.

Presence in a highly competitive industry leads to factors such as pricing pressure; deal re-negotiations, deferrals, retention of talent etc. which are expected to have a direct bearing on the company's revenue growth and profitability.

Pending investigations and legal proceedings

Impact of on-going investigations and legal proceedings by various regulators and investigating agencies in respect of financial irregularities pertaining to erstwhile Satyam Computers Ltd and the ability to improve operating margins amongst rising direct costs are the key rating sensitivities. However, the company has already provided for Rs.1,230 crore for contingency. There are contingent payments related to other transactions, which, if materialised, are unlikely to have any material impact on TechM's overall financial risk profile.

Impact of COVID-19 pandemic

The nationwide lockdowns in major economies to contain the spread of COVID-19 has taken its toll on global economy. The company's performance for Q4FY20 was mildly impacted due to the same. Further, the revenue and margins are expected to remain under pressure in near term. However, TechM has taken series of measures to ensure business continuity and currently 90% of employees working from home. Further, the company has started operations at few offices in compliance with local guidelines. However, the company targets about 25% to 30% of its workforce is expected to continue to work from home (WFH), even after situation normalizes, subject to government and customer approvals. The company's ability to sustain and maintain its financial risk profile amidst the current economic scenario will be the key rating monitorable.

Liquidity: Strong

Liquidity of TechM is marked by healthy cash accruals against negligible repayment obligations and cash & liquid investments ((includes only cash, bank balance & current investments and excluding earmarked bank balances) to the tune of Rs.8686.20 crore as on March 31, 2020. Despite regular and sizable dividend pay-outs and buybacks during FY20, the company continues to maintain strong liquidity position. Further, unutilized bank lines (on a standalone basis) also provide additional liquidity cushion and aids in significant financial flexibility. Financing needs including acquisitions, general capital expenditure, working capital funding etc. are funded internally with minimal reliance on external debt and is expected to continue in future as well.

Analytical approach: Consolidated

CARE Ratings takes a consolidated view of the parent (TechM) and its subsidiaries owing to significant business, operational and financial linkages between the parent and the subsidiaries. The details of the subsidiaries and associates which have been consolidated as on March 31, 2020 are given in Annexure below.

Applicable Criteria:

CARE's Criteria on assigning outlook and credit watch to Credit Ratings

CARE's Policy on Default Recognition

Criteria for Short Term Instruments

Rating Methodology - Service Sector Companies

<u>Financial ratios – Non-Financial Sector</u>

Liquidity Analysis of Non-Financial Sector Entities

Rating Methodology: Consolidation and Factoring Linkages in Ratings

About the Company

TechM is an M&M group company engaged in the business of providing Information Technology-based (IT) solutions to various clients. TechM is USD 5.2 billion the company with 125,200+ professionals across 90 countries, helping over 970 global customers including Fortune 500 companies spread across in America, Europe, and Asia Pacific. The company was



incorporated in 1986 as Mahindra British Telecom as a Joint venture between the Mahindra Group and British Telecom. In FY12-13, British Telecom sold its entire stake in the company and is no longer a shareholder / Promoter of the company.

Brief Financials (Rs. crore) -Consolidated	FY19 (A)	FY20 (A)*
Total operating income	34949.90	37481.10
PBILDT [@]	6544.70	6339.50
PAT [#]	4288.80	3897.40
Overall gearing (times) [^]	0.11	0.13
Interest coverage (times)	49.13	33.04

A: Audited; *Abridged financials

[^]net worth adjusted for goodwill

Brief Financials (Rs. crore) –Standalone	FY19 (A)	FY20 (A)*
Total operating income ^{\$}	27866.20	31265.90
PBILDT [@]	5918.50	6340.30
PAT	4379.70	4534.50
Overall gearing (times)	-	-
Interest coverage (times)	137.32	95.06

A: Audited; *Abridged financials

Status of non-cooperation with previous CRA: None

Any other information: Not Applicable

Rating History for last three years: Please refer Annexure-2

Annexure-1: Details of Instruments/Facilities

Name of the Instrument	Date of Issuance	Coupon Rate	Maturity Date	Size of the Issue (Rs. crore)	Rating assigned along with Rating Outlook
Non-fund-based - LT/ ST-Bank Guarantees	1	-	-	750.00	CARE AAA; Stable / CARE A1+
Fund-based/Non-fund-based-Long Term	1	-	-	375.00	CARE AAA; Stable
Non-fund-based - LT/ ST-BG/LC	-	-	-	450.00	CARE AAA; Stable / CARE A1+
Fund-based/Non-fund-based-LT/ST	-	-	-	10.00	CARE AAA; Stable / CARE A1+
Fund-based/Non-fund-based-LT/ST	-	-	-	75.00	CARE AAA; Stable / CARE A1+
Fund-based/Non-fund-based-LT/ST	-	-	-	80.00	CARE AAA; Stable / CARE A1+
Fund-based/Non-fund-based-LT/ST	-	-	-	60.00	CARE AAA; Stable / CARE A1+

[@]includes other operating income;

^{*}PAT is before minority interest and PAT margin (PAT %) is based on revenue plus other operating income

[@]includes other operating income; ^{\$}restated for FY19 financials

^{*}PAT is before minority interest and PAT margin (PAT %) is based on revenue plus other operating income



Annexure-2: Rating History of last three years

	Current Ratings			Rating history				
Sr. No.	Instrument/Bank	Туре	Amount Outstanding (Rs. crore)	Rating	Date(s) & Rating(s) assigned in 2020-2021	Date(s) & Rating(s) assigned in 2019-2020	Date(s) & Rating(s) assigned in 2018-2019	Date(s) & Rating(s) assigned in 2017-2018
1.	Non-fund-based - LT/ ST- Bank Guarantees	LT/ST	750.00	CARE AAA; Stable / CARE A1+	-	1)CARE AAA; Stable (20-Aug-19)	1)CARE AAA; Stable (05-Jul-18)	1)CARE AAA; Stable (18-Jul-17)
2.	Fund-based/Non-fund- based-Long Term	LT	375.00	CARE AAA; Stable	-	1)CARE AAA; Stable (20-Aug-19)	1)CARE A1+ (05-Jul-18)	1)CARE A1+ (18-Jul-17)
3.	Non-fund-based - LT/ ST- BG/LC	LT/ST	450.00	CARE AAA; Stable / CARE A1+	-	1)CARE AAA; Stable / CARE A1+ (20-Aug-19)	-	-
4.	Fund-based/Non-fund- based-LT/ST	LT/ST	10.00	CARE AAA; Stable / CARE A1+	-	1)CARE AAA; Stable / CARE A1+ (20-Aug-19)	-	-
5.	Fund-based/Non-fund- based-LT/ST	LT/ST	75.00	CARE AAA; Stable / CARE A1+	-	1)CARE AAA; Stable / CARE A1+ (20-Aug-19)	-	-
6.	Fund-based/Non-fund- based-LT/ST	LT/ST	80.00	CARE AAA; Stable / CARE A1+	-	1)CARE AAA; Stable / CARE A1+ (20-Aug-19)	-	-
7.	Fund-based/Non-fund- based-LT/ST	LT/ST	60.00	CARE AAA; Stable / CARE A1+	-	1)CARE AAA; Stable / CARE A1+ (20-Aug-19)	-	-

Annexure 3: Subsidiaries /Associates

Sr. No.	Name of the Subsidiary / Associate	% of holding as on March 31, 2020
	Subsidiaries	
1	Tech Mahindra (Americas) Inc.	100.00%
2	Tech Talenta Inc.	100.00%
3	LCC Wireless Communications Espana, SA	100.00%
4	LCC CENTRAL AMERICA DE MEXICO, S.A. DE C.V.	100.00%
5	LCC Muscat LLC	100.00%
6	LCC United Kingdom Limited	100.00%
7	LCC Saudi Telecom Services, Ltd.	100.00%
8	LCC Saudi Arabia Telecom Services Co. Ltd / Jordan WLL	100.00%
9	Lightbridge Communications Corporations LLC	49.00%
10	LCC Middle East FZ-LLC	100.00%
11	LCC Wireless Communications Services Marox, SARLAU	100.00%
12	LCC Italia S.R.L	100.00%
13	LCC Design and Deplyment services Ltd	100.00%
14	LCC Telecom GmbH	100.00%
15	LCC DEPLOYMENT SERVICES UK LTD	100.00%
16	LCC Network Services B.V.	100.00%
17	LCC North Central Europe B.V.	100.00%
18	LCC Europe B.V.	100.00%



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Leadcom Integrated Solutions Tanzania Ltd.	100.00%
Leadcom Uganda Limited	100.00%
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Tech Mahindra GmbH	100.00%
TechM IT-Services GmbH	100.00%
Tech Mahindra Norway	100.00%
Tech Mahindra (Singapore) Pte. Limited	100.00%
Tech Mahindra (Thailand) Limited	100.00%
PT Tech Mahindra Indonesia	100.00%
Tech Mahindra (Beijing) IT Services Limited	100.00%
Tech Mahindra (Nigeria) Limited	100.00%
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Tech Mahindra Business Services Limited.	100.00%
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Comviva Technologies Nigeria Limited	100.00%
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Sr. No.	Name of the Subsidiary / Associate	% of holding as on March 31, 2020
72	Tech Mahindra (Shanghai) Co. Limited	100.00%
73	Tech Mahindra (Nanjing) Co. Limited	100.00%
74	Tech Mahindra Technologies Inc.	100.00%
75	Citisoft Plc.	100.00%
76	Citisoft Inc.	100.00%
77	Satyam Venture Engineering Services Private Limited	50.00%
78	Satyam Venture Engineering Services (Shanghai) Co. Limited	50.00%
79	Satven GmbH	50.00%
80	Tech Mahindra De Mexico S.DE.R.L.DE.C.V.	100.00%
81	vCustomer Philippines, Inc.	100.00%
82	vCustomer Philippines (Cebu), Inc.	100.00%
83	Tech Mahindra Servicos De Informatica LTDA	100.00%
84	Tech Mahindra ICT Services (Malaysia) SDN. BHD.	100.00%
85	FixStream Networks Inc.	73.38%
86	Fixstream India Private limited	73.38%
87	Mahindra Engineering Services (Europe)Limited	100.00%
88	Inter-Informatics Spol s.r.o	100.00%
89	TC Inter-Informatics 3:00 s.r.o	100.00%
90	Tech Mahindra Communications Japan Co., Ltd	100.00%
	• •	
91	Sofgen Holdings Limited	100.00%
92	Sofgen Africa	100.00%
93	Sofgen Servives Pte Ltd	100.00%
94	Sofgen SA	100.00%
95	Tech Mahindra DRC SARLU	100.00%
96	Nth Dimension Ltd	100.00%
97	Tech Mahindra Arabia Limitd	51.00%
98	Tech Mahindra Netherlands B.V.	100.00%
99	Tech Mahindra Sweden AB	100.00%
100	Tech Mahindra Fintech Holdings Limited	100.00%
101	Target Group Limited	100.00%
102	Target Servicing Limited	100.00%
103	Harlosh Limited	100.00%
104	Harlosh New Zealand Limited	100.00%
105	Target Financial Systems Limited	100.00%
106	Elderbridge Limited	100.00%
107	Target Topco Limited	100.00%
108	Target TG Investments Limited	100.00%
109	PF Holdings B.V.	60.00%
110	Pininfarina S.p.A.	45.71%
111	Pininfarina Extra Srl	45.71%
112	Pininfarina of America Corp	45.71%
113	Pininfarina Engineering Srl	45.71%
114	Pininfarina Deutschland Holding Gmbh	45.71%
115	Pininfarina Deutschland Gmbh	45.71%
116	Pininfarina Shanghai Co Ltd	45.71%
117	The Bio Agency Limited	100.00%
118	CJS SOLUTIONS GROUP LLC	92.88%
119	The HCI Group UK	92.88%
120	Healthcare Clinical Informatics	92.88%
121	HCI Group Australia PTY Ltd	92.88%
122	HCI Group DMCC	92.88%
	Tech Mahindra LLC	
123		100.00%
124	Tech Mahindra Chile SpA	100.00%
125	Tech Mahindra Vietnam Company Ltd	100.00%
126	Dynacommerce Holdings.B.V	100.00%

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Sr. No.	Name of the Subsidiary / Associate	% of holding as on March 31, 2020
127	Dynacommerce B.V.	100.00%
128	Dynalean B.V.W	100.00%
129	Mad*Pow Media Solutions LLC	65.00%
130	Tech Mahindra Canada INC	100.00%
131	Born Group PTE LTD	100.00%
132	Group FMG Holdings B.V	100.00%
133	Whitefields Holdings Asia Ltd	100.00%
134	Born Japan Kabhushiki Kaisha	100.00%
135	Born Digital SDN BHD	100.00%
136	Born Creative Commerce Group Inc.	100.00%
137	Born London Ltd	100.00%
138	Born Group Inc.	100.00%
139	Born Group HK Company Limited	100.00%
140	Born Commerce Pvt Ltd	100.00%
141	STA Niger	100.00%
142	STA Burkina Faso	100.00%
143	Tech Mahindra France.	100.00%
144	Tech Mahindra Spain S.L.	100.00%
145	Comviva Technologies Cote D'ivoire	100.00%
146	STA Dakar	100.00%
147	Comviva Technologies Myanmar Limited.	100.00%
148	Tech Mahindra Healthcare Systems Holdings LLC	100.00%
149	Tech Mahindra Healthcare LLC	100.00%
150	Comviva Technologies USA Inc	100.00%
	Associates	
1	Avion Networks, Inc	30.00%
2	SARL Djazatech	49.00%
3	Goodmind S.r.l.	20.00%
4	Signature S.r.l.	24.00%
5	Info Tek Software & Systems Private Limited	20.00%
6	Vitaran Electronics Private Limited	20.00%

Note on complexity levels of the rated instrument: CARE has classified instruments rated by it on the basis of complexity. This classification is available at www.careratings.com. Investors/market intermediaries/regulators or others are welcome to write to care@careratings.com for any clarifications.



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