

Feb 01 2017 : The Times of India (Kolkata)

# In 'biggest' BPO order, Firstsource bags Rs 12k-cr biz from Murdoch co

**Kolkata:**  
**TIMES NEWS NETWORK**

RP-Sanjiv Goenka Group firm Firstsource Solutions, the global provider of customised business process management services, has secured Rs 12,000 crore worth of outsourcing contract from Rupert Murdoch-owned SKY Group of the UK, Europe's largest DTH, mobile and broadband company .

The order is believed to be one of the biggest in the BPO (business process outsourcing) space globally. The revenue would be generated over a period of 10 years on an incremental basis. Goenka termed it as the biggest order in the history of BPO industry, although he did not confirm the number. In the first year, Firstsource would get \$56-67 million. Goenka said: "The UK used to have 35% revenue share in Firstsource which would go up after this." The US accounts for 25% revenue of the company and is the second biggest market of the BPO major and added the impact of US President Donald Trump's new immigration policy is still to be assessed. According to the deal, Firstsource would take over 1,300 people from SKY group. "We have a sales pipeline of \$360 million for the company . Recently , we have got a \$45 million contract from Bank of Baroda. The net debt of the company has also come down from \$360 million to \$72 million since we took over (in 2012)," he added.

Meanwhile, the company has registered a 3.8% jump in net profit to Rs 70 crore in the third quarter of this fiscal compared to Rs 67 crore in the year-ago period. The revenue was up by 8.2% to Rs 885 crore from Rs 818 crore in the quarter ended December 31, 2015.



