How We Operate

Leveraging Our Strengths to Create Sustainable Value

We function in a competitive industry across multiple geographies. To thrive in this environment, our integrated business model is focused on creating value at every point and for every stakeholder.

Megatrends

Data privacy and cyber security

Generative AI

Changing work dynamics

Technology

Sustainability

Our Resources and Assets

People
- **5,622** talented Mastekteers in over **40 countries**
- An average age of **33.6 years**
- Diverse workforce

Financial
- A strong balance sheet, with a net equity of **INR 1,774 crores**
- Healthy order backlog of **INR 1,794.1 crores**

Technology and Platforms
- Recognised for Oracle and Salesforce implementation
- Management of mission-critical projects
- 30+ delivery centres

Intellectual
- Continuous investment in R&D
- Strategic partnerships with technology and business leaders
- Alliances with academics and startups under Launchpad and Project Deep Blue
- Mastek brand value
- Innovation lab as a Service
- Architecture as a Service
- IP 4.0

Social and Relationship
- **579** clients, of which **28** are Fortune **1000**
- **83,012** CSR beneficiaries

Environment
- Energy-efficient systems
- Optimum utilisation of natural resources
- Reduced consumption of paper, food waste and plastic
- Adopting eco-friendly refrigerants for air-conditioning systems
- Automating operations

Offerings and Solutions by Vertical

- Digital and application engineering
- Oracle cloud and enterprise apps
- Digital commerce and experience
- Data, Automation and AI
- Cloud enhancement services

Our Offerings

Industry Expertise

- Healthcare and Life Sciences
- Public Sector and Government
- Retail and Consumer
- Manufacturing, Engineering and Utilities
- Financial Services

A Better Future through Value Creation

Corporate
Overview

Statutory
Reports

Financial
Statements

Shareholder
Information

33

Creating Value for Stakeholders

Contribution to SDGs

Clients

4.65/5	Average customer rating
5.05/7	Average customer satisfaction rating
400+	Oracle Cloud customers
63	Salesforce customer
40.1%	Revenue from Top 10 clients
26%	Revenues from managed services

4 QUALITY EDUCATION

People

INR **1,376 crores**	In wages and salaries, and benefits
645	Net new hires (incl MST acquisition)
29.5%	Of women in our teams
25%	Of women in executive leadership positions
27 hours	Of training per employee

5 GENDER EQUALITY

Shareholders

INR **2,563 crores**	Revenue (up 17.4% from FY22)
INR **95.5**	EPS (Diluted)
INR **57.3 crores**	Returned to shareholders as dividends in FY23
17.8%	Operating EBITDA margin
20.7%	RoE

6 CLEAN WATER AND SANITATION

Society

83,158	Direct and indirect beneficiaries
INR **2.87 crores**	CSR expenditure
INR **117.1 crores**	Taxes paid
960	Volunteer hours

8 DECENT WORK AND ECONOMIC GROWTH