

Strategy

A Refined Roadmap for Scaling Capabilities

Focus on Growth Markets, Key Verticals and Massive Untapped Opportunity in Americas

Continued Growth in the UK Public Sector, EU, ME expansion

Strategy bets for FY23

- Hyper-growth in America
- Double down on Healthcare & Life sciences in North America

- Home Office, HMRC, NHS, City Councils
- Scale Top 5 accounts in UK Public Sector
- Financial Services, Retail in UK, Manufacturing in Europe
- Digital enablement
- Accelerating Cloud transformation through Oracle

Progress made during the year

- Acquisition of MST Solutions, a Summit-level Salesforce implementation partner to expand our revenue and client base in Americas region
- Building solutions on Salesforce Industry Clouds—Healthcare and Public Sector, thereby resulting in expansion of footprints in focus verticals
- Strengthened GTM motion for Service lines in Americas
- Won Digital Case Study award from ISG for designing and deploying a Self-service Medicare Shop & Enrollment portal to ease enrollment journey for beneficiaries
- 55.38% revenue growth in FY23 including acquisition of MST
- Continue to invest in US region in leadership across sales, service lines and alliances

- Development of consulting methodology and framework for Financial Crime to drive focus on Financial Services in the UK
- Establishment of process excellence and architecture consulting functions for differentiated and holistic consulting approach
- Local government application rationalisation framework and solution
- Partner ecosystem enhancement with Spryker, Zebra, FourKites, Oracle, Zipped, 101ways for retail engagement
- Shortlisted for Crown Commercial Service's Big Data & Analytics framework with an overall spend value of 1 billion GBP over the next 2-4 years

Plan for FY24

- Driving closer collaboration within business units to leverage capabilities acquired through M&A
- Amplify growth through multiple growth vectors—Service Lines and Alliances
- Continue to strengthen Industry domain capabilities
- In line with our M&A thesis, we have recently acquired Biz Analytica, a data cloud and modernisation specialist with deep expertise in Snowflake, Databricks and AWS data cloud

- Grow our consulting portfolio and enhance Digital Enablement Playbooks to improve GTM
- Focus on Retail, Finance, Healthcare while building on Secure Government Services with domain specialist consulting
- Expand capabilities acquired through M&A into the UK, EU and ME
- Market expansion in ME leveraging pan-Mastek capabilities and expand existing engagements to multiple service lines





Digital and Cloud Services Strategic Partners

- Dominate in Oracle Cloud globally
- Grow Salesforce, Microsoft, AWS, ServiceNow and UiPath+
- Cloud Enhancement Services (CES)

- Recognised as a Product Challenger for Oracle Managed Services in ISG Provider Lens 2022 and as a product challenger for Salesforce implementation in mid-market in ISG
- Named Top 15 Sourcing Standout in Booming category by ISG for Managed Services in Americas and EMEA
- Won a long-term strategic engagement in ME for ServiceNow implementation and managed services support
- A world-class managed services proposition on ServiceNow with 25+ automation accelerators for value add to clients
- Significant progress in partner engagement resulting in upgrade of partner status across major strategic partners

- Global, unified alliances and partnerships team will work with service lines and enable One Mastek motion for clients and partners alike
- Engagement platform for Healthcare and Public Sector on key platforms like Microsoft, Salesforce, Oracle
- Build end-to-end offerings spanning across Service Line portfolio to make the most of our expertise across Digital and Cloud platforms
- Solution for process simplification using automation and AI

Differentiated talent and delivery model/ Talent and Delivery Model, M&A

- Career value to attract/ retain
- Value-Based Delivery to drive business outcomes

- 1,600+ employees trained and 730+ certified on digital platforms and technologies in line with our ambition to keep upskilling and providing opportunities for personal and professional growth
- Empowering employees to take control and ownership is key to Mastek 4.0 culture
- MST acquisition has given us an additional delivery center in Tiruchirappalli to expand delivery base to Tier-2 cities and tap more potential
- Expanded delivery centre in Chennai with capabilities across multiple service lines

- Establish digital delivery platform for strengthening Cloud Enhancement Services proposition for clients
- Continue to focus on inorganic opportunities for strengthening capabilities and market reach aligned to Mastek's strategic focus

One Mastek Brand Innovation and ESG/ Innovation and Non-Linear Revenue Streams

- Digital Engineering and Cloud Transformation Partner
- Innovation Labs
- Environment, Social and Governance (ESG)

- Swift integration of Salesforce business (erstwhile MST) under Mastek brand
- Development of capabilities on Data Cloud and Metaverse
- Strategic Partnership with Netail to bring AI-led optimisation across the value chain for retailers

One Mastek

- Establishing a large deals framework to pursue proactive engagements and leverage Mastek's full range of capabilities

Innovation

- Continue to explore emerging technology like Generative AI for boosting internal process efficiency, delivery capabilities and client outcomes