

## Global CEO's Message

## Driving Digital Engineering &amp; Cloud Transformation at Scale



*Our differentiated digital and cloud service offerings span 40 countries, with an industry-first focus. Trust, Value and Velocity underpins our ethos to enable success for our clients & employees and create meaningful societal impact.*

**Dear Stakeholders,**

Mastek's investments in its employees, clients, brand and society, have been its bedrock for multiple decades. With a strong financial performance over the last many years, we have consistently created value for our investors. We firmly believe that all stakeholder experiences can be transformed with digital. These are exciting times in the IT services industry. The interactions between people and technology are constantly in a flux, accelerating the pace of innovation. This is where Mastek comes into play, as a trusted & turnkey digital engineering and cloud transformation partner.

As customers continue to advance in their digital journeys, Mastek is uniquely positioned to solve complex mission critical problems for our clients. Over the years we have been delivering programmes of critical importance including protecting borders in UK. The NHS can process over a billion Pharmacy prescriptions a year with our innovative solutions. Our e-commerce solutions have helped top retailers and healthcare clients in the US improve customer loyalty and patient experiences. We have delivered Finance, HCM & Supply Chain Transformations for clients across health, manufacturing, public sector globally powered by Oracle Cloud services.

Our differentiated digital and cloud service offerings span 40 countries, with an industry-first focus. Trust, Value and Velocity underpin our ethos to enable success for our clients & employees and create meaningful

societal impact. This year saw our ability to engage with larger clients and Fortune 1,000 customers in Americas. We are now engaged in more end-to-end business change programmes like Lead to Cash, front to back-office transformations. MST Solutions, our recent acquisition and Summit level Salesforce partner, further strengthens our ability to grow wallet share in accounts.

Throughout the year, we continued to advance our value proposition in reimagining customer business models, by expanding our capabilities, diversifying our portfolio, and broadening our partnerships. By investing in our talent and tools, we further strengthened our reputation as a go-to digital transformation partner. Our customers across industries and geographies opt for our services, looking to collaborate with a nimble organisation that can co-envision, co-create, and co-innovate for better business outcomes and purposes. I would like to take this opportunity to thank EVERY Mastekeer for delivering value and delighting our clients.

**Market Opportunity**

- **Trends** - As a result of the shifts forced by the pandemic, 2021-22 saw the emergence of some global megatrends that will refocus policies, strategies, and investments at a global scale for the next few years, Global Talent Transformation, Reimagining Supply Chains & Customer Journeys, Big Tech Regulation, Circular Economy and ESG.

- **US Market** - In 2021, just in North America, the Indian technology industry directly generated USD 103 billion of revenue and enabled USD 216 billion of sales for their US clients
- **Manufacturing** - 65% of leaders in the manufacturing sector are working to pilot AI. Global Industry 4.0 Adoption is Picking Up Pace More Rapidly: Industry 4.0 investments by manufacturing companies, at USD 102 billion in 2021, comprise 20% of manufacturing tech spend.
- **Healthcare & Lifesciences** - The US has the greatest healthcare spending, sitting at USD 10,224 per capita, and spends twice what other countries do on healthcare.
  - US national healthcare expenditure is estimated to reach USD 6.2 trillion by 2028, per the Centers for Medicare and Medicaid Services. A main driver of these high costs is healthcare companies' adoption of emerging health-focused technology
  - The global Electronic Health Records (EHR) Market size is expected to reach USD 33.4 billion by 2025, per Markets Insider. While Oracle has had purpose-built applications and solutions for the healthcare and life sciences industry for some time, the addition of Cerner catapults Oracle to entirely new levels of capability involving the incredibly valuable data within electronic health records
  - All these factors point to a growing need for service providers, to plan and deliver the digital transformation services vital for healthcare companies according to ISG.

**Strategic Priorities to Drive Differentiation & Scale**

As part of our Strategic Vision 2025 that will drive accelerated growth over the next 3 years, our goal is to be a USD 1 billion organisation in the 2<sup>nd</sup> half of the decade. We also want to be among the top 3 in growth among mid-cap IT services and benchmark for "Best places to Work" and "Customer Delight". As we shape the future in partnership with our clients, we will stay focused on delivering business outcomes and solutions, while upholding trust with stakeholders and innovating with disruptive technologies to drive time to value. Some of the big bets to achieve the vision include:

- **Growth market and verticals** - In addition to public sector, we will continue to strengthen our presence in healthcare & life sciences industry along with a focus on retail, and manufacturing. While continuing to grow in UK, we have a massive untapped opportunity to grow in Americas. Our Middle East, ANZ and Europe business continues to show promise.
- **Digital and Cloud services + Partnerships** - In addition to expanding our Digital Engineering and Oracle Cloud

Transformation services, we have been able to increase our share in the data and automation space. Building on our digital commerce experience, we will continue to strengthen our customer experience capabilities with Salesforce. In addition to Oracle & Salesforce, we will continue to invest in Microsoft, ServiceNow, Snowflake, UiPath & AWS. Finally, our Cloud (Managed) Enhancement Services will help us mine and grow accounts.

- **Differentiated talent and delivery model** - We aim to attract great talent from a range of backgrounds, retain and engage colleagues through different means, and help everyone make the most of their skills, while enjoying work-life balance. Mastek customers leverage the best of human talent with agile teams making up a strong foundation. Mastekeepers experience is a critical priority and stands for Autonomy with Accountability.
- **Innovation and non-linear revenue streams** - We are investing in our non-linear revenue charter, including innovation-led initiatives that will deliver business value for our clients. We will evaluate disruptive technologies, build a cohesive ecosystem of start-up partners and create monetisation models around AI intersections with multiple industries. This will enable us to provide differentiated solutions to meet the strategic needs of our customers.

**Conducting Business with Integrity & Responsibility**

With growing opportunities comes great responsibility. For us, responsibility is about earning and sustaining the trust of our customers and partners and the communities in which we operate. Through increased transparency and disclosures, as well as efficient operations, we have been able to garner and maintain this trust. We believe in conducting business with integrity and honesty. Technology is increasingly playing a huge role in all our lives. For us, it also means that we have a responsibility to act in a way that benefits both people and the planet. Our ESG initiatives comprehensively focuses on social values and strong governance in addition to protecting the environment.

I would like to thank the Board for their guidance and express my profound gratitude to our shareholders, for their continued faith in Mastek and for their unwavering support in all our endeavors. Finally, I take this opportunity to thank ALL our clients and partners for their Trust and confidence in Mastek to deliver Business Value and Outcomes.

Regards,  
**Hiral Chandrana**