Operational Highlights

Commendable Achievements Throughout the Year

UK and Europe

This was a year of many firsts in the UK business. By repurposing our spend and investing in capacity strengthening, we re-engineered the business to handle accelerated growth. We also deepened our relationship with our existing public sector customers in the UK.

Snapshot
- Built our consulting capability, using digital enablers
- Large deal wins in the Public Sector
- Opened a new office in Bucuresti, Romania
- Significant acceleration in our Healthcare business driven by the NHS
- Moved to multi-year deals over projects spanning 12-18 months
- Forayed into the private sector with newer partnerships

FY22 Highlights
- As a reflection of our 100% customer advocacy, and strength of offerings, we secured 6 new UK Government logos this year
- Won multiple major deals (USD 10 million+) with multi-year engagements

Future Priorities
- **Public sector** - Expand wallet share with existing clients
- **Private sector** – Razor-sharp focus on BFSI and retail sector
- Joint proposition using our EBS (Oracle) capability
- Alliance and partnerships driven growth with hyperscalers

The Middle East

There has been an overall improvement in sales in this region. We have also achieved a decent number of renewals in the public and commercial sectors.

Snapshot
- Banking and telecom sectors have performed with 20+ go lives to boost our presence
- Successfully gone live with 60 Oracle projects across Asia Pacific and Middle East region

FY22 Highlights
- Significant wins in the banking sector, specifically focused on delivering customer experience and banking solution
- Gained traction in the healthcare sector in the ASEAN market and in the public sector space in ANZ region with councils
- Generated AMS business from Saudi Arabia within the public sector

Future Priorities
- Expansion in digital commerce, digital services, application engineering
- Account mining for existing large customers through our digital services portfolio
- Solidify vertical focus on Public Sector, Healthcare, Retail & Distribution

US

The US continues to be the largest technology market in the world, presenting huge growth opportunities for IT companies with solution capabilities. Over the last few years, there has been a meteoric rise in e-commerce across the world, post pandemic. The rising preference of consumers to shop online from the comfort of their homes, even for essentials, has propelled growth in the global digital commerce market.

Snapshot
- Recognised by Gartner for our outstanding digital commerce services
- Listed among the top 68 companies who provide digital commerce services globally, by Gartner
- Recognised by Everest Group for our Digital Interactive Experience – Peak Matrix Assessment
- Several new clients like Zimmer, Lifescan, Lifelabs, Beckman Coulter, Vitamin Shoppe, VisionWorks in Healthcare & Lifesciences vertical
- We are established as the number one SAP Compete partner in the Oracle Ecosystem

FY22 Highlights
- **Expansions** - We secured the first deal for our Canadian entity with a leading Healthcare service provider
- **Synergy Realisation** – We secured our largest co-sell deal encompassing front-to-back-office transformation through our Oracle and Salesforce solutions (Acosta)
- **Non-retail Footprint** - 70% of net new accounts from Healthcare, Manufacturing, Professional Services and BFSI verticals
- **Growing Fortune 1000 Footprint with D2X** – 45%+ of US revenue in FY22 coming from F1000 accounts. These include 13 F1000 accounts in Mastek Americas

Future Priorities
- Focus on larger deal sizes and Cloud Enhancement services (CES)
- We have four core focus areas from the digital commerce perspective – Oracle, Salesforce, Adobe and MACH. We will continue to invest in building our capabilities on Oracle CX and Adobe, as well as Salesforce and MACH based platforms
- Earlier we had three capabilities in the region viz. Oracle cloud applications, digital commerce and Oracle SAAS enhancement services. Now we will be operating under five capabilities

1. Glide 4.0
2. Full stack customer experience (CX)
3. Cloud enhancement services (CES)
4. Vertical cloud capabilities
5. Data and automation