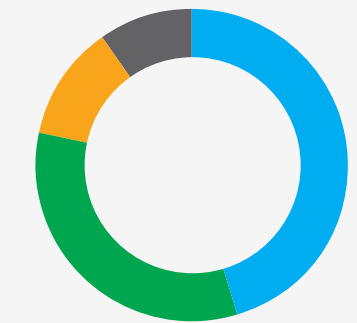# Service Offerings

Our services help deliver innovative digital solutions and business outcomes to all our clients.

As a digital transformation leader, we are continually developing innovative strategies and solutions to ensure our clients gain competitive advantage in a dynamic world. Our Digital Platforms, Solutions & Services are based on key tenets of Industry First and Outcome driven delivery.

Revenue Distribution by Practice Line for FY22

Practice Line	%
Digital Application and Cloud Engineering	45.5
Oracle Cloud and Enterprise Apps	33.0
Digital Commerce and Experience	11.8
Data Automation and AI	9.7

Digital Application and Cloud Engineering

With our Glide 4.0 framework, we accelerate the digital journey of enterprises through our innovative digital application and cloud engineering services. This goal is achieved by building efficient API ecosystems, modernising legacy systems with new-age digital technology platforms using microservices, migrating to cloud platforms, cloud native development and assuring successful delivery, with an integrated Quality engineering and DevSecOps approach.

Capabilities

- Digital Consulting
- Low Code Development
- Application Modernisation, System Integration
- Cloud Native Development
- Quality Engineering and DevSecOps

Oracle Cloud and Enterprise Apps

We focus on Oracle Cloud Consultancy, Implementations, and long-term support to cater to the needs of a market that demands high-quality, future-proof solutions, with 1,550+ Oracle application customers and 2,500+ consultants. We are one of the top, fastest-growing Oracle Cloud partners, with customers who have adopted all Oracle SaaS solutions including ERP, EPM, SCM, CX, HCM, Analytics, and Technology for different verticals like Government, Education, Healthcare, Life Science, Finance, Logistics, Retail, Consumer Products, Engineering and Construction, Utilities, Manufacturing and Distribution, Technology, Media. We have been recognised in Gartner Magic Quadrant 2020, 2021 & 2022 for Oracle Cloud Application Services as a niche player.

Capabilities

- Oracle Cloud Applications
- Oracle Consulting
- Value Based Delivery
- Glide 4.0

Digital Commerce and Experience

Driven by our deep Retail CPG domain capabilities and advisory experience spanning digital strategy, digital consulting, brand assessment, competitor analysis and digital roadmap definition, we help design commerce for our clients. We bring extensive experience & competence to help customers with both platform-led implementations leveraging Oracle CX Commerce, Salesforce Commerce, Adobe Magento, along with composable-commerce based executions utilising MACH (Microservices, API first, Cloud Native, Headless) based technologies.

Capabilities

- Experience Transformation
- Unified Commerce
- Digital Experience Engineering

Data, Automation and AI

We recognise the crucial role data and analytics play in the growth of businesses. We make it easier for clients to share data, optimise insights for their use, and add value to new products and services, by employing a strategic approach to pull the right data. Our services transform client operations by empowering them with a strategic vision, business results, and ethically responsible AI solutions, providing a sharp focus on business-critical data processes.

Capabilities

- Data Engineering and Operations
- Business Analytics
- Cognitive Automation
- Intelligence on Edge

Cloud Enhancement Services

We provide functionality enhancements, custom and transactional technical development for both SaaS and PaaS solutions, user training & enablement, and environment management.

We ensure that our clients' services are meeting IT and business expectations, with the help of our teams skilled in technical expertise, adaptability, and decision-making maturity, to stay ahead of the curve. Our experts ensure that internal resources of our clients do not become overstretched, under-resourced, or cut off from their goals.

Capabilities

- Service Transformation Consulting
- Value-Based Analytics
- Hybrid Cloud Service Management & Governance
- Application Enhancement Services

Industries Served

Collaborating to Achieve a Digital Advantage

Each business is unique, which is why we adapt our approach to the specific requirements of our clients, depending on their market, customers, challenges, competition and future strategy. We cater to industries in both the public and private sectors, and emerging needs in healthcare and life sciences, manufacturing and industrial, and financial services.

	Government Decomplexed	Healthcare Decomplexed	Life Sciences Decomplexed
Trust	Delivering programme of Critical National Importance with an 8 year old engagement	Ensured a single version of the truth for improved operational and service insights	Streamlined financial system using Oracle Cloud
Value	Accurate, rapid and ethical DNA profile match capability to help investigate crimes	Enabled real-time collections to run 10x faster >70Tb of patient data	Yearly consolidation changed to Monthly consolidation
Velocity	Millions of secure Biometrics transactions for Immigration, Passports	Drove 90% faster response times for patient level and other reports	16 weeks of deployment with follow on Cloud/SaaS managed services

	Retail Decomplexed	Financial Security Decomplexed	Manufacturing Decomplexed
Trust	Five years as a trusted partner that has helped drive growth in the US and globally	Correction of business model assumptions by co-locating teams	The client now operates with a global unified HR system with a single source of truth across brands
Value	The athletic apparel achieved a historical EPS growth rate of 20.1%	Identified 80% of fraud cases. Increased fraud detection by 15%	Security and access control met global standards and regional compliances
Velocity	Successfully launched multiple international websites, Order Management and Loyalty Implementations	Enabled 25% faster strategic global rollout	Reduced time to hire and onboard new employees. Improved global reporting with real-time information for strategic decisions

Industries Served

Government & Education

Under the Digital Service Framework, Mastek helps design, build and deliver digital and cloud services using an agile approach that ensures IT solutions meet the needs of individual users. Our framework is part of the UK government's commitment to digital transformation which is intended to make online services straightforward and convenient for people to use.

It also ensures that public sector bodies can make regular updates and improvements to digital solutions so that they consistently meet the changing needs of users. The cloud transformation ensures that you have an updated technical infrastructure while removing information silos and saving on maintenance costs that are evident in the aging and expensive legacy systems.

Mastek are experts in the successful implementation of Oracle Cloud Services and have extensive Local Government experience with our proven Oracle Cloud Public Sector tool kit developed in collaboration with Public Sector Organisations and founded upon a unique level of Oracle Cloud implementation experience.

Health and Life Sciences

We leverage our industry experience to help customers accelerate growth, deliver superior experience to consumers, clinicians and employees, improve health outcomes, reduce the cost of care, and run digitally optimised operations. Mastek operated and scaled within limited timeframe to support our clients like NHS and other life sciences companies, during the pandemic, when they needed to update their electronic workflows to support multiple initiatives, facilitate virtual care, upgrade infrastructure to manage increased loads, and ensure proper cybersecurity. Mastek understands that technology choices must align with immediate and long-term strategic needs. Our industry-specific Oracle Healthcare Cloud services can enable you to manage and prepare for change better, bringing you to the forefront of futuristic care.

Life sciences industries have an urgent need to innovate. Apart from the pressure to improve patient outcomes, they also have to navigate regulatory demands, speed up time to market, and manage costs. Having served 60+ Oracle Life Sciences clients globally, Mastek can help customers transform into an agile, more intelligent, and high-performing enterprise that drives results.

Retail/Consumer

Mastek helps retailers transform their technology to gain a 360-degree view of consumers and serve them across the entire purchase process using retail supply management and retail consulting. Mastek is a **"partner of choice"** for consumer-packaged goods (CPG) enterprises globally and will ensure that the design and execution of the digital strategy remain intelligent, adaptive, and focused.
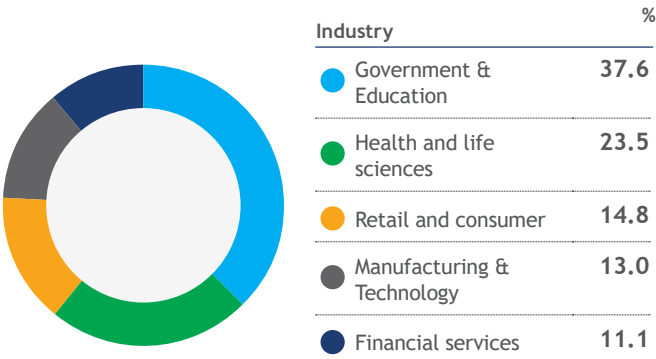
Manufacturing & Technology

Powered by Oracle Cloud, Artificial Intelligence (AI), Internet of Things (IoT), and Data Analytics, we have been steadfastly working with global manufacturers to automate and scale their operations and aftermarket processes. We offer tailor-made solutions that help de-risk the business and utilise data-driven analysis at all levels. With better customer experiences, and adaptability to demand downturns with lean manufacturing processes, Oracle Manufacturing Cloud helps you transform issues into opportunities for growth and success.

Mastek delivers digital transformation and technology services from product ideation to execution to sustenance encompassing ML and AI-based product support; cloud operations and professional services; data and analytics-driven customer success enabling our clients to outperform the competition. With the complex and diverse nature of these industries, it is essential for them to keep innovating their content, delivery, and user experience. We are helping them automate, innovate and evolve their operations and business processes with continuous and efficient digital and cloud transformations.

Financial Services

Digital services have changed the outline of the financial sector. There's constant pressure to deliver services at optimum costs and with maximum speed. It's difficult to maintain a competitive advantage when customers expect sharp and accurate financial services. You need to make your management and work system more efficient, user-friendly, and cost-effective. So that it can be flexible in a continuously changing market. Mastek provides such a platform. Its secure finance software solutions support innovation and drive digital strategy, thereby helping businesses to focus on expansion and keep customers content and satisfied by acquiring a reputable place in the market.

Revenue Distribution by Industry for FY22

Industry	%
Government & Education	37.6
Health and life sciences	23.5
Retail and consumer	14.8
Manufacturing & Technology	13.0
Financial services	11.1

Key Milestones

Ready for Tomorrow Since 1982

Our journey has been an exciting one, covering many firsts that shaped the Indian as well as the global IT landscape.

1982-1990

- Incorporated on 14 May 1982, as Management and Software Technology Private Limited, a business that designed and delivered computer software. Created by Ashank Desai, Ketan Mehta and R. Sundar, students of Indian Institute of Management, they were later joined by Sudhakar Ram

- **First project went live:** generated an optimised production plan for Vicks Vaporub in India through a decision-support system

1991-2000

- Changed name to Mastek

- Acquired a UK IT company, Carter Cast Systems, with the intent to expand in the UK

- Listed on the Mumbai Stock Exchange and the National Stock Exchange of India

- Founded a US subsidiary - MajescoMastek

- First IT Solutions company worldwide to be assessed at P-CMM Level 3

2001-2010

- Formation of Mastek Foundation with the mission 'Informed Giving, Responsible Receiving'

- Engaged by BT Global Services to work on the UK National Health Service programme (Spine)

- Certified on BS 7799:2002 and on ISO/IEC 27001:2013 for Management of Information Security in Software Development and Software Maintenance projects

- MajescoMastek continued to grow with its strong acquisition strategy acquiring Entegram LLC, Vector Insurance Services, Systems Task Group (STG) and SEG Software, LLC

2011-2020

- Majesco demerged from Mastek, consolidating its insurance business internationally under the new brand, Majesco

- Strategic aquistions to build capability
  - **Indigoblue:** Agile Consulting
  - **Taistech:** Digital Commerce
  - **Evosys:** Oracle Cloud

- Launched Project Deep Blue as an initiative to encourage engineering students to solve social problems using technology

- Established Mastek UK office in Reading

2021-22

Decades of hard work paid off, below recognitions are a testimony to the efforts put in by Mastekeers

- **Major contender**: Digital Interactive Experience Peak Matrix Assessment: Everest Group

- **Gartner:**
  - Magic Quadrant : Recognised 3 consecutive times from 19, 20, 21 for Oracle Cloud Application Services Worldwide
  - Digital Commerce Vendor Guide

- **Economic times India's growth champions 2022: ET**

- **Top 10 fastest growing organisations in the UK: TMV**

- **Inclusion in Forbes Asia Best under a billion 2021 list**

- **Best Employer Brand Award 2021 by World HRD Congress**