



# DIGITAL DECOMPLEXED

Corporate Deck

# SAFE HARBOR

Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve several risks, and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements. It does not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.



WHO WE ARE ?



# MEET US

Trusted and Turnkey Digital Engineering & Cloud Transformation Partner

**40+ year**

Heritage with a  
Startup mindset,  
40+ countries

**1500+**

Active customers,  
2500+ cloud  
implementations

**26%+**

Revenue Y-o-Y  
Growth  
(FY22)

**\$293Mn**

Revenue  
(FY 21-22)

**6.0+**

C-SAT Index out of  
7.0

**6000+**

Global workforce

# SOME OF OUR FIRSTS



First company in India to start a **Design Thinking School and Innovation group** to solve customer business challenges

**London Traffic congestion**  
World's first project on the Microsoft platform for vehicle movement using digital technologies.

**Platform & Solutions**  
First IT services company to scale an Insurance platform (**Majesco**), list in US stock exchange, and build software (ERP, RDBMS) products

First major Joint Venture (JV) with Deloitte to create Offshore **captive center with Build Operate Transfer (BOT) model**

First company to move 1000 + customers to **Oracle Cloud applications**

One of India's first three IT Services Companies to get **public listed (1992)**. **Ashank Desai**, co-founder is founding member of NASSCOM



# SOME OF OUR RECENT ACCOLADES

## Oracle

Magic Quadrant: Oracle Cloud Applications 2020, 2021 Platinum Partner



## Forbes

Inclusion in Forbes Asia Best Under A Billion 2021 list



## TMV

Fastest growing org in the UK



## 2022

Only IT company to feature in Fortune India 'Next 500' list



## 2022

Major contender - Digital Interactive Experience Peak Matrix assessment



## Constellation

Recognized by Constellation Research ShortList™ for Digital Transformation Services (DTX)



## ISG

Recognized as a **Product Challenger** in ISG IPL Oracle Ecosystem 2022 for Implementation and Managed Services quadrant in North

## 2022

Best places to work for Women



## 2022

Economic times growth champions



## Inc 5000

4x Inc 5000 Fastest Growing Companies in US



## ISG

**The Booming 15**  
Recognized in ISG's Booming 15 - Americas



## Avasant

Positioned as **Disruptors** in the Oracle Cloud ERP Service 2021-2022 RadarViewReport Excerpt



# DID YOU KNOW?

**1300+**

Oracle cloud implementations delivered in 40+ countries across industries

**40% ↑**

Digital Commerce Modernization for multiple US retailers -40% increase in order conversion rate, peak and holiday season support

**Crime Reduction**

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate & stop crime.

**22k**

Our systems enable 22,000 Government schools to function efficiently every day of the year.

**90% faster**

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

**Fraud reduction**

We reduced fraud at financial services clients, with our automation led Machine Learning solutions.

**Healthcare and Manufacturing**

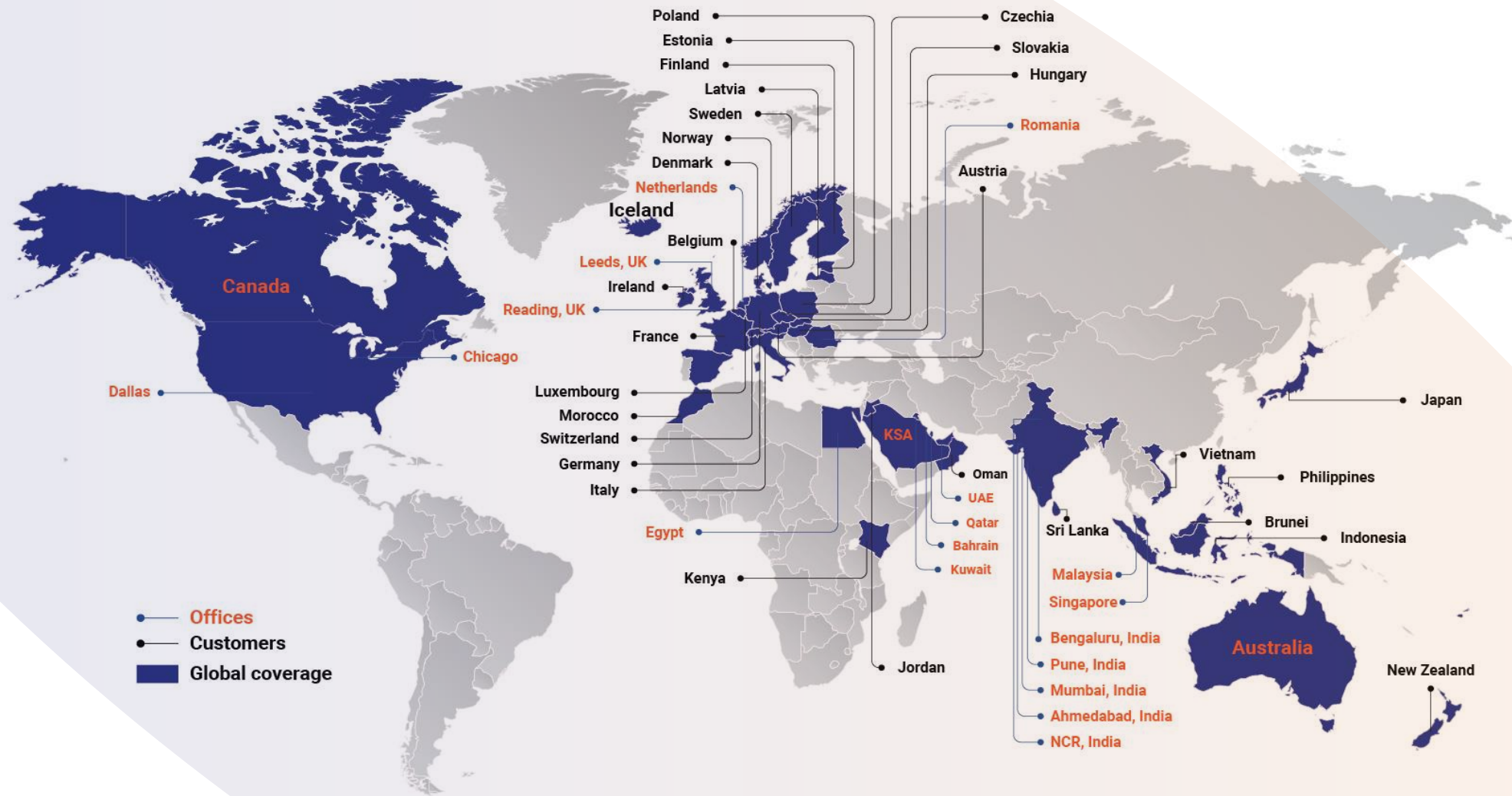
We delivered Finance, HCM & Supply Chain Transformations for clients across Health, manufacturing globally powered by Oracle Cloud

**Transformation of Trade**

Transforming UK's trade with EU and rest of the World by supporting Customs Declarations Services and its trade users.

# GLOBAL FOOTPRINT

Serving Customers in 40+ Countries





# LEADERSHIP TEAM & ADVISORS

## LEADERSHIP



**Hiral Chandrana**  
Global CEO,  
Mastek Group

Years of experience : 25+

 Wipro Limited and  
Electronic Data Systems

 MS and MBA from US



**Abhishek Singh**  
President UKI &  
Europe

Years of experience : 20+

 First Source Solutions,  
Tech Mahindra

 MBA in Finance



**Vijay Iyer**  
President -  
Americas

Years of experience : 30+

 Hexaware Technologies,  
Cignex Datamatics Inc

 Master of Science



**Maninder Kapoor Puri**  
Global Chief  
Human Resources  
& Diversity Officer

Years of experience : 24+

 Accenture, Capgemini, ITC ,  
Firstsource Solutions

 Masters degree from DU



**Arun Agarwal**  
Global CFO  
Investor  
Relations

Years of experience : 17+

 Firstsource, GE, Wipro  
and Tata Motors

 CA and B.Com from Calcutta  
University



**Raman Sapra**  
President &  
Chief Growth  
Officer

Years of experience : 20+

 Wipro, Dell, NTT Data &  
Sasken

 IIT Roorkee



**Prameela Kalive**  
Chief Operating  
Officer

Years of experience : 20+

 Zensar  
Technologies

 BE, MBA



**Prajakta Talvelkar**  
VP and Global  
Head, Marketing

Years of experience : 20+

 Capgemini, Bristlecone, Net  
Business, KarROX technologies

 IIM Kolkata



**Ritwik Batabyal**  
CTO & Innovation  
Officer

Years of experience : 25+

 L&T, Wipro, Hopscotch  
Technologies, ttatva etc

 B.Tech



**Vimal Dangri**  
Chief Legal and  
Compliance officer  
and ESG

Years of experience : 21+

 Firstsource  
Solutions

 National Law School of India



**Yashodhar Bhinde**  
Head of Oracle  
Cloud & Enterprise  
Applications

Years of experience : 20+

 Deloitte,  
Vodafone, Evosys

 CA

## ADVISORS



**David O'Brien**  
NED, Advisor/Coach,  
CRO & CCO, Startup  
Supporter - UK



**David Rutchik**  
Advisor/BOD : NA  
Ex. MD of Pace Harmon



**Vivek Chopra**  
Exec. Chairman, Strategic  
Advisor, Board Member -  
NA

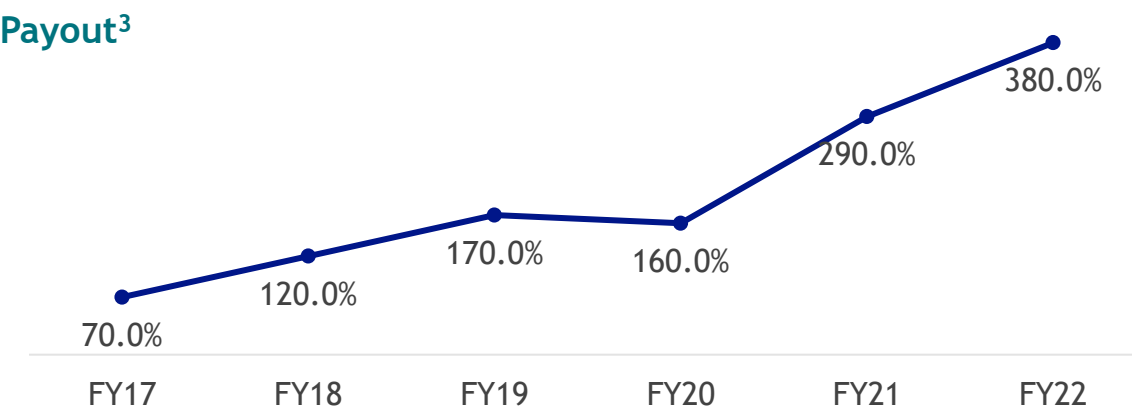
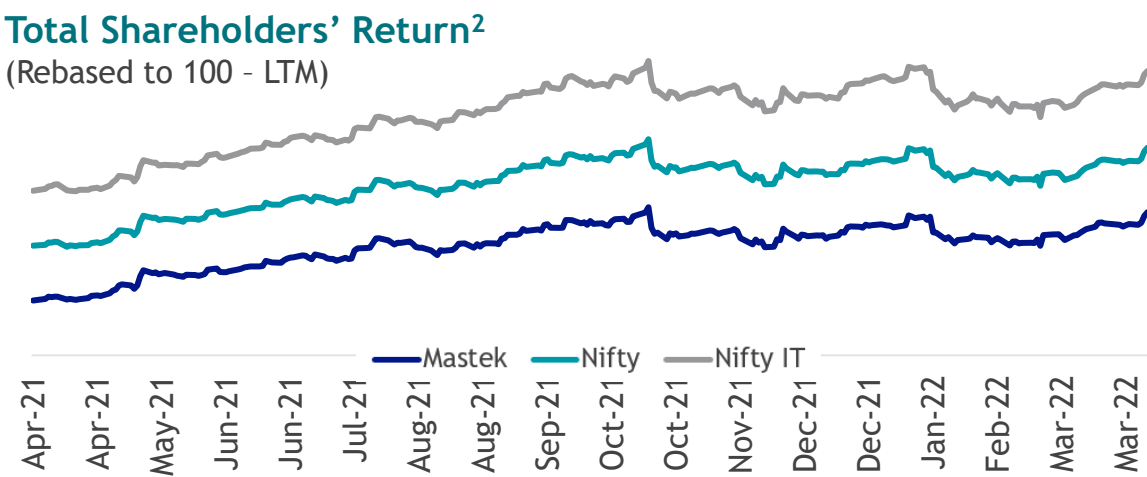
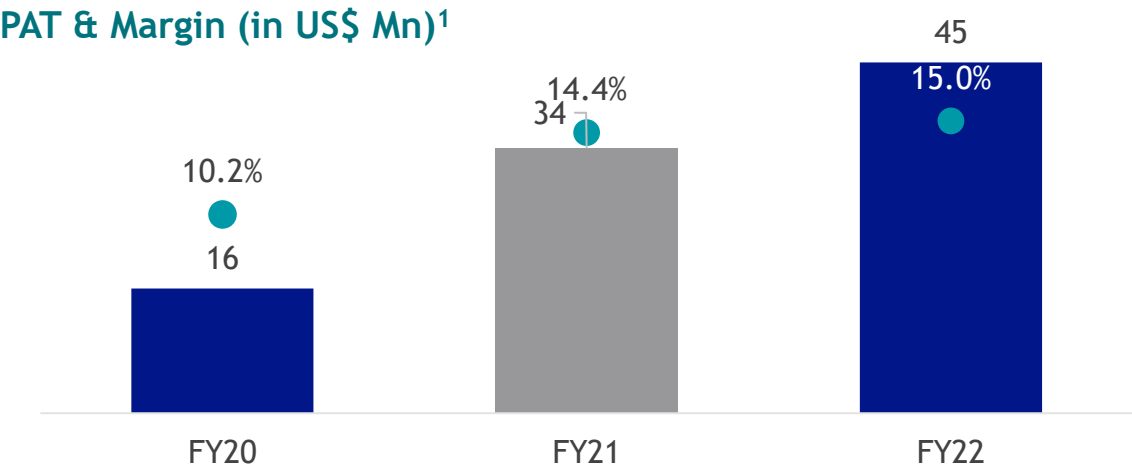
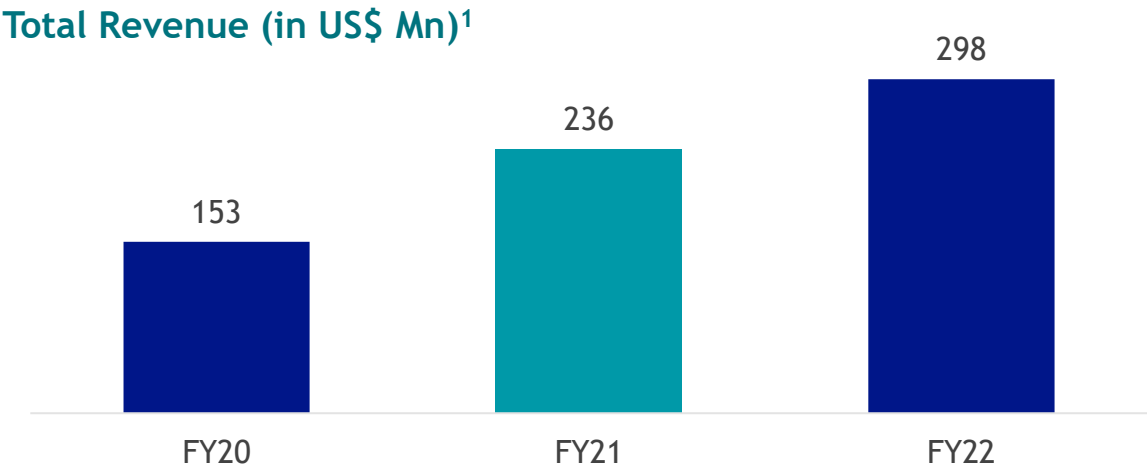


**Rob Shaw**  
Ex: Deputy Chief Executive  
and Managing Director of  
NHS Digital - UK



**Gary Barnes**  
International IM&T  
experience : NA, UK,  
Europe & ANZ

# CONSISTENT PROFITABLE GROWTH AND STAKEHOLDER VALUE\* CREATION



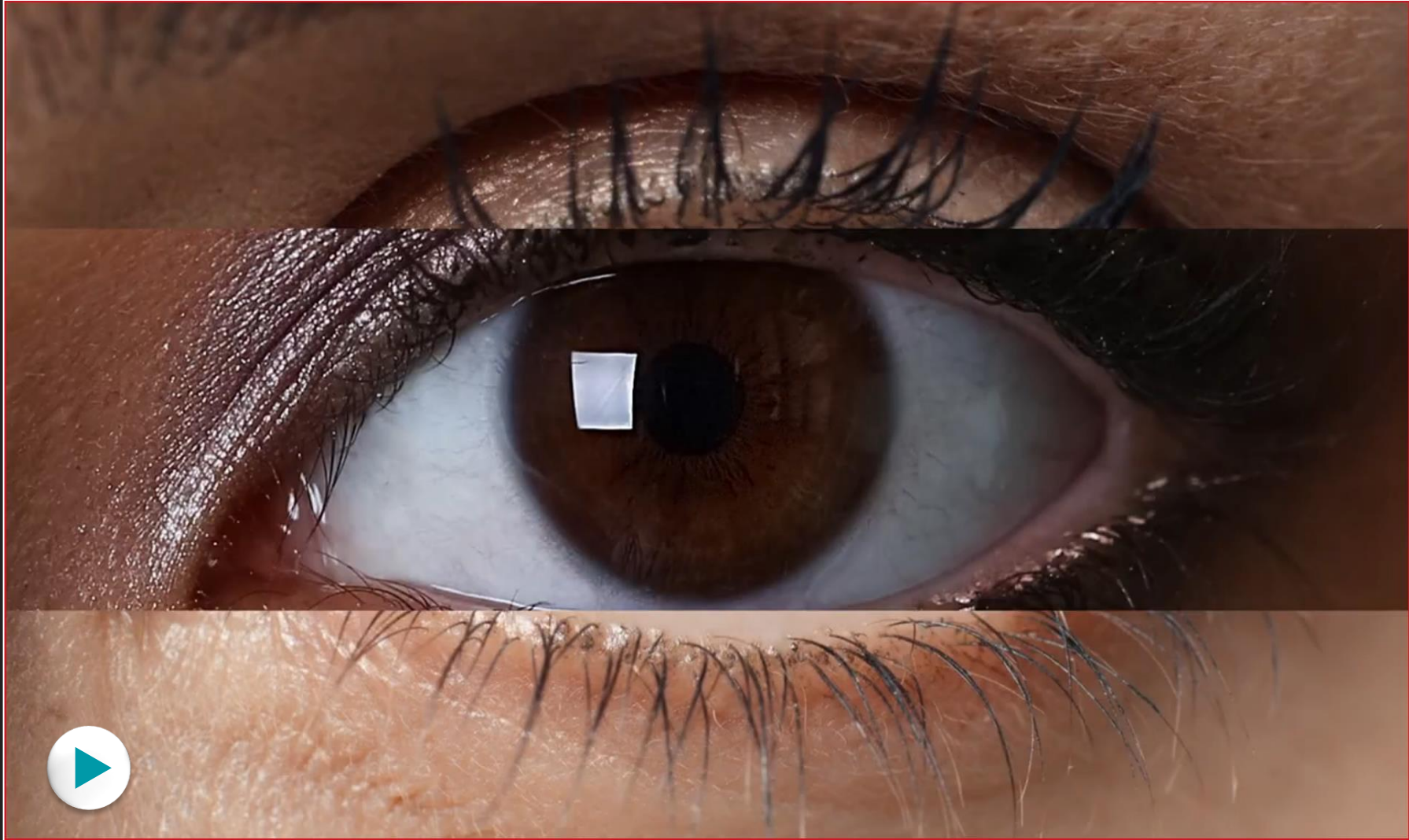
1) Figures are as per IndAS 2) Share Prices from NSE, As of 21st March 2022; 3) Dividend per share/ Face value per share

# WHAT WE DO ?

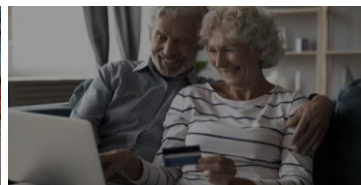




# CORPORATE VIDEO



# DIGITAL DECOMPLEXED WITH TRUST VALUE & VELOCITY



	Government Decomplexed	Health Care Decomplexed	Life sciences Decomplexed	Retail Decomplexed	Financial Security Decomplexed	Manufacturing Decomplexed
Trust	Accurate, rapid and ethical DNA profile match capability to help investigate crimes	Ensured a single version of the truth for improved operational and services insights.	Streamlined financial system using Oracle Cloud	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	Hundreds of thousands of Asylum & Complex Caseworking Policy cases delivered	Enabled real-time collections to run 10x faster. >70Tb of patient data.	Yearly consolidation changed to Monthly consolidation	The athletic apparel achieved a historical EPS growth rate of 20.1%	Identified 80% of fraud cases. Increased fraud detection by 15%	Replaced excel sheets with a modern and future-ready Oracle cloud applications.
Velocity	Millions of secure Biometrics transactions for Immigration, Passports and Crime prevention	Drove 90% faster response times for patient level and other reports.	16 weeks of deployment with follow on Cloud/SaaS managed services	Successfully launched multiple international websites, Order Mgt 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.

# OUR COLLECTIVE VISION AND GOALS FOR FY 25-26

Trusted and Turnkey Digital Engineering & Cloud Transformation Partner



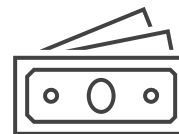
## MISSION

We Enable Success for  
our Clients, Employees,  
& Societies we live in



## APPROACH

Trusted Long-term  
Partnerships with  
Industry focused Value  
Based Delivery



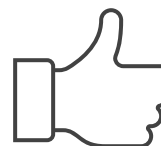
## \$1Bn

Be at \$1Bn in early part of 2<sup>nd</sup> half  
of the decade



## TOP 3

Top 3 in Growth among mid-cap IT  
Services



## Best

Benchmark for Best Places to  
Work & Customer Delight

Decomplex Digital with Trust, Value & Velocity



# MASTEK GLIDE 4.0 DNA

## Industry First



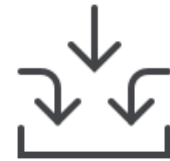
- Business Accelerators, Processes, Benchmarks & People
- Focus on ~~System~~ Business Transformation

## Decomplex Digital



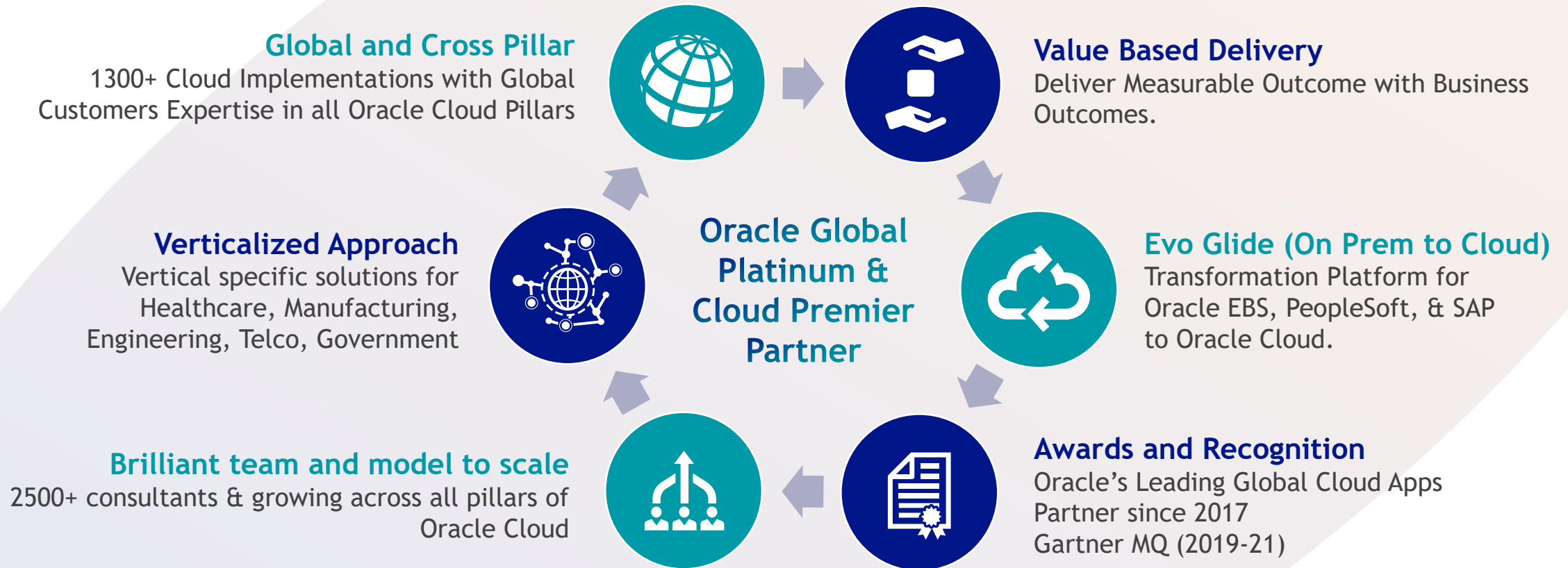
- Application modernization to enable business growth engaging Functional Consultants & Engineering Excellence
- Accelerate Innovation with Actionable Insights

## Outcome-based



- Return on Investment
- Continuous Innovation & Evolution

# ONE OF THE TOP & FASTEST GROWING ORACLE CLOUD APPS PARTNER



# OUR DIGITAL & CLOUD SERVICES PORTFOLIO

## Powered by Glide 4.0 and Value Based Delivery

Industry Aligned Approach with Business Outcomes

### Digital and Application Engineering

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

### Oracle Cloud and Enterprise Apps

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

### Digital Commerce & Experience

- Experience Transformation
- Unified Commerce
- Digital Experience Engineering

### Data, Automation and AI

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

### Innovation Labs and Platforms

Innovation Lab brings products and services, identified as the lowest common denominator to multiple domain use-cases, to market faster and accelerates digitisation of production and operations

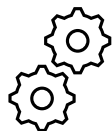
### Cloud Enhancement Services

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



# SUMMIT LEVEL SALESFORCE PARTNER

(MST Solutions, A Mastek Company)



## Solution Architecture & Design

Dedicated practice that can deliver full-scale blueprints with enterprise level complexity. Broad, multi-discipline expertise.



## Build & Implementation

Scalable resource model. Data architects identify opportunities to create long-term integration plans . Professional project management able to work any methodology.



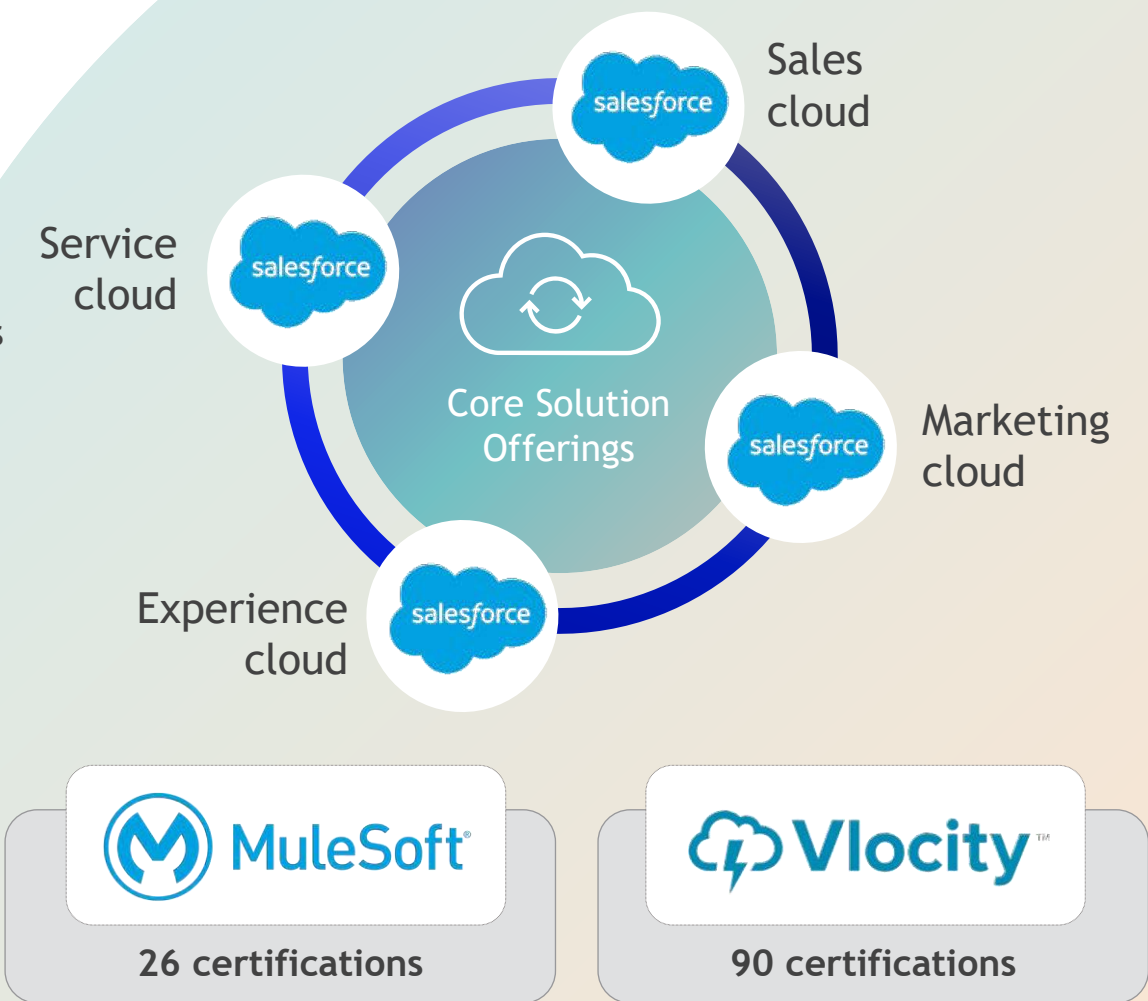
## Integration

Core competency for MST. Understands how to integrate cloud data across legacy platforms.



## Managed Services

Ongoing maintenance and support. Providing administration, product enhancements, change management, product support, and ongoing development teams

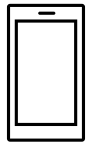


# DIGITAL EXPERIENCE & COMMERCE (D2X™)

Transforming All Stakeholder Experiences With Digital

1

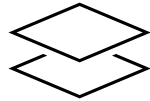
## Digital & Interactive Experience Platform



- Experience Platform
- Multiple channels- Mobility, Voice , Web, POS
- Search & Intelligent Recommendation
- Modern UI/UX
- Sales CRM

2

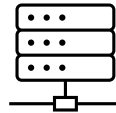
## Composable, Agile, or De-Coupled Architecture



- API Ecosystem
- API Orchestration
- Next Generation Integration
- Agile Frameworks
- Enterprise SaaS

3

## Data Continuum Enablement



- Datawarehousing, ETL, Reporting
- Datalakes, Cloud DataWarehouse
- Data Virtualization
- Analytics/ ML

4

## Unified Commerce Enablement



- Microservices/APIs
- Headless Enablement
- SaaS solutions
- Product Information Mgmt
- Digital Asset Mgmt
- Order Management

5

## Cloud, ESB, & Enterprise Architecture



- Cloud Enablement
- Cloud Migration
- iPaaS Management
- Enterprise Architecture
- Low Code Development
- Devops
- Enterprise SaaS

# DIGITAL AND APPLICATION ENGINEERING SERVICES



## Digital Enablement through API Management

API Management (design, Develop, Operate), API Economy, API Security, Partner Integrations, Omni Channel Enablement



## Enterprise Scale Integration & Micro services Development

Modernize apps for Scale, Elasticity, Agility, Refactor, and Re-engineer monolith with modern tech stack reducing dependencies using micro services. System integration across enterprise apps through Service Bus, Messaging for real time processing and data transfer at high speed



## Low Code No Code Development

- Process Automation, Monitoring, Workflow & Rules Configurability
- for straight through process and agility. Multi experience B2E, B2B and B2C applications using low code tools for LOB integration



## Digital Quality Engineering

- API and Enterprise Integration Testing
- Device Farm testing
- Automation testing
- Performance & Security Testing
- Cloud testing (Migration, Native Development, Regression, Performance, security)



## Cloud Migration & Modernization

Well-structured process, frameworks, capabilities & ecosystem for a swift, secured & smooth transition to hybrid multi cloud environments



## Cloud Native Development

Fully utilize the agility, scalability, resiliency, elasticity, on-demand and economies of scale benefits provided by cloud computing with cloud native development services



## Agile Enterprise App development & maintenance

- Portal, Mobile development
- Bespoke App development
- DevSecOps implementation
- CI/CD pipeline implementation & management and Enterprise DevOps (Dashboard, Monitoring, Improvement)



## DevSecOps & Cloud Automation

Fully automated deployment using industry standard tools; Left shift approach; CI/CD; Containerization services



# AUTOMATION RELATED SERVICES

## Practice

- Enablement - Delivery, Customer & Partner
- Asset Knowledge bank
  - Reusable components
  - Intelligent Document Processor
  - Mastek Accelerated Automation Program

**UiPath Certified**  
PROFESSIONAL SERVICES

## Our Offering

### Intelligent automation covering

- Robotic Process Automation,
- Cognitive Process Automation
- Artificial Intelligence

### Offering Covers

- RPA Business Process Discovery
- Build & Setup IT & Business collaborated COE
- Intelligent document processing
- Professional Services for Bot development life cycle

## Why Mastek?

### Certified team members

- Developer
- Business Analyst
- Automation Specialist
- Solution Architect
- Infrastructure Engineer
- Project Manager

### 30+ Assets & Solutions

### 150+ Automation processes

- Developer
- Business Analyst
- Automation Specialist
- Solution Architect
- Infrastructure Engineer
- Project Manager

## Customers

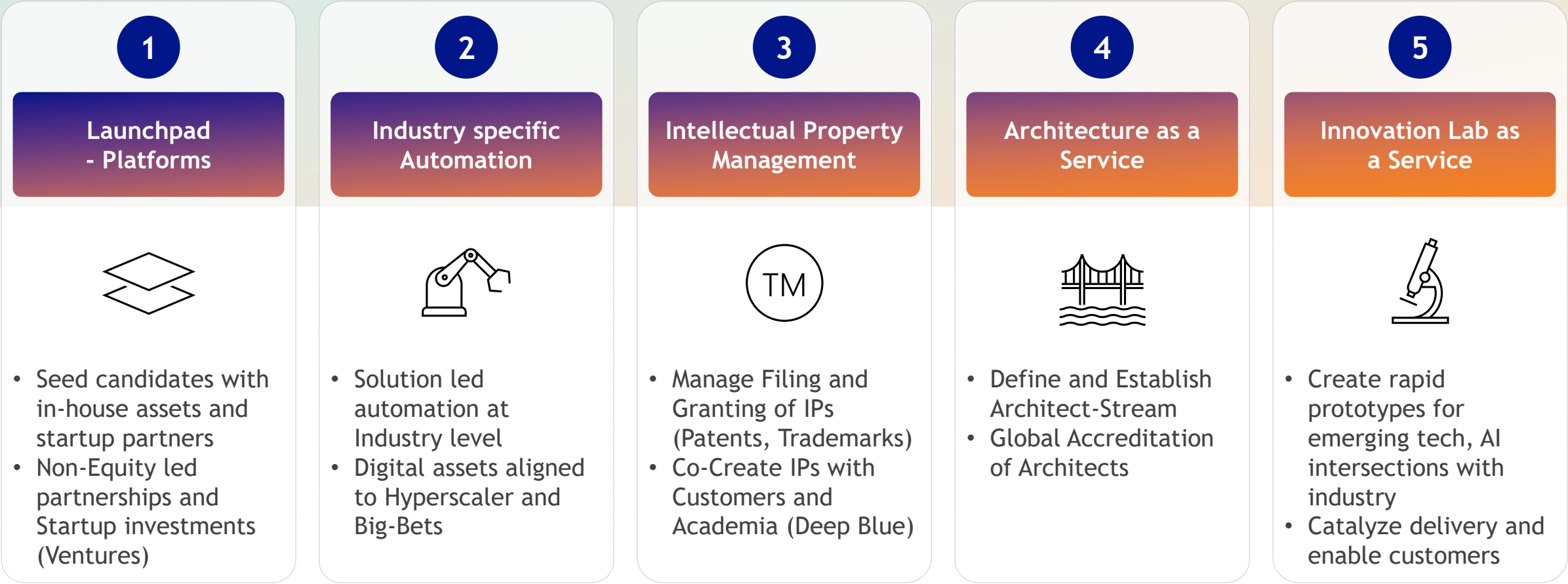


## PARTNERS

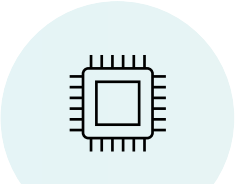







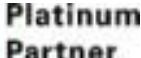

















- Digital assistance to the Health workers to support Covid-19 PPE timely delivery
- Empower Employees saving 5000+ hours to do decision making tasks
- Simplify the business process to remove inefficiencies - 90 minutes per 30 requests in 2 minutes

# NON-LINEAR PLATFORMS AND INNOVATION ECOSYSTEM



# KEY TECHNOLOGY PLATFORMS AND PARTNERSHIPS

					
	Digital & Application Engineering	Oracle Cloud & Enterprise Apps	Data, Automation and AI	Digital Commerce & Experience	Cloud Enhancement (Managed) Services
Strategic	<div> <div> Microsoft Partner   </div> <div> Gold Application Integration  Gold Cloud Platform  Gold Datacenter  Gold Cloud Productivity </div> </div> <div>   </div>	<div>   </div> <div> Trusted Oracle partner across the globe for ERP, SCM, HCM, EPM, CX, Technology and Cloud Applications. </div>	<div> <div> Microsoft Partner   </div> <div> Gold Application Integration  Gold Cloud Platform  Gold Datacenter  Gold Cloud Productivity </div> </div> <div>  </div>	<div>   </div>	<div>   </div>
Growth			<div>   </div>	<div>   </div>	
Complementary Partners					

\*Infrastructure, Cybersecurity, Consulting & Industry Solutions Providers

# WHAT DRIVES US

- Customer Success Decomplexed
- Careers Decomplexed
- Social Value Decomplexed



# STRATEGIC PRIORITIES AND GROWTH DRIVERS

## Growth Markets & Verticals

### Massive Untapped Opportunity in Americas

- Healthcare and Life Sciences, Retail & Manufacturing
- Top 25 accounts mining and Fortune 1000 targets

### Continued Growth in UK Public Sector Expansion of private sector & EU

- Home Office, HMRC, NHS, City Councils
- Financial Services, Retail in UK, Mfg in Europe
- Digital Enablement
- Accelerating Cloud Transformation through Oracle

### Digital & Cloud Services Strategic Partners

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

### Differentiated Talent and Delivery model

- Career Value to Attract/Retain
- Value Based Delivery to drive Business Outcomes

### One Mastek Brand Innovation & ESG

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

Decomplex Digital with Trust, Value & Velocity

# CUSTOMER SUCCESS DECOMPLEXED

# OUR CUSTOMERS

## Industry-Vertical Wise

### Healthcare & Lifesciences



### Public Sector & Education



### Retail, Consumer & Logistics



### Manufacturing & Technology



### Financial Services



# UK HOME OFFICE - MASTEK 8 YEARS OF PARTNERSHIP

Delivering Programmes of Critical National Importance

## BIOMETRICS PROGRAMME

Immigration and Law Enforcement  
Biometric Capabilities  
(Fingerprints and Facial Matching)

Immigration Fulfilment  
(Biometric Residency Permits,  
Biometric Travel Documents,  
Asylum Residence Cards)

## MIGRATION AND BORDERS TECHNOLOGY PORTFOLIO

Forensics and Public Protection  
DNA Profiling and Matching  
Capabilities

Asylum and Complex  
Case working

### Successful Outcomes

1. Millions of Visas progressed every year
2. Millions of secure Biometrics transactions for Immigration, Passports and Crime prevention
3. Hundreds of thousands of Asylum & Complex Caseworking Policy cases delivered
4. Accurate, rapid and ethical DNA profile match capability to help investigate crimes



Immigration  
Enforcement



Border Force



HM Passport  
Office



UK Visas and  
Immigration

 **NCA**  
National Crime Agency



# PATIENT-CARE DECOMPLEXED

Reduction in cost of care and  
improved quality of care



## PROBLEM

Existing system was unable to provide timely costing information with below key constraints:

- No central system to extract clinical, statistical and financial data
- Difficult to analyze millions of patient encounter data on a common platform
- A lot of manual work in getting data, allocating costs and reporting



## SOLUTION

- Solution implemented - Profitability and Cost Management Cloud Service, Oracle Analytics Cloud
- Build a common platform for data integration, standardization and analytics for cost allocation purpose that gives DRG level, hospital level, and patient level costing and profitability analysis.
- The source systems are Fusion ERP, Fusion HCM, Cerner, Epic, Lab Systems
- Robust and Flexible Cost Allocation framework with margin analysis reports and simplified ad-hoc reporting capabilities to empower end users to analyse cost by different patient population filters.
- Complete automation to capture driver data, department grouping and cost pool and integrations with source for GL data, RVU data and Driver data.
- Deployment Location - Sacramento, USA



## OUTCOME

- Solution supporting over 1,500 users in the production environment
- Comparative analysis across all facilities by different dimensions like service line, DRG, ICD and physician.
- Cost and Margin Analysis of approx. 64000+ Services further extended at Patient Level of approx. 149k In-patient and 3 Million Out-Patients Visits a year.



# Unified Digital Commerce Decomplexed



## PROBLEM

Store associates did not have a way to look up customer profile, purchase history, loyalty points, rewards, coupons, offers, etc.



## SOLUTION

Build mobile apps for:

- **VBook for Store associates:** develop a mobile app for in-store use to register or look up customers, view buying history, or provide product information
- **VShoppe - Mobile App for Customers:** develop a mobile app for use by customers to look up purchase history, loyalty points, redeem points, get information on offers, and other features to improve the shopping experience



## OUTCOME

- VBook - Hybrid app (iOS + Angular) delivered in a record 6-week timeframe
- Increased in-store sales and conversion with improved customer buying experience and conversion
- VShoppe - The consumer mobile app has empowered customers for self-service which has significantly improved sales and loyalty; this app paved the way to build a complete end-to-end ecommerce mobile app
- VShoppe 2.0 - Completely redesigned solution with end to end integrated commerce and industry leading features.



# SERVICES & ENGINEERING DECOMPLEXED

Continuous Delivery of  
Measurable Business Value in  
Cloud Implementations



## PROBLEM

- Manual processes
- Reporting in Different timezones
- Multiple applications globally
- Lack of governance



## SOLUTION

- Oracle Cloud Implementation Globaly
- Provided a standardized, innovative, proactive, cost-effective support and application engineering services
- Cloud Enhancement Services (CES) - 24\*7 Priority One Management Service & 24\*6 Support Service
- Integration & Infrastructure Support and advisory for third party applications to Oracle cloud applications



## OUTCOME

- Automated common applications and standard business processes Minimized the manual effort and increased speed and quality of delivery
- Seamless Service Transition carried out remotely
- -323 transition activities across 9 timezones and 11 domains
- 25% Incident backlog reduction
- Real-time Operational KPI Dashboard RPA driven User provisioning Automation
- Quarter on Quarter SLA performance improvement

# BANNER HEALTH PAYVIDER DECOMPLEXED

U.S.-Based Health System, With 50,000+ Employees, Operating 30 Hospitals & Several Specialized Facilities Across 6 States

- Client Since: 2018
- End Market: Healthcare
- Buyer: Systems VP, IT Business Services
- Initial Opportunity: Solution Architecture - CEP and Enterprise
- Additional Opportunities: 38+ won opportunities
- Lead Source: Client Referral
- Technologies:



## PROBLEM

- Recruitment and onboarding
- Disparate PPME process with manual data entry
- Test case automation
- Automating DocuSign and Draw loop
- DOM attributes
- Azure DevOps setup / execution



## SOLUTION

- Core Workflow Application
- Multi-System Integration with legacy credentialing, HR, ITSM, and external platforms
- Self-Service Candidate experience
- Framework automation to support the Community Cloud
- Automation framework with integrated with Azure DevOps
- Industry Standards and reusable libraries in framework



## OUTCOME

- Reduced hire to practice start by more than 25 days
- Enabled recruiting team to support massive ramp-up efforts around COVID w/o compromising data quality
- Automated regression test suite and reduced the regressing testing hours by 85%
- Automated the smoke test suite and reduced the smoke testing hours by 65%
- Minimal manual intervention ensuring consistent quality





# CAREERS DECOMPLEXED

# MASTEK 4.0 CULTURE

Spirit Of Mastek - Once A Mastekeer, Always A Mastekeer



Being your Best  
Version



Autonomy with  
Accountability



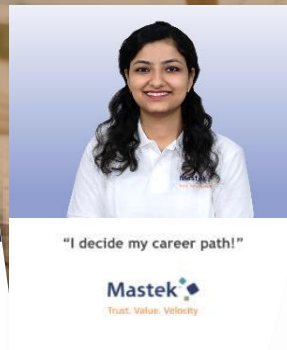
Agility &  
Velocity



No Command &  
Control

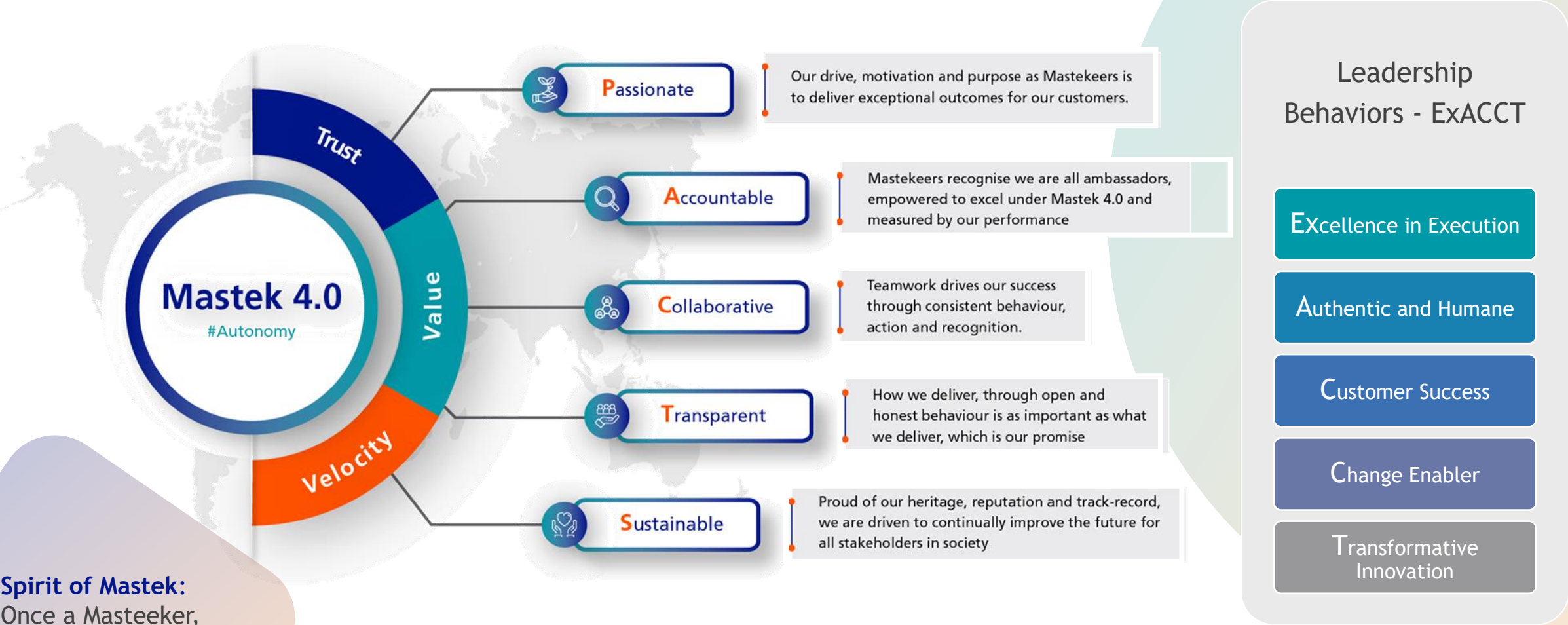


Empowered  
Mastekers





# OUR OPERATING MODEL AND VALUES FRAMEWORK



**Spirit of Mastek:**  
Once a Masteeker,  
Always a Masteeker

# SOCIAL VALUE DECOMPLEXED



## ESG

### DEIB



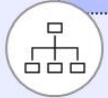
**Industry Recognition**  
The Best Organization  
To Work For Women  
2022 - ET Edge

29.2%



Overall Women  
Diversity

39.0%



Graduate  
Women Hiring

#### Campaigns



Pride Month  
Campaign



Onwards &  
Upwards:  
Women Leadership  
program for 80+  
Women Mastekers  
from across the  
globe



Month long  
#breakthebias  
campaign

#### Reshine



**Returning Mother's Program**  
100% women Mastekers  
returned to work after  
maternity break

1. Voluntary reporting of BRSR as per SEBI mandate
2. We are amongst 10 companies in India whose SASB reporting has been accepted [link here](#)
3. Participant of the 2022 CSA (DJSI) by S&P Global.
4. Mastek has a record of zero data breaches



#### Our Commitment

Mastek is aiming to achieve net zero  
emission by 2040

### CSR

#### Our Impact

6+  
Focus Areas

24  
States

120+  
Charity  
Partners

106+ Mn  
CSR Donations

1Mn Lives  
Touched

1000+  
Employee  
Volunteers

4.27+ Mn  
Employee Donations

#### Social Events



**Project Deep Blue**  
Deep Blue initiative  
encourages young students to  
develop IT applications to  
solve real-world problems.



**Tata Mumbai Marathon 23**  
Mastekers participated in  
TMM to support  
underprivileged children  
fighting cancer and for animal  
welfare and rehabilitation.



**Inspired Fundraiser**  
Our annual musical fundraiser  
for charity inspires and  
sensitizes people and  
encourages them to contribute  
to noble social causes.

# THANK YOU



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