

The background is a dark blue gradient with several faint, light blue graphics. A large gear is centered behind the text. To the left of the gear is a smaller gear with a handshake icon inside. Above the gear is a gear with a clock face icon. To the right of the gear is a gear with a person icon. Below the gear is a gear with a bar chart icon. A network of dots connected by lines is visible on the right side of the slide.

Analyst Presentation – Q3FY21

Quarter Ending December 31, 2020



Certain statements in this release concerning our future prospects are forward-looking statements which involve a number of underlying identified/non identified risks and uncertainties that could cause actual results to differ materially. This release and other statements – written and oral – that we periodically make contain forward-looking statements that set out anticipated results based on the management’s plans and assumptions. However the same are subject to risks and uncertainties, including but not limited to, our ability to manage growth; fluctuations in earnings/exchange rates; intense competition in IT services including factors affecting cost advantage; wage increases; ability to attract and retain highly skilled professionals; time and cost overruns on fixed price, fixed-time frame or other contracts; client concentration; restrictions on immigration; our ability to manage international operations; reduced demand for technology in our service offerings; disruptions in telecommunication networks; our ability to successfully complete and integrate acquisitions; liability for damages on our service contracts; government measures in India and countries where our customer operate, withdrawal of governmental fiscal incentives; economic downturn in India, and/or around the world, political instability, legal restrictions on raising capital or acquiring companies; and unauthorized use of intellectual property and general economic conditions affecting the industry.

In addition to the foregoing, global pandemic like COVID-19 may pose an unforeseen, unprecedented, unascertainable and constantly evolving risk(s), inter-alia, to us, our customers, delivery models, vendors, partners, employees, general global operations and may also impact the success of companies in which we have made strategic investments, demand for Company’s offerings and the onshore-offshore-nearshore delivery model.

The results of these assumptions made relying on available internal and external information are the basis for determining the carrying values of certain assets and liabilities. Since the factors underlying these assumptions are subject to change over time, the estimates on which they are based, are also subject to change accordingly. These forward-looking statements represent only the Company’s current intentions, beliefs or expectations, and any forward-looking statement speaks only as of the date on which it was made. The Company assumes no obligation to revise or update any forward-looking statements, whether as a result of new information, future events, or otherwise.



Financial Update

Q3 FY21 Snapshot



Q3 FY21

Part of USD 4 B RPG Group, portfolio company of the USD 40 B APAX Group



USD **122.8M**

Revenue, down 2.4% QoQ



34.6%

Gross Margin, down 20 bps QoQ



20.6%

EBITDA, up 120 bps QoQ



10.9%

PAT, up 150 bps QoQ

Zensar is now a zero debt company with consistent growth in Operating Margin and Free Cash Flow



Strong pipeline, highest ever



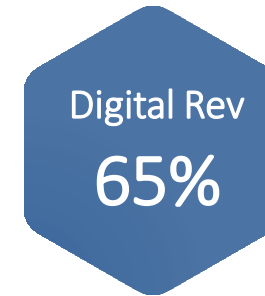
Q3FY21 Wins



Net HC growth of 267 associates



Highest ever net cash, DSO improved by 20 days YoY



Up 120 bps QoQ

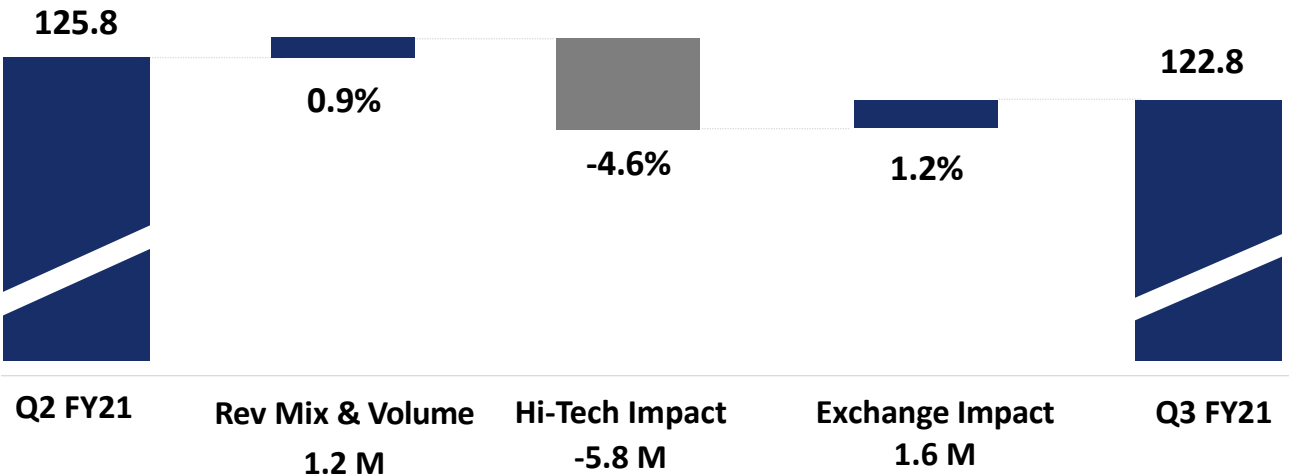
Zensar announces an Interim Dividend of Rs. 1.2/share for Q3 FY21

All reported numbers are for core business. As per strategic direction of the company, effective Q3 FY21, TPM business has been completely divested and 100% of Zensar business is now core

Revenue & EBITDA Walk

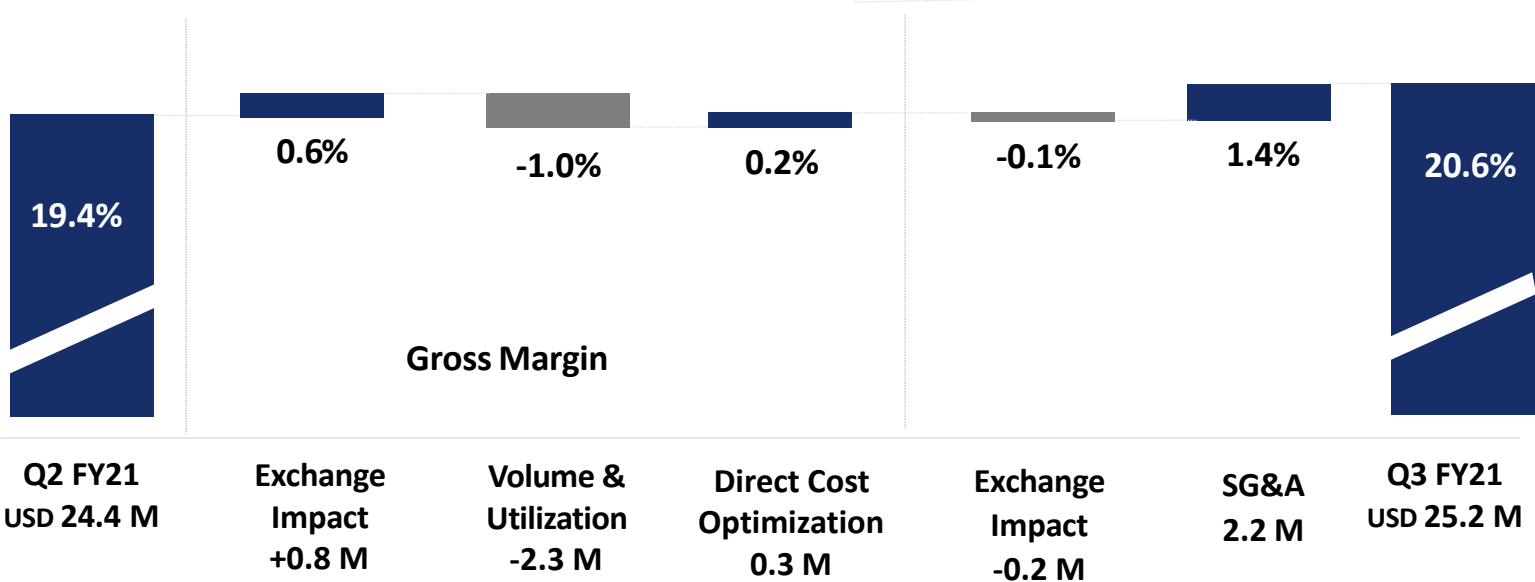


Q3 FY21



Revenue Walk
(In USD M terms)

EBITDA Walk
(In % of Rev terms)

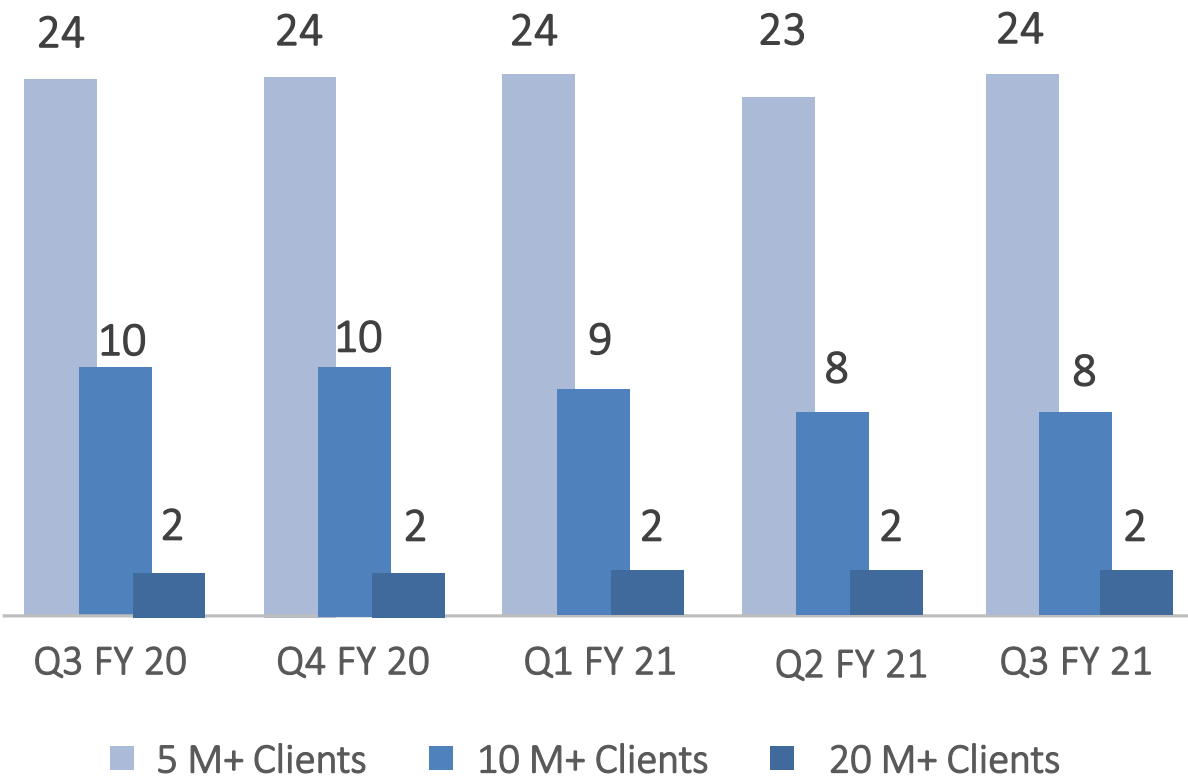


Client Metrics

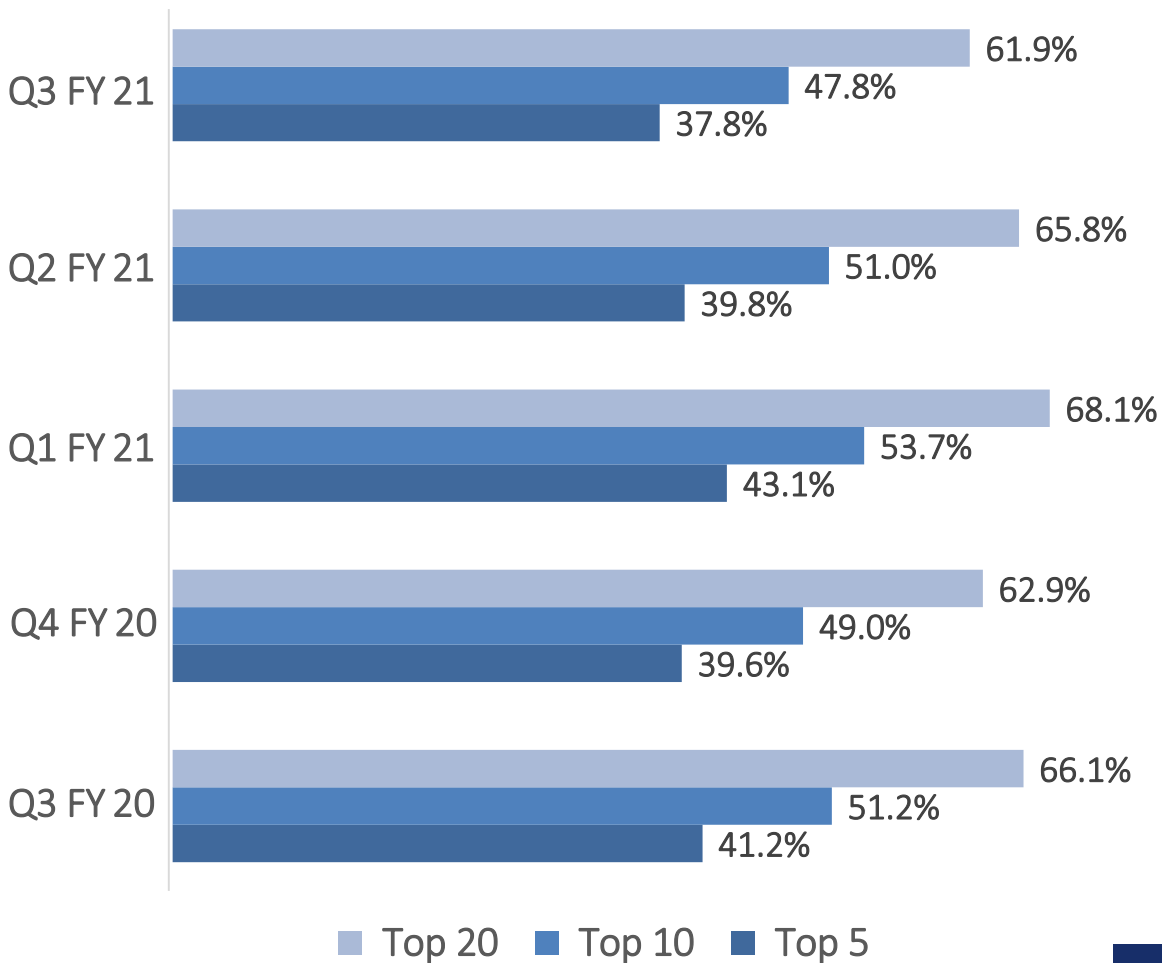


Q3 FY21

Million Dollar Clients (LTM)



Client Concentration (% of revenue)

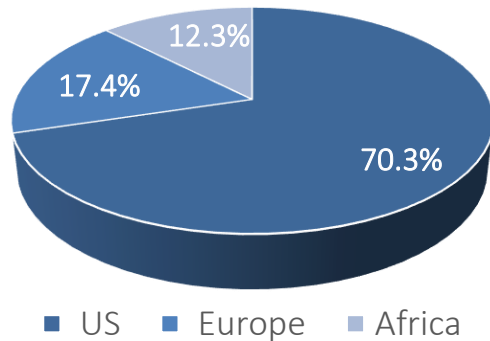


Revenue Split



Q3 FY21

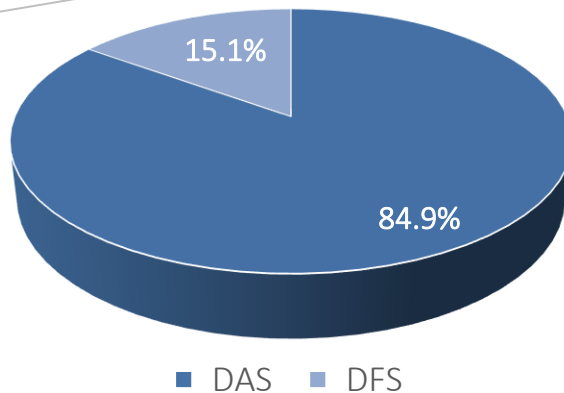
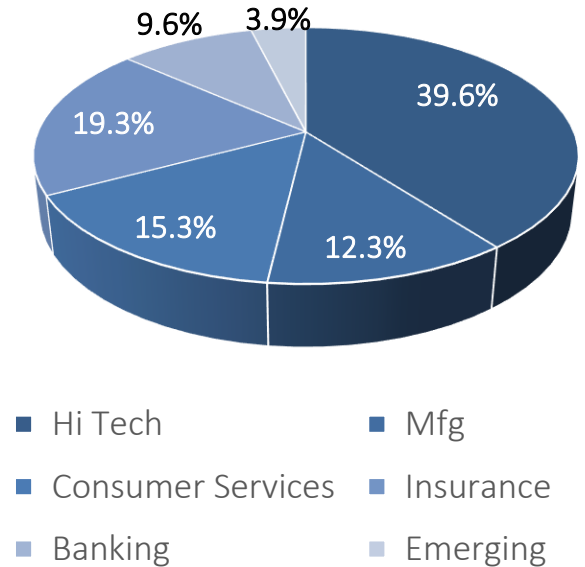
Region Split & Growth (\$ USD)



Geography	QoQ	YoY
US	(6.4%)	(14.4%)
Europe	6.3%	(4.6%)
Africa	11.6%	3.3%

Vertical Split & Growth (\$ USD)

Vertical	QoQ	YoY
Banking	5.5%	0.5%
Consumer Services	7.7%	(1.4%)
Hi-tech	(10.2%)	(14.1%)
Manufacturing	0.6%	(16.4%)
Insurance	(6.5%)	(17.1%)



Service Line Split & Growth (\$ USD)

Service Line	QoQ	YoY
Digital and Application Services	(2.6%)	(13.4%)
Digital Foundation Services	(1.1%)	6.0%



Business Update

Keys Wins for the Quarter



Q3 FY21

\$200
Mn+

TCV wins in Q3 FY21

Strong quarter for wins across verticals and geographies



US



Application mgt services for
a global Hi-Tech company



Claims support & bank recon.
for an insurance comp.



QA automation for risk mgt
products company



Data engg. for manufacturer
of lighting products



Europe



Strategic tech & digital sol.
for a British federation



Development ops for a dept.
store company



South Africa



Integrated exp. solution for
a leading retailer



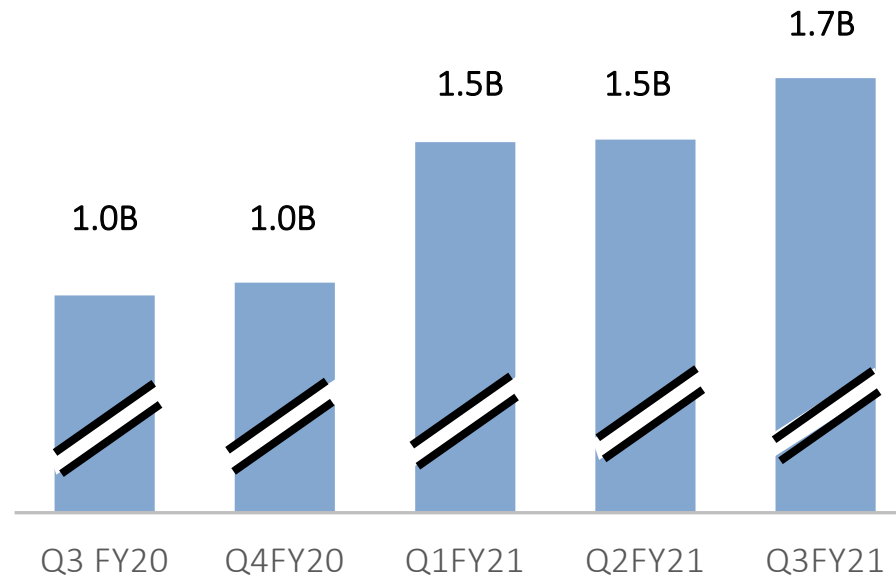
Data analytics, app dev. &
consult. for global mining comp.

Pipeline Highlights



Q3 FY21

Highest ever
pipeline of
\$1.7 Bn+
in Q3 FY21



- 1 Continued momentum to build a strong & healthy pipeline
- 2 Strong momentum across the DFS and BFSI verticals
- 3 50% pipeline from large deals (>10M USD TCV)

Pipeline spread across Zensar's offerings



Digital Foundation Services

Managed Services Implementation
Digital Security
Digital Workplace Services
Digital Infrastructure & Operations



Digital Application Services

New-age Experience Design
Agile Delivery & Product Management
End to End Digital Modernization
Intelligent Automation

Digital Foundation Services

Strong Business Aspirations...

- 1 Differentiate on superior experience
- 2 Transform Workplaces
- 3 Respond instantly to opportunities
- 4 Drive Efficiency
- 5 Protect Brand & Customer Loyalty

...result in solid wins with a robust pipeline...



A large transformative deal in the Modern Workplace space with a leading technology multinational



Digital foundation services for an American health-tech company



Digital Foundation Services for a large American airlines

..and wins industry wide recognition!



“Innovator” for 3rd consecutive year in Avasant RadarView™ for Hybrid Enterprise Cloud



“Major Contender” in the ISG Provider Lens™ Cyber Security - Solutions & Services Quadrant Report 2020

Named “Leader” in Next-Gen Private/Hybrid Cloud - Data Center Services & Solutions 2020

Domain-Led BFSI Strategy



Q3 FY21

Market Trends In BFSI



Insurance

Personalized products, advanced analytics and Fintech partnerships



Banking

Mainstreaming block-chain, omni-channel digital experience, cloud computing



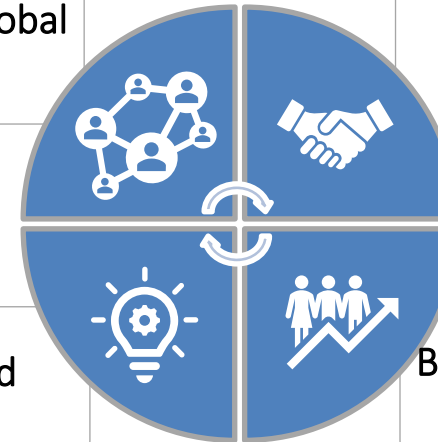
Financial Services

Compliance agility, data protection, big data management

Unlocking growth in BFSI

Expanding Zensar's global footprint

Deep client engagement



Develop customized solutions

Building high performance teams

Key Engagements

Empowering US based global insurer to scale with cloud

Enabling an UK based federation to embrace digital solutions

Building testing capability for an US based global FinTech leader

Work from Anywhere

Enabling Culture Alignment in a virtual enterprise



Q3 FY21

Moving into *Work From Anywhere* model by building a Virtual Workforce ecosystem & end to end hiring process

Over 550 Associates onboarded in three batches covering **15+ cities across India** (Tier 2-3-4 cities)

1000 hours of technical training/associate, **100 hours** of engagement, **40+** Leadership connect, **25** Mentors

All batches have been **deployed** following an **extensive** training and assessment plan

Positive feedback received from all the batches for the induction program, engagement and Zensar's culture

Sustaining the program - **Incoming WFA 4.0 batch** in the upcoming months



Welcoming associates along with their family members
Virtual Induction | Leadership Connects
Mentorship Programmes & Alumni Connect

Awards & Recognitions



Q3 FY21



Confederation of Indian Industry

Recognized as an **Innovative Company** at the CII Centre for Digital Transformation DX Awards 2020 for its employee engagement initiative



Zensar's COVID-19 response outreach campaigns awarded the **Global Marketing Excellence Award 2021**



SDC AWARDS

Won three awards at the global SDC awards for **Augmented/Virtual Reality Innovation of the Year**, **Open Source/DevOps Innovation of the Year** and **Digital Transformation Project of the Year**



Winner of **2021 Big Innovation Awards** for work done by Zenlabs, innovation hub

Entrepreneur

InsureArk solution recognized by India Digital Enabler Awards 2020 as the **Business App of the year**



Featured in the **100 Best Company for Women in 2020**, Working Mother & Avtar Best Companies for Women in India

Analyst Coverage



Q3 FY21

Named as leader in **Next-Gen Private/Hybrid Cloud - Data Center Services & Solutions** 2020 ISG Provider Lens



Named as contender in the ISG Provider Lens™ **Cyber Security - Solutions & Services Quadrant Report 2020** for both the US and UK

Recognized as major contender in **Insurance Business Model Innovation Enablement Services** PEAK Matrix® Assessment 2021



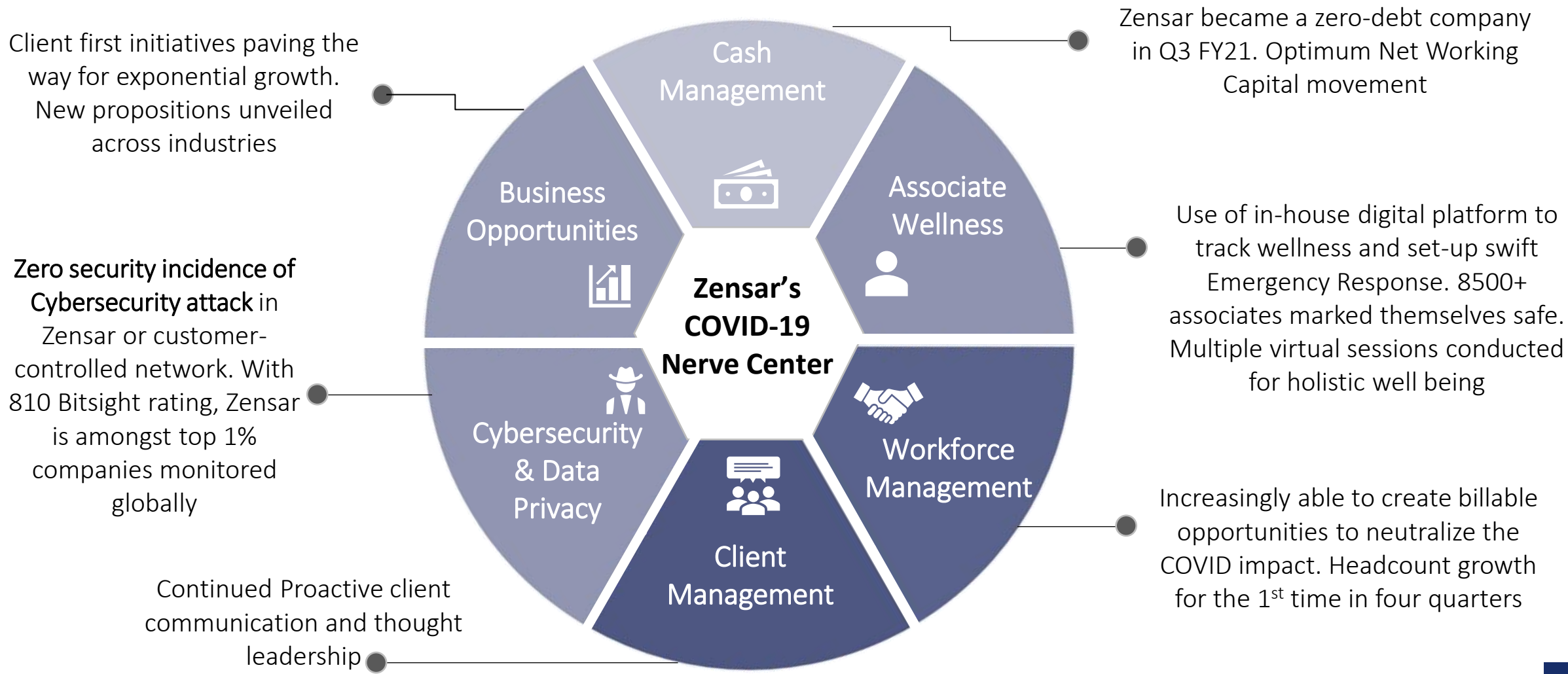
Recognized as an aspirant in **BFS IT Services - Application and Digital Services** in Capital Markets, (Intelligent) IT Infrastructure Services Automation, Artificial Intelligence (AI) Services and Pega Services in PEAK Matrix® Assessment 2021

Recognized as challenger in **Manufacturing Digital Services** 2020-2021 RadarView™



Named as an innovator for **Hybrid Enterprise Cloud** for the third consecutive year in the Avasant RadarView™

Six tenets of Zensar's COVID-19 Response Q3 FY21



Leadership Change at Zensar



Q3 FY21



Ajay S. Bhutoria
CEO & MD

Ajay has more than 30 years of experience in the industry across US, Europe and India. Ajay was earlier the Chief Executive of L&T-NxT. Prior to that Ajay spent 17 years at Cognizant. In his last assignment in Cognizant, he led the Retail/Consumer Goods/Travel/Hospitality global vertical.

Immediately prior to that, he led Banking & Financial Services in the Americas and, preceding that, managed a top-5 global account. Earlier, he was the Country Head for Cognizant Switzerland, responsible for incubating business in the Swiss Market. Ajay was also a part of the enterprise transformation program driving Cognizant's strategy, and was a member of Cognizant's Executive Leadership Team.

Before joining Cognizant, Ajay spent a decade at TCS, leading multiple assignments in the Netherlands, Switzerland, Germany and India. While he started his professional journey in technology as a consummate programmer/analyst/solution architect, Ajay is also a Chartered Accountant by qualification.

Ajay is also a member of the RPG Group Management Board and is based in Princeton, New Jersey.



RPG Group Overview

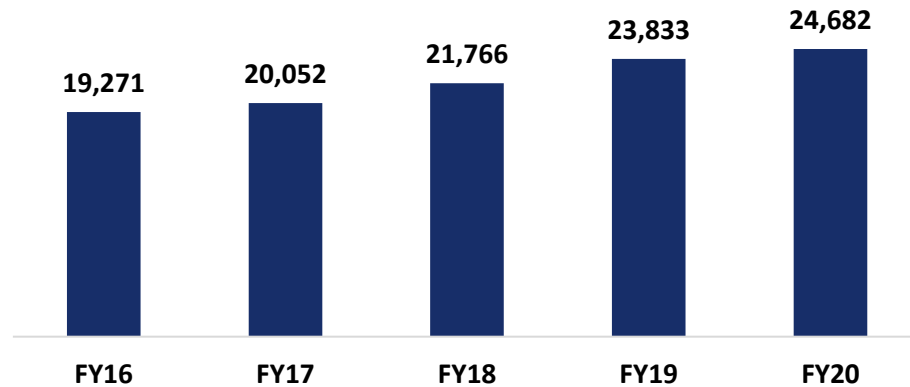
RPG Group Key Financials



Q3 FY21

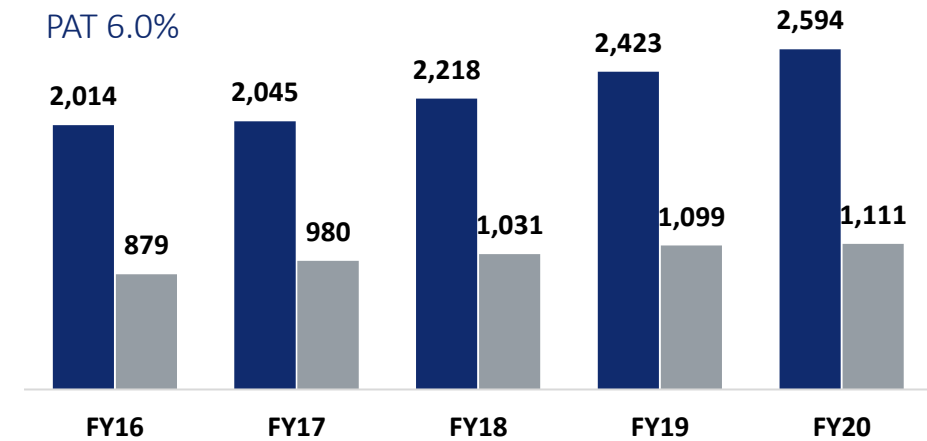
FY16-20
CAGR: 7.6%

■ Gross Total Income (Rs Cr.)

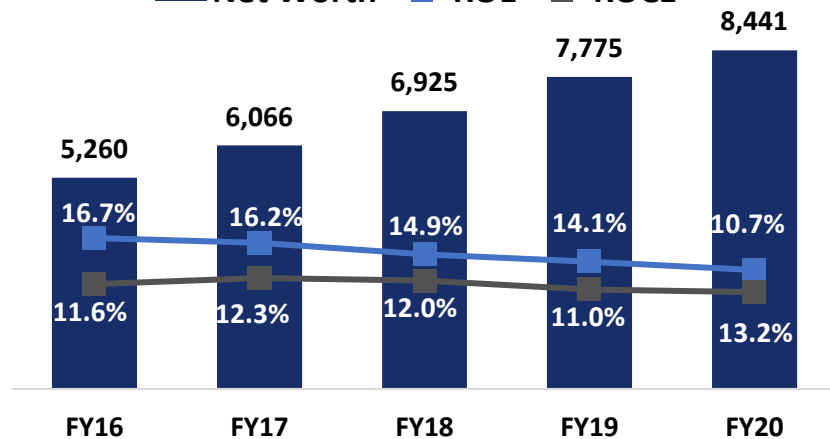


FY16-20 CAGR:
EBITDA 6.5%
PAT 6.0%

■ EBITDA ■ PAT



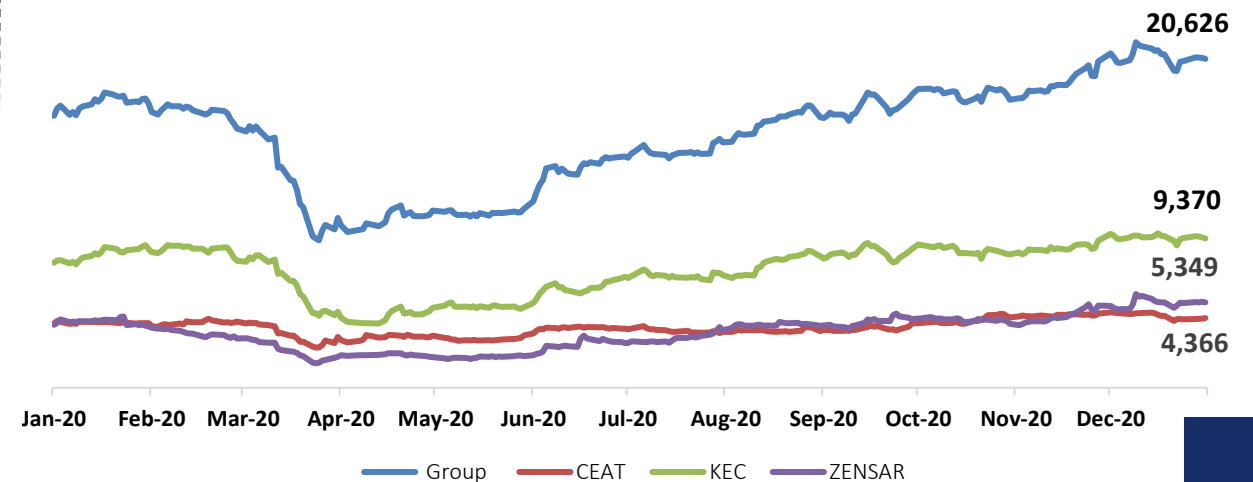
■ Net Worth ■ ROE ■ ROCE



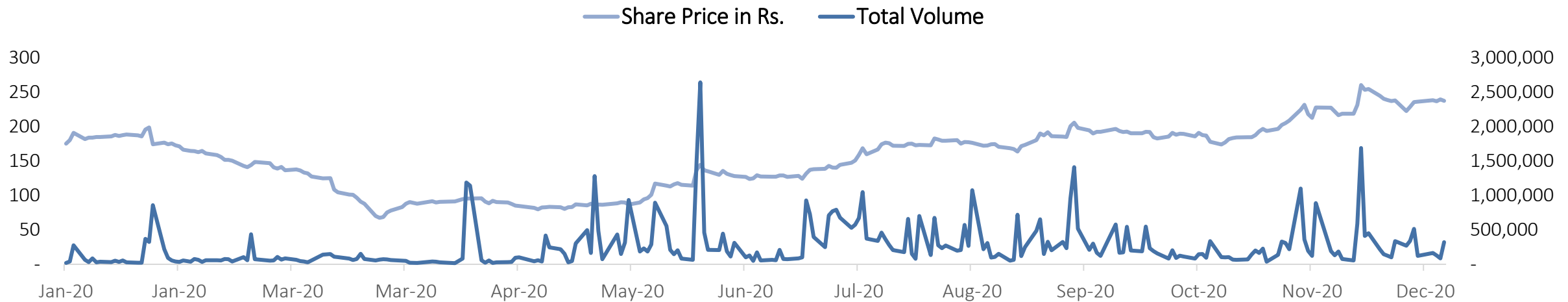
Note:

- 1) ROCE is calculated by taking EBIT*(1-ETR) divided by Capital Employed
- 2) ROE is calculated by taking PAT divided by Net-worth
- 3) Market Cap updated till 31st December 2020

Market Cap



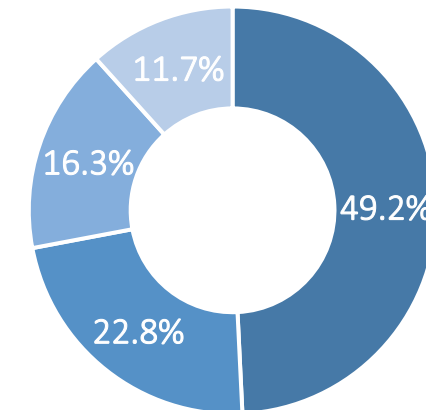
Share Price & Share Holding Pattern >>> Q3 FY21



Equity Share Information:

- Share Price (31th December 2020): INR 237.25/ share
- Market Cap (31th December 2020): INR 5,349.35 Crs
- Financial Year: April to March
- Face Value: INR 2 / share
- Listed on Indian Stock Exchanges:
 - a) Bombay Stock Exchange (code: 504067)
 - b) National Stock Exchange (code: ZENSARTECH)
- Bloomberg Code: ZENT.IN
- Reuters Code: ZENT.BOx

Shareholding Pattern (as on 31st December 2020):



■ Promoter ■ Apax Partners ■ FPIs ■ DII/ Others

Thank You