

The background is a dark blue gradient with several faint, light blue icons and a network diagram. The icons include a gear with a clock face, a gear with a handshake, a gear with a person silhouette, and a gear with a bar chart. A large, faint gear is centered behind the text. A network of dots connected by lines is visible on the right side.

# **Analyst Presentation – Q1FY21**

## **Quarter Ending June 30, 2020**

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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.



**Q1 FY21 Revenue at USD 130.8 M**  
(QoQ -4.8% in cc terms)



Part of \$3 B RPG  
Group



Portfolio Company of  
the \$40 B APAX Group



59.5% Digital Revenue  
(Q1 FY21)

# Q1 FY21 Snapshot



Q1 FY21



USD **130.8M**

Revenue

Core Business: 95.7%



**14.4%**

EBITDA, Up by 50bps QoQ

Core EBITDA 14.9%



Headcount

**9027**

Attrition 13.5%



**41.2%**

Top 5 Client Mix

5M+ clients up by 4 YoY



Net cash USD M

(41.3 M added in Q1 FY21)



Pipeline

(Despite COVID impact)



Wins in Q1 FY21



Improved by 29 days YoY

Zensar prioritized associate first COVID response with **100%** Work from Home



# Financial Update

# Key Financials



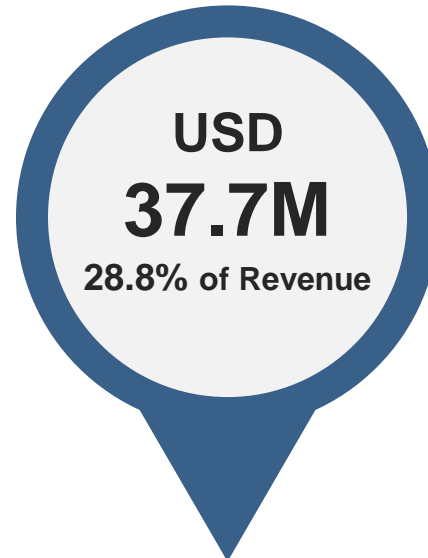
Q1 FY21

## REVENUE



QoQ -7.0% (USD)  
QoQ -4.8% (cc terms)

## GROSS MARGIN



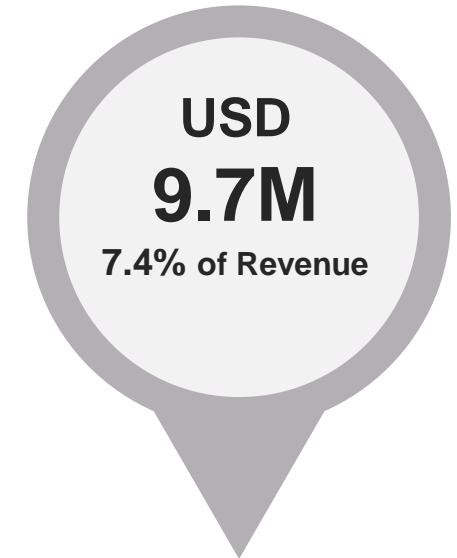
QoQ -7.2% (USD)  
YoY -16.5% (USD)

## EBITDA



Up by 50bps  
QoQ -3.5% (USD)  
YoY -13.4% (USD)

## PAT

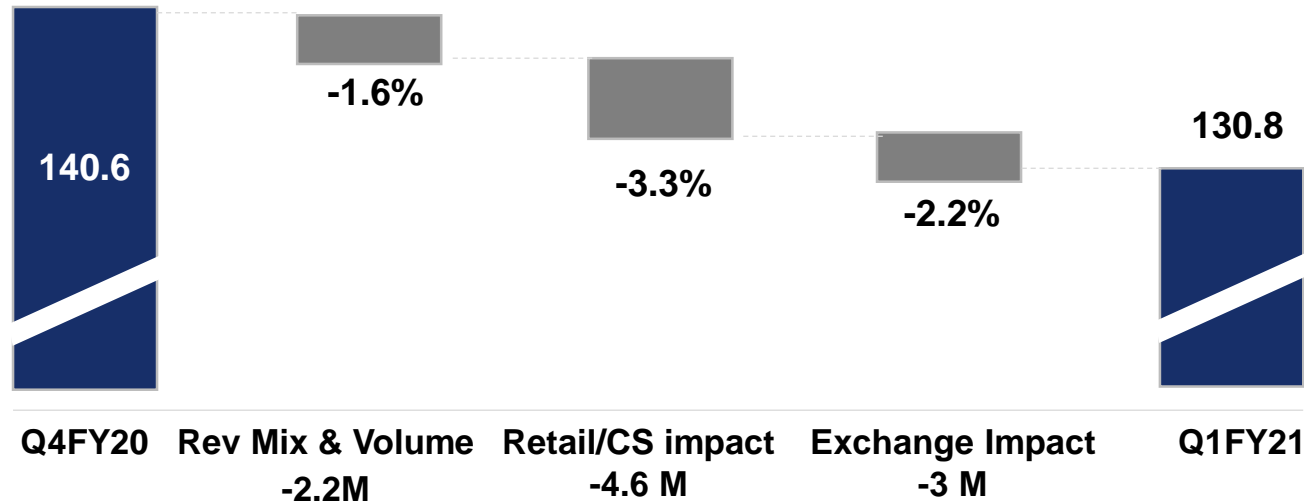


Up by 60bps  
QoQ +0.7% (USD)  
YoY -14.5% (USD)

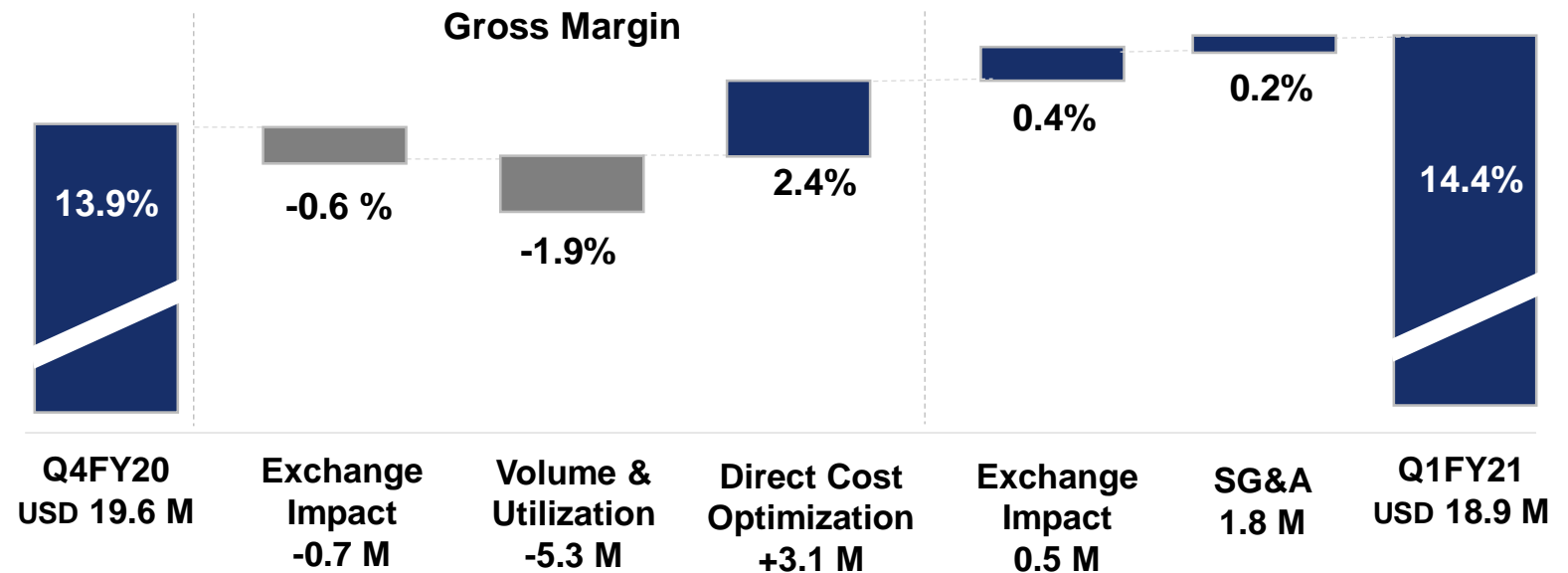
# Revenue & EBITDA Walk



Q1 FY21



## EBITDA Walk (In % of Rev terms)

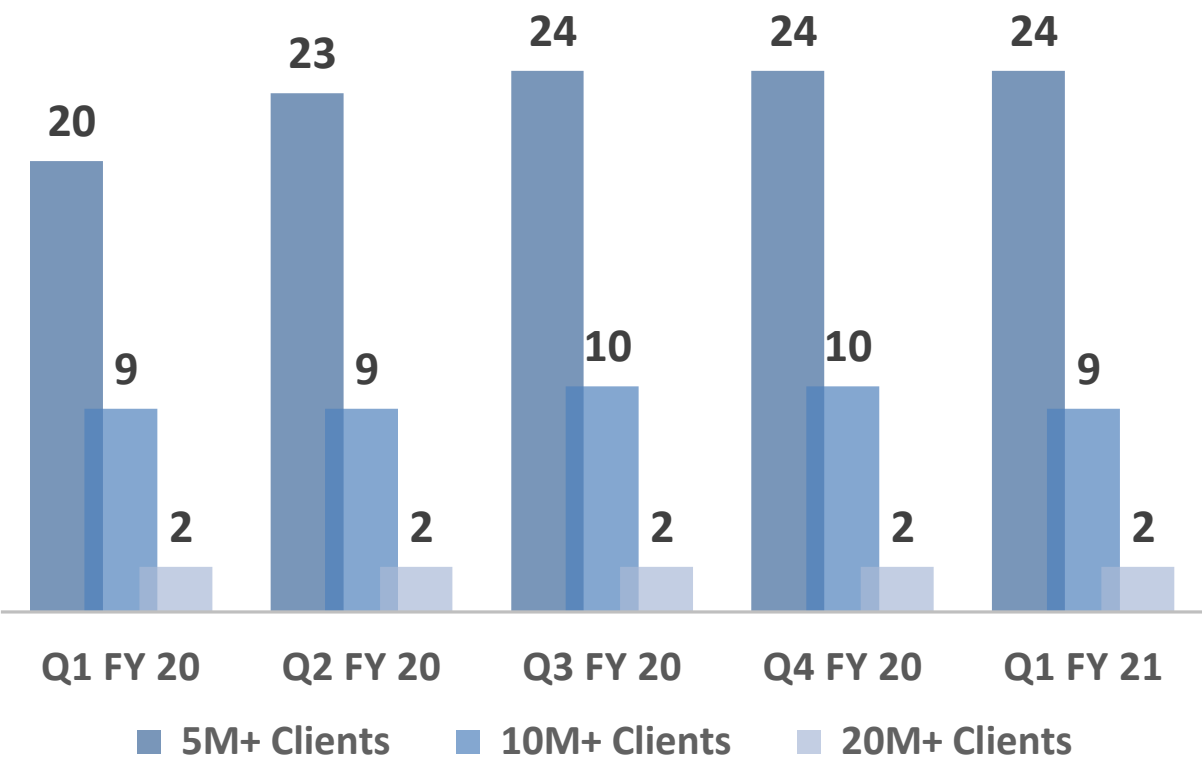


# Client Metrics

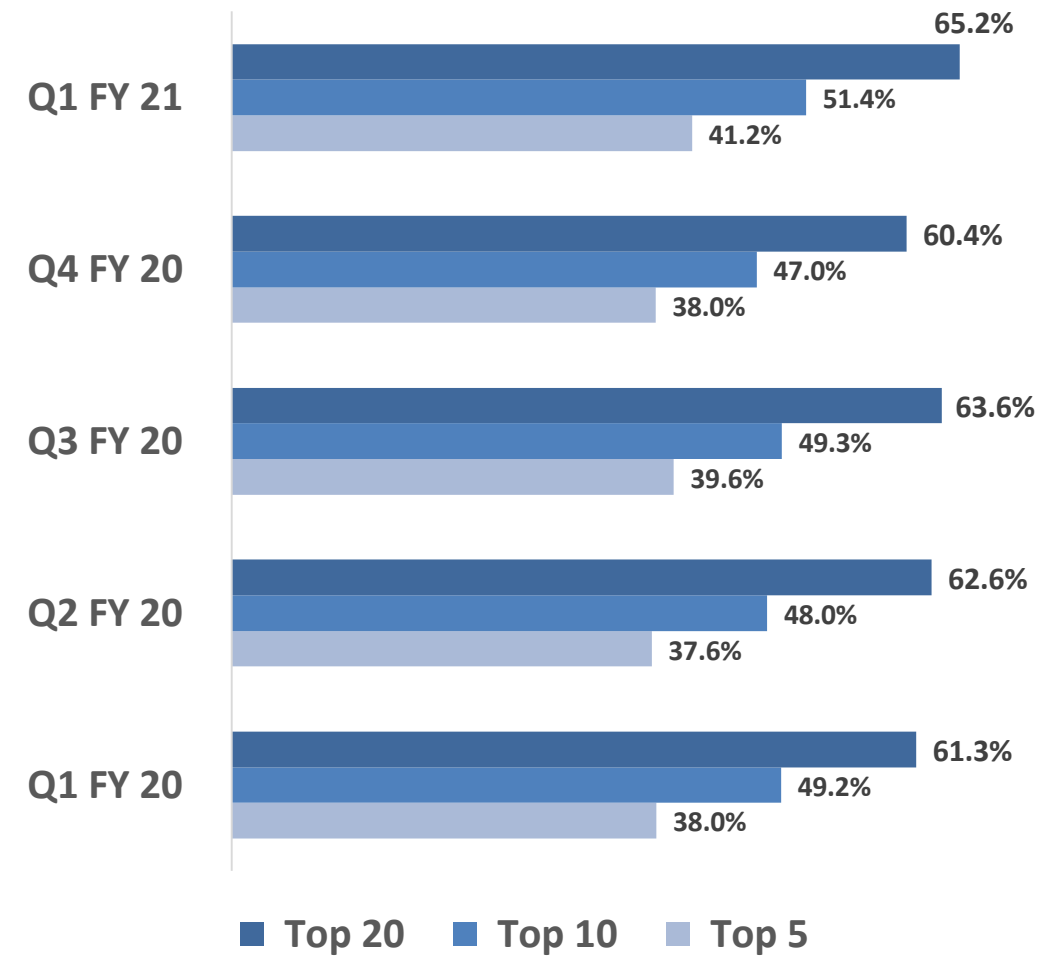


Q1 FY21

## MILLION DOLLAR CLIENTS (LTM)



## CLIENT CONCENTRATION





# Key Wins Highlights



Q1 FY21

Proactive Proposals land robust wins in our Top existing clients



Leading American  
Hi-Tech company



US-based  
Gaming company



Large US-based medical  
devices mfg. company



Leading Banking & Fin.  
Services Conglomerate



Global Internet Entity



Leading Sportswear  
Manufacturer

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## NEW LOGOS ADDED



American Pharmaceutical  
Company



Leading American Utility  
Brand

**\$150  
Mn+**

**TCV wins in  
Q1 FY21**

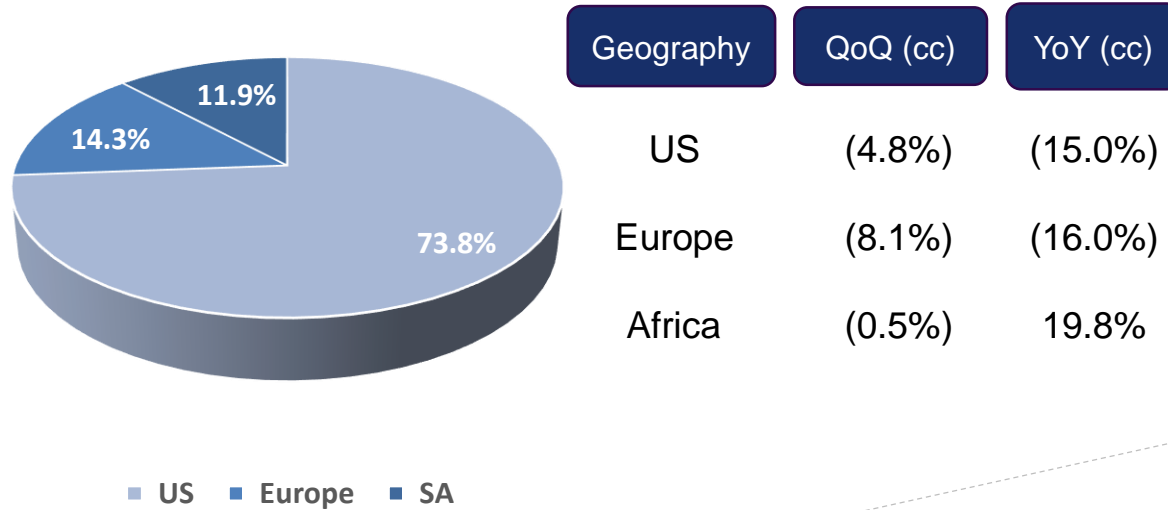
Renewals & New Wins  
in existing and new  
clients despite COVID  
impact

# Revenue Split

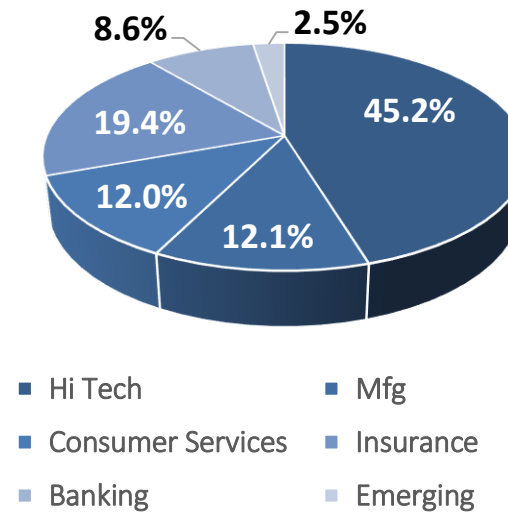


Q1 FY21

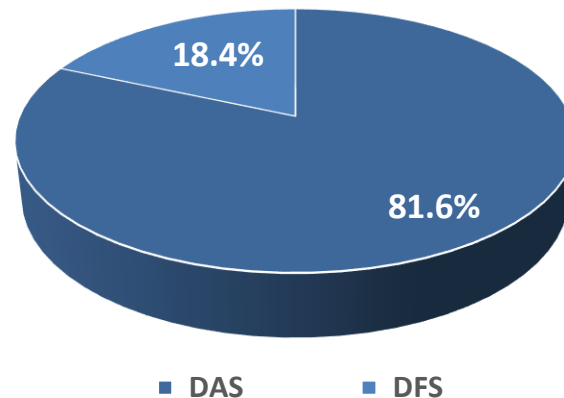
## Region Split & Growth (cc)



## Vertical Split & Growth (cc)



## Service Line Split & Growth (cc)



\*Erstwhile Cloud and Infrastructure Services (CIS) is now Digital Foundation Services (DFS)



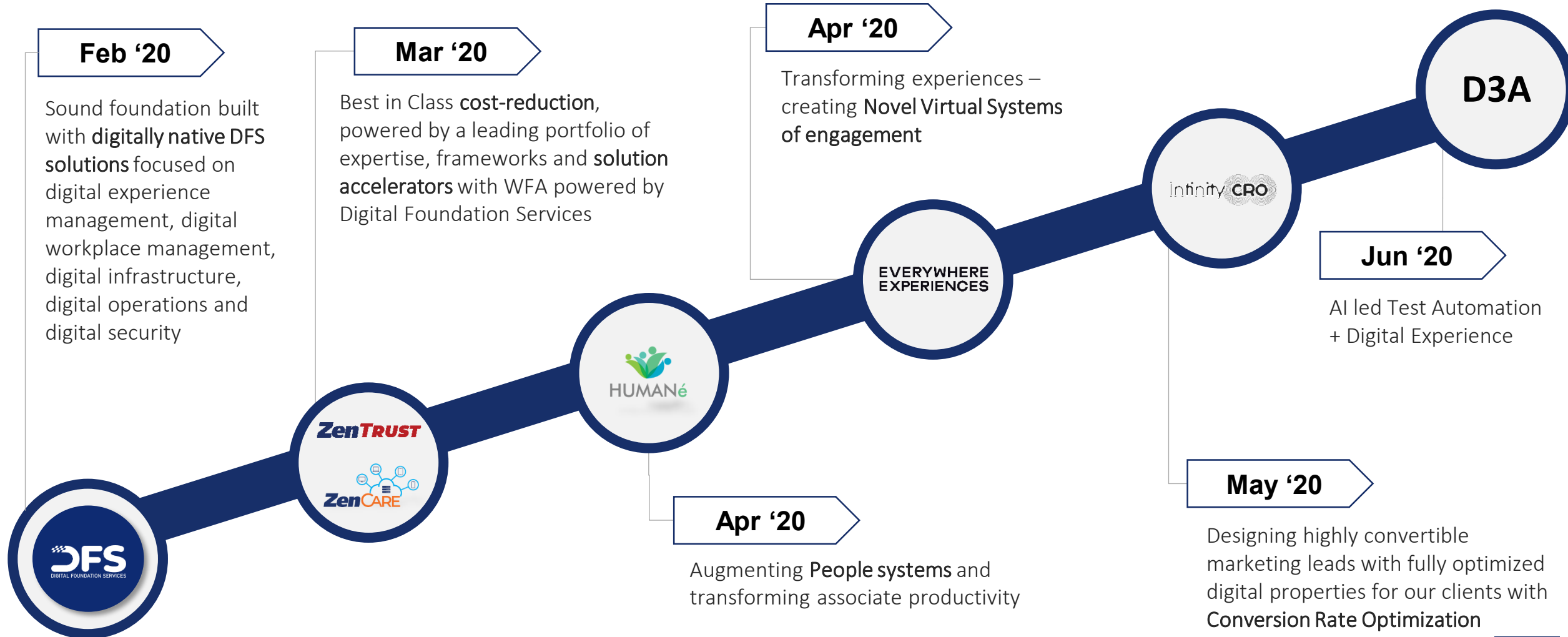
# Business Update

# Zensar's New Propositions

Robust Pipeline with wins in Multiple Clients



Q1 FY21



# Digital Foundation Services



Q1 FY21

**Cloud and Infrastructure Services (CIS) Business has now evolved across the spectrum to become Digital Foundation Services**

Business Outcome based; Vertical focused  
Digital Transformation enabled by DFS

Aligned to key areas of CIO / CTO spend in Enterprise 4.0



## Cloud

Deliver agility and flexibility



## Data

Ensure compliance, secure, accessible, backed up



## Users

Provide an engaging and secure experience everywhere they work



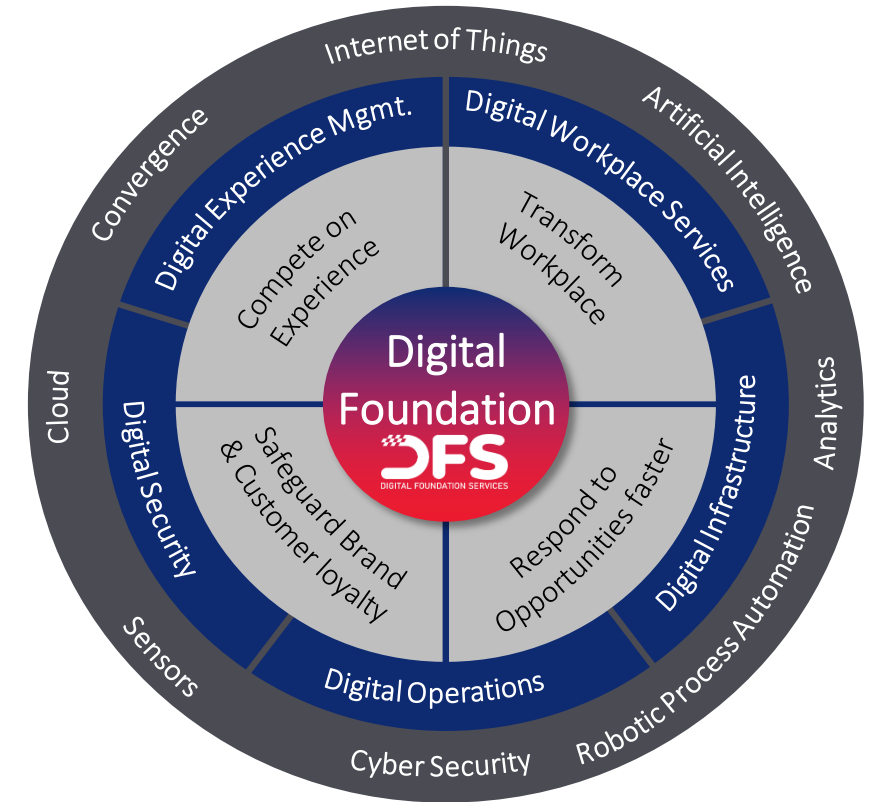
## Customers

Deliver unique and differentiating experience across every channel



## Operations

Secure, Consistent & Efficient operations



Value Proposition



Pillars of Digital Transformation



Digital Technologies

# Digital Foundation Services

## Analyst recognition and impressive wins



Q1 FY21

**Gartner**

FEATURED IN MQ FOR: DC  
Outsourcing, Managed Mobility  
Managed Workplace

**ISG**  
imagine your future

FEATURED IN ISG PROVIDER LENS  
REPORTS FOR: Digital workplace, Public  
cloud and Datacenter Outsourcing /  
Private cloud Services

**FORRESTER**

FEATURED AS 'Strong  
Performer' in Forrester Wave

**Everest Group**  
From insight to action.

FEATURED AS MAJOR CONTENDER  
in Everest Group Digital Services  
PEAK Assessment

**AVASANT**

FEATURED AS DISRUPTOR  
INNOVATOR

## Leading Zensar Case studies in DFS

Leading European financial institution specializing  
in building market economies

### Our Solution

- Ensuring every click, every swipe is flawless on Banking platforms through digital experience management
- Enabled *The Vinci* Unified dashboard for 360 real-time view of entire business services.
- Protect customer data in compliance with PSD2 standard through Ubiquitous Security solution.

### Our Impact

- ✓ Increased cost savings by 27%
- ✓ Increased customer satisfaction by 2X
- ✓ Increased employee productivity by 54%
- ✓ Enabled work from anywhere

A leading innovator of  
Respiratory products in US

### Our Solution

- Drive employee engagement & standardize ITSM & MIM Process digital workplace solutions
- Designed & Deployed Zero touch multi-cloud referencing digital Infrastructure architecture
- Augment operations with machine-first operating model using The Vinci & digital operations

### Our Impact

- ✓ 3X higher frequency of releases
- ✓ Reduced 35% of Operating Cost through tech Optimization
- ✓ Handling 10x additional volumes of business transactions during COVID-19

Leading Vision Care Company in US

### Our Solution

- Healthcare aligned User Persona based Smart Desk powered by workplace solutions
- Full-stack monitoring giving real-time visibility into member onboarding and claims transactions through DEM
- Consolidation of 5 DCs & APR reduced IT complexity with elevated security using digital security solution

### Our Impact

- ✓ 2x Faster claims processing and 3x improved members on-boarding
- ✓ User satisfaction improved from 34% to 47% in year 1.
- ✓ 57% improvement in User productivity



# Analyst Coverage & Recognition



Q1 FY21

Aspirants in **Salesforce Peak Matrix 2020**



Zensar Case studies mentioned in ISG **Digital Case Study Book**

'Aspirant' in **BFS Risk and Compliance IT Services**  
Everest PEAK Matrix® Assessment 2020



ZERF gets an **outstanding recognition**

Positioned as a 'Major Contender' in **Guidewire Services** Everest PEAK Matrix® Assessment 2020



Recognized as an 'Aspirant' in **Open Banking IT Services** in Everest Peak Matrix Assessment™ 2020

Mentioned as a Contender in Everest **Guidewire Services** PEAK Matrix® Assessment 2020 – Setting the Stage for **Core on Cloud**

Niche Player in the 2020 Gartner Magic Quadrant for **Data Center Outsourcing and Hybrid Infrastructure** Managed Services, North America



Mentioned in Gartner **Digital Commerce Vendor** Guide 2020

Niche Player in the 2020 Gartner Magic Quadrant for **Managed Mobility Services**, Global

**HFS HIGHLIGHT: ZENSAR**  
Introduces, ZENTRUST AND ZENCARE to help clients through COVID-19



HFS Top 10: **Agile Software Development**, 2020 study



# Employee & Community Wellness >>>>

Q1 FY21

*Zensar is committed to keep the Health and Safety of its people at the very centre*



**100%** Adoption of  
**Digital Native App** to track  
and support associate's  
health real time



First of its kind **4-day**  
**100% virtual** training  
workshop clocking  
**12000** training Hrs



Reskilling, upskilling,  
L&D : **72K+** technical  
& 100+ capability built  
for **4700+**



**24\*7 ERT, PRACTO-**  
**Online Consultation &**  
**Telemedicine Services**  
for **3000+** associates



Organized **100%**  
**Digital award**  
**functions, townhalls**  
globally to boost morale



Distributed **115+K**  
**meals** through RPG  
Foundation



**Associate Assistance**  
**Program** for Holistic  
counselling: **100+**  
sessions so far



Donated **Corona testing**  
**booths** & set up  
contribution initiative

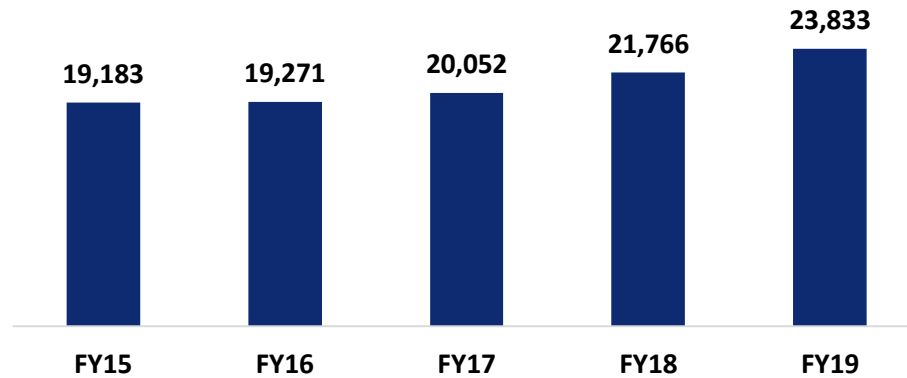


# RPG Group Overview

# RPG Group: Key Financials Q1 FY21

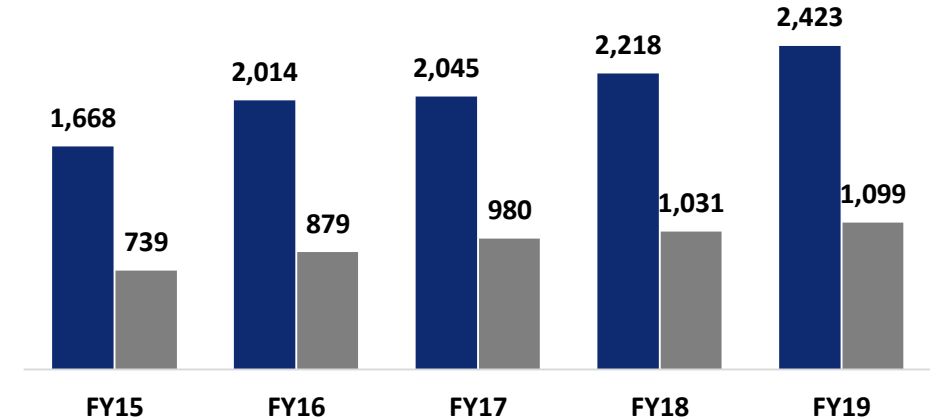
FY15-19  
CAGR: 5.6%

■ Gross Total Income (Rs Cr.)

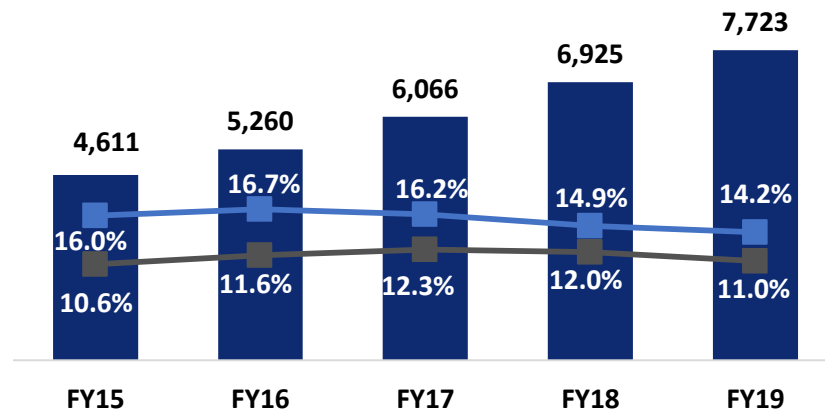


FY15-19 CAGR:  
EBITDA 9.8% PAT 10.4%

■ EBITDA ■ PAT



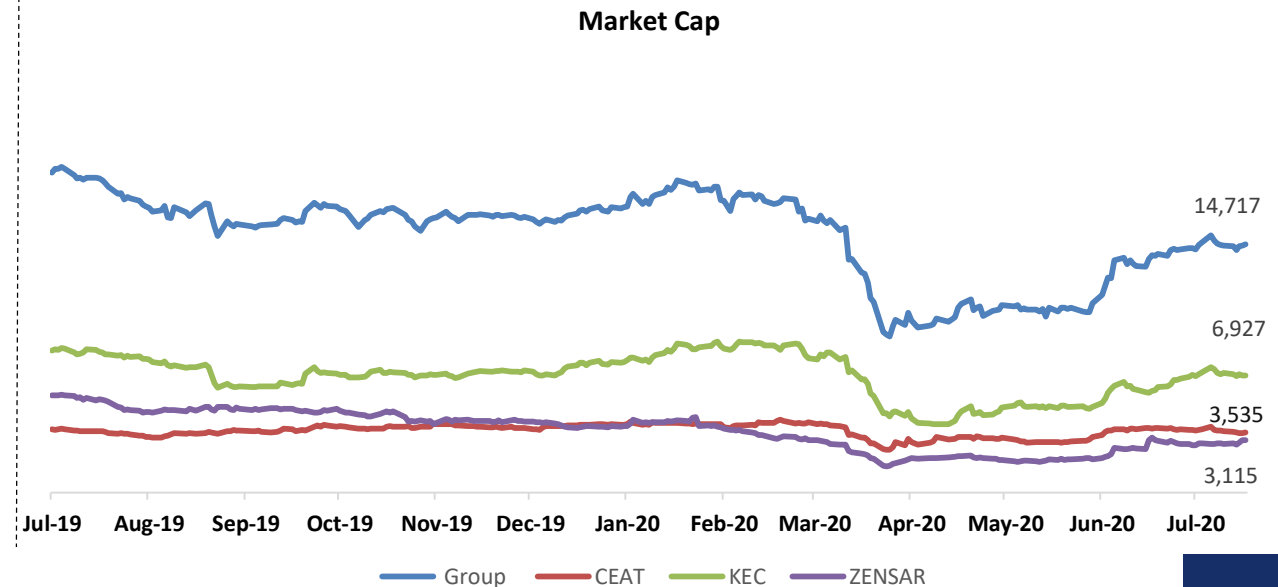
■ Net Worth ■ ROE ■ ROCE



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 17<sup>th</sup> July 2020

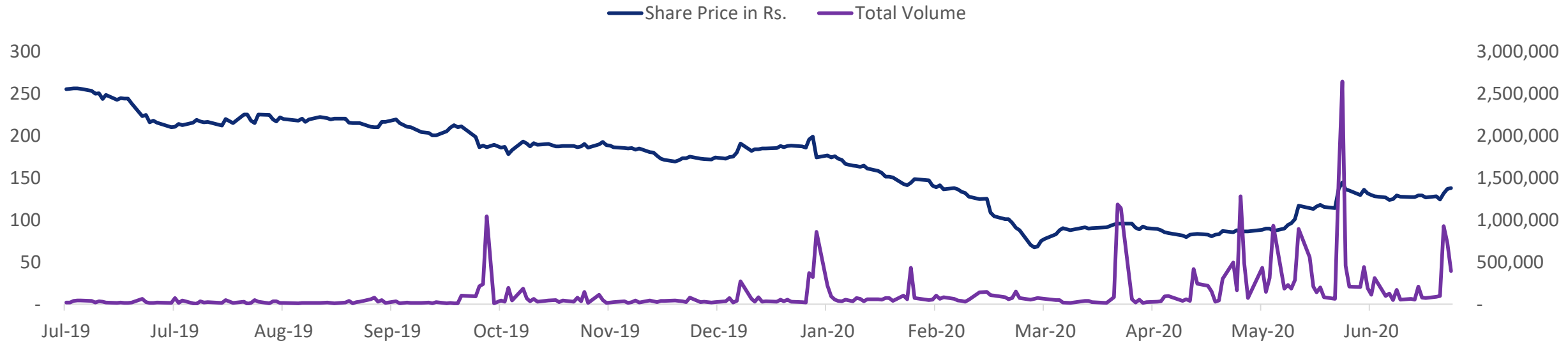
**ZenSar**



# RPG Group: Key Financials



Q1 FY21



## Equity Share Information

Shareholding Pattern (as on 30<sup>th</sup> June 2020):

Share Price (17<sup>th</sup> July 2020): INR 138.15/ share

Market Cap (17<sup>th</sup> July 2020): INR 3,115 Crs

Financial Year: April to March

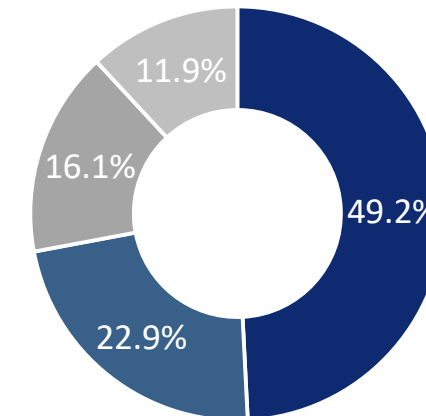
Face Value: INR 2 / share

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



■ Promoter ■ Apax Partners ■ FPIs ■ DIIs/ Others

**Thank You**