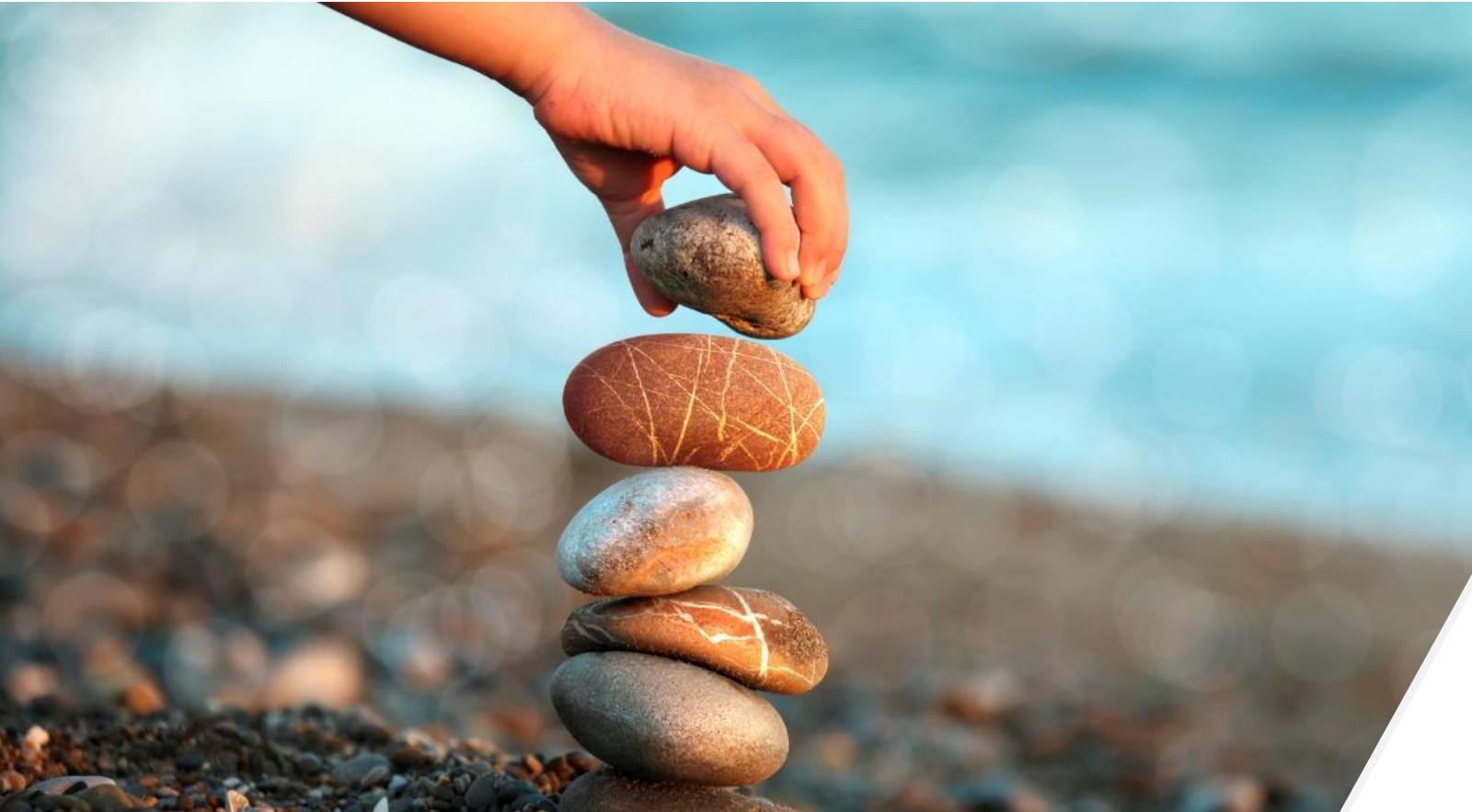


Zensar Technologies

Analyst Presentation

Q4 and FY21 Quarter and Year Ending March 31, 2021

ZenSar



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An  **RPG** Company

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.

Part of **USD 4B RPG Group**
& An APAX Partners Portfolio Company
Listed on NSE for 58 years

24 Global Locations
Offices located in India, USA, UK, Europe and Africa

Serving clients across

3 regions	3 verticals
1. USA	1. HTM
2. UK & EU	2. BFSI
3. Africa	3. Consumer services

494_M **USD Revenue FY21**
64.2% Digital Revenue in FY21

18.7% **EBITDA Margin**
Significant margin improvement in FY21
29.9% growth from FY20
Net Profit at 9.5% in FY21

166.3_M **USD Net Cash**
(as of Q4 FY21)
DSO at 77 Days

625_M **TCV Deals Won FY21**
Multiple new logo wins across verticals

9000+ **Associates**
302 QoQ Net headcount growth
30.1% Women Associates







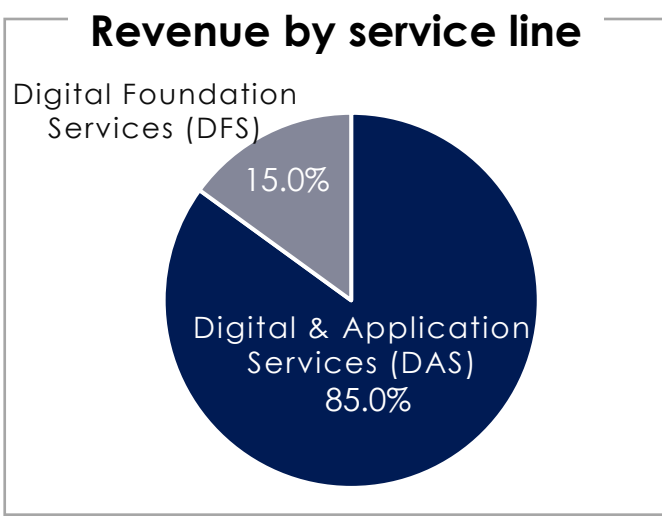
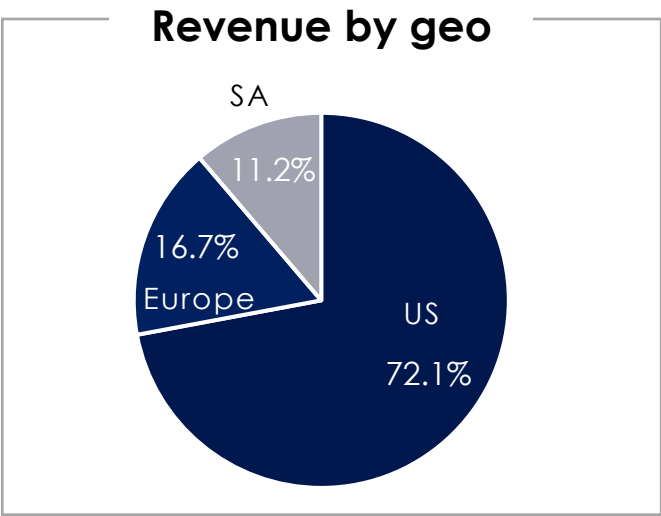
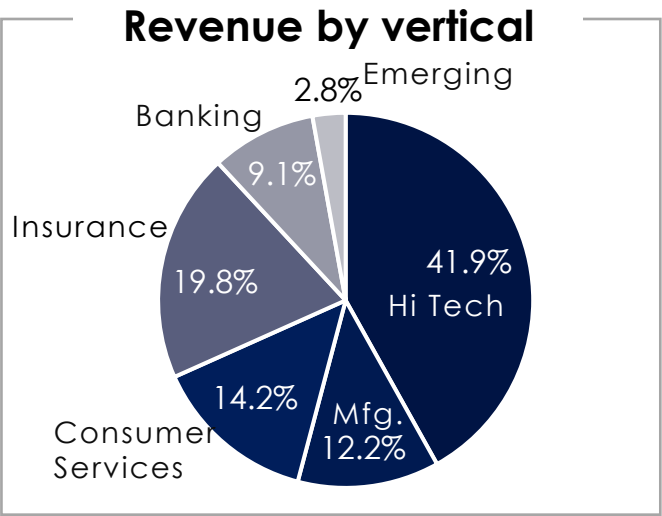
Zensar has 1000+ associates in Hyderabad

**Numbers presented above are adjusted to exclude TPM business performance and adjusted for exceptional items unless otherwise mentioned*

Financial Updates

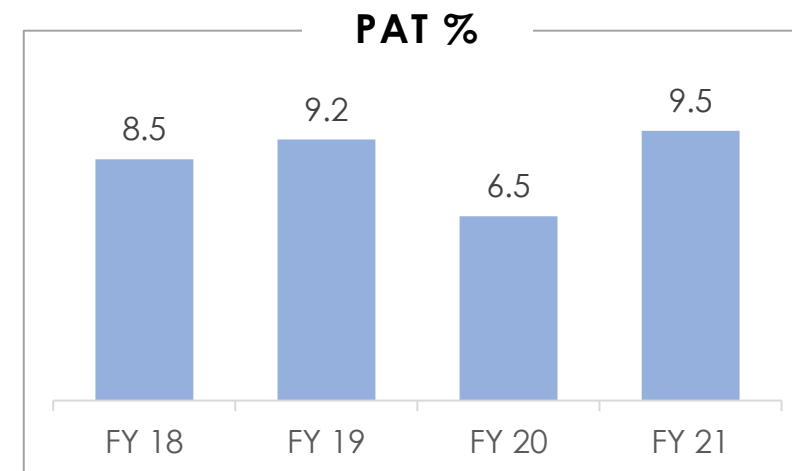
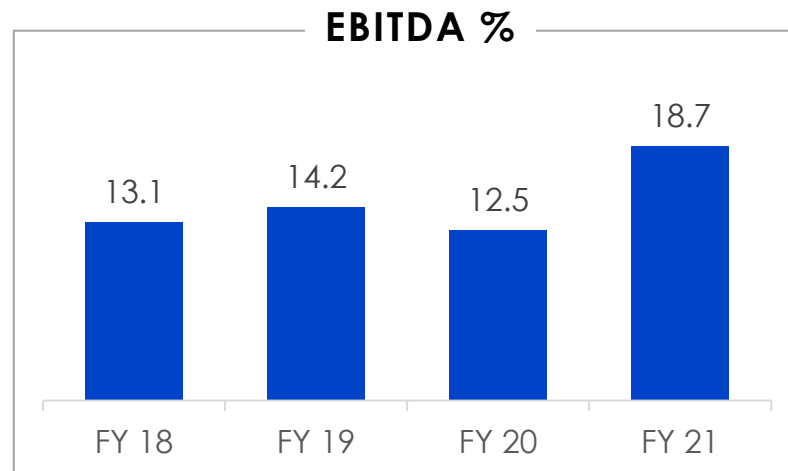
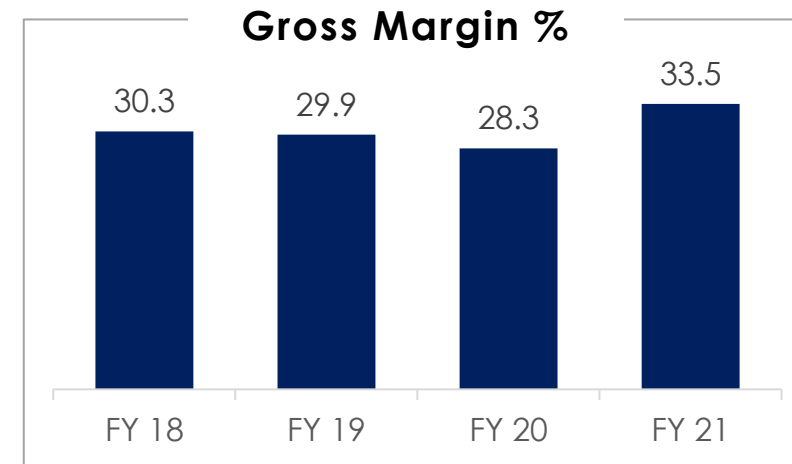
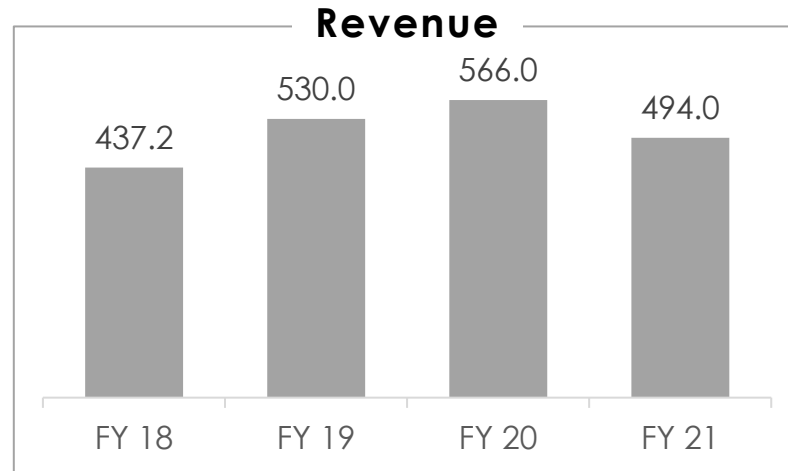


 USD 494.0M Revenue, down 12.7% YoY	 33.5% Gross Margin, up 520 bps YoY	 18.7% EBITDA, up 620 bps YoY	 9.5% PAT, up 300 bps YoY
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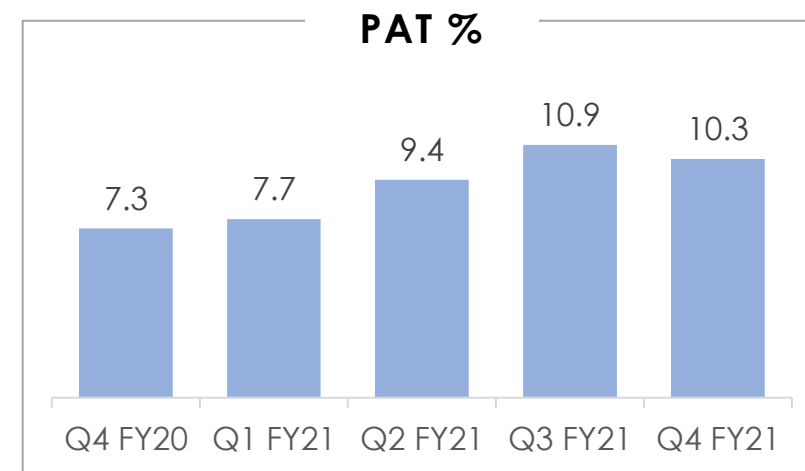
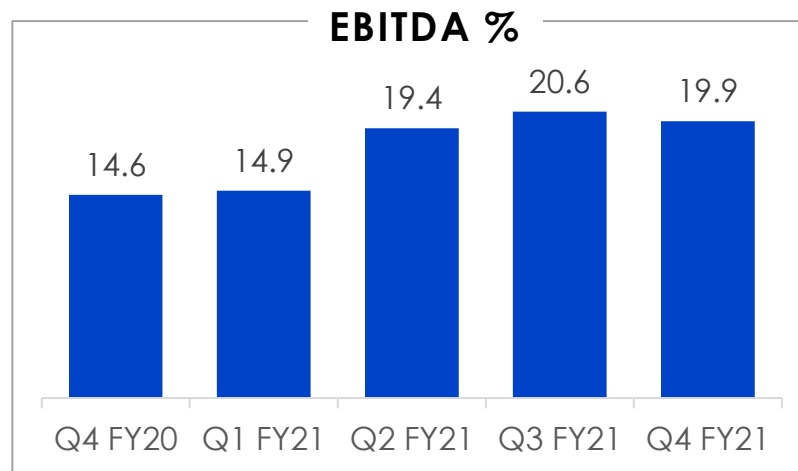
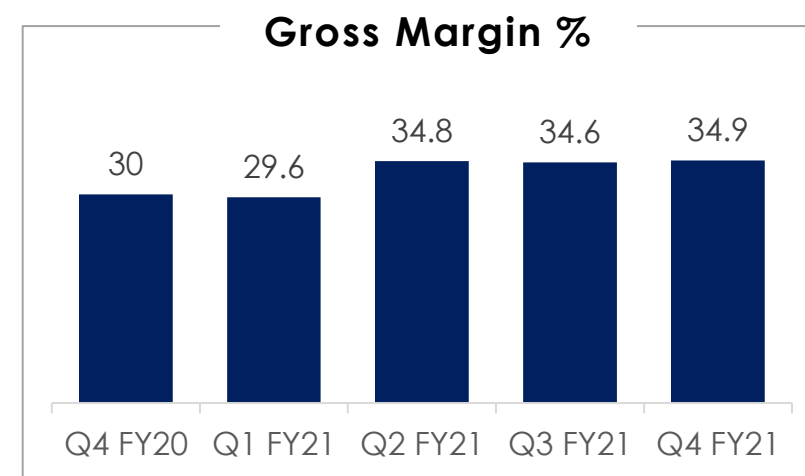
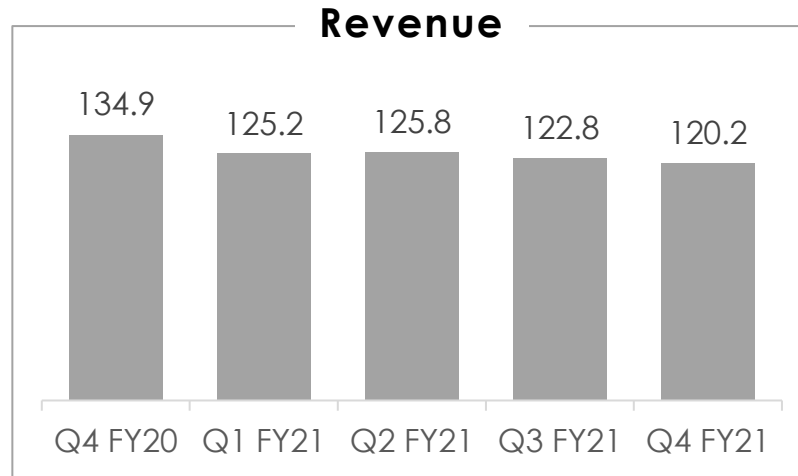
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Key financials (1/2)



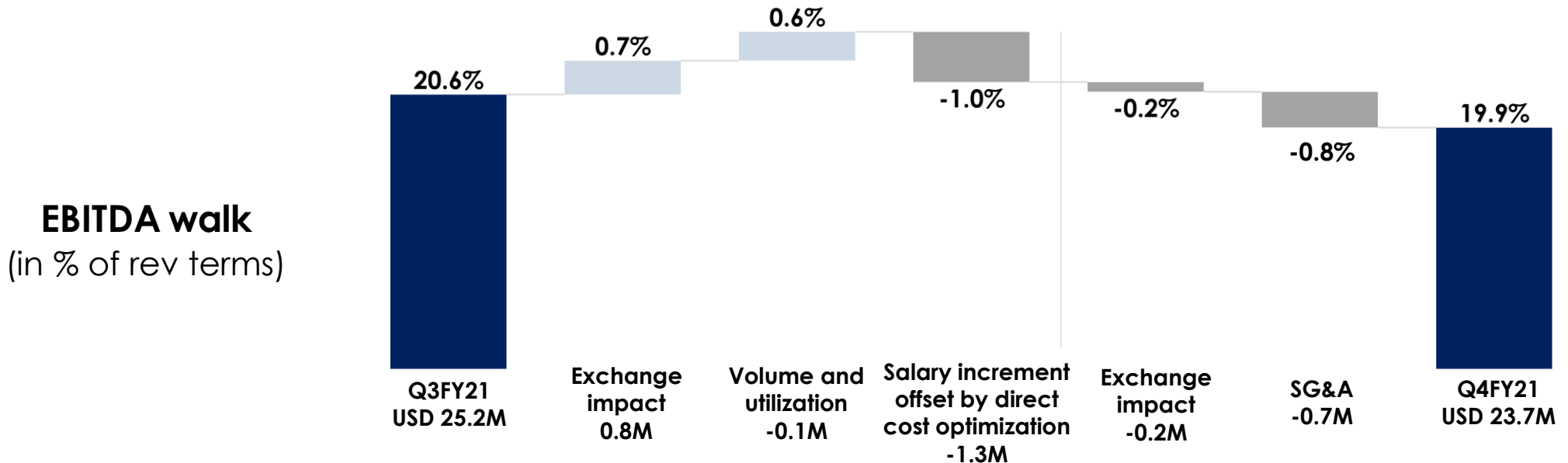
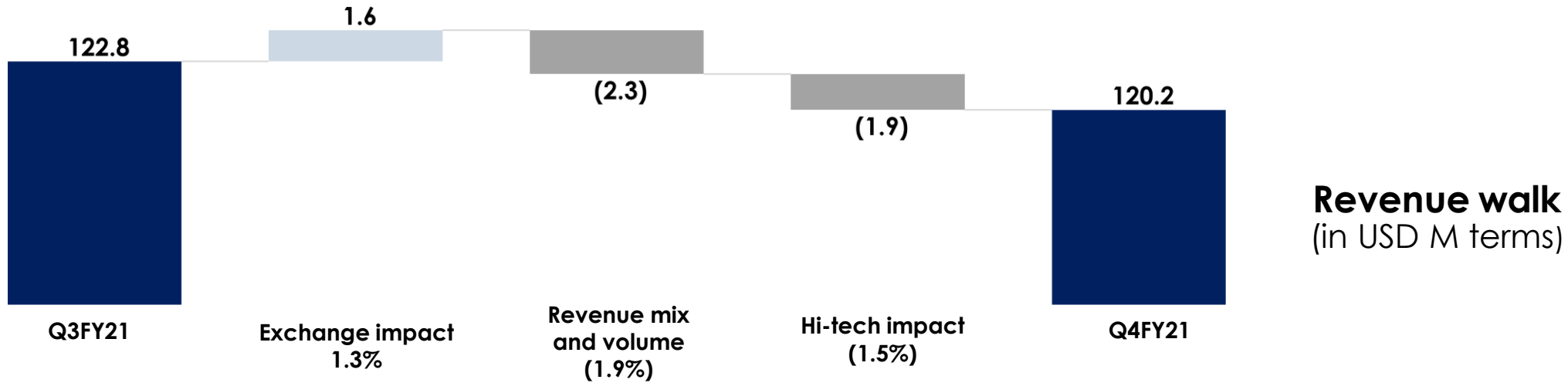
**Numbers presented above are adjusted to exclude TPM business performance and adjusted for exceptional items unless otherwise mentioned*

Key financials (2/2)



**Numbers presented above are adjusted to exclude TPM business performance and adjusted for exceptional items unless otherwise mentioned*

Revenue and EBITDA walk



**Numbers presented above are adjusted to exclude TPM business performance and adjusted for exceptional items unless otherwise mentioned*

Million+ dollar clients (LTM)

	FY19	FY20	FY21
20 Mn Dollar+	2	2	2
10 Mn Dollar+	9	10	7
5 Mn Dollar+	19	24	24

Revenue mix (% of total revenue)

	FY19	FY20	FY21
Top 5 Clients	38.3%	38.8%	38.8%
Top 10 Clients	47.9%	49.7%	50.0%
Top 20 Clients	59.2%	63.8%	63.7%

**Numbers presented above are adjusted to exclude TPM business performance*

Key wins in FY21



Strategic partnership with a leading UK based insurance firm to transform business technology



Digital convergence mandate for a US based multinational technology conglomerate



Employee experience centric solution for a Fortune 500 drug retailer in the US



Redefining Warehouse Management for a Global Fortune 500 leader in the Retail Segment



Innovative solution focused on automation & self-service for a leading software cloud company



End-to-end business function support partner for a Fortune 500 product manufacturing company



Awards and Recognitions



Recognized as **Disruptor** in Applied AI and Advanced Analytics RadarView 2021



Recognized as **Disruptor** in CX and CRM RadarView 2020-2021

Recognized as **Star Performer** and **Major Contender** in Everest Group's Application and Digital Services in Life and Annuities PEAK Matrix® Assessment 2021



Recognized as an **Aspirant** in System Integrator (SI) Capabilities on Amazon Web Services and Microsoft Azure Services PEAK Matrix® Assessment 2021

Recognized as a **niche** player in 2020 Gartner Magic Quadrant for Data Center Outsourcing and Hybrid Infrastructure Managed Services, North America



Mentioned in Gartner Digital Commerce Vendor Guide, 2020



Winner 2021

Winner in the Cloud Consultancy/MSP of the year



Winner 2021

Winning Edge in Digital Transformation brought by CFO



Winner 2021

Zensar's The Vinci™ wins under the AI Powered Innovation for Enterprise category

Strategy Update



The Journey So Far



LIVING DIGITAL JOURNEY

Pre 2016 Core building years



Pre-Transformation

- Business was primarily focused on setting up foundational capabilities
- Competency around Oracle suite was the largest driver for business
- Acquired Professional Access (Oracle ATG/e-commerce)

2016-2017 Digital Self-Transformation



Self-Transformation

- Acquired Foolproof and Keystone
- Focus on core and identified non-core business for divestiture
- Started new-age Innovation Center "ZenLabs" for transformations in future technology
- 100% internal processes digitized through mobile-based platforms

2018-2019 Digital Competency & Business Expansion



Focus on Core, Digital

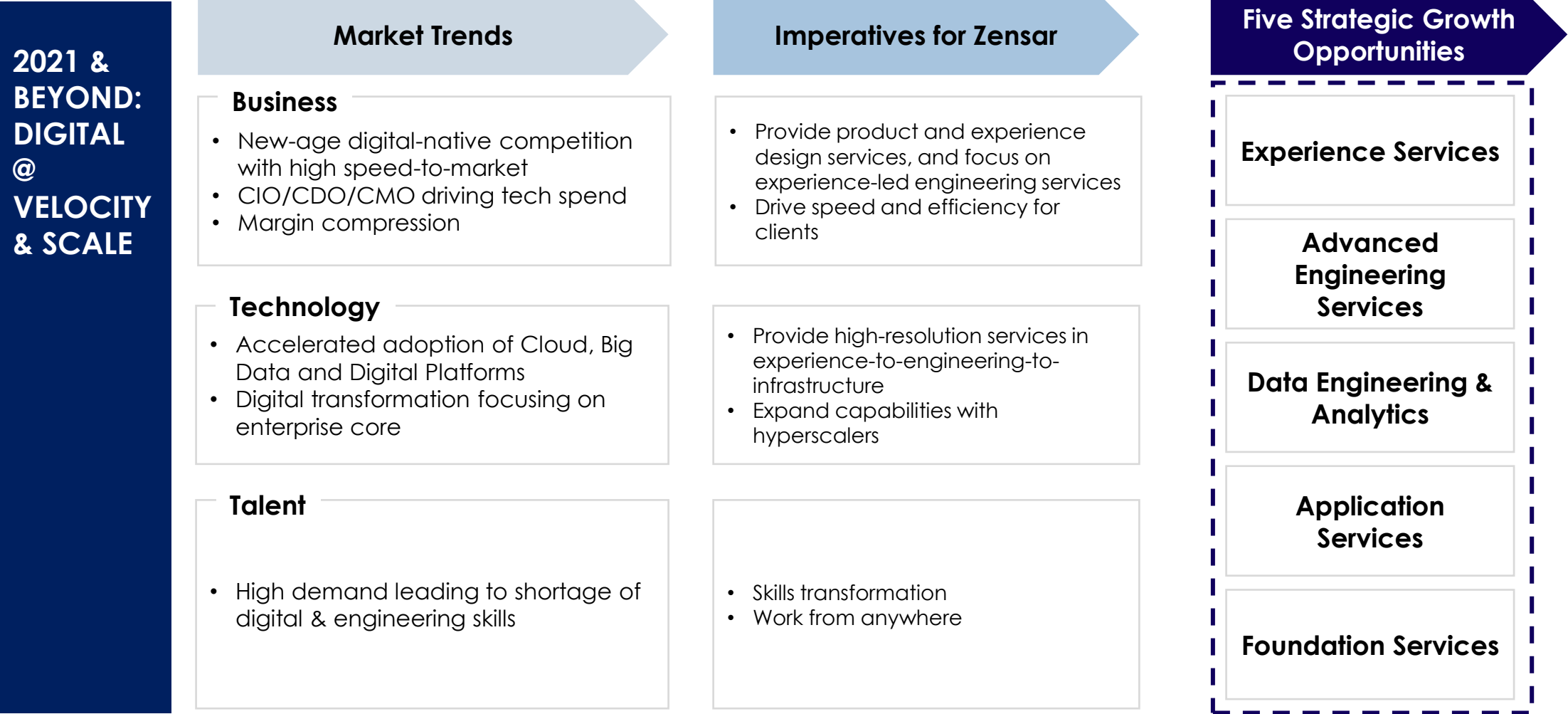
- Internal digitization of firm – becoming 100% digital
- GTM revamp: Focused on select customers large deals (> USD 30M); Focus on mining of 5mn accounts
- Acquired Cynosure & Indigo Slate
- Divested non-core RoW business in Jan 2019

2020-2021 Strengthening Fundamentals



Post-COVID actions

- Margin recovery at 18.7% in FY21; Free Cash flow on sustainable track
- 100% WFH implemented. 500+ associates onboarded in WFA
- Major focus on reskilling and upskilling of associates
- Divested MVS business and Aquila to focus on core business



Five
Strategic Growth
Opportunities
(SGOs)

Broad areas of market opportunity that we will focus on and organize company resources, investments and alliances around for maximum business impact



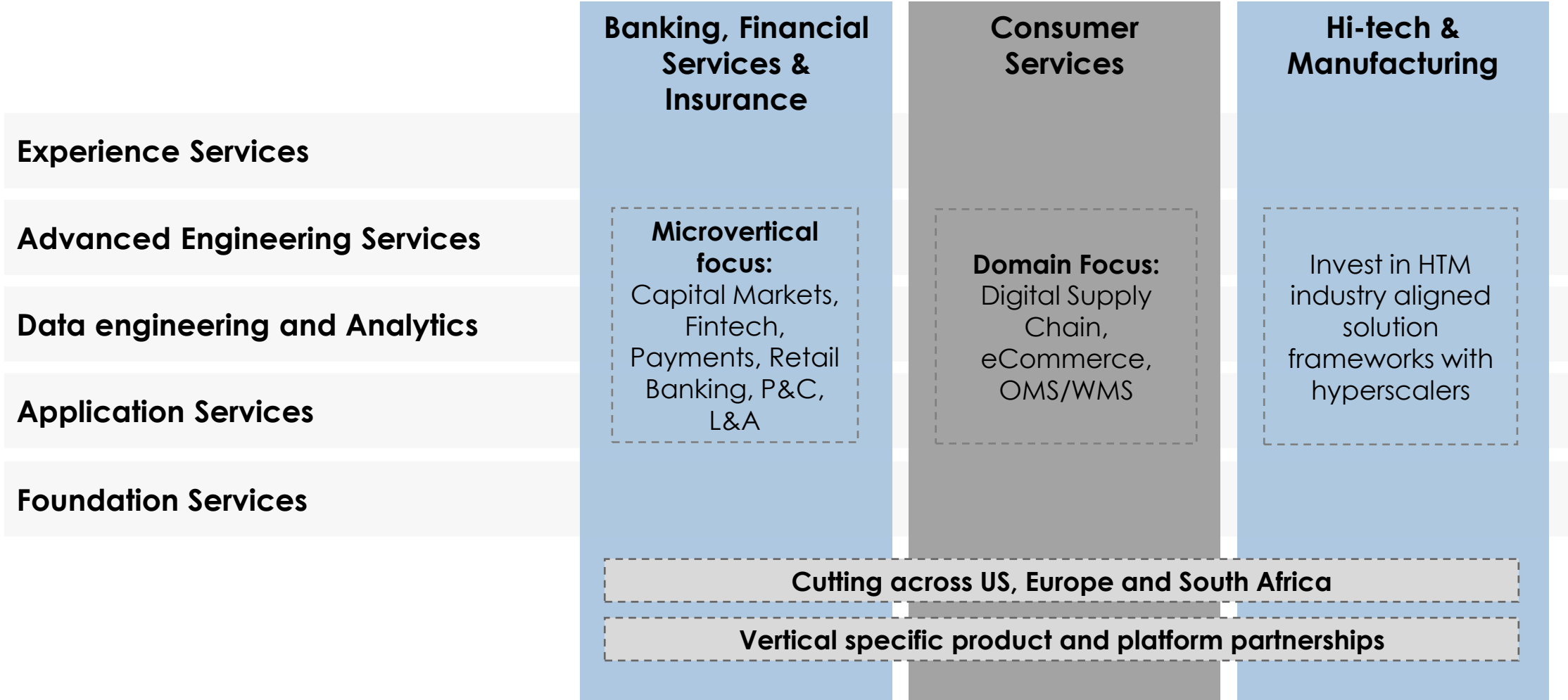
Playbooks

Each SGO comprises of multiple playbooks. Playbooks act as service propositions and solutions targeted towards specific market opportunities and/or customer needs to act as primary tools for go-to-market and to drive customer value-propositions.

Pillars of
strategy



...overlay on vertical and geography



Strategic partnerships to drive growth



Strategic Partnerships

Key Platform Relationships to drive CX, Software Engineering, Cloud & Data Relationships



Key SaaS Relationships to drive Enterprise Applications Transformation



* List of partnerships not exhaustive

Zensar's COVID-19 Response



01

Associate Wellness

Use of in-house digital platform to enable wellness and ensure swift response from global Emergency Response Teams

Employees being supported with COVID testing, vaccination, and medical assistance



02

Societal Impact

Over the past year, Zensar through RPG Foundation has been involved in distributing 1.1 lakh cooked meals, distributing rations in Pune

Donated PPE kits and masks to Pune and Hyderabad Municipal Corp. Organized volunteering activities for COVID-19 and vaccination awareness



03

Delivery Assurance

Identification of backup information for all critical resources within delivery organization to ensure business/service continuity in case of any exigencies

Continued proactive support and client communication



RPG Overview

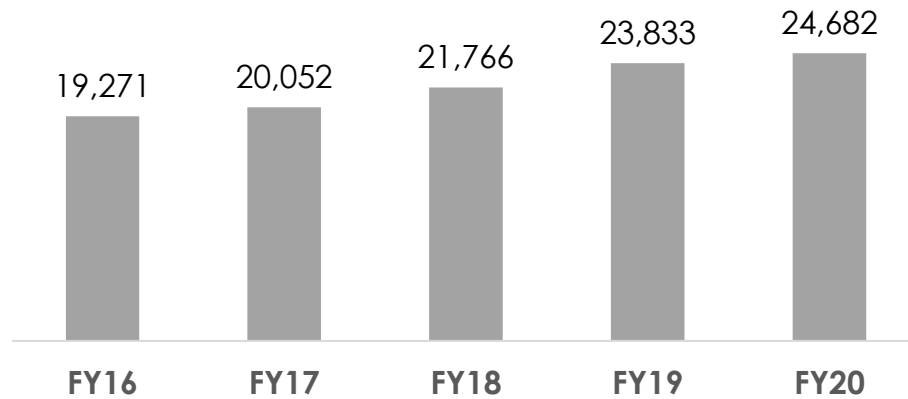


RPG group key financials

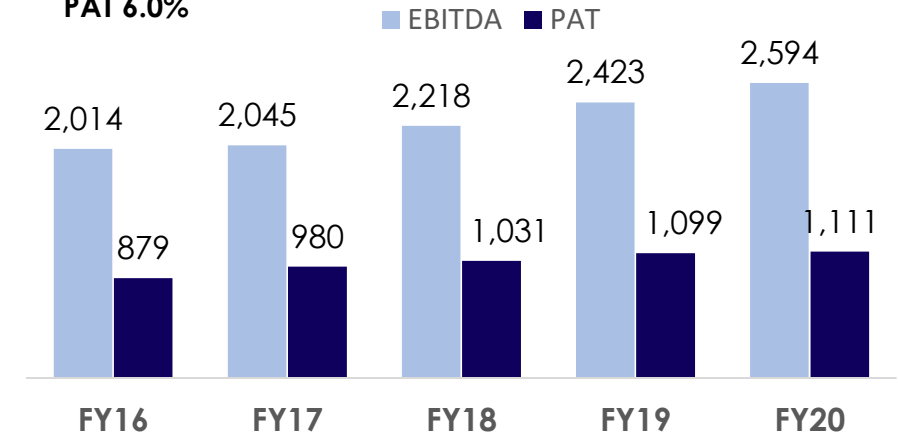


**FY16-20
CAGR: 6.4%**

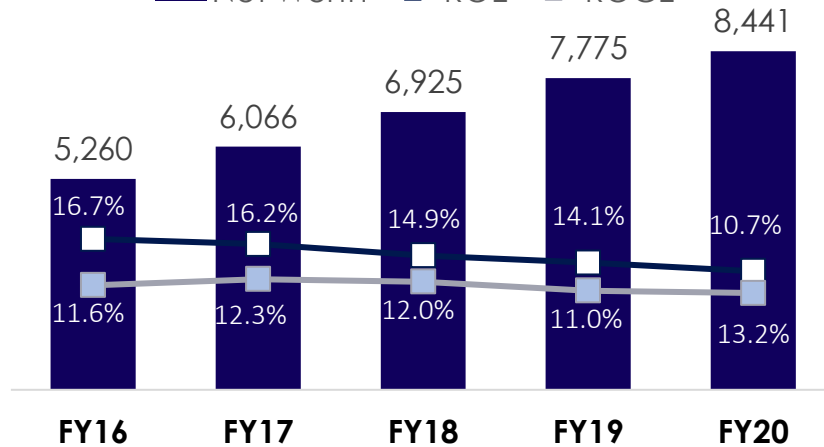
Gross Total Income (Rs Cr.)



**FY16-20 CAGR:
EBITDA 6.5% PAT 6.0%**



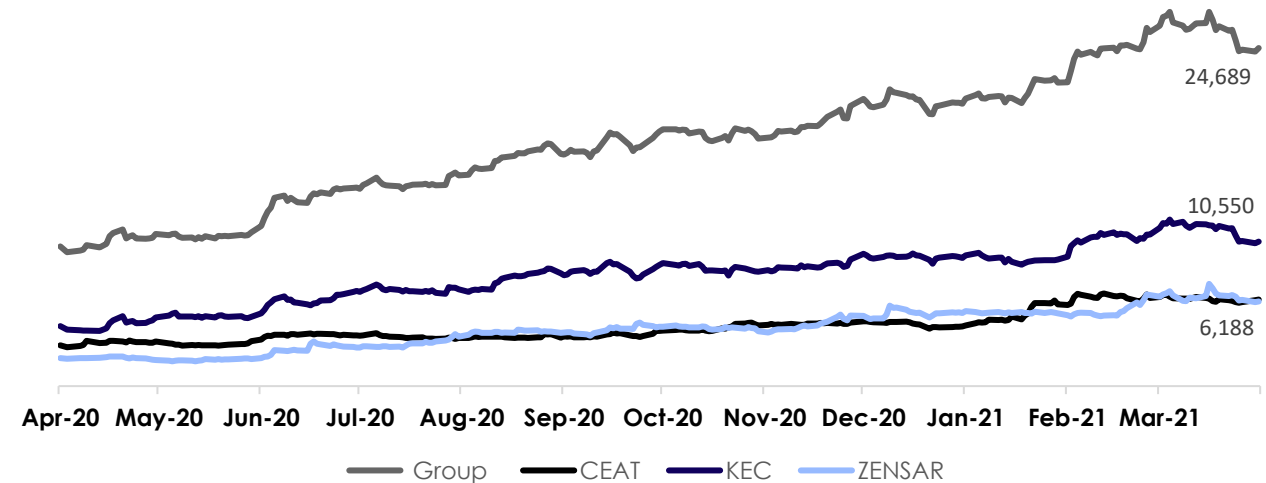
Net Worth ROE ROCE



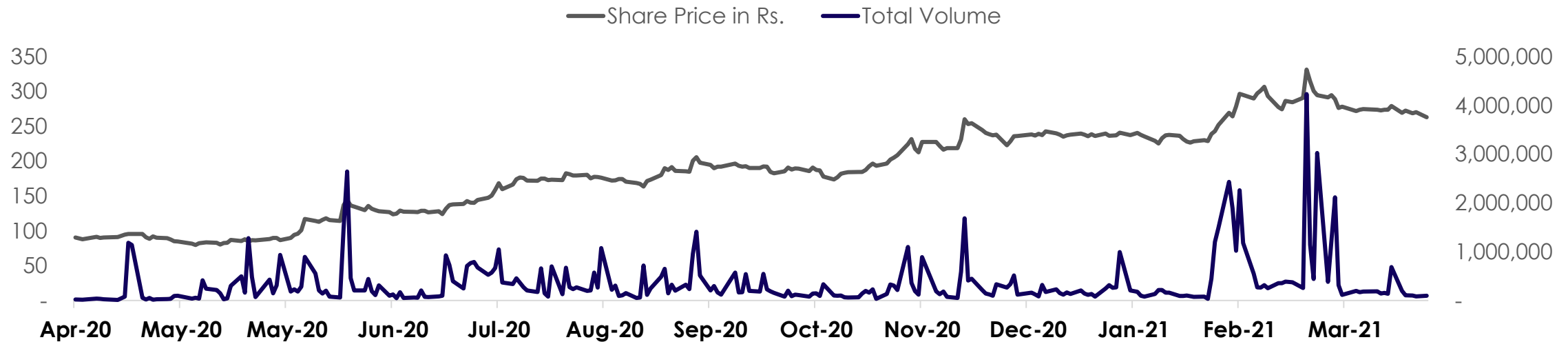
Note:

- 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 March, 2021

Market Cap



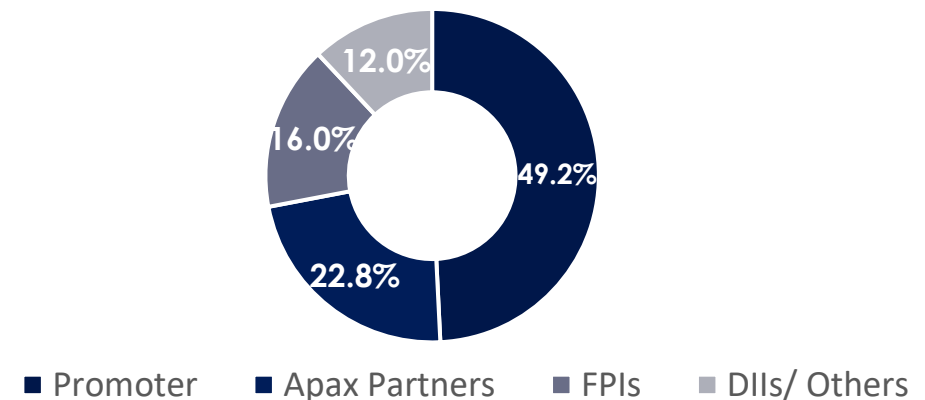
Stock Price and shareholding pattern



Equity Share Information:

- Share Price (31th March 2021): INR 274.25/share
- Market Cap (31th March 2021): INR 6,187.64 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 March 2021):



**Thank
You**

