

Annual General Meeting | FY 2021-22

HGS 2.0

A new beginning



A promise to
soar Higher



Certain statements in this presentation concerning our future growth prospects are forward-looking statements, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements.

Overview of the presentation

About HGS

Performance

Business
Highlights

Way forward

FY2021-22: An extraordinarily eventful year

- Completed sale of Healthcare Business at a valuation of US \$ 1,200 million, subject to closing adjustments
- Completed acquisition of Diversify Offshoring Solutions in Australia
- Initiated the acquisition of NXTDIGITAL's digital and media business
- Launched new HGS brand identity accentuating the Digital ambitions



About HGS

HGS' new brand identity



On December 9, 2021, HGS marked a new milestone with the launch of a new brand identity, which comprises a redesigned logo and new vision and mission statements.

The new logo



Our Vision

is to be the world's leading expert in transforming customer experiences for the most admired brands.

Our Mission

is to innovate, optimize, and grow our clients' businesses with the perfect balance of technology and people.

HGS' Five New Values

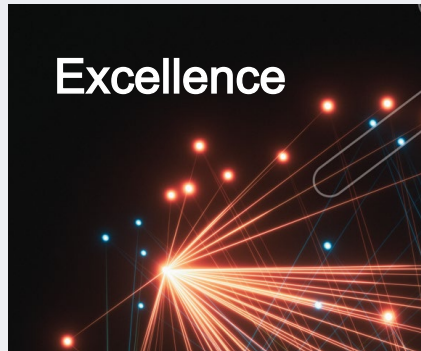
Based on the five principles established by our Group Founder, HGS has evolved Five Values that weave the different cultures across HGS and its subsidiaries into one fabric.



Integrity

We deliver on our promises every time.

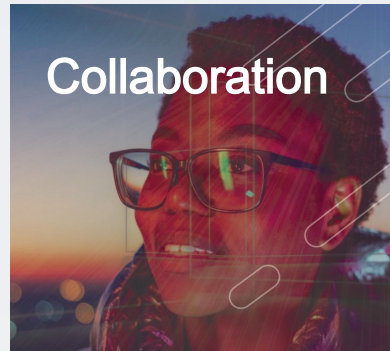
Our word is our bond.



Excellence

We raise the bar higher and higher.

Continuous innovation is in our DNA.



Collaboration

Your success is our success.

We align everyone and everything needed to achieve our shared goals together.



Sustainability

We work to give.

We care for our planet as well as our communities, people, clients, and partners.



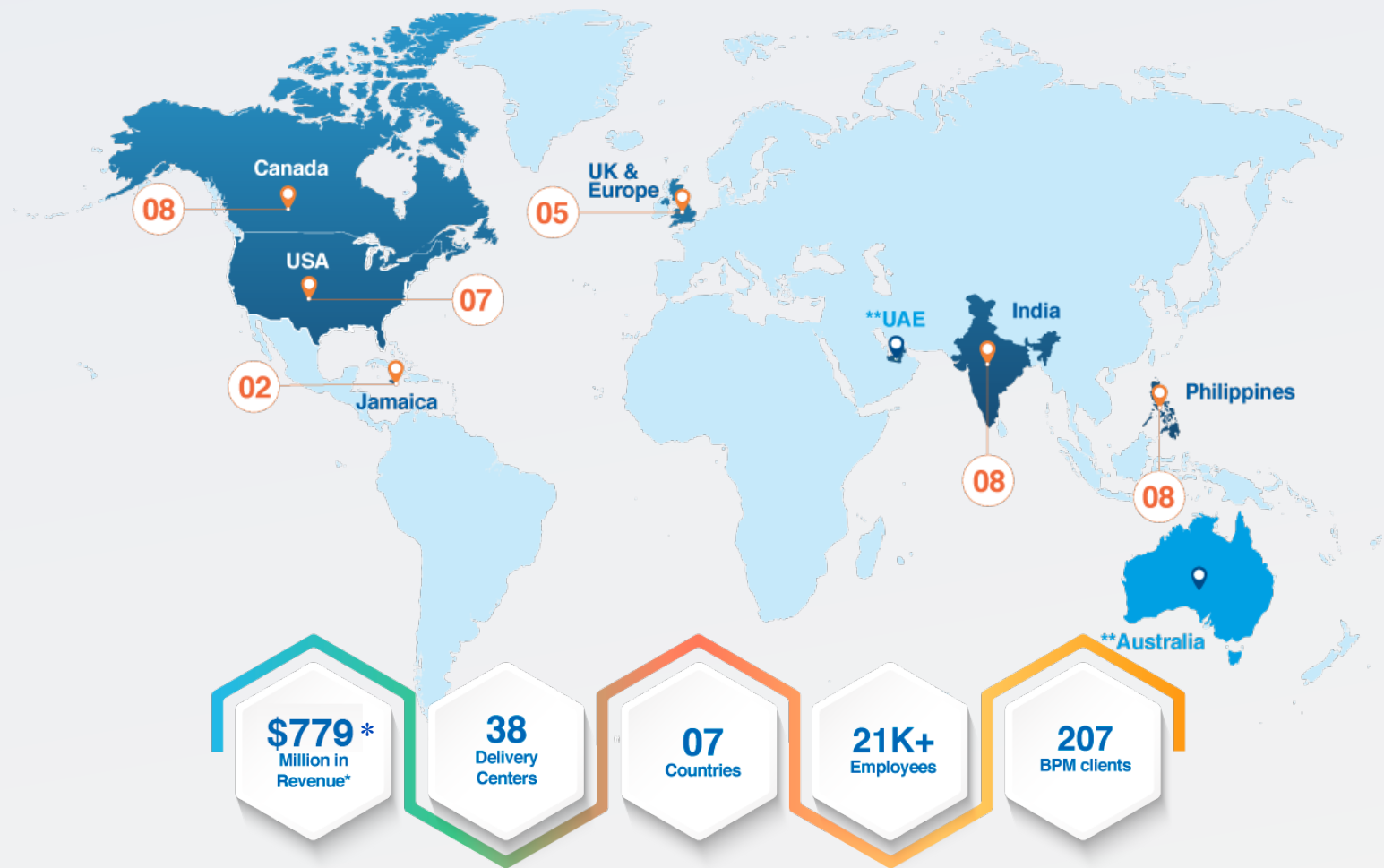
Inclusivity

Together, we progress.

We embrace differences and foster an environment of mutual trust, respect, and equality.

HGS' Presence

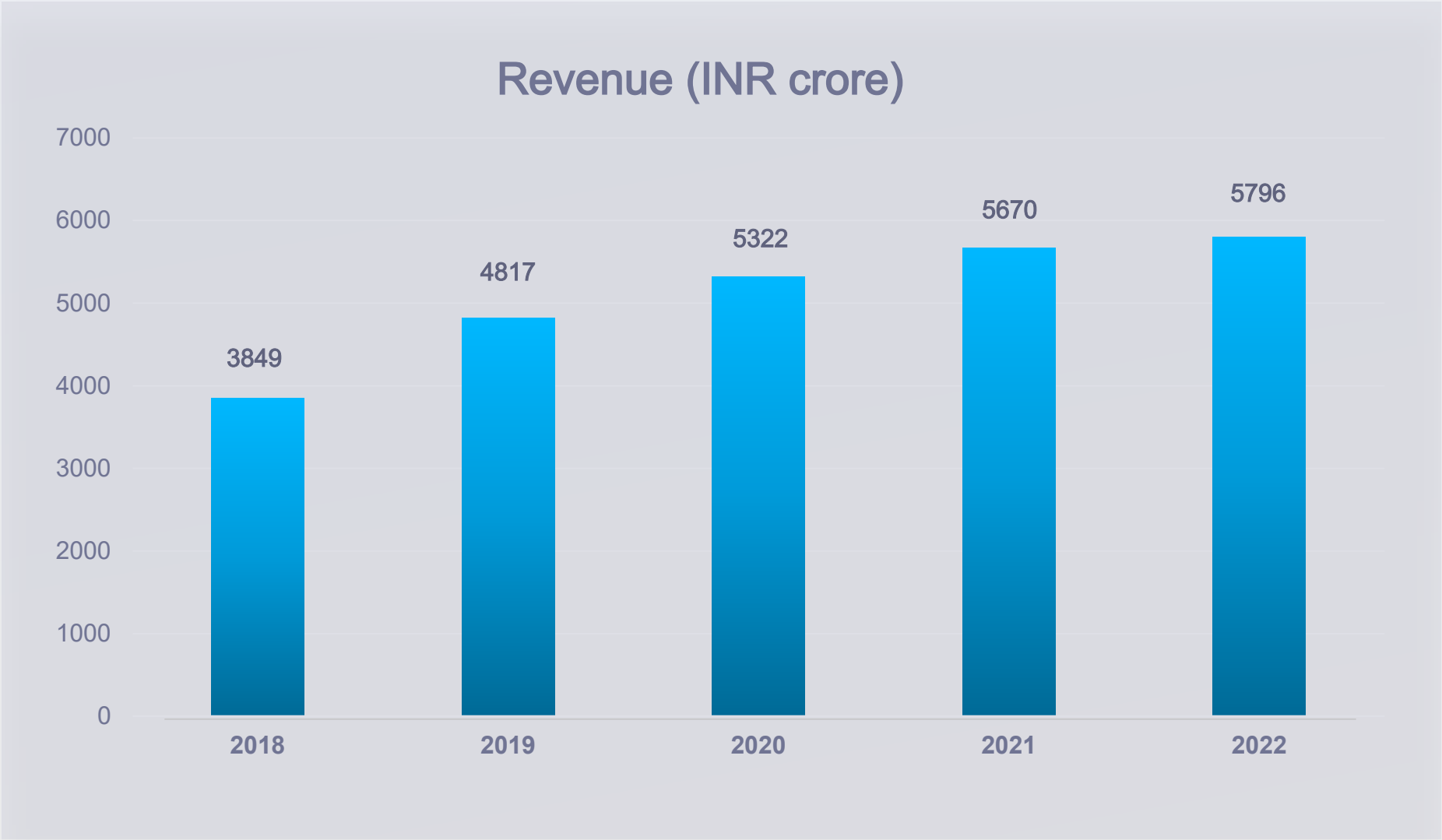
Optimizing customer experiences and helping our clients become more competitive



Note: *FY22 revenues include revenues from the Healthcare Services Business till date of sale on 5th January, 2022 | Number of delivery centers, employees, locations and clients are as of 31st March, 2022.

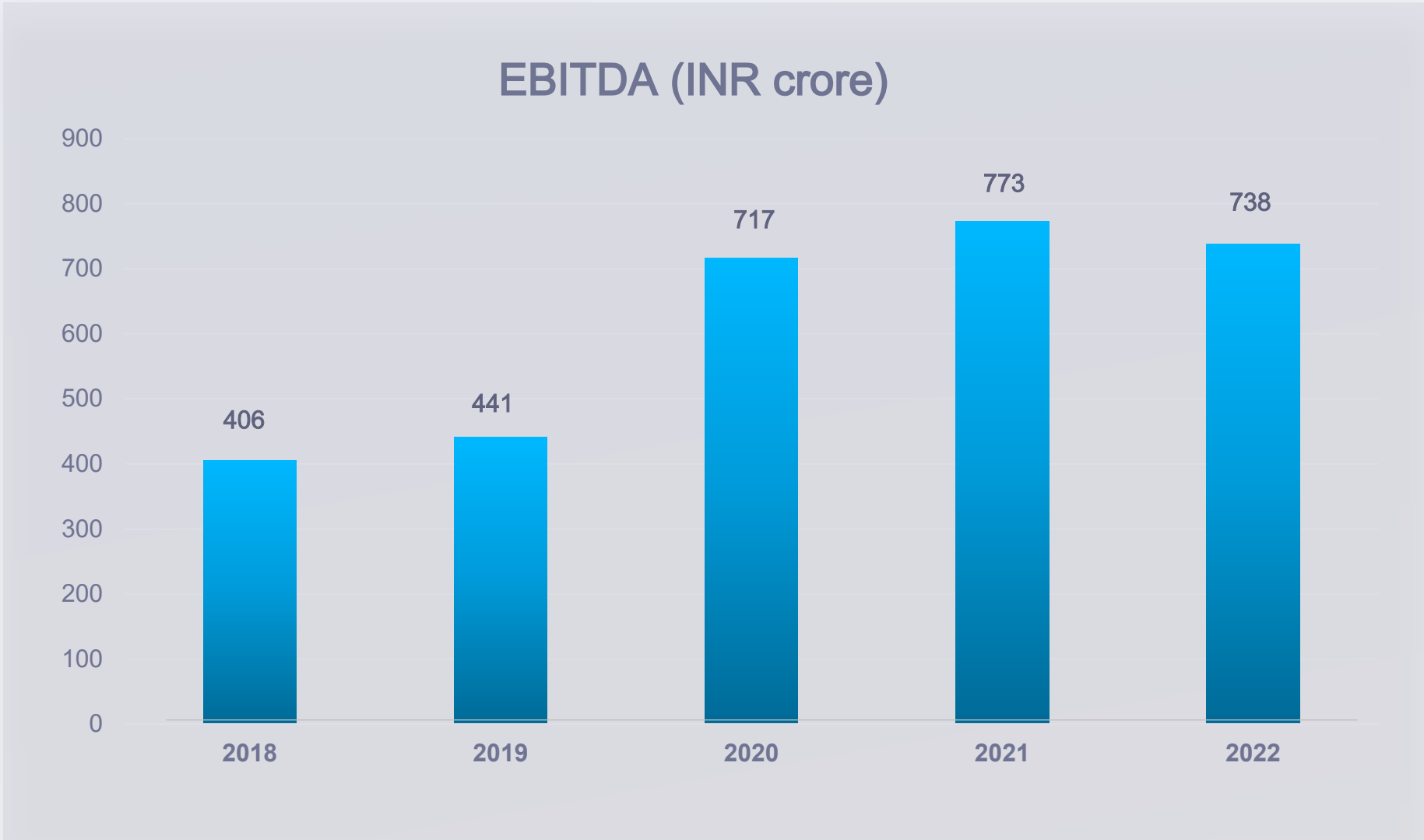
**Australia and UAE – sales office

Performance Snapshot



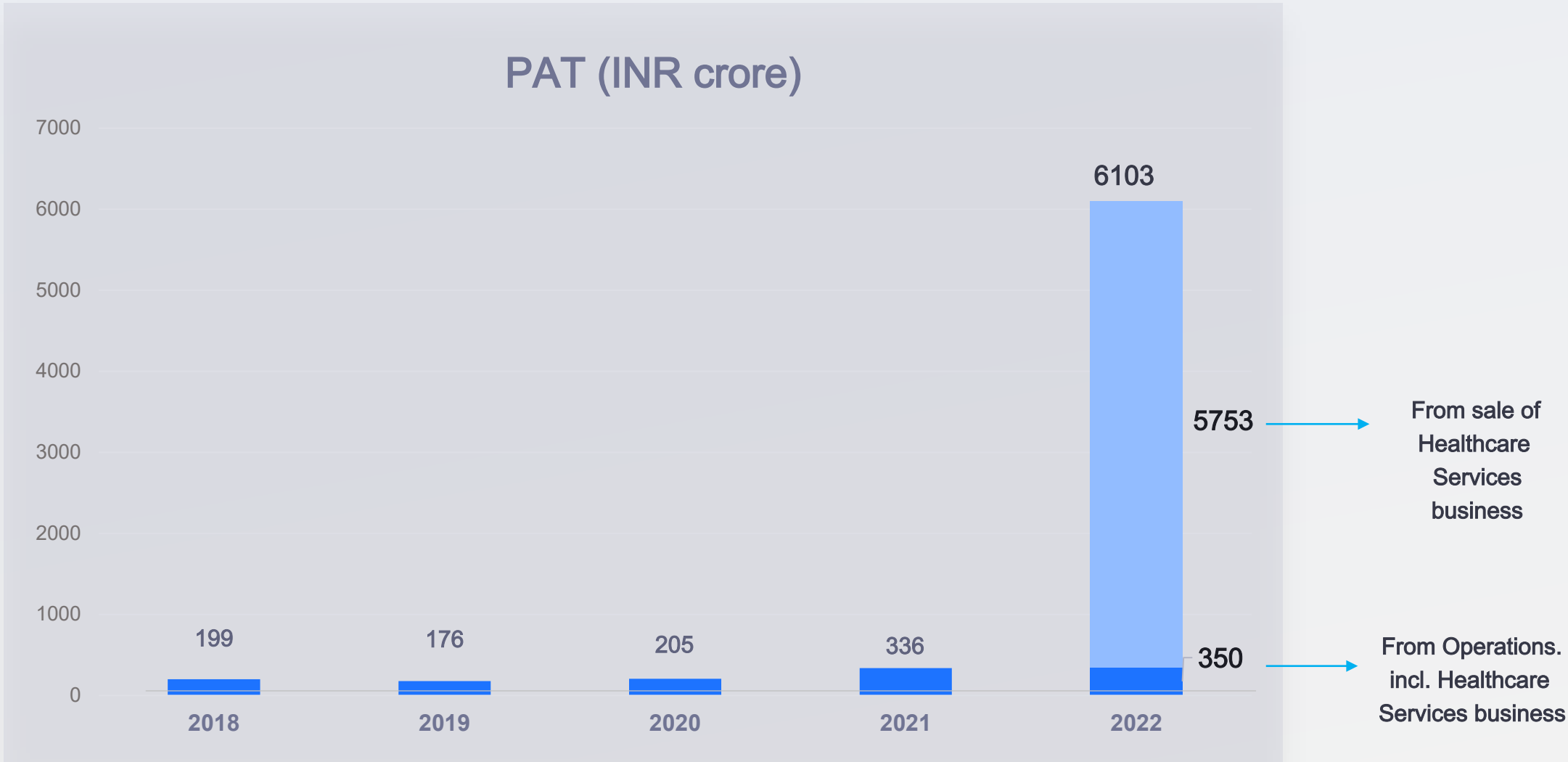
Note: FY22 revenues include revenues from the Healthcare Services business till date of sale, i.e., 5th January, 2022

EBITDA Performance



Note: FY22 EBITDA includes EBITDA from the Healthcare Services business till date of sale, i.e., 5th January, 2022

PAT Performance

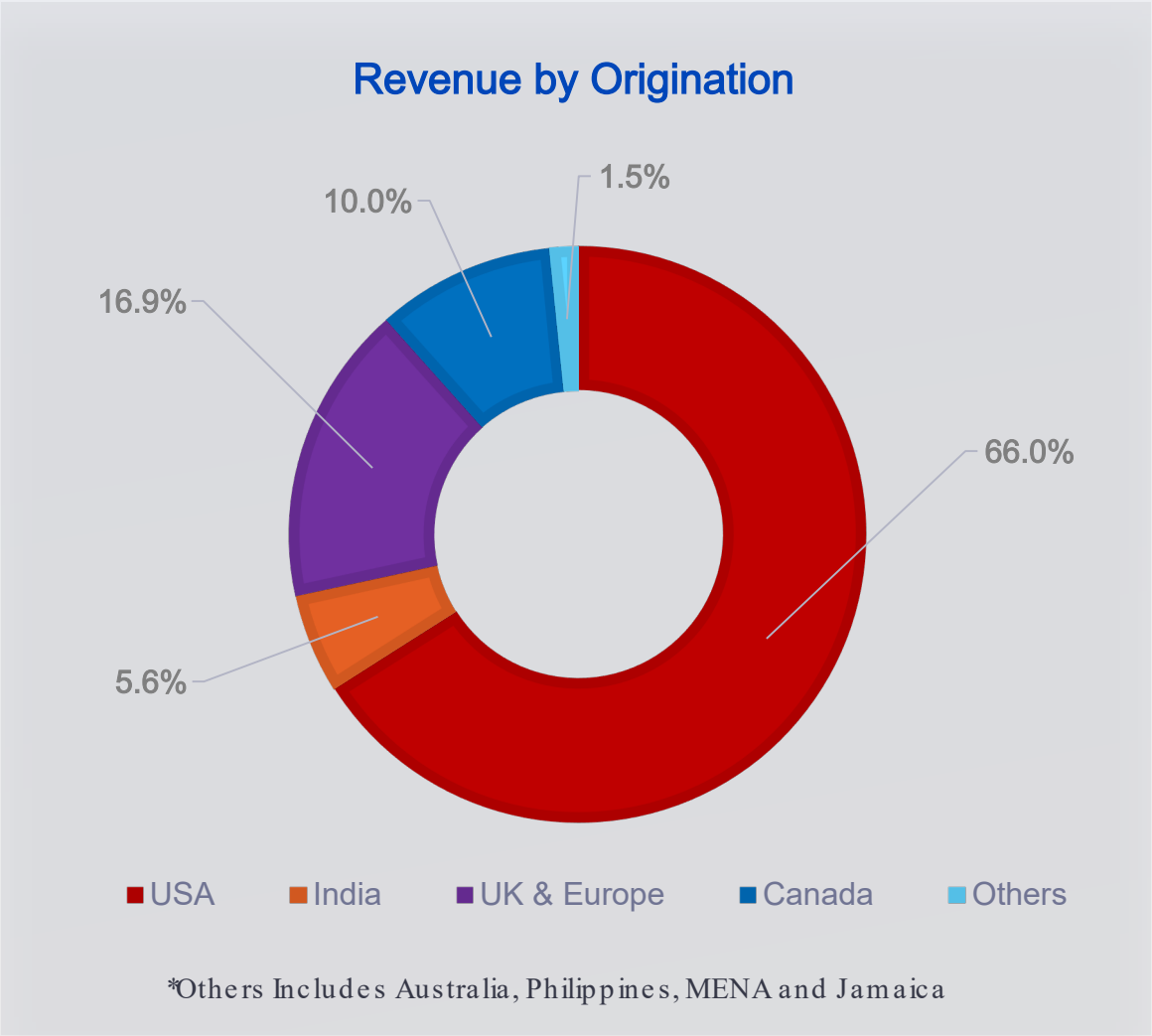
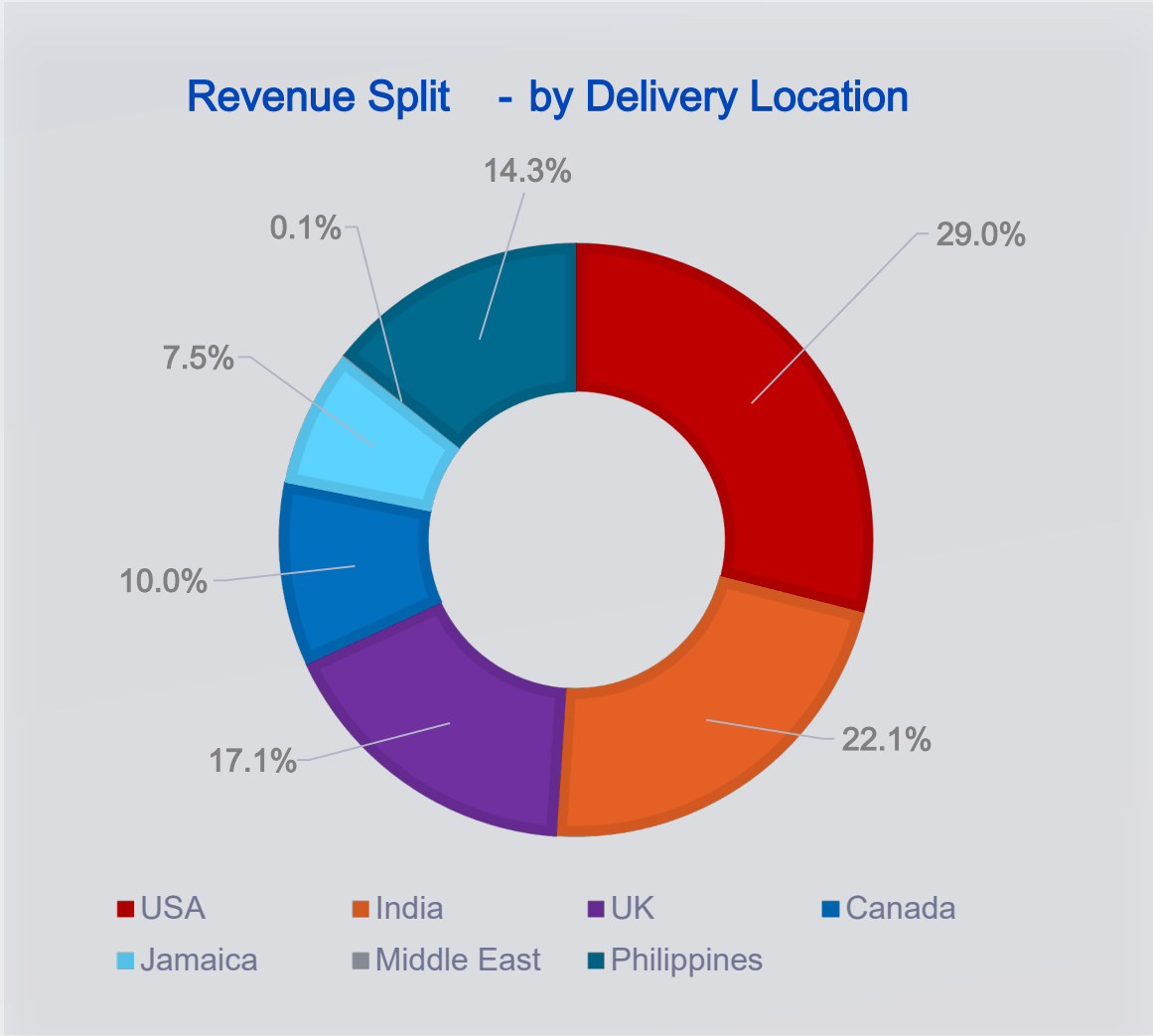


Note: FY22 PAT includes PAT of the Healthcare Services business till date of sale, i.e., 5th January, 2022 and profits from sale of the Healthcare Services business

Revenue by Delivery Location & Origination



FY'21 – '22

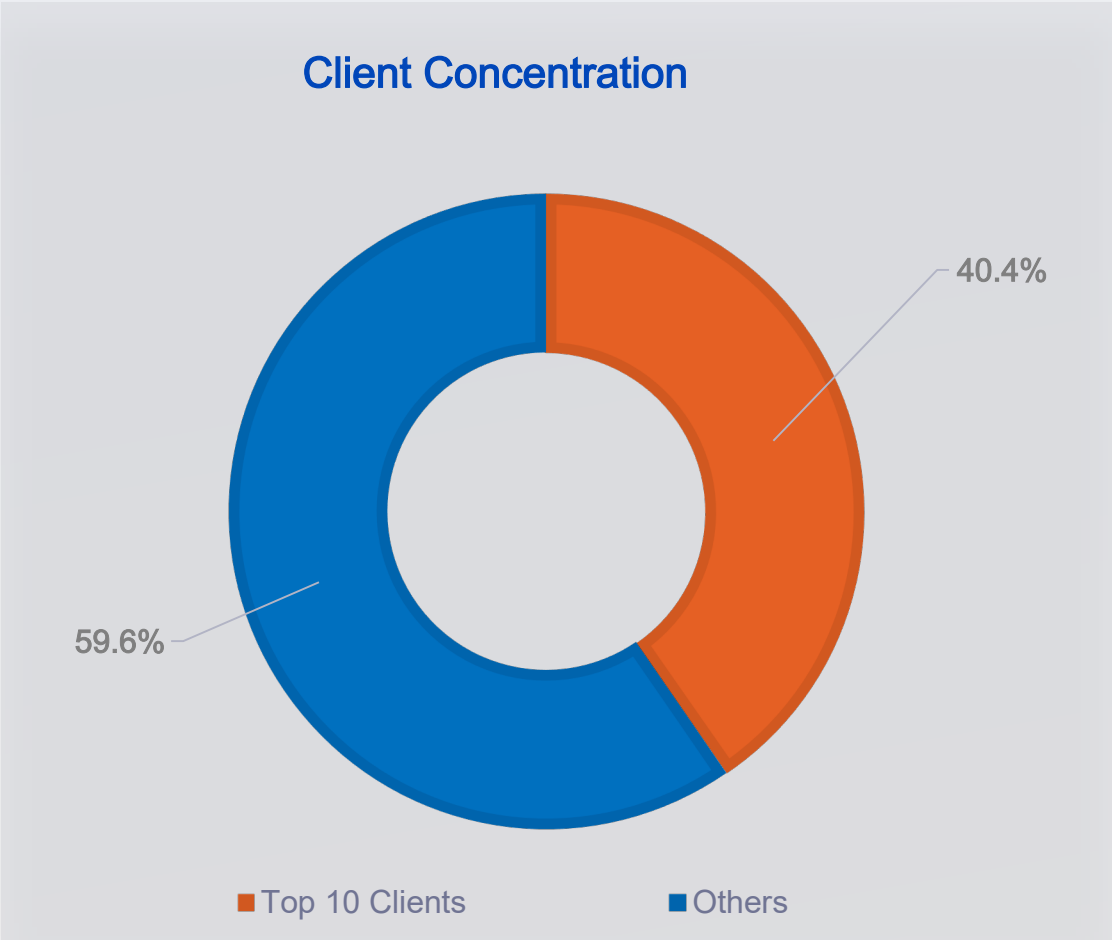
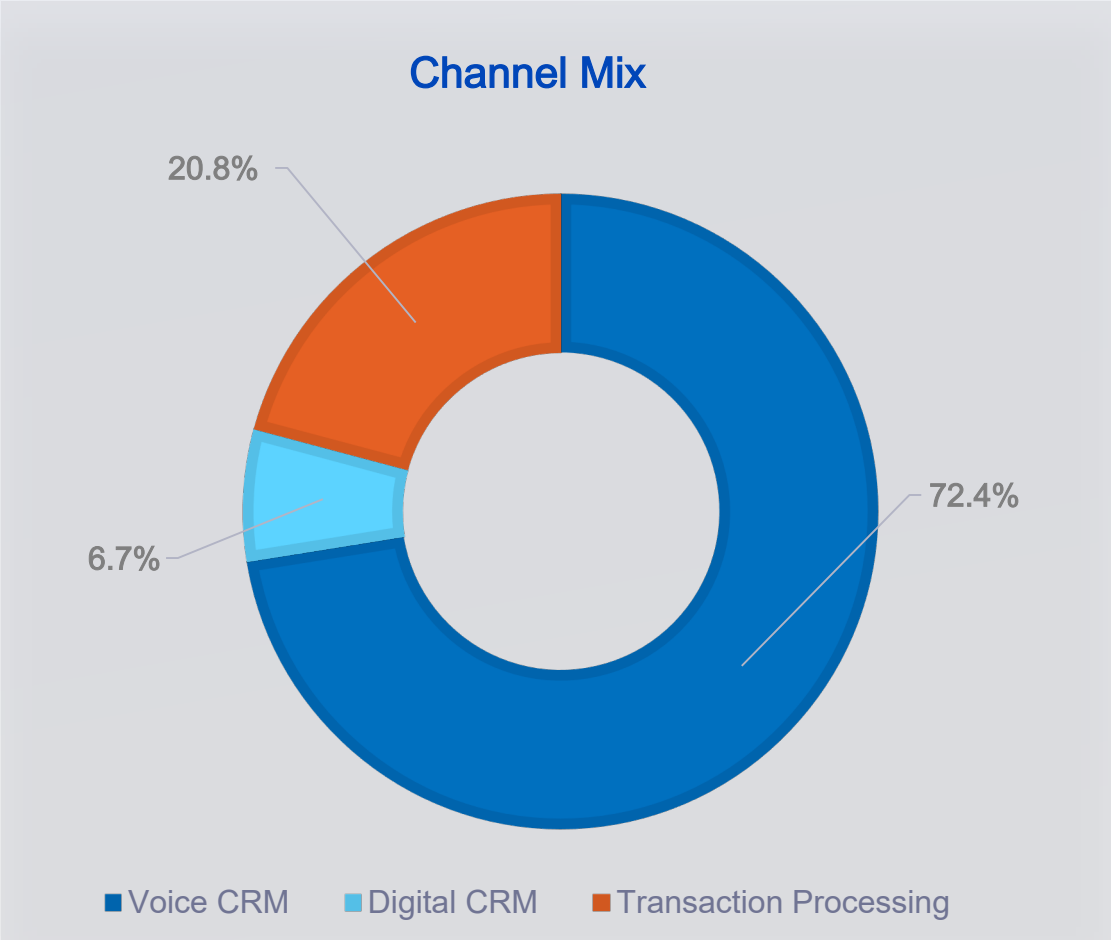


*Note: The data for FY2021 -22 includes the recently divested Healthcare Services business

Channel mix and Client concentration



FY'21 – '22



*Note: The data for FY2021 -22 includes the recently divested Healthcare Services business

Business Highlights

Key Business Update – Acquisition of Diversify

- HGS forayed into a new client market Australia and New Zealand (ANZ) with the acquisition of Diversify Offshore, Australia, effective February 25, 2022
- Acquisition performing well
 - Strong revenue growth
 - Healthy sales pipeline



Key Business Update – NXTDIGITAL Transaction



Acquisition of NXTDIGITAL's media & digital business approved by Boards of HGS and NXTDIGITAL in February 2022

Post receipt of direction of Hon'ble NCLT, the meeting of Equity Shareholders of HGS was convened on September 2, 2022 to consider the Scheme of Arrangement.

The Resolution received approval of over 94% of the minority shareholders exercising their voting rights.

Company petition filed with NCLT on September 6, 2022 and admitted by NCLT on September 13, 2022

On Completion of the transaction with NXTDIGITAL :

Share capital of HGS will increase from 4.179 Cr shares to 5.248 Cr shares

NXTDIGITAL shareholders would own 20.4% of shares of HGS

Promoters' holding would drop from 67.13% to 66.63%

HGS is a responsible corporate citizen



In India, a contribution of
INR 5.66 Cr.
was made during FY2022 through
various NGO partners

In FY2022, over **8,500** employee volunteers
contributed **11,278+** hours globally towards
various social causes (environment, education,
community development, skilling, COVID-19
care support, etc) and reached approximately
2,00,000 lives through their efforts



Our key impact Partners



What lies ahead

Q1 FY2023 has been another strong quarter for HGS

Financial highlights

- Strong revenue growth of **14.1% YoY** to INR 912 Crore
- Net profit of INR 73.3 Crore, **a 9x growth YoY**

Business Updates

- NXTDIGITAL gets shareholders' nod for merger with HGS
- Robust demand for our customer experience (CX) services and digital solutions across all our geographies
- Digital contribution to overall HGS revenue up from 9.8% in Q1 FY22 to 14.3% in Q1 FY23
- Signed 28 digital-led engagements across existing and new clients



Modern. Frictionless. Agile.

- **Cloud platform** -enabled , knowledge oriented, process -as-a-service
- **Deliver frictionless digital** customer experiences
- **Partner** from strategy & design to execution
- **Full spectrum** of digital transformation services
- **Maximize customer value** by addressing the rising consumer expectations

Thank you.
