September 27, 2023

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai - 400 001.

National Stock Exchange of India Ltd.
"Exchange Plaza"
Bandra Kurla Complex, Bandra (East)
Mumbai - 400 051.

Scrip Code : 532859

Symbol : HGS

Dear Sir / Madam,

Sub: Presentation at the 28th Annual General Meeting

Please find attached herewith the presentations being made at the 28th Annual General Meeting of the Company commencing at 4:00 p.m. IST today.

Thanking you,

For **Hinduja Global Solutions Limited**

Naren
dra
Singh

Digitally signed
by Narendra
Singh
Date:
2023.09.27
13:52:34 +05'30'

Narendra Singh
Company Secretary
F4853

Encl : As above

HINDUJA GLOBAL SOLUTIONS LIMITED.
Regd. Office: Hinduja House, No. 171, Dr. Annie Besant Road, Worli, Mumbai - 400 018. India. Telephone: 91-22-2496 0707 Fax: 91-22-2497 4208 Website: www.hgs.cx
Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068. India. Telephone: 91-80-4643 1000 / 4643 1222
Corporate Identity Number.L92199MHI995PLC084610

HINDUJA GROUP

Annual General Meeting
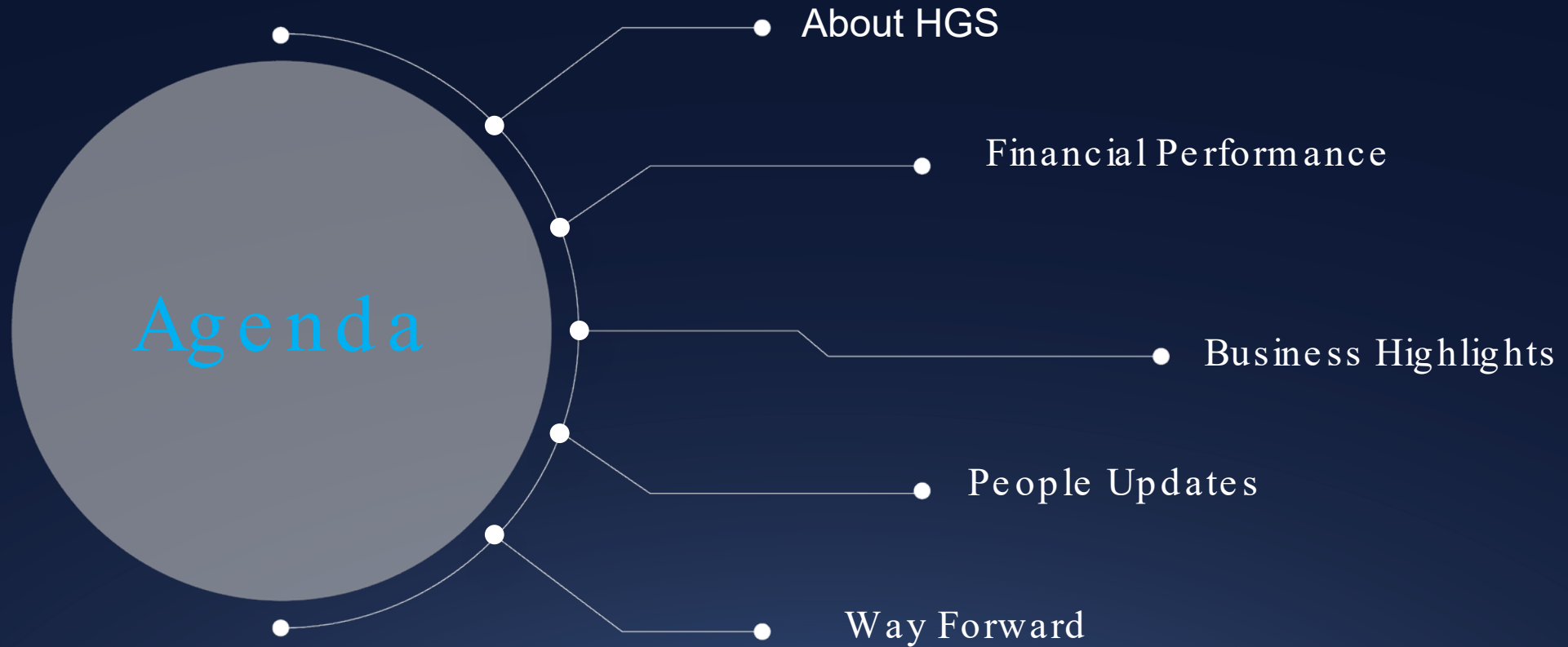FY 2022-2023

hgs

Champion every
moment

Partha DeSarkar

Group CEO & Whole-time Director, HGS

Safe Harbour

Certain statements in this release concerning HGS' future growth prospects may be seen as forward-looking statements, which are subject to a number of risks, and uncertainties as a result of which actuals could differ materially from such statements. HGS does not undertake to update any such statement that may have been made from time to time by HGS or on its behalf.

Agenda

- About HGS
- Financial Performance
- Business Highlights
- People Updates
- Way Forward

FY2023 – A year of continued change and adapting to an evolving industry

FOCUS ON GROWTH

- Strong numbers on all financial parameters

DIGITAL-FIRST APPROACH

- 100% stake acquisition in TekLink International
- Enhanced cross-selling of technology solutions
- Strategic merger with **NXT**DIGITAL Ltd's digital media business

CONTINUING HYBRID WORKING MODEL

- Set up or acquired new centers - Barranquilla, Mysuru, Indore, Belfast, New York and Warrenville
- Focus on real estate consolidation - Exited seven centers in Canada and the US

PROUD OF MY TEAM

- CSAT 2022 – scored an NPS of 65 - our highest ever!
- ESAT 2022 – excellent score of 62.5. Scored high on all four parameters of satisfaction, loyalty, advocacy and value as a professional
- HGS Canada is Great Place To Work® certified!

HGS at a glance

HGS CSR active global outreach

Revenues: US$ 621.5 million

Global delivery centres **35**

Employees **20K+**

Global gender ratio of over **50%** women

Countries **09**

4,330 volunteers engaged for various **CSR** activities

CSR Volunteering hours: **6K+**

Equal to **250** working days **(~8 months)**

hgs

Unique combination of end-to-end capabilities makes us a true strategic partner positioned to help brands transform digitally and deliver frictionless customer experiences.

55+ TECHNOLOGY PARTNERS | 1K+ DIGITAL TRANSFORMATION CONSULTANTS

MARKETING   **COMMERCE**   **TECHNOLOGY**   **DATA & ANALYTICS**   **PROCESS MANAGEMENT**

FULL SERVICE DIGITAL CX PARTNER

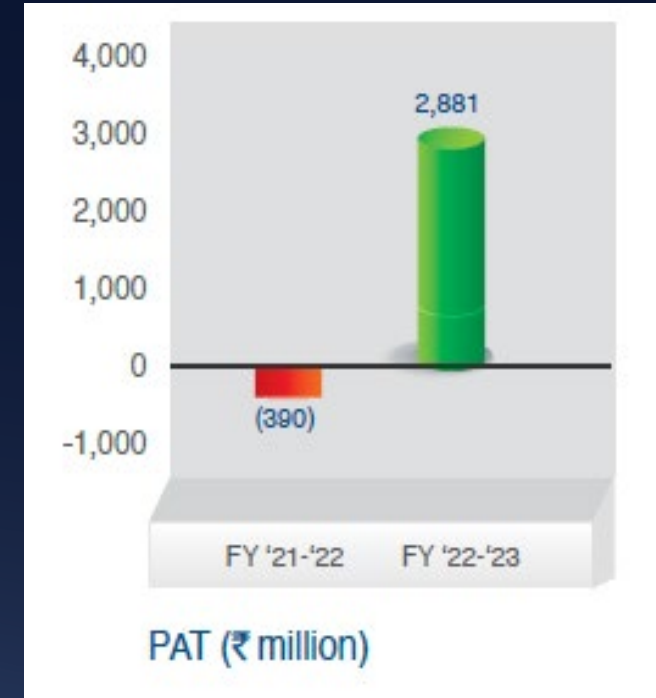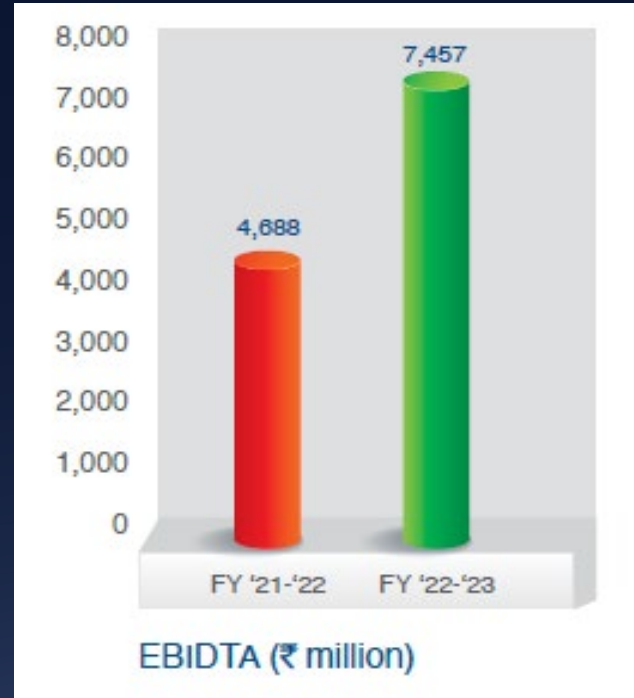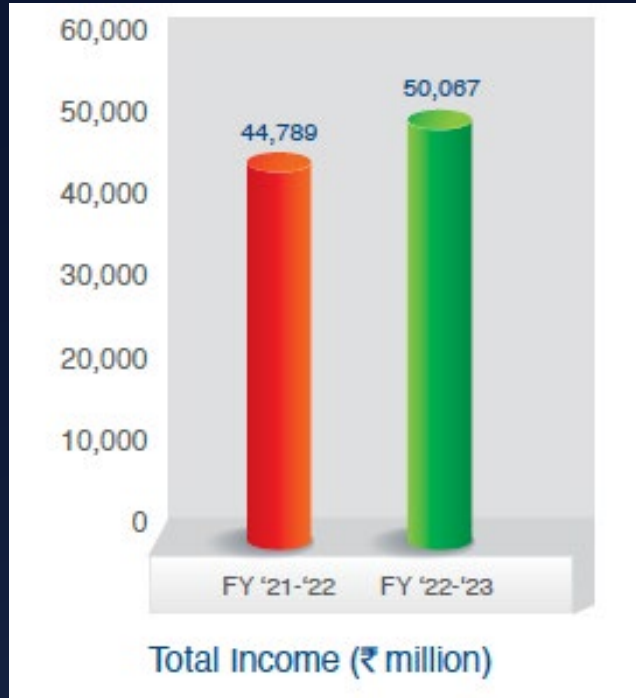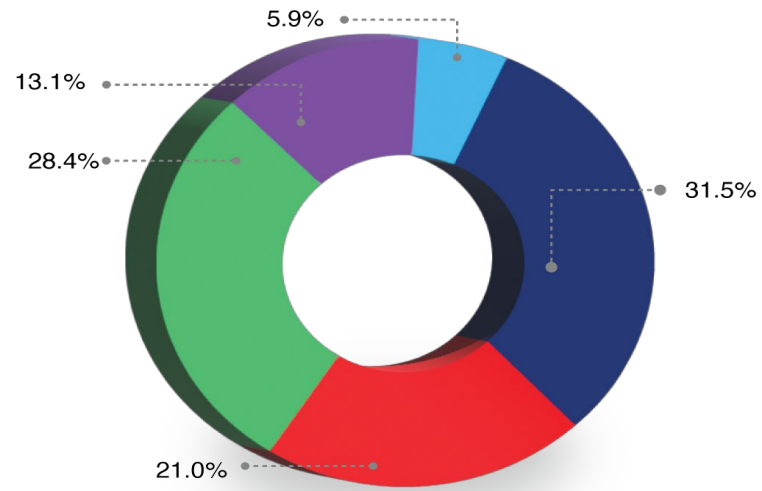| Digital Experience | Digital Engagement | Intelligent Automation | Data & Analytics | Cloud & Contact Center Transformation | Cyber Security |

DIGITAL CX PLATFORMS

Microsoft   Adobe   aws   salesforce   Ui Path   twilio   AUTOMATION ANYWHERE   sprinklr

Total Income (₹ million)

FY '21-'22: 44,789
FY '22-'23: 50,067

EBIDTA (₹ million)

FY '21-'22: 4,688
FY '22-'23: 7,457

PAT (₹ million)

FY '21-'22: (390)
FY '22-'23: 2,881

Operating revenue composition
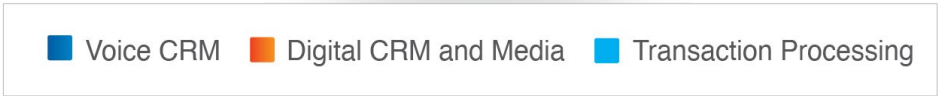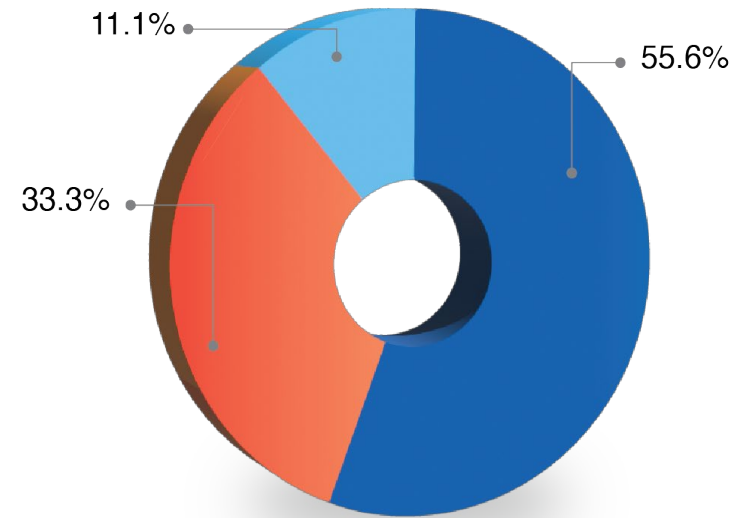
FY2023

Shareholder Return (September 30th 2020 to September 25th 2023)

For a Shareholder with 1,000 Shares

In Rs. Lakhs

Acquisition Cost (30 Sep 20)	6.93
Dividends Received	3.08
Market Price Gain (till 25 Sep 23)	10.97
Buyback Gain	2.21
Total (25 Sep 23)	23.21
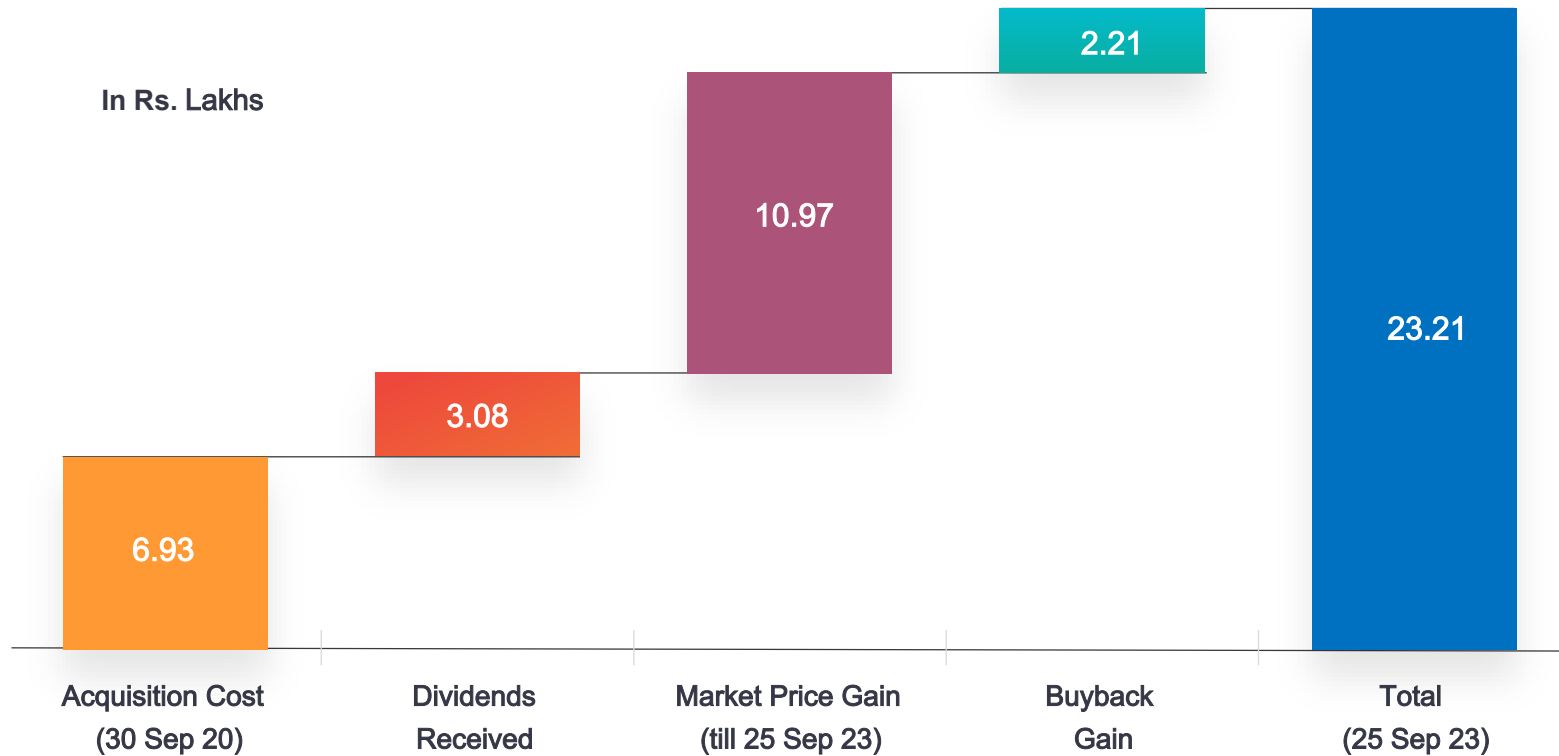
Assumptions

- 1,000 Shares acquired on September 30 th 2020 at Rs. 693 per Share

- 1,000 Bonus Shares received in February 2022

- 2,000 Shares Post Bonus as-on March 2022

- 220 Shares tendered in Buyback in June 2023 at Rs. 1,700 per Share

- Holding of 1,780 shares post Buyback as on September 25th 2023

- Market Price as on September 25th 2023 of Rs. 1,006 per Share

- Dividends received (includes Interim, Special & Final Dividends) from November 2020 to September 2023.

HGS acquired TekLink International in March 2023

The acquisition strengthens HGS' digital solutions business by adding enhanced expertise in building data platforms, analytics, and financial planning. It also adds complementary digital workforce bench strength, with 275 seasoned technology and implementation professionals joining HGS as part of the transaction. HGS' digital solutions business currently employs over 1,000 core technology and digital marketing experts, primarily across the US and India, who are transforming customer experiences (CX) for leading brands.

HGS completed the acquisition of
100%
stake in **TekLink International**
on March 1, 2023

Deal size of
US$ 58.8 million

Acquisition
in line with our new vision to be a
technology-led
CX company

Headquartered in
Warrenville, IL, USA
Presence in Europe and delivery centers in Hyderabad and Indore, India.

Provides impetus to
HGS Digital Data and
Analytics practice

Recently named a
2022 Gartner® Peer Insights™ Customers Choice for Data &
Analytics Service Providers

11

HGS is a responsible corporate citizen

Work to Give
for a Better Tomorrow

In India, a contribution of

INR 5.66 Cr.

was made during FY2023 through various NGO partners

In FY2023, over **4,300** employee volunteers contributed **6,240+** 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

INCLUSION JOURNEY

Over 50% women representation globally

Grade-wise developmental programs for women

Exhaustive inclusion programs focusing on Gender, People with Disabilities and LGBTQ+

Accessible digital and physical infrastructure for People with Disabilities (PwDs)

Impact sourcing from marginalised sections

Inclusion champions part of development process of employment policies and practices

Thought-provoking campaigns marking various days of significance

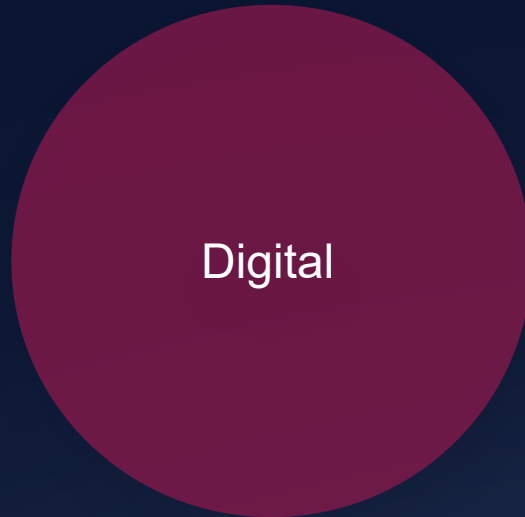# Taking forward our HGS 2.0 Strategy

Our growth plan

Our Approach

- Provide frictionless customer journeys, using the latest technologies of <u>artificial intelligence, automation, analytics, generative AI and cloud telephony</u>.

- Continue to transform as a Technology-led CX Company through a mix of organic growth and acquisitions, while <u>investing significantly on technology and talent.</u>

- Enhance our offerings beyond traditional CX and Digital Media solutions..to <u>provide a range of inter-connected services to enable impactful change</u> to clients' businesses.
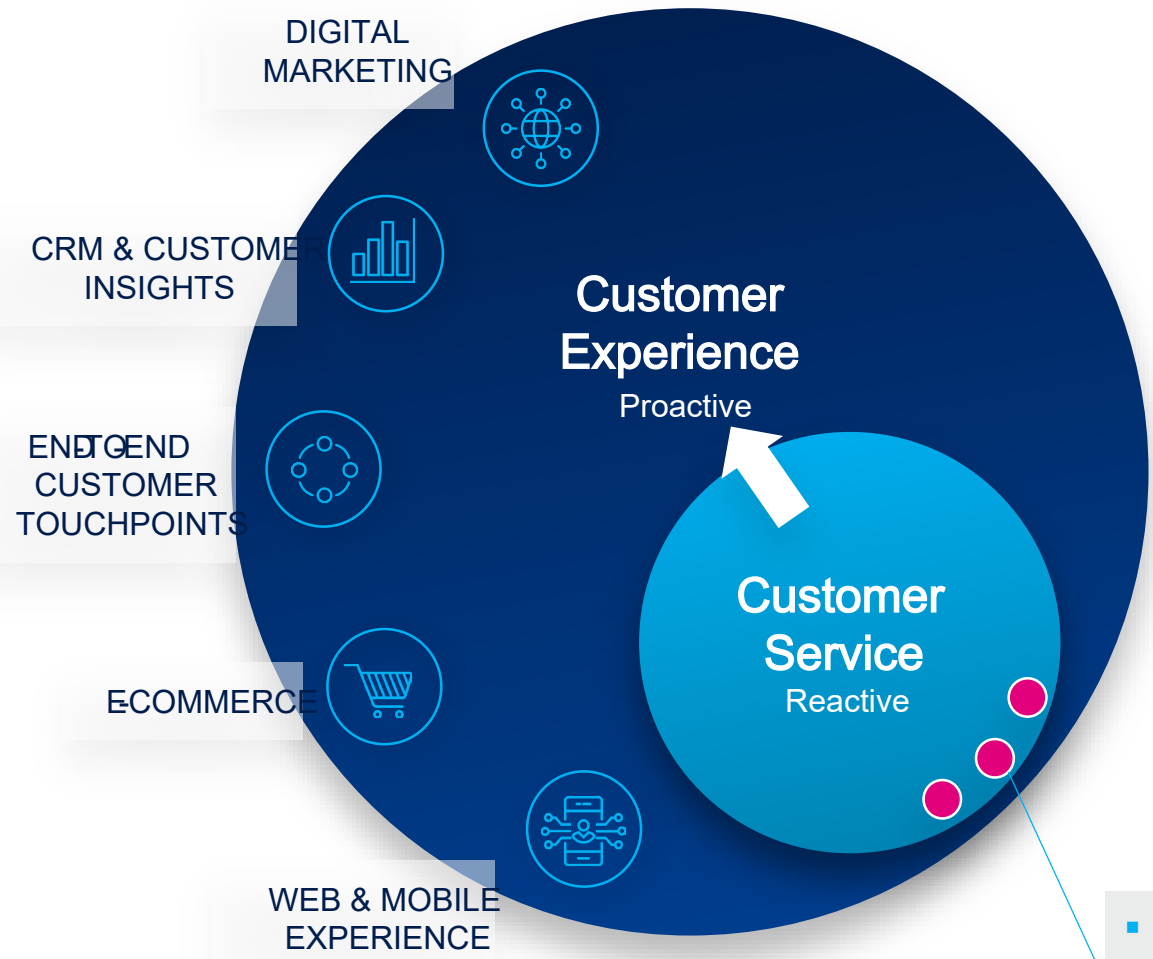
Customer Experience
Interactions between the client and their customers during the period of their relationship.

Customer Service
The assistance and guidance the client's company provides to customers who are purchasing or utilizing their products or services

DIGITAL MARKETING

CRM & CUSTOMER INSIGHTS

END TO END CUSTOMER TOUCHPOINTS

E-COMMERCE

WEB & MOBILE EXPERIENCE

Customer Experience
Proactive

Customer Service
Reactive

- SELF SERVICE PORTALS
- OMNICHANNEL CONTACT CENTER
- SOCIAL CARE

Current State

Digital

- App Development / Maintenance
- Cloud Deployment & Migrations
- Systems Implementations (Content Management, Portals, CRM, Etc.)
- Data Engineering & Analytics
- Cyber Security
- Process Automation

Traditional CX

- Contact Center with heavy workforce deployment
- Manpower driven Back Office Process management
- Technology is seen as a job tool

Future State

Digital

Digital Operations

Traditional CX
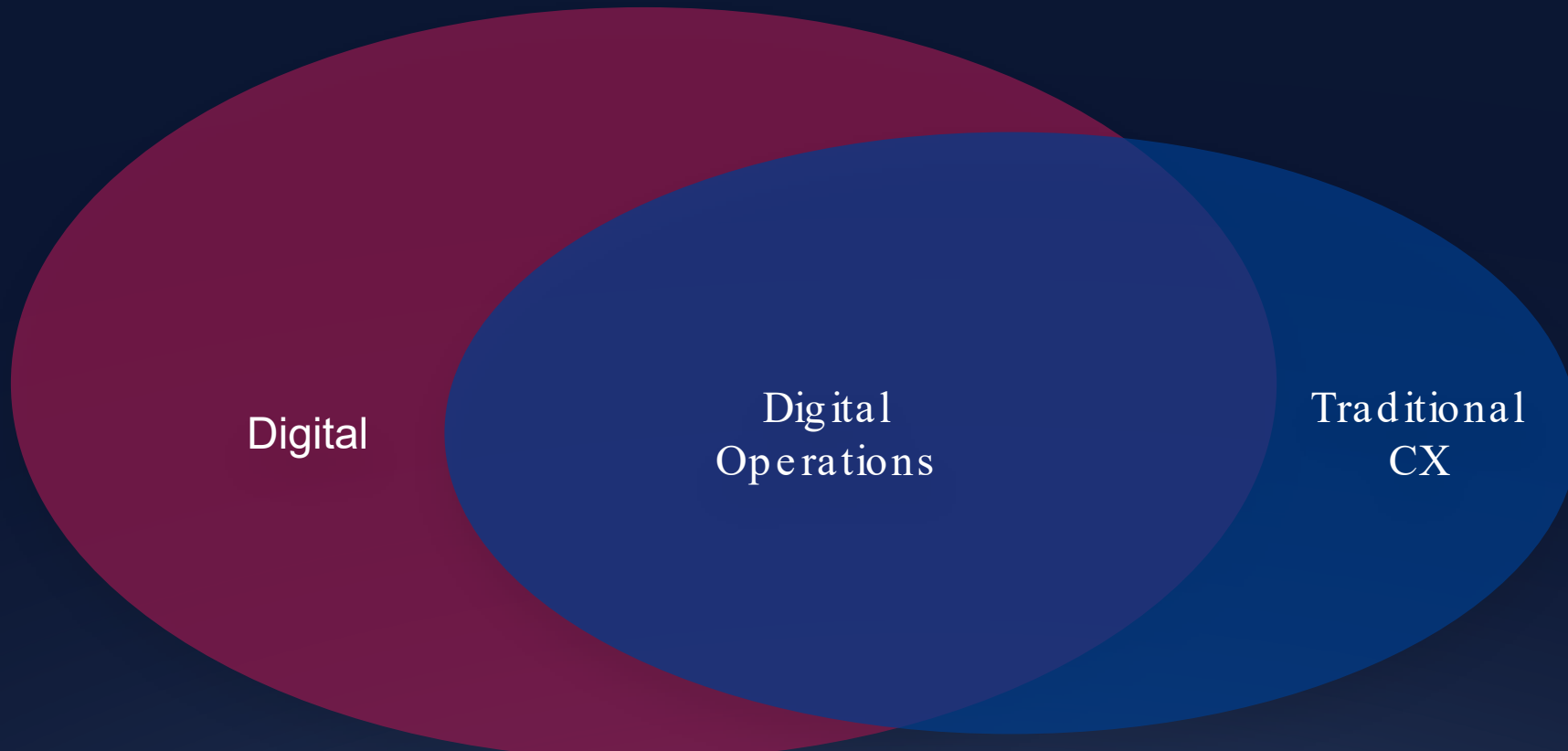
- App Development / Maintenance
- Cloud Deployment & Migrations
- Systems Implementations (Content Management, Portals, CRM, Etc.)
- Data Engineering & Analytics
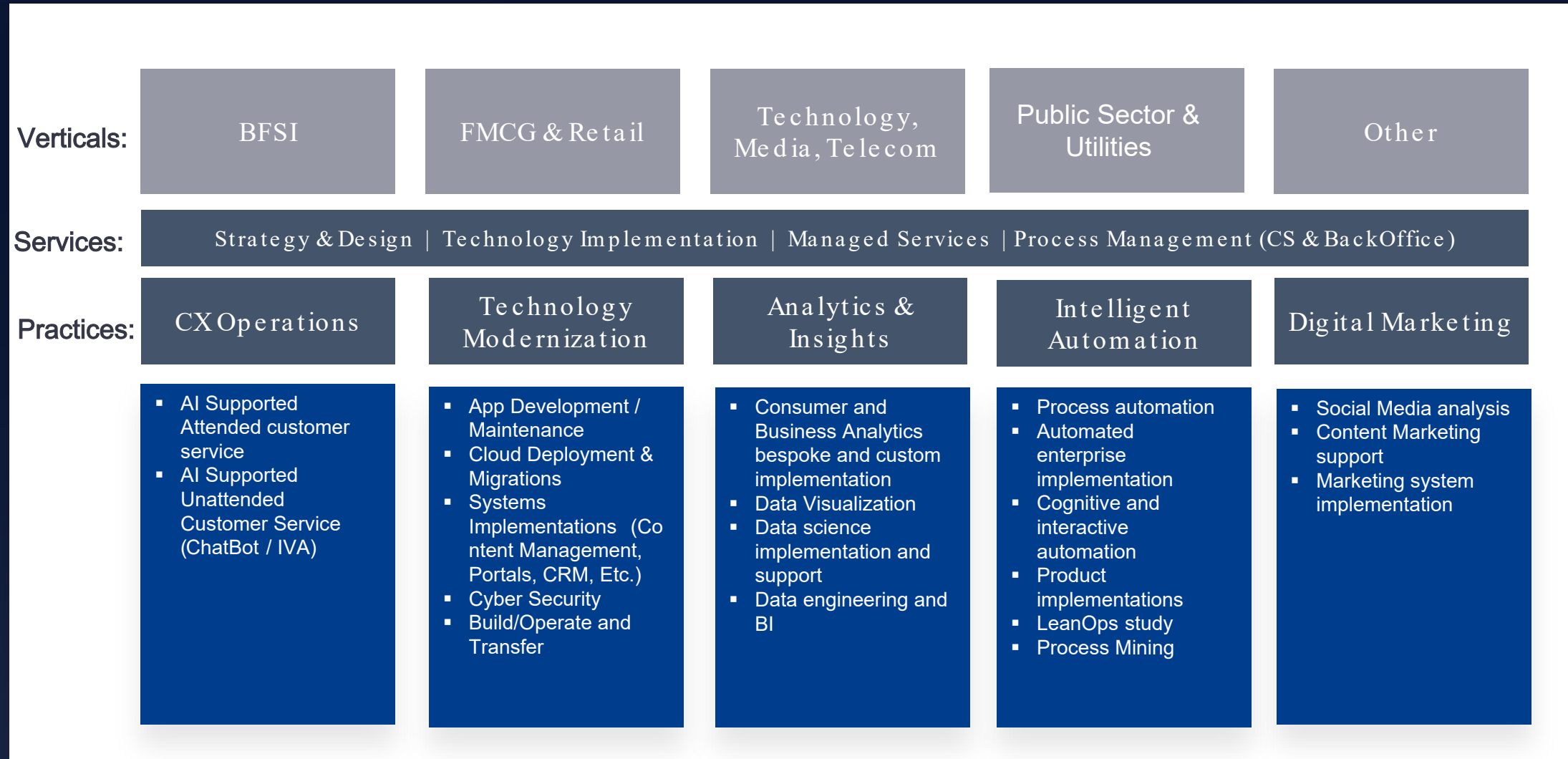- Cyber Security
- Process Automation

- AI Driven Process Management
- AI Supported Unattended Customer Service (ChatBot / IVA)
- AI Supported Attended Customer Service
- AI Ops (Data Tagging / Labeling)

- Contact Center with heavy workforce deployment
- Manpower driven Back Office Process management
- Technology is seen as a job tool

HGS will deliver frictionless experiences @scale

A distinctive set of end -to-end services are needed under each area to deliver modern digital experiences

Verticals:	BFSI	FMCG & Retail	Technology, Media, Telecom	Public Sector & Utilities	Other

Services:	Strategy & Design | Technology Implementation | Managed Services | Process Management (CS & BackOffice)

Practices:	CX Operations	Technology Modernization	Analytics & Insights	Intelligent Automation	Digital Marketing
	▪ AI Supported Attended customer service ▪ AI Supported Unattended Customer Service (ChatBot / IVA)	▪ App Development / Maintenance ▪ Cloud Deployment & Migrations ▪ Systems Implementations (Content Management, Portals, CRM, Etc.) ▪ Cyber Security ▪ Build/Operate and Transfer	▪ Consumer and Business Analytics bespoke and custom implementation ▪ Data Visualization ▪ Data science implementation and support ▪ Data engineering and BI	▪ Process automation ▪ Automated enterprise implementation ▪ Cognitive and interactive automation ▪ Product implementations ▪ LeanOps study ▪ Process Mining	▪ Social Media analysis ▪ Content Marketing support ▪ Marketing system implementation

From a market size of just $40 billion in 2022…

Generative AI is poised to explode to $1.3 trillion over next 10 years *– Bloomberg Intelligence report*

Rising demand to be driven by specialized assistants, new infrastructure products, and copilots that accelerate coding

AI-led tools could **drive a 7% (or almost $7 trillion) increase in global GDP** and lift productivity growth by 1.5 percentage points over a 10-year period *– Goldman Sachs Research*

Application Areas

- **Modern CX -** intelligent chatbots, personalized content generators, virtual assistants, etc

- **Intelligent Automation -** automated workflow systems with AI-driven decision-making capabilities

- **Analytics -** data analysis and predictions

Our Approach

- **Research & Development -** collaborate with academia and AI research organizations for continuous learning and improvement

- **Talent Acquisition & Training -** hire and train a dedicated team of AI experts and data scientists

- **Partnerships & Alliances -** Form strategic alliances with AI technology providers and platforms

Expected Outcomes

- **Enhanced customer experiences** with personalized and efficient service

- **Improved business efficiency** through intelligent automation

- Advanced analytics leading to **more informed decision making**

- Establish our organization as a **leader in the integration of AI in CX, automation and analytics**

Generative AI @ HGS – current state

The world's fascination with ChatGPT proves generative AI will continue to dominate CX strategy.

HGS is deploying AI for monitoring, reporting, and improving CX across front and back-office processes, while driving transformation for clients.

Faster handle times – lesser customer complaints	Refined & smarter professional responses
Training for success – personal trainer for agents	Enhanced Self-service – saves time and effort

Internally, HGS is investing significantly in adopting AI even as we put specific safeguards to maintain organizational and personal security.

- Ongoing exercise to embed AI in our internal applications, wherever possible – includes data analytics platform, HR apps, training portals, etc
- Adopted hybrid model – open-source AI on subscription basis and internal AI development
- Small labs in Bengaluru and New York
- Use Cases:
  - Initial work with NLP and ML – to improve CVs database
  - Fit Index and Early Warning System
  - Focus on predictive & cognitive analytics, cloud migration, social, contact center telephony, etc
- Published AI LLM policy for employees

Since the sale of Healthcare Business…

US$ 28 million

Acquired Diversify in Australia

US$ 57 million
(paid till date)

Acquired Teklink

For shares of HGSL

Acquired Digital Media Business

Rs. 548.2 crore

Dividends Paid

Rs. 1,246 crore

Buyback + Taxes

Rs. 4,962 crore
(Cash & Treasury Surplus as on June 30th, 2023)

Available for Future Growth
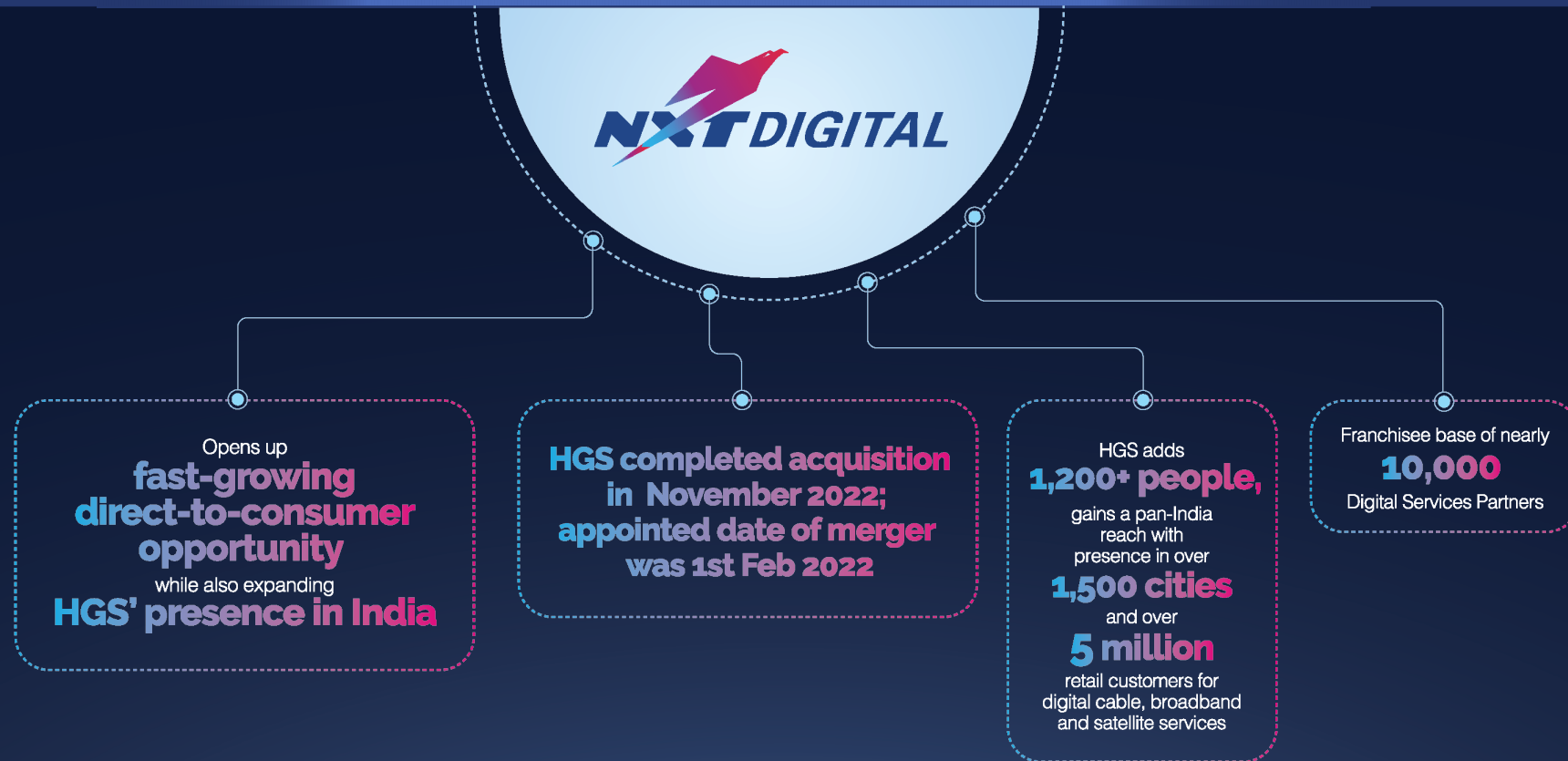
THANK YOU

Annual General Meeting
FY 2022-2023

Champion every
moment

Vynsley Fernandes

Whole -time Director, HGS and
Head of Digital Media Business

NXTDIGITAL's Digital Media Business is now part of HGS

Opens up
**fast-growing
direct-to-consumer
opportunity**
while also expanding
HGS' presence in India

**HGS completed acquisition
in November 2022;
appointed date of merger
was 1st Feb 2022**

HGS adds
1,200+ people,
gains a pan-India
reach with
presence in over
1,500 cities
and over
5 million
retail customers for
digital cable, broadband
and satellite services

Franchisee base of nearly
10,000
Digital Services Partners

NXTDIGITAL & THAICOM INITIATIVE

Broadband -over -satellite takes off!

In partnership with leading education firms, **NXT**DIGITAL's Broadband-over-satellite service is providing education in underserved and poorly connected areas in Kashmir and Arunachal Pradesh on a pilot basis.

The service is also finding wide acceptance in other businesses, located in terrains where data connectivity is a challenge.

4

NXT HUBS CROSS 125 IN TIER 2 & 3 MARKETS

Owned-and-operated HUBs delivering digital television, broadband, OTT and other services on a "plug-and-play" model
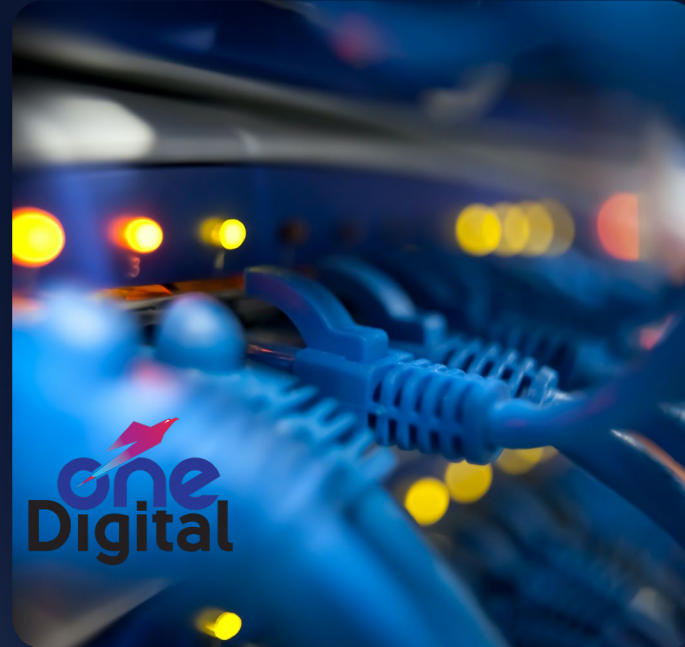
ONE DIGITAL DRIVES CUSTIMER ARPU IN CITIES

Premium "integrated" offering of DTV, Broadband, OTT, CCTV, VoIP/ Intercom & community WIFI

NXT SANGRAM UPSKILLS FRANCHISEES TO BE COMPETITIVE

Over 2,000 franchisees trained in new and emerging digital technologies

NXTDIGITAL set up its first conclave in December '22 – bringing together independent and pan-India Digital Platform Operators (DPOs) for a day-long summit to share digital transformation trends in the industry as well as define ways to collaborate.
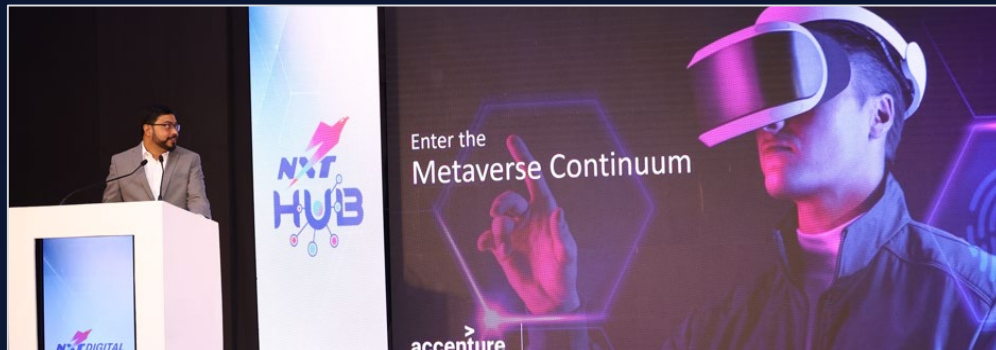
- Industry experts shared their view on future of the media industry in curated events.

- A presentation on **state of the Indian Media & Entertainment Industry** by KPMG

- A presentation on **Metaverse Continuum** by Accenture

- Panel discussions on:
  - The new digital savvy consumer: What does she want?
  - Increasing digital adoption - time for true convergence
  - The Enterprise Business: Leveraging Capabilities and Infrastructure for Growth
  - Upgrading Digital Skillsets: Now a Necessity
  - Value Creation - Collaboration is the Key

What's New!

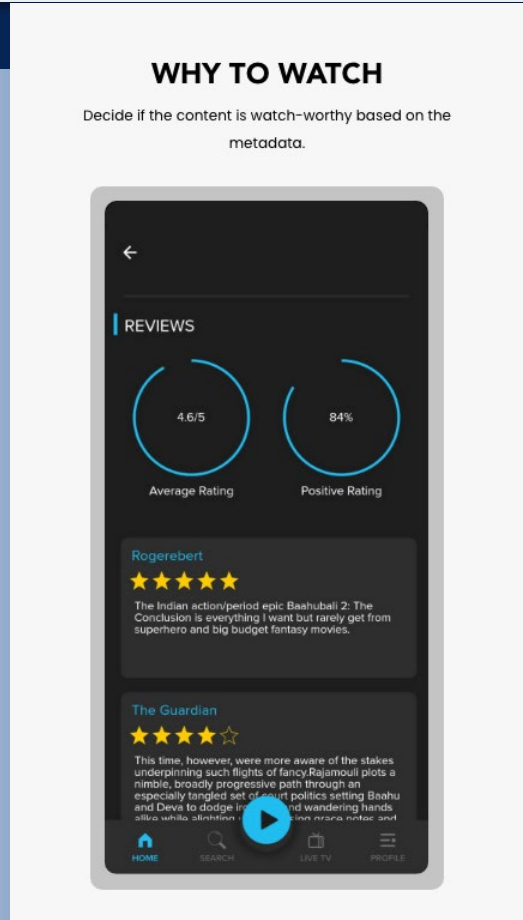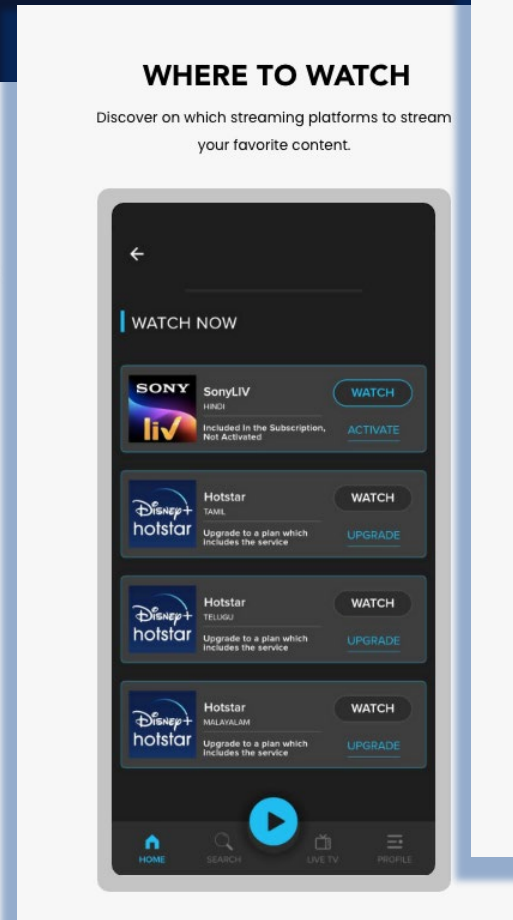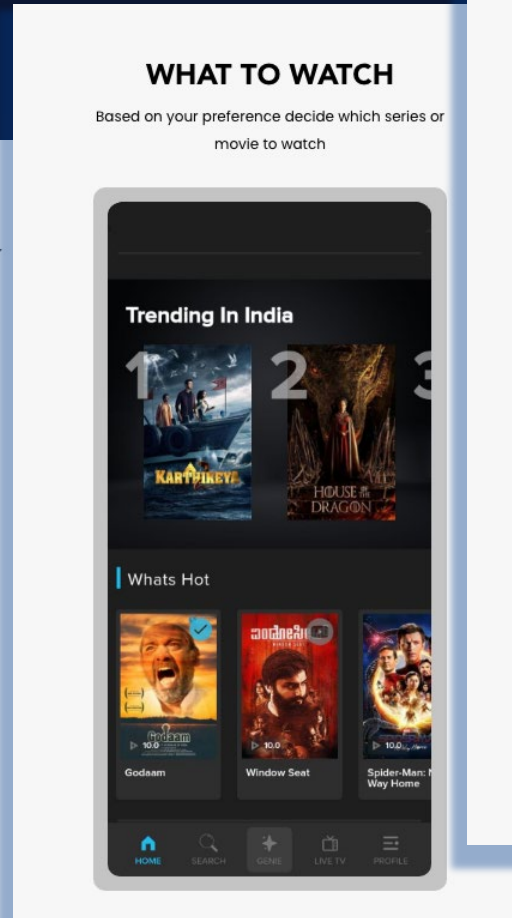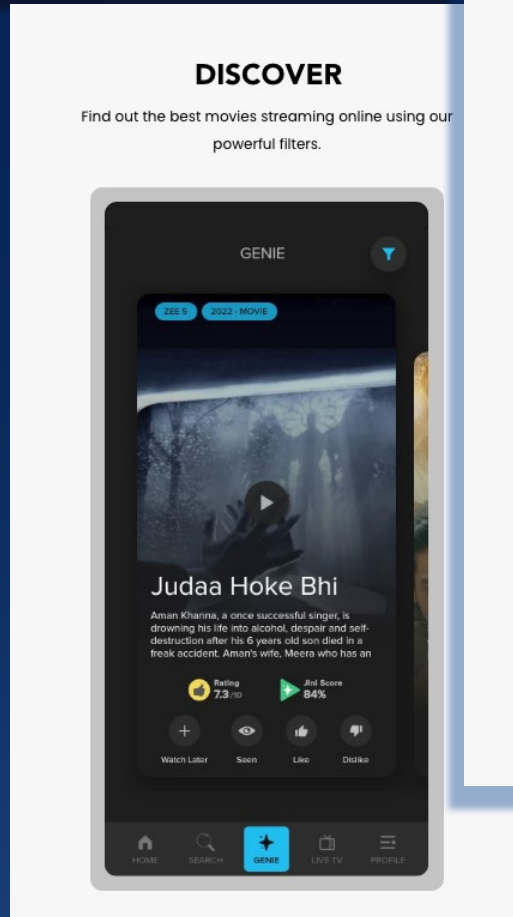# NLD Roll-Out : Connecting Tier-II & Tier-III towns

Broadband vertical is focused on adding 150+ towns to its existing footprint of 350 cities and towns - through its national long distance fiber commissioning

- 8,000 kms across 10 states
- Will use OPGW & Underground connectivity
- Will deliver 1 Tbps capacity with DWDM/ IPoDWDM
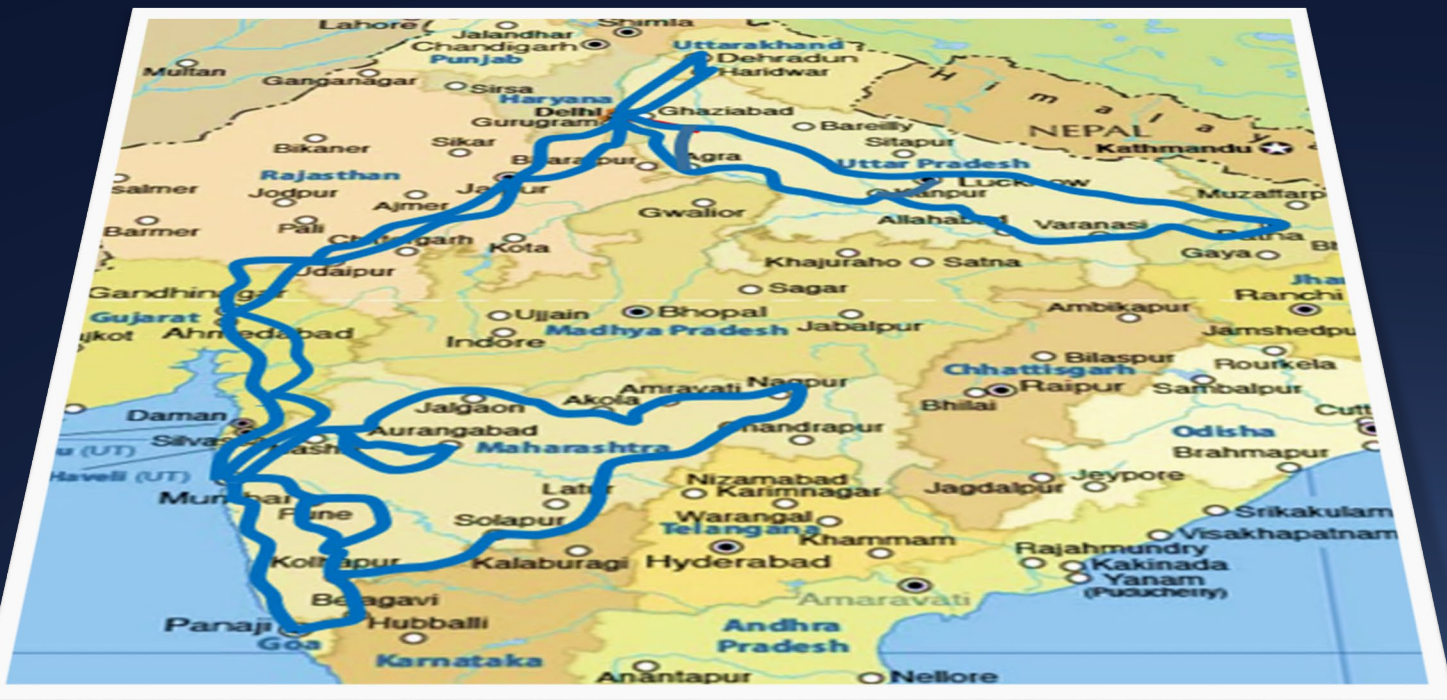
05 Mumbai
Mumbai
Ratnagiri
Panjim
Belgaum

04 Delhi
Delhi
Haridwar
Dehradun

03 Mumbai
Mumbai
Ahmedabad
Jaipur
Delhi

02 Delhi
Delhi
Lucknow
Varanasi
Patna

01 Mumbai
Mumbai
Nashik
Nagpur
Kolhapur
Pune

NXTDIGITAL

- ONEOTT iNTERTAINMENT launched new enterprise solutions brand "CelerityX " in August 2023

- Offers a bundle of tailor -made, personalised digital solutions for enterprise customers - cutting -edge Broadband over Satellite (BoS), Fiber, and 5G MESH networks

- Provides zero -touch digitally enabled industry solutions, across on-premises, cloud, and platform economy environments

- Leverages installed pan -India infrastructure, footprint and network of not only NXTDIGITAL and OIL, but also a host of partners who want to monetise their assets.

celerityx

Net X
Always on. Always connected.

SkyX
Pervasive connectivity, anywhere.

One X
Your WAN. Your way.

Home X
Connect. Collaborate. Conquer.

10

Thank you.