



**Date:** October 17, 2023

**BSE Limited**

Corporate Service Department,  
01<sup>st</sup> Floor, P. J. Towers,  
Dalal Street,  
Mumbai 400 001

Fax: (022) 2272 2039/2272 3121

**Scrip ID:** ZENSARTECH

**Scrip Code:** 504067

**The National Stock Exchange of India Ltd.**

Exchange Plaza, 03<sup>rd</sup> floor,  
Plot No. C/1, 'G' block,  
Bandra Kurla Complex, Bandra (E),  
Mumbai 400 051

Fax: (022) 26598237/26598238

**Symbol:** ZENSARTECH

**Series:** EQ

**Subject:** Press Release and Investor update & Analyst Presentation

Dear Sir/Madam,

In continuation to our intimation titled "Outcome of Board Meeting held on October 17, 2023" and pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Press Release along with Investor update and Analyst presentation on the Financials Results of the Company for the quarter ended September 30, 2023.

You are requested to take note of the above.

Thanking you,

Yours sincerely,

For **Zensar Technologies Limited**



**Gaurav Tongia**  
**Company Secretary**

*Encl.: As above*

An  **RPG** Company



## Zensar reports 0.6% sequential QoQ revenue growth, PAT growth of 130 basis points for Q2FY24

Pune, India, October 17, 2023: [Zensar Technologies](#), a leading experience engineering and technology solutions company, announced its consolidated financial results for its second quarter, ending September 30, 2023, of the fiscal year 2023-2024.

### Financial Highlights:

- In Q2FY24, the company reported revenue of \$150.2M, a sequential QoQ growth of 0.6% in reported currency and 0.2% in constant currency
- In Q2FY24, EBITDA was at 18.6% and PAT stood at 14.0% of revenues
- The company reported net cash of \$227.1M at the end of Q2FY24, a quarterly YoY growth of 40.1%
- Europe region reported sequential QoQ growth of 11.3% and a quarterly YoY growth of 12.8% in constant currency
- South Africa reported sequential QoQ growth of 9.1% and a quarterly YoY growth of 18.8% in constant currency
- US region reported a sequential QoQ decline of 4.3% and a quarterly YoY decline of 10.7% in constant currency
- Banking and Financial Services reported a sequential QoQ revenue growth of 3.1% and a quarterly YoY growth of 7.8% in constant currency
- Manufacturing and Consumer Services reported a sequential QoQ growth of 6.7% and a quarterly YoY decline of 0.7% in constant currency
- Hitech reported a sequential QoQ decline of 8.0% and a quarterly YoY decline of 16.9% in constant currency
- Healthcare and Life Sciences reported a sequential QoQ decline of 1.5% and a quarterly YoY decline of 4.7% in constant currency

**Manish Tandon, CEO and Managing Director, Zensar**, said, “Our “Experience-Engineering-Engagement” proposition continues to deliver value to the customers. While we saw some slowdown in certain areas of the business, we also experienced good momentum in a few of our geographies and verticals. This demonstrates the resilience of our business model and the strength of our customer relationships.

Our core service lines are resonating well and are helping clients to achieve competitive differentiation. We are accelerating our Talent Transformation journey to enhance the skills of our employees and strengthening our diverse talent pool.”

**Sachin Zute, CFO, Zensar, commenting on the Q2FY24 performance**, said, “Our Profit After Tax (PAT) stood at 14.0% for the quarter, increased by a healthy 130 basis points QoQ and 940 basis points YoY. We have given annual wage hikes across the company effective 1st July, while also maintaining the margin in the mid-teens because of multiple margin improvement levers and disciplined budgetary control across the organization. The company reported net cash of \$227.1M at the end of the quarter, with YoY growth of 40.1%. As we step into the second half of this fiscal year, we have a healthy order book. We continue to stay focused on execution, innovation, and cost optimization to further maintain Zensar's financial performance achieved in the last few quarters.

**Significant Wins in Q2FY24:**

- Application transformation, development, and support, including RPA, data analytics, AI, and ML, for a US-based multinational digital communications technology conglomerate
- Leveraging multi-tenant technology with Advanced Engineering Services for a US-based company that provides insurance brokerage, risk management, management consulting, and more
- Digital workplace and infrastructure development with Foundations Services and Data Engineering & Analytics for a US-based multinational that specializes in pharmaceutical products, business solutions, and value-driving services.
- Advanced Engineering Services enabling cloud architect design solution for a leading investment and holding company in South Africa
- Application development, RPA, and quality engineering for an international auction house based in the UK

**Awards and Recognitions in Q2FY24:**

- Zensar consecutively won two awards at the 2023 Brandon Hall Group HCM Excellence Awards

**About Zensar ([www.zensar.com](http://www.zensar.com))**

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for 145+ global clients. Our solutions leverage industry-leading platforms and help clients be competitive, agile, and disruptive as they navigate transformational changes with velocity. With headquarters in Pune, India, our 10,500+ employees work across 30+ locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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**About RPG Enterprises ([www.rpggroup.com](http://www.rpggroup.com))**

RPG Enterprises, established in 1979, is one of India's fastest-growing business groups, with a turnover of US\$ 4.7 billion. The group has diverse business interests in the areas of Infrastructure, Tyres, Pharma, IT and Specialty as well as in emerging innovation-led technology businesses.

**For any queries, please feel free to reach out:**

<b>Media Contact</b>
<b>Sunanda Jayaseelan</b> Public Relations Zensar Technologies <a href="mailto:sunanda.jayaseelan@zensar.com">sunanda.jayaseelan@zensar.com</a>

**Safe Harbor**

Certain statements in this release concerning our future prospects are forward-looking statements that 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 customers 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 pandemics 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, and general global operations and may also impact the success of companies in which we have made strategic investments, demand for the 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.



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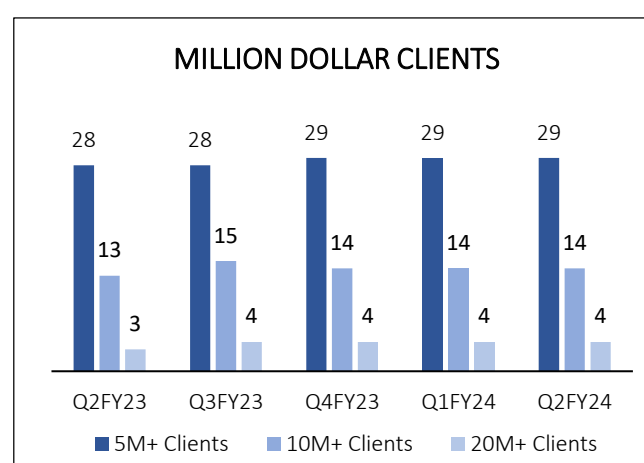
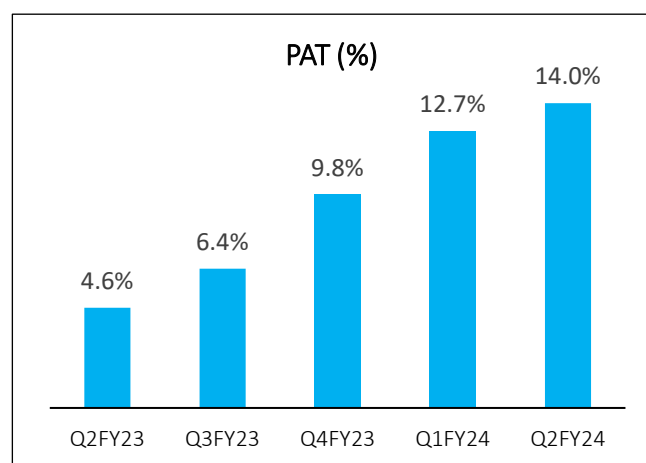
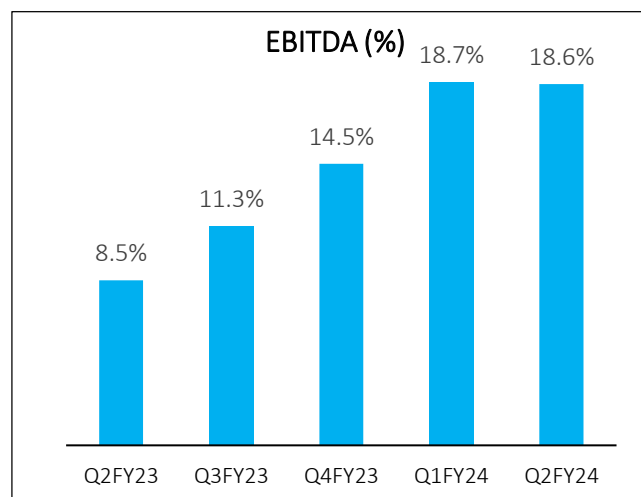
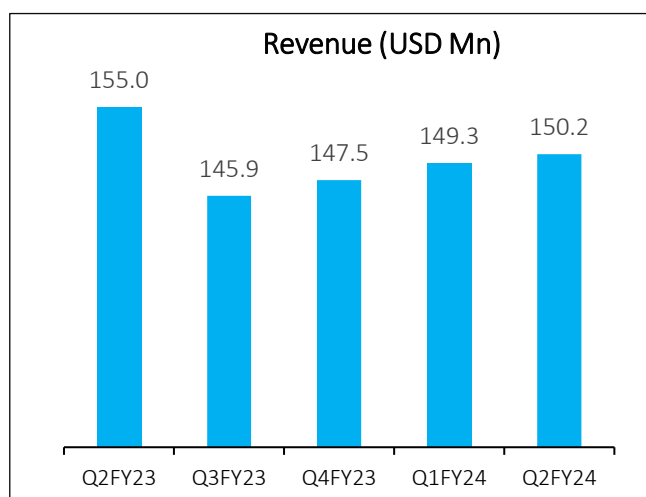
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## Q2FY24 Revenue and Profitability snapshot:

Particulars	Q2FY24		Growth					
	USD Mn	INR Mn	Q-o-Q			Y-o-Y		
			USD	INR	CC	USD	INR	CC
Revenue	150.2	12,408	0.6%	1.1%	0.2%	-3.1%	0.5%	-3.4%
EBITDA	27.9	2,309	-0.3%	0.4%		111.4%	118.9%	
EBIT	23.5	1,944	2.8%	3.5%		234.6%	245.5%	
PAT	21.0	1,739	10.6%	11.3%		196.1%	206.3%	

### Performance Highlights:



**Income Statement (USD Mn)**

<b>Income Statement (USD Mn)</b>	<b>Q2 FY 23</b>	<b>FY23</b>	<b>Q1 FY 24</b>	<b>Q2 FY 24</b>
<b>Operating revenue</b>	<b>155.0</b>	<b>604.2</b>	<b>149.3</b>	<b>150.2</b>
<i>Sequential Growth</i>	-0.5%		1.3%	0.6%
<i>Year-Over-Year Growth</i>	9.3%	6.1%	-4.2%	-3.1%
Cost of revenue	115.8	436.6	99.1	102.4
<b>Gross profit</b>	<b>39.2</b>	<b>167.6</b>	<b>50.2</b>	<b>47.7</b>
<i>Gross profit % of revenue</i>	25.3%	27.7%	33.6%	31.8%
<i>Sequential Growth</i>	-5.2%		6.6%	-4.9%
<i>Year-Over-Year Growth</i>	-9.6%	-5.5%	21.3%	21.6%
Sales and marketing expenses	11.2	43.6	9.3	8.5
General and administration expenses	14.8	55.6	12.9	11.3
<b>Operating expenses</b>	<b>26.0</b>	<b>99.2</b>	<b>22.2</b>	<b>19.8</b>
<i>% of revenue</i>	16.8%	16.4%	14.9%	13.2%
<b>Earnings before interest, tax, depreciation and amortization (EBITDA)</b>	<b>13.2</b>	<b>68.5</b>	<b>28.0</b>	<b>27.9</b>
<i>EBITDA % of revenue</i>	8.5%	11.3%	18.7%	18.6%
<i>Sequential Growth</i>	-24.4%		31.0%	-0.3%
<i>Year-Over-Year Growth</i>	-39.5%	-22.2%	60.2%	111.4%
Depreciation and amortization	6.2	22.9	5.2	4.4
<b>Earnings before interest and tax (EBIT)</b>	<b>7.0</b>	<b>45.6</b>	<b>22.8</b>	<b>23.5</b>
<i>EBIT % of revenue</i>	4.5%	7.5%	15.3%	15.6%
<i>Sequential Growth</i>	-36.9%		33.5%	2.8%
<i>Year-Over-Year Growth</i>	-54.7%	-27.9%	105.3%	234.6%
Interest	0.9	3.5	0.7	0.7
Exchange Gain/(Loss)	2.0	4.8	0.1	0.0
Other income	1.6	8.0	3.4	4.4
<b>Profit before tax</b>	<b>9.6</b>	<b>54.9</b>	<b>25.6</b>	<b>27.2</b>
<i>% of revenue</i>	6.2%	9.1%	17.1%	18.1%
<i>Sequential Growth</i>	-26.0%		30.2%	6.3%
<i>Year-Over-Year Growth</i>	-44.7%	-28.7%	96.3%	182.2%
Provision for taxation	2.5	14.4	6.6	6.2
<b>Profit after tax (before minority interest)</b>	<b>7.1</b>	<b>40.5</b>	<b>19.0</b>	<b>21.0</b>
<i>% of revenue</i>	4.6%	6.7%	12.7%	14.0%
<b>Profit after tax</b>	<b>7.1</b>	<b>40.5</b>	<b>19.0</b>	<b>21.0</b>
<i>Profit after tax % of revenue</i>	4.6%	6.7%	12.7%	14.0%
<i>Sequential Growth</i>	-26.0%		31.1%	10.6%
<i>Year-Over-Year Growth</i>	-44.5%	-27.5%	98.0%	196.1%



**Income Statement (INR Mn)**

Income Statement (INR Mn)	Q2 FY 23	FY 23	Q1 FY 24	Q2 FY 24
<b>Operating revenue</b>	<b>12,346</b>	<b>48,482</b>	<b>12,272</b>	<b>12,408</b>
<i>Sequential Growth</i>	2.6%		1.2%	1.1%
<i>Year-Over-Year Growth</i>	17.5%	14.2%	2.0%	0.5%
Cost of revenue	9,218	35,000	8,146	8,463
<b>Gross profit</b>	<b>3,129</b>	<b>13,482</b>	<b>4,126</b>	<b>3,946</b>
<i>Gross profit % of revenue</i>	25.3%	27.8%	33.6%	31.8%
<i>Sequential Growth</i>	-2.4%		6.6%	-4.4%
<i>Year-Over-Year Growth</i>	-2.7%	2.0%	28.7%	26.1%
Sales and marketing expenses	892	3,546	768	702
General and administration expenses	1,182	4,414	1,057	935
<b>Operating expenses</b>	<b>2,074</b>	<b>7,960</b>	<b>1,825</b>	<b>1,637</b>
<i>% of revenue</i>	16.8%	16.4%	14.9%	13.2%
<b>Earnings before interest, tax, depreciation and amortization (EBITDA)</b>	<b>1,055</b>	<b>5,523</b>	<b>2,301</b>	<b>2,309</b>
<i>EBITDA % of revenue</i>	8.5%	11.4%	18.7%	18.6%
<i>Sequential Growth</i>	-22.5%		30.9%	0.4%
<i>Year-Over-Year Growth</i>	-34.6%	-15.9%	69.1%	118.9%
Depreciation and amortization	492	1,830	423	366
<b>Earnings before interest and tax (EBIT)</b>	<b>563</b>	<b>3,693</b>	<b>1,878</b>	<b>1,944</b>
<i>EBIT % of revenue</i>	4.6%	7.6%	15.3%	15.7%
<i>Sequential Growth</i>	-35.4%		33.4%	3.5%
<i>Year-Over-Year Growth</i>	-50.8%	-21.7%	115.5%	245.5%
Interest	75	279	60	57
Exchange Gain/(Loss)	159	385	5	0
Other income	125	643	279	363
<b>Profit before tax</b>	<b>771</b>	<b>4,441</b>	<b>2,102</b>	<b>2,249</b>
<i>% of revenue</i>	6.2%	9.2%	17.1%	18.1%
<i>Sequential Growth</i>	-24.4%		30.1%	7.0%
<i>Year-Over-Year Growth</i>	-40.1%	-22.6%	106.1%	191.8%
Provision for taxation	203	1,165	540	510
<b>Profit after tax (before minority interest)</b>	<b>568</b>	<b>3,275</b>	<b>1,562</b>	<b>1,739</b>
<i>% of revenue</i>	4.6%	6.8%	12.7%	14.0%
<b>Profit after tax</b>	<b>568</b>	<b>3,275</b>	<b>1,562</b>	<b>1,739</b>
<i>Profit after tax % of revenue</i>	4.6%	6.8%	12.7%	14.0%
<i>Sequential Growth</i>	-24.4%		31.0%	11.3%
<i>Year-Over-Year Growth</i>	-39.9%	-21.3%	107.9%	206.3%



## Other Metrics

Other Metrics	Q2 FY 23	FY 23	Q1 FY 24	Q2 FY 24
<b><u>Revenue By Service Offering (as % of Revenue)</u></b>				
<b>Digital Application Services</b>	<b>80.0%</b>	<b>81.4%</b>	<b>81.7%</b>	<b>81.8%</b>
<i>Application Services + Enterprise Application (SaaS)</i>	47.9%	49.1%	47.9%	47.8%
<i>Advanced Engineering Services</i>	13.7%	13.7%	15.4%	16.5%
<i>Experience Services</i>	9.1%	9.6%	8.9%	9.1%
<i>Data Engineering and Analytics</i>	9.4%	8.9%	9.5%	8.4%
<b>Digital Foundation Services</b>	<b>20.0%</b>	<b>18.6%</b>	<b>18.3%</b>	<b>18.2%</b>
<b><u>Revenue By Vertical (as % of Revenue)</u></b>				
Hitech	31.8%	30.8%	29.7%	27.2%
Manufacturing & Consumer Services	24.7%	24.9%	24.2%	25.9%
Banking & Financial Services	33.7%	34.3%	36.3%	37.3%
Healthcare & Life Sciences	9.8%	10.0%	9.8%	9.6%
<b><u>Revenue By Geographical Segment (as % of Revenue)</u></b>				
US	71.6%	70.7%	69.4%	66.1%
Europe	17.4%	18.1%	19.2%	21.6%
Africa	11.0%	11.2%	11.4%	12.3%
<b><u>Operating revenue (Constant Currency mn)</u></b>				
Sequential Growth	1.6%	10.3%	1.3%	0.2%
Year-Over-Year Growth	14.4%	10.3%	-1.6%	-3.4%
<b><u>Constant Currency Growth by Vertical (QoQ %)</u></b>				
Hitech	2.4%	-2.0%	-1.7%	-8.0%
Manufacturing & Consumer Services	-5.7%	5.9%	4.0%	6.7%
Banking & Financial Services	6.0%	29.5%	3.0%	3.1%
Healthcare & Life Sciences	4.8%	6.5%	-1.2%	-1.5%
<b><u>Number of million dollar Clients (LTM Revenue)</u></b>				
1 Million dollar +	87	84	87	84
5 Million dollar +	28	29	29	29
10 Million dollar +	13	14	14	14
20 Million dollar +	3	4	4	4

Other Metrics	Q2 FY 23	FY 23	Q1 FY 24	Q2 FY 24
<b>Revenue from top clients</b>				
Revenue- top 5 clients	34.6%	33.2%	34.0%	31.5%
Revenue- top 10 clients	45.5%	44.6%	45.2%	42.2%
Revenue- top 20 clients	60.7%	60.8%	61.7%	58.3%
<b>Number of active clients</b>	<b>146</b>	<b>148</b>	<b>147</b>	<b>148</b>
<b>Onsite:Offshore (as % of Revenue)</b>				
<b>Revenue mix</b>				
Onsite	57.1%	56.1%	52.0%	50.9%
Offshore	42.9%	43.9%	48.0%	49.1%
<b>Utilization (excluding Trainees)</b>				
Utilization (excluding Trainees)	80.7%	81.4%	82.5%	83.1%
<b>Headcount</b>				
<b>Total Headcount</b>	<b>11,250</b>	<b>10,563</b>	<b>10,540</b>	<b>10,330</b>
Technical - Onsite	2,259	2,141	2,139	2,076
Technical - Offshore	8,019	7,497	7,454	7,315
<b>Gross employees added during the period</b>	1,194	3,559	654	643
<b>% of women employees</b>	<b>30.1%</b>	<b>30.0%</b>	<b>30.2%</b>	<b>30.0%</b>
<b>Voluntary Attrition %(LTM)</b>	26.3%	19.8%	15.9%	13.1%
<b>Exchange Rates (Rupee Dollar Rate)</b>				
Period Closing Rate	81.3	82.2	82.0	83.0
Period Average Rate	79.6	80.3	82.2	82.6
<b>Accounts receivables (in days)</b>				
Billed	54	52	50	51
Unbilled	26	22	24	28
<b>Total</b>	<b>80</b>	<b>74</b>	<b>74</b>	<b>79</b>
<b>Cash and bank balances including investments (in USD million)</b>				
Balances with Banks	93.8	88.6	103.3	102.2
Investments	68.3	112.9	130.4	125.0
<b>Cash and bank balances including investments</b>	<b>162.1</b>	<b>201.5</b>	<b>233.8</b>	<b>227.1</b>
<b>Debt (USD mn)</b>	-	-	-	-
<b>Total Outstanding Hedges (In USD)</b>	<b>130.8</b>	<b>173.7</b>	<b>246.7</b>	<b>289.1</b>

**About Zensar ([www.zensar.com](http://www.zensar.com))**

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for 145+ global clients. Our solutions leverage industry-leading platforms and help clients be competitive, agile, and disruptive as they navigate transformational changes with velocity. With headquarters in Pune, India, our 10,500+ employees work across 30+ locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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Catch our refreshed new website at: [www.zensar.com](http://www.zensar.com)

**About RPG Enterprises ([www.rpggroup.com](http://www.rpggroup.com))**

RPG Enterprises, established in 1979, is one of India's fastest-growing business groups, with a turnover of US\$ 4.7 billion. The group has diverse business interests in the areas of Infrastructure, Tyres, Pharma, IT and Specialty as well as in emerging innovation-led technology businesses.

**For any queries, please feel free to reach out:**

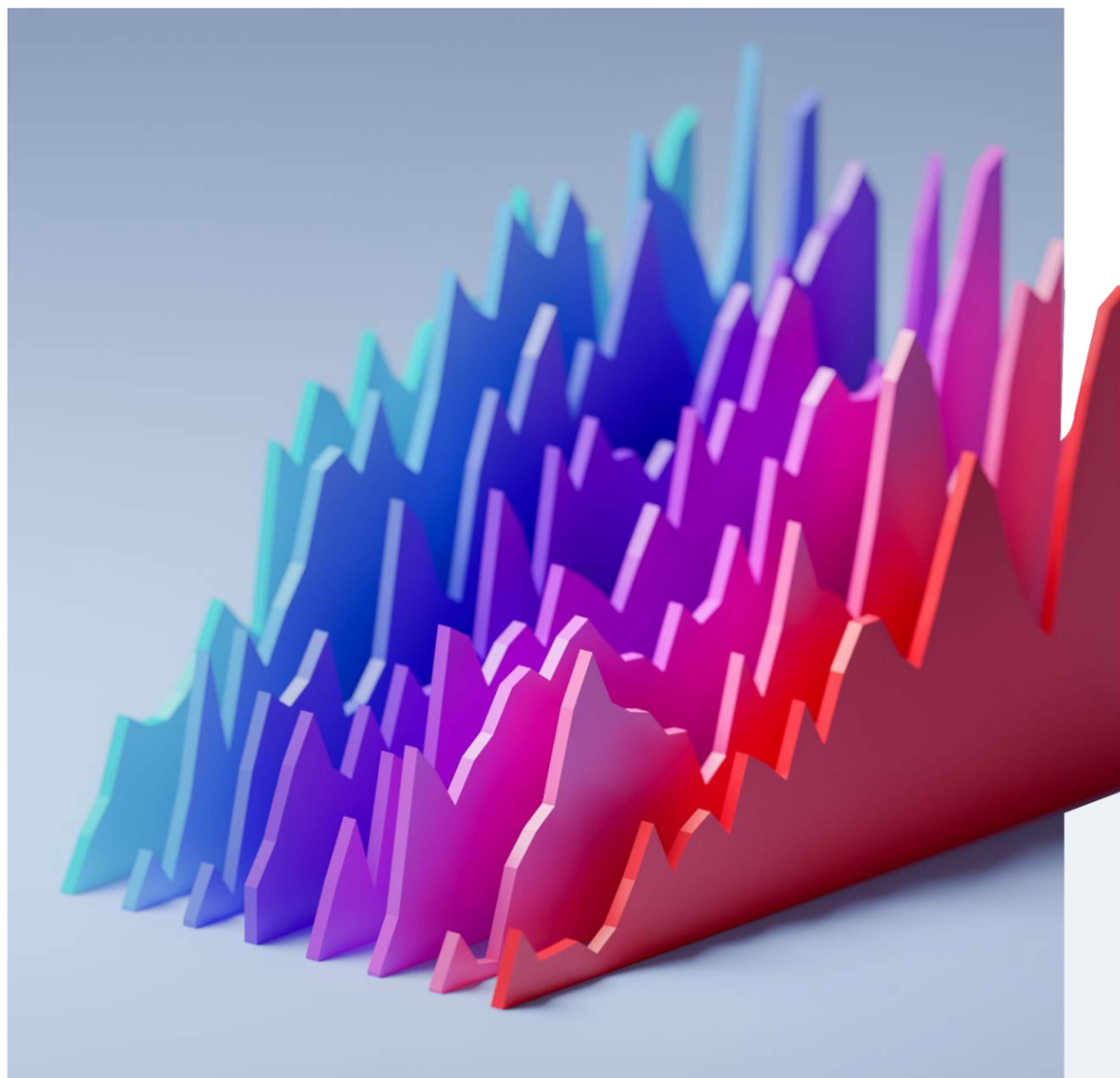
<b>Media Contact</b>
<b>Sunanda Jayaseelan</b>
Public Relations
Zensar Technologies
<a href="mailto:sunanda.jayaseelan@zensar.com">sunanda.jayaseelan@zensar.com</a>

**Safe Harbor**

Certain statements in this release concerning our future prospects are forward-looking statements that 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 customers 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 pandemics 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, and general global operations and may also impact the success of companies in which we have made strategic investments, demand for the 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.

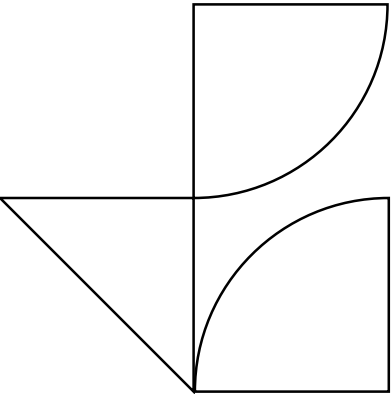


# **Analyst Presentation**

Quarter ending September 30, 2023

Zensar Technologies Ltd.

# Safe Harbor



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# Q2FY24 snapshot



Services Revenue

**\$149.8M**

0.1% QoQ CC 



Total revenue


**\$150.2M**

0.2% QoQ CC 



EBITDA%

**18.6%**

10 bps 



PAT%


**14.0%**

130 bps 



Cash

**\$227.1M**

\$6.7M 



Headcount

**10,330**



Wins

**\$194.8M**





# Vertical and Geography performance

## Vertical highlights



**HTE**

**-8.3%**  
QoQ cc

**27.1%**  
Q2 FY24 revenue



**BFSI**

**3.0%**  
QoQ cc

**37.4%**  
Q2 FY24 revenue



**MCS**

**6.7%**  
QoQ cc

**25.9%**  
Q2 FY24 revenue



**HLS**

**-1.7%**  
QoQ cc

**9.6%**  
Q2 FY24 revenue

## Geography highlights



**USA**

**-4.3%**  
QoQ cc

**66.2%**  
Q2 FY24 revenue



**UK/EU**

**11.3%**  
QoQ cc

**21.6%**  
Q2 FY24 revenue



**South Africa**

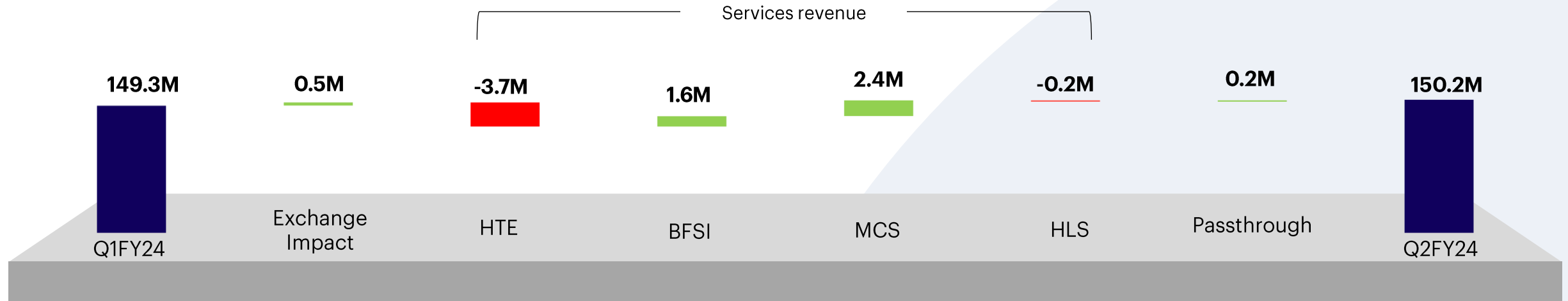
**7.9%**  
QoQ cc

**12.2%**  
Q2 FY24 revenue

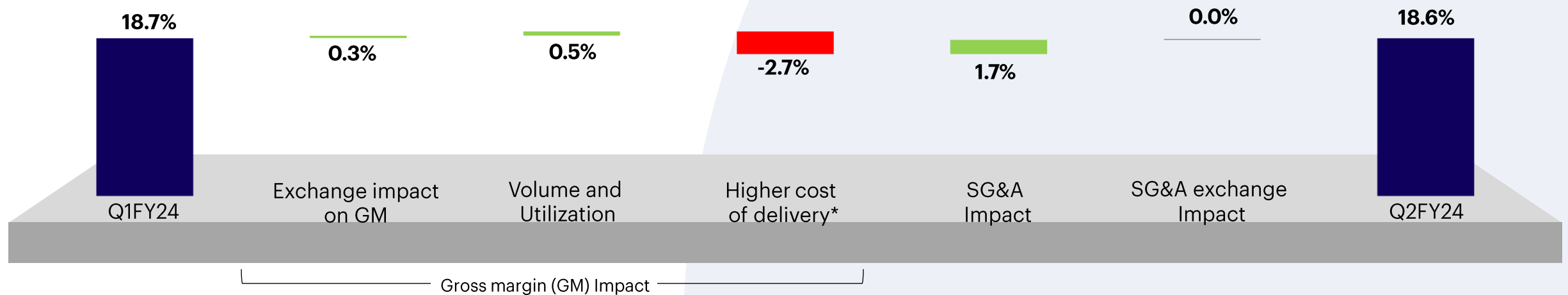
- All numbers correspond to Services revenue
- HTE - Hitech
- MCS - Manufacturing and Consumer Services
- HLS - Healthcare & Life Sciences

# Revenue and margin walk

## Revenue walk (in \$M)

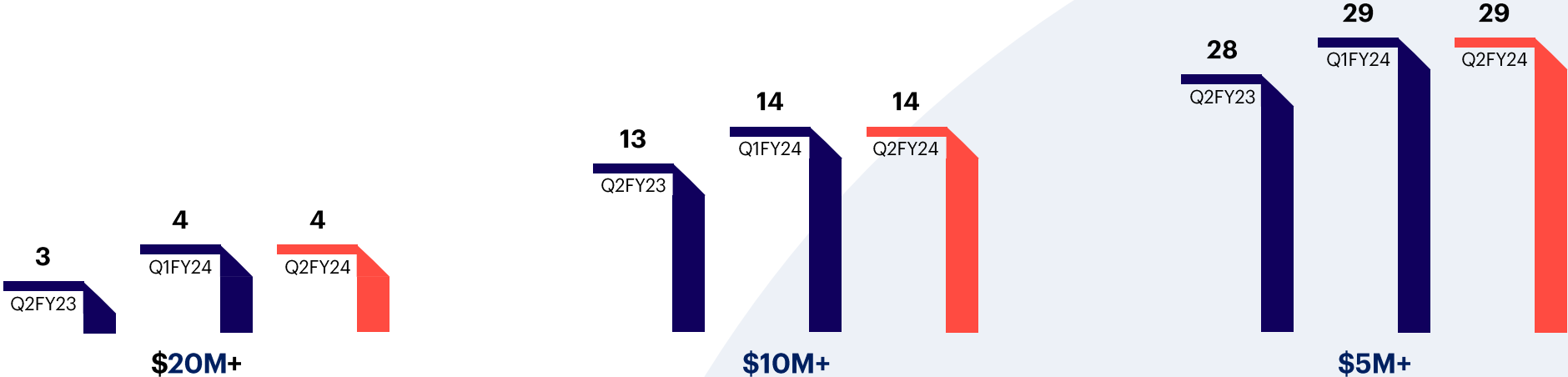


## EBITDA walk (in % of revenue)

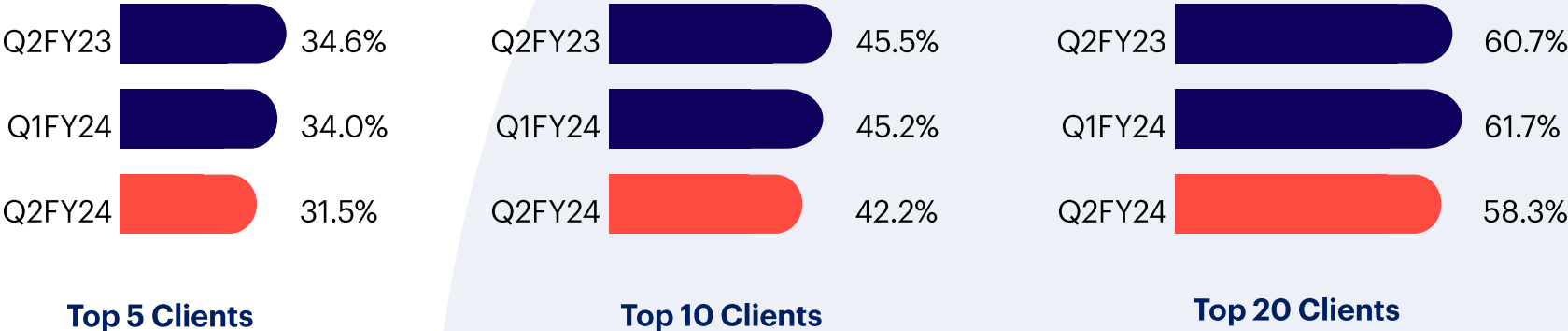


# Client and Revenue mix

## Client mix



## Revenue mix (% of total revenue)



# Win momentum continues: Notable projects

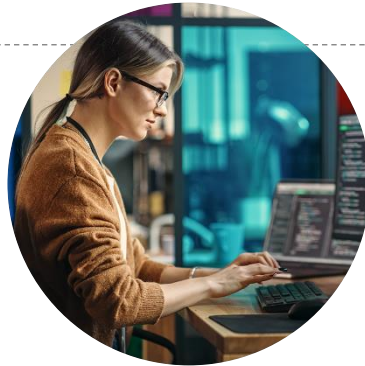


**Cyber Security service for UK's leading integrated downstream energy company**

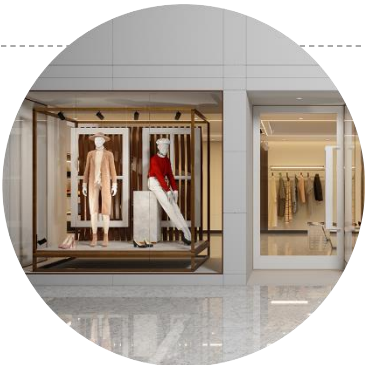
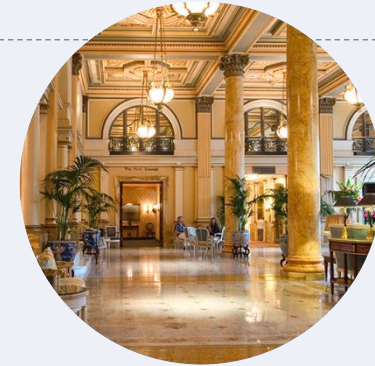


**End to end Digital transformation for a Leading Trading organization**

**Provided Multi-Tenant Technology to World's leading insurance broker and risk advisor**



**Infrastructure assessment and implementation for UK's Luxury Hotel brand**



**Cloud Architect design solution for a leading Investment and holding Company**



**Product Engineering & implementation for Global financial services provider**

# Case studies: Next-generation services bring business value



## Global 24x7 support across 41 countries for leading immigration and mobility firm

We partnered with an immigration and mobility firm and helped them in enabling their cross-border compliance and insurance risk assessment by actively handling application platforms during post divesture. Zensar took over support in one month of Go Live with for a very few P1 tickets. Zensar provided L1, L2, L3 support for all 41 countries operating in 3 shifts. ServiceNow and Azure DevOps platforms were leveraged to provide ITSM functionality. Instant updates to SOPs ensured a declining ticket trend within the first 6 months of support. Real-time visibility into ticket trends, open tickets and other metrics.

Steady start was achieved with 6 months of Go live for a complex IT landscape.



## Zensar Designed & implemented prioritization Engine for a top Hitech firm

Zensar's Client, a Multinational Digital communications technology conglomerates needed support in churning a huge volume of pipeline deal data to derive the sales funnel. Zensar designed & built a prioritization engine to target No and Low conversion deals to implement actionable steps to reach the least average conversion % by region.

We created a dashboard to derive insights into high and low value deals. This dashboard acts as an accelerator for sales users to target the identified opportunities. Out of 200K Deals of the Current Fiscal Year, a total of 30K deals have been prioritized for action by utilizing partner journey and wallet integrated insights.



## IT Infrastructure Assessment for a South Africa based leading Insurance Services Company

We partnered with a South Africa-based leading Insurance Services Company which is a subsidiary of a South Africa-based bank.

Clients faced frequent performance issues and outages which needed detailed discovery and assessment of their production infrastructure.

We conducted a detailed assessment of their environment and identified critical issues. We have provided the customer with solutions to help reduce noise, upgrade the infrastructure, streamline the processes and introduce automation in the customer's environment. This will stabilize a customer's IT environment, thereby reducing costs and providing a better application and infrastructure availability.



# Leadership structure



**Manish Tandon**  
CEO and MD



**Vivek Ranjan**  
Sr VP & CHRO



**Vijayasimha Alilughatta**  
Chief Operating Officer



**Sachin Zute**  
Sr VP & CFO



**Harish Lala**  
Exec VP & Head, South Africa



**Nachiketa Mitra**  
Exec VP & Head, Global BFSI



**Chaitanya Rajebahadur**  
Exec VP & Head,  
Europe & MCS



**Anup Rege**  
Sr VP &  
Chief Business Officer



**Rajat Sharma**  
Sr VP & Head,  
Growth & Platforms



**Sandy Sharma**  
Sr VP &  
Chief Digital Transformation  
Officer



**Manikandesh  
Venkatachalam**  
Exec VP & Head,  
Global HTE

# ESG initiatives



## Environment

**Carbon emissions:** Net-zero GHG emissions by FY40 (Scope 1 and 2)

**Energy consumption:** 50% reduction in Energy Performance Index by FY30

**Waste & water management:** By FY25 for owned premises:

- Water positive
- Zero water discharge
- Zero waste to landfills



## Social

**Happiness:** Sustain Happiness Index Score at 82 or more

**Diversity and inclusion:** Create a gender-diverse workplace with 35% women associates by FY27

**Corporate social responsibility:** Reach 225,000 lives through community development initiatives by FY30

**Human resources development:** Achieve 80 average hours of training per associate by FY30



## Governance

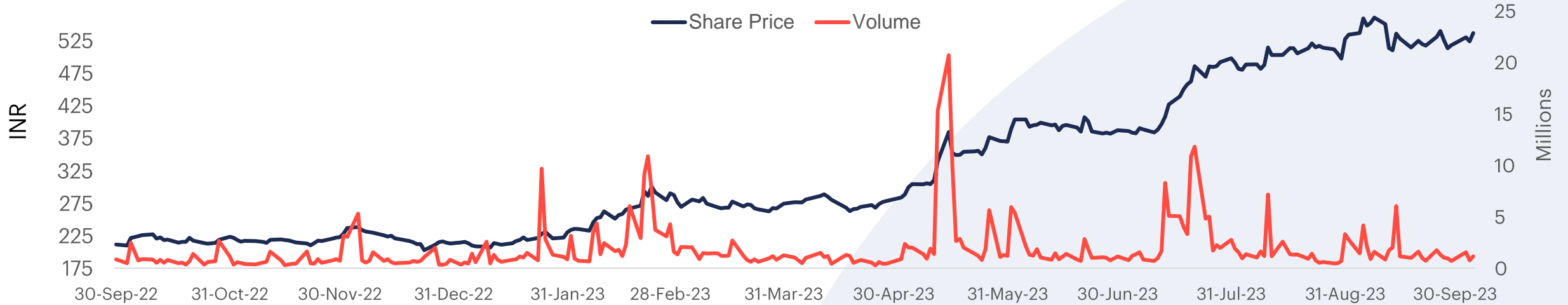
**Governance & compliance:**

- 100% compliance for code of conduct training
- Strengthen ombudsman process

**Procurement & supplier diversity:** Assess all suppliers based on sustainable procurement criteria by FY30

**Data security & privacy:** Commitment to data privacy compliance

# Zensar's stock price and shareholding pattern

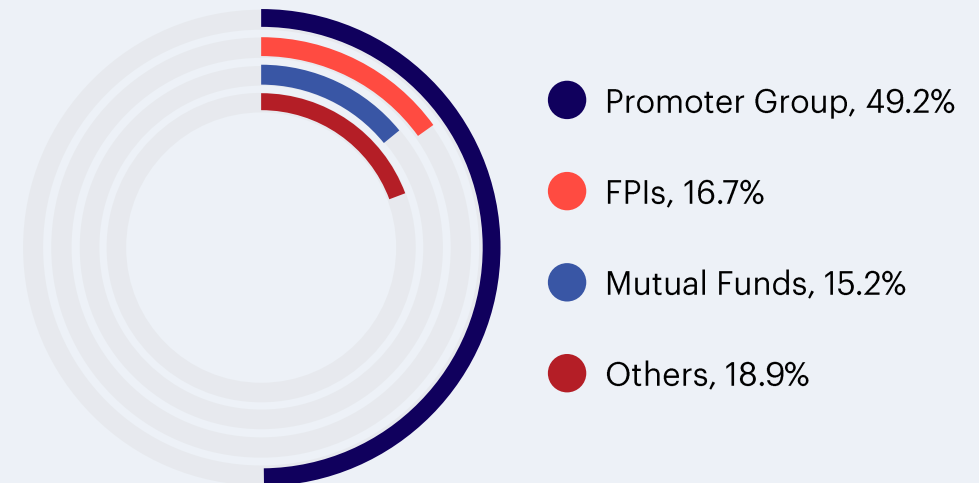


## Equity Share Information

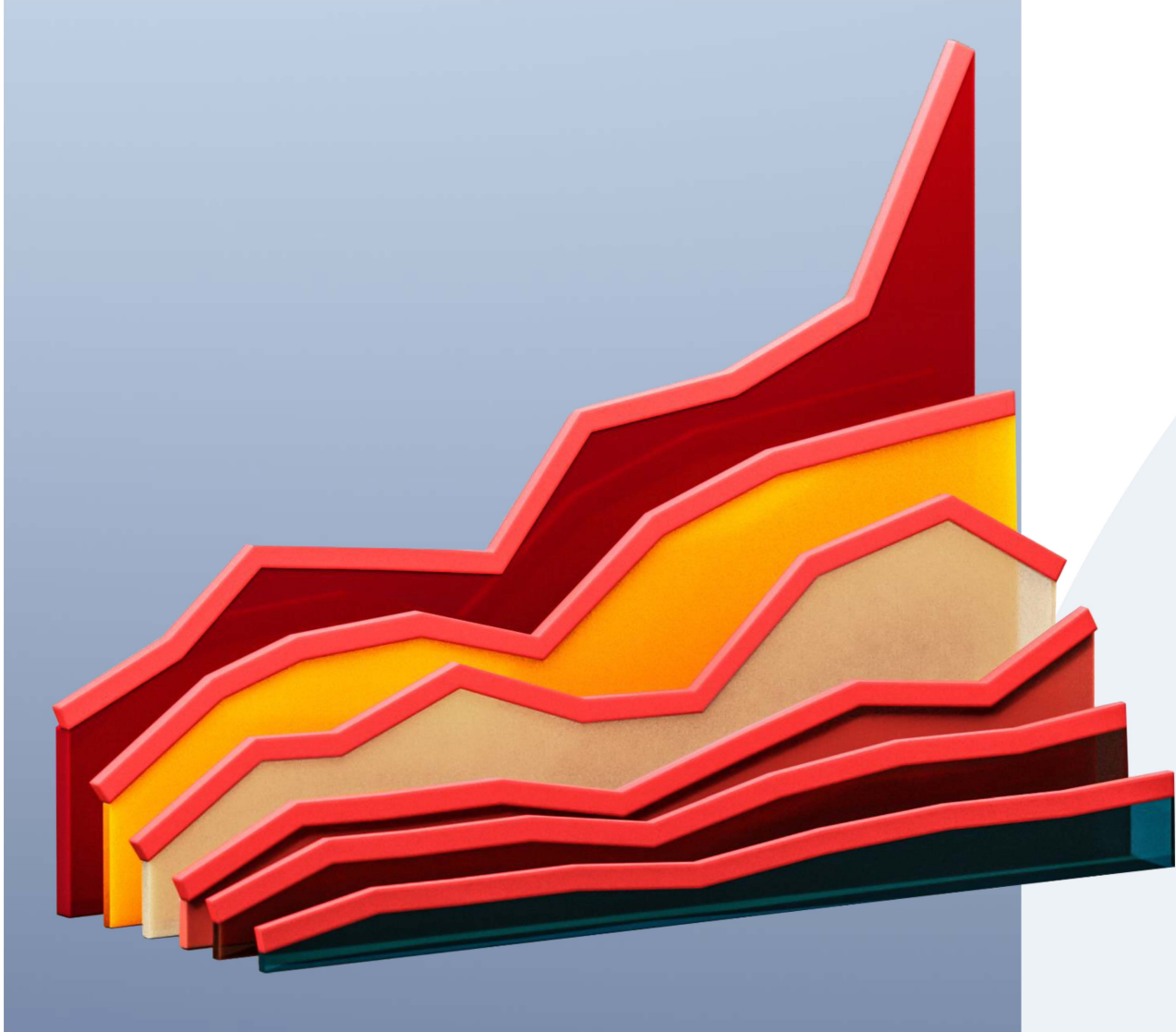
- Share Price (29<sup>th</sup> September 2023): INR 517.4/ share
- Market Cap (29<sup>th</sup> September 2023): INR 11,733Cr
- Financial Year: April to March
- Face Value: INR 2 / share
- Listed on Indian Stock Exchanges:
  - a) Bombay Stock Exchange (code: 504067)
  - b) National Stock Exchange (code: ZENSARTECH)
- Bloomberg Code: ZENT.IN
- Reuters Code: ZENT.BO

## Shareholding Pattern

(as of September 30, 2023)



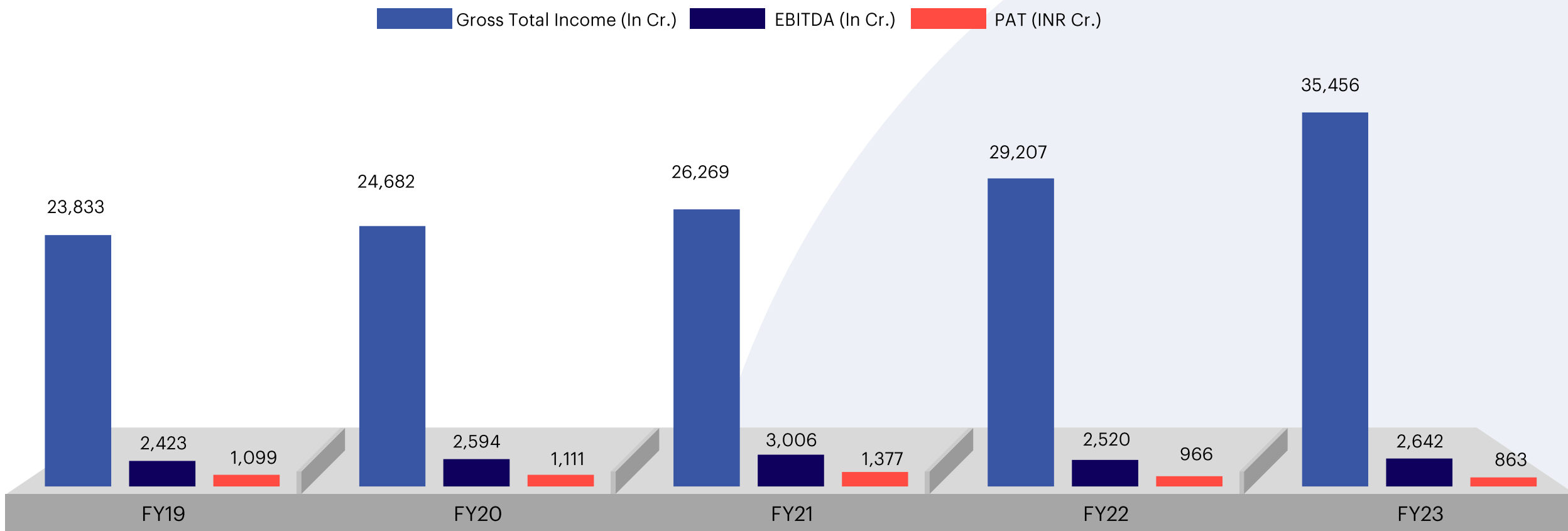




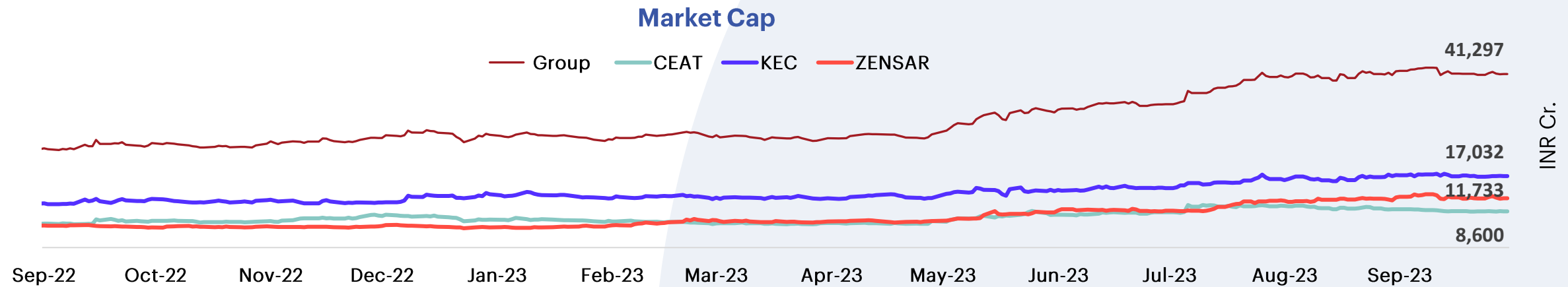
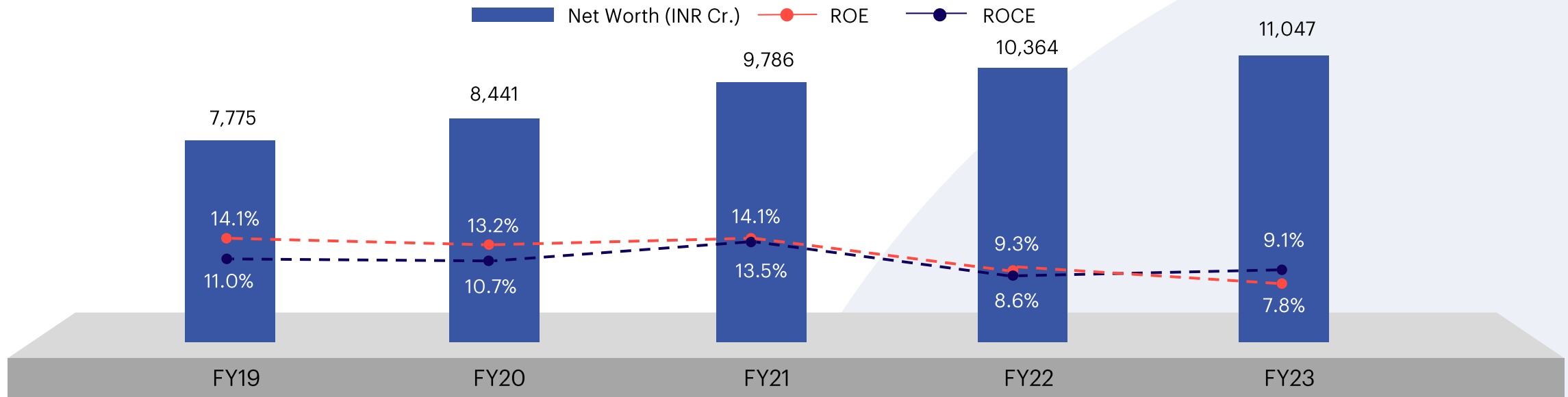
# **RPG Group Update**

# RPG Group key financials

Revenue FY19-23 CAGR 8.3%



# RPG Group key financials



**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 to June 30, 2023

**zensar**

**Thank You**

