Datamatics Global Services Limited

DATAMATICS°
Data to Intelligence

November 27, 2019

To,

Corporate Communication Department	Listing Department
BSE Limited	**National Stock Exchange of India Limited**
Phiroze Jeejeeboy Towers,	Exchange Plaza, Bandra Kurla Complex,
Dalal Street, Mumbai – 400 001.	Bandra (East), Mumbai - 400 051.
BSE Scrip Code: 532528	NSE Code: DATAMATICS

Sub: Press Release

Dear Sir/Madam,

Please find attached herewith press release titled **"Datamatics TruBot recognized in the IBS Intelligence Global FinTech Innovation Awards 2019"** for your information and record.

Kindly take the above on your record.

For **Datamatics Global Services Limited**

Divya Kumat
EVP, Chief Legal Officer and Company Secretary

Datamatics TruBot recognized in the IBS Intelligence Global FinTech Innovation Awards 2019

Mumbai, November 27, 2019: Datamatics Global Services Ltd. (DGSL), a global IT & BPM company, today announced that it had won the runners-up in the IBS Intelligence Global FinTech Innovation Awards 2019 in the Best Process Automation Initiative using RPA category. Datamatics received this recognition for enabling a leading private sector bank in India to increase their customer satisfaction level by 90% by bringing in end-to-end automation using its RPA product, TruBot. The awardees were recognized at the IBS Intelligence Global FinTech Innovation Awards ceremony held on 22nd November 2019 at Four Seasons, Mumbai.

IBSI Fintech Project and Innovation Awards 2019 honors fintech service providers and banks for excellence in banking technology solution implementations and innovations. The submissions were assessed based on several factors such as Program Complexity, Program Governance, Best Practices & Tools Adopted, Originality & Simplicity, Adaptability of the concept, Innovation Excellence, and Customer Impact.

The award recognizes Datamatics for automating the "Customer Service Request Process" for a leading private sector bank in India. The client received a huge volume of unstructured requests from their customers for periodic account statements. Datamatics RPA product – TruBot automates the process, and the AI component of TruBot reads the requests coming in various formats and converts into a structured format that helped the client achieve 100% accuracy and improve process speed. The client can now handle more transactions due to faster and automated processing of requests.

Robin Amlôt, Managing Editor of the IBS Journal said, "Fintech is transforming banking and financial services. The IBS Intelligence Global FinTech Innovation Awards identified the best in the business around the world, and Datamatics' TruBot was recognized in the CoolTech Innovation category Best Process Automation Initiative using RPA."

Speaking on occasion, **Mr. Mitul Mehta, SVP & Head, Marketing & Communications, Datamatics Global Services Ltd.** said, "Robotic Process Automation has played a vital role in transforming banking processes and delivering exceptional customer services. Being a partner to leading Banks and Financial Services companies across the globe, Datamatics has helped them start and scale their intelligent automation journey. We are delighted to be recognized in the IBS Intelligence Global FinTech Innovation Awards 2019."

Datamatics Global Services Limited
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Datamatics TruBot is an enterprise-grade, multi-skilled RPA product that automates a range of repetitive and rule-based processes. TruBot has more than 96 customers globally and has automated over 800 processes.

About IBS Intelligence

Established in 1991, IBS Intelligence, a member of Cedar Group, is a leading global FinTech news, research and analyst firm with a 28-year track record. Our global solutions include research reports on every major banking technology sector, profiling over 350 suppliers; the monthly IBS Journal that provides insights on the fast-moving FinTech industry and ranks global key system suppliers; and an online global database of 10,000+ system purchases by banks.

In addition, our value-added-services include white papers, case studies, and consulting support. Nine out of the world's leading suppliers are among our clients. Our research has been selected by Reuters, Bloomberg and Capital IQ endorsing the quality and depth of our offering.
For further information, please visit https://ibsintelligence.com/

About Datamatics Global Services

Datamatics (*BSE: 532528 | NSE: DATAMATICS*) provides Intelligent Solutions for data-driven businesses to increase productivity and enhance customer experience. The company's portfolio of service offerings spans across Information Technology Services, Business Process Management, Engineering Services, and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotics Process Automation, Advanced Analytics, Business Intelligence, and Automated Fare Collection. Datamatics services over 500 customers globally across Banking & Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing.

Headquartered in Mumbai, the Company has a presence across 4 continents with major delivery centers in the USA, India, and the Philippines with an employee base of 10,000. To know more about Datamatics, visit www.datamatics.com

For media queries, please contact:

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