



Press Release

Hexaware Strengthens its Leadership Team

Appoints Sandeep Dhar to lead Customer Experience Transformation

Mumbai - 22 February 2018: Everyone knows that delivering a great customer experience, consistently, can be a powerful differentiator. Yet, there are few companies across industries that are able to do so. At Hexaware, it is our mission to help clients transform their customer experience and to deliver it consistently, so as to make it their competitive advantage.

The Company announces the appointment of **Sandeep Dhar** as **President, Customer Experience Transformation**, to lead and drive this mission.

Sandeep was the Chief Operating officer for Capgemini's BPO business. He managed delivery with over 26000 people across eight countries, drove automation efforts using robotics and led the development of next generation solutions using blockchain, bots and analytics. Prior to that, he was the CEO of Tesco HSC, the 7000 people strong operations and technology hub for Tesco worldwide. Earlier, Sandeep was the Managing Director for Sapient in India and was responsible for leading a 5000+ team of IT engineers, software developers & technology architects. He has also spent his early career in various leadership roles in Mphasis, ABN AMRO Bank and Citibank.

Sandeep has three decades of experience in building cutting edge technology solutions and managing large operations. He is passionate about customer experience and has played a pioneering role in building multi-channel offerings across industries.

Welcoming Sandeep Dhar to Hexaware, **R Srikrishna, CEO & Executive Director, Hexaware Technologies Limited** said, "We are fortunate that Sandeep is joining us. Sandeep brings a rich and diverse set of leadership experiences in complex, global enterprises. The synthesis of such diverse experiences is the core to helping our customers transform their customers' experiences."

Hexaware has been substantially investing in automation, cloud technologies and customer experience transformation and it continues to be the focus area for growth. It is uniquely positioned to partner with its clients on their customer experience journey. The company has extensive experience in data sciences for micro-segmenting customers, engineering through design thinking, designing digital touch points, enhancing and integrating diverse systems, improving performance and scalability through cloud, for multiple clients. A design-led approach, helps stitch these capabilities together, to help clients build Customer Experience as a strong differentiator.

Commenting on his appointment, **Sandeep Dhar** stated, "I am delighted to be a part of Hexaware and to lead the Customer Experience Transformation mission. This initiative will leverage Hexaware's full suite of capabilities including those around digital, analytics, application development and the cloud. The purpose is to help our clients build customer intimacy as a differentiator and a competitive advantage."



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About Hexaware

Hexaware is a fast growing IT, BPO and Consulting Company. Our focus is to help customers Shrink IT to eliminate costs and improve delivery of commodity IT, using automation and technology. Transforming customer experience is at the heart of our Grow Digital strategy. We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Travel, Transportation and Logistics. We deliver highly differentiated services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce. Learn more about Hexaware at <http://www.hexaware.com>.

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Safe Harbor Statement

Certain statements in this press release 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. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

For more information contact:

Sreedatri Chatterjee

Hexaware Technologies Limited

Tel: +91 900 426 3405

E-mail: sreedatric@hexaware.com