

HEXAWARE INVESTOR & ANALYST MEET 2019



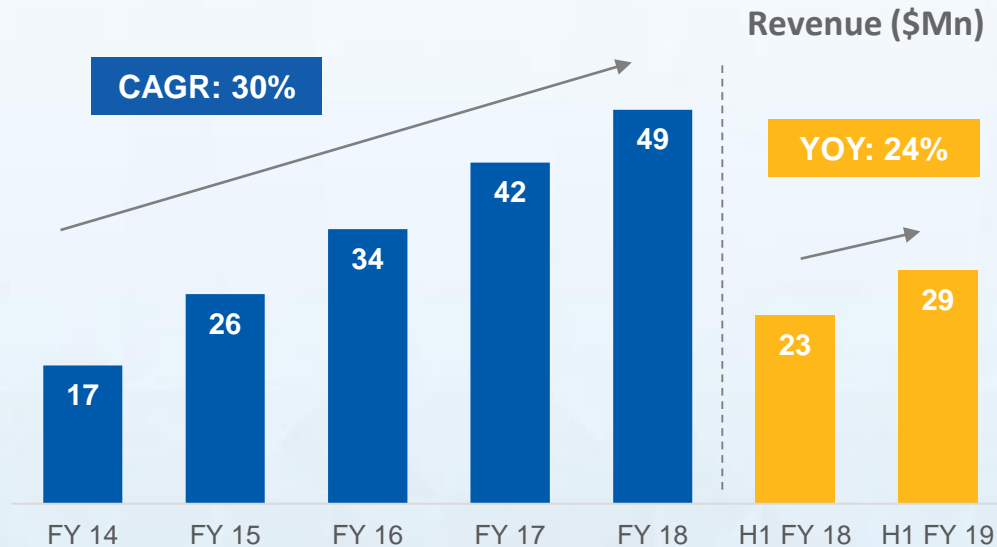
Business Process Services

Financials

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Performance Snapshot



- ▶ BPS – 2nd fastest growing horizontal
- ▶ BPS growth turned up as second highest in terms of CAGR% across all horizontals
- ▶ Highest H1 % growth this year
- ▶ Growth has started to accelerate this year onwards with BFS vertical being the largest contributor to the overall BPS growth



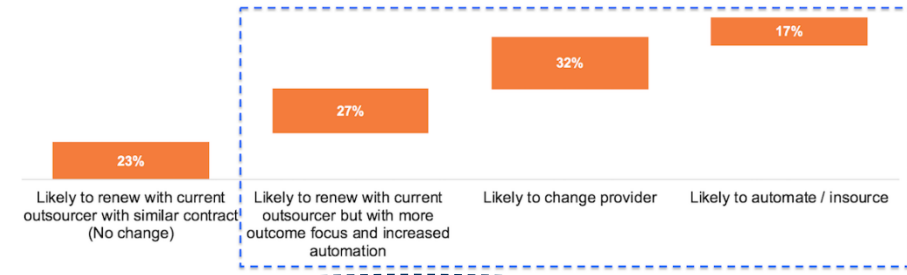
What is working well and Why is it sustainable?



Automation led BPS Will Be Big

Less than a quarter of current outsourcing contracts safe in current form

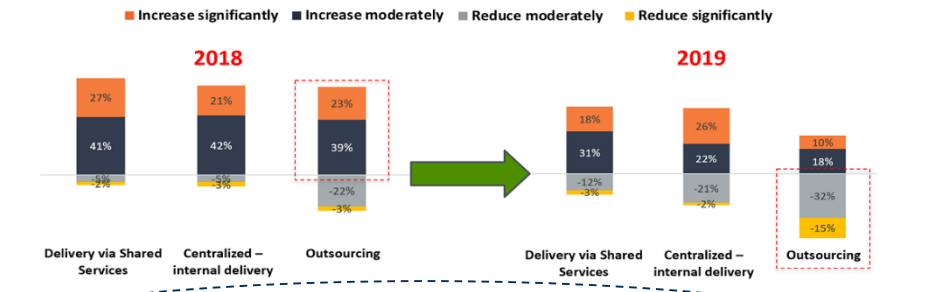
What are your plans regarding current outsourcing / managed services agreements you have?



- 75% of outsourcing clients are expected to change their outsourcing relationships in some shape or form
- 23% likely to renew with current outsourcer with similar contract

The Outsourcing Model is finding its Bottom... and Fast!

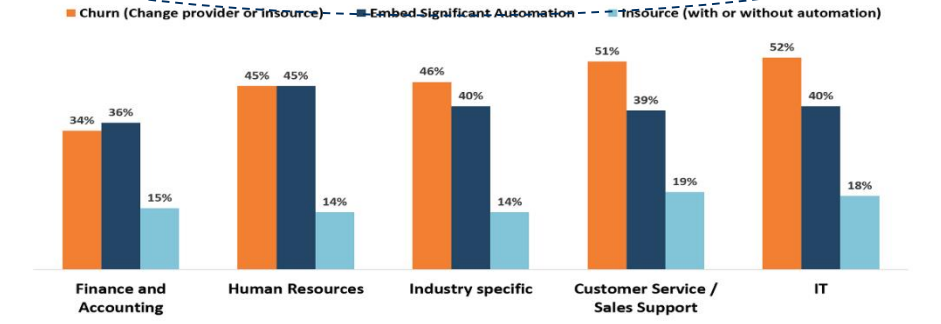
Within your operating framework, how will your company increase / reduce its reliance on the following delivery models?



- A year ago 62% were positive about investing in their outsourcing model, which decreased to only 28% this year
- 47% seeking to decrease their reliance on outsourcing.

Outsourcing on the cusp of significant impact from automation

What are your plans regarding any outsourcing / managed services agreements you have for any of the following?



- Significant no. of Enterprises are looking to find another provider, while a similar number are looking to embed significant automation
- About one-in-six are looking to pull the whole lot back in house

Key Implications for BPS:

- Enable straight to digital
- Capitalize on automation as a service (HiPAS) opportunities
- Disrupt incumbents

How We are Prepared:

Hexaware with its HiPAS and DWF Model, has tailor made solutions that align with clients' Automation needs:

- 300+ RPA Consultants
- 350+ ongoing automation projects (straight to Digital)
- Significant investments in Intelligent Automation (RPA, AI, ML, NLP, Cognitive OCR, Chat Bots, Computer Vision)
- Platform agnostic approach- UI Path, Automation Anywhere, Blue Prism, Work Fusion, Pega, and tools like Medius Flow, Ephesoft, etc

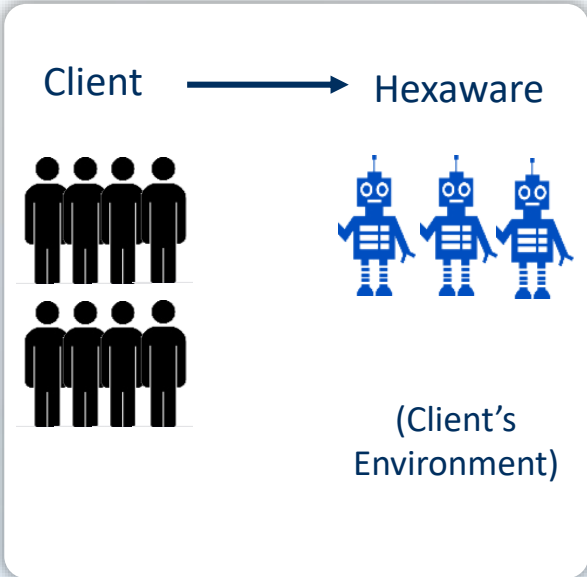


1. Automation led Models

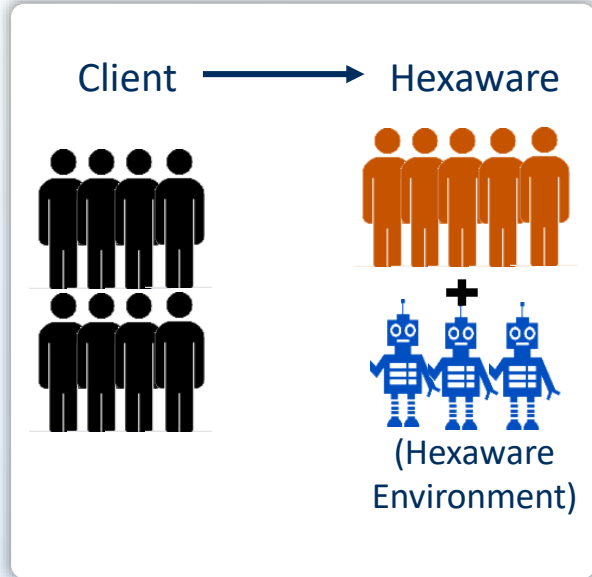


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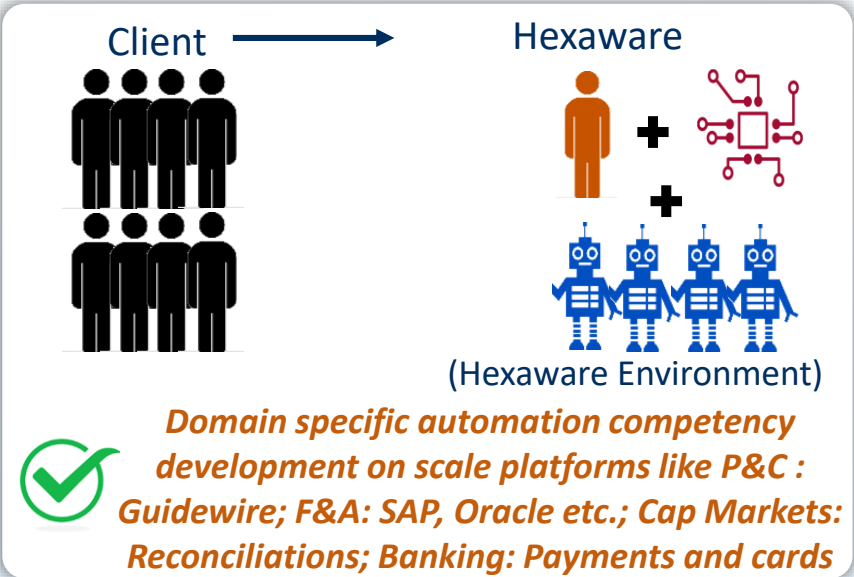
HiPAS



Digital Managed Services (DMS)



Digital Workforce (DWF)



Gap Addressed /
Alignment with
Market Direction

- Lack of client inhouse automation expertise
- Enable straight to digital

- Mitigating risk and accelerating value for clients
- Disrupt incumbents

- Enable straight to digital
- Capitalize on automation as a service opportunities

DWF - Anchor to our Future Growth

- Harbinger of Paradigm shift to BPS business
- Leverage Early mover advantage
- Repeat Monetisation of automation across scale platforms

2. Significant opportunities across untapped customer base

BPS has grown 30% inspite of low penetration across accounts and across Geos

- *However, multiple marquee clients have shown trust reflected through our recent wins*
- *Majority wins through our Automation First approach & exceptional service delivery*

Recent EN Penetration

LEADING GLOBAL BANK

100 FTEs → +800 FTEs
Payments, Commercial Cards

LEADING VISA PROCESSING COMPANY

- + 400 FTEs
- Added Contact Centre processes at Dubai

LEADING US BASED ASSET SERVICING FIRM

50 FTEs → +250 FTEs
Reconciliations

LEADING PAN EUROPEAN TELECOM OPERATOR

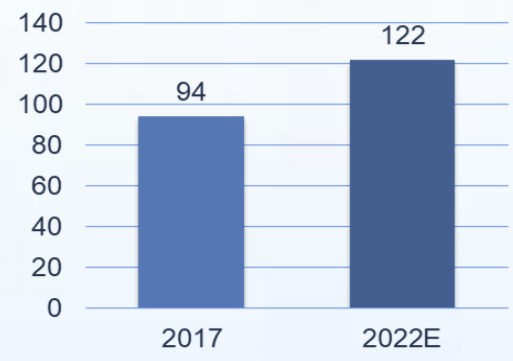
180 FTEs → +500 FTEs
Various processes



- Opportunity to replicate the current EN successes to untapped accounts base
- Disrupt through DMS / DWF models & Trusted Partner approach

3. Building Strong capabilities in DMS across Banking and Capital markets

BFS Outsourcing trend (USD Billion)



- The market size for **business process services** for **Banking & Financial Services (BFS)** was **\$94 Billion** in 2017. This is forecasted to grow at 5.3% through 2022, achieving a size of **\$122 Billion**.
- Incremental market growth across BFS is **\$28 Billion**

Inclination towards Digitalization

28% of the respondents mentioned to embrace elements of digitalization, smart analytics & intelligent automation in many business process deals.



Source: HFS Report

This being a perfect market opportunity within Banking & Capital Markets where Hexaware can position its “Digital Managed Services” to take a larger slice of global BFS BPS pie

Key Offerings – Banking & Capital Markets Niche Focus

Payment Investigations	Trade Finance & Trade Services	Commercial Cards	Asset Mgmt. BO	Reconciliations	Enterprise Data Management
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Current Capabilities – Banking & Capital markets

5+ Countries	Global Customers	100+ SMEs	1500+ FTEs	350K+ Payment Inquiries	1.5mn+ Reconciliation	45+% Cost Savings through Automation
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Technology Expertise

Combination of Strong Domain Expertise, Niche Focus & Automation can lead to significant Success across BFS BPS

4. Growth in spite of the Hexa-Who challenge

Hexaware
Who
"90/9/1"

Why "90/9/1"

Customer Perception Challenge (BPS):

Hexaware BPS is at a disadvantage especially in case of large deals because of scale and risk perceptions among customers and not because of our capabilities



Limited Invitation To RFPs:

Unable to get enough invitations to bid, majority through proactive pursuits – this is changing slowly with our reinforced efforts across brand building, sales & pipeline through partner / Analyst channels



Mitigation Approach (What We)

Extensive Upsurge in Below The Line (BTL) Marketing Campaigns - Website transformation, multifold increase in webinars, blogs, videos, Round Table Events, Success Story Narrations

Use the 1% Champions effectively in creating brand awareness

Collaborative GTM with **Platform Partners** (Automation Anywhere, UI Path & select F&A and Insurance platforms) – **significant pipeline through partners**

Augmented participation in **Analyst Reviews** and **Events**

5. Foray into New Scalable Practices

Market Potential

Key Offerings

Technology Partnerships

Initiatives / Investments

Customer Experience

Contact Centre Operations market size was US \$85 billion in 2018, is estimated to grow to US \$110 billion by 2023 (Source: Everest)

Omni- Channel Customer Care targeted on born digital and ecommerce segments



Opening of Warsaw, Dubai & Philippines based Centres
Acquisition of MOBIQUTY, A cloud based CX company

Digital Content Management

At \$90 billion today and growing to \$122 billion by 2022, CMO spend in digital content is growing by 10% year on year (Source: Forrester)

Mobile & web content mgmt., Merchant validation & attribute mgmt., Menu creation, Trust & Safety –Content moderation & Social Media command centre



Practice leader Identified with 23+ years exp

Translation Services

The Global market for outsourced language services was US \$46.52 billion in 2018, is expected to increase to US\$56.18 billion by 2021 (Source: CSA)

Human Translation, Post edit Machine Translation, DTP & Multi Media



Practice Leaders Hired with 20+ years of experience in Translation Domain



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Innovative Services

Passionate Employees

Delighted Customers

Thank you

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