

HEXAWARE INVESTOR & ANALYST MEET 2019



Infrastructure Management Services

We are in the middle of a journey

- Scaled to \$100 Mn
- Mostly hit other key milestones

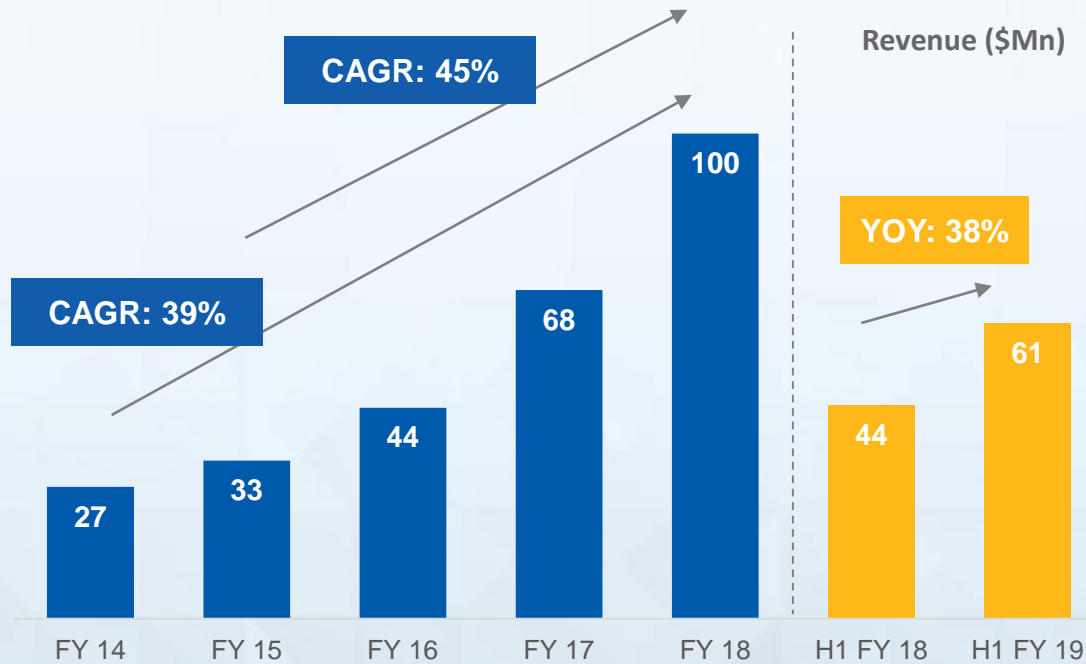
- Launch three new verticals
- Invest in accelerating adoption of Software driven Services to further drive non-linearity and expand margins



- Invest to create the Horizontal

- Invest and reorient for Growth

Performance Snapshot



- 45% CAGR from FY15-FY18
- IMS 2.0 will continue to drive the business momentum

Lessons from IMS 1.0

Business	Share of sales	Growth	Profitability	Performance Drivers
 Managed Services				<ul style="list-style-type: none"> • First Time Outsourcers have done better than Rebid • Digitizing End User Services – key play • Automation a key driver
 Automation as a Service				<ul style="list-style-type: none"> • Value Add play in Fortune 250 market • Experimenting with a variety of business models • We have clear thought leadership in this space
 Hybrid Cloud				<ul style="list-style-type: none"> • Alignment with OEMs critical to success • Hybrid Cloud / Multi Cloud a reality • Cloud Ops and Governance model is maturing
 System Integration				<ul style="list-style-type: none"> • Has been a reactive play , need to pivot focus • Excellent Execution in complex projects • Need to align with a new set of OEMs

★ - Low | ★★★★★ - High



What's going to change from IMS 1.0



IMS 2.0 – Three Evolving Service Lines

Intelligent Employee
Experience
(IT and Non-IT)

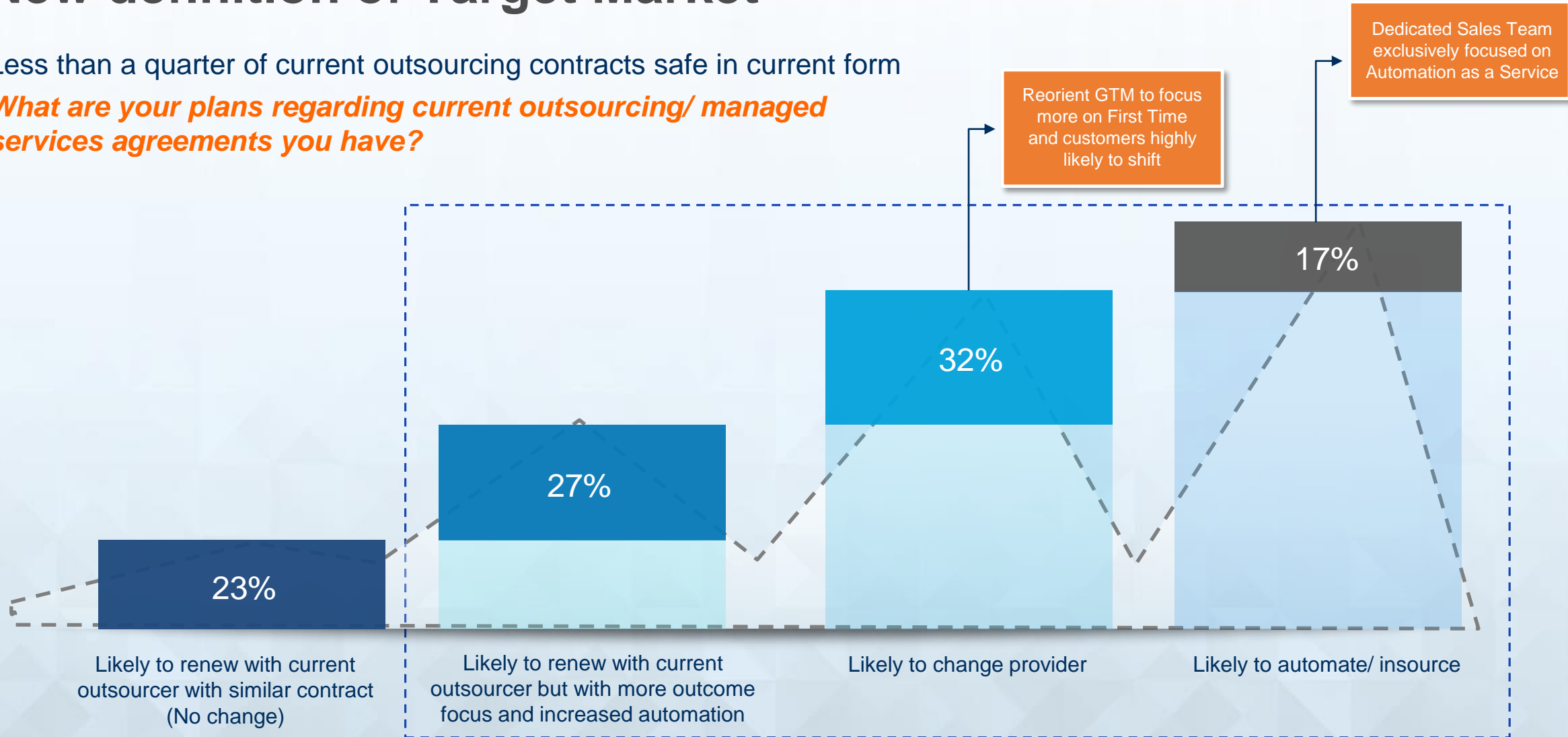
Platform to
**Create, Run and
Operate**
modern apps

Platform Centric
Digital Ops

What's going to change from IMS 1.0 : New definition of Target Market

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

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



Source: HFS Research supported by KPMG, "State of Operations and Outstanding" 2019
Sample: Global 2000 Enterprise Leaders = 355

75% of outsourcing clients are expected to change their outsourcing relationship in some shape or form

What's going to change from IMS 1.0 :

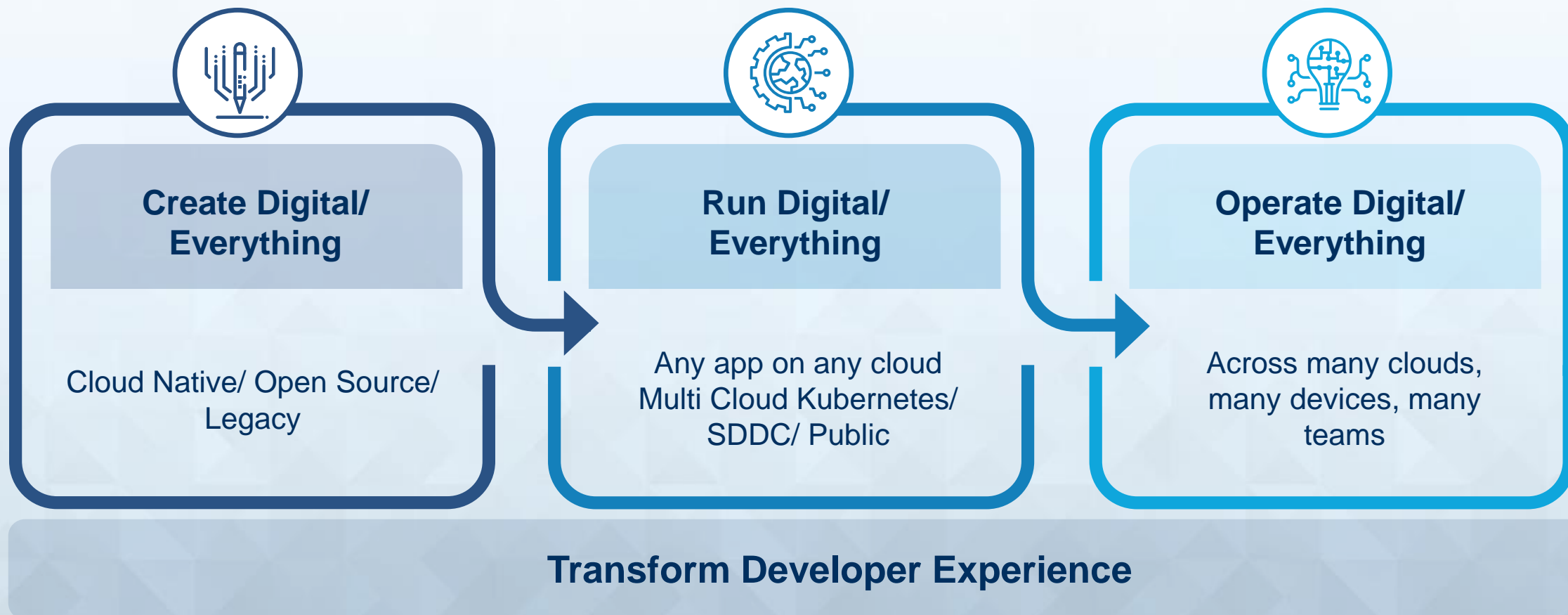
Reorient our Managed Services proposition to be heavily driven by Platform centric ops

	IMS 1.0	IMS 2.0
Delivery Content	Labor: Automation 60:40	Labor: Automation 30:70
Solution Construct	Customized	Catalogue Driven/Standardized
Delivery Construct	Discrete/FTE based	Virtual Engineer as a Service
What to operate	Below the OS	Above the OS
KPIs	Service Level Agreements	Experience Level Agreements

What's going to change from IMS 1.0 :

Aligning with customers to help them create a Platform based service delivery framework that allows them to create, run and operate Modern Apps

Creating skills at scale that will allow for customers to deliver to the above vision



What's going to change from IMS 1.0 :

Employee Experience : New High Growth Proposition

According to recent survey* conducted of 281 executives the difference between the top and bottom quartile on EMPLOYEE EXPERIENCE



The top quartile produced 51% of revenue from new products and services introduced in the last 2 years, versus 24% for the bottom quartile



The industry-adjusted Net Promoter Score (NPS) was 32 for the top quartile, versus 14 for the bottom quartile.



The top quartile showed a 25% greater profitability compared to the bottom quartile.



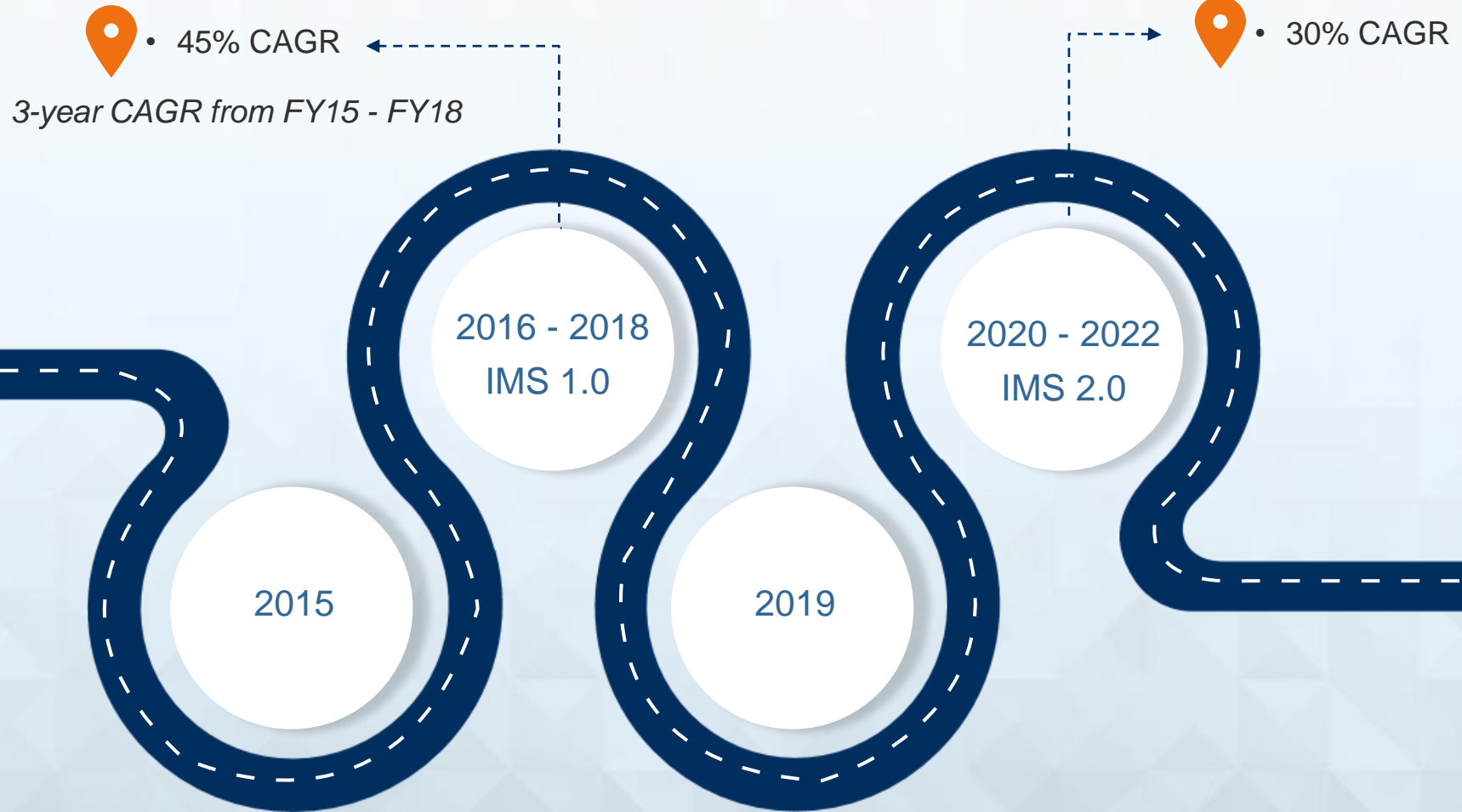
Companies that create a great employee experience are able to reduce complexity and stimulate collaboration.

Given the war for Talent , Employee is now the center of the Enterprise Universe

- Employee experience is becoming a board subject
- Customers are allocating significant budgets to this objective
- The objective is to transform all digital and physical touch points that an employee has with the organization and make them frictionless
- IT and Non IT : “Canteen to Compute”.
- Brings together three areas of expertise for us. **Digital Workplace, Enterprise Services, Customer Experience** ... most likely our next Super Horizontal.

We are in the middle of a journey

Our Ambitions





HEXAWARE

Innovative Services

Passionate Employees

Delighted Customers

Thank you

www.hexaware.com