Certain statements in this release concerning our future prospects are forward-looking statements which 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 customer 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 pandemic 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, general global operations and may also impact the success of companies in which we have made strategic investments, demand for 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.
Q1 FY21 Revenue at USD 130.8 M
(QoQ -4.8% in cc terms)

Part of $3 B RPG Group
Portfolio Company of the $40 B APAX Group
59.5% Digital Revenue (Q1 FY21)
Q1 FY21 Snapshot

USD 130.8M
Revenue
Core Business: 95.7%

USD 101.1M
Net cash USD M
(41.3 M added in Q1 FY21)

USD 150M
Wins in Q1 FY21

USD 1.5+B
Pipeline
(Despite COVID impact)

USD 1.5+B
Wins in Q1 FY21

41.2%
Top 5 Client Mix
5M+ clients up by 4 YoY

14.4%
EBITDA, Up by 50bps QoQ
Core EBITDA 14.9%

9027
Headcount
Attrition 13.5%

75 days
DSO
Improved by 29 days YoY

Zensar prioritized associate first COVID response with 100% Work from Home
Key Financials

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>GROSS MARGIN</th>
<th>EBITDA</th>
<th>PAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD 130.8M</td>
<td>USD 37.7M (28.8% of Revenue)</td>
<td>USD 18.9M (14.4% of Revenue, Core: 14.9% of Rev)</td>
<td>USD 9.7M (7.4% of Revenue)</td>
</tr>
</tbody>
</table>

QoQ: -7.0% (USD), QoQ: -4.8% (cc terms)

QoQ: -7.2% (USD), YoY: -16.5% (USD)

Up by 50bps QoQ: -3.5% (USD), YoY: -13.4% (USD)

Up by 60bps QoQ: +0.7% (USD), YoY: -14.5% (USD)
Revenue & EBITDA Walk

Q4FY20: 140.6

- 1.6% Revenue Mix & Volume
- 3.3% Retail/CS impact
- 2.2% Exchange impact

Q1FY21: 130.8

Revenue Walk (In USD M terms)

EBITDA Walk (In % of Rev terms)

Q4FY20 USD 19.6 M

- 0.6% Exchange Impact
- 1.9% Volume & Utilization
+ 3.1% Direct Cost Optimization

Q1FY21 USD 18.9 M

0.4% Exchange Impact
0.2% SG&A

Gross Margin

13.9%

- 0.6% Exchange Impact
- 1.9% Volume & Utilization
+ 2.4% Direct Cost Optimization

14.4%
### Client Metrics

#### MILLION DOLLAR CLIENTS (LTM)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>5M+ Clients</th>
<th>10M+ Clients</th>
<th>20M+ Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 FY 20</td>
<td>20</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Q2 FY 20</td>
<td>23</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Q3 FY 20</td>
<td>24</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Q4 FY 20</td>
<td>24</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Q1 FY 21</td>
<td>24</td>
<td>9</td>
<td>2</td>
</tr>
</tbody>
</table>

#### CLIENT CONCENTRATION

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Top 20</th>
<th>Top 10</th>
<th>Top 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 FY 20</td>
<td>37.6%</td>
<td>48.0%</td>
<td>62.6%</td>
</tr>
<tr>
<td>Q2 FY 20</td>
<td>39.6%</td>
<td>49.3%</td>
<td>63.6%</td>
</tr>
<tr>
<td>Q3 FY 20</td>
<td>39.6%</td>
<td>49.3%</td>
<td>63.6%</td>
</tr>
<tr>
<td>Q4 FY 20</td>
<td>38.0%</td>
<td>47.0%</td>
<td>60.4%</td>
</tr>
<tr>
<td>Q1 FY 21</td>
<td>41.2%</td>
<td>51.4%</td>
<td>65.2%</td>
</tr>
</tbody>
</table>
Key Wins Highlights

Proactive Proposals land robust wins in our Top existing clients

- Leading American Hi-Tech company
- Large US-based medical devices mfg. company
- Global Internet Entity
- US-based Gaming company
- Leading Banking & Fin. Services Conglomerate
- Leading Sportswear Manufacturer

NEW LOGOS ADDED

- American Pharmaceutical Company
- Leading American Utility Brand

$150 Mn+ TCV wins in Q1 FY21
Renewals & New Wins in existing and new clients despite COVID impact
**Revenue Split**

**Region Split & Growth (cc)**

- **US**: 14.3% (QoQ: -4.8%, YoY: 15.0%)
- **Europe**: 11.9% (QoQ: -8.1%, YoY: 16.0%)
- **Africa**: 73.8% (QoQ: -0.5%, YoY: 19.8%)

**Vertical Split & Growth (cc)**

- **Hi-Tech**: 45.2% (QoQ: 3.5%, YoY: 0.7%)
- **Manufacturing**: 12.0% (QoQ: -4.3%, YoY: 19.1%)
- **Insurance**: 12.1% (QoQ: 7.0%, YoY: 4.4%)
- **Banking**: 19.4% (QoQ: 12.8%, YoY: 9.6%)
- **Consumer Services**: 8.6% (QoQ: 20.8%, YoY: 39.2%)
- **Emerging**: 2.5% (QoQ: 7.5%, YoY: 56.9%)

**Service Line Split & Growth (cc)**

- **Digital & Application Services (DAS)**: 81.6% (QoQ: 7.4%, YoY: 13.4%)
- **Digital Foundation Services (DFS)**: 18.4% (QoQ: 8.5%, YoY: 5.8%)

*Erstwhile Cloud and Infrastructure Services (CIS) is now Digital Foundation Services (DFS)*

www.zensar.com | © Zensar Technologies 2020
Zensar’s New Propositions
Robust Pipeline with wins in Multiple Clients

Feb ‘20
Sound foundation built with digitally native DFS solutions focused on digital experience management, digital workplace management, digital infrastructure, digital operations and digital security

Mar ‘20
Best in Class cost-reduction, powered by a leading portfolio of expertise, frameworks and solution accelerators with WFA powered by Digital Foundation Services

Apr ‘20
Transforming experiences – creating Novel Virtual Systems of engagement

May ‘20
Augmenting People systems and transforming associate productivity

Jun ‘20
AI led Test Automation + Digital Experience

Designing highly convertible marketing leads with fully optimized digital properties for our clients with Conversion Rate Optimization

www.zensar.com | © Zensar Technologies 2020
Digital Foundation Services

Cloud and Infrastructure Services (CIS) Business has now evolved across the spectrum to become Digital Foundation Services

Aligned to key areas of CIO / CTO spend in Enterprise 4.0

**Cloud**
Deliver agility and flexibility

**Data**
Ensure compliance, secure, accessible, backed up

**Users**
Provide an engaging and secure experience everywhere they work

**Customers**
Deliver unique and differentiating experience across every channel

**Operations**
Secure, Consistent & Efficient operations

Business Outcome based; Vertical focused Digital Transformation enabled by DFS
Digital Foundation Services
Analyst recognition and impressive wins

Leading European financial institution specializing in building market economies

Our Solution
➢ Ensuring every click, every swipe is flawless on Banking platforms through digital experience management
➢ Enabled The Vinci Unified dashboard for 360 real-time view of entire business services.
➢ Protect customer data in compliance with PSD2 standard through Ubiquitous Security solution.

Our Impact
✓ Increased cost savings by 27%
✓ Increased customer satisfaction by 2X
✓ Increased employee productivity by 54%
✓ Enabled work from anywhere

A leading innovator of Respiratory products in US

Our Solution
➢ Drive employee engagement & standardize ITSM & MIM Process digital workplace solutions
➢ Designed & Deployed Zero touch multi-cloud referencing digital Infrastructure architecture
➢ Augment operations with machine-first operating model using The Vinci & digital operations

Our Impact
✓ 3X higher frequency of releases
✓ Reduced 35% of Operating Cost through tech Optimization
✓ Handling 10x additional volumes of business transactions during COVID-19

Leading Vision Care Company in US

Our Solution
➢ Healthcare aligned User Persona based Smart Desk powered by workplace solutions
➢ Full-stack monitoring giving real-time visibility into member onboarding and claims transactions through DEM
➢ Consolidation of 5 DCs & APR reduced IT complexity with elevated security using digital security solution

Our Impact
✓ 2x Faster claims processing and 3x improved members on-boarding
✓ User satisfaction improved from 34% to 47% in year 1.
✓ 57% improvement in User productivity
Analyst Coverage & Recognition

Q1 FY21

Aspirants in **Salesforce Peak Matrix 2020**

‘Aspirant’ in **BFS Risk and Compliance IT Services Everest PEAK Matrix® Assessment 2020**

Positioned as a ‘Major Contender’ in **Guidewire Services Everest PEAK Matrix® Assessment 2020**

Niche Player in the 2020 Gartner Magic Quadrant for **Data Center Outsourcing and Hybrid Infrastructure Managed Services, North America**

HFS HIGHLIGHT: ZENSAR Introduces, ZENTRUST AND ZENCARE to help clients through COVID-19

Zensar Case studies mentioned in ISG **Digital Case Study Book**

**GlobalData.**

ZERF gets an outstanding recognition

**Everest Group**

Recognized as an ‘Aspirant’ in **Open Banking IT Services in Everest Peak Matrix Assessment™ 2020**

Mentioned as a Contender in **Everest Guidewire Services PEAK Matrix Assessment 2020 – Setting the Stage for Core on Cloud**

Mentioned in Gartner **Digital Commerce Vendor Guide 2020**

Niche Player in the 2020 Gartner Magic Quadrant for **Managed Mobility Services, Global**

HFS Top 10: **Agile Software Development, 2020 study**

www.zensar.com | © Zensar Technologies 2020
Employee & Community Wellness

Zensar is committed to keep the Health and Safety of its people at the very centre

100% Adoption of Digital Native App to track and support associate’s health real time

First of its kind 4-day 100% virtual training workshop clocking 12000 training Hrs

24*7 ERT, PRACTO-Online Consultation & Telemedicine Services for 3000+ associates

Organized 100% Digital award functions, townhalls globally to boost morale

Associate Assistance Program for Holistic counselling: 100+ sessions so far

Reskilling, upskilling, L&D: 72K+ technical & 100+ capability built for 4700+

Distributed 115+K meals through RPG Foundation

Donated Corona testing booths & set up contribution initiative

Associate Assistance Program for Holistic counselling: 100+ sessions so far
RPG Group: Key Financials

FY15-19 CAGR: 5.6%

- Gross Total Income (Rs Cr.):
  - FY15: 19,183
  - FY16: 19,271
  - FY17: 20,052
  - FY18: 21,766
  - FY19: 23,833

FY15-19 CAGR:
- EBITDA: 9.8%
- PAT: 10.4%

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 till 17th July 2020

Net Worth - ROE - ROCE

- FY15: 4,611 (16.0%)
- FY16: 5,260 (16.7%)
- FY17: 6,066 (16.2%)
- FY18: 6,925 (14.9%)
- FY19: 7,723 (14.2%)

Market Cap

- Jul-19: 14,717
- Aug-19: 6,927
- Sep-19: 4,669
- Oct-19: 3,535
- Nov-19: 3,115
- Dec-19: 6,927
- Jan-20: 14,717
- Feb-20: 7,723
- Mar-20: 5,260
- Apr-20: 3,535
- May-20: 3,115
- Jun-20: 14,717
- Jul-20: 6,927

FY15-19 Group:
- EBITDA: 1,668, 739, 879, 980, 1,031, 1,099
- PAT: 2,014, 2,045, 2,218, 2,423
RPG Group: Key Financials

Shareholding Pattern (as on 30th June 2020):

- Promoter: 49.2%
- Apax Partners: 16.1%
- FPIs: 22.9%
- DIIs/Others: 11.9%

Equity Share Information

Share Price (17th July 2020): INR 138.15/ share
Market Cap (17th July 2020): INR 3,115 Crs
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.BOx

ZenSar
Thank You