

February 20, 2024

To,

Corporate Communication Department

BSE Limited

Phiroze Jeejeeboy Towers,

Dalal Street, Mumbai – 400 001.

BSE Scrip Code: 532528

Listing Department

**National Stock Exchange of India
Limited**

Exchange Plaza, Bandra Kurla Complex,

Bandra (East), Mumbai - 400 051.

NSE Code: DATAMATICS

Sub: Press Release

Dear Sir/Madam,

Please find attached herewith press release titled “**Datamatics clinches FINTECH India Innovation Awards 2024 for its Automatic Fare Collection Solution for Urban Mobility.**”

Kindly take the above on your record.

For **Datamatics Global Services Limited**

Divya Kumat

EVP, Chief Legal Officer and Company Secretary

(FCS: 4611)

Encl: as above

DATAMATICS

Datamatics clinches FINTECH India Innovation Awards 2024 for its Automatic Fare Collection Solution for Urban Mobility.

Datamatics wins the award for Best Customer Experience Services

February 20, 2024, Mumbai – Datamatics, a global Digital Technologies, Operations, and Experiences Company, today announced that it has received FINTECH India Innovation Awards (FIIA) 2024 in the Best Customer Experience Services category for its Automatic Fare Collection (AFC) solution. FINTECH India Innovation Awards celebrates and honors innovations and emerging technologies that disrupt and elevate the financial landscape.

Datamatics' Automatic Fare Collection solution represents a significant shift in urban transportation payment systems. It leverages cutting-edge technologies and fare media, such as EMV open loop, QR Code, NFC, account-based ticketing, contactless card-based, and mobile app-based ticketing solution, enhancing efficiency, accuracy, convenience, and overall customer experience both for the passengers and for the public transit operators (PTO). Over the years, Datamatics has successfully delivered over 30 AFC projects globally, including high-traffic cities like London, New York, Melbourne, Hong Kong, and Dubai. Datamatics also recently implemented its AFC solution for the city of Memphis in Tennessee, USA. In India, Datamatics has successfully executed AFC solution on a turnkey basis for the Mumbai Metro, Lucknow Metro, Kolkata Metro, Delhi-Meerut RRTS corridor by NCRTC, and for the cable car system in Shri Mata Vaishnav Devi shrine in Jammu.

Some of the key features of Datamatics AFC solution that are helping to deliver superior passenger experience:

- Offers seamless usage of self-service AFC devices, such as Ticket Vending Machines (TVM) and Add Value Machines (AVM), in the AFC infrastructure space, thus enabling transit operators to efficiently handle ticket issuance and validation with limited human interference at the same time increased availability and accuracy .
- Use the latest AFC technologies, such as QR code, Near Field Communication (NFC), Europay, MasterCard, and Visa (EMV), contactless cards, tokens, NFC phones, and the acclaimed national common mobility card (NCMC) aka. One nation one card to make contactless payments at AFC ticket readers.



- Offers compatibility with third-party independent mobile wallets, Unified Payment Interface (UPI), EMV and RuPay payment modes for open loop bank cards, account-based ticketing, and offering true cashless payment experience.

Commenting on this occasion **Mitul Mehta, Chief Marketing Officer, Datamatics**, expressed, "Enterprises prioritize customer experience, with convenience being a primary parameter in decision-making. In today's business landscape, customer experience reigns supreme. At Datamatics, our technology empowers our clients to deliver exceptional experiences to their customers. We are excited to receive the FINTECH India Innovation Awards 2024 for our excellence in providing the Best Customer Experience Services through our Automatic Fare Collection Solutions."

Datamatics AFC solution enables seamless commuter transfer for over 40 million travelers, facilitating over 100 million ticketing transactions every day. Datamatics' Automatic Fare Collection system powers commuters with a secure cashless travel solution at the same time, provides operational benefits to transit operators spanning major cities across the world. With our successfully delivered AFC projects worldwide, Datamatics is dedicated to elevating commuter experiences across the world."

To read more about Datamatics Automatic Fare Collection Services:

<https://www.datamatics.com/engineering/trufare-Automatic-fare-collection-afc>

About Datamatics

Datamatics (BSE: 532528 | NSE: DATAMATICS) a Digital Operations, Technology and Experiences company that provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a completely digital approach, Datamatics portfolio spans Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automatic Fare Collection. Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across 4 continents with major delivery centers in the USA, India, and the Philippines.



To know more about Datamatics, visit www.datamatics.com and on [LinkedIn](#), [Twitter](#), [YouTube](#), and [Facebook](#).

For media queries, please contact:

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