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01. Company Overview
02. Strategy & Investment Rationale
03. Financial Overview
04. Quarterly Updates
05. Awards & Certifications
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**Executive Summary**

### Nature of Business
- Global IT and BPM company that builds intelligent solutions for data-driven businesses to enhance their productivity and customer experience
- Headquartered in Mumbai, have strong presence in USA, Europe, Asia Pacific
- Global Delivery Centers in 4 regions
- 200+ significant customers
- 10,000+ Headcount

### Management
- Managed by strong, robust, experienced and stable management team

### Areas of Expertise
- **Business Process Management**
- **IT Services & Cloud**
- **Engineering Services**
- **Content Management**
- **Robotics & Virtual Assistants**
- **Digital & Mobility Solutions**

### Multiple Industry Presence
- **Banking, Financial Services and Insurance**
- **Manufacturing**
- **Transport**
- **Media & Publishing**
- **Retail & eCommerce**
- **International Organization(IO)**

### YTD FY20 Financials
- Operating Revenue ₹ 8,929.4 Mn; up 8.0% in rupee terms and 7.8% in constant currency YoY
- Reported EBITDA was at ₹ 953.6 Mn
- Reported EBITDA margin at 10.7%
- EBITDA (excl. lease accounting & CSR provisioning cost) stood at ₹ 868.4 Mn
- EBITDA margin (excl. lease accounting & CSR provisioning cost) was at 9.7%
- PAT (after minority interest) at ₹ 523.1 Mn; up 6.2% YoY
Key Milestones

1975 - 1990

1975 Datamatics incorporated

1983 India’s 1st offshore development centre for Wang Labs, USA

1989 1st to develop & export S/W via satellite to Bell Labs

1992 India’s 1st e-publishing co

1998 1st in India & 2nd in the world to obtain ISO 9002 certification in e-publishing

1999 Most innovative S/W product awarded by the Prime Minister of India

2003 Acquired Saztec USA

2003 Acquired Corpay for Accounts Payable solutions USA

2003 BUPA on boarded as customer

2004 IPO

2006 JV with Cybercom

2007 Launch of iPM & iQ

2003 Acquired Corpay for Accounts Payable solutions USA

2003 BUPA on boarded as customer

2004 IPO

2006 JV with Cybercom

2007 Launch of iPM & iQ

2011 - 2015

2011 Launched DataLabs

2011 Acquired Cignex, open source ECM (USA)

2013 Acquired PMG, publishing service provider (India)

2014 Launched own RPA product – TruBot

2015 Acquired TruBI from MAIA Intelligence (India)

2016 - Present

2016 Opened new delivery centre in USA

2017 Acquired TechJini, boutique mobile & web technology provider India

2018 Acquired RUGlobus Solutions, voice & text based customer service provider

2018 TruBot debut in Everest Group’s PEAK Matrix for RPA

2019 Gartner Peer Insights Customer choice for TruBot
Line of Business

Business Process Management (BPM)
Smart Processes

Information Technology (IT)
Smart Systems

Artificial Intelligence (AI)

41%

59%

Products

DATAMATICS TruCap+ iPM Intelligent Process Manager

DATAMATICS TruBot TruBI TruFare
# IT Solutions

## Offerings
- Application Management Services
- Digital Solutions
  - Robotic Process Automation (RPA)
  - Enterprise Mobility
  - Cloud Solutions
- Automated Fare Collection (AFC)

## Opportunity
- Global sourcing and IT spends grew at 3.7% and 3.2% respectively in 2018 and the trend will continue
- Legacy services including ADM & testing to grow at a steady pace and will drive cash generation
- AFC world wide market expected to be about US$ 12 bn by 2024; CAGR of 11.1% from 2017. Incremental opportunity in this market is expected to be about US$ 7 bn for the same period
  - India opportunity is expected to grow at a CAGR of 18% for the period 2018-24
- Digital solutions to show an increasing level of revenue contribution on the back of momentum in robotics and enterprise mobility.

## Metrics
- **Revenue Contribution**: 59%
- **EBITDA Margin**: 11.3%
- **Repeat Business**: 92%
Business Process Management (BPM)

Offerings

- Financial Transaction Processing
- Content Management & Publishing
- Customer Management

Opportunity

- BPM market was at US$198 billion in 2018, growth of 4.5% on YoY basis mainly driven by high SaaS adoption, Artificial Intelligence (AI) & RPA. (Source: Nasscom STR’19)
- India’s share in global sourcing spend in the BPM sector grew from 35% in 2012 to 38% in 2018, attributed to increase in customer trust
- Exports growing at 8.3%; driven largely by automation-led high-end services
- United States continues to remain biggest market for BPM
- Datamatics is seeing specific opportunities in the process automation and dynamic content management areas

Metrics

- Revenue Contribution: 41%
- EBITDA Margin: 9.7%
- Repeat Business: 95%
Robotics Process Automation (RPA)

Offerings

- Provides RPA implementation, licensing, and support services for a range of repetitive and rule-based processes without any manual intervention
- TruBot, a vertical-agnostic product is an off-the-shelf software bot that can automate repetitive process and can be deployed to mimic human activities in the virtual computing environment
- TruBot also comes with an intelligent data capture solution, TruCap+. It has integrated artificial intelligence (AI) & fuzzy logic and captures meaningful data from unstructured documents with over 99% accuracy.

Opportunity

- The global robotic process automation (RPA) market size is expected to reach US$ 3.97 billion by 2025, CAGR of 31.1% (2018-2025) (Source: new study by Grand View Research, Inc.)
- RPA is gaining rapid traction which handles repetitive and rule-based tasks without human intervention
- Use of automation technologies has become a crucial factor to gain long-term profitable growth
- North America is expected to be the dominant region while Asia Pacific is anticipated to witness the maximum growth
- Datamatics is seeing robust opportunities in the robotics processes

Client Metrics

- 3900+ Active TruBots
- 1000+ Process Automated
- 100+ Customers Globally
- 300+ TruBot Experts
- 300+ Mn Documents processed through TruCap+
- 85+ Partners & Growing
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## Strategy & Outlook for the Future

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>Consistent financial performance</td>
</tr>
<tr>
<td>✔</td>
<td>Account Penetration &amp; Focus on larger deals</td>
</tr>
<tr>
<td>✔</td>
<td>Strengthen Partners &amp; Reseller Channel</td>
</tr>
<tr>
<td>✔</td>
<td>Invest in Automation to improve productivity</td>
</tr>
<tr>
<td></td>
<td><strong>Digital Solutions</strong></td>
</tr>
<tr>
<td>✔</td>
<td>Focus on Products – Robotics &amp; Advanced Analytics</td>
</tr>
<tr>
<td></td>
<td>AFC opportunity – Focus on Indian Metro Rail Projects</td>
</tr>
</tbody>
</table>
Investment Rationale

| ✔️ | Delivers comprehensive suite of innovative services and solutions to customers including Fortune 500 companies for managing their end-to-end Application Life Cycle and Business Critical Processes |
| ✔️ | Strong brand reputation in the market and a strong foothold in the IT & ITeS spectrum |
| ✔️ | Developed own products to strengthen its offerings such as TruCap⁺ in data capture, TruBot in RPA, iPM Workflow & TruBI in Analytics, TruAI for Artificial intelligence and TruFare in Automated Fare Collection (AFC) |
| ✔️ | Has a strong presence in the AFC space and has executed over 25+ marquee projects across the globe including New York, London, Hong Kong and Dubai; strong pipeline in India & USA. Only company in India to have a highly evolved AFC, smart gates and contactless gates service offerings |
| ✔️ | Has a strong R&D centre - DataLabs focusing on the new age technology areas such as AI & Cognitive Science, RPA and Augmented & Virtual Reality |
| ✔️ | Strong financials with a positive outlook on revenue growth and margin improvement |
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Q3 FY20 – Key Financial Highlights

- Revenue at ₹ 3,060.5 million; up 7.0% y-o-y and up 3.1% q-o-q
- Reported EBITDA at ₹ 262.6 million; down 17.1% y-o-y and down 22.0% q-o-q
- Reported EBITDA margin was at 8.6%; down 249 bps y-o-y and down 277 bps q-o-q
- EBITDA (excl. lease accounting & CSR provisioning cost) at ₹ 231.5 million
- EBITDA margin (excl. lease accounting & CSR provisioning cost) was at 7.6%
- PBT at ₹ 210.3 million; up 9.1% y-o-y and down 28.6% q-o-q
- PAT (after minority interest) at ₹ 131.3 million; up 26.6% y-o-y and down 34.2% q-o-q
- EPS (Diluted) at ₹ 2.23; up 29.4% y-o-y and down 34.2% q-o-q
YTD FY20 – Key Financial Highlights

- Revenue at ₹ 8,929.4 million; up 8.0% in rupee terms and 7.8% in constant currency y-o-y
- Reported EBITDA at ₹ 953.6 million; up 0.7% y-o-y
- Reported EBITDA margin was at 10.7%; down 78 bps y-o-y
- EBITDA (excl. lease accounting & CSR provisioning cost) at ₹ 868.4 million; down 8.3% y-o-y
- EBITDA margin (excl. lease accounting & CSR provisioning) was at 9.7%; down 173 bps y-o-y
- PBT at ₹ 778.6 million; down 1.7% y-o-y
- PAT (after minority interest) at ₹ 523.1 million; up 6.2% y-o-y
- EPS (Diluted) at ₹ 8.87; up 7.5% y-o-y
## Q3 & YTD FY20 – Consolidated Profit and Loss

<table>
<thead>
<tr>
<th>Particulars (₹ in Mn)</th>
<th>Q3 FY20</th>
<th>Q3 FY19</th>
<th>YoY %</th>
<th>Q2 FY20</th>
<th>QoQ %</th>
<th>9M FY20</th>
<th>9M FY19</th>
<th>YoY %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue from Operations</td>
<td>3,060.5</td>
<td>2,859.3</td>
<td>7.0%</td>
<td>2,967.2</td>
<td>3.1%</td>
<td>8,929.4</td>
<td>8,266.3</td>
<td>8.0%</td>
</tr>
<tr>
<td>Purchase of Products and Licences</td>
<td>32.2</td>
<td>18.9</td>
<td></td>
<td>24.9</td>
<td></td>
<td>91.3</td>
<td>76.1</td>
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</tr>
<tr>
<td>Employee Benefits Expenses</td>
<td>1,987.2</td>
<td>1,764.2</td>
<td></td>
<td>1,894.8</td>
<td></td>
<td>5,713.9</td>
<td>5,131.0</td>
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<tr>
<td>Other Expenses</td>
<td>778.5</td>
<td>759.5</td>
<td></td>
<td>710.9</td>
<td></td>
<td>2,170.6</td>
<td>2,112.3</td>
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</tr>
<tr>
<td>Reported EBITDA</td>
<td>262.6</td>
<td>316.6</td>
<td>-17.1%</td>
<td>336.7</td>
<td>-22.0%</td>
<td>953.6</td>
<td>946.9</td>
<td>0.7%</td>
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<tr>
<td>Reported EBITDA Margin %</td>
<td>8.6%</td>
<td>11.1%</td>
<td>-249.3</td>
<td>11.3%</td>
<td>-276.6</td>
<td>10.7%</td>
<td>11.5%</td>
<td>-77.5</td>
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<tr>
<td>EBITDA *</td>
<td>231.5</td>
<td>316.6</td>
<td>-26.9%</td>
<td>304.4</td>
<td>-24.0%</td>
<td>868.4</td>
<td>946.9</td>
<td>-8.3%</td>
</tr>
<tr>
<td>EBITDA Margin %</td>
<td>7.6%</td>
<td>11.1%</td>
<td>-351.0</td>
<td>10.3%</td>
<td>-269.6</td>
<td>9.7%</td>
<td>11.5%</td>
<td>-172.9</td>
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<tr>
<td>Depreciation/Amortization</td>
<td>94.4</td>
<td>66.2</td>
<td></td>
<td>95.2</td>
<td></td>
<td>277.8</td>
<td>195.9</td>
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<tr>
<td>Finance Costs</td>
<td>12.4</td>
<td>9.7</td>
<td></td>
<td>10.3</td>
<td></td>
<td>36.2</td>
<td>35.3</td>
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<tr>
<td>Other Income</td>
<td>52.7</td>
<td>-52.4</td>
<td></td>
<td>61.4</td>
<td></td>
<td>131.4</td>
<td>60.8</td>
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<tr>
<td>Share of Net Profits of Associates and JVs</td>
<td>1.8</td>
<td>4.3</td>
<td></td>
<td>1.9</td>
<td></td>
<td>7.7</td>
<td>15.8</td>
<td></td>
</tr>
<tr>
<td>PBT</td>
<td>210.3</td>
<td>192.7</td>
<td>9.1%</td>
<td>294.6</td>
<td>-28.6%</td>
<td>778.6</td>
<td>792.3</td>
<td>-1.7%</td>
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<tr>
<td>PBT Margin %</td>
<td>6.9%</td>
<td>6.7%</td>
<td>13.1</td>
<td>9.9%</td>
<td>-305.7</td>
<td>8.7%</td>
<td>9.6%</td>
<td>-86.5</td>
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<tr>
<td>Tax Expense</td>
<td>50.9</td>
<td>64.3</td>
<td></td>
<td>83.0</td>
<td></td>
<td>198.6</td>
<td>212.1</td>
<td></td>
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<tr>
<td>% Tax Rate</td>
<td>24.2%</td>
<td>33.4%</td>
<td></td>
<td>28.2%</td>
<td></td>
<td>25.5%</td>
<td>26.8%</td>
<td></td>
</tr>
<tr>
<td>PAT</td>
<td>159.4</td>
<td>128.4</td>
<td>24.2%</td>
<td>211.5</td>
<td>-24.7%</td>
<td>580.0</td>
<td>580.2</td>
<td>0.0%</td>
</tr>
<tr>
<td>PAT Margin %</td>
<td>5.2%</td>
<td>4.5%</td>
<td>71.8</td>
<td>7.1%</td>
<td>-192.1</td>
<td>6.5%</td>
<td>7.0%</td>
<td>-52.4</td>
</tr>
<tr>
<td>Non-Controlling Interest</td>
<td>28.1</td>
<td>24.7</td>
<td></td>
<td>12.1</td>
<td></td>
<td>56.8</td>
<td>87.6</td>
<td></td>
</tr>
<tr>
<td>PAT (after Minority Interest)</td>
<td>131.3</td>
<td>103.7</td>
<td>26.6%</td>
<td>199.4</td>
<td>-34.2%</td>
<td>523.1</td>
<td>492.6</td>
<td>6.2%</td>
</tr>
<tr>
<td>EPS (Diluted) (Rs)</td>
<td>2.23</td>
<td>1.72</td>
<td>29.4%</td>
<td>3.38</td>
<td>-34.2%</td>
<td>8.87</td>
<td>8.26</td>
<td>7.5%</td>
</tr>
</tbody>
</table>

* EBITDA (excluding the impact of lease accounting & CSR Provisioning Cost)
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Q3 FY20 – Business Updates

- Added 6 new significant customers in Q3 FY20
- Added 13 new partners. Partner strength now totals to 85 across the globe

Recognition

- Datamatics recognized as a Star Performer in Finance and Accounting (F&A) Digital Capability Platform (DCP) Solutions PEAK Matrix™ Assessment 2020 by Everest Group
- Datamatics won Rail Analysis Innovation & Excellence Award 2020 for TruFare Automated Fare Collection
Q3 FY20 – Key Result Highlights

### Operating Revenues

<table>
<thead>
<tr>
<th>Quarter</th>
<th>(In ₹ Mn)</th>
<th>YoY</th>
<th>QoQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 FY19</td>
<td>2,859.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q2 FY20</td>
<td>2,967.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q3 FY20</td>
<td>3,060.5</td>
<td>7.0%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

### Reported EBITDA & EBITDA Margin %

<table>
<thead>
<tr>
<th>Quarter</th>
<th>(In ₹ Mn)</th>
<th>YoY</th>
<th>QoQ</th>
<th>EBITDA Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 FY19</td>
<td>316.6</td>
<td></td>
<td></td>
<td>22.0%</td>
</tr>
<tr>
<td>Q2 FY20</td>
<td>336.7</td>
<td></td>
<td></td>
<td>17.1%</td>
</tr>
<tr>
<td>Q3 FY20</td>
<td>262.6</td>
<td></td>
<td></td>
<td>11.3%</td>
</tr>
</tbody>
</table>

### PBT & PBT Margin %

<table>
<thead>
<tr>
<th>Quarter</th>
<th>(In ₹ Mn)</th>
<th>YoY</th>
<th>QoQ</th>
<th>PBT Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 FY19</td>
<td>192.7</td>
<td></td>
<td></td>
<td>6.7%</td>
</tr>
<tr>
<td>Q2 FY20</td>
<td>294.6</td>
<td></td>
<td></td>
<td>9.9%</td>
</tr>
<tr>
<td>Q3 FY20</td>
<td>210.3</td>
<td></td>
<td></td>
<td>6.9%</td>
</tr>
</tbody>
</table>

### PAT after NCI & PAT after NCI Margin % #

<table>
<thead>
<tr>
<th>Quarter</th>
<th>(In ₹ Mn)</th>
<th>YoY</th>
<th>QoQ</th>
<th>PAT Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 FY19</td>
<td>103.7</td>
<td></td>
<td></td>
<td>34.2%</td>
</tr>
<tr>
<td>Q2 FY20</td>
<td>199.4</td>
<td></td>
<td></td>
<td>28.6%</td>
</tr>
<tr>
<td>Q3 FY20</td>
<td>131.3</td>
<td></td>
<td></td>
<td>26.6%</td>
</tr>
</tbody>
</table>
Q3 FY20 – Revenue Segment Analysis

**IT Services Revenues – Q3 FY20**

- Q3 FY19: 1,619.4
- Q2 FY20: 1,778.8
- Q3 FY20: 1,816.8

YoY: 12.2%

QoQ: 2.1%

**BPM Revenues – Q3 FY20**

- Q3 FY19: 1,239.9
- Q2 FY20: 1,188.4
- Q3 FY20: 1,243.7

YoY: 4.7%

QoQ: 0.3%
YTD FY20 – Revenue Segment Analysis

Revenue by Industry

<table>
<thead>
<tr>
<th>Industry</th>
<th>9M FY19</th>
<th>9M FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>BFSI</td>
<td>38.0%</td>
<td>38.0%</td>
</tr>
<tr>
<td>Publishing</td>
<td>10.0%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>27.0%</td>
<td>27.0%</td>
</tr>
<tr>
<td>Others</td>
<td>25.0%</td>
<td>27.0%</td>
</tr>
</tbody>
</table>

Revenue by Geography

<table>
<thead>
<tr>
<th>Region</th>
<th>9M FY19</th>
<th>9M FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>US</td>
<td>61.0%</td>
<td>56.0%</td>
</tr>
<tr>
<td>Europe</td>
<td>19.0%</td>
<td>16.0%</td>
</tr>
<tr>
<td>India</td>
<td>15.0%</td>
<td>19.0%</td>
</tr>
<tr>
<td>ROW</td>
<td>5.0%</td>
<td>9.0%</td>
</tr>
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YTD FY20 – Client Concentration

Client concentration maintained at a comfortable level

<table>
<thead>
<tr>
<th></th>
<th>9M FY19</th>
<th></th>
<th>9M FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 5</td>
<td>24%</td>
<td>Top 5</td>
<td>23%</td>
</tr>
<tr>
<td>Top 10</td>
<td>36%</td>
<td>Top 10</td>
<td>34%</td>
</tr>
<tr>
<td>Top 20</td>
<td>49%</td>
<td>Top 20</td>
<td>47%</td>
</tr>
</tbody>
</table>
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Key Analyst Coverage

**Everest Group**
- PEAK Matrix™
  - Everest recognizes Datamatics as a Star Performer in Finance and Accounting (F&A) Digital Capability Platform (DCP) Solutions PEAK Matrix™ Assessment 2020

**Gartner**
- Gartner recognizes TruBot in Critical Capabilities for Robotic Process Automation 2019
- Gartner recognizes TruBot in Magic Quadrant for Robotic Process Automation Software as NICHE PLAYER 2019

**Quadrant Knowledge Solutions**

**ISG**
- ISG recognizes Datamatics as a Contender in ISG Provider Lens™ Insurance BPO Digital Services - U.S. 2019

**NelsonHall**
- Datamatics TruBot named as a High Achiever in the NelsonHall NEAT for Intelligent Automation Platforms 2019

**Juniper Research**
- Juniper Research recognizes Datamatics in Robotic Process Automation in Telecoms & Insurance, 2019

**TruCap+**
- TruCap+ recognized as MAJOR CONTENDER in Everest Peak Matrix - Intelligent Document Processing (IDP) Technology Vendors 2019

**Everest Group**
- PEAK Matrix™
  - Everest recognizes Datamatics as a Major Contender in Banking BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019

**Gartner**
- Gartner recognizes Datamatics in Competitive Landscape: Customer Management BPO, Worldwide 2019
Recognition: Awards

Gold Stevie Award at the American Business Awards® 2019 for TruBot

MRSI Golden Key Award for 'Best business impact through analytics'

TruBot recognized in the IBS Intelligence Global FinTech Innovation Awards 2019

NASSCOM Customer Service Excellence Award 2019

Rail Analysis India Award 2020 & 2019 for Automated Fare Collection technology

2019 IBM Asia Pacific excellence Award

TruBot wins the CIO Choice 2019 Recognition for Robotic Process Automation

Datamatics features in the IAOP 2019 Global Outsourcing 100 List of the world's best outsourcing providers

IMC Digital Technology Award for TruBot and TruAI

TATVA award by ICICI Prudential Life

IMC Digital Technology Award
## Certifications

<table>
<thead>
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<th>Certification</th>
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<td>A1 Rating</td>
<td>Financial Stability (S&amp;P)</td>
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<td>Re-appraised SEI CMMI Level 4, V 1.3</td>
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<td>SSAE 18 SOC-1 &amp; SOC-2 with HiTrust Mapping</td>
<td>HIPAA Compliant</td>
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For further queries

Mr. Sandeep Mantri
Chief Financial Officer
✉ investorrelations@datamatics.com

Diwakar Pingle / Asha Gupta
✉ dpingle@christensenir.com
✉ agupta@christensenir.com
✆ +91 9833904971
✆ +91 7506685911

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