August 30, 2024

National Stock Exchange of India Ltd.
Exchange Plaza, C – 1, Block G
Bandra-Kurla Complex, Bandra (E),
Mumbai-400 051
Symbol: UNIECOM

BSE Limited
Phiroze JeejeebhoyTowers,
Dalal Street,
Mumbai 400 001
Scrip Code: 544227

Subject: Update under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('SEBI Listing Regulations')

Reference: Audited Financial Results for the quarter ended on June 30, 2024.

Dear Sir/ Madam,

Pursuant to Regulation 30 of SEBI Listing Regulations, as amended from time to time, and in continuation to our earlier communication sent on 27th August, 2024 please find enclosed the Investor Presentation for the Audited Financial Results for the quarter ended on June 30, 2024.

This information is available on the website of the Company: https://unicommerce.com/

You are requested to kindly take the abovementioned on record.

Thanking you.
For UNICOMMERCE ESOLUTIONS LIMITED

AJINKYA RAJENDRA JAIN

Digitally signed by AJINKYA RAJENDRA JAIN
DN: c=IN, st=Maharashtra, 2.5.4.20=…, pseudonym=…, serialNumber=…, cn=AJINKYA RAJENDRA JAIN
Date: 2024.08.30 18:46:39 +05'30'

Name: Ajinkya Jain
Designation: Company Secretary
Membership No.: A33261
Address: Sector 44, Gurugram, Haryana
Encl: As above

unicommerce

Simplifying E-Commerce

Investor Presentation
Q1 FY25

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Agenda

- Company Overview
- Advantage Unicommerce
- Business Updates
- Financial Updates

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Unicommerce simplifies eCommerce by automating brand's and retailer's post-purchase operations

eCommerce Order Journey

Pre-Purchase | **Post-Purchase**

Customer Engagement Layer (Front-end)

Brands interacts with consumer through this layer

Order placement, Marketing Automation, Checkout Optimisation, Payments etc.

Flipkart shopify NYKAA

Transaction Processing Layer (Nerve Centre)

Brand receives and processes the order for shipment

Facility & Courier Allocation, Inventory Mgmt. & Order Processing

unicommerce

Order Fulfilment Layer

The order is shipped and delivered to the consumer

Order Tracking, Reconciliation, Order Delivery Operations

XPRESSBEES DELHIVERY

Unicommerce is India's largest eCommerce enablement SaaS platform in the transaction processing layer by revenue for FY 23[1]

Source: 1. Redseer Report

Unicommerce provides full-stack eCommerce SaaS solutions

Transaction Processing Layer (Nerve Centre)

Core Products

Multi-Channel Order Mgmt. System	Warehouse & Inventory Mgmt. System	Omni-Channel Retail Mgmt. System	Seller Mgmt. Panel for Marketplaces
Management of Orders Across Demand Channels	**Inventory Management & Timely Fulfillment**	**Order Pick-up & Ship From Store**	**Procurement & Vendor Management**

Order Fulfilment Layer

New Products

UniShip	UniReco
Shipment Tracking & Returns Management	**Payment Reconciliation Post Order Delivery**

Expanded into order fulfilment layer with new products

Our core products are configurable for different workflow needs of clients across industries and size of operations

Multi-Channel Order Management System (OMS)

850+ Mn
Annual transaction run-rate[1]

- Consolidate and process orders from these channels
- Manage channels using common pool of inventory

Warehouse & Inventory Management System (WMS)

8,300+
Client Warehouses[2]

- Enables efficient management of day-to-day warehouse operations
- Management of distributed inventory across warehouse network

Omni-channel Retail Management System (Omni-RMS)

2,950+
Stores[2]

- Streamlines retail by integrating offline and online channels into one platform
- Expose physical store inventory online, route orders to the nearest store

Seller Management Panel for Marketplaces

2,000+
Sellers Managed[3]

- Helps marketplace clients to manage dropship operations
- Enables 3rd party sellers to fulfill orders directly from their locations

Notes: 1. Annual Transaction Run-rate is defined as number of order items processed in Q1 FY25, multiplied by 4; 2. Warehouse and stores with processed orders in Q1 FY25; 3. During Q1 FY25

With recent launch of new products, we have expanded our SaaS product suite and have ventured into the order fulfilment layer

UniShip

- Enables shipment tracking on brand's website
- Enables returns & exchange management on brand's website

UniReco

- Identifies marketplace commission overcharges
- Enables payment reconciliation, returns reconciliation - ensuring returns are received and not lost in transit

Marquee Indian & global clients use Unicommerce technology

850+ Mn
Annual Transaction Run-rate

855
Enterprise Clients

2,770
SMB Clients

Fashion, Footwear & Accessories

lenskart, fabindia (CELEBRATE INDIA), TCNS CLOTHING CO. LTD, BESTSELLER, hopscotch, Paragon, Super Bottoms, Bewakoof®

Beauty, Personal Care & FMCG

mamaearth™, WOW SKIN SCIENCE™, supertails, SUGAR, THE MAN COMPANY, plum, emami, mcaffeine

Pharma, Nutrition & Medical

OZiva™, GNC, PharmEasy

Home & Services

cello®, Urban Company, flo

Electronics

PORTRONICS, boAt

Brand aggregators & house of brands

G.O.A.T BRAND LABS, iconic, upscalio, TMRW, MENSA HOUSE OF BRANDS

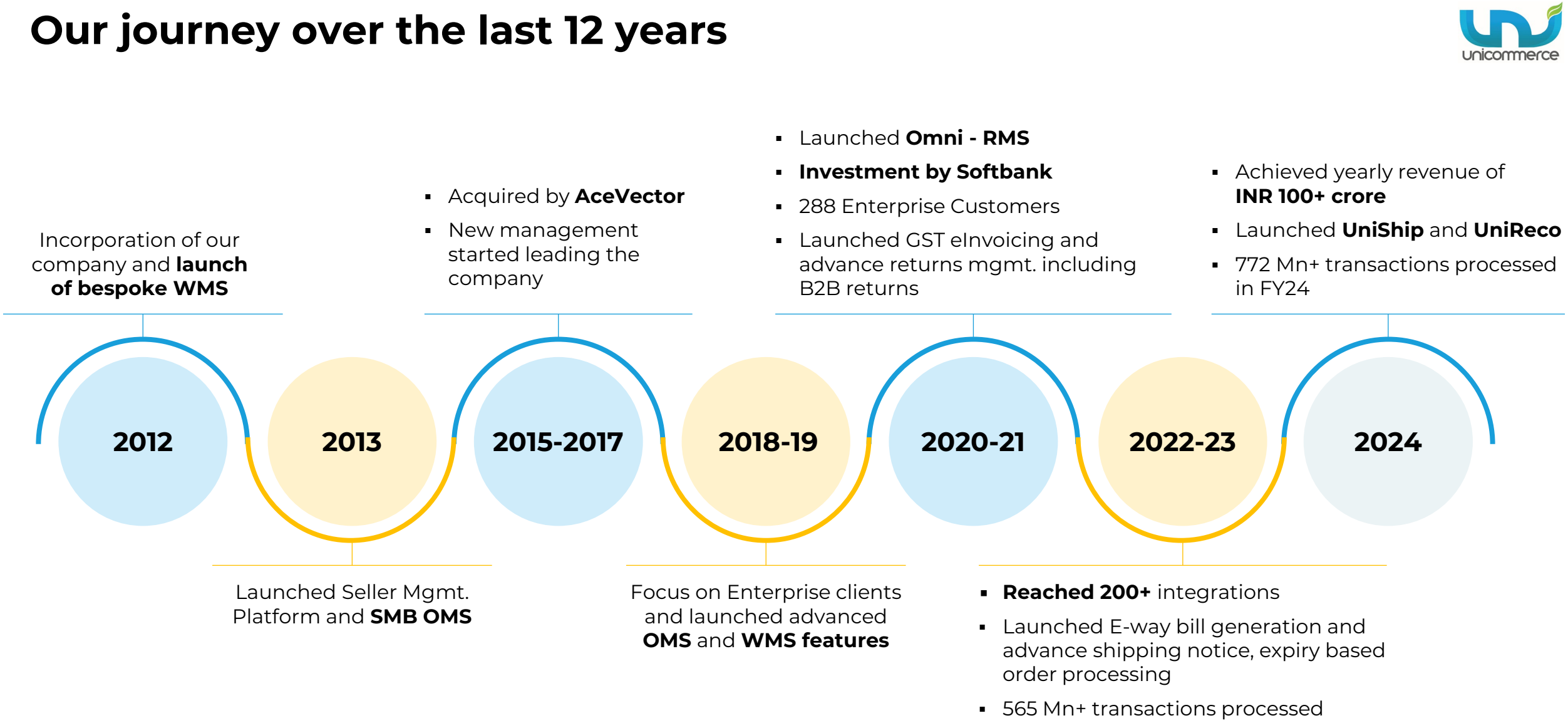
International

REDTAG., edamama™, RSA GLOBAL

....and more

Note: As of Q1 FY25

Our journey over the last 12 years



Our transaction-linked business model drives profitability

Pillars of our Business Model	Key Success Factors	Strong Operational Metrics
SaaS Business Model	Recurring Revenue	**17.5%** FY24 Adj. EBITDA Margin[1]
Transactions Linked Revenue with Minimum Commitment and Low Churn	Driver for Growth	**100%+ NRR[2]** Enterprise Revenue driven by growth of clients acquired in the current, previous & earlier years
Optimized Cost Structure	Healthy Profitability	**PAT +ve (4+ years)** PAT profitable since FY21

Notes: 1. Adjusted EBITDA represents adjusted earnings before interest, taxes, depreciation and amortisation which has been arrived at by adding share-based payment expenses (part of employee benefits expenses) to EBITDA. EBITDA refers to earning before interest, taxes, depreciation and amortisation which has been arrived at by adding total tax expense, finance cost, depreciation and amortisation expense and reducing other income to the restated profit for the period / year. 2. Net Revenue Retention ("NRR") (%) = FY24 revenue of enterprise clients that existed in the comparable previous time period / Revenue of same clients in the previous time period) X 100. NRR calculation excludes any one-time revenue recognised during the period,

We are backed by an experienced board and marquee investors...

Experienced Board

Manoj Kohli

Chairman & Independent Director

Softbank Group International, SB Energy, Bharti Enterprises

Ullas Kamath

Independent Director

Jyothy Labs, V Guard, AceVector

Sairee Chahal

Independent Director

Applied Life, Mahila Money Private Limited, Paytm Insuretech

Kapil Makhija

Managing Director

AT Kearney, Oracle, Quest Software

Kunal Bahl

Non-Executive Director

AceVector Limited, Piramal Enterprises Limited, Start-up Council - Confederation of Indian Industries, National Startup Advisory Council

Rohit Bansal

Non-Executive Director

AceVector Limited, Federation of Indian Chambers of Commerce and Industry

Bharat Venishetti

Non-Executive Director

AceVector, Kotak Mahindra Bank

Marquee Investors

AceVector

SoftBank

TITAN CAPITAL

Anchorage CAPITAL PARTNERS

Other HNIs

Dilip Ramachandran Vellodi
Madhuri Madhusudan Kela
Siddharth Sundar Iyer
Varun Alagh

Notes: 1. B2 Capital Partners is doing business as Titan Capital 2. Above organizations represent current / previous associations of each Director

… our team is led by a professional management team

Unicommerce's Management Team

Kapil Makhija

Managing Director & Chief Executive Officer (CEO)

9 Years+

AT Kearney, Oracle, Quest Software, IIT-Delhi, IIM-Bangalore

Bhupinder Garg

Chief Technology Officer (CTO)

6 Years+

Amazon, DE Shaw, AceVector Limited, IIT-Roorkee

Anurag Mittal

Chief Financial Officer (CFO)

1 Year+

Body Cupid, AceVector Limited, One97 Communications, Nokia Siemens Networks, Lovelock & Lewes - a member firm of Pricewaterhouse Coopers, CA, IIM-Jammu

Years of Experience at Unicommerce

Note: 1. AceVector Limited was formerly known as Snapdeal Limited
2. Management team members have been associated with the above mentioned organizations in the past

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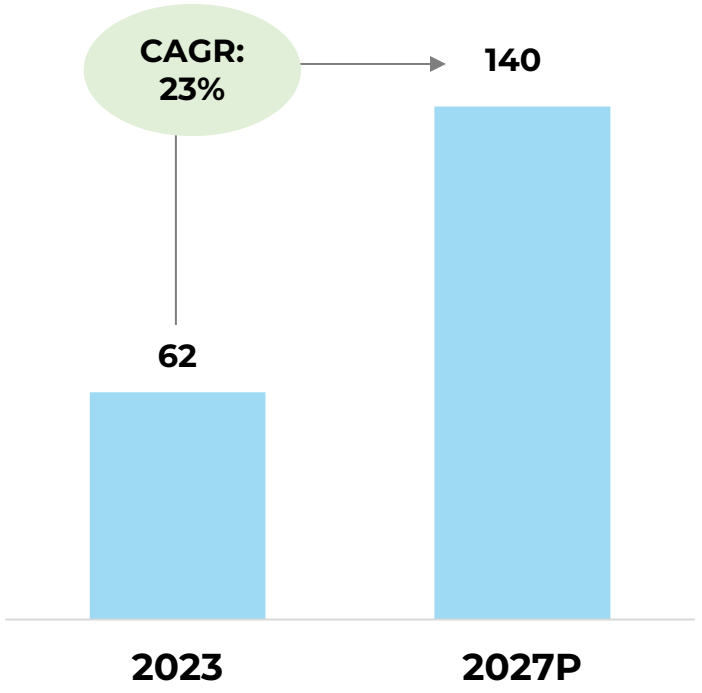
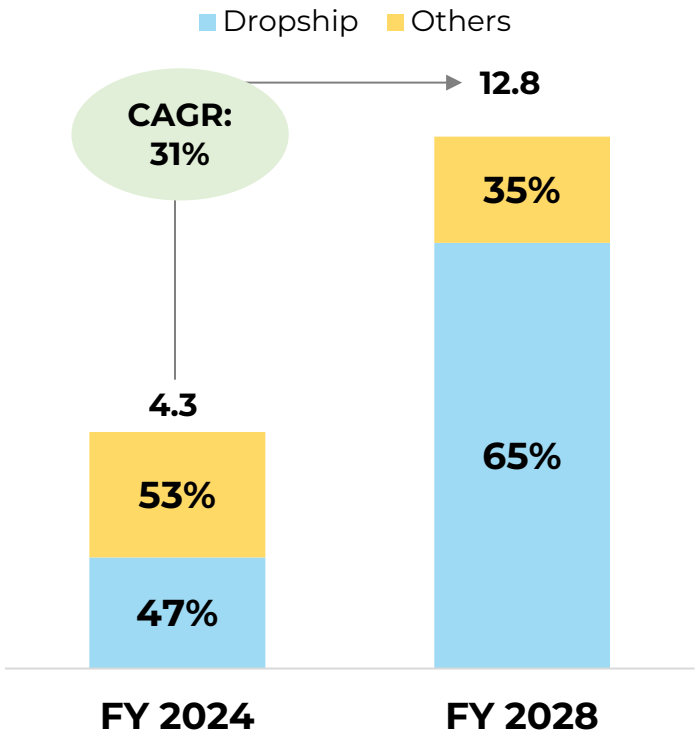
Fast-growing Indian eCommerce presents substantial growth opportunity

Growth Drivers – Core Products in India[1]

eCommerce Market ($ Bn)



eCommerce Shipments (Bn)



Unicommerce processed ~20-25% of India's eCommerce dropship volume during 2023

Notes: 1. Source: Redseer Report

Total Addressable Market, 2023[1]

$680 Mn of combined TAM

$260 Mn Market for core products

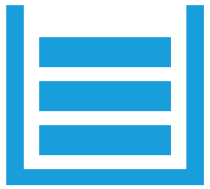
\+

$420 Mn Market for complementary product offerings[2]

2. Expansion of product portfolio into complementary product offerings, opportunity to build products in adjacencies across the eCommerce order journey and up-sell / cross-sell them to clientst

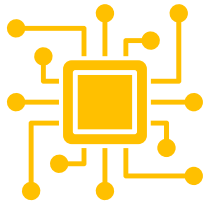
Unicommerce is well-placed to win the market

1



Comprehensive Post-Purchase eCommerce Enablement Platform

2



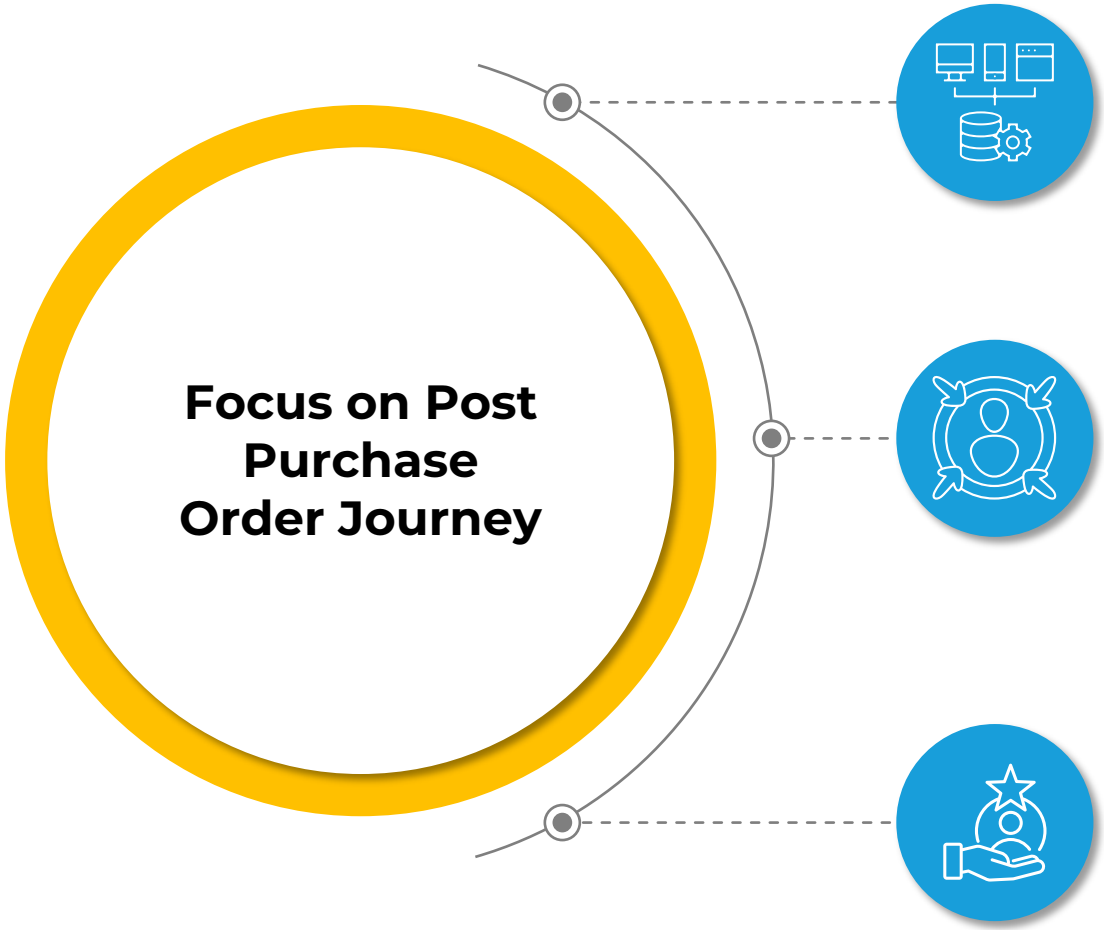
Scalable Technology Platform with 250+ Seamless Integrations

3

Strong Network Effects with Sticky Customer Relationships

Feature-rich proprietary technology platform built with high quality makes Unicommerce a *preferred choice for customers* and has created a *strong right to win in the market for us*

Unicommerce has a comprehensive suite of post-purchase eCommerce solutions and a new product pipeline



Continued Platform Development

Become a **single platform for all eCommerce enablement use cases** through continuous product development

Customer Centric Approach

With a **long-established customer base,** actively exchange industry trends and **collaborate on new feature developments**

Leverage Existing Client Base

Drive **incremental revenue** through **cross sell** of new products

Our vision is to leverage our leading industry position and become a one-stop eCommerce enablement platform

Strong and growing network with 250+ plug & play integrations

250+ Technology & Partner Integrations

136 Marketplaces & Webstores[1]

Flipkart, snapdeal, meesho, shopify, NYKAA

....and more

Update latest inventory across sales channels and processes incoming orders through a **unified workflow**

107 Logistics Partners[1]

DELHIVERY, XPRESSBEES

....and more

Automate order pick-up and other 3PL-related processes

11 ERPs and POS systems[1]

GINESYS, WONDERSOFT THE WAY TO GROW, LOGIC ERP RETAIL | DISTRIBUTION | MANUFACTURING

....and more

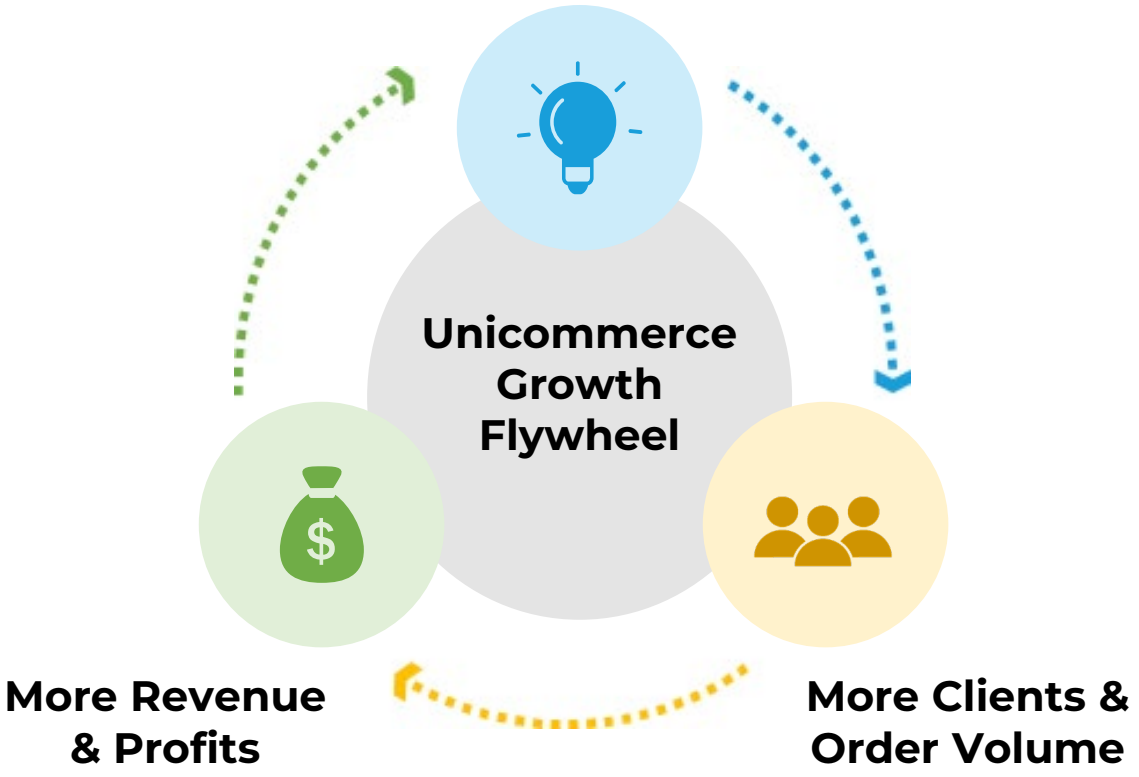
Enable automated transfer of transactional information

Wide range of seamless integrations makes us an integral part of the client's tech stack

Notes: 1. As of Q1 FY25

Strong network effects driving growth

Robust product, extensive integrations, expanding sticky client relationships are boosting network effects, economies of scale



Feature rich product portfolio and more integrations drive more clients and order volume

More clients and usage drives more revenue and growth

Steady revenue growth and operating leverage drives profitability empowering us to innovate and expand our product portfolio

Case Studies

80% drop in order returns & cancellations rate for a leading BPC group with ARR of 300+ Crores

Problem Areas

- Challenges in managing bulk orders
- Difficulties handling returns
- Challenges in regional invoice compliance
- Need for a streamlined system

Use Cases Implemented

- Handling bulk orders **up to 10,000** items efficiently
- Seamless **E-invoicing and E-way bill** generation
- **QR codes** on B2C invoices
- Improved **stock visibility** and **quality checks**
- Segregated orders by region using **city-wise filtering**
- Enabled seamless **ERP integration**
- Sales channel discounting **/ customised pricing**

Scale Managed	**3M+** Live Inventory Count	**65+** Warehouses
Operational Impact	**84%** Drop in Customer Return Rate	**88%** Drop in Canceled Orders Rate
Growth Impact	**259%** Increase in Catalog Count	**78%** Growth in Invoiced Items

50% faster dispatches for a Leading Gifting Platform with revenue of 200+ Crores

Problem Areas

- Streamlining warehouse operations as per each order needs
- Managing cost fluctuations across vendors for same SKU
- API integration across vendors for website operations
- Difficulty generating & managing reports

Use Cases Implemented

- **Sorting and staging** of items based on customised order
- **Vendor pricing** on SKU weighted average
- Real-time **customized reports**
- Single PO for **multiple facilities**
- Handheld **barcode scanning**
- Automated vendor communication through APIs

Scale Managed	**24 Mn+** Live Inventory Count	**53K+** Catalog Count	
Operational Impact	**44%** Drop in SLA Breach Rate	**53%** Faster Order to Dispatch Time	**19%** Drop in Canceled Orders Rate
Growth Impact	**50%** Growth in Invoiced Items		

Business Updates

- Client wins in Q1 FY25
- Product Feature Launches / Updates
- UniReco – Overview
- UniShip - Overview

Management Commentary

Kapil Makhija
MD & CEO

Unicommerce is simplifying eCommerce selling. India's eCommerce is poised for continued growth, with increasing digital adoption and evolving consumer preferences towards online shopping being strong growth drivers. While the eCommerce industry's long-term growth story is robust, we are also mindful of the recent slowdown that affected the sector due to macroeconomic challenges and shifts in consumer spending patterns. Despite this, we continue to acquire new clients across industry verticals, which is consistent with the overarching trend of increasing digital adoption by participants in the eCommerce ecosystem.

Efficiency in operations and good user experience are vital for eCommerce, and various innovations in logistics, payments, and customer engagement are taking this forward across the eCommerce sector. Aligned with these trends, at Unicommerce, we, too, continue to expand our suite of products to simplify eCommerce for a growing client base of retailers and brands. Recently, we also launched two new solutions, UniReco (automated reconciliation of payments and returns) and Uniship (improved logistics management with order tracking). These new solutions allow us to address new needs of our clients and will support our future growth. We are optimistic about the future and confident in our ability to navigate the eCommerce landscape and deliver long-term value to all our stakeholders."

85+ new enterprise clients acquired in Q1 FY25

Fashion

Leading designer and ethnic fashion brand

Leading activewear brand

Accessories

Leading handcrafted silver jewellery brand in India

Leading sunglasses brand

Luggage & Travel

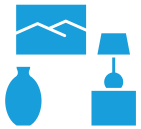
Leading luggage and accessories brand

Leading helmet brand

Sports & Fitness

Goods manufacturer across multiple sports categories

Leading fitness wearable brand



Home Furnishings & Decor

Leading brand for mid-luxury interiors

Leading brand for home furnishings

Beauty & Personal Care

Top women's body care brand

Upcoming men's care brand

Footwear

Leading traditional footwear brand

Upcoming footwear D2C brand

Pharma & Nutraceutical

Leading nutraceutical and fitness D2C brand

Upcoming D2C protein supplements brand

New Initiatives in Q1 FY25

Initiatives to increase retention and grow revenue

Enabling Quick Commerce Integrations

- Top 4 quick commerce channels enabled

Core Products

- 5 new marketplaces integrations
- B2B workflows added

Features in New Products

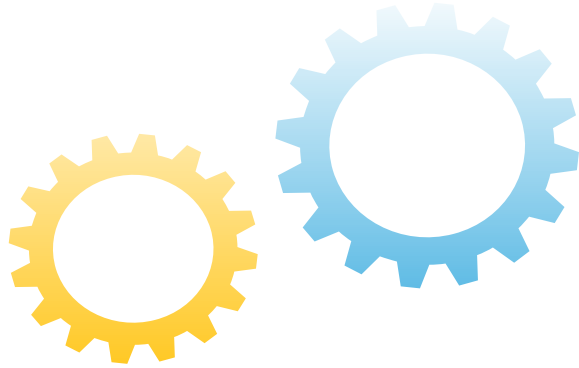
- Addition of new marketplaces in UniReco
- UniShip Returns Mgmt. System

Initiatives to decrease cost

Optimisations in AWS

- Building elastic architecture - Kubernetes

Building efficiency in client onboarding, support and success through new technology adoption



Launched **AI tool UniGPT** utilising GenAI to assist eCommerce Sellers

Our new launch “UniReco” simplifies payment and returns reconciliations

Challenges for Brands

- Marketplace **overcharges**
- **Pending** payments
- **No view** on pending returns, lost returns

Impact

- Reduced revenue leakage
- Reduced inventory losses
- Better cash flow view and management

UniReco will target the brands and retailers who are selling prominently across marketplaces

Our new launch “UniShip” simplifies order tracking, returns & exchanges

Challenges for Brands

- **Unable to create marketplace like s**hipment tracking, return and exchange **experience for buyers on brand.com**

Impact

- Improved buyer experience through real time order tracking & notifications
- Merchant panel for advanced returns & exchange mgmt.
- Reduced undelivered returns (RTOs)

UniShip will target the brands and retailers who wants to create a delightful post-purchase experience for their consumers on their own brand website

Financial Update Q1 FY25

- Management Commentary
- Financial Summary
- Operational Summary
- Detailed Financials & KPIs

Management Commentary

Anurag Mittal
CFO

“We are happy to report that during Q1FY25, our revenue for the quarter grew by 9.2% YoY and stood at INR 274.7 Mn. We expect this growth momentum to continue. Adjusted EBITDA for the quarter grew by 23.2% YoY and stood at INR 44.7 Mn. As we continue to demonstrate operating leverage, adjusted EBITDA margin grew by ~185 bps YoY to 16.3%. Profit after tax grew by a robust 31.1% YoY to INR 35.1 Mn.

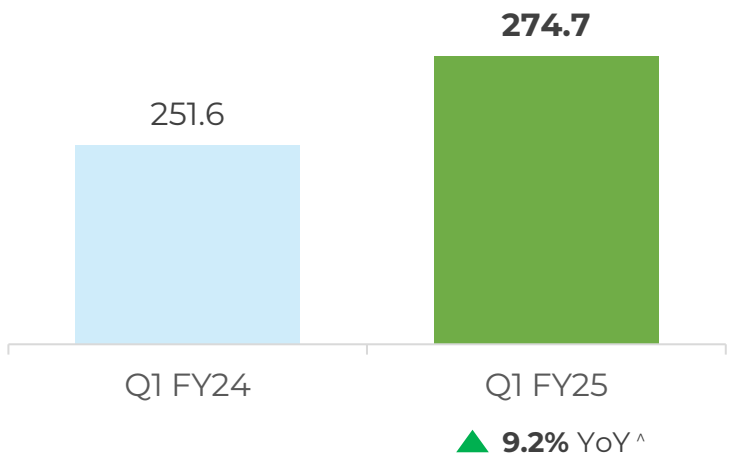
The Company's revenues are linked to the volume of transactions and the growth in transaction numbers is expected to drive further business growth. In addition, the expansion of our client base, the launch of new products and entry into new markets will contribute to revenue growth for this fiscal year."

Q1 - FY25 P&L Highlights
9.2% YoY Revenue growth in Q1 FY25 and 31.1% PAT growth

xx% Margins%

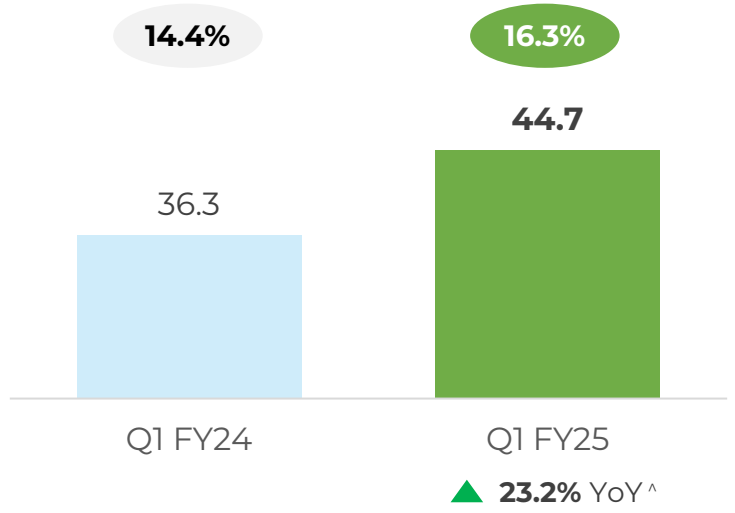
Revenue

INR (Mn)



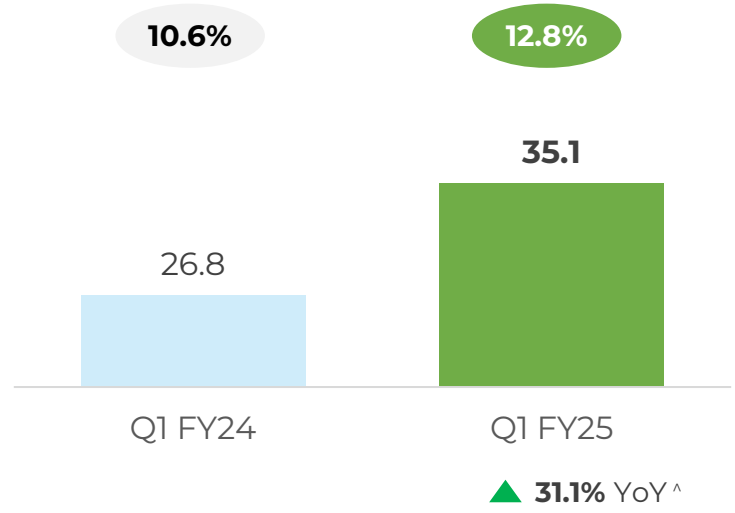
Adjusted EBITDA

INR (Mn)



Profit After Tax

INR (Mn)



We believe, below are the growth drivers for this fiscal:

- Share of revenue for the consumer industry from ecommerce channel has been consistently increasing. Company's revenues are linked to the number of transactions. With the number of transactions growing, this would help the Company to grow its business further. China did ~130+ Bn shipments[2] in 2023 whereas India did ~4.3 Bn shipments[3] in FY24, highlighting a significant headroom for growth for us going ahead
- The eCommerce industry is currently underpenetrated, and there is large scope for the company to add to its existing client base
- Company continues to work on new use cases and therefore the new products launch will be key driver of growth
- Company has identified new geographies wherein the product can be marketed to attract new customers

Notes: ^YoY compares Q1FY25 with Q1 FY24; (1) Adjusted EBITDA has been arrived at by adding share-based payment expenses (part of employee benefits expenses) to EBITDA. EBITDA refers to earning before interest, taxes, depreciation and amortisation which has been arrived at by adding total tax expense, finance cost, depreciation and amortisation expense and reducing other income to the PAT 2) China Federation of Logistics and Purchasing (CFLP), Global Times, Jan-2024 3) Redseer Report

We exhibited strong operational metrics in Q1 FY25

855
Enterprise customers[1]

212+ Mn
Number of order items processed[1]

3.2 Mn
Revenue per Employee[1,2]

21.3%
Client Concentration[1] (Top 10 Clients Revenue)

Notes: 1) As of Q1 FY25 2) Annualised and basis Revenue from contract with customers divided by closing employee count of the Q1 FY25

Key Performance Indicators

Financial numbers in INR Million

KPIs^	Q1 FY25	Q4 FY24	Q1 FY24	QoQ Growth	YoY Growth
Revenue from contract with Customers[1]	**274.7**	265.3	251.6	3.5%	9.2%
Total Income	**290.2**	277.3	262.7	4.7%	10.5%
Total Expense	**242.8**	239.3	226.7	1.5%	7.1%
Gross Margin%[2]	**78.5%**	78.4%	77.4%	10 bps	110 bps
Adj. EBITDA[6]	**44.7**	44.8	36.3	(0.3%)	23.2%
Adj EBITDA Margin%[7]	**16.3%**	16.9%	14.4%	(63) Bps	185 bps
EBITDA[4]	**42.0**	36.4	26.3	15.4%	59.9%
EBITDA Margin%[5]	**15.3%**	13.7%	10.4%	157 bps	484 bps
PBT	**47.4**	38.0	35.9	24.8%	31.8%
PBT Margin%[3]	**17.2%**	14.3%	14.3%	293 bps	296 bps
PAT	**35.1**	28.7	26.8	22.1%	31.1%
PAT Margin%	**12.8%**	10.8%	10.6%	195 bps	213 bps
Annual Recurring Revenue[8]	**1,098.8**	1,061.4	1,006.3	3.5%	9.2%
Total Enterprise Clients (in Nos.)	**855**	795	661	7.5%	29.3%
Revenue per Employee[9]	**3.2**	3.4	3.1	(6.6%)	2.9%
Number of items processed (in Mn)	**212.8**	197.9	158.2	7.5%	34.5%

Notes: ^Unaudited & basis management of accounts (1) Revenue from contract with customers is total revenue generated by our Company from SaaS income, excluding other income sources. (2) Gross margin percentage represents the margin generated by the business after deducting the direct costs incurred to serve the clients, divided by revenue from contract with customers during the respective period / year. Direct costs include server hosting expense, software services and support cost attributable to business operation. (3) Restated Profit Before Tax Margin % represents Restated Profit Before Tax as a % of revenue from contract with customers for the respective period / year.(4) EBITDA refers to earning before interest, taxes, depreciation and amortisation which has been arrived at by adding total tax expense, finance cost, depreciation and amortisation expense and reducing other income to the restated profit for the period / year. (5) EBITDA Margin % represents EBITDA as a % of revenue from contract with customers for the respective period / year. (6) Adjusted EBITDA represents adjusted earnings before interest, taxes, depreciation and amortisation which has been arrived at by adding share-based payment expenses (part of employee benefits expenses) to EBITDA. EBITDA refers to earning before interest, taxes, depreciation and amortisation which has been arrived at by adding total tax expense, finance cost, depreciation and amortisation expense and reducing other income to the restated profit for the period / year. (7) Adjusted EBITDA Margin % represents Adjusted EBITDA as a % of revenue from contract with customers for the respective period / year. (8) Annual Recurring Revenue ("ARR") is defined as revenue from contract with customers in the most recent quarter of the respective periods multiplied by 4. (9) Revenue from contract with customers / employee represents revenue from contract with customers divided by number of employees at the end of the respective periods. For quarter periods, the ratio has been calculated on the basis of annualised revenue from contract with customers for the given period / year

P&L

(In INR millions)

Particulars	For the quarter ended June 30, 2024 (Audited)	For the quarter ended March 31, 2024 (Unaudited)	For the quarter ended June 30, 2023 (Unaudited)	For the year ended March 31, 2024 (Audited)
Income				
Revenue from contract with customers	274.69	265.34	251.58	1,035.81
Other income	15.51	11.93	11.09	58.53
Total income (I)	**290.20**	**277.27**	**262.67**	**1,094.34**
Expenses				
Employee benefits expense	165.47	160.73	174.29	649.57
Server hosting expense	11.88	14.03	13.71	54.06
Depreciation and amortisation expense	8.54	8.63	1.40	24.02
Finance costs	1.56	1.69	-	3.89
Other expenses	55.37	54.22	37.33	188.01
Total expense (II)	**242.82**	**239.30**	**226.73**	**919.55**
Profit before tax (III = I-II)	**47.38**	**37.97**	**35.94**	**174.79**
Current tax	14.84	10.33	10.63	47.84
Adjustment of tax relating to earlier periods	-	-	-	(0.39)
Deferred tax	(2.58)	(1.11)	(1.48)	(3.83)
Income tax expense (IV)	**12.26**	**9.22**	**9.15**	**43.62**
Profit for the quarter/year (V= III-IV)	**35.12**	**28.75**	**26.79**	**131.17**

Historical Financials

P&L

(In INR millions)

Particulars	FY24 (Audited)	FY23[1] (Audited)	FY22[1] (Audited)
Income			
Revenue from contract with customers	1,035.81	900.58	590.32
Other income	58.53	29.12	23.31
Total income (I)	**1,094.34**	**929.70**	**613.63**
Expenses			
Employee benefits expense	649.57	620.20	423.77
Server hosting expense	54.06	54.03	32.58
Depreciation and amortisation expense	24.02	5.83	4.53
Finance costs	3.89	-	-
Other expenses	188.01	161.05	83.58
Total expense (II)	**919.55**	**841.11**	**544.46**
Profit before tax (III = I-II)	**174.79**	**88.59**	**69.17**
Current tax	47.84	30.80	23.38
Adjustment of tax relating to earlier periods	(0.39)	-	-
Deferred tax	(3.83)	(6.97)	(14.31)
Income tax expense (IV)	**43.62**	**23.83**	**9.07**
Profit for the year (V= III-IV)	**131.17**	**64.76**	**60.10**

Notes: FY23 and FY22 financials are restated financials as per the RHP

Key Performance Indicators

Financial numbers in INR Million

KPIs^	FY24	FY23	FY22	YoY Growth
Revenue from contract with Customers[1]	1,035.8	900.6	590.3	15.0%
Total Income	1,094.3	929.7	613.6	17.7%
Total Expense	919.6	841.1	544.5	9.3%
Gross Margin%[2]	78.5%	77.6%	78.0%	89 bps
Adj. EBITDA[6]	181.6	108.3	71.6	67.7%
Adj EBITDA Margin%[7]	17.5%	12.0%	12.1%	551 bps
EBITDA[4]	144.2	65.3	50.4	120.8%
EBITDA Margin%[5]	13.9%	7.3%	8.5%	667 bps
PBT	174.8	88.6	69.2	97.3%
PBT Margin%[3]	16.9%	9.8%	11.7%	703 bps
PAT	131.2	64.8	60.1	102.5%
PAT Margin%	12.7%	7.2%	10.2%	570 bps
Annual Recurring Revenue[8]	1,060.1	1,068.6	687.1	(0.8%)
Total Enterprise Clients (in Nos.)	795	672	470	18.3%
Revenue per Employee[9]	3.3	2.7	2.2	21.6%
Number of items processed (in Mn)	772.3	565.7	410.3	36.5%

Notes: ^Unaudited & basis management of accounts; FY23 and FY22 KPIs are as per the RHP and restated financials (1) Revenue from contract with customers is total revenue generated by our Company from SaaS income, excluding other income sources. (2) Gross margin percentage represents the margin generated by the business after deducting the direct costs incurred to serve the clients, divided by revenue from contract with customers during the respective period / year. Direct costs include server hosting expense, software services and support cost attributable to business operation. (3) Restated Profit Before Tax Margin % represents Restated Profit Before Tax as a % of revenue from contract with customers for the respective period / year.(4) EBITDA refers to earning before interest, taxes, depreciation and amortisation which has been arrived at by adding total tax expense, finance cost, depreciation and amortisation expense and reducing other income to the restated profit for the period / year. The depreciation and amortisation expense for the 12 months ended March 31, 2024 includes the depreciation of right of use of assets as per IND AS. Hence, the same is not comparable with the previous period / year.(5) EBITDA Margin % represents EBITDA as a % of revenue from contract with customers for the respective period / year. (6) Adjusted EBITDA represents adjusted earnings before interest, taxes, depreciation and amortisation which has been arrived at by adding share-based payment expenses (part of employee benefits expenses) to EBITDA. EBITDA refers to earning before interest, taxes, depreciation and amortisation which has been arrived at by adding total tax expense, finance cost, depreciation and amortisation expense and reducing other income to the restated profit for the period / year. (7) Adjusted EBITDA Margin % represents Adjusted EBITDA as a % of revenue from contract with customers for the respective period / year. (8) Annual Recurring Revenue ("ARR") is defined as revenue from contract with customers in the most recent quarter of the respective periods multiplied by 4. (9) Revenue from contract with customers / employee represents revenue from contract with customers divided by number of employees at the end of the respective periods. For quarter periods, the ratio has been calculated on the basis of annualised revenue from contract with customers for the given period / year

For further information, please contact

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