



June 6, 2024

**BSE Limited**

Corporate Service Department,  
1<sup>st</sup> Floor, P. J. Towers,  
Dalal Street,  
Mumbai 400 001

Fax: (022) 2272 2039/2272 3121

**Scrip ID:** ZENSARTECH

**Scrip Code:** 504067

**The National Stock Exchange of India Ltd.**

Exchange Plaza, 3<sup>rd</sup> floor,  
Plot No. C/1, 'G' block,  
Bandra Kurla Complex, Bandra (E),  
Mumbai 400 051

Fax: (022) 26598237/26598238

**Symbol:** ZENSARTECH

**Series:** EQ

**Sub: Disclosure under Regulation 30 (6) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Dear Sir/Madam,

In continuation to our letter dated May 30, 2024, please find enclosed herewith the Investor's Presentation which will be made during RPG Annual Investor Conference 2024.

Kindly take the same on record.

Thanking you,

Yours faithfully,

For **Zensar Technologies Limited**

Digitally signed  
by GAURAV  
TONGIA  
Date: 2024.06.06  
20:24:47 +05'30'



**Gaurav Tongia**  
**Company Secretary**

Encl.: As above

**zensar**

# Zensar Technologies Ltd.

June 7, 2024



Annual Investor Conference

# Disclaimer

---

This presentation may include statements which may constitute forward-looking statements. All statements that address expectations or projections about the future, including, but not limited to, statements about the strategy for growth, business development, market position, expenditures, and financial results, are forward looking statements. Forward looking statements are based on certain assumptions and expectations of future events. The Company cannot guarantee that these assumptions and expectations are accurate or will be realized. The actual results, performance or achievements, could thus differ materially from those projected in any such forward-looking statements.

The information contained in these materials has not been independently verified. None of the Company, its Directors, Promoter or affiliates, nor any of its or their respective employees, advisers or representatives or any other person accepts any responsibility or liability whatsoever, whether arising in tort, contract or otherwise, for any errors, omissions or inaccuracies in such information or opinions or for any loss, cost or damage suffered or incurred howsoever arising, directly or indirectly, from any use of this document or its contents or otherwise in connection with this document, and makes no representation or warranty, express or implied, for the contents of this document including its accuracy, fairness, completeness or verification or for any other statement made or purported to be made by any of them, or on behalf of them, and nothing in this document or at this presentation shall be relied upon as a promise or representation in this respect, whether as to the past or the future. The information and opinions contained in this presentation are current, and if not stated otherwise, as of the date of this presentation. The Company undertake no obligation to update or revise any information or the opinions expressed in this presentation as a result of new information, future events or otherwise. Any opinions or information expressed in this presentation are subject to change without notice.

This presentation does not constitute or form part of any offer or invitation or inducement to sell or issue, or any solicitation of any offer to purchase or subscribe for, any securities of Zensar Technologies Limited (the “Company”), nor shall it or any part of it or the fact of its distribution form the basis of, or be relied on in connection with, any contract or commitment, therefore. Any person/party intending to provide finance/invest in the shares/businesses of the Company shall do so after seeking their own professional advice and after carrying out their own due diligence procedure to ensure that they are making an informed decision. This presentation is strictly confidential and may not be copied or disseminated, in whole or in part, and in any manner or for any purpose. No person is authorized to give any information or to make any representation not contained in or inconsistent with this presentation and if given or made, such information or representation must not be relied upon as having been authorized by any person. Failure to comply with this restriction may constitute a violation of the applicable securities laws. The distribution of this document in certain jurisdictions may be restricted by law and persons into whose possession this presentation comes should inform themselves about and observe any such restrictions. By participating in this presentation or by accepting any copy of the slides presented, you agree to be bound by the foregoing limitations.

# Zensar Today

Zensar stands out as a premier technology consulting and services company, embracing an *experience-led everything* philosophy. We are creators, thinkers, and problem solvers passionate about designing digital experiences that we engineer into scale-ready solutions to deliver superior engagement for high-growth companies.



**10,300+**  
Employees



**30+**  
Locations worldwide



**145**  
Global clients



**\$592 Mn**  
FY24 revenue

# Industry trend



Worldwide IT Spending to Grow 8% in 2024/25. Spending on data center systems to see a notable jump



Focus on unified experience continues to rise; As per Gartner, tech driven customer experience is the No.1 priority for 50% of companies



SaaS remains the largest segment of the cloud market in end-user spending, projected to grow 20% in 2024



Data analytics estimated to grow at a CAGR of 15.8% by 2028. Generative AI creating buzz across apps, IT ops and CX spends



Global ad spend to rise to rise 8.2% to reach \$1trn

Source: Gartner, business market insights

## Imperatives

Experience led engineering continues to grow

Strengthening digital cloud and data engineering

Launch of marketing services

Expand talent pool, transform skills at scale

Invest in strategic partnerships to drive growth



# Our services help solve complex problems

## Experience services

Seamless delivery of strategy, design, prototype, and production of customer experience (CX) platforms and products.

## Advanced engineering services

Cloud-native, full-stack, generative-AI focused advanced engineering services to address business-critical digital needs.

## Data engineering and analytics

Expert services addressing the full gamut of cloud-based big data needs for customers, advanced analytics, and AI/ML services.

## Enterprise SaaS

Full-lifecycle services addressing application management needs of larger organizations.

## Cloud, infrastructure and security

Services that provide an interconnected foundation for digital transformation and help enterprises design, create, and maintain their infrastructure.



# Across four primary industries

---



Banking, financial services and insurance



Manufacturing and consumer services



Healthcare and life sciences



Hitech  
(Technology, media, and telecom)



# In three regions

---



North America



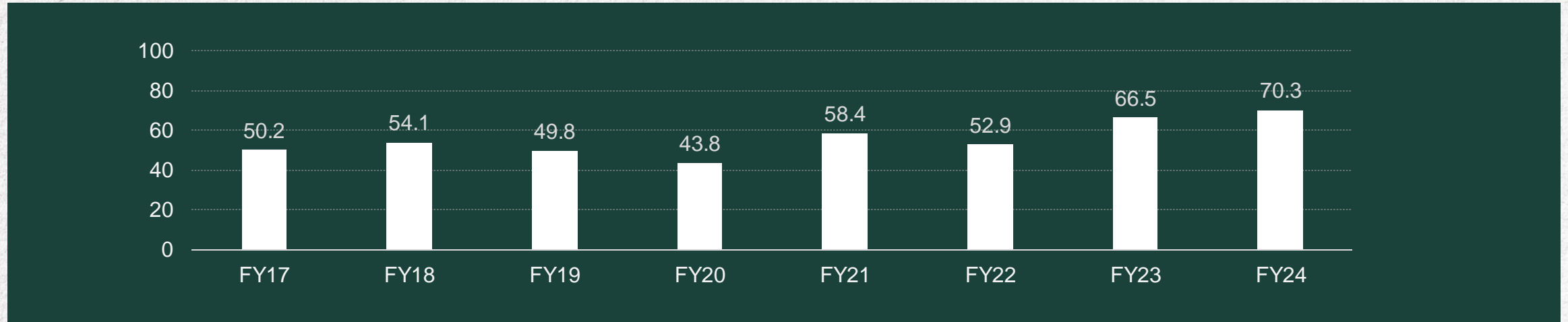
Europe



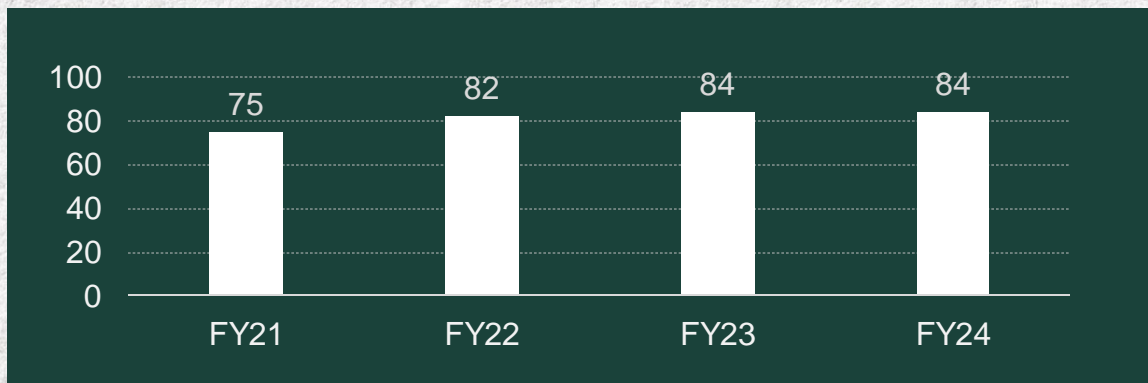
Africa

# Strong focus on Client Centricity and Employee Happiness

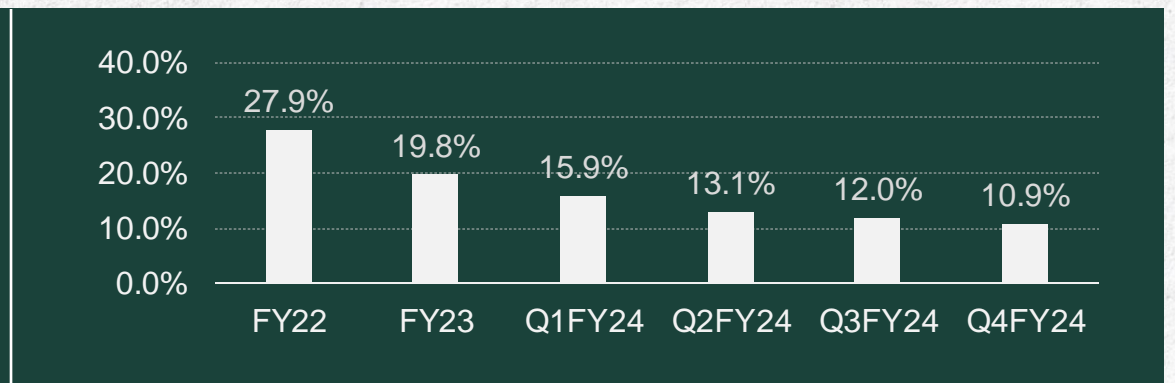
Customer experience index



Happiness index

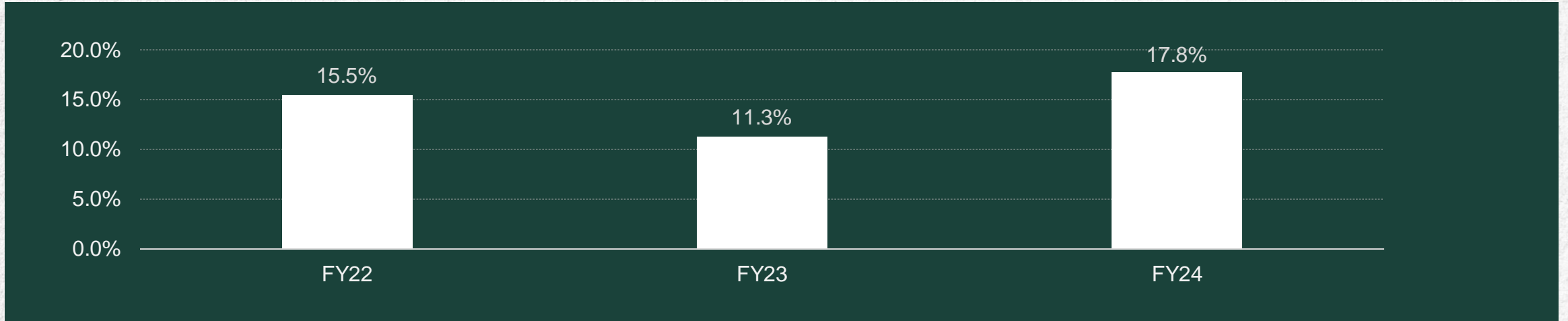


Attrition (LTM %)



# Thrust on Margin expansion

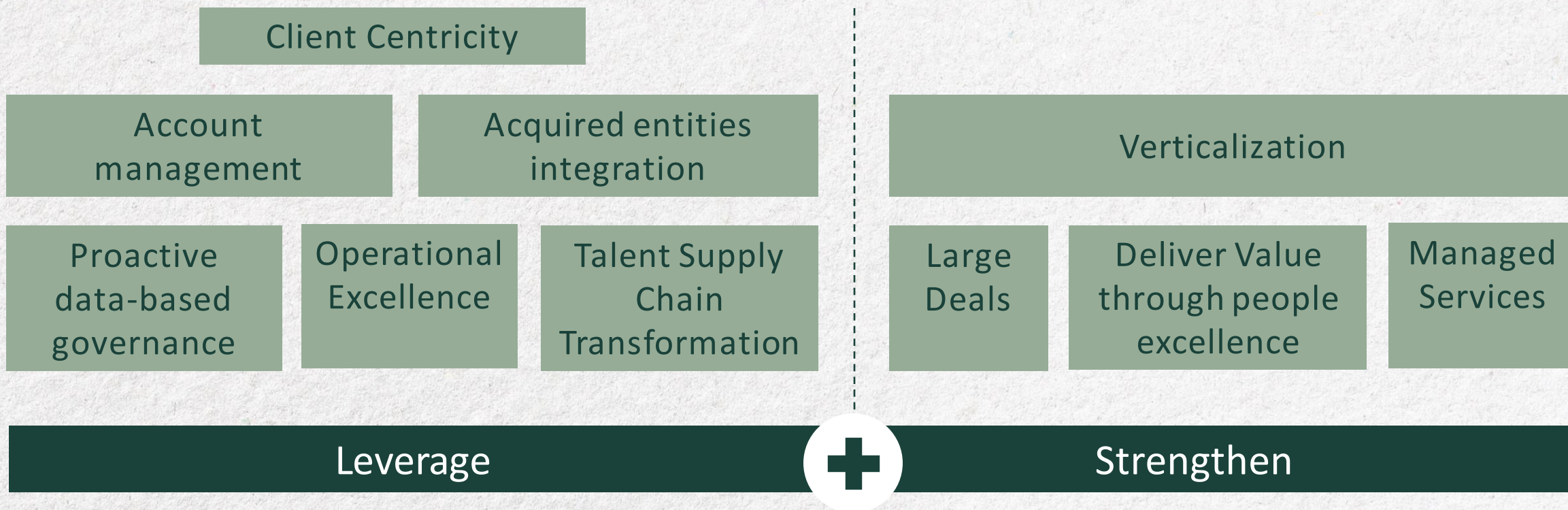
EBITDA as % of revenue



## Key improvement levers

- 1 Manage service mix
- 2 Improve commercials
- 3 Pyramid optimization
- 4 Improve utilization
- 5 Rationalize support costs
- 6 Optimize cost of talent acquisition

# Execution and current priorities

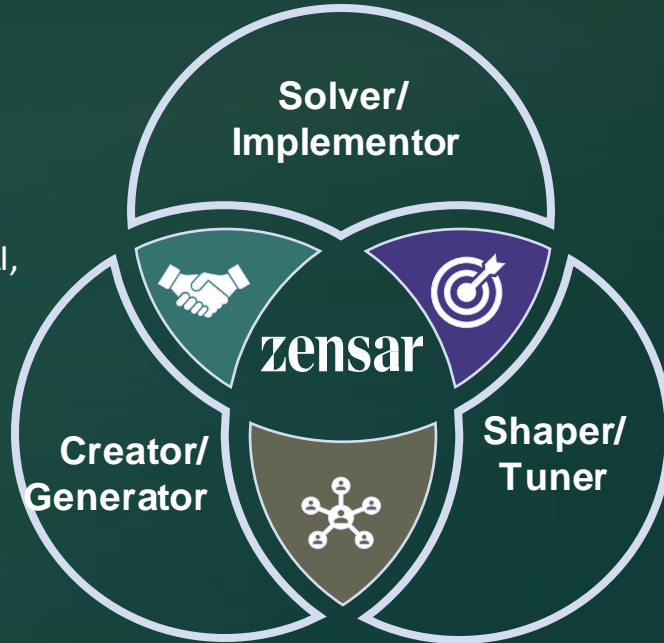


# Zensar - GenAI's Eco-system Orchestrator

Augment, Automate, Accelerate across SDLC : Ensuring Consistent and Assured Software Quality

## Our SGOs

Leverage the generator/fine tuned models to solve customer problems



## Alliances & Partnerships

Partnership with OpenAI, Microsoft, AWS help Zensar in utilizing the LLMs

## ZenLabs

Fine tune the models to build industry specific solutions

## Key Gen AI client engagements

Revolutionizing Application Development with Zensar Multi Agent GenAI capabilities

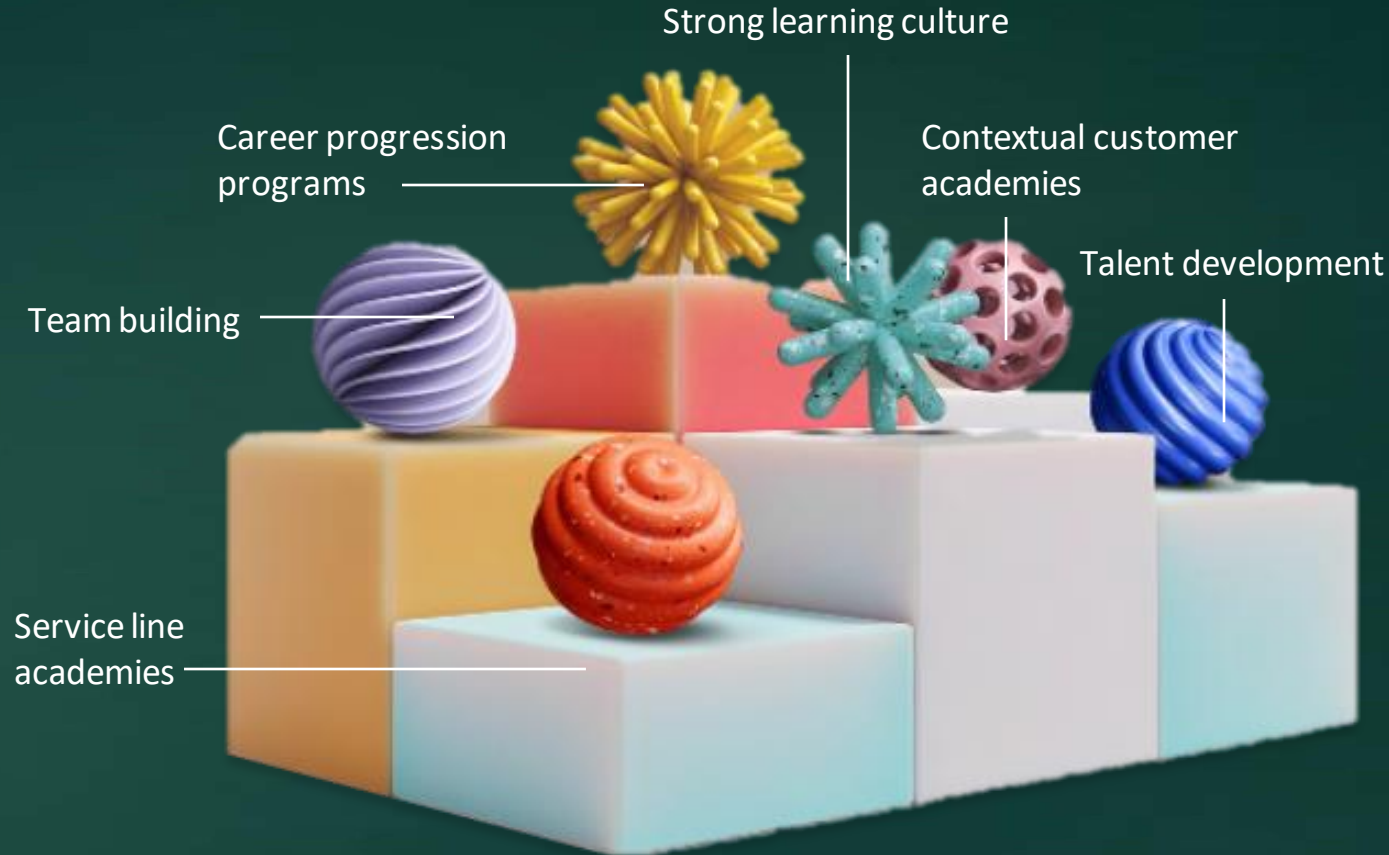
A digital twin with the power of GenAI for Supply chain and inventory management

Responsible GenAI-BOT, guiding developers in secure GenAI development on-prem and on GCP

IEX Dual GenAI Agent Tools for Energy Trading and IOT

# Nurture talent to fuel growth and unlock opportunities

## Talent transformation program



## Engagement initiatives

### Guild and Communities

- Fostering delivery excellence and customer delight, celebrating individual and community brilliance, and engaging a hybrid workforce

### Zensar Learning Academy

- Training and upskilling current and future employees in new and emerging technologies and tools

### Fresh Graduate Plan

- Driving experiential training, left-shift learning and engagement, and mentorship for fresh graduates

# Key Financials (FY24)

**30+**  
Global locations

Offices in India, USA, UK,  
Europe, and Africa

**\$591.3 Mn**

**1.0% YoY** ↑

Services Revenue

**Serving clients across**

3 regions	4 verticals
North America	BFSI,
UK and EU	MCS
Africa	HLS, TMT

**31.8%**

**410 bps YoY** ↑

Gross margin

**17.8%**

**640 bps YoY** ↑

EBITDA margin

**13.6%**

**690 bps YoY** ↑

Net profit margin

**\$261.7 Mn**

**\$60.2 Mn YoY** ↑

Net cash

**10,300+**

Employees worldwide

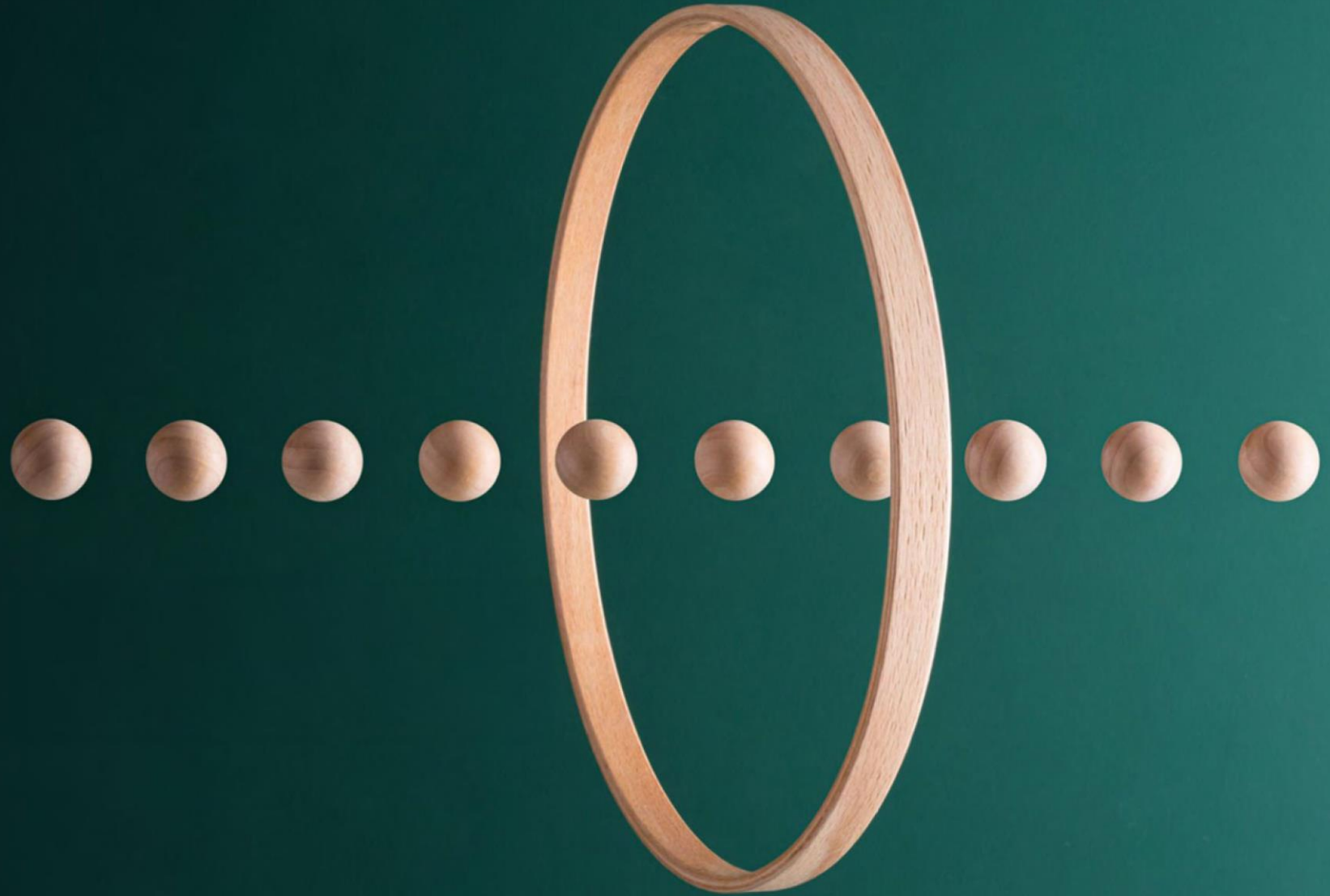
**2,740**

Gross employees added  
in FY24

**30.1%**

Women employees

Thank you



**zensar**  
An  RPG Company