

September 27, 2024

To,
Bombay Stock Exchange Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Fort,
Mumbai – 400 023

To,
National Stock Exchange of India Limited
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (E), Mumbai - 400 051

Dear Sir / Madam,

Sub: Presentation at the 29th Annual General Meeting

Please find attached herewith the presentations being made at the 29th Annual General Meeting of the Company commencing at 4:00 p.m. IST today.

Thanking you,

For **HINDUJA GLOBAL SOLUTIONS LTD**

Narendra Singh
Company Secretary
F4853

HINDUJA GLOBAL SOLUTIONS LIMITED.

A futuristic, cyberpunk-style cityscape at night. A large, glowing blue and red hand is in the foreground, holding a glowing globe with circuitry patterns. The background shows a city street with neon lights, tall buildings, and a grid of light patterns on the ceiling.

Vynsley Fernandes

Whole-time Director, HGS and
Head, Digital Media Business

Certain statements in this release concerning HGS' future growth prospects may be seen as forward-looking statements, which are subject to a number of risks, and uncertainties as a result of which actuals could differ materially from such statements. HGS does not undertake to update any such statement that may have been made from time to time by HGS or on its behalf.



FY2024 Key Business Initiatives

In keeping with its growth strategy, OneOTT Entertainment, the broadband subsidiary of HGS successfully completed the majority acquisition (51%) of leading Mumbai based ISP Seven Star's broadband business. Joint venture rechristened as **One7star**; with growing broadband operations in high revenue markets in western Mumbai, besides parts of Maharashtra.



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ONEOTT Entertainment inks pact with 7Star Group for growth

NEW DELHI: Private internet service provider ONEOTT Entertainment Ltd (OIL) on Thursday said it has partnered with 7Star Group, a regional internet service provider, to utilise the inherent strengths of both entities for growth in the broadband space.

According to a regulatory filing, OIL, a subsidiary of Hinduja Global Solutions Ltd (HGS) and a part of the NXTDIGITAL Media Group, will share infrastructure and technology with 7Star.

This alliance aims to leverage the inherent strengths of both partners in the fast-growing broadband space for growth.

NXTDIGITAL Media Group strengthens its broadband push

ONEOTT Entertainment Ltd (OIL), India's 4th largest private internet service provider (ISP) and 7Star Group, a leading regional ISP, have announced a strategic alliance - focused on growing the broadband business. OIL, a part of NXTDIGITAL Media Group and a subsidiary of Hinduja Global Solutions Ltd (HGS), will share infrastructure and technology with 7Star - leveraging both alliance partners' inherent strengths in the fast growing broadband space, for growth.

This alliance undertakes NXTDIGITAL Media Group's and commitment to delivering value to its customers and sets another industry benchmark for established industry players coming together to offer customers integrated services backed by excellent support. The much respected 7Star Group has a strong network in Mumbai and Maharashtra and enjoys deep customer relationships. Both partners are looking to focus on growing the broadband business in Maharashtra initially, while setting the base to expand services together in other markets.

The alliance is also developing plans to offer integrated services to their customers that would extend beyond broadband to other services like OTT, IPTV, VoIP, VoWiFi, VoLTE, IPTV, IPTV, IPTV and even bespoke CCTV solutions.

Speaking on the alliance, Vinsay Fernandes, Whole time Director at HGS and MD and CEO of OIL said "The future is all about collaboration and there is no better alliance partner than 7Star who have established a high standard of service to its broadband customer base. We will look to leverage each other's inherent capabilities in accelerating the broadband uptake."

7Star Group Founder Nadeem Ali Jafar and M M Deshpande echoed his sentiment, adding "We are delighted to form this alliance with OIL, the broadband vertical of the Hinduja Group - easily the most respected brand name in this space. We believe this opportunity of growing broadband and expanding to newer markets is ripe and we will continue to deliver value to our customers, together."

NXTDIGITAL मीडिया ग्रुपे ब्रोडबैंड व्याप वधार्यो रिजनाल कंपनी उस्तर ग्रुप साथे व्यूटात्मक जोडासा क्युं

(प्रजापिन मुंबई)

मुंबई, २६ मार्च, २०२२ - भारतची चौथी सर्वाधिक प्रगत निजमाला प्रदायक (ISP) असलेल्या ONEOTT इन्टरटेन्मेंट लिमिटेड (OIL) आणि 7Star ग्रुप यांच्यात एक रणनीतिक भागीदारी करून एकत्रित ब्रोडबैंड व्याप वाढवण्याचे ठरले आहे. OIL हा हिंदुजा ग्लोबल सोल्यूशन्स लिमिटेड (HGS) चा एक भाग आहे आणि ब्रोडबैंड क्षेत्रात एक उभारणारी कंपनी आहे. 7Star ग्रुप महाराष्ट्रात एक प्रगत निजमाला प्रदायक आहे. या भागीदारीचा उद्देश्य एकत्रित ब्रोडबैंड व्याप वाढवणे आणि ग्राहकांना उत्कृष्ट सेवा देणे हा आहे. या भागीदारीचा उद्देश्य महाराष्ट्रात प्रथमच एकत्रित ब्रोडबैंड व्याप वाढवणे हा आहे. या भागीदारीचा उद्देश्य महाराष्ट्रात प्रथमच एकत्रित ब्रोडबैंड व्याप वाढवणे हा आहे. या भागीदारीचा उद्देश्य महाराष्ट्रात प्रथमच एकत्रित ब्रोडबैंड व्याप वाढवणे हा आहे.

NXTDIGITAL Media Group strengthens its broadband push - forges strategic alliance with leading regional player, 7Star Group

Suvita News Ahmedabad

7Star - leveraging both alliance partners inherent strengths in the fast growing broadband space, for growth. This alliance undertakes private Internet Service Provider (ISP), and 7Star Group, a leading regional ISP, have announced a strategic alliance - focused on growing the broadband business. OIL, a part of NXTDIGITAL Media Group and subsidiary of Hinduja Global Solutions Ltd (HGS), will share infrastructure and technology with

NXTDIGITAL मीडिया ग्रुपे तेनो ब्रोडबैंड व्याप वधार्यो - अग्रणी रिजनाल कंपनी उस्तर ग्रुप साथे व्यूटात्मक जोडासा क्युं

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NXTDIGITAL Media Group strengthens broadband push; forges strategic alliance with 7Star Group

MEDIABRIEF

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CelerityX | HGS & NXT synergies makes waves!



CelerityX, the enterprise business, saw increased traction, whilst expanding its product portfolio.

MILESTONES!

- **Launched NetX in January'24** : India's first-of-its-kind platform – connecting enterprises with 18,000+ local networks, pan-India
- **Enabled seamless & crucial connectivity for global broadcasters at the Shree Ram Mandir inauguration in Ayodhya**
- **Launched OneX in April'24** : An innovative solution, especially for the rural banking sector – offering customers a unified network-as-a-service solution covering network management, security, and LAN-side control solution.
- CelerityX has entered into a strategic partnership with the Maharashtra State Cooperative Credit Societies Federation (MAFCOCS) for OneX.
 - Aims to enable secure and high uptime banking connectivity for over 40,000 branches in the state, with the potential to serve over 100,000 branches nationwide.

CelerityX | Blue-chip Customers!



NATIONAL ACADEMY OF CUSTOMS,
INDIRECT TAXES & NARCOTICS



New convention centre in Delhi
Yashobhoomi

73,000 sqm area convention centre	107,000 sqm area exhibition centre
15 convention rooms	13 meeting rooms

Yashobhoomi Dwarka Sector 25
Metro station (On Airport Express Line)

- 17m** below the surface
- 7** entrances and exits
- 21** minutes travel time from New Delhi Metro station



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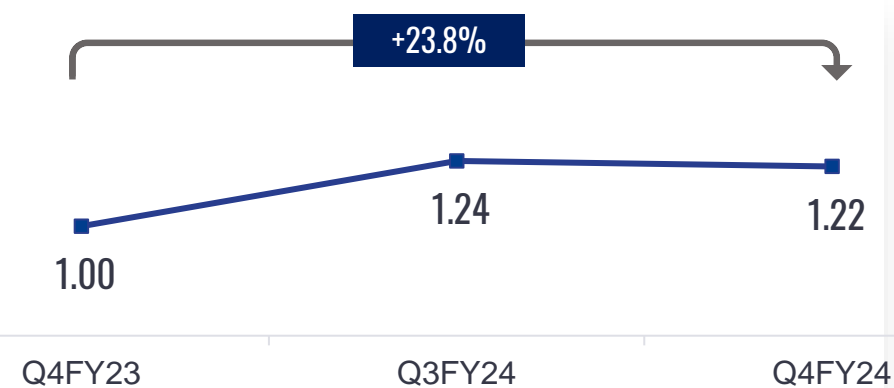


Business Performance in FY2024

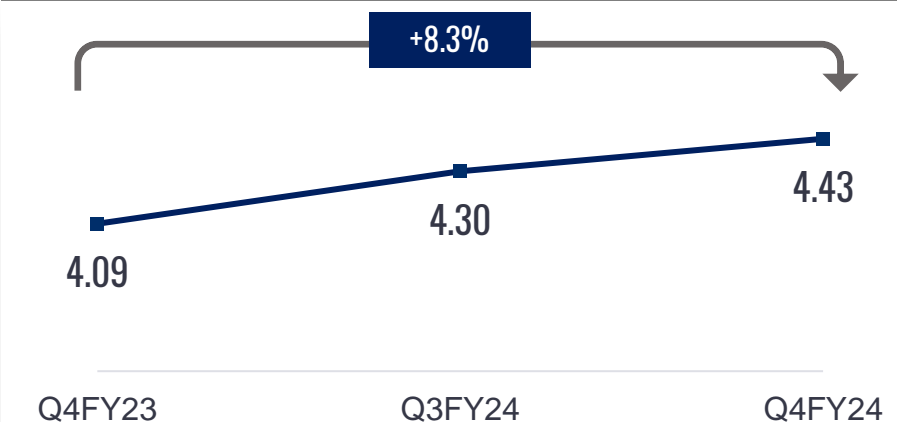
Media Group Performance Indices | FY2024

The focus in FY2024 was growing the subscriber base aggressively across broadband & digital TV, setting the foundation for a long-term strategic plan. Both key verticals performed well on a year-on-year basis – **whilst the broadband customer base grew by 23.8%, the DTV base grew by 8.3%.**

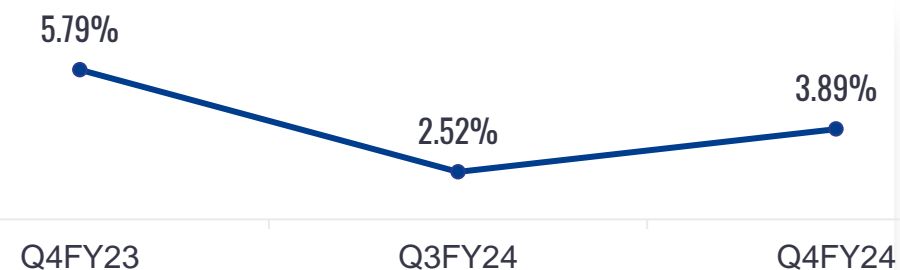
Broadband Subscriber Base (in Mn)



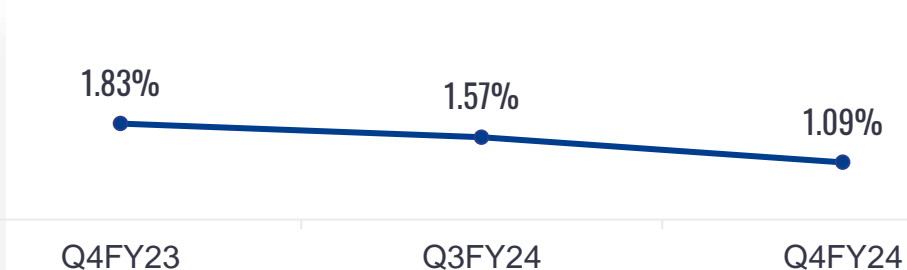
DTV Subscriber Base (in Mn)



Broadband Churn (Figs. as Qtr exit in %)



DTV Churn (Figs. as Qtr exit in %)



A futuristic city street scene with a hand holding a glowing globe. The hand is illuminated with a red and blue glow, and the globe is a glowing blue sphere with circuit-like patterns. The background shows a city street with tall buildings, streetlights, and a grid of lights on the ceiling.

Thank You

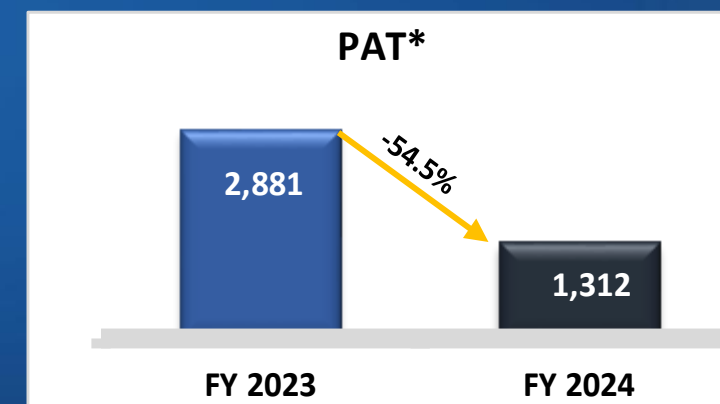
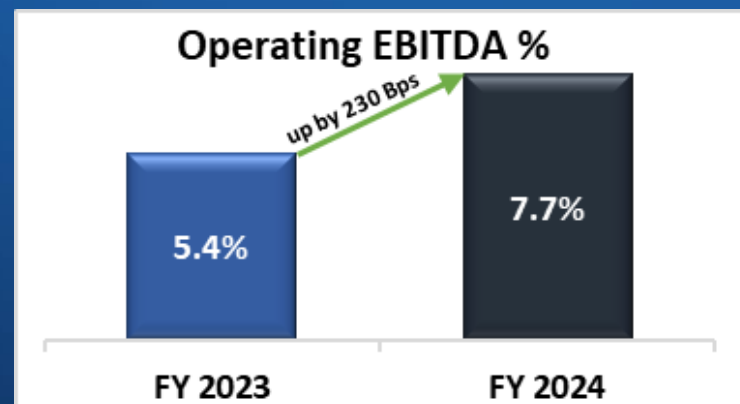
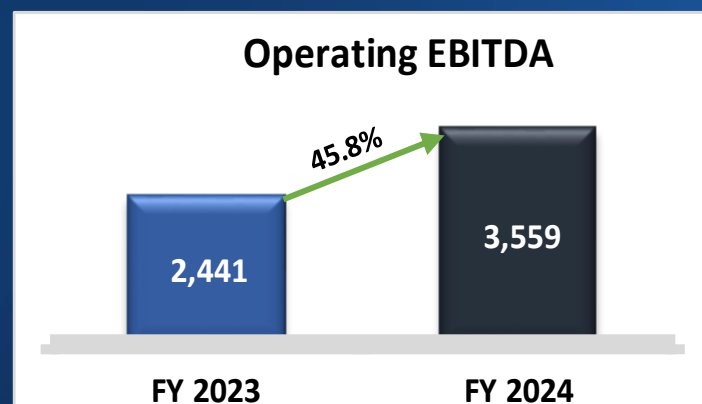
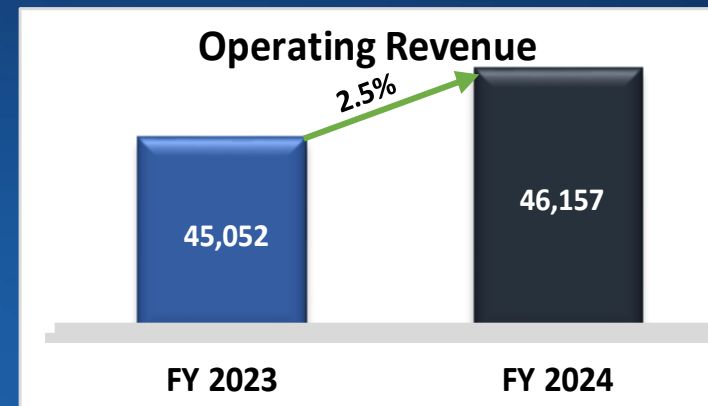
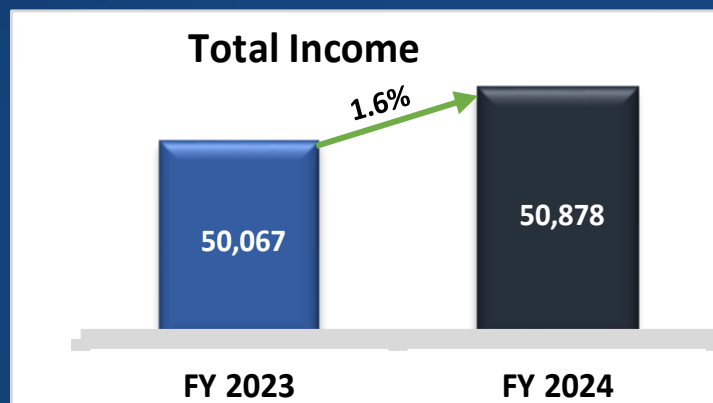
A futuristic, cyberpunk-style cityscape at night. A large, glowing blue and red hand is in the foreground, holding a glowing globe. The background shows tall buildings, neon lights, and a grid of light patterns.

Partha DeSarkar

Group CEO & Whole-time Director

FY2024 : 45.8% EBITDA growth and 230 bps margin expansion

Amount In INR Mn



*PAT for continued operations

Note: Decrease in FY2024 primarily due to lower tax reversals, absence of exceptional items, and drop in Other Income

Key business highlights

Acquired entities

- **TekLink** – completed in March 2023, delivered strong performance in FY2024
- **Seven Star' Broadband business** – acquired majority stake in April 2024, to add new subscriber base

Clientele

- **324** active CX/ BPM clients & **797** HRO/ Payroll processing clients
- **40%** revenue comes from clients who have been with HGS >10 years

Geo Expansion

- Set up a center in **Barranquilla, Colombia** to provide support to North American clients
- Foraying into **South Africa** – incorporated a subsidiary in March 2024

People

- Headcount @ **18,335**
- Global Gender ratio – **49%+** of women employees

Social Impact

- **5K+** employees volunteered for various CSR activities
- Overall volunteering hours: **5K+** Equal to 200+ working days

We continue to invest in technology, led by AI

DEEPENED CAPABILITIES IN AI & GEN AI

- Our customized models integrate existing Gen AI tools with specialized domain knowledge
- Developing multiple use cases across verticals such as BFSI, TMT, Retail, Energy, etc
- Redefining clients' customer journeys –
 - hyper-personalization using customer data
 - conversational bots that learn from call transcripts
 - intelligent automation with image and video processing
- Ongoing exercise to embed AI in internal applications – includes data analytics platform, HR apps, training portals, etc

TECH-LED BPM BUSINESS

- Our proprietary platform, HGS Agent X, was successfully deployed across 16+ clients, covering 1,300 associates (*As of March 31, 2024*) – led to lower attrition, better efficiency and margin improvement
- 1K+ Digital transformation consultants
- 5K+ Digital transformations for clients
- 1K+ Cloud migrations
- 1.8K Analytics projects
- 700 Process transformations
- Work with 55+ Technology partners

Leveraging synergies between BPM and Digital Media

- FY2024 was first full year since the merger
- Focus on pursuing areas of collaboration – some highlights from last year
 - Launched the B2B focused brand CelerityX in the Indian market in August 2023, led by a comprehensive GTM campaign - new brand identity, digital and event marketing, media, content marketing collateral, website, etc.
 - Co-developed the NetX application that simplifies and unifies the network management lifecycle for enterprises with a single platform for seamless connectivity.



- Internal IT systems at the Digital Media business such as SAP platforms are now managed by HGS' teams, ensuring enhanced efficiency and streamlined coordination between the two businesses.
- Collaborating with HGS teams, Digital Media business has made significant strides in optimizing processes through the strategic utilization of Robotic Process Automation (RPA) – eg: provisional queue monitoring, IP date correction and disconnection etc

Since sale of Healthcare business in January 2022...

US\$ 28 million

Acquired Diversify in Australia

Added 3 delivery centers

US\$ 78.6 million

(paid till date)

Acquired Teklink

Added 3 delivery centers

For shares of HGSL

Acquired Digital Media Business

1-1 Bonus Shares

Given in February 2022

Rs. 577 crore

Dividends Declared

(Includes Dividend of Rs. 7/ share
in FY2024)

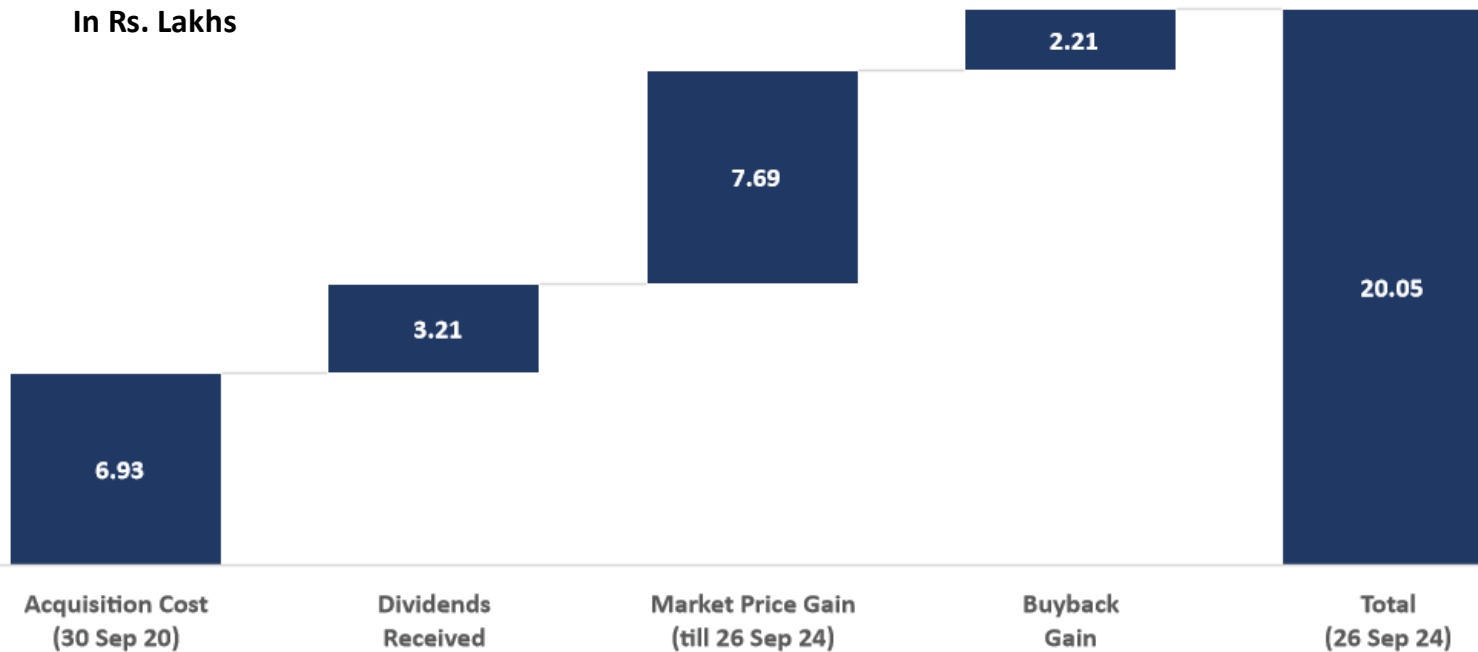
Rs. 1,246 crore

Buyback + Taxes

Value Creation (30th Sep 2020 to 26th Sep 2024)

For Shareholder with 1000 Shares

In Rs. Lakhs



Assumptions

- 1000 Shares acquired on 30th Sep 2020 at Rs. 693 per Share
- 1000 Bonus Shares received in Feb 2022
- 2000 Shares Post Bonus as-on March 2022
- 220 Shares tendered in Buyback in June 2023 @ Rs. 1700 per Share
- Holding of 1780 shares post Buyback as on 26th Sep 2024
- Market Price as on 26th Sep 2024 of Rs. 821.55 per Share
- Dividends received (includes Interim, Special and Final Dividends) from Nov 2020 to Sep 2024

Be a 'Solution Orchestrator'

- Develop industry solutions leveraging the 3As and Cloud
- Set up AI Labs in Bengaluru (India) and Austin (US)
- Collaborate with clients to redefine their customer journeys

Strengthen Go-to-Market

- Verticalization approach
- Focus on high-value offerings and cross-sell
- Target mid-market clients to expand addressable market

Drive growth & margins

- Push non-linearity with next generation delivery models

A futuristic city street scene with a glowing blue hand holding a globe. The hand is positioned in the center-left, holding a glowing blue globe with circuit-like patterns. The background is a dark, futuristic city street with neon lights, tall buildings, and a grid of lights on the ceiling. The overall color palette is dominated by blues and purples.

Thank You
