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**Symbol:** ZENSARTECH

**Series:** EQ

**Sub: Press Release**

Dear Sir(s),

Please find enclosed herewith a press release titled "**Zensar enables Sanlam to deliver company-wide Digital Transformation**".

This is for your information and dissemination purpose.

Thanking you,  
Yours sincerely,

For **Zensar Technologies Limited**

  
Gaurav Tongia  
Company Secretary



## Zensar enables Sanlam to deliver company-wide Digital Transformation

*Sanlam delivers seamless insurance services to modern day customers*

**South Africa, May 23, 2019:** [Zensar](#), a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their digital transformation journey, has partnered Sanlam, a leading insurer from South Africa in its digital transformation aimed at providing cutting-edge market solutions for its millennial generation consumers. Zensar's Robotic Process Automation solutions, with the team's digital capabilities has driven this enterprise wide mandate for Sanlam.

[Sandeep Kishore](#), **Chief Executive Officer and Managing Director, Zensar stated**, "Our work with Sanlam, a company at the forefront of digital innovation underlines our expertise and capability. Sanlam was keen to enhance customer experience and engagement, empower their workforce to be ahead of the digital curve and we are delighted to have helped them in this initiative. We look forward to a continued partnership of success."

**According to Hennie De Villiers, deputy CEO of Sanlam Personal Finance – the retail unit of leading African insurer Sanlam**, "We see technology playing a key role in how our customers interact with us and make decisions in future. Our company-wide digitization has accelerated due to Zensar's proven expertise in automation and digital implementation. We are driven by the need to create compelling experiences for our customers in their interactions with us."

[Harish Lal](#), **Senior Vice President and Head, Africa, said**, "It is heartening for us to have enabled an established brand like Sanlam to get started on a seamless digital automation path. One of the key differentiators of Zensar lies in the investment we make in training the local workforce in digital technologies and placing them at our customer locations like we have done at Sanlam. We understand the sector, have the proven expertise and talent available to empower enterprises like Sanlam who are looking at a digital-centric customer strategy."

The underlying objectives of the digital transformation mandate at Sanlam was to leverage Robotic Process Automation to create a simpler, hassle-free and enjoyable experience for the customer. These initiatives resulted in Sanlam's workforce to be deployed in other customer engagement tasks.

Zensar's Robotic Process Automation CoE (Center of Excellence) identified the business challenges and then created robots assigned with the task of customer centric conversation and engagement. Acting as digital recruits, these robots have helped in streamlining customer centric operations, bringing in a higher level of responsiveness with enhanced customer experience and satisfaction.

### **About Zensar ([www.zensar.com](http://www.zensar.com))**

Zensar is a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their Digital Transformation journey. A technology partner of choice, backed by a strong track record of innovation; credible investment in Digital solutions; and unwavering commitment to client success, Zensar's comprehensive range of digital and technology services and solutions enables its clients achieve new thresholds of business performance. Zensar, with its experience in delivering excellence and superior client satisfaction through myriad technology solutions, is uniquely positioned to help its clients surpass challenges they face running

their existing business most efficiently, helping in their legacy transformation, and planning for business expansion and growth through innovative and digital ways.

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**About RPG Enterprises ([www.rpggroup.com](http://www.rpggroup.com))**

RPG Enterprises, established in 1979, is one of India's fastest growing business groups with a turnover of Rs 23000 Cr. The group has diverse business interests in the areas of Infrastructure, Tyres, Pharma, IT and Specialty as well as in emerging innovation led technology businesses.

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**Safe Harbor**

Certain statements in this release concerning our future growth prospects are forward-looking statements which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. The Company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the Company.