

SEC/18/2023-24

May 03, 2023

Listing Department BSE Limited 25 th Floor, Phiroze Jeejeebhoy Towers Dalal Street, Fort Mumbai - 400 001 Tel No. 022- 22723121 SCRIP CODE: 523704	Listing Department The National Stock Exchange of India Limited Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051 Tel No.: 022- 26598100 SYMBOL: MASTEK
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Dear Sir(s)/Ma'am(s),

Sub: Press Release

Ref: Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015.

Please find enclosed herewith a Press Release titled “**Mastek Announces Integration with ServiceNow for Seamless Customer Experience**”, which is being issued by the Company.

The same is also uploaded on the Company's website at www.mastek.com.

You are requested to take the same on record.

Thanking you,
Yours faithfully,

For **Mastek Limited**



Dinesh Kalani
Vice President – Group Company Secretary
Encl: AA



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Mastek Announces Integration with ServiceNow for Seamless Customer Experience

Mumbai, India, May, 03rd 2023— Mastek (MASTEK; BSE: 523704), a Turnkey & Trusted Digital Engineering & Cloud Transformation Partner, today announced an integration of its Digital Delivery Platform with [ServiceNow Customer Service Management \(CSM\)](#) to deliver end-to-end IT service solutions to its worldwide customers. As an integral element of its extended Cloud Enhancement Services (CES) portfolio, the integration with CSM will help Mastek develop an advanced ticketing workflow embedded with enhanced help desk capabilities to address faster incident response, all in a single platform.

In this globally connected business ecosystem, this unified and automated platform will enable Mastek to deliver improved customer delight across the entire customer experience. The CSM integration will help streamline Mastek's customer service processes and strengthen its worldwide [CES delivery capabilities](#) across industries. It unifies and connects the entire customer service process in a central location while facilitating seamless collaboration between teams and departments. Further, it standardizes workflows, consolidates records, ensures data security, and makes it easier to track all interactions. As part of the integration, Mastek will offer customers an AI-led automated CSM portal to deliver simplified and fast customer service with real-time transparency between service requests and resolution time.

“ServiceNow CSM fits best with the new norm of experience-as-a-service. With ServiceNow, Mastek has developed a state-of-the-art platform that will deliver a world-class managed services experience to our clients,” said **Raman Sapra, President and Chief Growth Officer at Mastek**. *“This investment is crucial and futuristic for our Cloud Enhancement Services, and we are confident that our team of experts will ensure seamless response and resolution to our customers.”*

About Mastek

Mastek (NSE: MASTEK; BSE: 523704), is a Turnkey & Trusted [Digital Engineering](#) & Cloud Transformation Partner that delivers Innovative Solutions and Business Outcomes for clients in [Healthcare & Life Sciences](#), [Retail](#), [Manufacturing](#), Financial Services, Government/Public Sector, etc. We enable customer success and decomplex digital by partnering with enterprises to unlock the power of data, modernize applications to the cloud, and accelerate digital advantage for all stakeholders. We are the only [Oracle Cloud implementation and consultancy partner](#) to have successfully moved 1500+ clients to the cloud. Customers Trust Mastek to deliver Business Value with Velocity and we operate in 40+ countries including the UK, Americas, Europe, Middle East & APAC with ~6000 employees. MST Solutions, a Mastek company, is a Summit-level Salesforce consulting partner trusted by several Fortune 1000 enterprise clients. For more details, please visit our website www.mastek.com

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