



Tanla Solutions Limited
Tanla Technology Center
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June 10, 2020

To,

BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400 001 Scrip Code: 532790	National Stock Exchange of India Ltd. “Exchange Plaza” Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051 Symbol: TANLA
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Dear Madam/Sir,

Sub: Disclosure under Regulation 30 of the SEBI (LODR) Regulations, 2015 pertaining to the impact of COVID-19 pandemic on the Company.

With reference to the subject cited, we wish to inform you that the Board of Directors at their meeting held on June 10, 2020, approved the report on the impact of the COVID-19 pandemic on the Company. The report is attached herewith.

Request you to take the same on record and oblige.

Yours faithfully,

For **Tanla Solutions Limited**




Seshanuradha Chava
VP - Legal & Secretarial
ACS-15519



Disclosure on impact of COVID 19 pandemic on the Company under Regulation 30 of SEBI(LODR) Regulations, 2015

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements), Requirements, 2015 – Disclosure read with SEBI Circular No.

SEBI/HO/CFD/CMD1/CIR/P/2020/84 dated 20th May 2020 an update relating to the impact of the COVID-19 pandemic and the resultant lockdown, on the operations of the Company and the status is attached.

1. Impact on business:

All offices of Tanla Solutions Limited and its subsidiaries (Tanla/Company) were closed pursuant to Govt. orders of respective regions. However, operations of the Company were not affected as Tanla's operations are manageable remotely and with minimal human intervention from remote locations. All our customers were serviced as usual.

- **Current Business:**

Our clientele is spread across sectors, from BFSI, retail, DTH to e-commerce. The impact of COVID-19 on sectors such as e-commerce and retail has negatively impacted our business.

- **New Business:**

As all businesses are functioning remotely and in-person interactions had dropped down to zero, acquiring new customers has become a challenge as the sales teams are unable to conduct demos or meet prospective clients in-person.

2. Ability to maintain operations including office spaces functioning and closed down

- As mentioned above, the Company adopted work from home policy during the entire duration of lock-down and supported the business requirements without any failure.



3. Schedule, if any, for restarting the operations and steps taken to ensure smooth functioning of operations

- With the lifting of lockdown and relaxations provided by the Government and in adherence to the guidelines issued by the Ministry of Home Affairs, we have opened our offices in Hyderabad and Bangalore. Offices in Mumbai, Gurgaon and Chennai continue to be closed in view of the prevailing conditions in the respective cities. These offices will reopen once the situation improves in these cities and Govt. guidelines permit us to reopen.
- Sanitization and employee safety are provided as per Govt. guidelines to ensure safety of the employees attending office. Employees who need to work from office are allowed on a pre-approval basis to avoid crowd at workplace and to ensure adherence to norms such as physical distancing. Functions that can be supported by working from home continue to be handled accordingly.

4. Estimation of the future impact of CoVID-19 on its operations.

- Operating remotely and work from home, by our customers, has resulted in an increase in the customer ask for support round the clock, alternative business solutions to support their customer needs, thereby resulting in extended working hours of our teams.
- Enabling work from home for all employees has challenges such as ensuring data security and data privacy, while the Company has enabled certain security measures such as VPN connectivity to mitigate the risk apart from adhering to agreed SLAs, the challenge continues.
- Prevailing circumstances have rendered it impossible to procure new hardware or software and augmenting the existing systems due to restrictions on physical movement of people and non-essential goods.



5. Details of impact of COVID-19 on company's

- Capital and financial resources and ability to service debts:
The Company is a debt free company but has approved credit limits to address financial requirements if any
- Profitability and Liquidity position:
Impact on our customer's business has resulted in delayed payments leading to stress on working capital. Negative impact on existing business, Lack of business from new customers, increased cost of capital, with no change in operational costs has resulted in narrowed margins.
- Demand for products/services:
 - The Company is in the space of providing cloud communications, the listed entity partners with telecom service providers (Telcos) for provision of technical platforms.
 - During lockdown, at the behest of telecom providers, we partnered with Telcos and pushed 82 Mn text messages(sms) and 16 Mn voice calls from our platform to the subscribers of Vodafone-Idea to create awareness about the pandemic, at no cost to the Telco.
 - Our customers who have been impacted by COVID should get back to business for us to evaluate the demand for our products.