

July 23, 2024

National Stock Exchange of India Limited
Exchange Plaza, Bandra-Kurla Complex
Bandra (East), Mumbai — 400 051.
NSE Symbol: LTTS

BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai – 400001
BSE script Code: 540115

Subject: Press Release

Dear Sir/Madam,

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are sending herewith a copy of the Press Release titled “**L&T Technology Services and SymphonyAI Partner to Provide AI-based Business Transformation to Global Customers through Apex Enterprise Copilot**” which is self-explanatory.

This is for your information and records.

Thanking You,

Yours sincerely,

For L&T Technology Services Limited

Prasad Shanbhag
Company Secretary & Compliance Officer
(M. No. A 30254)

L&T Technology Services and SymphonyAI Partner to Provide AI-based Business Transformation to Global Customers through Apex Enterprise Copilot

Apex low-code/no-code architecture delivers lower TCO, easy configuration, and enhancement flexibility

BANGALORE, India, and PALO ALTO, Calif., July 23, 2024: L&T Technology Services (BSE: 540115, NSE: LTTS), a leading global digital engineering and R&D company, and SymphonyAI, a leader in predictive and generative AI SaaS products for the enterprise, today announced they are partnering to bring transformative AI operations to enterprises worldwide. The solutions are delivered through [SymphonyAI Apex](#) Service Management, a predictive and generative AI-based IT service management/enterprise service management (ITSM/ESM) platform, and the Apex Enterprise Copilot, to turbocharge productivity, simplify work, and create delightful experiences for end users, analysts, and executives.

The partnership has already deployed AI-based Apex Service Management for a joint customer whose software-centric, cloud-native solutions provide high-quality media experiences across linear, on-demand, and OTT services. The joint customer benefits from the combination of its longstanding relationship with L&T Technology Services (LTTS) and Apex IT Service Management ease of adoption, low TCO, and API-based integration with third-party applications. Apex Information Technology Service Management, powered by SymphonyAI's award-winning Eureka predictive and generative AI platform, delivers responsive, effective, and efficient enterprise systems management capabilities with a lightweight architecture to roll out new services and resolve service requests up to 50% faster using generative AI. In replacing its legacy ITSM system, the customer will reduce operating costs, increase analyst productivity across hundreds of analysts, and drive rapid ROI with the ability to quickly configure and ingest existing customer operations, records, and SLAs.

"L&T Technology Services' proven track record of deep domain consulting expertise and a multi-vertical market leadership has established us as a trusted partner in digital transformation for the world's top Fortune 500 companies. The synergy with SymphonyAI's CoPilots and innovative service management platform delivers joint customers rapid, predictive ROI through a transformative enterprise platform," said **Alind Saxena, Executive Director & President – Mobility & Tech, at L&T Technology Services.** *"We are excited to provide flexible, powerful, and configurable solutions to customers worldwide."*

"The combined value of SymphonyAI and L&T Technology Services provides customers in multiple industries the powerful benefits of digital transformation with leading predictive and generative AI," said **Kumar Abhimanyu, senior VP and global head of strategic partnerships at SymphonyAI.** *"With deep domain expertise and specialization solving real-world business problems with advanced AI, the partnership delivers unique benefits for innovative organizations worldwide."*

"SymphonyAI continues to invest aggressively in extending industry leadership and innovation via its Apex platform and the generative AI-based Enterprise Copilot. Both deliver major improvements for teams deploying new services and providing seamless self-service for end users," said **Satyen Vyas, President of SymphonyAI's enterprise IT division.** *"We are pleased to partner with LTTS and leverage their latest cutting-edge AI-enabled innovations to give customers easy-to-use, intuitive, speedy, cost-effective IT and enterprise service management and workflow automation for vastly improved productivity, ROI, and user satisfaction."*

About SymphonyAI

SymphonyAI is a leading enterprise AI SaaS company for digital transformation across the most critical and resilient growth verticals, including retail, consumer packaged goods, finance, manufacturing, media, and IT/enterprise service management. SymphonyAI verticals have many leading enterprises as clients. Since its founding in 2017, SymphonyAI has grown rapidly to 3,000 talented leaders, data scientists, and other professionals. SymphonyAI, 2024 Microsoft Partner of the Year for Business Transformation – AI Innovation, is a SAIGroup company, backed by a \$1 billion commitment from successful entrepreneur and philanthropist Dr. Romesh Wadhvani. Learn more at www.symphonyai.com.

About L&T Technology Services Ltd

L&T Technology Services Limited (LTTS) is a listed subsidiary of Larsen & Toubro Limited focused on Engineering and R&D (ER&D) services. We offer consultancy, design, development and testing services across the product and process development life cycle. Our customer base includes 69 Fortune 500 companies and 57 of the world's top ER&D companies, across industrial products, medical devices, transportation, telecom & hi-tech, and the process industries. Headquartered in India, we have over 23,550 employees spread across 22 global design centers, 30 global sales offices and 108 innovation labs as of June 30, 2024. For more information, please visit <https://www.LTTS.com/>

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