

August 01, 2024

To,  
Corporate Communication Department  
BSE Limited  
Phiroze Jeejeeboy Towers,  
Dalal street, Mumbai - 400 001.  
BSE Security Code : 532528

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

**Sub.: Investor Presentation on Unaudited Financial Results for Q1FY25**

With reference to the captioned regulation, please find attached presentation on the Unaudited Financial Results of the Company for the quarter and three months ended June 30, 2024.

The presentation will also be hosted on the website of the Company [www.datamatics.com](http://www.datamatics.com).

Kindly take the above on your record.

Thanking you,

**For Datamatics Global Services Limited**

**Divya Kumat**  
**EVP, Chief Legal Officer and Company Secretary**  
**(FCS: 4611)**

**Encl.: As above**

# Investor Presentation

Q1FY25



**DATAMATICS**



## Disclaimer

This presentation and the following discussion may contain “forward looking statements” by Datamatics Global Services (“DGS” or the Company) that are not historical in nature. These forward looking statements, which may include statements relating to future results of operations, financial condition, business prospects, plans and objectives, are based on the current beliefs, assumptions, expectations, estimates, and projections of the management of DGS about the business, industry and markets in which DGS operates.

These statements are not guarantees of future performance, and are subject to known and unknown risks, uncertainties, and other factors, some of which are beyond DGS’ control and difficult to predict, that could cause actual results, performance or achievements to differ materially from those in the forward looking statements. Such statements are not, and should not be construed, as a representation as to future performance or achievements of DGS.

In particular, such statements should not be regarded as a projection of future performance of DGS. It should be noted that the actual performance or achievements of DGS may vary significantly from such statements.



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# Company at Glance

DATAMATICS

An abstract graphic on the right side of the slide. It features a dark blue background with a grid of red lines that curves and flows downwards. Below this, there are solid red shapes, including a large red arrow-like shape pointing towards the bottom right.

## Overview

Datamatics is a **Digital Technologies, Operations, and Experiences** company that enables global enterprises to deploy digital technologies to enhance their productivity and customer experience to create a sustainable competitive advantage.



### Revenue and PAT Growth

Q1FY25 Revenue INR **394** Crore  
**7.8%** revenue CAGR and **13%** PAT  
CAGR for the last decade



### Healthy Financials

Total Cash and Investments  
INR **589** Crore



### AI-powered IP

TruCap+, TruBot, FINATO,  
TruBI, TruAI



### Clientele

**300+** Significant Customers  
Worldwide  
Added **9** new clients in Q1FY25



### Employee Attrition

**4.7%** (Quarterly)

# Datamatics Journey



## Illustrious Background (1975-2010)

- Incorporated Datamatics in 1975 in Mumbai by Dr. Lalit Kanodia, (IIT-Bombay, Ph.D MIT)
- Established India's first offshore development center for Wang Labs, USA in 1984
- First Indian company to develop and export software via satellite link to Bell Labs in 1989
- Established India's first e-publishing company in 1992
- Awarded for the most innovative software product by the Prime Minister of India in 1999
- Acquired Saztec and Corpay in the US for BPM
- Datamatics IPO listed on the National Stock Exchange, India in 2004



## Digital Era (2011-2021)

- Launched DataLabs – Center for innovation on digital technologies
- Launched Intelligent Automation products – TruBot for Robotic Process Automation, TruCap+ for Intelligent Document Processing, and TruBI for Business Intelligence.
- Acquired TechJini, a boutique mobile & web technology provider
- Forayed in product engineering business building mobile apps for Ola, Jio, Flipkart, and others
- Developed award-winning solution in AR/VR
- Entered CX space and opened centers in the Philippines
- Ventured into classic AI with launch of TruAI
- Partnered with AWS as part of Cloud Strategy
- Launched Advanced Analytics Center of Excellence



## Digital & AI (2022 Onwards )

- Increased focus on GenAI & Hyperscalers
- Among the first companies globally to receive ISO 42001:2023 Certification for AI Management Systems
- Executed over 40 AI projects
- Integrated GenAI in Intelligent Automation suite of products - TruBot, TruCap+ & TruBI
- Microsoft recognized Datamatics as 'AI First mover' and recognized Copilot developed by Datamatics among the top three Copilots
- Developed several AI-powered tools such as KaiSDLC, KaiBRE, SuperCX
- Acquired Dextara Digital, a premier provider of Salesforce services in 2024
- Recognized as Forbes Asia's 200 Best Under A Billion company and India's top 500 value creators by Dun & Bradstreet





# Leadership Team



**RAHUL L. KANODIA**  
VICE CHAIRMAN  
& CHIEF EXECUTIVE  
OFFICER



**SAMEER L. KANODIA**  
DIRECTOR  
& MANAGING DIRECTOR &  
CHIEF EXECUTIVE OFFICER  
OF LUMINA DATAMATICS



**DINESH KUMAR VK**  
EXECUTIVE VICE PRESIDENT  
& GLOBAL SALES HEAD



**MITUL N. MEHTA**  
EXECUTIVE VICE PRESIDENT  
& CHIEF MARKETING OFFICER



**BALA  
GOPALAKRISHNAN**  
PRESIDENT & GLOBAL HEAD -  
DIGITAL TECHNOLOGIES



**NAVIN GUPTA**  
EXECUTIVE VICE PRESIDENT  
& GLOBAL HEAD - DIGITAL  
OPERATIONS



**SANDEEP ARORA**  
PRESIDENT & GLOBAL HEAD  
- DIGITAL EXPERIENCES



**SHASHI BHARGAVA**  
EXECUTIVE VICE PRESIDENT  
& HEAD INTELLIGENT  
AUTOMATION PRODUCTS



**SANDEEP MANTRI**  
EXECUTIVE VICE PRESIDENT  
& CHIEF FINANCIAL OFFICER



**DIVYA KUMART**  
EXECUTIVE VICE PRESIDENT,  
CHIEF LEGAL OFFICER &  
COMPANY SECRETARY



**DR. RIMA CHOWDHURY**  
EXECUTIVE VICE PRESIDENT,  
CHIEF HUMAN RESOURCES  
OFFICER & CSR LEADER



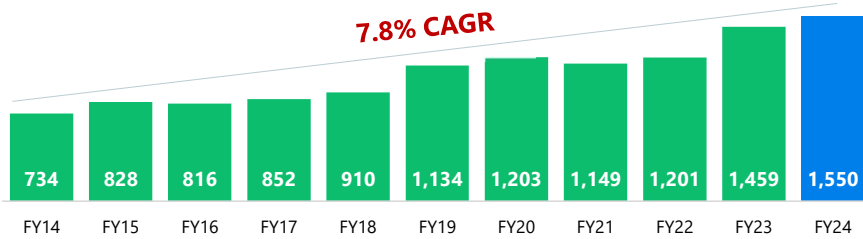
**SANJEET BANERJI**  
EXECUTIVE VICE PRESIDENT  
& HEAD - ARTIFICIAL  
INTELLIGENCE & COGNITIVE  
SCIENCES



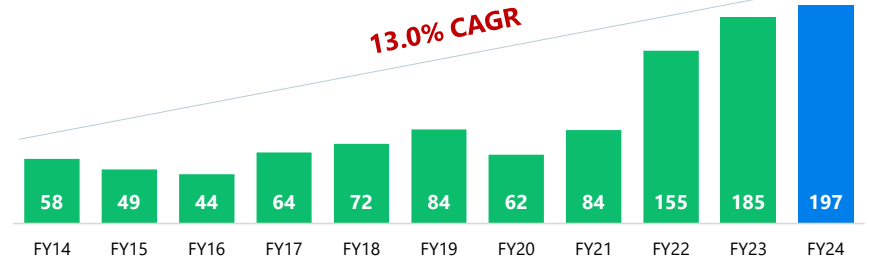
# Our Growth Performance

(Figures in INR Crore)

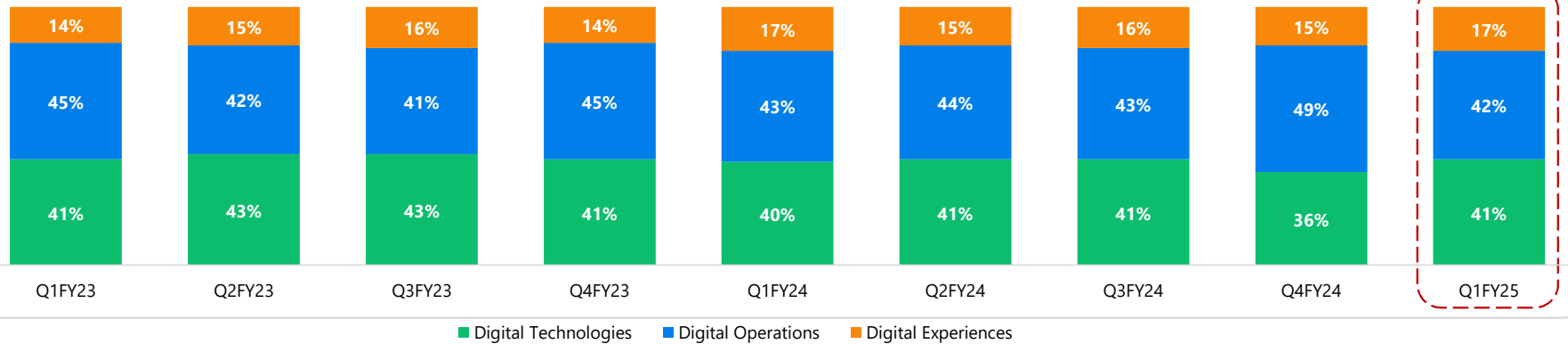
### Consolidated Revenue



### Consolidated PAT



### Revenue by Business



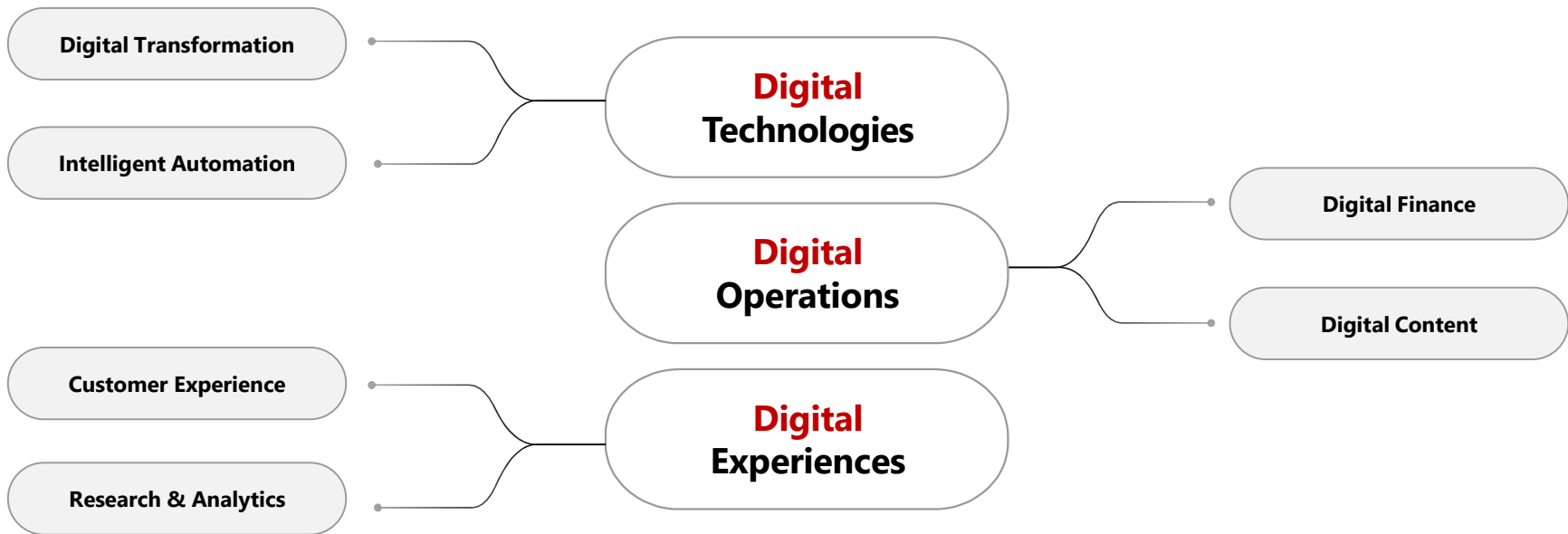
# Offerings



DATAMATICS

# Deep in Digital

Artificial Intelligence | Data | Automation | Cloud



TruBot TruCap+ TruAI TruBI FINATO



## Navigating the Ocean of AI

### AI Services

- AI Strategy & Consulting
- Data Management
- AI Solution Development & Integration
- Generative AI
- Model Development
- MS Copilot Integration & Development

### Key AI Solutions

- Financial Statement Analysis
- Fraud Analytics
- Contract Management
- Credit Risk Analysis
- Video & Image Analytics
- Sentiment Analysis

### AI-Powered IP

- TruBot (RPA)
- TruCap+ (IDP)
- TruBI (Business Intelligence)
- FINATO (Finance Transformation)
- KaiBRE (Business Rule Extraction Engine)
- KaiSDLC (Software Development Lifecycle Optimization)
- SuperCX (Digital Interventions for superior CX)

- Delivered 40+ AI projects
- Processing 15M+ balance sheet pages annually
- Small language model & copilot developed in collaboration with Microsoft and Google.
- Partner On-boarding Copilot App featured by Microsoft among the top copilots
- 30+ Customers using GenAI powered TruBot, TruCap+, TruBI

### Recognition



One of the first companies globally certified for ISO 42001:2023 for Artificial Intelligence Management System

# Digital Technologies

Enterprises partner with Datamatics for their technology transformation, leveraging the latest digital technology advancements to maximize potential. Datamatics offers deep expertise in Digital Technologies like Data & AI, Cloud, Intelligent Automation, Application Modernization, and low-code/no-code platforms. They enhance enterprise agility by reimagining applications and collaborating with Hyperscalers like Microsoft, Google, Salesforce, and AWS to deliver innovative solutions.

"Datamatics was very agile and proactive in their approach and worked as an extended team of Harris Teeter. Datamatics helped us in our Digital Transformation journey by enabling us to go deep in digital with its solutions."

Stephen Ramsey

**Sr. Director, Information Services,  
Harris Teeter**

"Datamatics acts as a key partner in our journey. They look to solve a business problem and not just provide a technical solution. They have helped us scale by learning our processes and this is what sets Datamatics apart. Datamatics will continue to be our valued partner in our digital transformation journey."

David Friedman

**Head of Intelligent Automation Centre of Excellence,  
Ryder Systems**



## Digital Operations

Enterprises partner with Datamatics to transform their mid-office and back-office operations. Through its proprietary platforms, process expertise, and global delivery, it achieves global benchmarks of productivity and operational efficiency. Their digitally augmented platforms are powered by Artificial Intelligence, Intelligent Automation, Smart Workflows and Analytics. Datamatics is recognized as a top 10 global Finance Transformation Provider by several leading analyst firms like Gartner, IDC, and Everest."

"We collaborated with Datamatics to help process our accounts payable invoices for our customers, predominantly across Europe. I have to say it was transformational; Datamatics has done a great job of recognizing our challenges and Enhancing the process."

Tony McMurray  
**Managing Director,**  
**Ingram Micro Global Business Services**

"Since Finato came in, we've had great feedback from the whole organization. We found it to be a lot more intuitive, and the look and feel are also really fresh. We appreciate the involvement of the Datamatics team and thank them for providing a modern, updated system."

Jonathan Stevenson  
**Finance Transformation Director,**  
**Incora**





## Digital Experiences

Datamatics Digital Experiences integrates AI to enhance customer experience. Its multilingual, omnichannel contact centers in the Philippines, India, and the USA feature 'Super Agents' who embody the client's brand ethos and deliver superior customer experiences, enhancing satisfaction, loyalty, and business growth. Service offerings include CX Consulting, Management, Transformation, and Analytics embedded across all customer touchpoints and channels.

"Datamatics has worked with us very closely over the years in terms of helping us and implementing a new proctoring platform. Datamatics brings a level of professionalism and support. They're more like a partner to us than a vendor. One of the things that distinguish Datamatics from other companies is their level of understanding and expertise in what they do. I can only see this partnership growing over the years to come."

Raashid Siddique  
**President, Global Operations,  
PSI**

"AccessFares' goal is to always improve our best-in-class customer service for our clients. We are confident that a strategic partnership with Datamatics will add immense transformational value to our global premium services. The Datamatics team has been wonderful to work with and has seamlessly managed the transition process. We look forward to many shared successes in the future."

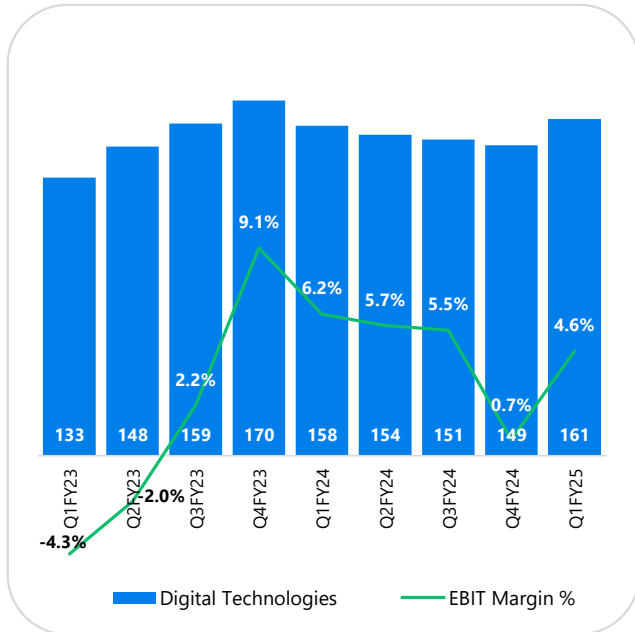
Mark Lowery  
**Managing Partner,  
AccessFares**



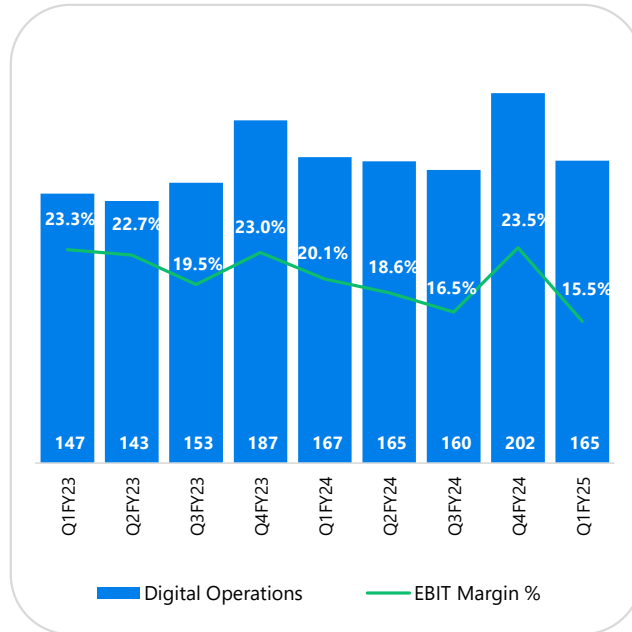


# Business Segment Revenue Trend (Figures in INR Crore)

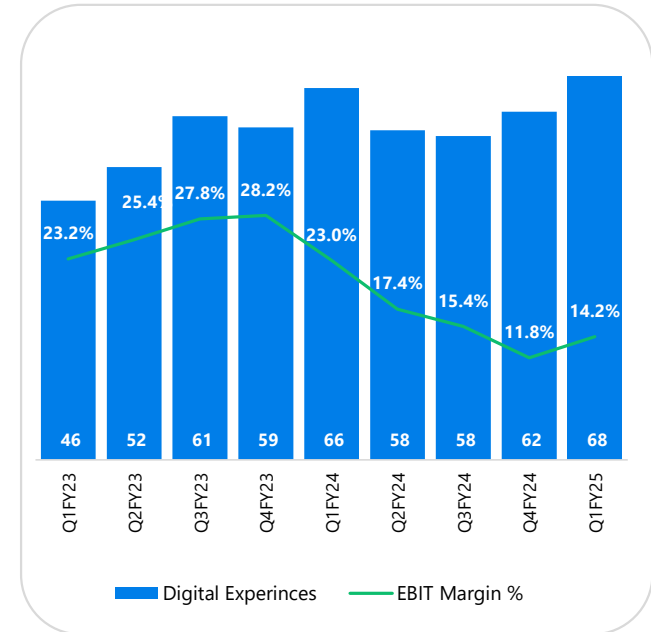
## Digital Technologies









## Digital Operations



## Digital Experiences



# Growth Strategy

|   |   |                                 |   |
|---|---|---------------------------------|---|
|  | Strengthen customer relationships                       | Strengthen Management team      |  |
|  | Increase market presence and awareness in US and Europe | Collaboration with Hyperscalers |  |
|  | Focus on proprietary products and platforms             | Investment in AI based services |  |

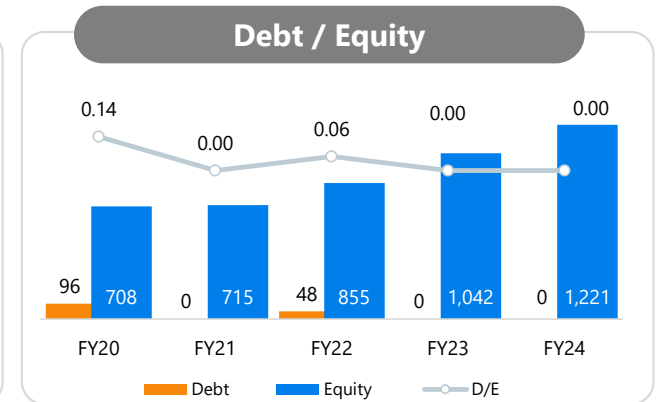
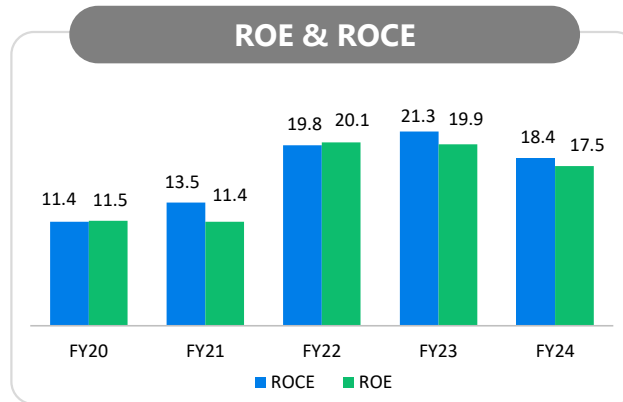
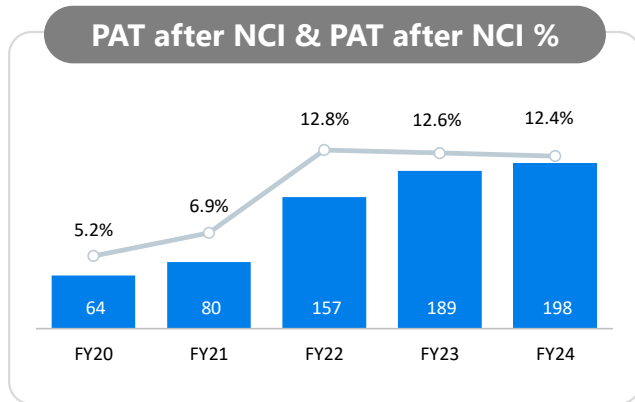
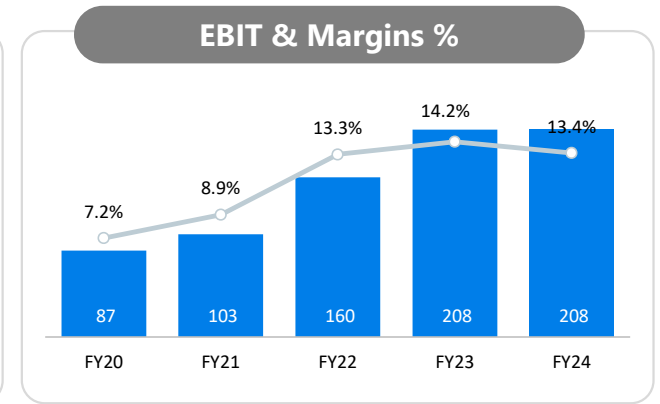
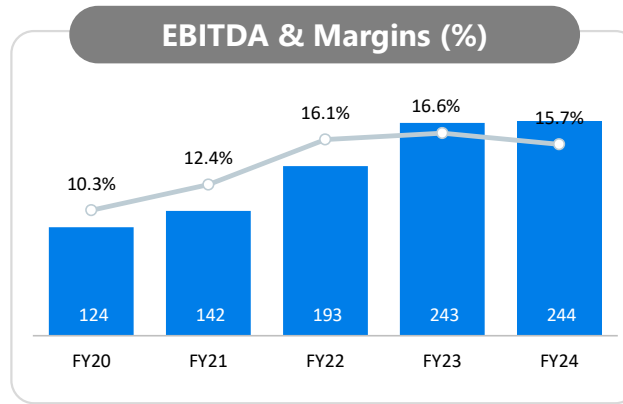
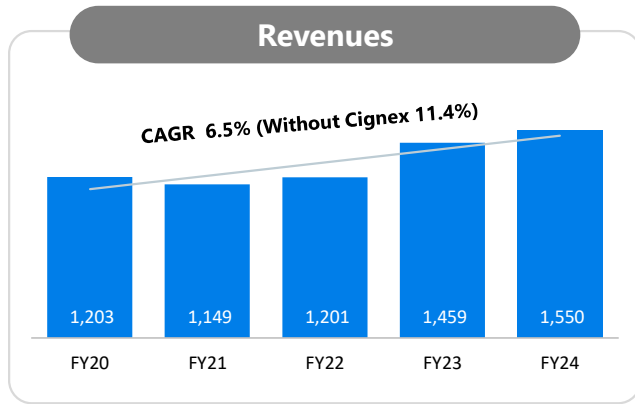
# Financial Performance

A 3D architectural rendering of a modern interior space. The scene features a prominent red carpet that leads into a brightly lit area with glass walls and floors. The lighting is warm and orange, creating a sense of depth and perspective. The overall aesthetic is clean and contemporary.

**DATAMATICS**

# Key Performance Indicators

(Figures in INR Crore)





## Consolidated Financial Summary – Q1FY25

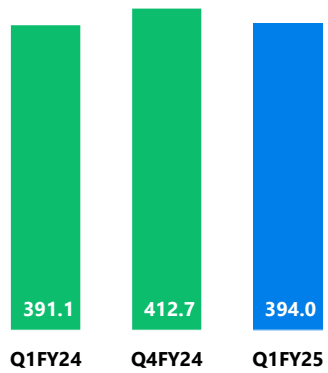
| Particulars                |  | Q1FY25 | Q4FY24 | QoQ Growth | Q1FY24 | YoY Growth |
|----------------------------|--|--------|--------|------------|--------|------------|
| <b>Revenue (INR Crore)</b> | Revenue from Operations (INR Crore)    | 394.0  | 412.7  | (4.5%)     | 391.1  | 0.7%       |
|                            | Other Income (INR Crore)               | 13.9   | 15.9   | (12.8%)    | 9.2    | 51.4%      |
|                            | Total Income (INR Crore)               | 407.8  | 428.6  | (4.8%)     | 400.2  | 1.9%       |
| <b>Margins (INR Crore)</b> | EBITDA                                 | 51.4   | 64.7   | (20.5%)    | 67.8   | (24.2%)    |
|                            | EBIT                                   | 42.6   | 55.9   | (23.7%)    | 58.6   | (27.3%)    |
|                            | PBT before exceptional item            | 56.1   | 71.3   | (21.3%)    | 67.2   | (16.6%)    |
|                            | PBT after exceptional item             | 53.0   | 71.3   | (25.7%)    | 67.2   | (21.3%)    |
|                            | PAT (After non-controlling interest)   | 43.5   | 52.5   | (17.2%)    | 55.1   | (21.1%)    |
| <b>Margin (%)</b>          | EBITDA Margin (%)                      | 13.0%  | 15.7%  | (262Bps)   | 17.3%  | (429Bps)   |
|                            | EBIT Margin (%)                        | 10.8%  | 13.5%  | (272Bps)   | 15.0%  | (417Bps)   |
|                            | PBT Margin before exceptional item (%) | 13.7%  | 16.6%  | (288Bps)   | 16.8%  | (305Bps)   |
|                            | PBT Margin after exceptional item (%)  | 13.0%  | 16.6%  | (365Bps)   | 16.8%  | (382Bps)   |
|                            | PAT Margin (%)                         | 10.7%  | 12.3%  | (159Bps)   | 13.8%  | (311Bps)   |
| <b>EPS (INR)</b>           | Basic & Diluted EPS (INR)              | 7.37   | 8.90   | (17.3%)    | 9.35   | (21.2%)    |



# Consolidated Financial Highlights – Q1FY25

(Figures in INR Crore)

## Operating Revenues

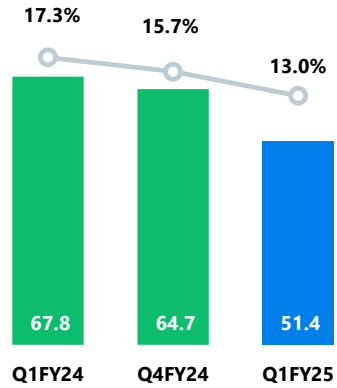


QoQ 4.5%



YoY 0.7%

## EBITDA & EBITDA %

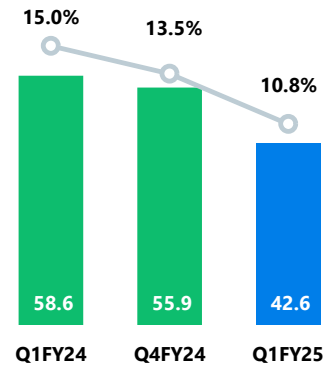


QoQ 20.5%



YoY 24.2%

## EBIT & EBIT %

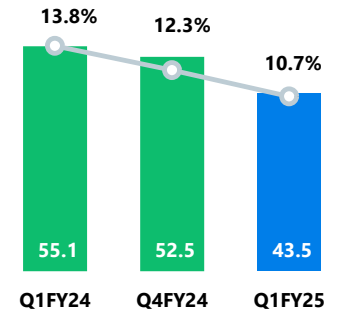


QoQ 23.7%



YoY 27.3%

## PAT after NCI & PAT after NCI %



QoQ 17.2%

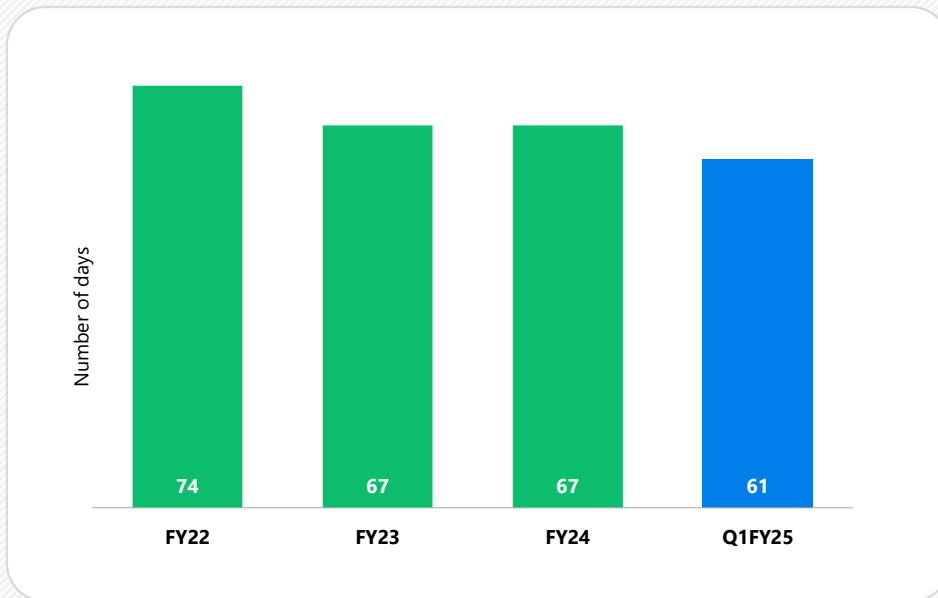


YoY 21.1%

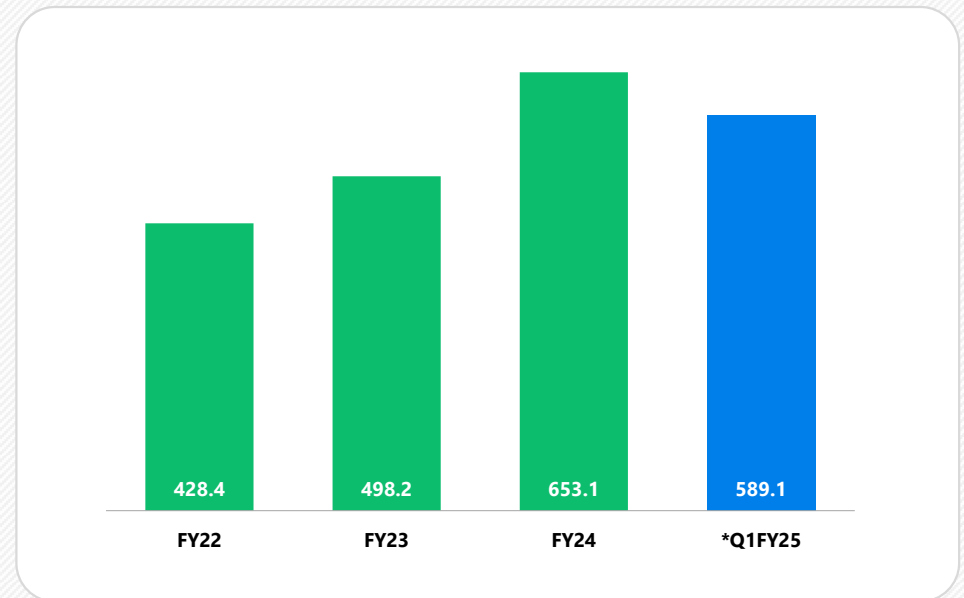
## Balance Sheet Metrics – Q1FY25

(Figures in INR Crore)

### Days Sales Outstanding (DSO)



### Total Cash & Investments (Net of debt)



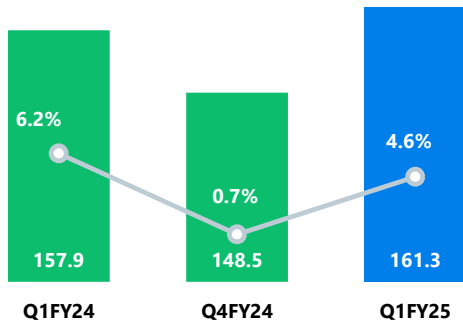
\*The company paid INR 113 Cr. towards the acquisition of Dextara Digital Pvt Ltd in April 2024.



# Revenue Segment Analysis – Q1FY25

(Figures in INR Crore)

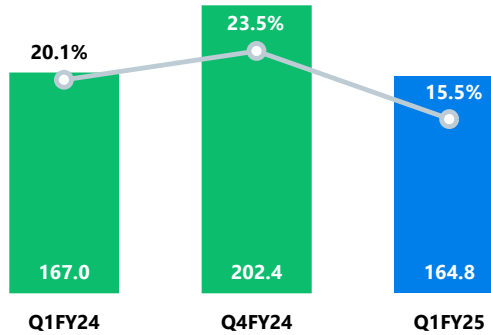
## Digital Technologies Revenue & EBIT Margin (%)



▲ QoQ 8.6%

▲ YoY 2.2%

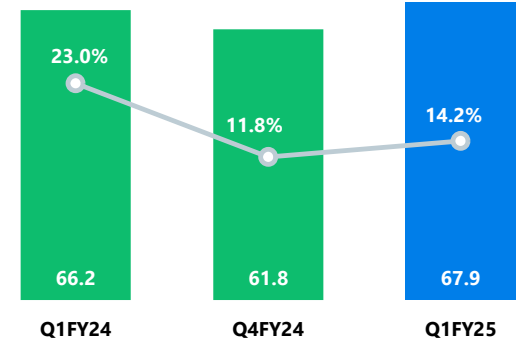
## Digital Operations Revenue & EBIT Margin (%)



▼ QoQ 18.6%

▼ YoY 1.3%

## Digital Experiences Revenue & EBIT Margin (%)

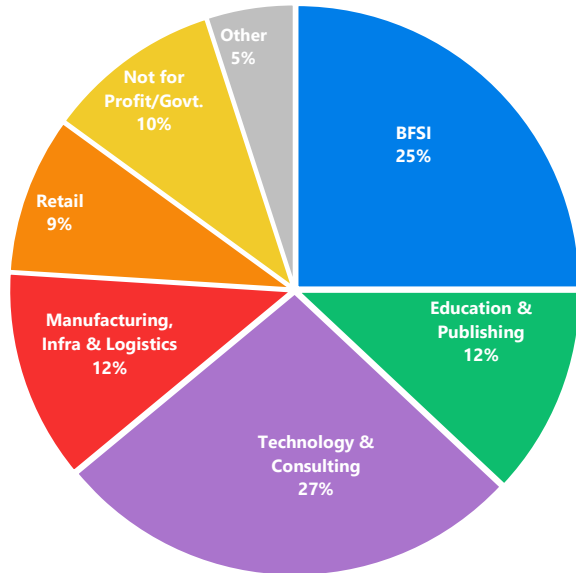


▲ QoQ 9.9%

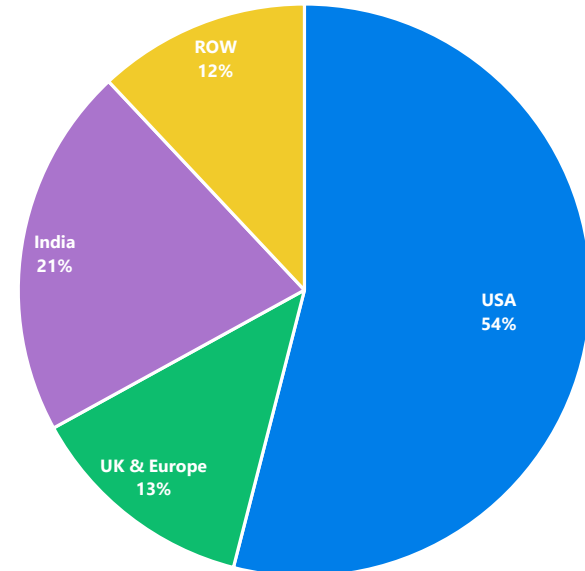
▲ YoY 2.4%

## Revenue Segment Analysis – Q1FY25

### Revenue by Industry



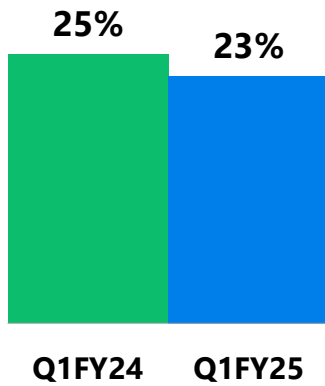
### Revenue by Geography



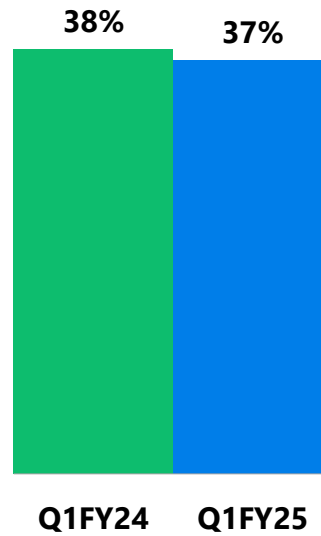
# Client Concentration – Q1FY25

Client concentration maintained at a comfortable level

Top 5



Top 10



Top 20



**Deal Wins**



**DATAMATICS**

# Key Deal Wins – Q1FY25

## Client

**An American Supermarket chain to enhance customer experience using AI**

Datamatics will implement advanced AI-driven video monitoring and analytics technology across 250 locations aimed at enhancing customers' experience while simultaneously mitigating instances of fraud

**A world-leading international university in Europe to modernize legacy applications**

Datamatics will modernize the international university's application stack and ensure cloud adaptability for efficient workforce management. This will improve the employee experience and make the application stack scalable and future-ready

**An international law firm headquartered in Europe to upgrade its cloud strategy**

Datamatics selected to upgrade Cloud Strategy for enterprise applications, enhance the security of the existing cloud infrastructure, and implement standardized architecture policies inline with industry best practices.

**A US-based management consulting firm to automate document processing**

As the automation partner, Datamatics will implement AI-powered TruCap+ to accurately capture data from unstructured and semi-structured documents, achieving higher straight-through processing (STP).

**A life insurance giant to automate accounts payable processing**

Datamatics to upgrade accounts payable processing, including Invoice processing, vendor onboarding, expense management, and claim settlement, to improve productivity and save time.

## About the deal

# Recognition



**DATAMATICS**

# Key Analyst Recognition



**Niche Player**

2024 Gartner Magic Quadrant for Finance & Accounting BPO Services

**Recognized among Top 10 Global Vendors**



**Recognized by Microsoft as 'AI First Movers', an exclusive group highlighting companies for their impactful AI use at scale**



**Recognized**

Critical Capabilities for Finance and Accounting Business Process Outsourcing

**Recognized among Top 10 Global Vendors**



**Recognized**

Application Transformation Services Provider Compendium 2024 – North America

**Recognized among Top 20 Global Vendors**



**Recognized**

Forrester Task-Centric Automation Software Landscape, Q3 2024

**Recognized among Top 10 Global Vendors**



**Major Player**

IDC MarketScape Assessment for Worldwide Unstructured Intelligent Document Processing (IDP) Software Vendors, 2024

**Recognized among Top 10 Global Vendors**



**Recognized**

Hype Cycle for Autonomous Accounting, 2024

**Recognized among Top 20 Global Vendors**



**Challengers**

Banking Process Transformation 2024 RadarView

**Recognized among Top 15 Global Vendors**



**Technology Leaders**

Quadrant SPARK Matrix™: Contact Center Outsourcing Services, 2024

**Recognized among Top 5 Global Vendors**

\*Datamatics Market Rank as per understanding of the Analyst Report



# Thank you!

## For Further Queries Contact:

**Mr. Amit Nagarseker**

Marketing & Corporate Communications

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✉ [asha.gupta@in.ey.com](mailto:asha.gupta@in.ey.com)

**DATAMATICS**