Execute Smart

MANAS CHAKRABORTY
SENIOR VICE PRESIDENT
Key industry trends that are shaping IT services sourcing

54%
...executives will be spending on Business Apps with bundled spend on Cloud and Analytics

60%
CIOs will implement an IT business model that shifts focus from IT Projects to Products by 2020

Forrester has coined the term “Applications Management and Digital Operations Services” (AMDOS) - AMS services with expanded scope for SaaS applications, Agile, DevOps and DX

Source: ISG, IDC, Forrester
What clients are saying

“...This is what I am driving. I have already **redesigned my organization** from 6 silos into 70 Scrum teams to make this happen”

VP IT, Consumer credit reporting agency, North Americas
What clients are saying

CIO, Leading US-based real estate technology enterprise

"...we are transforming our traditional IT Org structure into a product driven setup driven by product line owners with an integrated objective... Want to be a technology co. like UBER!"

CIO, Leading US-based real estate technology enterprise
What clients are saying

“I want my IT partner to deliver on these 3 priorities

1. Cost Optimization
2. Cost Optimization
3. Business Acceleration

SVP E-Com, Large B2C & B2B Retail, North America
What clients are saying

“... Our software development teams (DevOps) are responsible for end-to-end software solutions and support services ...”

VP IT, Leading Global Car Manufacturer
Integrating the IT Lifecycle: Our response to strategic shifts in Clients

**Productized Enterprise IT**
- Leadership of IT Towers
- Leadership of Integrated Product Teams

**Investing in Emerging Tech**
- Point solutions / Automation silos
- End-to-end IT Lifecycle Automation

**Speed@Quality**
- Delivery of individual service towers
- Single Thread Delivery

**Data Driven Enterprise**
- Siloed Reporting
- Insights based on Enterprise IT data
Leading North American, not-for-profit, medical education services provider
Re-platforming IT to a Next-Gen digital ecosystem and modernization and support of Corporate IT through Agile transformation and DevOps

- Re-architecting 70 core applications in a modular, cloud-based architecture platform
- 360 degree view of constituents driving personalized content and commerce experiences
- Application development, maintenance & quality assurance for legacy applications
- Infrastructure monitoring & transformation to “as-a-service”
Our Differentiation

Platform led delivery for Product Operating model
Invest in Cognitive Automation
Alignment of Organization Structure
Redesign Learning & Skilling
Visualize and accelerate end-to-end IT Lifecycle

**Compose**
- Compose Tool pipeline
- Build Your Own Pipeline

**Provision**
- Provision on Infra
- Build Your Own Infrastructure

**Operate**
- Engineers workbench
- Build Your Own Automation

**Visualize**
- Multi Dimensional Dashboards
- Build Your Own Dashboards

**Intelyzers**
- Application Support
- ML & RPA Bots

**DEP**
- Application Dev + Test Engineering
- Service Management + Monitoring + Infra Automation

**ATLAS**
- Service Transition & Management

**Tools**
- 20 Ready-to-use templates
- 103 Integrated
- 435 Bots

**Ready to use templates**
Leading North American provider of technology Services for Managed Workplace

- Automated transition through BOTS
- BYOP – automated software delivery pipeline
- BYOI – automated infra provisioning
- BYOD – ready to deploy multi dimensional dashboard

- Reduced Defect: 55%
- Increase in Development Productivity: 26%

Powered by CAPE

MOU Signed
Leading American multi-national consumer goods corporation
Managing digital site & content globally across 600+ sites and 20+ creative agencies

- Scope includes Development, AMS, Infrastructure, RPA
- Transformation to a PaaS model
- Business Demand & Consumption based charging model
- Innovation focused contracting model

25% Improved Time to Market
50% Savings Reinvested in Innovation

Powered by CAPE
<table>
<thead>
<tr>
<th>Our Digital Workforce</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Email monitoring processor</strong></td>
</tr>
<tr>
<td><strong>Email monitoring processor</strong></td>
</tr>
<tr>
<td><strong>Security lending dividend claim checks</strong></td>
</tr>
<tr>
<td><strong>Assortment planning</strong></td>
</tr>
<tr>
<td><strong>Automated dividend issuance process</strong></td>
</tr>
<tr>
<td><strong>Dividend payment processing</strong></td>
</tr>
<tr>
<td><strong>Client onboarding</strong></td>
</tr>
</tbody>
</table>
Intelligent Ops driven by cognitive automation & conversational bots – Leading global ISV

<table>
<thead>
<tr>
<th>Incident Lifecycle</th>
<th>Detection</th>
<th>Triage</th>
<th>Engage</th>
<th>Mitigate</th>
<th>Post Mortem</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Respond</strong></td>
<td>Anomaly Detector, Predictive Outages, Social Signals</td>
<td>Event Co-relator, Impact Qualification, Recommended KB, Impacted Customer Insights, Social Signals</td>
<td>Recommended DRI, Automated Engagement, Service Health Dashboard &amp; Notifications, Social Signals</td>
<td>Social Signals, Service Health Dashboard &amp; Notifications, Mitigation Validator</td>
<td>Service Health Review</td>
</tr>
<tr>
<td><strong>Manage</strong></td>
<td>Impacted Customer Insights, Incident Snapshot</td>
<td>Impact Co-relator</td>
<td>Impact Co-relator</td>
<td>Impact Co-relator</td>
<td>Impact Co-relator</td>
</tr>
</tbody>
</table>

- Machine Learning (ML)
- Cognitive Services
Leading Global ISV
Providing 24x7 CloudOps, driven by cognitive automation & multi-skilled engineers

- Extreme automation driven CloudOps
- Extreme Reliability - 99.5%
- Platform stability driven by operational excellence and data insights

30% Reduction in TCO

73x Increase in Support landscape
2.1x Increase in Support issues
1.2x Increase in team size
Leading Low Cost Carrier in North America
Providing efficiency and optimization through Quality Engineering, DevOps and Non-production Infrastructure Management

- Converted QA function into automation driven Test Engineering
- Full Stack responsibility including Environments & automated pipelines for the Testing Function
- Implemented an innovative approach of ML based forecasting defects

24% Reduced TCO
25% Faster Time to Market
Internal organization structure re-design

Applications Management

Testing

Infrastructure Management

DevOps

Agile

EAI

One Organizational Unit
Changing learning models to enable skilling at scale

- Precise skill recommendations
- Personalized learning paths
- Accessible – Self-paced - Learner-led - Micro-learning

2097 courses on 733 skills
2 million learning hours
<table>
<thead>
<tr>
<th>Recognition by the Analyst and Advisor Community</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gartner</strong></td>
</tr>
<tr>
<td>Oct 2017</td>
</tr>
<tr>
<td>Profiled as one of <strong>Top 3 large SIs</strong> for Agile &amp; DevOps</td>
</tr>
<tr>
<td><strong>ISG</strong></td>
</tr>
<tr>
<td>Aug 2018</td>
</tr>
<tr>
<td><strong>Leader</strong> across all five client archetypes for Public Cloud Services</td>
</tr>
</tbody>
</table>
Helping customers Modernize RUN & Accelerate GROW

Increased engagement with client leadership

Larger deal size at higher margin for Mindtree

Road ahead
Welcome to possible