Redefining Possibilities for Delivery

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Safe Harbor

This presentation may contain forward-looking statements, which involves number of risks and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements.

The conditions caused by the COVID-19 pandemic could decrease customer’s technology spending, affecting demand for our services, delaying prospective customers’ purchasing decisions, and impacting our ability to provide on-site consulting services; all of which could adversely affect our future revenue, margin and overall financial performance. Our operations may also be negatively affected by a range of external factors related to the COVID-19 pandemic that are not within our control. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.
How we delivered during the COVID-19 crisis

**Client delivery**
- **No** Billing loss or drop in service quality
- **61%** Minds reported increased productivity
- **6.5/7** Highest-ever customer satisfaction rating

**People focus**
- **1200+** Minds and dependents supported for testing
- Exclusive tie-up with hospitals across all India locations
- **1 Million+ hours** spent by Mindtree Minds on learning

**Seamless operations**
- **Secured** boundary and Internet
- Threat intel from **multiple sources**
- Early malware detection and response capability
- Data leakage monitoring
Customer feedback on remote working

“Truly exceeds expectations. Mindtree has done an amazing job ensuring continuity and adapting to the need”

American multinational technology company

“The Mindtree team has been very flexible and has not sacrificed quality whatsoever. They have been proactive, understanding and did well in adapting”

An air transport communications and technology provider

“Mindtree team has done an excellent job in making sure of business continuity and resolved issues quickly and proactively”

An American financial services company

“WFH and challenges due to the pandemic crisis didn’t affect productivity and output of the team. Team members handled the situation very well”

A German audio equipment manufacturing company
Changing business dynamics: Fueling an ever-evolving delivery

Rapid and scalable
- Created a data-driven marketing solution at scale for a global beauty brand

Business outcomes
- Built price elasticity estimator for an international airline

Business agility
- Implemented claims solution for a property insurer ahead of hurricane season

Boundary-less organization
- Plugged vulnerability and provided security consulting for a leading HR company

Aligning business and IT
- Integrated delivery spanning across 7 business portfolios for a real estate and relocations service provider
A 3-pronged approach for ‘Delivery of the future’
People Preparing talent for the future

- Delivery leadership program ‘Capstone’
- Robust ‘Full Stack Engineers’ framework
- Nurturing multi-dimensional architects
Processes Growth-oriented delivery org design

- Product mindset
- Secure delivery framework
- ‘Transition’ in the new normal
Systems
Our enterprise components
Systems

Reimagining the enterprise landscape with ‘Digital Inside’

- Digitalization
- Process simplification
- On-demand provisioning
- Tools standardization
- Metrics automation

Process Documentation
Learning System
Governance Applications
Employee Applications

(ERP) Order to Cash Process
Reviews
Staffing System
Approvals

Service Requests
License Management
Automation Tools/Library
Cloud Subscriptions

Developer Tools & Software
Projects
QA Tools
Schedules

Dashboards
Metrics
Financials
Status Reports
Unified and Composable platform for the Enterprise

- Digitalization
- Process simplification
- On-demand provisioning
- Tools standardization
- Metrics automation

Unified Platform

My Workspace

My Project

My Portfolio
Redefining Possibilities

Delivery Org of the future

**Resilient** to crisis, utmost focus on security and earning our customers’ trust

Well positioned and prepared to cater to the **Emerging Business Dynamics**

Nurturing **Future Ready Talent** at all levels

Delivery org design with **Product mindset, Secure delivery** and **Robust remote transition**

**Digital Inside** initiative creating the futuristic systems powering our delivery
Welcome to possible