Redefining Possibilities for Global Markets

Venu Lambu – Executive Director and President, Global Markets

Investor Day / December 3, 2020
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.
2020—A year of paradigm shifts

“89% of enterprises surveyed are adopting digital technologies to redefine customer experience.”
—Everest Group Research

“The U.S. has leapt 10 years forward in 90 days’ time from physical channels to e-commerce.”
—McKinsey

“Cloud has become mainstream, all other opportunities and digital transformation is happening around it,”
—Mindtree

“By 2024, organizations will lower operational costs by 30% by combining hyperautomation technologies with redesigned operational processes.”
—Gartner

“One of the significant trends that this pandemic has brought about is the emergence of a ‘no-shore’ delivery model in the IT industry.”
—Mindtree

“...even as the pandemic reduces the flow of people, it will enable a different concept of labor mobility. If people can’t relocate for work, work will relocate for people.”
—Ernst & Young
Changing buyer imperatives

**Buyer priorities**
- Cash conservation
- Spend optimisation
- Business resilience
- Economic uncertainty

**Trend reversal**
- Reducing capex outlays
- Rethink captive strategy to flex the spend
- Best of breed vs. vendor consolidation

**Accelerating trends**
- Cloud migration
- Automation
- Security and data protection
- Digital sales and marketing
- Data-driven decision making

**New trends**
- Remote work enablement
- Digital IT buying
- New growth opportunity
- Apps for worker productivity

**Priorities for buyers**
- Catalyze digital-led growth
- Rebaseline cost optimization play
- Accelerate virtual operations and collaboration
What we are hearing from clients

“Reduction in resources for enterprises is accelerating investments in technology (cloud, automation, and re-platforming).”
CIO OF A MULTINATIONAL CAR RENTAL COMPANY

“Funding digital transformation initiatives will necessitate a re-think of the enterprise and service provider relationship to focus on a sustainable partnership model.”
CIO OF AN AMERICAN VIDEO GAME, CONSUMER ELECTRONICS AND GAMING MERCHANDISE RETAILER

“Not every financial product can use digital as the primary distribution channel, reiterating the importance of an omnichannel or a fit-for-purpose model.”
CIO OF A BRITISH MUTUAL INSURANCE COMPOSITE
What we are hearing from clients

“Reduction in resources for enterprises is accelerating investments in technology (cloud, automation, and..."
CIO of a multinational car rental company

“Funding digital transformation initiatives will necessitate a re-think of the enterprise and service provider relationship..."
CIO of an American video game, consumer electronics and gaming merchandise retailer

“Not every financial product can use digital as the primary distribution channel, reiterating the importance of an omnichannel..."
CIO of a British mutual insurance composite

Repurpose Funds
Redefine Partnerships
Redefine Business Models
Our strategic focus areas

<table>
<thead>
<tr>
<th>Industry groups</th>
<th>Service Lines</th>
<th>Geographies</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCM Retail, Consumer Products, and Mfg.</td>
<td>Customer Success</td>
<td>North America</td>
</tr>
<tr>
<td>BFSI Banking, Financial Services, and Insurance</td>
<td>Data and Intelligence</td>
<td>UK and Ireland</td>
</tr>
<tr>
<td>TTH Travel, Transport, Logistics, and Hospitality</td>
<td>Cloud</td>
<td>Continental Europe</td>
</tr>
<tr>
<td>CMT Communication, Media, and Technology</td>
<td>Enterprise IT</td>
<td>Asia Pacific and RoW</td>
</tr>
</tbody>
</table>

Note: We will also be focusing on the Health segment where we see rapid digital adoption and industry convergence.
4 key industry groups Play to our strengths in focus industry groups

- Retail, Consumer Products, and Manufacturing
- Banking, Financial Services, and Insurance
- Travel, Transport, Logistics, and Hospitality
- Communications, Media, and Technology

Note: We will also be focusing on the Health segment where we see rapid digital adoption and industry convergence.
4 key service lines

Business transformation partner to our clients in the digital era

Customer success
- Experience design
- Salesforce
- Marketing transformation
- Enterprise collaboration
- Digital mktg and commerce
- Immersive and cognitive

Data and intelligence
- Data modernization
- Data ops and management
- Insights and action
- Data science and engineering

Cloud
- Cloud native services
- Operations and management
- Hybrid cloud services
- Migration and modernization

Enterprise IT
- Hyper-automated infrastructure
- Application portfolio transformation
- Quality engineering
- Application development and maintenance

Mindtree Consulting
Mindtree consulting to deliver outcomes

Intelligent Marketing to deliver targeted campaigns, incremental revenue and savings in human capital

THE RESULTS

45M Predictions for targeted marketing

£41M Incremental revenue in FY19/20

100+ Person days saved per annum
4 key geographies

Revamp our geo priorities to provide differential focus

North America
USA and Canada
- Microsoft delivery center in Seattle
- Onsite digital engineering capabilities
- Salesforce competency centre in Minneapolis

UK, Ireland
- Digital Pumpkin as hub and spoke to co-innovate with customers at scale
- Scale Poland near-shore centre

Continental Europe
- Expand to new markets: Norway, Finland, Denmark, Benelux, France
- Scale Poland near-shore centre

Asia Pacific
- Banking, Financial Services, and Insurance & Retail focus in ANZ
- Global account coverage for APAC/ME
Winning through a robust partner ecosystem

<table>
<thead>
<tr>
<th>ENTERPRISE PARTNERS</th>
<th>CORE SERVICE LINE PARTNERS</th>
<th>EMERGING PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significant revenue potential and growth momentum</td>
<td>Growth leader in its segment</td>
<td>Capability development based on industry priorities</td>
</tr>
</tbody>
</table>

**ENTERPRISE PARTNERS**
- Google Cloud Platform
- Salesforce
- ServiceNow
- Adobe

**CORE SERVICE LINE PARTNERS**
- Databricks
- Snowflake
- Amazon Web Services
- SAP
- Duck Creek Technologies
- Pega
- Hitachi Inspire the Next

**EMERGING PARTNERS**
- Automation Anywhere
- Murex
- BigCommerce
- Cohesity

**ENGAGING PARTNERS APPROPRIATELY**
- Build capabilities through trainings and certifications
- Co-innovate to build solutions on partner technology
- Engineer large deals with partners
GTM structure for success

**Double down focus on large deals** through Strategic Engagement Team

**Increased account coverage**
service line specialist sales aligned with a digital brand

**Geo-focused leadership**
bespoke teams in Europe across Nordics, Benelux, DACH

**Leverage partner ecosystem**
sell to/sell with partner engagements

**Performance driven culture**
building a highly motivated team
We have started transitioning from being a service provider with deep technical skills to becoming a business transformation partner that delivers business outcomes for clients, leveraging technology and the digital ecosystem.
Welcome to possible