



Digital operations embedded with Transformation



Digital Operations



56%

of revenue comes
from digital
operations

For one of the world's leading **tech companies**, we serve **Finance and Accounting Operations** with **1,000+** coworkers from four marquee locations globally.

1

For one of the leading semiconductor companies **Qualcomm**, we **transformed the Sales and Operations Planning cycle** to enhance order visibility and fulfillment.

2

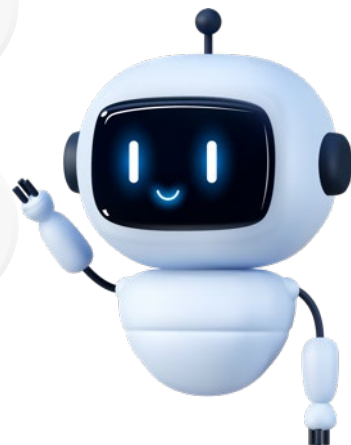
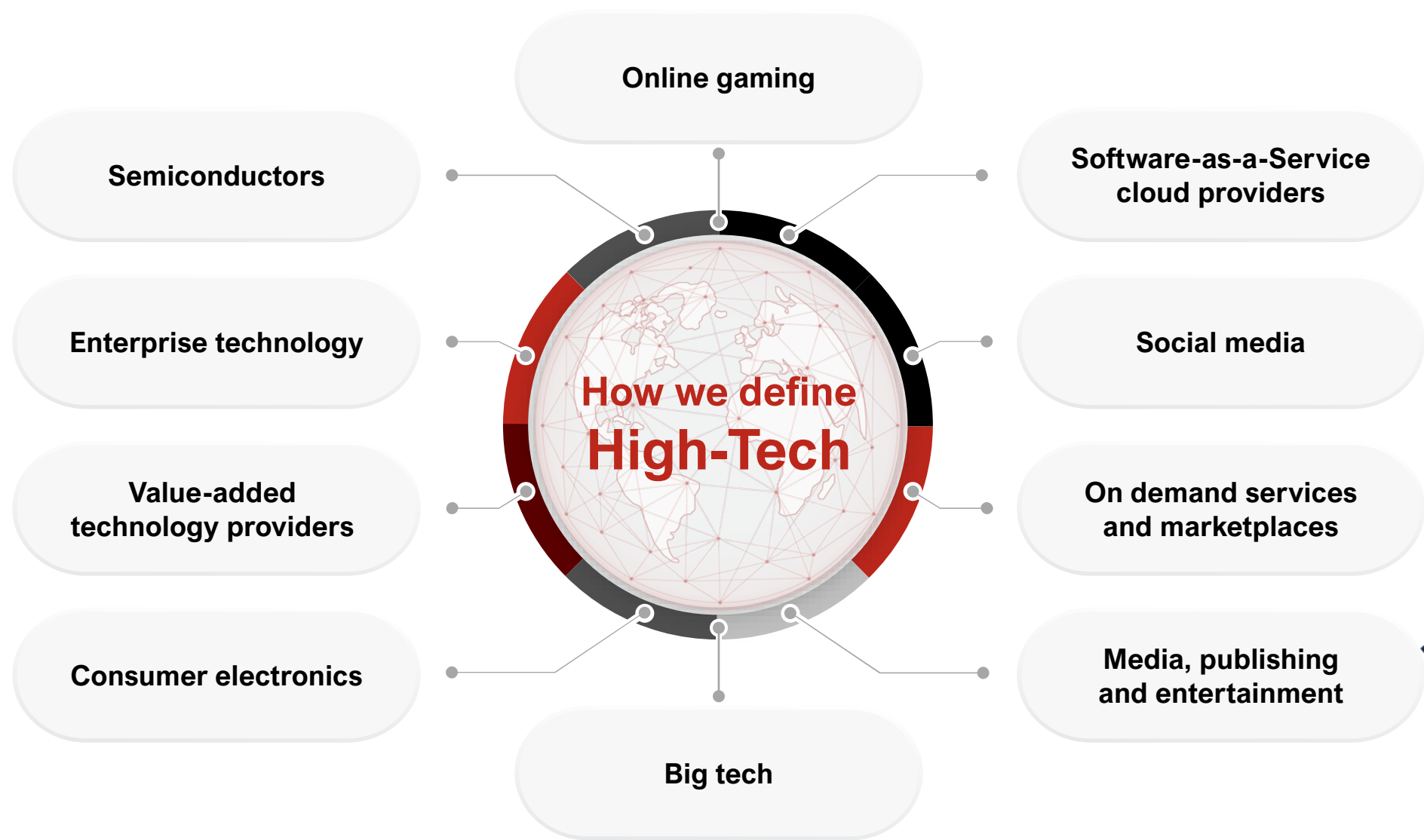
For a **SaaS (software-as-a-service)** company that enables 2.6% of US GDP, we enabled **integrated business operations** across finance, contact center, IT and product engineering to **enhance dealer experience**.

3

For a **Networking and Collaboration Tech** giant, we manage sales compensation for 17K+ sellers to **improve experience** and **support the shift to recurring revenue**.

4

How we define high-tech: servicing 150+ clients across the globe

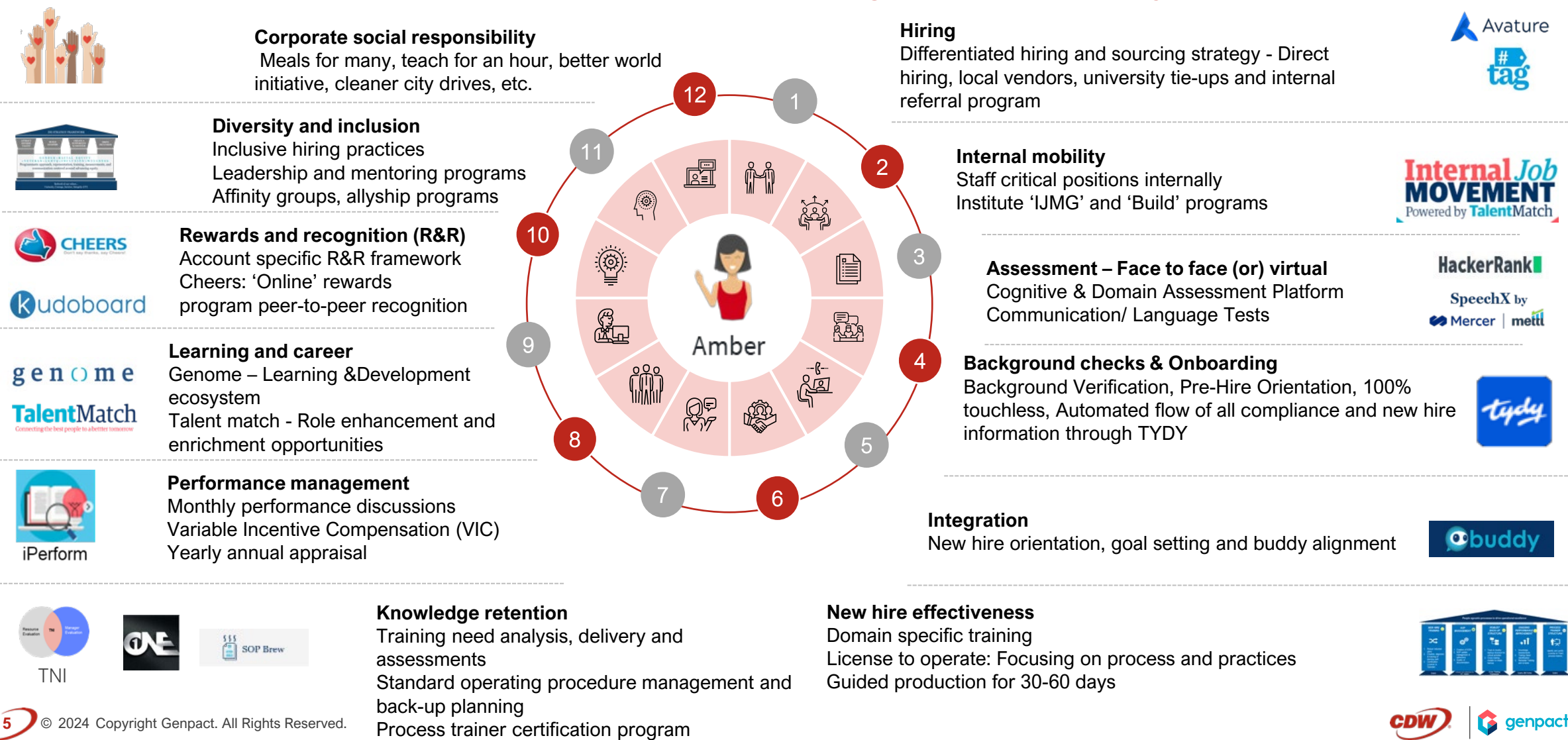


Services we offer to our high-tech clients...

Supply chain - Planning, analytics, reporting, working capital - Supplier management, research, benchmarking - Asset mgmt., prod. scheduling, manufacturing optimization - Network design, global trade and logistics, order management - Field services, claims, parts management	Sourcing and procurement - Procurement transformation strategy - Spend management - Strategic sourcing - Tail spend management - Platform enablement - Procurement operations	Technology services - Application development, management, support - Infrastructure support - Content management and support - Enterprise Resource Planning (ERP) support and ERP enhancement support	Finance and accounting - End-to-end finance transformation - Finance process excellence (Payables, Receivables, Accounting, Tax, Treasury, etc.) - Enterprise performance management, FP&A - Enterprise risk and compliance - Finance and regulatory reporting	Sales and commercial operations - Sales planning, reporting, forecasting - Opportunity management - Offers, pricing, deal management - Fulfillment and provisioning - Credit, compensation, incentives - Sales reporting - Sales and channel operations (inside sales, customer success, etc.)	Customer Care - Cora customer support - Conversational AI - Omni channel customer support - Contact center predictive analytics - Work-from-home enablement
Trust and safety - Content moderation - Ad review and integrity services - User account safety and recovery - Product development and data labeling - Fraud and risk management - Community safety in gaming - Specialized wellbeing for Trust & Safety - Global command center	Enterprise risk and compliance - Third party risk management - Anti-bribery anti-corruption - Sarbanes-Oxley (SOX) compliance - Internal audit - Post payment audit - ESG compliance	Artificial intelligence - Full stack implementation - Generative AI - Responsible AI - AI Advisory - Machine Learning Ops	Data engineering and analytics - PowerMe data observability platform - Finance analytics suite - Consumer analytics - Commercial analytics - Data foundation	Digital transformation - Automation – consulting, services, products - Accelerated transformation and ROI (Alternated commercial models) - Rapid platform + solution development - Ongoing support and training - GBS (Shared Services, Center of Excellence) - Intelligent order management and business data management (BDM) - Cognitive buying assistant, smart expediting tool and customer journey	Experience - Digital commerce - Emerging technologies - Coworker experience - Modern digital workplace - Platform modernization - Service design

Our innovative people practices for the new-age workforce powered by an AI enabled human-centered sentiment analysis

Centered around 'moments that matter' through the coworker life cycle



Embedded with Transformation



44%

of revenue from
DATA - TECH - AI
work with clients

For Thermofisher Scientific, we enabled a 'single pane of glass' for an improved and superior customer experience, acceleration of cash flow and **45% productivity impact**

1

For a software-as-a-service company, we enable **superior Customer Experience** by reducing time to release by 55% and drove 85%+ self-service.

2

For Dropbox, we implemented ServiceNow as a single intake and platform for **connected, end-to-end procurement, cutting processing cycle times by 50%.**

3

For one of the world's leading business-to-business software-as-a-service company, we deployed a data-driven process mining platform to **drive deal velocity and closures** by \$25M+ a year.

4

And through a combination of these services, we enhance and underwrite business outcomes for our clients



Transformation

Data

A robust foundation for analytics that fuels data-driven enterprises, built with data engineering.

Tech

A **Lean Digital** Core powered by cloud, with integrated and modernized IT applications.

AI

Artificial intelligence delivers results when blended with human expertise for predictive insights at scale.



Business-based outcomes



Digital Operations

Experience

Deep industry knowledge running complex operations for our clients for 20+ years.

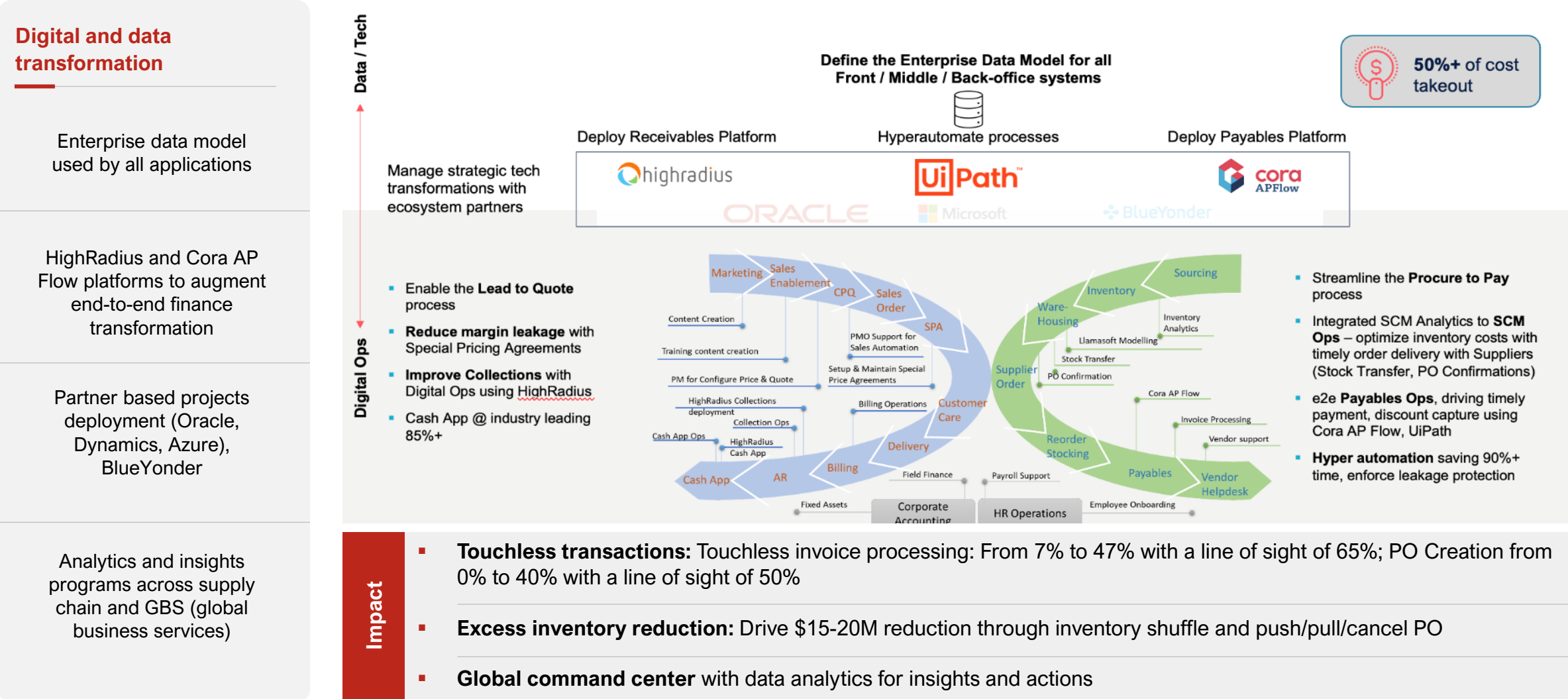
Process

Proprietary process frameworks including Smart Enterprise ProcessesSM rooted in Lean Six Sigma.

Expertise

Understanding the impact of operating models across an organization and how to best align outcome-based solutions to deliver business results.

Digital transformation, driving outcomes across technology and operations for \$23B technology company



AI First transformation – For a global hardware and tech company - Unlocking \$400M yearly value through AI-led transformation

Horizon 0 – Complex transition

1000+ coworkers, supporting 5 operating towers, across 4 Geos/25 countries from 7 delivery locations with minimal digitization

April'21 – July'22

April

Sep

Dec

Jan'22-
July'22

RFP
received

MSA signed

Ops Go Live
Wave 1
(80% of the scope)

Ops Go Live
Wave 2
(20% of the scope)

Foundation

- **Deployed global command center** with data analytics for insights and actions

Horizon 1 – Journey to simplification

Consolidation, stabilization, harmonization, QA and early stages of automation through Low Code Power Apps suite

Aug'22 – March'23

Aug'22

Oct'22-
Dec'22

Apr'23

Intelligent Low
Code Digital
Suite (40+ use
cases deployed)

QC 1.0
Framework

Finance
blueprint

Blueprint

- **Digital/Transformation blueprint** with clear roadmap to fast-track journey to best-in-class
- **Delivered \$170M impact delivered**

Horizon 2 – AI first transformation

Global adoption of Digital Solutions. Infusion of Generative AI across processes

March '23 ongoing...

July'23

Nov'23

Jun'24

QC 2.0

Global process
design completed

Esker SA Go Live
Blackline Go Live
High Radius Lux
Go Live

Establish AI CoE*
12 Gen AI MVPs^

Execution

- **Global AI CoE*** launched for creating experience led GBS# and deliver exponential value at speed

* Center of Excellence | ^ Minimum Viable Product | # Global Business Services (like Road Trip)

Impact we have delivered with our services (in hi-tech)

