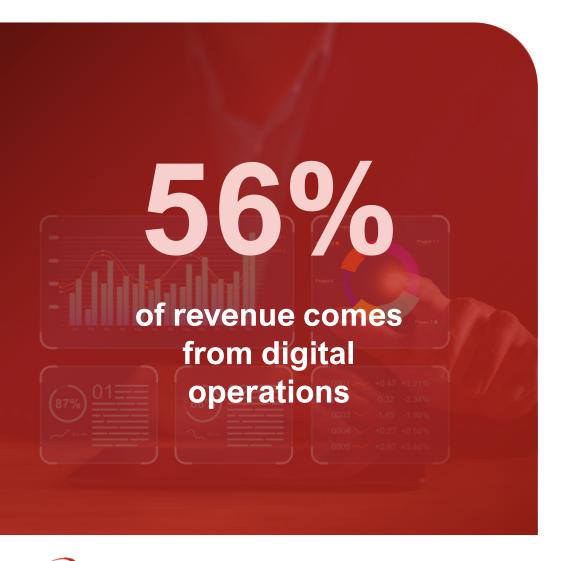




Digital operations embedded with Transformation



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

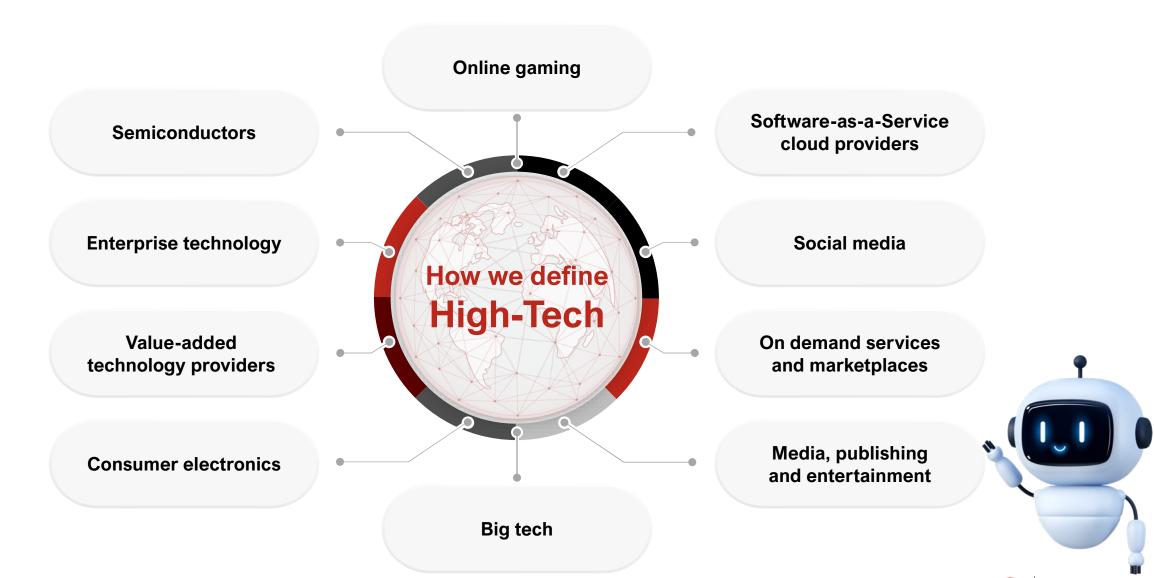
For a **Networking and Collaboration Tech giant**, we manage sales compensation for 17K+ sellers to **improve experience** and **support the shift to recuring revenue**.

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 Al
- 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 Al
 - Responsible Al
 - Al 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 Al enabled human-centered sentiment analysis

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

Amber



Corporate social responsibility

Meals for many, teach for an hour, better world

initiative, cleaner city drives, etc.





CHEERS

Kudoboard

gen () me

TalentMatch

Diversity and inclusion

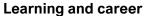
Inclusive hiring practices Leadership and mentoring programs



Cheers: 'Online' rewards

program peer-to-peer recognition





ecosystem

Talent match - Role enhancement and enrichment opportunities



Performance management Monthly performance discussions Variable Incentive Compensation (VIC)

Yearly annual appraisal

Differentiated hiring and sourcing strategy - Direct hiring, local vendors, university tie-ups and internal referral program



Internal mobility

Staff critical positions internally Institute 'IJMG' and 'Build' programs



Assessment - Face to face (or) virtual

Cognitive & Domain Assessment Platform Communication/ Language Tests



Background checks & Onboarding

Background Verification, Pre-Hire Orientation, 100% touchless, Automated flow of all compliance and new hire information through TYDY



Integration

New hire orientation, goal setting and buddy alignment









Knowledge retention

Training need analysis, delivery and assessments

Standard operating procedure management and back-up planning

Process trainer certification program

New hire effectiveness

Domain specific training License to operate: Focusing on process and practices Guided production for 30-60 days

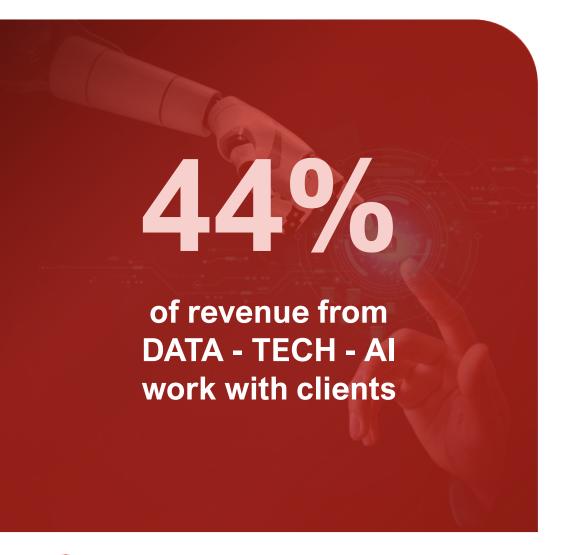








Embedded with Transformation



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.

Αl

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

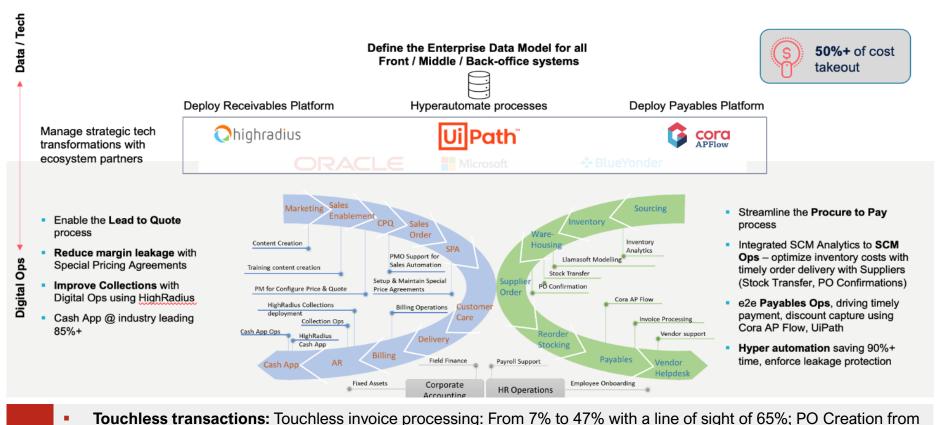
Digital and data transformation

Enterprise data model used by all applications

HighRadius and Cora AP Flow platforms to augment end-to-end finance transformation

Partner based projects deployment (Oracle, Dynamics, Azure), BlueYonder

Analytics and insights programs across supply chain and GBS (global business services)



0% to 40% with a line of sight of 50%

- Excess inventory reduction: Drive \$15-20M reduction through inventory shuffle and push/pull/cancel PO
 - Global command center with data analytics for insights and actions

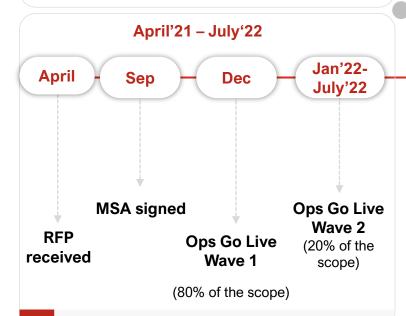
Impact

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

Horizon 0 – Complex transition

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

Horizon 1 – Journey to simplification Consolidation, stabilization, harmonization, QA and early stages of automation through Low Code Horizon 2 – Al first transformation Global adoption of Digital Solutions. Infusion of Generative AI across processes



Deployed global command center with data analytics for insights and actions

Aug'22 - March'23 Oct'22-Aug'22 Apr²³ **Dec'22** QC 1.0 **Framework** Intelligent Low **Finance Code Digital** blueprint Suite (40+ use cases deployed)

Digital/Transformation blueprint with clear roadmap to fast-track journey to best-in-class

Delivered \$170M impact delivered

March '23 ongoing... July'23 Nov'23 Jun'24 QC 2.0 Establish AI CoE* Global process 12 Gen Al MVPs^ design completed Esker SA Go Live Blackline Go Live **High Radius Lux** Go Live

Global Al 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)

Execution



Blueprint

Power Apps suite







Foundation





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



\$1.1B+

revenue

Data-Tech-Al

40%*

of revenue

*in high-tech industry



21,500

coworkers

20

countries

75+ NPS

client satisfaction



500

Al conversations

50+

Gen Al deployments

50

hero offerings



\$1B+

business impact delivered

Value opportunities

20%

revenue from outcome and transaction-based models by 2026





















