

### HGS REPORTS RESULTS FOR Q4 AND FULL-YEAR FY2023

- Total income of Rs. 5,023.2 crore for FY2023, a growth of 12.2% YoY
- EBITDA (including Other Income) for FY2023 was Rs. 762.1 crore, up 62.5% YoY
- Consolidated net profit from continuing operations stood at Rs. 304.6 crore for FY2023
- Digital Services (Technology Solutions and Digital Media) contributed 33.3% of FY2023 operating revenue
- Final Dividend of Rs. 2.5/ equity share for its shareholders
- Buyback offer of Rs. 1,020 crore @ Rs. 1,700 per share opened on May 22, 2023 and will close on June 2, 2023

**Mumbai, India, May 27, 2023:** Hinduja Global Solutions (HGS or the Company) (listed on BSE & NSE) today announced its fourth quarter and audited full-year results for FY2023.

Speaking on the results, **Partha DeSarkar, Executive Director and Group CEO of HGS** said: *“In the face of a rapidly evolving landscape and a volatile economy, HGS has had a transformative year. We have made remarkable progress toward our vision of becoming a digital-first, people-driven customer experience company.*

*During FY2023, total income increased by 12.2% YoY, EBITDA grew by 62.5% while PAT from continuing operations stood at Rs. 304.6 crore, compared to a loss of Rs. 39 crore in the previous fiscal. EBITDA margins for the overall business (including BPM and Digital Media businesses) increased by 470 basis points for FY2023, leading to a substantial growth in PAT. This performance reflects our ability to adapt to market trends, persevere and maintain a strong focus on operational excellence.*

*At the end of last fiscal, we acquired Diversify Offshore, that gave us a segue into a new market Australia. We have seen good traction in FY2023 by adding multiple clients and headcount being supported from Philippines. In November 2022, we achieved a significant milestone with the successful acquisition of the **NXTDIGITAL** business. This strategic move has allowed us to establish a direct-to-consumer practice, capitalizing on the remarkable growth potential within the digital media sector in India. In FY2023, HGS also forayed into Colombia with a center in Barranquilla to support the multi-lingual needs of US-based clients from a near-shore perspective.*

*Further in March 2023, we acquired TekLink to strengthen our data and analytics expertise. While adding over 275 core technologists and 55+ clients to the HGS family, this acquisition will help us achieve an annual revenue run-rate of US\$ 100 million for our technology solutions business.*

*Looking ahead, we continue to look at optimizing our costs and expanding our margins. We are exploring market expansion - both in terms of new capabilities and delivery locations. We are committed to continuing to provide exceptional value to our clients while maintaining our competitive edge in the ever-changing business landscape through a combination of organic growth, strategic acquisitions and innovative solutions.”*

**Vynsley Fernandes, Whole-time Director at HGS**, summarized FY2023 as being the year of technological innovation for NXT Media Group. *“We have several firsts to our credit in the last fiscal. Besides the launch of*

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*OneDigital - the first 'everytruly integrated product', we launched our Enterprise Business Unit that's focused on creating a portfolio of solutions from Enterprise Broadband Mesh and SDWAN to managed Network-as-a-Service solutions. But the biggest innovation was the roll-out of NXTSkyFi - our Broadband-over-satellite solution. This is a harbinger of things to come as NXTSkyFi provides quality and hi-uptime broadband connectivity on demand, anywhere in India, especially connecting underserved and rural markets - delivering the Government's agenda of a Digital India."*

### Financial Highlights for Full-Year FY2023

#### HGS consolidated (including BPM and Digital Media businesses)

- Total income stood at Rs. 5,023.2 crore, a growth of 12.2% YoY
- EBITDA (including Other Income) was Rs. 762.1 crore, up 62.5% YoY; EBITDA margin stood at 15.2%
- Net Profit from continuing operations stood at Rs. 304.6 crore, compared to a loss of Rs. 39 crore in the previous year
- The total dividends for the year is Rs. 15 per share .

*Note: HGS divested its Healthcare Services vertical in January 2022. HGS' retained business now comprises its digital-enabled customer experience (CX) solutions & HRO/ payroll and digital media businesses. All numbers given are for the retained business, unless specified.*

### Financial Highlights for Q4 FY2023

#### HGS consolidated (including BPM and Digital Media businesses)

- Total income stood at Rs. 1,168.2 crore
- EBITDA (including Other Income) was Rs. 134.7 crore; EBITDA margins for the quarter was 11.5%
- Net Profit was at Rs. 25.8 crore
- As on March 31, 2023, Net Cash stood at Rs. 5,863.7 crore

### Business Highlights

- **Client wins in Q4 FY2023:**
  - Added nine new logos for digital-enabled CX solutions and eight for HRO/ Payroll Processing
  - Signed 41 opportunities with new and existing clients for core CX and digital solutions (RPA, digital engagement, analytics, cloud and social care, etc.)
  - Added 57 clients through the TekLink acquisition
- **Clientele:** As of March 31, 2023, HGS had 292 active CX/ BPM clients and 762 HRO/Payroll processing clients. Digital Media business (NXTDIGITAL) has a customer base of more than 5 million.
- **Employee Headcount:** 20,683 as of March 31, 2023
- **Delivery Centers:** As of March 31, 2023, HGS had 35 global delivery centers across nine countries.
  - Set up four new centers in Mysuru, Belfast, Barranquilla and New York
  - Gained three new centers as part of the TekLink acquisition – Hyderabad, Indore and Warrenville
  - Exited seven centers in North America (six in Canada, one in the US) as part of real estate consolidation

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- **Awards & Recognition in Q4 FY2023:**
  - For the 13th year in a row, HGS achieved Leader status in “IAOP 2023 Global Outsourcing 100® list”
  - Recognized as Aspirants in the “Everest Group Marketing Services PEAK Matrix® Assessment 2023”
  - Recognized in the representative list of vendors in the “Gartner Market Guide for Customer Service and Support BPO Providers 2023”
  - Winner of “2023 Training Apex Award” by Training Magazine
  - HGS Canada certified as “Great Place To Work for 2023” by Great Place to Work Institute
  - Recognized as “Best Tech Talent Employer of the Year – Technology Sector” in Tech Talent Summit and Awards 2023, organized by Transformance Forums
- **Key Highlights from the Digital Media business:**
  - The new Enterprise Business Unit with solutions like SDWAN, Work-From-Home and NXTSKYFi gained traction across key industry segments.
  - ONEDigital - India’s first integrated and convergent “combo” product, offering broadband, TV, OTT, VoIP/ Intercom, CCTV and community/ building WiFi, saw continuous growth since launch in September, with sales of 10,401 as of March 2023.
  - Continued accelerating the ‘digital upskilling’ program for franchisees. Uttar Pradesh, Andhra Pradesh and Telangana are focus markets for growth for new and emerging digital solutions.

### About Hinduja Global Solutions (HGS):

A global leader in optimizing the customer experience lifecycle, digital transformation, business process management, and digital media ecosystem, HGS is helping its clients become more competitive every day. HGS’ core BPM business combines automation, analytics, and artificial intelligence with deep domain expertise focusing on digital customer experiences, back-office processing, contact centers, and HRO solutions. HGS’ digital media business, **NXTDIGITAL** ([www.nextdigital.in](http://www.nextdigital.in)), is India’s premier integrated Digital Delivery Platforms Company delivering services via satellite, digital cable and broadband to over 5 million customers across 1,500 cities and towns.

Part of the multi-billion-dollar conglomerate Hinduja Group, HGS takes a “globally local” approach. HGS has 20,683 employees across 34 delivery centers in nine countries, making a difference to some of the world’s leading brands across verticals. For the year ended March 31, 2023, HGS had revenues of Rs. 5,023.2 crore (US\$ 623.5 million). Visit <https://hgs.cx> to learn how HGS transforms customer experiences and builds businesses for the future.

### Safe Harbour

*Certain statements in this release concerning HGS’ future growth prospects may be seen as forward-looking statements, which are subject to a number of risks, and uncertainties as a result of which actuals could differ materially from such statements. Clearly, it is not possible to undertake to update any such statement that may have been made from time to time by HGS or on its behalf.*



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