



Registered Office Address:  
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CIN: L72200KA1999PLC025564  
E-mail: [info@mindtree.com](mailto:info@mindtree.com)

**Ref: MT/STAT/CS/20-21/226**

**December 3, 2020**

To  
**BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai 400 001  
BSE : fax : 022 2272 3121/2041/ 61  
Phone:022-22721233/4  
email: [corp.relations@bseindia.com](mailto:corp.relations@bseindia.com)

To  
**National Stock Exchange of India Limited**  
Exchange Plaza, Bandra Kurla Complex,  
Bandra East, Mumbai 400 051  
NSE : fax: 022 2659 8237 / 38  
Phone: (022) 2659 8235 / 36  
email : [cm1ist@nse.co.in](mailto:cm1ist@nse.co.in)

*Stock Code/Symbol: 532819/MINDTREE*

Dear Sirs,

**Sub: Investor Presentation**

Please find enclosed Presentations made today at the 'Possibilities Summit: Mindtree Investor Day 2020'.  
The same is also being uploaded on our website.

Thanking you.

Yours faithfully,  
**For Mindtree Limited**

**Subhodh Shetty**  
Company Secretary  
Membership No. A13722

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Global Village  
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Website: [www.mindtree.com](http://www.mindtree.com)

**Possibilities Summit**  
**Investor Day 2020**

December 3, 2020



# WELCOME



*Welcome to possible*



**Mindtree**

A Larsen & Toubro Group Company



EST 5:30 AM  
GMT 10:30 AM  
IST 4:00 PM

### Mindtree: Now and Beyond

S N Subrahmanyam (SNS),  
CEO & MD of Larsen & Toubro Limited and  
Non-Executive Vice Chairman of Mindtree

EST 5:45 AM  
GMT 10:45 AM  
IST 4:15 PM

### Video Break

EST 5:50 AM  
GMT 10:50 AM  
IST 4:20 PM

### Redefining Possibilities

Debashis Chatterjee (DC),  
Chief Executive Officer & Managing Director

EST 6:10 AM  
GMT 11:10 AM  
IST 4:40 PM

### Redefining Possibilities in Global Markets

Venu Lambu,  
Executive Director & President, Global Markets

EST 6:40 AM  
GMT 11:40 AM  
IST 5:10 PM

### Redefining Possibilities in Delivery

Dayapatra Nevatia,  
Executive Director & Chief Operating Officer

EST 7:00 AM  
GMT 12:00 PM  
IST 5:30 PM

### Q&A - Strategy & way forward

EST 7:15 AM  
GMT 12:15 PM  
IST 5:45 PM

### Break

EST 7:30 AM  
GMT 12:30 PM  
IST 6:00 PM

### Industry Perspective (Guest speaker session)

Vittorio Cretella,  
Chief Information Officer  
P&G

EST 8:00 AM  
GMT 1:00 PM  
IST 6:30 PM

### Maximizing Shareholder Value

Vinit Teredesai,  
Chief Financial Officer

EST 8:20 AM  
GMT 1:20 PM  
IST 6:50 PM

### Contactless Experiences

Radhakrishnan Rajagopalan, SVP & Global Head of Customer Success, Data & Intelligence :: Manikandesh Venkatachalam, Chief Business Officer :: Travel, Transportation & Hospitality

EST 8:50 AM  
GMT 1:50 PM  
IST 7:20 PM

### Q&A



Mindtree

A Larsen & Toubro Group Company

# Redefining Possibilities

Debashis Chatterjee – CEO and MD

*Investor Day / December 3, 2020*

# Safe Harbor

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# What's happening in the market

## 2008



Financial crisis from Wall St hits Main St

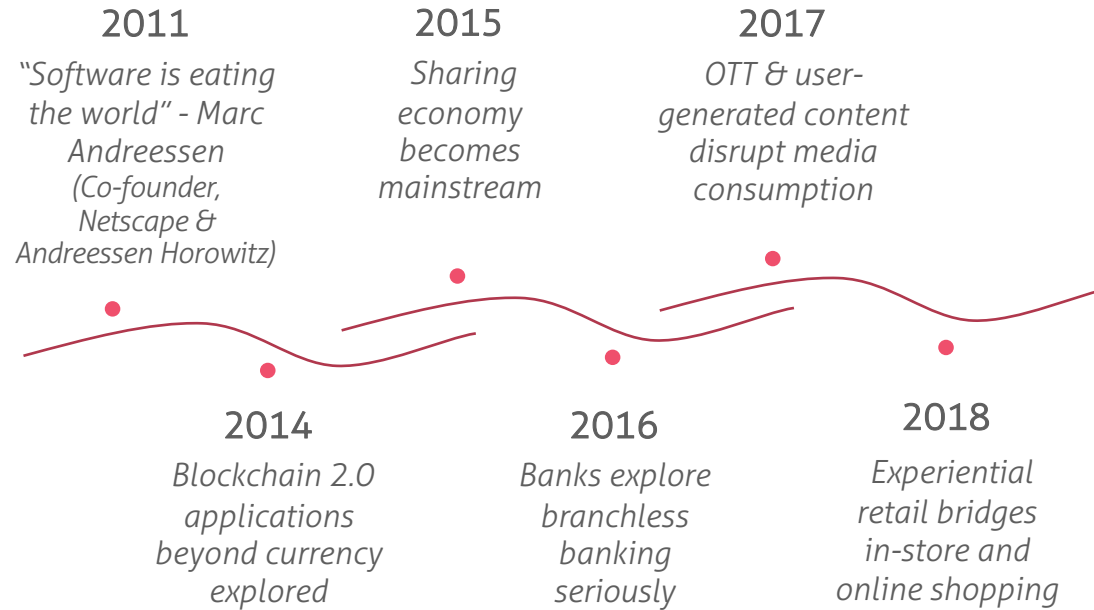
*Awareness and adoption of Digital*

## 2020



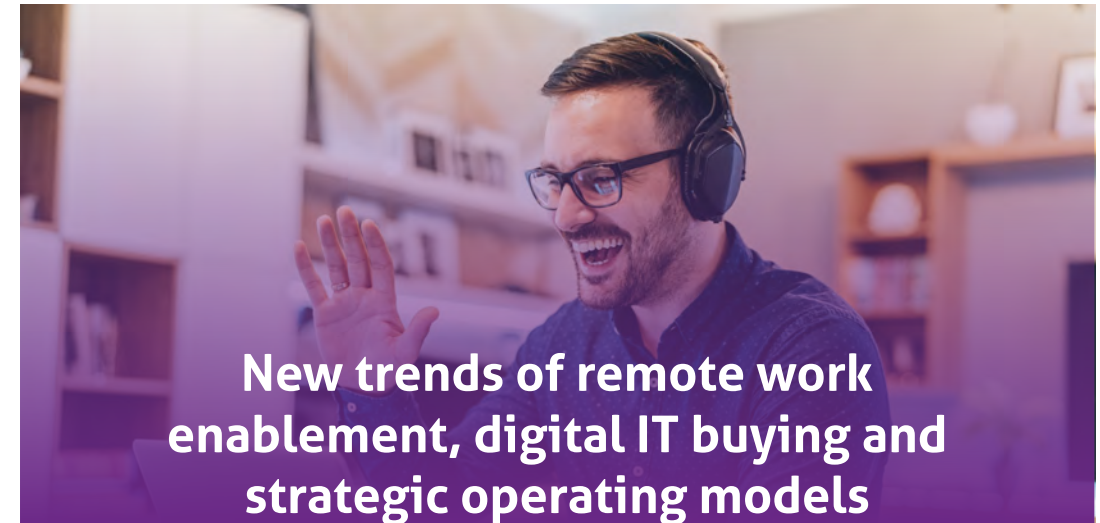
The pandemic impact from Main St spreads to Wall St

*Digital is now in the fast lane !*



Businesses have been "rewiring" themselves for Digital. A few watershed moments have accelerated the transition, creating fresh opportunities and "Redefined possibilities"!

# Evolving client priorities



# Imperatives that drive our strategy





# Our strategic focus areas

4

X

4

X

4

## Industry groups

## Service Lines

## Geographies



### RCM

Retail, Consumer Products, and Mfg.



### BFSI

Banking, Financial Services, and Insurance



Customer Success



Data and Intelligence



North America



UK and Ireland



### TTH

Travel, Transport, Logistics, and Hospitality



### CMT

Communication, Media, and Technology



Cloud



Enterprise IT



Continental Europe



Asia Pacific and RoW

*Note: We will also be focusing on the Health segment where we see rapid digital adoption and industry convergence*

# Strong partnership & IP ecosystem

## Service lines



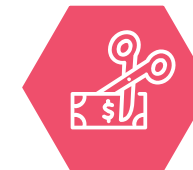
Customer  
Success



Data &  
Intelligence



Cloud



Enterprise  
IT

## Mindtree IP and platforms

*Mindtree Customer Data Hub*

Decision Moments

ComPass

MVC

Intelyzers

RAPID 2.0

Mind FLOW

IMMERSIVE  
AURORA

APEX

MatchPoint

CAPE

MWatch



## Partners



## Advisors & Analysts



Note: This is not an exhaustive list of our partners, advisors, and analysts

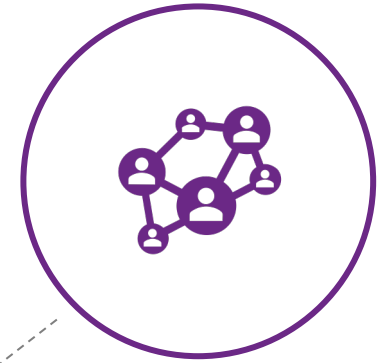
# Continued focus on driving profitable growth



Top Accounts  
Mining



Multi-Year  
Annuity Deals



Partnerships and  
Targeted M&A



Enterprise-scale  
Digital transformation



Seamless Delivery & Nimble  
Operations

# People and Leadership



Focus on employee safety & wellness



Stable & Experienced leadership team



Constantly "Future-Ready Talent"



Diverse talent infusion with deep & complementary expertise

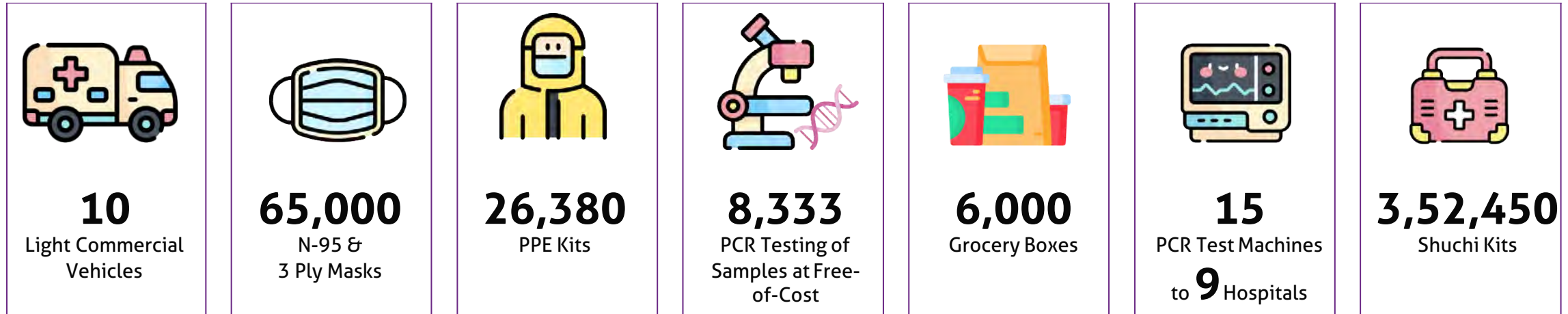


Strong technocratic & learning culture



Leadership fully aligned on strategy execution

# Giving back to the society



*Across the governments of Karnataka, Tamilnadu, Telangana, Odisha and Maharashtra*

## 70,000+ Beneficiaries PAN INDIA

- Improving physical well being, supporting children with special abilities with training & education
- Blood & Stem cell donations
- Mentoring & coaching rural children



## 10,000+ Beneficiaries

- **Protecting the Protector Campaign:** Proactively offered free COVID 19 tests to Karnataka State Police personnel to ensure that they are safe and healthy

# Looking Forward

**Digital** is now redefining business and operating models

---

We are seeing pervasive assimilation of **Digital Ways of Working**

---

We aspire to become a **business transformation partner** for our clients

---

We will continue to make investments for **future-ready talent, strong IP & partner ecosystem** and **inorganic growth** opportunities

---

We are well-positioned to ride the next "**S-Curve**" of profitable growth

*Welcome to possible*





Mindtree

A Larsen & Toubro Group Company

# Redefining Possibilities for Global Markets

Venu Lambu – Executive Director and President, Global Markets

*Investor Day / December 3, 2020*



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# 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

"..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

"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

"By 2024, organizations will lower operational costs by 30% by combining hyperautomation technologies with redesigned operational processes."

—Gartner

# 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

## Repurpose Funds

"Funding digital transformation initiatives will necessitate a re-think of the enterprise and service provider relationship

## Redefine Partnerships

"Not every financial product can use digital as the primary distribution channel, reiterating the importance of an omnichannel

## Redefine Business Models

# Our strategic focus areas

4

X

4

X

4

## Industry groups

## Service Lines

## Geographies



**RCM**  
Retail, Consumer Products, and Mfg.



**BFSI**  
Banking, Financial Services, and Insurance



**Customer Success**



**Data and Intelligence**



**North America**



**UK and Ireland**



**TTH**  
Travel, Transport, Logistics, and Hospitality



**CMT**  
Communication, Media, and Technology



**Cloud**



**Enterprise IT**



**Continental Europe**



**Asia Pacific and RoW**

*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



## Data and intelligence



## Cloud



## Enterprise IT

### Practices

Experience design

Salesforce

Marketing transformation

Enterprise collaboration

Digital mktg and commerce

Immersive and cognitive

Data modernization

Data ops and management

Insights and action

Data science and engineering

Cloud native services

Operations and management

Hybrid cloud services

Migration and modernization

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

## ENTERPRISE PARTNERS

*Significant revenue potential and growth momentum*



## CORE SERVICE LINE PARTNERS

*Growth leader in its segment*



## EMERGING PARTNERS

*Capability development based on industry priorities*



## 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

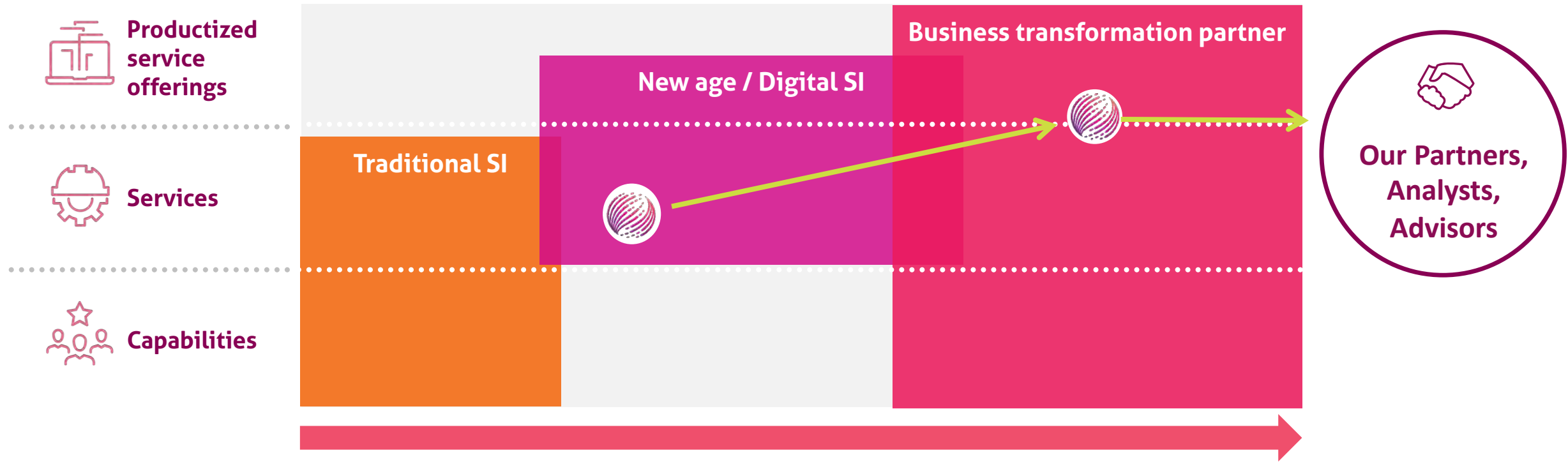
**Increased account coverage**  
service line specialist sales aligned with a  
digital brand

**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 aspire to be the 'go-to' business transformation partner



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*





Mindtree

A Larsen & Toubro Group Company

# Redefining Possibilities for Delivery

Dayapatra Nevatia – Executive Director and Chief Operating Officer

*Investor Day / December 3, 2020*

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# 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

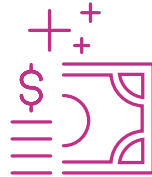
# Changing business dynamics: Fueling an ever-evolving delivery

**Rapid and scalable**



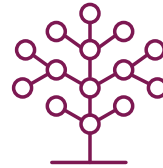
Created a data-driven marketing solution at scale for a global beauty brand

**Business outcomes**



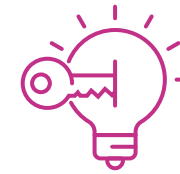
Built price elasticity estimator for an international airline

**Business agility**



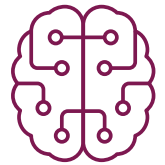
Implemented claims solution for a property insurer ahead of hurricane season

**Boundary-less organization**



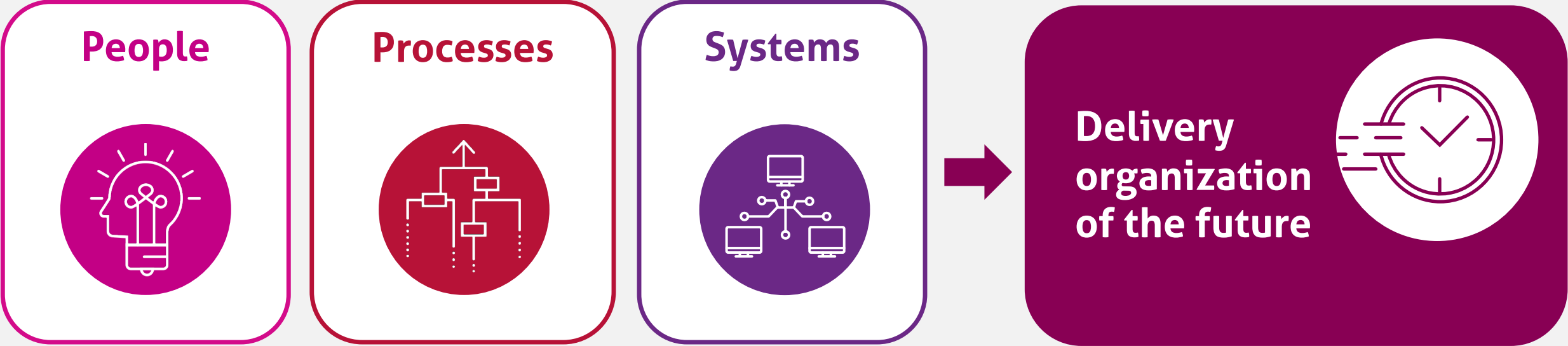
Plugged vulnerability and provided security consulting for a leading HR company

**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

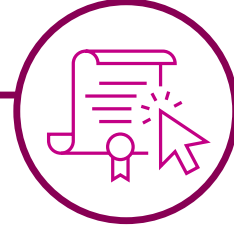
Preparing talent for the future



**Delivery  
leadership  
program 'Capstone'**



**Robust 'Full Stack  
Engineers'  
framework**



**Nurturing multi-  
dimensional  
architects**



# Processes

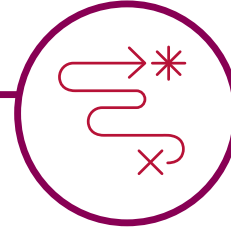
Growth-oriented delivery org design



**Product  
mindset**



**Secure delivery  
framework**

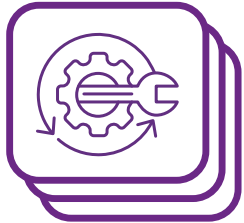


**'Transition' in the  
new normal**

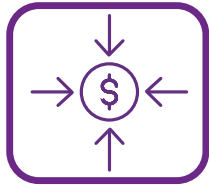


# Systems

Our enterprise components



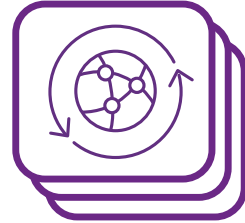
Service Requests



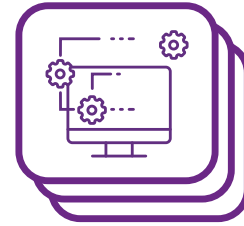
(ERP)  
Order to Cash  
Process



Governance  
Applications



Automation  
Tools/Library



Projects



Process  
Documentation



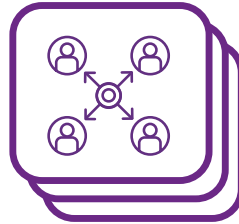
QA Tools



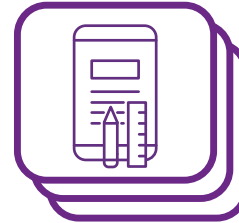
Metrics



Learning System



Employee  
Applications



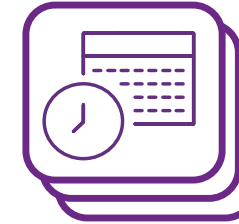
Developer Tools  
& Software



Status Reports



Financials



Schedules



Approvals



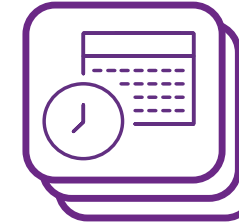
Cloud  
Subscriptions



Staffing System



License  
Management



Schedules



Reviews



Dashboards

# Systems Reimagining the enterprise landscape with 'Digital Inside'





Process Documentation





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

**Digitalization**

**Process simplification**

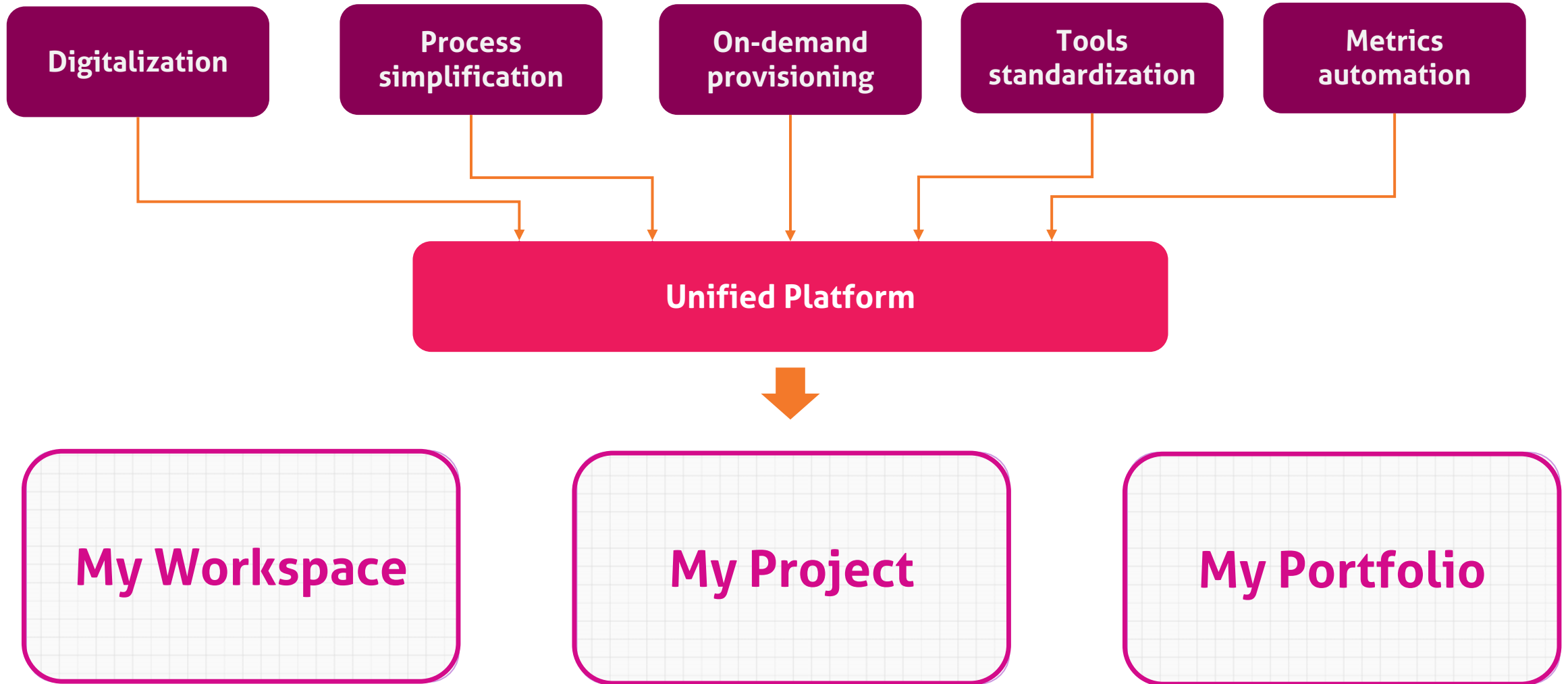
**On-demand provisioning**

**Tools standardization**

**Metrics automation**



# Unified and Composable platform for the Enterprise



# 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**

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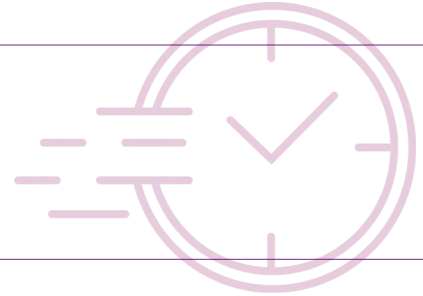
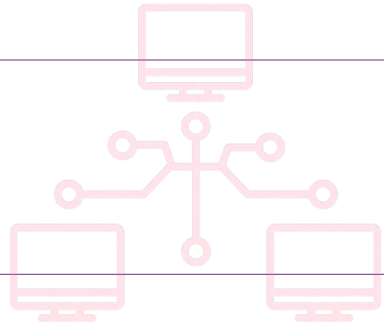
Nurturing **Future Ready Talent** at all levels

---

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*





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# Maximizing Shareholder Value

Vinit Teredesai - Chief Financial Officer

Investor Day / December 3, 2020

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# Mindtree at a Glance

Mindtree "Born Digital" in 1999 & now a Larsen & Toubro Group Company

## Revenue

**\$ 1,089 M**  
FY 2020

## Mindtree Minds

**21,827**  
Sep 2020

## Decade of Growth

**14.1%** | **16.6%**  
Revenue\* | PAT\*

*\*CAGR in \$ terms since FY 11*

## Global Presence

**18** | **43**  
Countries | Offices

## Strong Balance Sheet

**\$ 281 M** cash  
Zero Debt

*As of Sep 2020*

## Diversity & Inclusion

**82** | **32%**  
Nationalities | Women

# Our strategic focus areas

4

X

4

X

4

## Industry groups

## Service Lines

## Geographies



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Data and Intelligence



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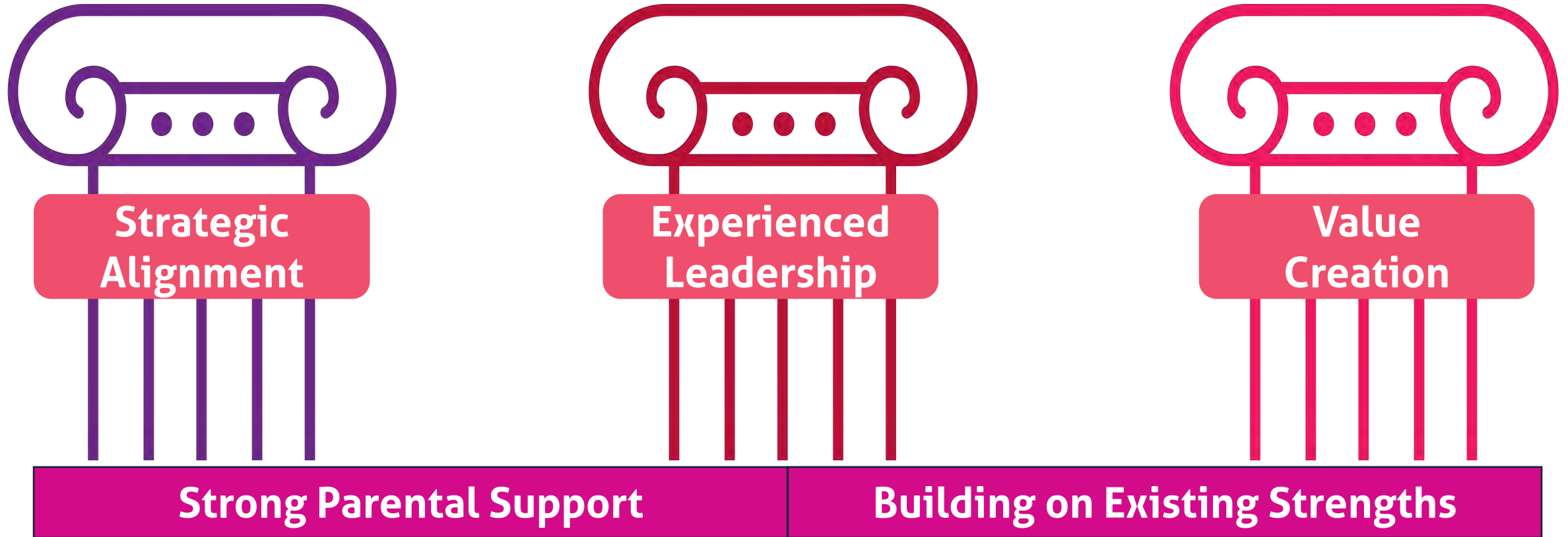


Asia Pacific and RoW

*Note: We will also be focusing on the Health segment where we see rapid digital adoption and industry convergence*

# Geared Up for Next Level

## Profitable Growth





# Geared Up for Next Level

## Profitable Growth

### Strategic Alignment

- Strengthen Long Standing Relationships with Marquee Clients
- Balanced Growth across Industry, Geography & Service Lines
- Cross selling, Partnerships & Alliances

**Strong Parental Support**

**Building on Existing Strengths**

# Geared Up for Next Level

## Profitable Growth

### Experienced Leadership

- Driving Industry Leading Growth
- Winning & Delivering Large Strategic Annuity Deals
- Delivering Operational Efficiencies

**Strong Parental Support**

**Building on Existing Strengths**

# Geared Up for Next Level

## Profitable Growth

### Value Creation

- Debt-free Balance Sheet with \$281 M Cash Balance
- Exploring Niche M&A opportunities
- Delivering consistent return to shareholder's

**Strong Parental Support**

**Building on Existing Strengths**

# How have we fared so far.....

01



## Order book

Strong Orderbook despite the COVID -19 impact

Y-o-Y (Overall)	Y-o-Y (Excl TTH)
+10.0%	+20.3%

02



## Revenue

Growth excluding TTH

Y-o-Y (Overall)	Y-o-Y (Excl TTH)
(3.9%)	+6.1%

03



## Margins

Margin expansion across all quarters

EBITDA	EBIT	PAT
+57.8%	+94.4%	+92.6%
+740 bps	+800 bps	+610 bps

04

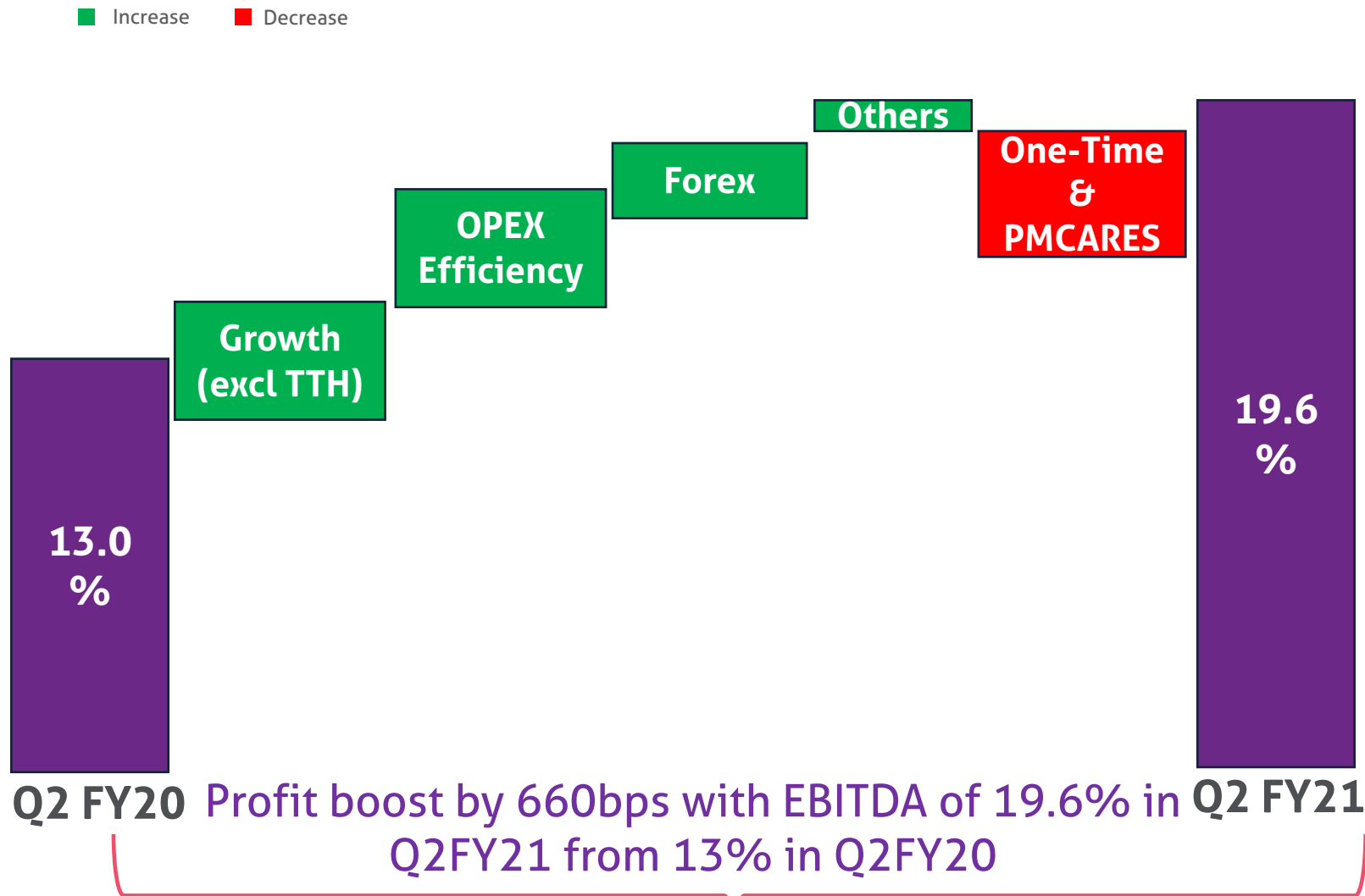


## Value Creation

Committed to drive value

CASH	FCF/EBITDA	ROCE
\$281 M	142.1%	33.1 %
+159.4%	+78.1%	+13.6 %

# Efforts to drive profitable growth



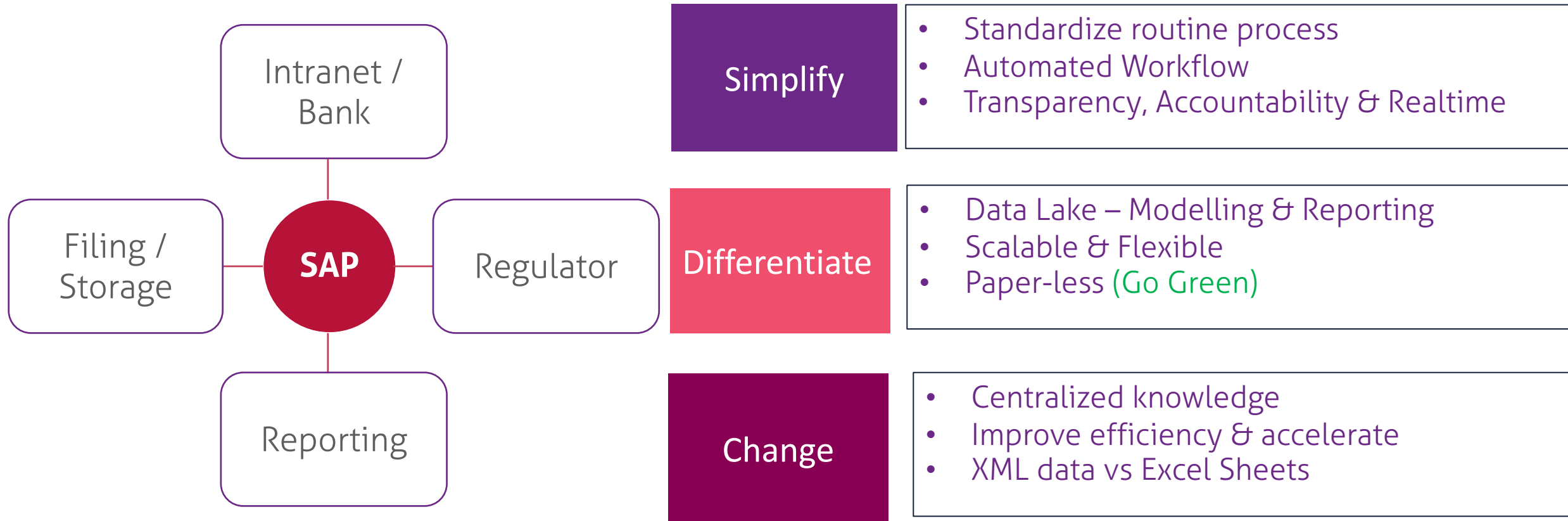
## Operational Efficiency

- Higher Utilization
- Optimal onsite / offshore mix
- Leveraged SG&A cost
- Pyramid rationalization
- Broad based business growth
- Stable Pricing / Volume

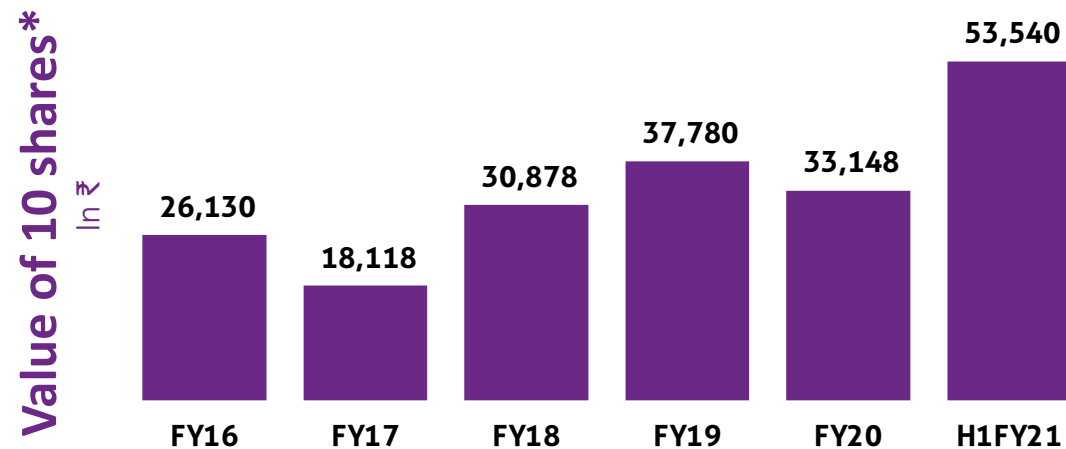
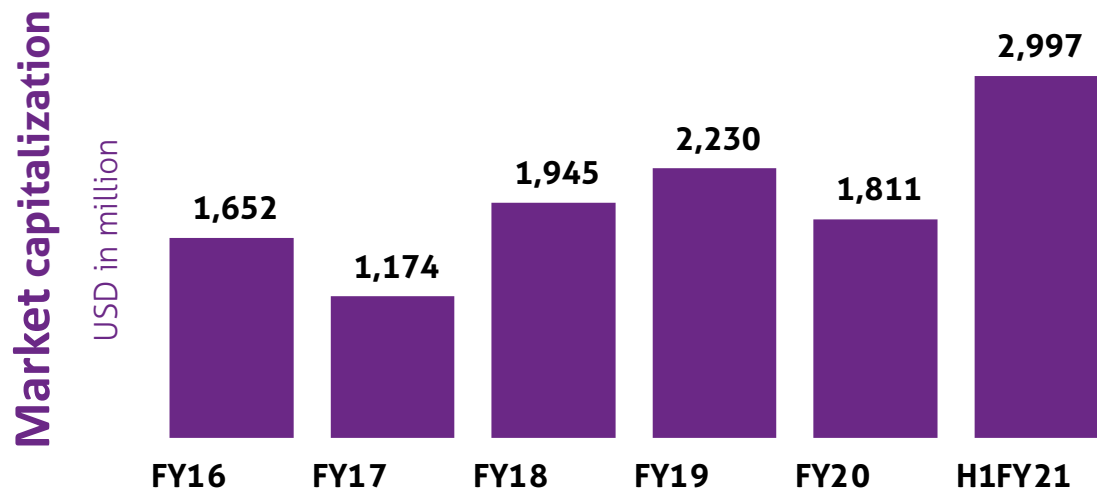
# Digital Inside

Using technology to create BOT for repetitive, routine, and manual tasks.

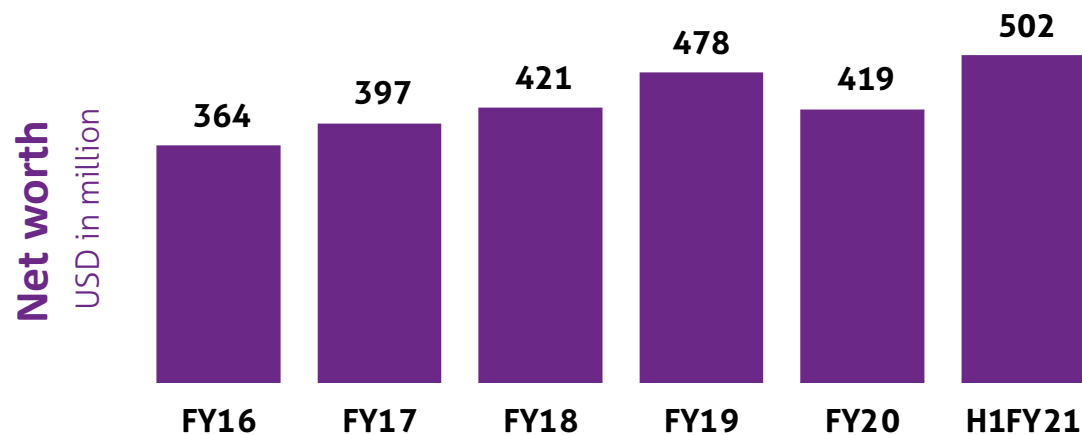
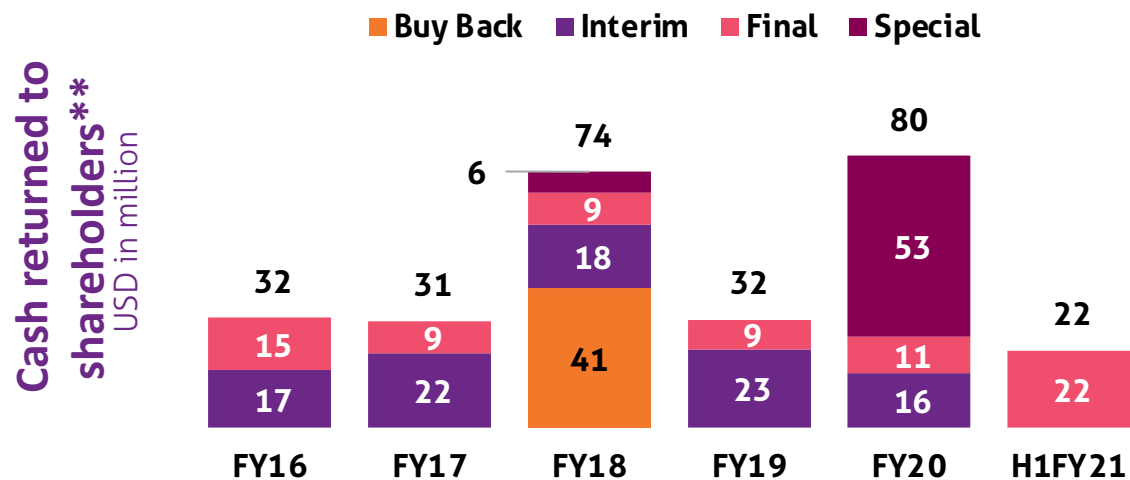
## Supplier 360 Portal



# Steady and ascent growth

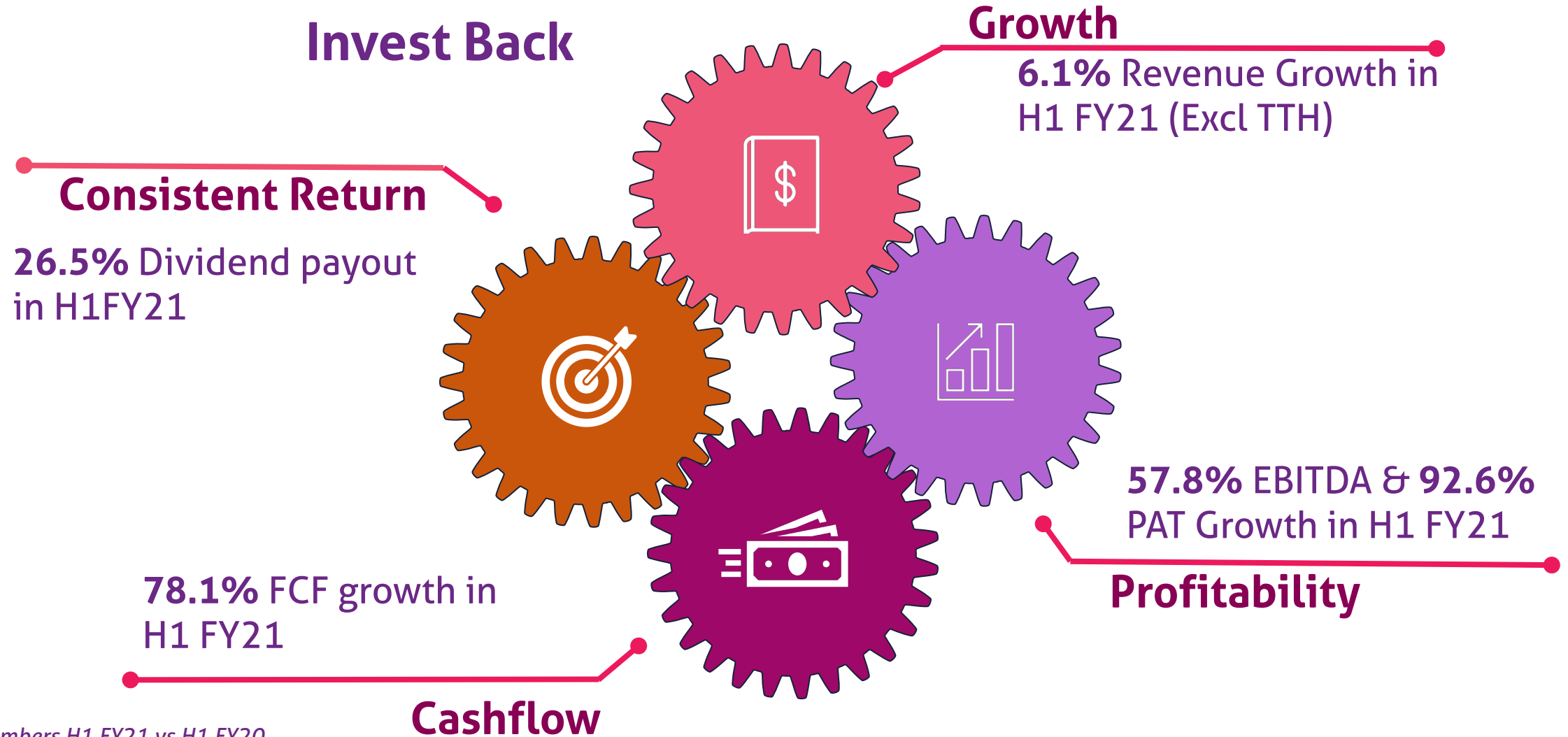


\*Adjusted for bonus issue



\*\*As per Cash Outflow

# Summary & Looking Ahead



All numbers H1 FY21 vs H1 FY20



*Welcome to possible*





Mindtree

A Larsen & Toubro Group Company

# Contactless Experiences

Radhakrishnan Rajagopalan & Manikandesh Venkatachalam

*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.

# Trends we see gaining traction



# Our Customer Engagement Solutions and Experience

## Our Solutions and Offerings for Customer Engagement

- D2C/ B2B Commerce
- Virtual Tours
- Collaborative Visual Configuration using AR/ VR
- Touchless Service such as voice-enabled kiosks during shopping, checkouts, payments, pickup & delivery
- Virtual Marketplace
- Contactless Payments
- Cognitive Customer Service

## Building Blocks/ Enabling Technologies

Marketing and Commerce Platforms

Augmented Reality/ Virtual Reality

Chatbots/ Voice Bots

Robotic Process Automation

Artificial Intelligence

Internet of Things

## Success Stories



**Direct to Consumer for a leading CPG brand**

**30%** Faster GTM  
**20% YOY growth** in online buyers

Rapidly transform go-to-market for 15 brands by building **direct to consumer channels**



**AR visualizer app for a multinational paint company**

**20mn+** Downloads  
**30%** Reduced Costs

**Augmented Reality app** to help consumers experiment with real paint colors right from their home in **60+ markets**



**Enabling Virtual Banking for an American Banking**

**Contactless Branch Exp.**  
**10+%** From New Revenue Stream

**Virtual Reality-based Walkthrough** of the bank branch to address all queries and conduct transactions



**Enabling Virtual Property Tour for a Real Estate Major**

**30+%** Increase in Virtual Footfalls  
**200+%** Increase in time spent on website

**360 Degree Virtual Tour** of properties for rentals or purchase on website and mobile app

# Our Operations Solutions and Experience

## Our Solutions and Offerings for Customer Engagement

- Solutions for retail, banking, hospitality, airlines such as voice-enabled kiosks
- Plant and Equipment Monitoring
- Vision and AI-based Quality Management
- Remote Monitoring using IIoT
- Digital Twins
- AR-based Remote Assistance with digital share and annotation

## Building Blocks/ Enabling Technologies

Mobile Apps

Computer Vision

Chatbots/  
Voice Bots

Industrial  
Internet of Things

Artificial Intelligence

Augmented Reality/  
Virtual Reality

## Success Stories

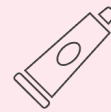


**Contactless Quality Control for a leading food manufacturer**

**Reduced Defect Rate**

**Reduced Cost of Poor Production Process Quality**

Automated the manual process of food packaging line inspection with **IIoT, Computer Vision, AI**



**Corrective Supply Chain Analytics for a CPG Major in emerging market**

**Closed the sales gap** of affected channels

**80%** Achievement Rate

Accurately predict and address demand disruptions during the lockdown with **analytics models**



**Remote Facilities Mgmt. Operations for Asset Management Company**

**Better Asset Utilization, Anomaly Detection**

**18%** Energy Efficiency Savings

**IoT-based transformation** of facilities ops. with video analytics, occupancy sensors, remote asset monitoring and control

# Our Future of Work Solutions and Experience

## Our Solutions and Offerings for Customer Engagement

- Virtual Communications and Collaboration Solutions for remote workers
- IoT & vision-based solutions for social distancing, live tracking, contact tracing, crowd density monitoring
- Hyperautomation
- Data-driven decision making
- Microlearning and immersive learning solutions
- Mobile Apps with assisted onboarding

## Building Blocks/ Enabling Technologies

Collaboration Platforms and Mobile Apps

Computer Vision Internet of Things

Chatbots/ Voice Bots

Robotic Process Automation

Visualization and Analytics

Augmented Reality/ Virtual Reality

## Success Stories



### Remote Sales Platform for a CPG major

**Arrested the drop in retail sales**

**40%**  
Lower Cost of Operations per Store

**Enabling field sales** to take orders from distributors remotely through **tele sales and WhatsApp**



### Enabling Employee Self Service for a Consumer Electronics Retailer

**30%**  
TCO Reduction

**25%**  
Reduction in on-field support

**Bots** for self-service and field force enablement coupled with **remote expert support** to reduce touchpoints



### Safe Return to Workplace solutions for a leading IT Services Company

**Employee Safety and Well being**

**Safely reopen office locations**

**IoT, Vision, AI and Biometrics-based** solutions to help employees return to work safely at the reopened offices

# Changing customer experience needs



**Touchless Check-in Kiosks**



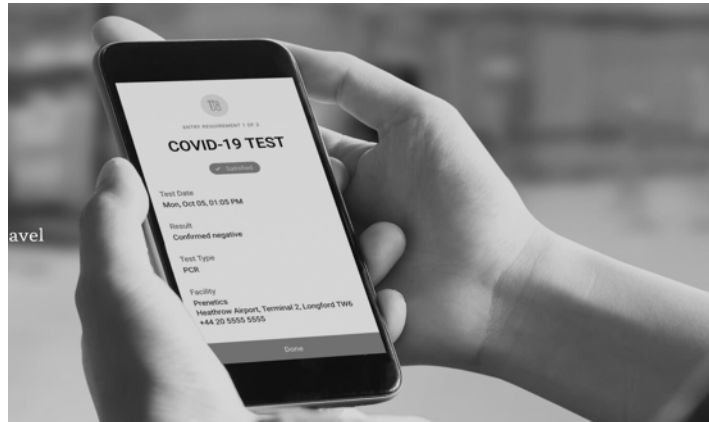
**Biometric Identification**



**Contactless Boarding**



**Self Service Bag Drop**



**Digital Health Passport**



**Touchless Hotel Stay**



# Our experience in delivering solutions for customers



**Contactless arrivals & mobile key implementation for 3500 properties in a large hospitality global chain**



**Automated refunds processing for a large North American Carrier. Voice based customer service agent for rebooking**

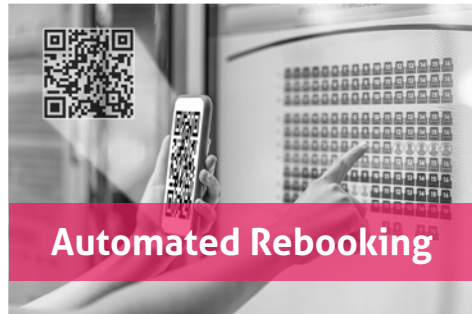


**Car reservation and rental contactless flow implemented for large car rental company across US and Europe**

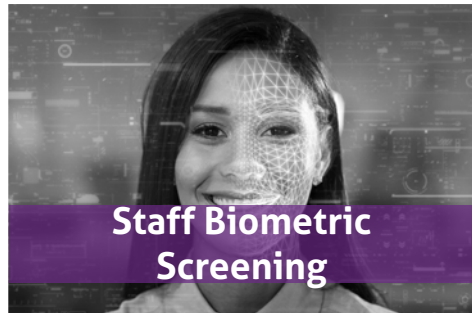
# Future business demand



**Customer**



**Operations**



**Workplace**



*Welcome to possible*

