Firstsource Solutions
Investor Presentation

AUGUST 2026

Disclaimer

Certain statements in this presentation concerning our future growth prospects are forward-looking statements, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in BPS market including those factors which may affect our cost advantage, wage increases, our ability to attract and retain highly skilled professionals, time and cost overruns on client contracts, client concentration, our ability to manage ramp-ups and growth, our ability to manage our international operations, reduced demand in our key focus verticals, disruptions in telecom infrastructure and technology, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, performance of our subsidiaries, withdrawal of government fiscal incentives, political instability, legal restrictions on raising capital and acquiring companies outside India, unauthorized use of our intellectual property and general economic conditions affecting our industry. Firstsource may, from time to time, make additional written and oral forward-looking statements, including our reports to shareholders. The company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the company.

We are a part of RP-Sanjiv Goenka Group

Group turnover of
~US$5 Bn*

Market Cap.
~US$6 Bn*

Asset base of
>US$8 Bn*

Over
1.1 Mn* Shareholders

One of India's **new-age and fastest growing** Conglomerates

Strong workforce of **55,000+** employees, belonging to different nationalities

Presence in **60+** countries

100+ offices worldwide

CESC Limited: India's first fully integrated utility company, serving **4.7 Mn consumers** across **7 locations**

Firstsource: A **global intelligence partner** leveraging **deep domain expertise** and agent-first operations to design, implement, and operate intelligent enterprises—**underwriting outcomes** at every stage.

PCBL Chemical / Aquapharm: A **Global Specialty Chemical** company and **India's Largest** Carbon Black player

Saregama: An entertainment Company with **IP at its core** having diverse portfolio of **170k+** songs, **70+** films, **10k+ hrs** TV serials, **45+** web series, artist management & live events.

Spencers / Nature's Basket: India's **finest gourmet and multi-format** organized retailer with varied assortments

Too Yumm! / Evita / Naturali / Dr. Vaidya's: *Too Yumm*, a **flavorful & better-for-you snacking**

Innovating in the **personal care category** through new-age brands *Naturali* and *Within Beauty*

Lucknow Super Giants: LSG is a premier IPL franchisee focused on **nurturing the future of Indian cricket**

Quest: Eastern India's definitive **destination for luxury, style, and curated lifestyle experiences**

Harrisons Malayalam Limited: India's **largest** producer of rubber & South India's **second largest** cultivator of tea

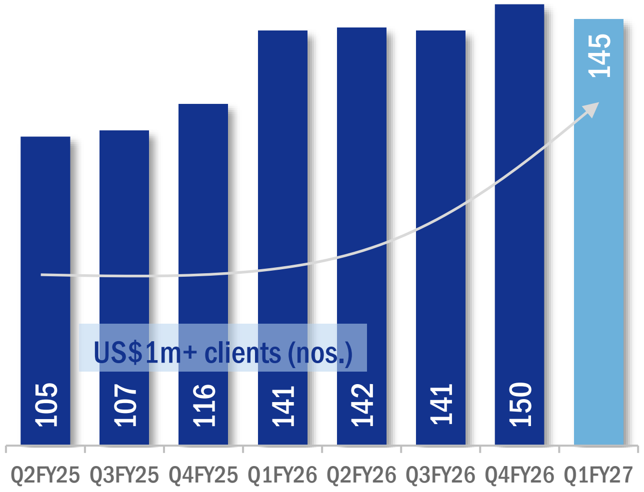
Fortune / Hello! / Open / Hook: Delivering **sharp journalism, bold storytelling, and immersive experiences across print, digital, and video**—shaping conversations in business, culture, lifestyle and current affairs

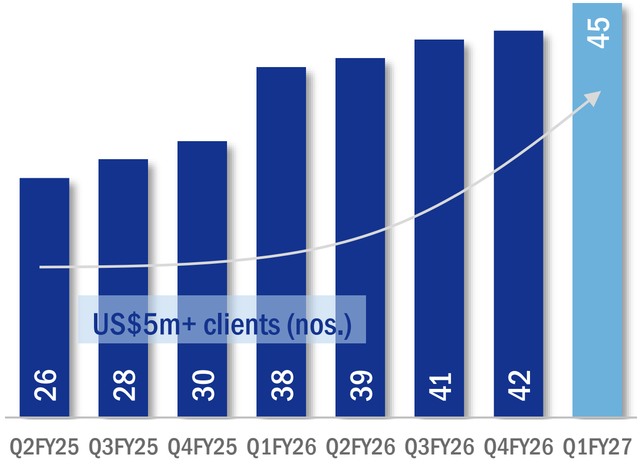
*All figures are for FY26 or as on 31st March 2026

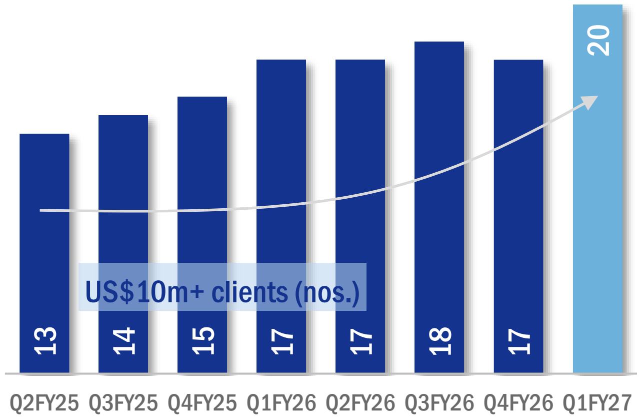
Our Impact

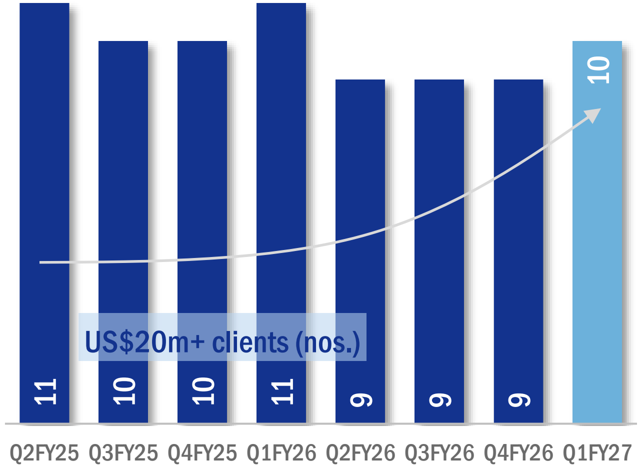
Our impact

We have strengthened our client relationships



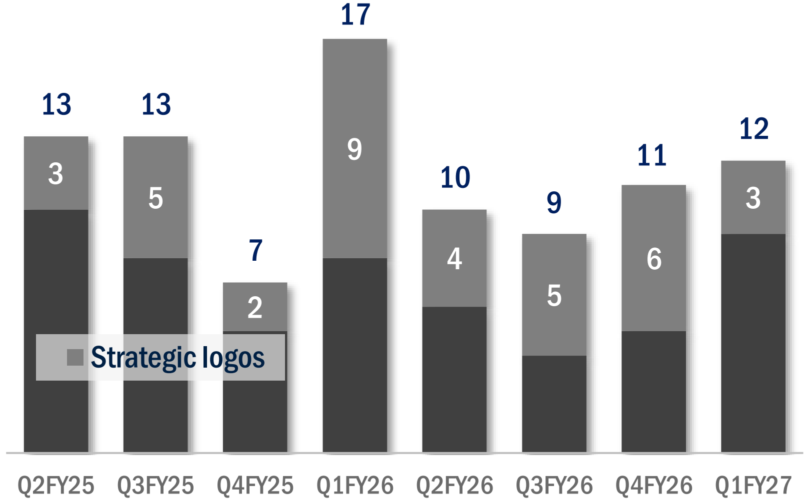




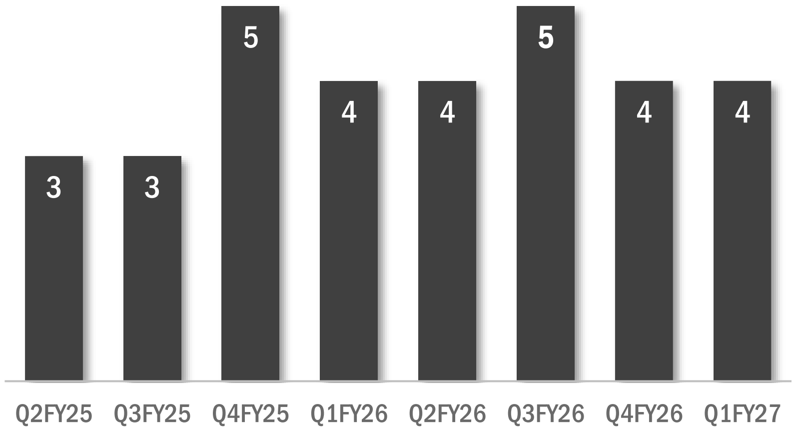


Number of clients across revenue buckets on a TTM basis

We are adding new logos at a healthy pace...



...And winning more large deals



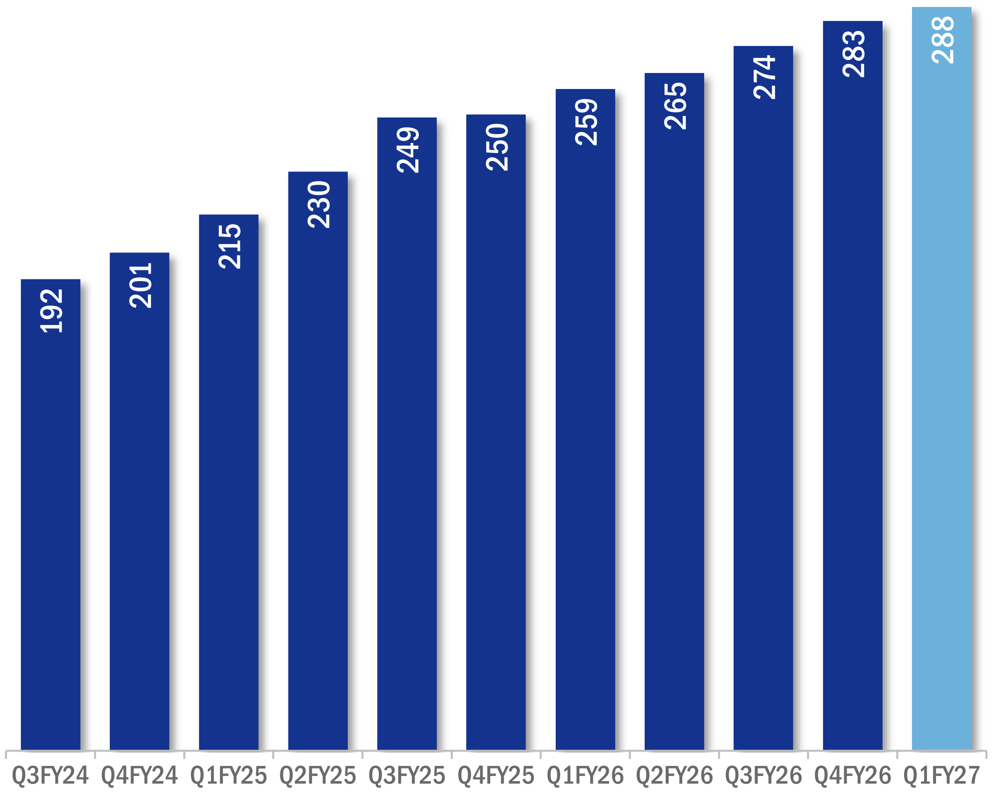
Strategic logo defined as one with potential of US$5m+ relationship
Large deal defined as one with annual contract value of US$5m+

Our impact

We accelerated growth and expanded margins, even while investing in the business

Revenue (in US$mn)

11th straight quarter of QoQ revenue growth

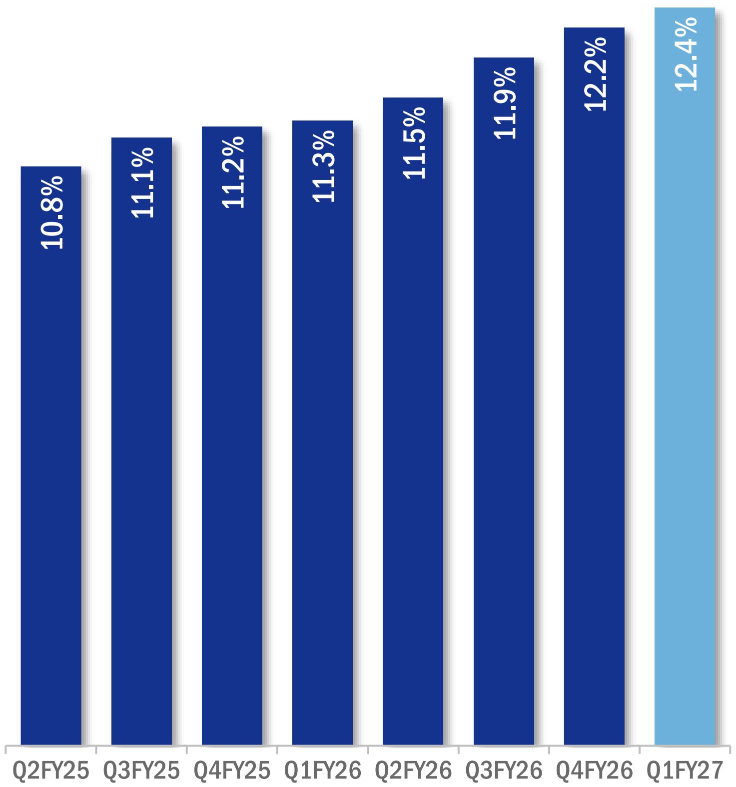


3.4%	4.2%	6.6%	6.9%	7.6%	2.1%	1.6%	2.0%	4.6%	3.0%	2.2%

QoQ Growth % in CC

EBIT Margin

7th straight quarter of margin expansion



(20)	30	10	10	20	40	30	20

QoQ BPS Change

Key investments areas

- Expanded sales team
- Senior leadership hires
- New roles to drive strategic initiatives
- Capability expansion
- AI infusion across services
- Vertical-specific language models
- Brand amplification

Shareholder Returns

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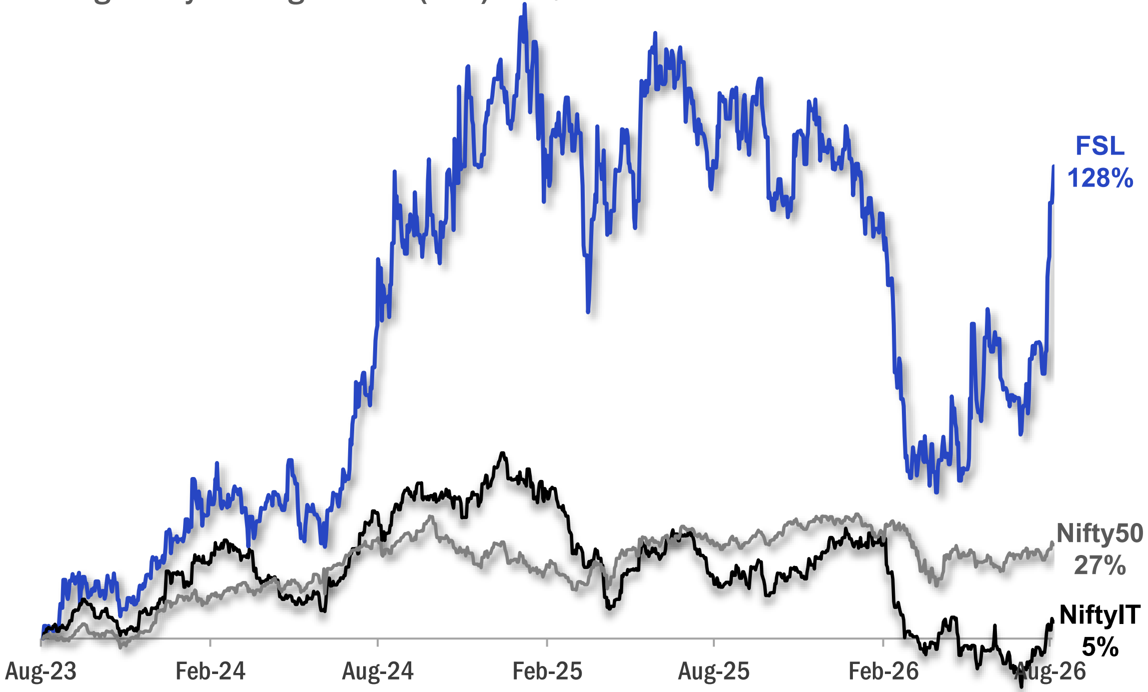
Stock performance: Last 3 years^

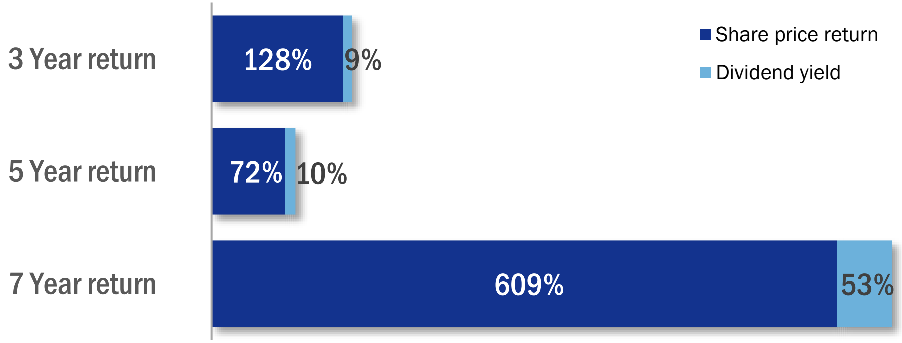
NSE: FSL | BSE: 532809 | Reuters: FISO.BO | Bloomberg: FSOL:IN

Market Capitalisation: US$2.4bn

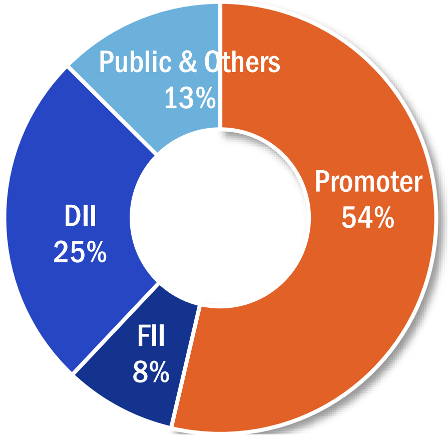
Average daily trading volume (TTM): US$8mn



Total Shareholder Return^



Shareholding Pattern*



Key institutional shareholders

- HDFC Mutual Fund
- Life Insurance Corporation
- SBI Mutual Fund
- Vanguard Group
- Tata Mutual Fund
- Aditya Birla Sun Life Mutual Fund
- Blackrock
- White Oak
- Abu Dhabi Investment Authority
- SBI Life Insurance

^Till 5th August 2026

*As on 30th June 2026

Our Core Strengths

Our core strengths

Our deep domain expertise is a key differentiator

HEALTHCARE

US$363m* 33%

10 of Top 15
Health plans in the US

200+
Health systems in the US

BANKING & FINANCIAL SERVICES

US$370m* 33%

14 of Top 20
Mortgage lenders & servicers in the US

7 of Top 10
Credit card issuers in the US

3 of Top 6
Retail banks in the UK

COMMUNICATION, MEDIA & TECHNOLOGY

US$232m* 21%

1 of Top 2
Media companies in the UK

4 of Top 5
Telecom companies in the UK

3 of Top 5
Telecom & media companies in the US

4 of Top 5
Consumer Tech companies in the US

DIVERSIFIED INDUSTRIES

US$149m* 13%

5 of Top 6
Energy providers in the UK

2 of Top 10
Retailers in the UK

*US$ revenue and % revenue contribution on TTM basis

Our core strengths

Our services are AI-enabled

CUSTOMER EXPERIENCE

- Domain led solutions tailored for industry-specific pain points
- Tech-embedded global delivery operations
- AI-powered solutions for AI-first CX operations

35%+ improvement in customer feedback
Top 5 retail bank in the UK

85%+ resolution by autonomous agents
Leading financial services firm in the US

60%+ reduction in mean-time-to-repair
Top 5 telecom & media company in the US

20%+ reduction in cost-to-serve
One of the largest media player in the UK

COLLECTIONS

- E2E collection capabilities, covering first-party, third-party and legal collections
- AI/ML infusion for hyper-personalized engagement
- AI-driven, privacy-first compliance and monitoring systems

20%+ improvement in collections
Leading auto lender in the US

24%+ increase in 6-month liquidation rate
'Emerging50' fintech player in the US

21%+ reduction in cost-to-collect
Top 3 credit card issuer in the US

20%+ savings in 1st party servicing
Top3 consumer bank in the US

DOMAIN-LED PLATFORMS & SOLUTIONS

- AI embedded into existing platforms for smarter workflows
- Leverage models (hyper-personalization, SLM) for scalable and reliable outcomes
- Applied agentic workflows/co-pilots to aid decisions and automate L1 support

30%+ improvement in content extraction
HealthTech Digital Intake Platform

500mn+ claim documents processed
HealthTech Digital Intake Platform

40%+ reduction in cycle-time
Mortgage Workflow Platform

10%+ improvement in collections
CX Tech Platform

Our core strengths

Our Employee Value Proposition

Brilliant People.
Bold Tech.
Uncommon Careers.

This is not who we want to be.
It's who we already are.

Brilliant People

At Firstsource, we build bold technology with brilliant people who turn ideas into impact. Curiosity fuels us, failure teaches us, and growth comes from pushing what's possible.

Bold Tech

Technology amplifies human potential. We harness innovation to deliver uncommon outcomes — not just automate processes, but reimagine them entirely.

Uncommon Careers

Careers built the UnBPO™ way — where brilliance meets purpose, and every individual can shape their unique path forward.

Our core strengths

Rooted in shared values

REACH
OUR VALUES

RISK TAKING
Courage | Innovation | Entrepreneurial Mindset

EXECUTION EXCELLENCE
Achievement, not activity | Clarity | Getting Things Done!

AGILITY
Growth Mindset | Progress over perfection | Learnability

CUSTOMER FIRST
Simplicity | Curiosity | Authenticity

CREDIBILITY
Honesty | Selflessness | Trust

HUMANENESS
Vulnerability | Humility | Professionalism

Our core strengths

Focused on driving sustainable impact

Firstsource Tops Professional Services Sector in S&P Global Sustainable1 FY25 ESG and CSA score of 87

Firstsource Solutions Limited ©S&P Global 2025.

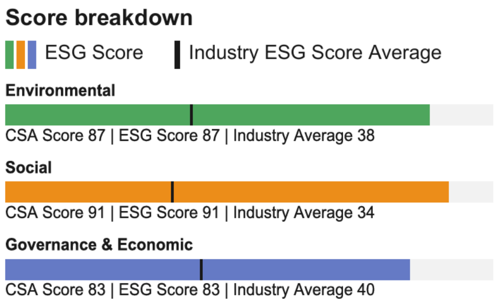
Professional Services

Corporate Sustainability Assessment (CSA) Score 2025

87 /100

As of 13 January 2026
For more information, visit: www.spglobal.com/esg/csa/methodology

S&P Global



CDP

Supplier Engagement Assessment
2025

‘A’ RATING

CDP

Climate and Water Security
2025

‘B’ RATING

BRONZE | Top 35%
ecovadis
Sustainability Rating
MAR 2026

Bronze RATING
Overall score of 70/100 & ranking in the 81st percentile globally

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Near-Term and Net Zero targets have been validated by the **SBTi**

GOLDEN PEACOCK AWARDS
Winner of ESG 2025

Firstsource was awarded with Golden Peacock Award for ESG Performance 2025

First CONSCIOUS
We make ESG happen

Our core strengths

Recognized strength in our key capabilities

Major Contender
Revenue Cycle Management
Peak Matrix Assessment
2026

Leader
Healthcare Payer Intelligent Operations
Peak Matrix Assessment
2026

Leader
GenAI and Process Automation in Banking
NelsonHall NEAT
2025

Leader
CX Services Transformation
NelsonHall NEAT
2025

Leader
Healthcare Payer Agility & Innovation
NelsonHall NEAT
2026

Leader
Mortgage Business Process Transformation RadarView™
2025

Horizon 3
Mortgage Reinvention
HFS Horizons
2025

Global Leader
Generative AI Services
ISG Provider Lens
2025

Global Leader
Contact Center – CX Services
ISG Provider Lens
2025

Market Leader
Star Performer
Banking Operations
Peak Matrix Assessment
2025

Our core strengths

Experienced leadership team

Ritesh Idnani

MD & CEO

Dinesh Jain

Chief Financial Officer

Sohit Brahmawar

Chief Operating Officer

Shamita Mukherjee

Chief Human Resources Officer

Aniket Maindarkar

Chief Marketing Officer

Hasit Trivedi

Chief Digital & AI Officer

Kumaran Shanmuhan

Chief Strategy Officer

Vivek Sharma

Head – CMT, BFS and Emerging Geos

Rajiv Malhotra

Head – Europe, Middle East & Africa

Arjun Mitra

Head – Collections

Ashish Chawla

Head – CX and Consulting

Sundara Sukavanam

Head – Enterprise Transformation Office

Scott Schrader

Head – Healthcare Provider

Matthew Barlow

Head – Health Plan and Healthcare Services

Ravishankar Chandran

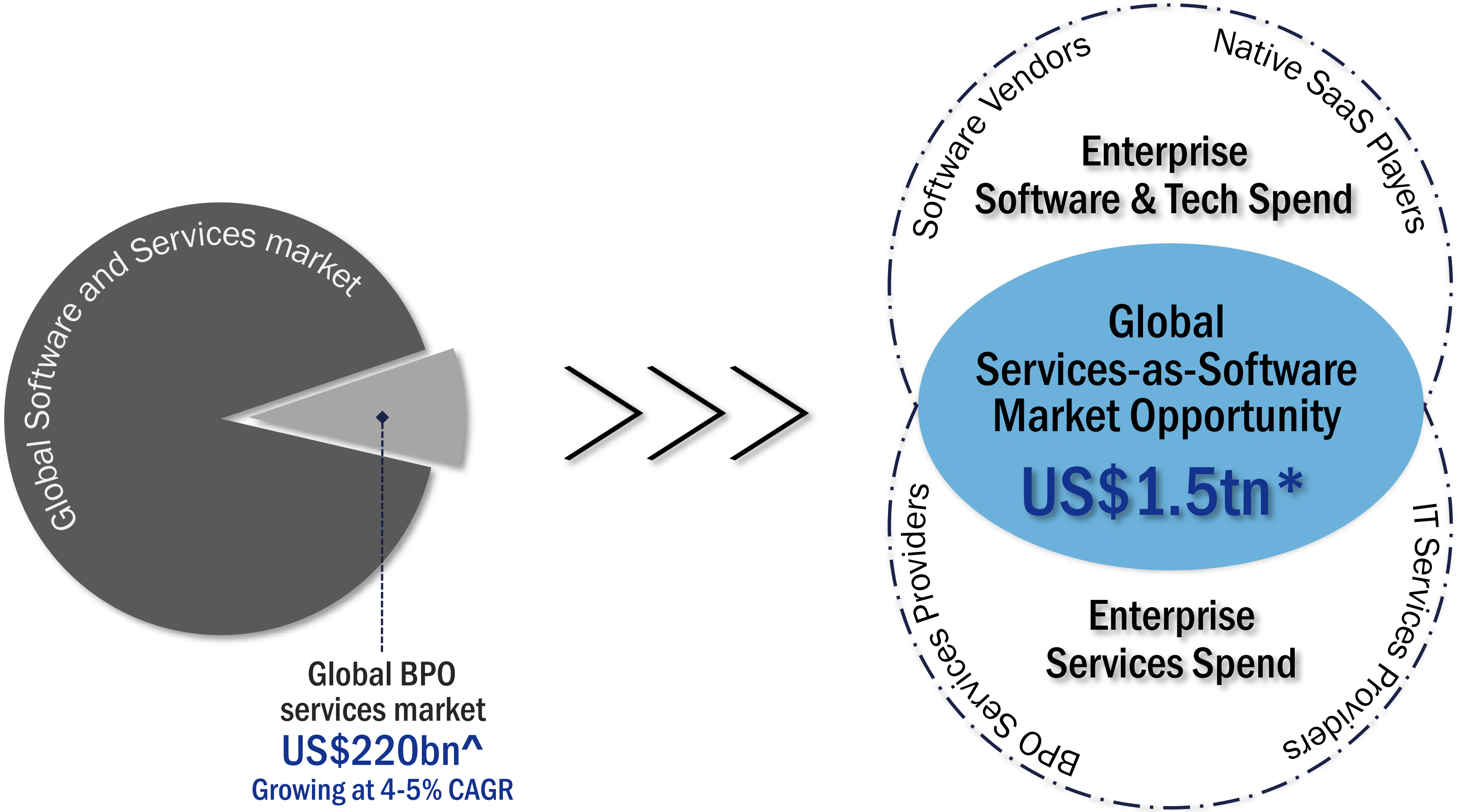
Chief Risk Officer

Our Strategy in Action

From UnBPO™ to Intelligence That Operates

Our strategy in action

A ~7x larger addressable market — services-as-software



^Source: Gartner Research
*By 2035; Source: HfS Research

Our strategy in action

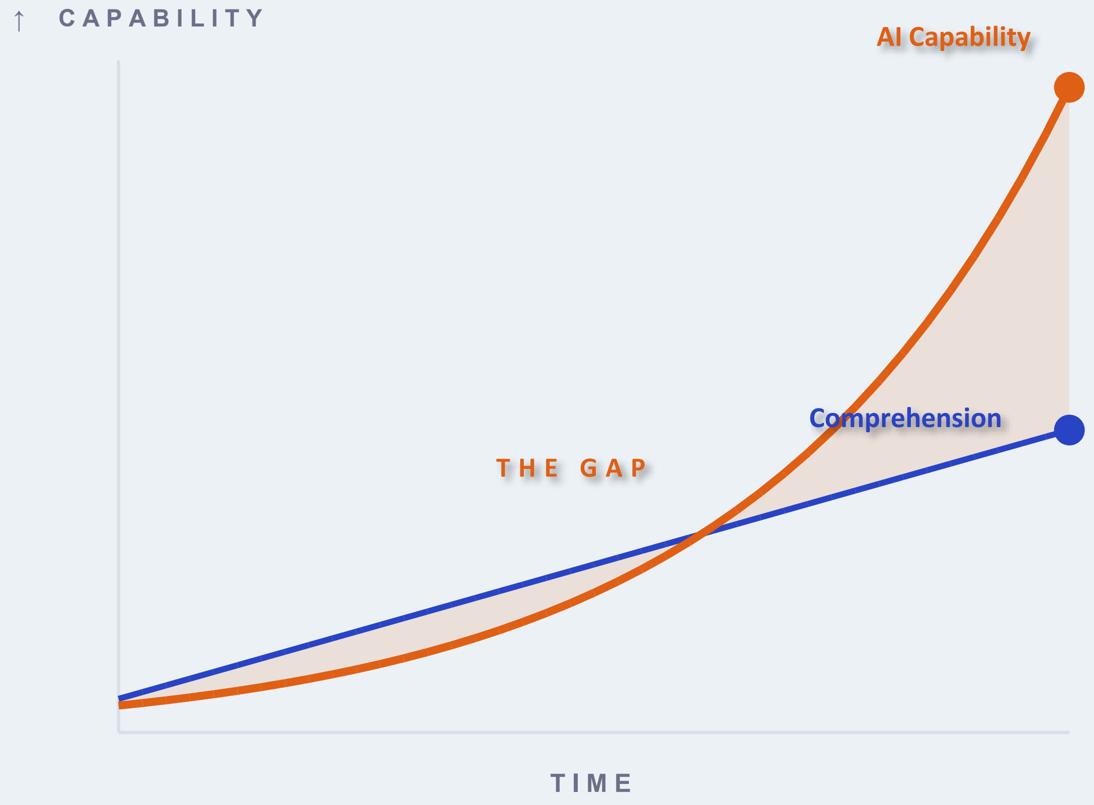
Enterprises are Challenged with Capturing the Value of AI

AI capability scales exponentially. Human comprehension follows a far slower, linear curve.

Strategy work doesn't close that gap. Demos don't close that gap. Only **operations that learn, adapt, and compound** do.

> *The companies that win close the gap operationally — running real workloads, with intelligence that compounds with every decision.*

AI CAPABILITY vs COMPREHENSION



Illustrative. The shape, not the numbers, is the point.

Our strategy in action

The Problem with Most AI Partners

Closing the gap takes a partner who can do all three. Most can't.

01

Some offer strategy.

They produce decks, frameworks, and recommendations. Then they hand it off.

→ **But they don't implement.**

CONSULTING FIRMS

02

Some implement.

They build the systems, integrate the models, ship to production. Then they walk away.

→ **But they don't run operations.**

SYSTEM INTEGRATORS

03

Some run operations.

They keep the lights on, hit SLAs, manage the workforce. With yesterday's playbook.

→ **But they don't transform.**

LEGACY BPS

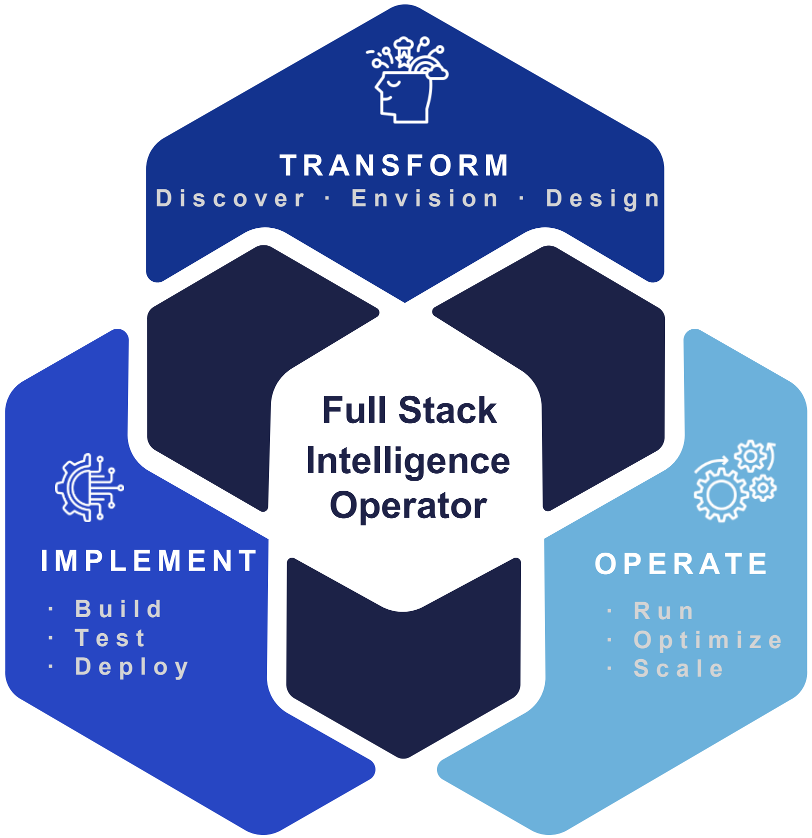
Strategy without operations is theatre. Operations without transformation is decay. The gap closes only when the same partner does all three.

How our Clients See Us Today: The Full-Stack Intelligence Operator.

Born from UnBPO™. Built for the Intelligence Era.

Not a strategist. Not an integrator. Not an outsourcer.

A new kind of partner — one that does all three, as one continuous motion.



DEFINITION

A partner that **redesigns** your operating model, **builds** the AI-native systems, and **operates** them in production — with intelligence that compounds with every decision.

- **Underwrites the outcome.** Skin in the game on commercials, not just inputs.
- **Owns the full motion.** Strategy, build, run — one contract.
- **Compounds intelligence.** The system learns every time it operates.
- **Governs autonomy.** Trust earned per skill — never assumed.

ONE PARTNER · ONE CONTRACT · ONE CONTINUOUS MOTION

Kairos — the operating system for AI-native operations

firstsource

The operating system that helps our advisors and AI agents take the right action during moments that matter

καιρός

kai·ros · Ancient Greek · noun

The decisive moment.

When AI Capability becomes Enterprise Value.

01 Engagement Model

Transform · Implement · Operate — a structured path from ambition to agentic operations at scale.

02 Architecture

A five-layer intelligence stack — from raw data to AI-native operations — purpose-built for business process services.

03 Deep-Domain Tech Assets

Accelerators, platforms, and reusable domain harnesses that encode 25 years of operational expertise.

04 Outcomes We Underwrite

Every engagement is outcomes-linked. We don't just advise — we put skin in the game.

Built inside an operations business, not a lab. Powered by 25 years of domain expertise. Compounding with every engagement.

Kairos Deep-Domain Tech Platforms

The Evidence

Healthcare | Digital Intake AI

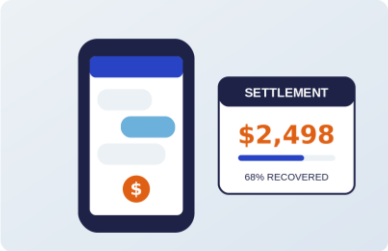
Healthcare Provider | RCM AI

Healthcare Provider | Medical Coding AI

Banking | Loan Evaluation AI

Banking | Mortgage Post Closing AI

Debt Collections AI



Crowdsourcing Platform

Agentic AI Studio

Kairos AI Ecosystem — Governed & Responsible AI

- AI ASSISTANTS
- CUSTOM AI APPS
- AGENTIC AI PLATFORMS
- SPECIALIST PARTNERS

In summary...

We see potential to grow at an accelerated pace over the medium term...

- Discontinuities caused by macro and technology shifts are creating market opportunities
- We are disrupting the traditional business model with the Intelligence That Operates playbook
- Our 'right' scale gives us an advantage

...Helped by our unique differentiators...

- Roster of long-standing relationships with quality clients with large spend
- Recognized leadership with strong domain expertise
- Bring technology and AI contextualized to solve clients' business problems
- Scrappy culture focused on driving impact and underwrite business outcomes

...And continue with the playbook...

- Focus on account mining and expanding capabilities
- Steady upward movement in client numbers across revenue buckets
- Speed-to-market, clear accountability and improved market visibility are key imperatives

...Even as we remain focused on execution in the near term

- Four large deal wins in Q1FY27; sixth straight quarter of 4 or more deals
- Q1FY27 exit deal pipeline at remains healthy
- FY27 revenue growth guidance at the top decile of the peer group

Our FY27 guidance

10-13%
Constant currency revenue growth

12.25-12.75%
EBIT margin

Our medium-term aspirations

Services Expansion
(for existing verticals)

Cross-sell/upsell
(in existing clients)

Vertical Expansion
(Retail/Utilities
in the US)

Double–digit
Constant currency YoY revenue growth

Geo Expansion
(Middle-East/Canada)

New Logos
(incl. strategic logos)

Rightshore Delivery

Optimise Execution
(Delayer/internal seeding)

50-75bps expansion
EBIT margin

Automation/AI tools
(in output/outcome
commercial contracts)

Corporate Initiatives
(G&A cost control)

Low-margin Accounts
(cure or cease)

Factsheet

Financial performance snapshot | Q1FY27

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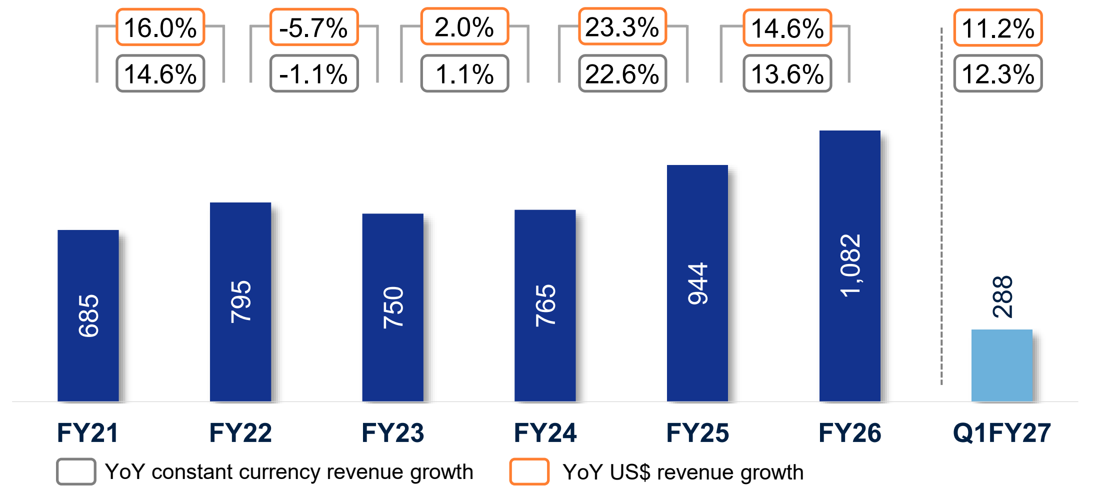
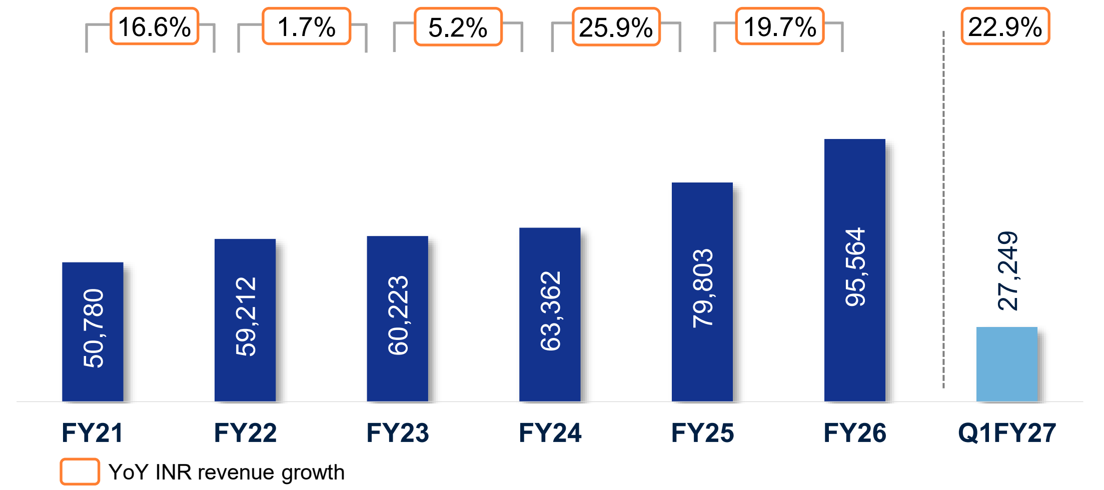
Revenue

(in $ million)



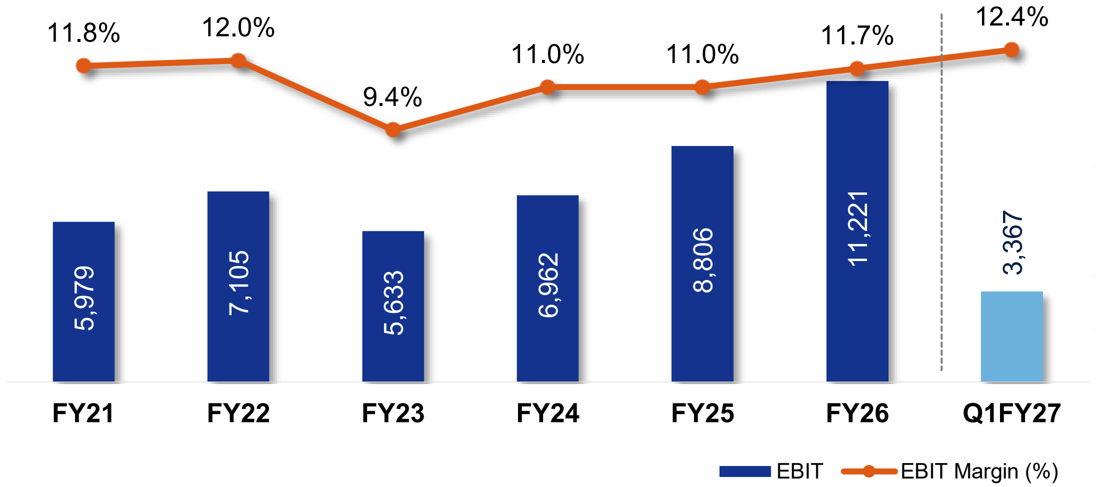
Revenue

(in ₹ million)



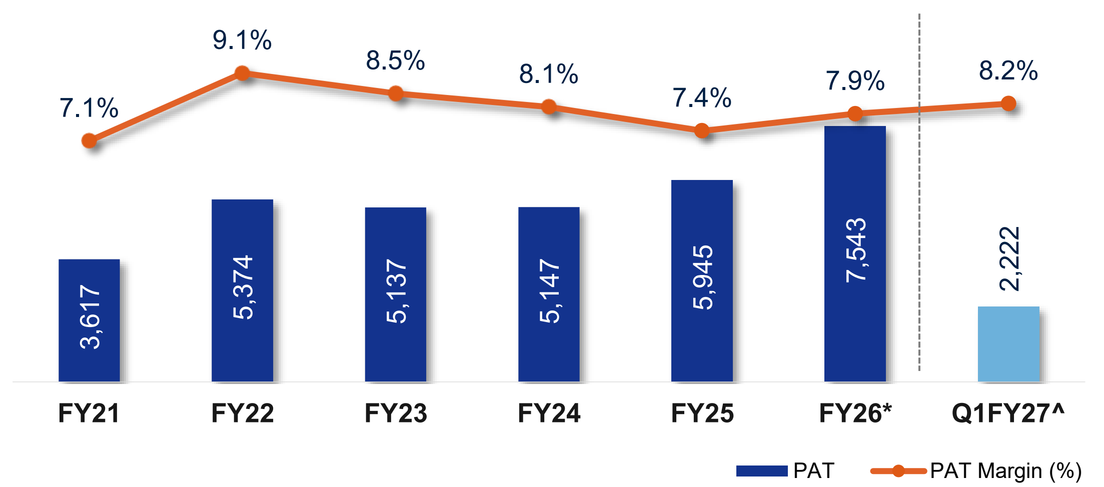
EBIT and Margin (%)

(in ₹ million)



PAT and Margin (%)

(in ₹ million)



* Adjusted for exceptional items | ^Q1FY27 is excluding exceptional items of INR 563 million, net of tax

Key performance indicators | Q1FY27

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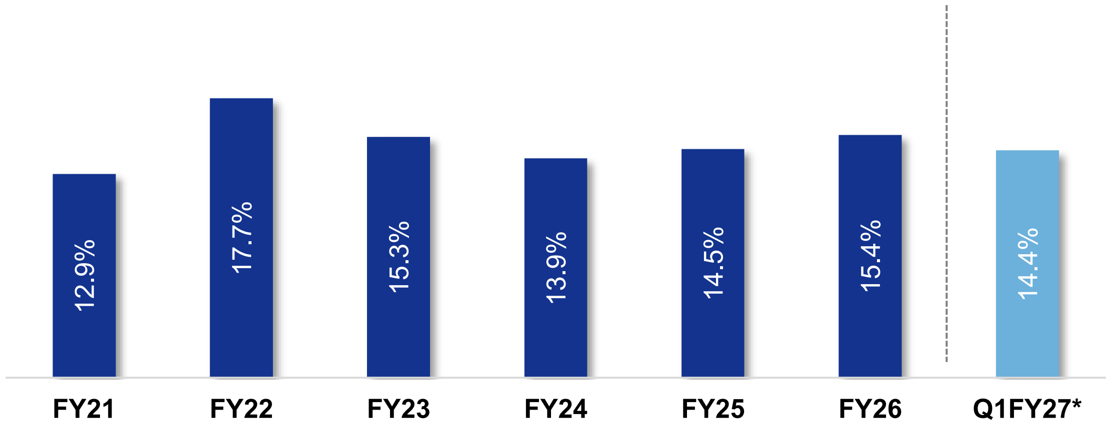
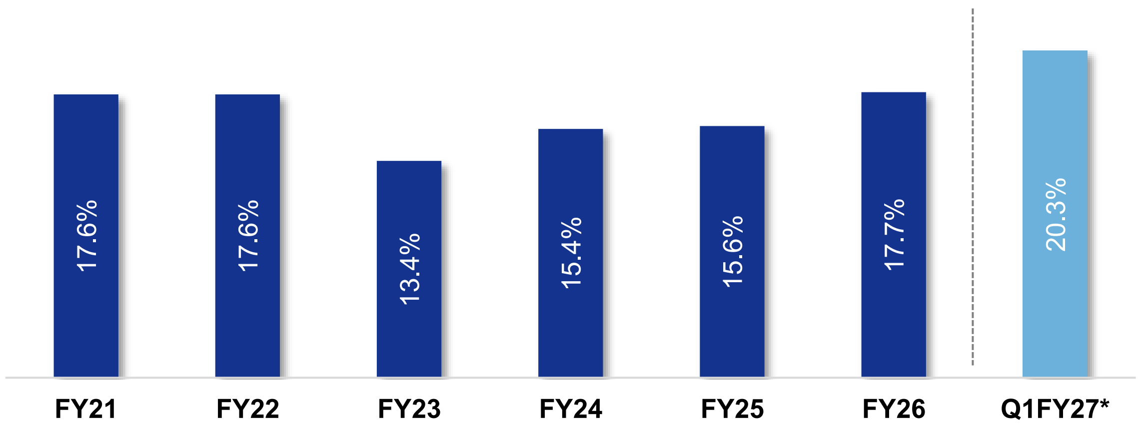
Return on Equity (%)

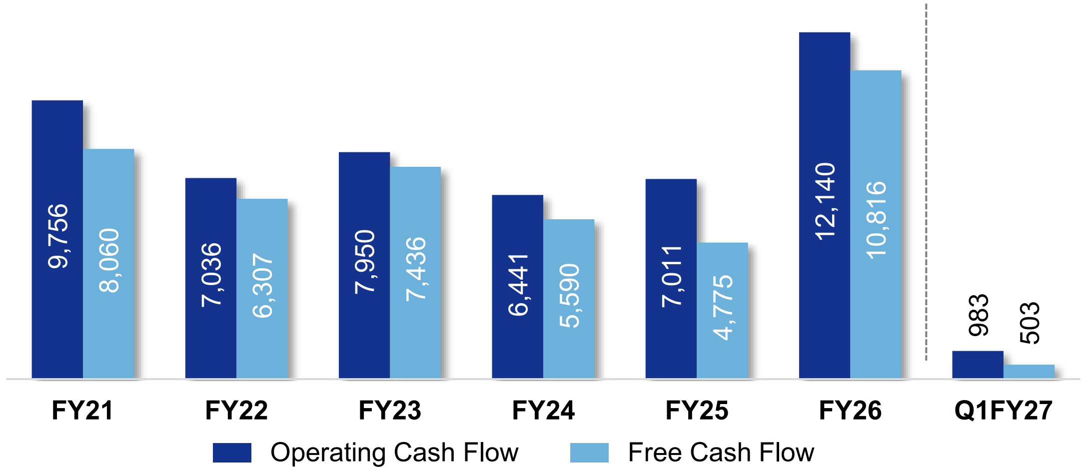


Return on Capital Employed (%)



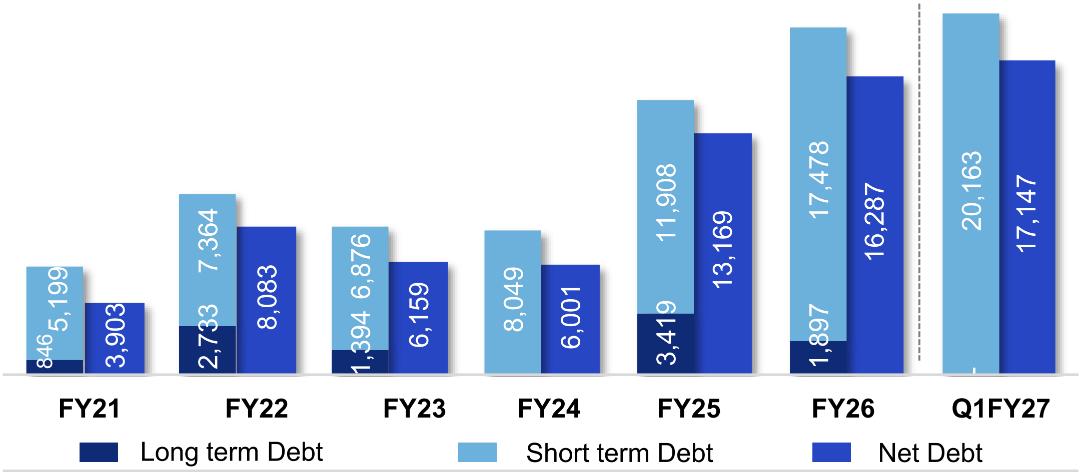
Cash Flow

(in ₹ million)



Debt Position

(in ₹ million)



*Annualized

Performance Summary | Q1FY27

REVENUE

₹ 27,249 Million
(US$ 288 Million)

YoY growth of 22.9%
YoY constant currency growth of 12.3%
QoQ constant currency growth of 2.2%

EBIT

₹ 3,367 Million
(Margin 12.4%)

YoY growth of 34.8%
YoY margin expansion of 110bps
QoQ margin expansion of 20bps

PROFIT AFTER TAX*

₹ 2,222 Million
(Margin 8.2%)

YoY growth of 31.2%
QoQ growth of 8.3%

EARNINGS PER SHARE
(Diluted)

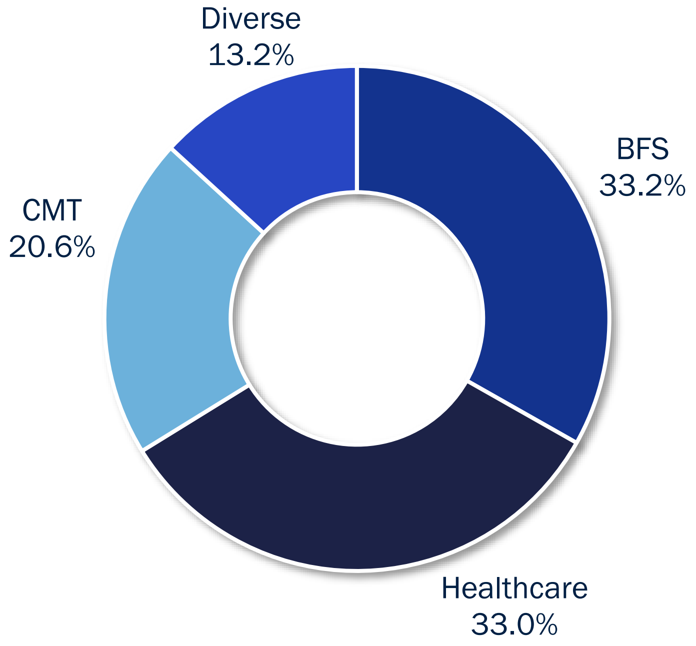
₹ 2.36
per share

Q4FY26 at ₹ 2.91 per share
Q1FY26 at ₹ 2.40 per share

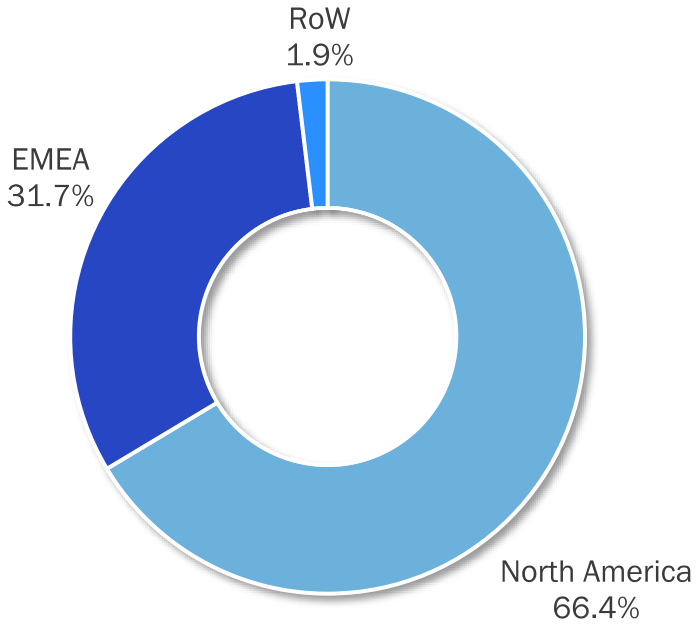
*Q1FY27 PAT including exceptional items is INR 1,659 mn

Revenue distribution | Q1FY27

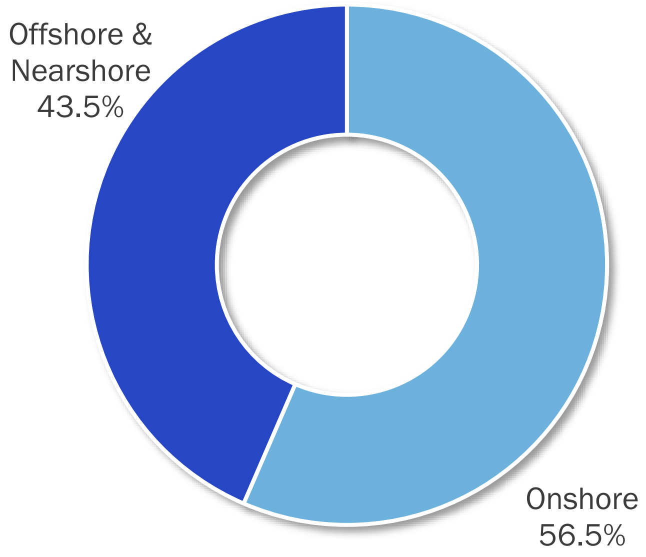
By verticals



By geography



By delivery location



Cons. IndAS financials | Profit & Loss Statement

In ₹ million	FY25	Q1FY26	Q2FY26	Q3FY26	Q4FY26	FY26	Q1FY27	QoQ	YoY
Income from services	79,721	22,209	23,147	24,674	26,130	96,161	27,518	5.3%	23.9%
Other operating income	82	(33)	(25)	(244)	(296)	(597)	(269)	-	-
Revenue from operations	**79,803**	**22,177**	**23,122**	**24,431**	**25,835**	**95,564**	**27,249**	**5.5%**	**22.9%**
Revenue from operations (US$m)	**$944**	**$259**	**$265**	**$274**	**$283**	**$1,082**	**$288**	**1.7%**	**11.2%**
QoQ growth % - constant currency	-	*1.6%*	*2.0%*	*4.6%*	*3.0%*	-	*2.2%*	-	-
YoY growth % - constant currency	*22.6%*	*19.2%*	*13.8%*	*10.6%*	*11.6%*	*13.6%*	*12.3%*	-	-
Manpower expenses	49,958	13,207	13,618	14,312	14,766	55,903	15,316	3.7%	16.0%
Operating expenses	17,769	5,499	5,744	6,093	6,764	24,099	7,420	9.7%	34.9%
EBITDA	**12,076**	**3,471**	**3,760**	**4,027**	**4,304**	**15,562**	**4,513**	**4.9%**	**30.0%**
EBITDA margin	***15.1%***	***15.7%***	***16.3%***	***16.5%***	***16.7%***	***16.3%***	*16.6%*	*-10bp*	*90bp*
Depreciation & amortization	3,270	972	1,096	1,112	1,161	4,341	1,146	-1.2%	17.9%
EBIT	**8,806**	**2,498**	**2,665**	**2,915**	**3,143**	**11,221**	**3,367**	7.1%	**34.8%**
EBIT margin	***11.0%***	***11.3%***	***11.5%***	***11.9%***	***12.2%***	***11.7%***	*12.4%*	*20bp*	*110bp*
Finance cost	1,479	434	428	433	520	1,815	518	-0.5%	19.1%
Other income, net	(9)	68	(13)	36	(17)	75	61	-	-
Exceptional items, net	88	-	19	(1,001)	-	(982)	(717)	-	-
Profit before taxes	7,407	2,132	2,243	1,517#	2,606	8,498#	**2,193**	-15.8%	**2.9%**
Taxes and minority interest	1,462	439	448	313	554	1,754	534	-3.5%	21.7%
Profit after tax	**5,945**	**1,693**	**1,795**	**1,203#**	**2,052**	**6,744#**	**1,659**	-19.2%	-2.0%
Net margin	*7.4%*	*7.6%*	*7.8%*	*4.9%*	*7.9%*	*7.1%*	*6.1%*	*-180bp*	*-150bp*
Diluted EPS (₹/share)	8.42	2.40	2.54	1.71#	2.91	9.56#	2.36	-18.9%	-1.7%

#Post exceptional items including one-time impact of new Labour Codes

Cons. IndAS financials | Balance Sheet

In ₹ million	As on Mar 31, 2026	As on Jun 30, 2026
Assets		
Non-current assets		
Fixed assets	3,403	3,644
Right-of-use assets	8,558	8,320
Goodwill on consolidation	42,655	42,584
Other intangible assets	1,351	1,214
Investment in associates	-	-
Financial assets		
Investments	658	657
Other financial assets	918	870
Deferred tax assets	3,910	3,746
Income tax assets, net	896	651
Other non-current assets	3,228	1,957
Total non-current assets	**65,577**	**63,641**
Current assets		
Financial assets		
Current investments	502	845
Trade receivables	20,786	23,215
Cash and cash equivalents	2,586	2,170
Other bank balances	107	144
Other financial assets	235	1,307
Other current assets	3,407	3,353
Total current assets	**27,623**	**31,036**
Total assets	**93,200**	**94,677**

In ₹ million	As on Mar 31, 2026	As on Jun 30, 2026
Equity and liabilities		
Shareholder's Funds		
Equity share capital	6,970	6,970
Reserve and surplus	36,875	39,175
Non-controlling interest	4	4
Total equity	**43,849**	**46,149**
Non-current liabilities		
Financial liabilities		
Long-term borrowings	1,897	-
Lease liabilities	7,315	7,069
Other financial liabilities	2,328	1,967
Provisions	1,140	1,171
Deferred tax liabilities	1,886	1,870
Total non-current liabilities	**14,566**	**12,076**
Current liabilities		
Financial liabilities		
Short-term and other borrowings	17,478	20,163
Trade payables	5,579	5,964
Lease liabilities	2,528	2,553
Other financial liabilities	6,469	4,712
Other current liabilities	1,405	1,841
Provisions	973	959
Provision for tax, net	352	260
Total current liabilities	**34,785**	**36,451**
Total liabilities	**93,200**	**94,677**

Cons. IndAS financials | Cash Flow Statement

In ₹ million	Quarter ended Jun 30, 2025	Quarter ended Jun 30, 2026
Cash flow from operating activities		
Net profit before taxation and non-controlling interest	2,132	2,193
Depreciation and amortization	972	1,146
Finance costs (for borrowings & lease liabilities)	434	518
Non-cash expense	141	270
Non-operating items	(20)	(27)
Exceptional items, net	-	717
Working capital changes	59	(3,478)
Income taxes paid	(163)	(356)
Net cash generated from/(used in) operating activities (A)	**3,556**	**983**
Cash flow from investing activities		
Capital expenditure, net	(239)	(480)
Interest income received	8	11
(Increase)/decrease in current investments	(527)	(326)
Investment in short-term fixed deposits	(4)	(39)
Purchase of non-current investment	-	1
Earmarked balances with banks	3	2
Payment of contingent consideration towards acquisition	(27)	(233)
Net cash generated from/(used in) investing activities (B)	**(785)**	**(1,065)**
Cash Flow from financing activities		
Net change in borrowings	(1,334)	823
Net interest paid	(425)	(519)
Payment of lease liabilities	(651)	(647)
Purchase of treasury shares, net	19	9
Net cash generated from/(used in) financing activities (C)	**(2,390)**	**(333)**
Net increase/(decrease) in cash and cash equivalents (A+B+C)	**381**	**(415)**
Cash and cash equivalents at the beginning of the period	1,542	2,586
Foreign exchange (loss)/gain on translating cash and cash equivalents	33	(1)
Closing cash and cash equivalents	**1,955**	**2,170**
Current investments	1,158	845
Cash and cash equivalents including investments	**3,113**	**3,016**

Operating Metrices | Q1FY27

		Q1FY25	Q2FY25	Q3FY25	Q4FY25	Q1FY26	Q2FY26	Q3FY26	Q4FY26	Q1FY27
Revenue by Vertical	Banking & Financial Services	36.4%	34.4%	32.4%	33.4%	32.5%	33.2%	31.7%	32.2%	33.2%
	Healthcare	35.7%	36.3%	34.0%	33.8%	33.4%	33.5%	32.1%	34.4%	33.0%
	Communications, Media & Tech	22.3%	21.3%	20.3%	21.0%	22.4%	21.7%	21.2%	19.9%	20.6%
	Diverse Industries	5.6%	8.0%	13.3%	11.8%	11.7%	11.6%	15.0%	13.5%	13.2%
Revenue by Geography	North America	68.2%	68.5%	66.3%	67.7%	68.7%	69.4%	67.2%	68.0%	66.4%
	Europe, Middle East, and Africa	31.8%	31.4%	33.4%	31.5%	30.1%	29.4%	31.7%	30.6%	31.7%
	Rest of World	0.0%	0.1%	0.3%	0.8%	1.2%	1.2%	1.1%	1.4%	1.9%
Revenue by Delivery	Offshore & Nearshore	35.0%	35.8%	40.1%	37.8%	41.2%	41.6%	43.4%	43.0%	43.5%
	Onshore	65.0%	64.2%	59.9%	62.2%	58.8%	58.4%	56.6%	57.0%	56.5%
Client Addition	New logos *(added during the quarter)*	10	13	13	7	17	10	9	11	12
	Strategic logos *(added during the quarter)*	2	3	5	2	9	4	5	6	3
Client Concentration	Top 5 clients *(share of total revenues)*	34.6%	32.5%	29.0%	29.3%	29.6%	28.9%	28.1%	28.0%	27.4%
	Top 10 clients *(share of total revenues)*	51.5%	48.6%	43.4%	43.7%	42.6%	42.3%	40.7%	39.9%	39.2%
Client Distribution	US$ 1m+ clients *(nos.)*	100	105	107	116	141	142	141	150	145
	US$ 5m+ clients *(nos.)*	25	26	28	30	38	39	41	42	45
	US$ 10m+ clients *(nos.)*	13	13	14	15	17	17	18	17	20
	US$ 20m+ clients *(nos.)*	9	11	10	10	11	9	9	9	10
	US$ 50m+ clients *(nos.)*	2	2	2	2	2	2	2	2	2
Revenue by Currency	USD	67.9%	68.2%	64.9%	65.7%	67.9%	68.5%	66.1%	67.4%	67.4%
	GBP	31.4%	30.9%	34.2%	32.7%	30.1%	29.2%	31.9%	30.3%	30.3%
	Others	0.7%	0.9%	0.9%	1.6%	2.0%	2.3%	2.0%	2.3%	2.3%
Employee Metrices	Total employees *(period-end)*	29,231	32,898	34,144	34,651	34,495	35,997	36,689	36,205	36,875
	Net addition	1,291	3,667	1,246	507	(156)	1,502	692	(484)	670
	Attrition* *(TTM)*	31.8%	30.6%	31.4%	29.8%	28.9%	28.0%	27.4%	29.7%	33.1%

* For employees in continuous employment for more than 180 days

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