

May 29, 2025

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

National Stock Exchange of India Ltd.
"Exchange Plaza"
Bandra Kurla Complex, Bandra (East)
Mumbai - 400 051.
Symbol : HGS

Dear Sir/Madam,

Sub: Q4 & FY2025 Earnings Call presentation

This is in continuation to our communication dated May 20, 2025, about Q4 & FY2025 Earnings Call.

We wish to attach herewith the presentation being briefed at the today's Conference Call. The same is also being made available on the Company's website <https://hgs.cx/investors/>

The said Earnings Call is a group meet.

Kindly take note of the above.

For **Hinduja Global Solutions Limited**

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by NARENDRA
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Date:
2025.05.29
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Narendra Singh
Company Secretary
F4853

Encl: As above

HINDUJA GLOBAL SOLUTIONS LIMITED.

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Regd. Office: Tower C (1st floor), Plot C-21, G Block, Bandra Kurla Complex, Bandra East, Mumbai – 400 051. India. Telephone: +91-22-6136 0407,
E-mail: investor.relations@teamhgs.com Website: www.hgs.cx Corporate Identity Number: L92199MH1995PLC084610





HGS Earnings Call Presentation

Q4 & Full-year FY2025

May 29, 2025

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. HGS does not undertake to update any such statement that may have been made from time to time by HGS or on its behalf.



Overall Performance Update

Partha DeSarkar

Snapshot of HGS' financial performance

Q4 FY2025

- Total income stood at Rs. 1,297.7 crore (US\$ 153.4 million)
- Operating revenue was Rs. 1,161.1 crore (US\$ 137 million)
- Total EBIDTA was Rs. 279.2 crore (US\$ 33 million); EBITDA margins were 21.5%.

Full-year FY2025

- Total income stood at Rs.4,958.8 crore (US\$ 586.1 million)
- Operating revenue was Rs. 4,404.2 crore (US\$ 520.6 million)
- Total EBIDTA was Rs. 811.8 crore (US\$ 96 million); EBITDA margins were 16.4%.

Management Commentary

- Seeing some headwinds and market softness with continued political uncertainty
- Elongated sales cycles... focus on shorter and smaller projects
- Emphasis on margin expansion vs topline growth
- Continue to build healthy sales pipeline – focus on significantly increasing the digital operations share across NA, UK and Australia
- Encouraging demand for offshoring services
- Signed several new contracts during the second half of FY2025... these revenues are expected to grow significantly in FY2026



Management Commentary Contd.

- **Traditional CX** - industry transformation is faster than expected, Embedding tech into core BPM services
 - Aggressive implementation of HGS Agent X for different modules
 - Partnering with start-ups/ tech players to integrate more AI-led capabilities - language translation, voice authentication and deepfake detection, etc - to expand the Agent X suite
- **Digital Services** - AI is the scripting for every aspect of business, including coding
 - Infusing Gen AI in all service offerings
 - Conducting innovation workshops for clients
- **Vertical Specific GTM Approach**
 - Focus on BFSI, consumer & retail, and TMT
 - Targeting mid-market clients with AI-led verticalized solutions - Fraud Detection & AML, Automated Loan Processing, Platform for Consumer Insights, etc



Key Highlights of the Business

375 active CX/ Digital clients and **833** HRO/ Payroll processing clients

6 million+ customer base for DTV & Broadband in India

2 lakh+ partner fibre networks, covering key cities and towns

New center in **Bengaluru** for tech services and CX hub in **Cape Town**

18 awards – Recognized globally across business, technology, HR & CSR segments

32 delivery centers in **9** countries

18,347 Employee Headcount

Global gender ratio: **44%** (women)

HGS Canada and HGS Philippines were **Great Place to Work® certified** in February 2025

11 lakh people benefited from our CSR program & employee volunteering activities

AI-Powered Digital CX & Data Innovation Hub in Waterloo, Canada



- New hub to initially create up to 150 jobs in Waterloo – across digital and bilingual CX services
- Hub will focus on advancing AI-led CX, automation, and data science, while fostering collaboration with clients, academic institutions, startups and technology partners
- Launch on May 15, 2025 was attended by the clients, partners, government and industry leaders

Introducing our New Global CEO



Venkatesh Korla

- **The Board has approved the elevation of Venkatesh Korla, currently President & CEO, HGS Americas, as the new Global CEO of HGS**
- An accomplished business leader with 25+ years of experience in core digital services and tech-enabled customer experience (CX)
- A technologist at heart, Venk is passionate about harnessing the power of technology, data and artificial intelligence (AI) to enable brands to digitally transform their customer's journey
- Has an impressive track record of growing high-performance teams globally and fostering lasting client relationships
- Founded Element Solutions, which was later acquired by HGS and now forms the foundation of HGS' tech services business

Introducing our New Global CFO



Mahesh Kumar Nutalapati

- **The Board has approved the elevation of Mahesh Kumar Nutalapati, currently Deputy CFO, as the new Global CFO of HGS**
- Mahesh, who joined HGS earlier in February, is a Chartered Accountant with over 24 years of experience in various aspects of Finance
- With extensive expertise in financial transformation, risk management, and business enablement, he will play a pivotal role in driving financial strategy and operational excellence
- Has spearheaded multiple cost optimization initiatives and contributed significantly to the formulation of ESG framework in his previous stints



Market Trends and HGS' Strategy Forward

Venkatesh Korla

Our Strategy for Building a Sustainable Digital-led Business



- App development/maintenance
- Cloud deployment and migrations
- Systems implementations (content management, portals, CRM, etc.)
- Data engineering and analytics
- Cybersecurity
- Process automation

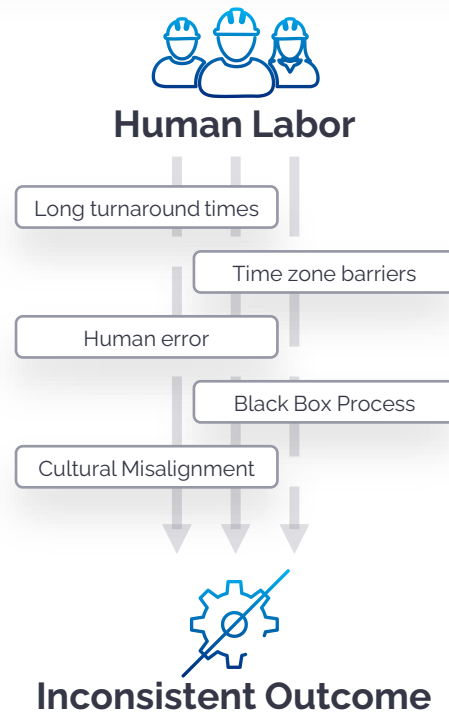
- AI-driven process management
- AI-supported unattended customer service (chatbot/ VA)
- AI Ops (data curation, tagging/labeling)
- AI-enabled marketing operations

- Contact center with heavy workforce deployment
- Manpower-driven back-office process management
- Technology is seen as a job tool

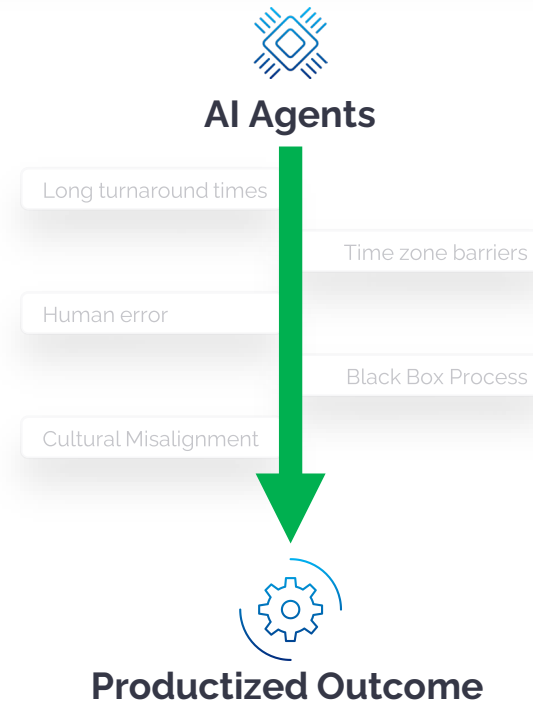
The World Around Us is Further Evolving – Agentic AI

The IT/BPM Business Model and How AI Agents Disrupt It

Manual BPM Work



AI Agents – Next Generation



Common Work Includes:

Call Center Operations, Data Processing, Financial Reconciliation, IT Management, HR Outsourcing

Our Strategy for this Agentic AI Opportunity

AI STRATEGY & IMPLEMENTATION SERVICES

- Services-led: advisory to full custom build
- Project Fees

AI-ENABLED PACKAGED SOLUTIONS

- Sold like accelerators: scoped, repeatable delivery
- IP as value add
- License + Project Fees

AI-ENABLED DIGITAL OPS SOLUTIONS

- Prebuilt blueprints for vertical + horizontal use cases
- Execution of end-to-end processes
- Fees per Transaction

Experience in our own transformation positions us *to lead by **Example.***

Packaged Solutions: Our Approach

Not Just a Product. Not Just a Service.

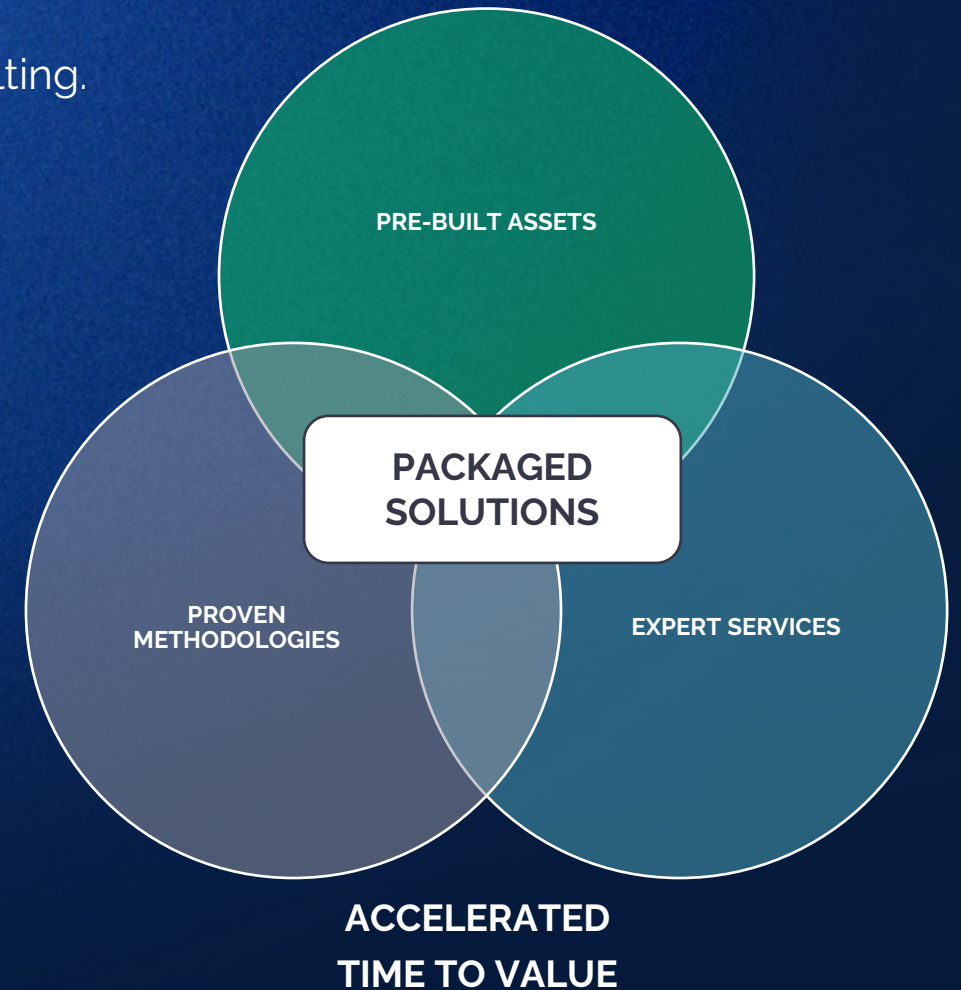
A **bridge**—offering the confidence of a product and the flexibility of consulting.

Key Objectives

- Accelerate Time-to-Value for customers with pre-built, deployable offerings
- Expand Revenue through repeatable IP and delivery efficiency
- Positions us as a solution-led partner - not just a services provider
- Increase Market Penetration in core verticals: CG&R, BFSI, TMT

FY2026 Plan

- Launch initial Solutions with prioritization based on market demand
- Establish dedicated Packaged Solutions Team (Product, Delivery, R&D, GTM)
- Align with Sales & Marketing to drive new logo acquisition



HGS Agent X – Our Own Evolution

Operate Better

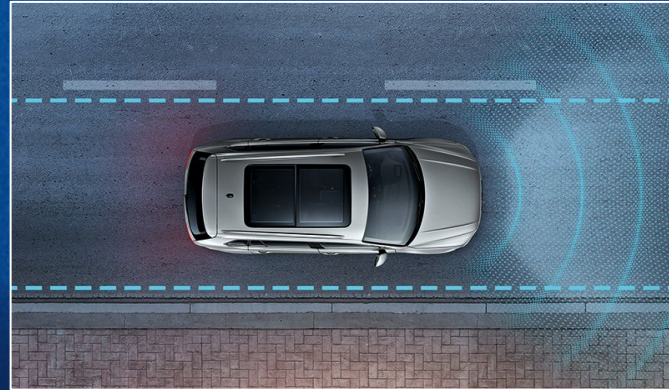
Enhance **productivity & lower costs** across delivery and support functions



Make teams **more productive** & deliver **higher quality interactions** to improve engagement.

Deliver Better

Improve **efficacy & value** for existing mode of delivery to customers



Use AI to provide **Interaction Intelligence, extract insights & drive outcomes** through predictive recommendations.

Change the Game

Autonomous Agents to run processes to **differentiate from competitors**



Go **beyond CX** and create **Vertical specific** future-back offerings to develop **new high impact revenue & operating Models**



Digital Media Business: An Update

Vynsley Fernandes

Environment & Industry

THE ECONOMIC TIMES

Local cable operators power India's last-mile push for wired broadband penetration

Synopsis

Local cable operators in India are becoming vital for expanding wired broadband, leveraging their existing infrastructure to connect ISPs and end-users. Facing declining pay-TV subscriptions, LCOs are partnering with major telecom firms like Reliance Jio and Bharti Airtel, as well as ISPs like Excitel, to offer broadband services.

As of December 2024, the wired broadband user base stood at 41 million and is projected to potentially double by 2030. Despite this growth, wired broadband accounts for only 4.4% of the total broadband user base of 945 million, with the majority relying on wireless technologies such as 4G and 5G.

THE ECONOMIC TIMES

ETPrime

Pay-TV might be having a hard time now, but it's too early to write it off

Synopsis

India's pay-TV industry is facing a decline in subscribers, falling below 100 million for the first time in 30 years due to competition from OTT platforms, DD Free Dish, and YouTube. However, industry leaders remain optimistic, citing the value and reach of television, especially free TV options.

As per industry estimates, linear TV reaches 900 million audiences compared to 540 million OTT audiences.

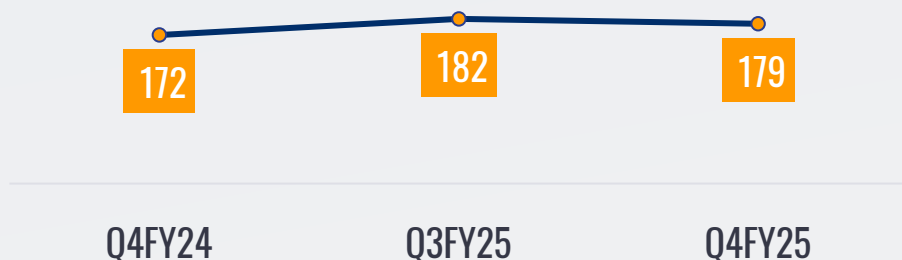
ARPU | Reflecting FY2025 Strategy



ONE Broadband ARPUs remained robust as the organic business grew on the back of the pan-India digital television subscriber base. The growth continued to come in from Tier-II & Tier-III markets.

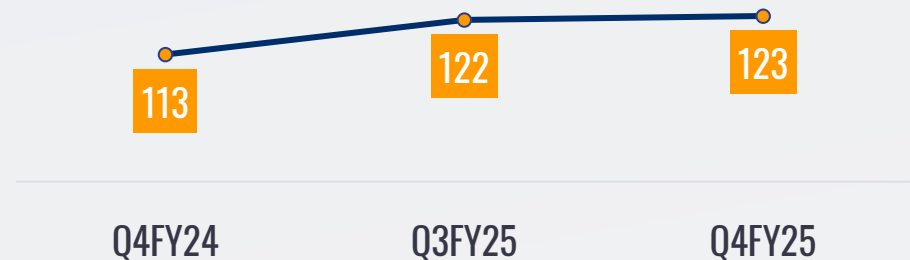
Broadband ARPUs

(ARPU in ₹ p.m.)



Whilst the overall DTV industry in India faced significant headwinds in FY25, NXTDIGITAL improved ARPUs in FY25 over the previous fiscal – driven by innovative packaging.

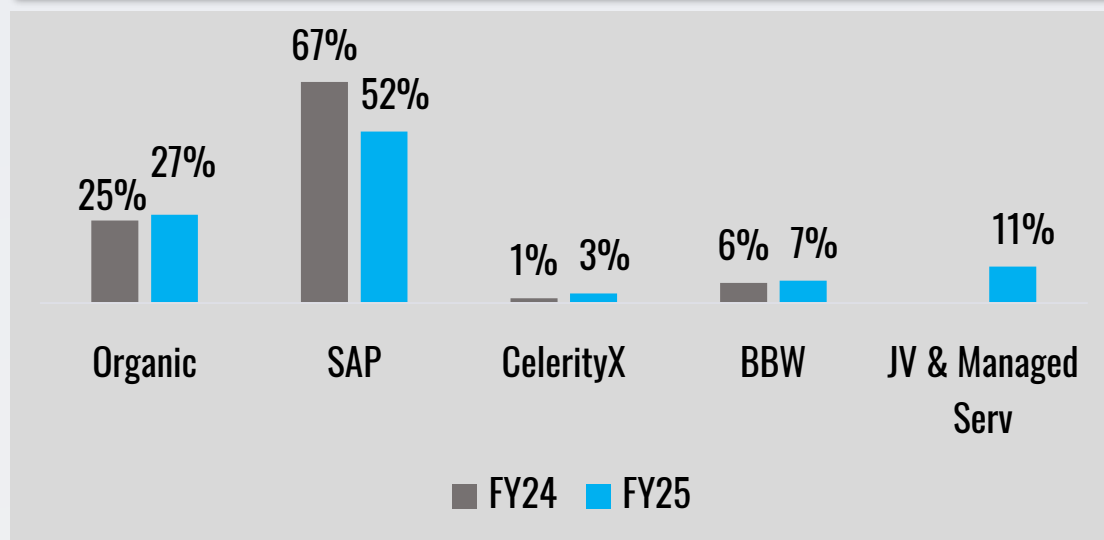
DTV ARPUs



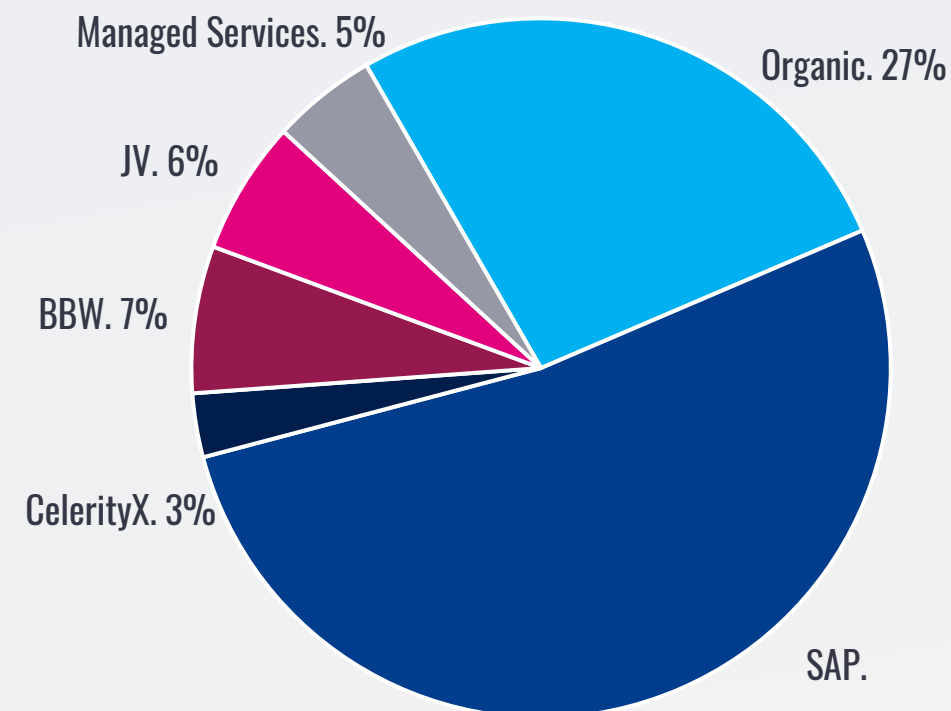
Broadband Revenue by Segment

FY2025 focus remained on value creation and value accretion segments. This is seen in the growth of the organic business segment as well as CelerityX, which together contribute 30% of the revenues of FY2025.

YoY revenue contribution by segment (%age)



Revenue mix by segment (FY2025)



Broadband Vertical | FY2026 Strategy



The strategy for FY2026 is based on 4 pillars with focus on sales. The pillars for consideration are aimed at not only growth but also contributing to value accretion for the future – given that broadband subscribers are projected to double by 2030 to >80mn.

Growing the retail organic subscriber base

Focus on organic growth in three segments:

1. where there are NXT DTV LCOs present
2. where entry barrier is low and QoS is important - customers in Tier II & Tier III markets and
3. Upselling to improve ARPUs

Roll-out of mini-entrepreneur model

Expand into underserved markets through a new model – aligning with local entrepreneurs, with appropriate controls.

Essentially, build a new network of partners for providing broadband and other services.

Growing CelerityX TCV (Total Contract Value)

CelerityX to focus on mid-size tenders directly or through alliances with SAPs & OEMs.

Continue to focus on providing an expanded portfolio of solutions, especially to the BFSI sector.

Building a 360° sales-oriented organization

This is the fundamental basis for growth – building a sales-oriented organization.

The organization structure extends to key areas like commercial control, product development, tech support and customer experience.



Financial Update

Srinivas Palakodeti

Overall Performance : Q4 FY 25 vs Q3 FY 25 vs Q4 FY 24

Amount in INR Cr

Particulars	Actual Q4 FY 25	Actual Q3 FY 25	Actual Q4 FY 24
Revenue from operations	1,161.1	1,064.1	1,098.7
Depreciation	120.9	137.5	133.4
Interest Expense	54.8	55.6	50.6
Total Other Income :	136.7	170.8	159.2
PBT	103.5	41.3	41.4
Tax	105.1	49.9	(46.5)
Total PAT for the period	(1.7)	(8.6)	87.9
Total Income	1,297.7	1,234.9	1,257.9
Total EBITDA	279.2	234.4	225.4
Total EBITDA %	21.5%	19.0%	17.9%
Exchange Rate	84.60	83.98	82.80

Overall Performance : FY 2025 vs FY 2024

Amount in INR Cr

Particulars	Actual FY 2025	Actual FY 2024
Revenue from operations	4,404.2	4,615.7
Depreciation	522.8	533.9
Interest Expense	229.1	183.6
Other Income	554.6	472.1
PBT	59.8	110.5
Tax	177.7	(20.7)
Total PAT for the period	100.7	131.2
Total Income	4,958.8	5,087.8
Total EBITDA	811.8	828.0
Total EBITDA %	16.4%	16.3%
Exchange Rate	84.60	82.80

Note: PAT includes profit from discontinued operations.

Balance Sheet: Overall

Amount in INR Cr

Particulars	As at Mar 25	As at Mar 24
ASSETS		
Non-current assets		
Fixed assets and leases	1,438	1,250
Intangibles	1,493	1,519
Financial assets #	302	1,201
Other non-current assets	469	758
Total non-current assets	3,702	4,728
Current assets		
Trade receivables	764	745
Financial assets-Others #	5,632	4,764
Other current assets	321	213
Cash and bank balance	752	675
Total current assets	7,470	6,396
Total Assets	11,172	11,125

Particulars	As at Mar 25	As at Mar 24
EQUITY AND LIABILITIES		
Equity		
Share capital	47	47
Other equity*	7,808	7,596
Total Equity	7,855	7,642
Liabilities		
Non-current liabilities		
Borrowings	330	134
Other non-current liabilities	661	602
Total non-current liabilities	991	735
Current liabilities		
Borrowings	857	1,172
Trade payables	509	296
Other current liabilities	960	1,278
Total current liabilities	2,326	2,747
Total Equity and Liabilities	11,172	11,125

Financial assets includes investments, loans given and bank balances

* Other Equity includes Non controlling interest of Rs. 147 Crs (Mar 25) and Rs. 155 Crs (Mar 24)

Cash Flow: Overall

Amount in INR Cr

	12 months Ending	12 months Ending
Particulars	31st Mar 2025	31st Mar 2024
Profit Before Tax	278	110
Non-operating adjustments	54	295
Change in operating assets and liabilities	87	(150)
Income taxes paid (net)	37	(64)
Cash from operating activities	457	192
Capex Investments (Net)	(219)	71
Net Treasury investments	848	222
Payment for acquisition of subsidiary	(127)	(119)
Cash from investing activities	502	174
Share Issue/ (Share Purchase)	4,613	1,159
Lease liabilities, Borrowings and interest	(5,483)	(1,956)
Dividend Paid	(28)	(11)
Cash from financing activities	(898)	(808)
Net increase/ (decrease) in cash and cash equivalents	61	(442)
Opening Cash and Cash Equivalents(after Forex)	690	1,117
Cash and cash equivalents at end of the year	752	675

Summary Financial Profile

Particulars	HGSL	
	<i>in INR Cr (Except per share data)</i>	<i>in USD Mn (Except per share data)</i>
Shareholder's Fund	7,854.9	928.5
Book value per share	1,688.5	20.0
Price per share	529.1	6.3
EPS (TTM)	26.1	0.3
P/E Ratio (TTM)	20.3	20.3
Gross Debt	1,186.9	138.9
Net Cash & Treasury Surplus	5,167.8	604.9

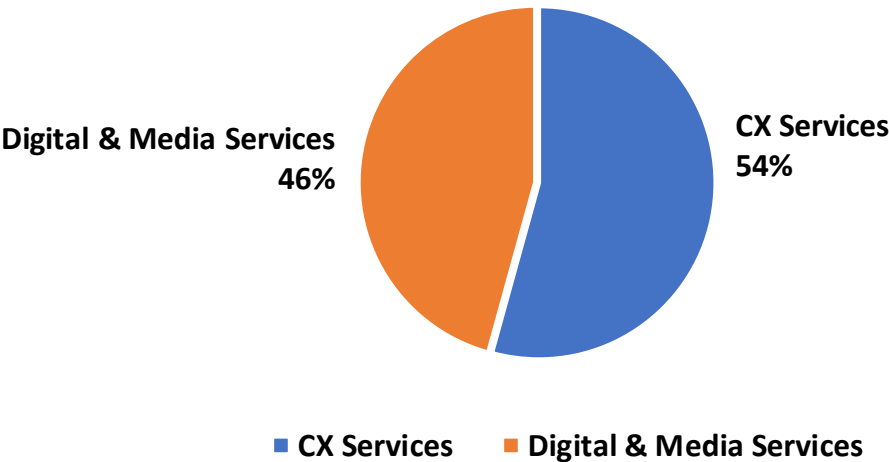
Price per share is as of 27th May 2025 Closing

Amount in INR Cr			
Particulars	Q4 FY 25	Q3 FY 25	Change
Gross Treasury & Cash Surplus	6,354.7	6,365.1	-10.4
Total Borrowings	1,186.9	1,212.6	-25.7
Net Treasury & Cash Surplus	5,167.8	5,152.5	15.4

Operating Revenue Composition - By Source

Q4'25

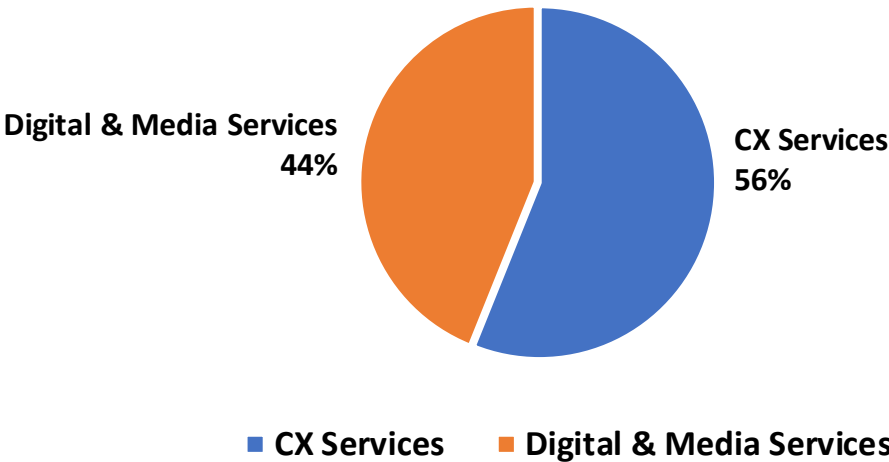
Operating Revenue Split by Source



Rs. 1,161.1 Cr

FY2025

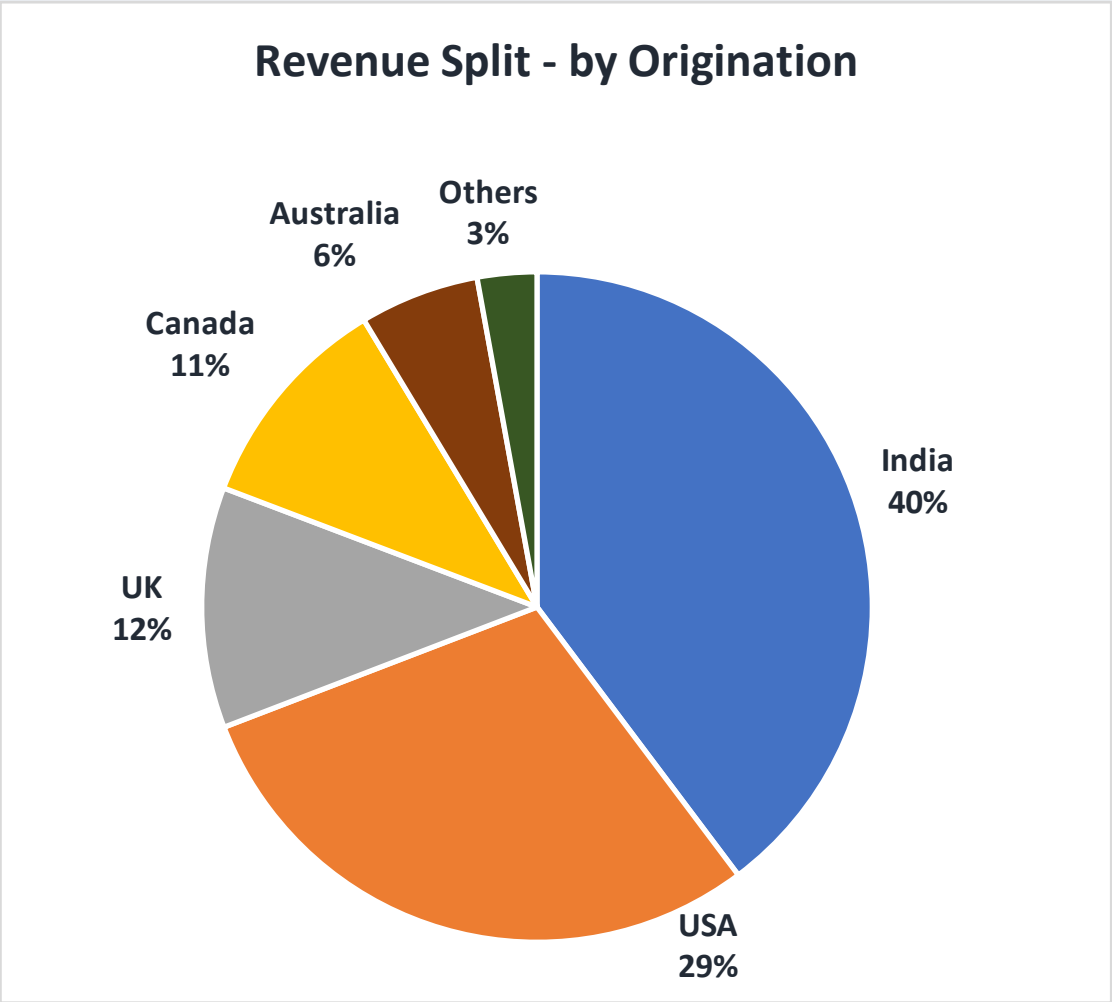
Operating Revenue Split by Source



Rs. 4,404.2 Cr

Operating Revenue Composition - By Origination

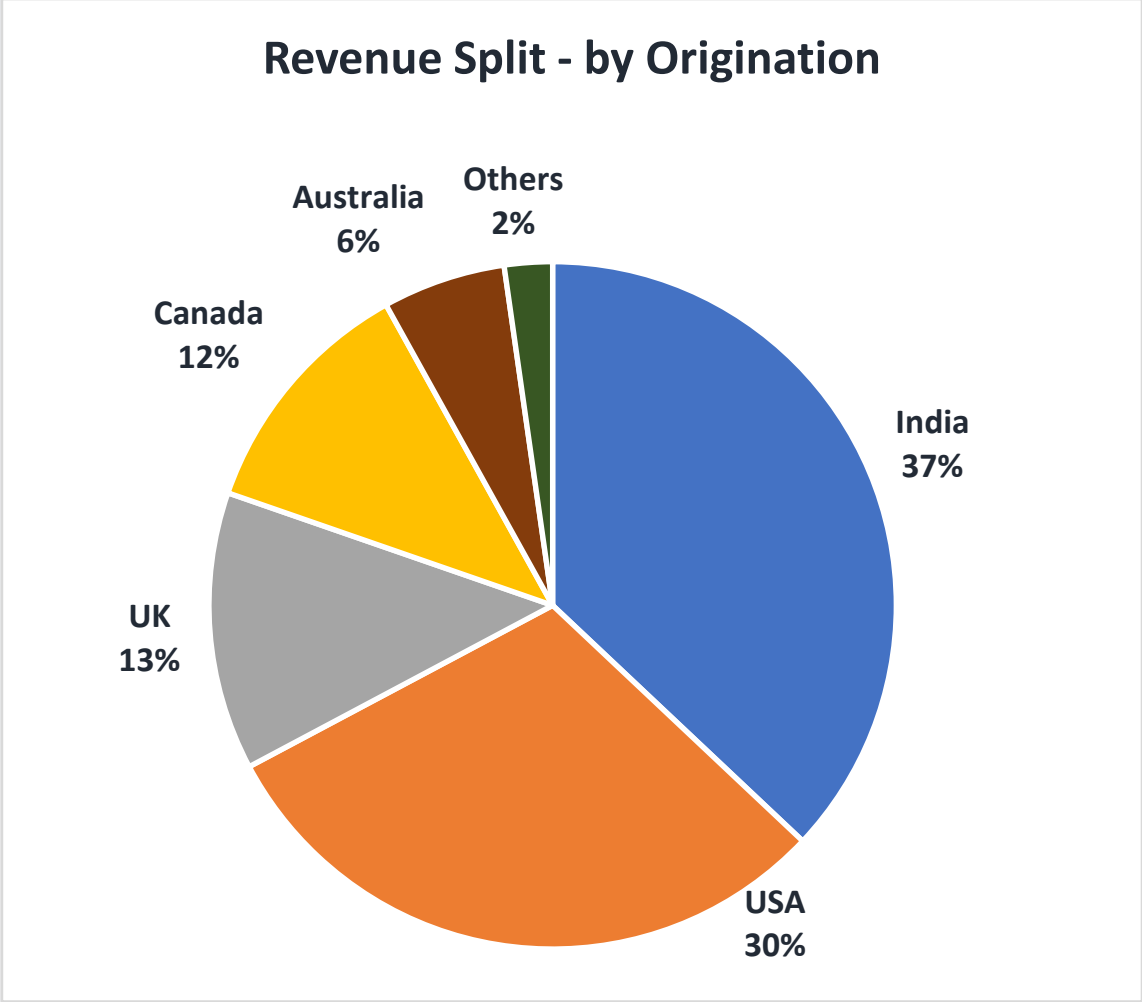
Q4'25



Others: Jamaica, Colombia, etc.

Rs. 1,161.1 Cr

FY2025

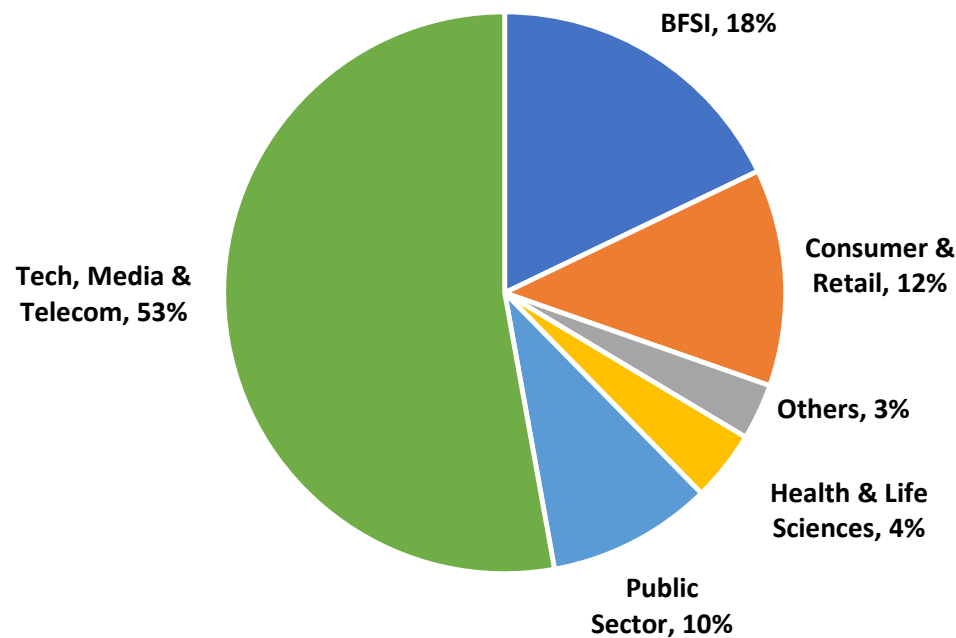


Rs. 4,404.2 Cr

Operating Revenue Composition - By Vertical

Q4'25

Q4 FY25-Revenue Split by Vertical

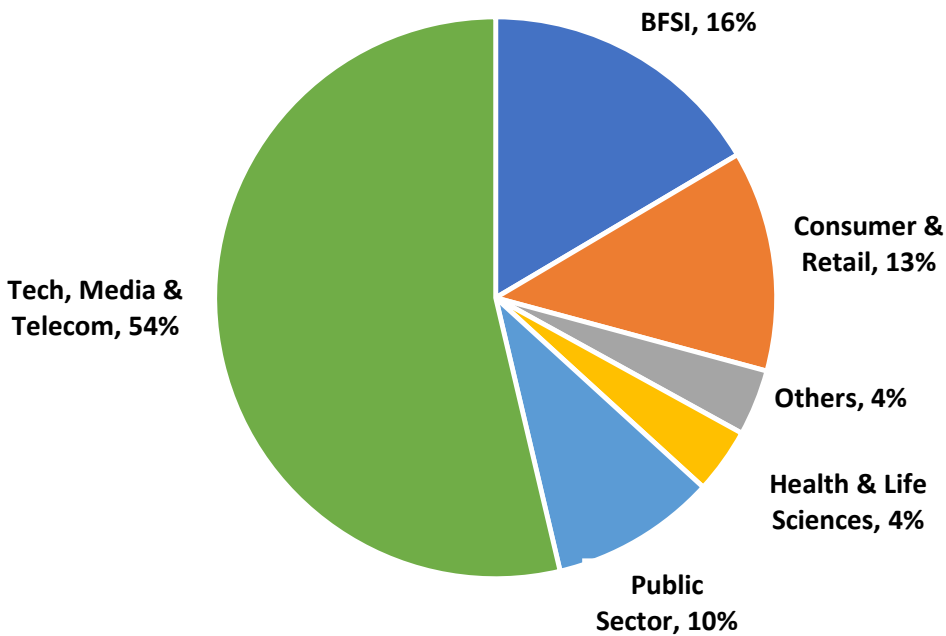


Rs. 1,161.1 Cr

Others: Jamaica, Colombia, etc.

FY2025

FY25-Revenue Split by Vertical



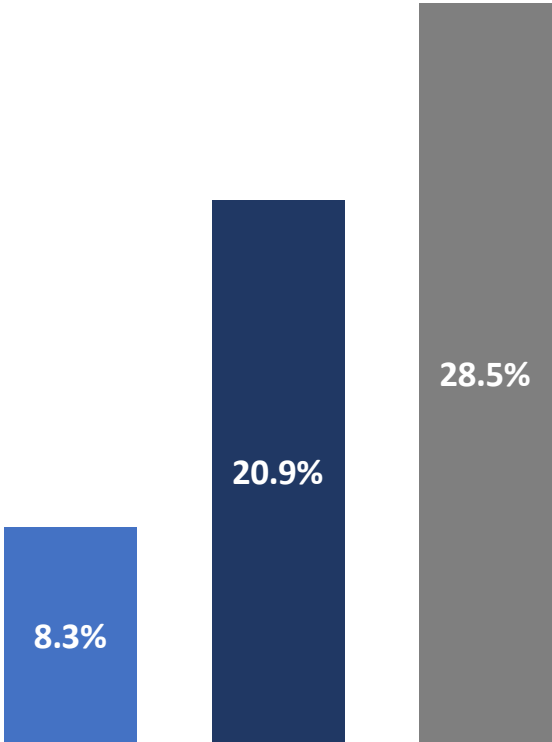
Rs. 4,404.2 Cr

Q4 FY2025: Revenue Profile



Client Concentration

■ Top Customer ■ Top 5 Customers ■ Top 10 Customers

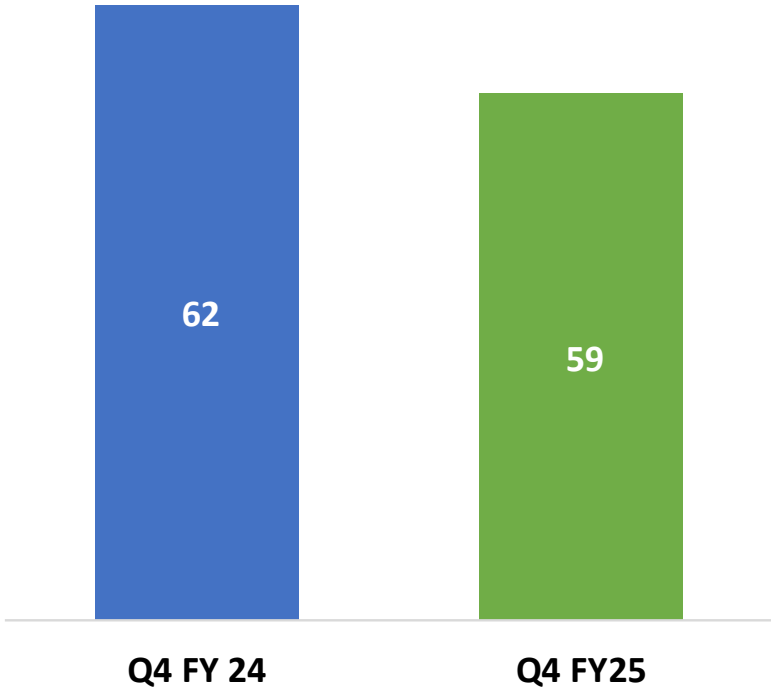


Revenues of Rs 1,161.1 Cr



DSO

DSO (In Days)





Thank You

investor.relations@teamhgs.com

