Safe Harbor Statement

Certain statements on 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 IT services 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 fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies, and unauthorized use of our intellectual property and general economic conditions affecting our industry.
Use of Non-GAAP Financials

Hexaware has included non-GAAP financial measures in this presentation to supplement Hexaware’s consolidated financial statements presented on a GAAP basis. These non-GAAP financial measures may have limitations as analytical tools, and these measures should not be considered in isolation or as a substitute for analysis of Hexaware’s results as reported under GAAP.

The non-GAAP financial information that we provide also may differ from the non-GAAP information provided by other companies. We compensate for the limitations on our use of these non-GAAP financial measures by relying primarily on our GAAP financial statements and using non-GAAP financial measures only supplementally. We also provide robust and detailed reconciliations of non-GAAP earnings to the most directly comparable GAAP earnings, and we encourage investors to review those reconciliations carefully.

We believe that providing these non-GAAP financial measures in addition to the related GAAP measures provides investors with greater transparency. We further believe that providing this information better enables investors to understand Hexaware’s operating performance and financial condition.
Key Highlights

**Q4 Revenue**
- $214.3M
  - Q/Q 1.8%; 1.3% in CC
  - Y/Y 21.7%, 21.8% in CC

**FY 19 Revenue**
- $793.3M
  - Y/Y growth of 17.1%; 18.2% in CC

**FY 19 EBITDA**
- $124.8M, 15.7%
  - Y/Y growth of 17.1%, maintained margin
  - Q4 EBITDA: $33.6M, 15.7%

**FY 19 EPS**
- ₹21.52
  - Y/Y growth of 9.5%
  - Non GAAP EPS of ₹22.60; Y/Y growth of 15.0%

**Q4 NN Wins**
- $30M
  - FY 19 NN wins – $130M
  - Strong order book on existing and new clients

**Closing Headcount**
- 19,999
  - Net addition: Q4 - 937, FY19 - 3794
  - Freshers addition (Gross): Q4-165, FY19 - 631
Q4 2019 Business Update
# Q4 19 | Financial Performance

<table>
<thead>
<tr>
<th>Amounts in US$ M</th>
<th>Q4 2019</th>
<th>Q3 2019</th>
<th>GROWTH QoQ</th>
<th>Q4 2018</th>
<th>GROWTH YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>214.3</td>
<td>210.5</td>
<td>1.8%</td>
<td>176.1</td>
<td>21.7%</td>
</tr>
<tr>
<td>EBITDA</td>
<td>31.9</td>
<td>34.7</td>
<td>-8.0%</td>
<td>28.1</td>
<td>13.6%</td>
</tr>
<tr>
<td>EBITDA %</td>
<td>14.9%</td>
<td>16.5%</td>
<td>-1.6%</td>
<td>15.9%</td>
<td>-1.1%</td>
</tr>
<tr>
<td>EBITDA (post RSU)</td>
<td>33.6</td>
<td>33.8</td>
<td>-0.7%</td>
<td>26.8</td>
<td>25.3%</td>
</tr>
<tr>
<td>EBITDA %</td>
<td>15.7%</td>
<td>16.1%</td>
<td>-0.4%</td>
<td>15.2%</td>
<td>0.4%</td>
</tr>
<tr>
<td>EBIT (post RSU)</td>
<td>28.6</td>
<td>29.2</td>
<td>-2.1%</td>
<td>24.6</td>
<td>16.3%</td>
</tr>
<tr>
<td>EBIT %</td>
<td>13.3%</td>
<td>13.9%</td>
<td>-0.5%</td>
<td>14.0%</td>
<td>-0.6%</td>
</tr>
<tr>
<td>PAT</td>
<td>23.5</td>
<td>26.1</td>
<td>-9.8%</td>
<td>17.2</td>
<td>36.9%</td>
</tr>
<tr>
<td>PAT %</td>
<td>11.0%</td>
<td>12.4%</td>
<td>-1.4%</td>
<td>9.7%</td>
<td>1.2%</td>
</tr>
<tr>
<td>EPS Basic (INR)</td>
<td>5.62</td>
<td>6.16</td>
<td>-8.7%</td>
<td>4.15</td>
<td>35.6%</td>
</tr>
</tbody>
</table>
Revenue Walk | QoQ

Q3 19: 210.5
Forex: 1.0
Mix: (3.9)
Bill Rates: (2.0)
Calendar/Furlough: (7.1)
Volume: 15.8
Q4 19: 214.3

Increase
Decrease

$M
EBITDA Walk | QoQ

% of revenue

- Gross Margin
  - Q3 19: 16.1
  - Forex: 0.2
  - Mix: 0.4
  - Bill Rates: (0.7)
  - Calendar/ Furlough: (0.9)
  - Increments: (0.6)
  - Utilization: 0.5
  - SG&A: 1.2
  - ESOP: 15.7

- Increase
- Decrease

*EBITDA (post ESOP cost)*
## Q4 19 | GAAP to Non-GAAP Reconciliation

<table>
<thead>
<tr>
<th>Amounts in $ M</th>
<th>PBT</th>
<th>Tax</th>
<th>PAT</th>
<th>EPS* (INR)</th>
<th>Q3 ’19</th>
<th>Q4 ’18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported (GAAP numbers)</td>
<td>28.4</td>
<td>4.9</td>
<td>23.5</td>
<td>5.62</td>
<td>6.16</td>
<td>4.15</td>
</tr>
<tr>
<td>Q4 ‘19 GAAP EPS Change</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-0.54</td>
<td>1.48</td>
</tr>
<tr>
<td>% Change</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-8.7%</td>
<td>35.6%</td>
</tr>
</tbody>
</table>

### Non-GAAP Adjustments

<table>
<thead>
<tr>
<th></th>
<th>PBT</th>
<th>Tax</th>
<th>PAT</th>
<th>EPS* (INR)</th>
<th>Q3 ’19</th>
<th>Q4 ’18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amortization of intangibles</td>
<td>1.6</td>
<td>0.4</td>
<td>1.1</td>
<td>0.27</td>
<td>6.46</td>
<td>4.15</td>
</tr>
<tr>
<td>NPV of deferred payments</td>
<td>0.2</td>
<td>0.1</td>
<td>0.1</td>
<td>0.03</td>
<td>-0.53</td>
<td>1.79</td>
</tr>
<tr>
<td>Adjusted Non-GAAP</td>
<td>30.2</td>
<td>5.4</td>
<td>24.8</td>
<td>5.93</td>
<td>-8.2%</td>
<td>43.1%</td>
</tr>
</tbody>
</table>

### Q4 ‘19 Non-GAAP EPS Change

<table>
<thead>
<tr>
<th></th>
<th>Q3 ’19</th>
<th>Q4 ’18</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Change</td>
<td>-8.2%</td>
<td>43.1%</td>
</tr>
</tbody>
</table>

**Note:** Marginal tax rate considered is 27.5%

*Basic EPS
Improved Depth of Customer Relationships

Client Contribution for Q4 19 and Q4 18

<table>
<thead>
<tr>
<th></th>
<th>Q4 19</th>
<th>Q4 18</th>
<th>Contribution Change YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 5 Clients</td>
<td>33.4%</td>
<td>42.0%</td>
<td>-8.5%</td>
</tr>
<tr>
<td>Top 10 Clients</td>
<td>43.4%</td>
<td>51.6%</td>
<td>-8.2%</td>
</tr>
</tbody>
</table>

- Account classification based on LTM revenue
Key Wins

USD 30 million NN Deal wins in Q4-19

- Application Upgrade for a major Asian educational institute
- Guidewire Consulting for a leading European insurance provider
- Infrastructure Transformation for a leading European healthcare solutions provider
- Contact Center Transformation for a leading European tours and travels agency
- Infrastructure Automation for a leading US-based banking and financial services company

EN momentum continues to be robust*

- Testing Automation for one of the largest automobile manufacturer globally
- Application Support and Maintenance for a leading electronics manufacturer
- Business Process Transformation for one of the largest US-based private bank
- Application Support and Maintenance for a leading healthcare and clinical research firm
- Customer Experience Transformation for one of Asia’s largest real estate company
- S4/Hana Support and Maintenance for a leading European Utility company

* EN mentions for the full year
Employee Metrics

Utilization at planned levels

Utilization

- Q4 2017: 80.9%
- Q1 2018: 81.3%
- Q2 2018: 78.2%
- Q3 2018: 79.0%
- Q4 2018: 78.7%
- Q1 2019: 79.0%
- Q2 2019: 80.7%
- Q3 2019: 79.0%
- Q4 2019: 78.5%

Attrition stabilizing

Attrition

- Q4 2017: 13.1%
- Q1 2018: 13.4%
- Q2 2018: 14.4%
- Q3 2018: 15.7%
- Q4 2018: 17.0%
- Q1 2019: 18.2%
- Q2 2019: 18.2%
- Q3 2019: 17.3%
- Q4 2019: 15.8%
Q4 19 | Broad based growth across portfolio

GEOGRAPHY GROWTH QoQ | GROWTH YoY
North America 0.5% | 17.8%
Europe 7.4% | 62.8%
APAC 2.8% | -1.9%
TOTAL 1.8% | 21.7%

VERTICAL GROWTH QoQ | GROWTH YoY
BFS -6.3% | 2.7%
GTT 3.1% | 26.4%
H&I 10.7% | 33.6%
M&C 8.5% | 46.0%
HTPS 2.8% | 33.1%
TOTAL 1.8% | 21.7%

HORIZONTAL GROWTH QoQ | GROWTH YoY
ADM -1.6% | 40.4%
ES 1.9% | 17.2%
DA 1.3% | 8.8%
BIBA -1.3% | -1.7%
BPS 4.2% | 39.4%
IMS 13.3% | 9.6%
TOTAL 1.8% | 21.7%
FY 2019 Business Update
## FY 19 | Financial Performance

<table>
<thead>
<tr>
<th>Amounts in US$ M</th>
<th>FY 2019</th>
<th>FY 2018</th>
<th>GROWTH YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>793.3</td>
<td>677.7</td>
<td>17.1%</td>
</tr>
<tr>
<td>EBITDA</td>
<td>125.3</td>
<td>112.1</td>
<td>11.7%</td>
</tr>
<tr>
<td><strong>EBITDA %</strong></td>
<td><strong>15.8%</strong></td>
<td><strong>16.5%</strong></td>
<td><strong>-0.8%</strong></td>
</tr>
<tr>
<td>EBITDA (post RSU)</td>
<td>124.8</td>
<td>106.7</td>
<td>17.1%</td>
</tr>
<tr>
<td><strong>EBITDA %</strong></td>
<td><strong>15.7%</strong></td>
<td><strong>15.7%</strong></td>
<td><strong>0.0%</strong></td>
</tr>
<tr>
<td>EBIT (post RSU)</td>
<td>110.2</td>
<td>97.1</td>
<td>13.4%</td>
</tr>
<tr>
<td><strong>EBIT %</strong></td>
<td><strong>13.9%</strong></td>
<td><strong>14.3%</strong></td>
<td><strong>-0.4%</strong></td>
</tr>
<tr>
<td>Transaction Expense</td>
<td>(2.4)</td>
<td>0.0</td>
<td>NA</td>
</tr>
<tr>
<td>PAT</td>
<td>91.1</td>
<td>84.8</td>
<td>7.4%</td>
</tr>
<tr>
<td><strong>PAT %</strong></td>
<td><strong>11.5%</strong></td>
<td><strong>12.5%</strong></td>
<td><strong>-1.0%</strong></td>
</tr>
<tr>
<td>EPS Basic (INR)</td>
<td>21.52</td>
<td>19.65</td>
<td>9.5%</td>
</tr>
</tbody>
</table>
## FY 19 | GAAP to Non-GAAP Reconciliation

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th></th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amounts in $M</strong></td>
<td>PBT</td>
<td>Tax</td>
<td>PAT</td>
</tr>
<tr>
<td>Reported (GAAP numbers)</td>
<td>110.7</td>
<td>19.6</td>
<td>91.1</td>
</tr>
<tr>
<td><strong>2019 GAAP EPS Change</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-GAAP Adjustments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Cost</td>
<td>2.4</td>
<td>0.7</td>
<td>1.8</td>
</tr>
<tr>
<td>Amortization of intangibles</td>
<td>3.4</td>
<td>0.9</td>
<td>2.5</td>
</tr>
<tr>
<td>NPV of deferred payments</td>
<td>0.4</td>
<td>0.1</td>
<td>0.3</td>
</tr>
<tr>
<td>Adjusted Non-GAAP</td>
<td>117.0</td>
<td>21.3</td>
<td>95.7</td>
</tr>
<tr>
<td><strong>2019 Non-GAAP EPS Change</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Change</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Marginal tax rate considered is 27.5%

*Basic EPS
FY 19 | Broad based growth across portfolio

**GEOGRAPHY GROWTH YoY**
- North America: 15.5%
- Europe: 38.7%
- APAC: 1.9%
- TOTAL: 17.1%

**VERTICAL GROWTH YoY**
- BFS: 5.5%
- GTT: 5.2%
- H&I: 28.3%
- M&C: 31.1%
- HTPS: 33.3%
- TOTAL: 17.1%

**HORIZONTAL GROWTH YoY**
- ADM: 26.1%
- ES: 7.4%
- DA: 7.0%
- BIBA: -1.2%
- BPS: 31.1%
- IMS: 24.2%
- TOTAL: 17.1%
Guidance for 2020

Revenue:
• FY Revenue growth of 15% - 17%
• Majority of growth will happen from Q2 (calendar impact, deal ramp up)

EBITDA (post ESOP cost):
• EBITDA% at 15% - 16%

Dividend:
• Dividend of ₹ 8 for FY 2020
Finance Update
Q4 19 & FY 19 Performance

Key Highlights

- **Q4’19 revenue of $ 214.3 M**
  - Q/Q growth of 1.8%, 1.3% in CC
  - Y/Y growth of 21.7%, 21.8% in CC

- **Q4’19 revenue of INR 15,288 M**
  - Q/Q growth of 3.2% and Y/Y growth of 22.1%

- **FY19 revenue of $ 793.3 M**
  - Y/Y growth of 17.1%, 18.2% in CC

- **FY19 revenue of INR 55,825 M**
  - Y/Y growth of 20.1%
# Outstanding Hedge Position and Rates

<table>
<thead>
<tr>
<th>Currency Pair</th>
<th>Q4'19</th>
<th>Avg. Rate (Previous Qtrs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amount (Mn.)</td>
<td></td>
</tr>
<tr>
<td>USDINR ($)</td>
<td>212.02</td>
<td>74.85</td>
</tr>
<tr>
<td>EURINR (€)</td>
<td>6.60</td>
<td>89.02</td>
</tr>
<tr>
<td>GBPINR (£)</td>
<td>13.60</td>
<td>99.14</td>
</tr>
<tr>
<td><strong>Total ($)</strong></td>
<td><strong>237.37</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Note** -

1. Hedges outstanding are full-term hedges.
2. EUR converted @ 1.1220/USD & GBP converted @ 1.3194/USD
3. Avg. Rate = Average of the forward rate at which the hedges have been booked.
• Q4’19 registered a forex gain of $ 0.1 M

• Forex Gains expected in next two quarters basis Q4 closing exchange rate of INR 71.38 per USD are:
  • Q1’20 ~ $0.5 M
  • Q2’20 ~ $1.1 M
Balance Sheet & Other Updates

Cash Balance ($M)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4'18</th>
<th>Q1'19</th>
<th>Q2'19</th>
<th>Q3'19</th>
<th>Q4'19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>119.5</td>
<td>125.9</td>
<td>25*</td>
<td>29.9</td>
<td>35.4</td>
</tr>
</tbody>
</table>

*Cash balance after payment towards acquisition

Dividend (INR per share)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4'18</th>
<th>Q1'19</th>
<th>Q2'19</th>
<th>Q3'19</th>
<th>Q4'19*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>2.5</td>
<td>2.5</td>
<td>1.5</td>
<td>2.0</td>
<td>2.5</td>
</tr>
</tbody>
</table>

Effective Tax Rate (%)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>FY'16</th>
<th>FY'17</th>
<th>FY'18</th>
<th>FY'19</th>
<th>Q1'19</th>
<th>Q2'19</th>
<th>Q3'19</th>
<th>Q4'19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate (%)</td>
<td>25.2%</td>
<td>22.0%</td>
<td>19.7%</td>
<td>17.7%</td>
<td>18.4%</td>
<td>17.9%</td>
<td>17.4%</td>
<td>17.3%</td>
</tr>
</tbody>
</table>

Capex: $4.6M in Q4’19, $17.1M in FY19

DSO (days)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4'18</th>
<th>Q1'19</th>
<th>Q2'19</th>
<th>Q3'19</th>
<th>Q4'19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>81</td>
<td>74</td>
<td>77</td>
<td>76</td>
<td>80</td>
</tr>
</tbody>
</table>

Dividends:

- **Cash balance after payment towards acquisition**
- **Final dividend subject to shareholder approval. Excluding dividend tax.**
Innovative Services
Passionate Employees
Delighted Customers

Thank you
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