Keynote address
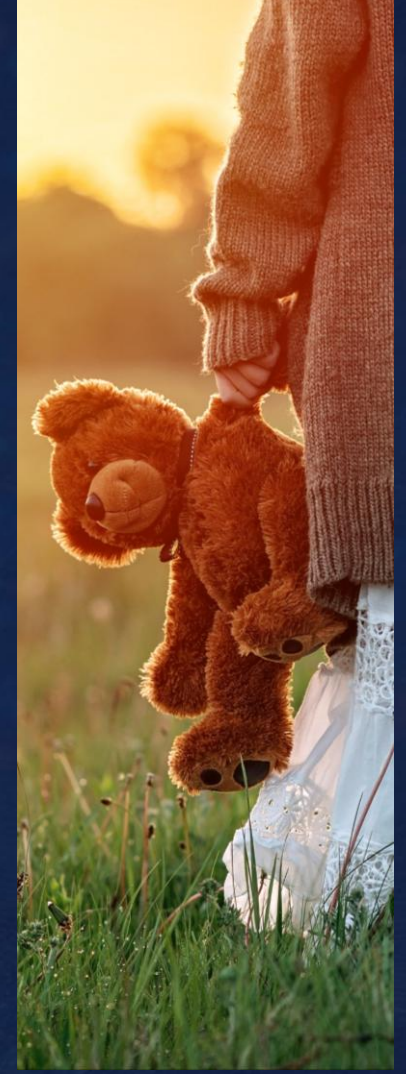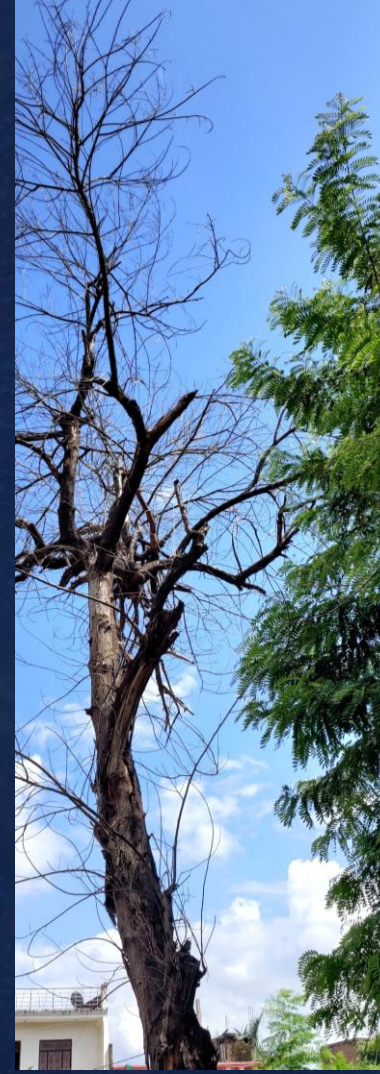
Ritesh Idnani

MD and CEO, Firstsource

The state of the world

Geopolitical shifts

Anthropological shifts
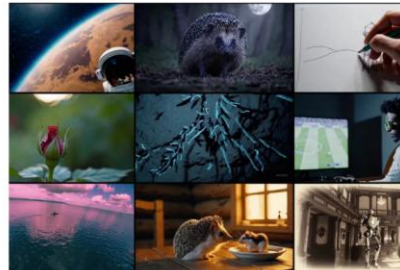
Technological shifts

AI: EU agrees landmark deal on regulation of artificial intelligence

Stability AI unveils smaller, more efficient 1.6B language model as part of ongoing innovation

Apple releases OpenELM: small, open source AI models designed to run on-device

This startup is setting a DALL-E 2-like AI free, consequences be damned

The Brilliance and Weirdness of ChatGPT

A new chatbot from OpenAI is inspiring awe, fear, stunts and attempts to circumvent its guardrails.

Meta heats up Big Tech's AI arms race with new language model

+OPENAI +AI +NEWS
OpenAI has finally released Sora

/ OpenAI's video-generating AI tool is now available, and if you have the $200 per month ChatGPT Pro plan, you can prompt it for 1080p videos up to 20 seconds long.

by +Emma Roth, +Kylie Robison, and +Richard Lawler
Dec 9, 2024, 11:46 PM GMT+5:30

Free users can still browse a feed of AI-generated videos created by the community.
Screenshot: OpenAI   46 Comments (All New)

OpenAI announces ChatGPT successor GPT-4

Google's Bard chatbot launches in US and UK

From Tuesday users can join waiting list for access to technology that firm hopes will rival Bing Chat and ChatGPT

Microsoft Unveils Microsoft 365 Premium: A Bold Leap into AI-Powered Productivity

ElevenLabs' Mati Staniszewski: Why Voice Will Be the Fundamental Interface for Tech

Reshaping the GenAI Landscape: Part 3 - The Future of Hardware Computing

A.I. Poses 'Risk of Extinction,' Industry Leaders Warn

Leaders from OpenAI, Google DeepMind, Anthropic and other A.I. labs warn that future systems could be as deadly as pandemics and nuclear weapons.

The velocity of change is faster than the ability of the human mind to comprehend the same

What has Firstsource been doing since we last met?

Our industry is also undergoing a 'Tech'-tonic shift

Traditional Outsourcing

- Cost
- Quality

Late 1990s

Labor Arbitrage Era

- Cost
- Process
- Predictability
- Scale

2000 - 2024

Technology Arbitrage Era

- Domain depth
- Technology contextualized to domain
- Business outcomes
- Agility

2024 onwards

UnBPO™

building a business for the technology arbitrage era

The UnBPO™ Playbook to unlock outsized value

Pillars

Re-imagining Operations

Re-engineering Talent

Re-building Technology

Key Tenets

	Re-imagining Operations
01	AI Centers of excellence
02	Deep domain expertise
03	Non-linear, outcome-driven approaches

	Re-engineering Talent
04	Future of work – Who, How & What
05	Roles that create outsized value (Value creators)
06	Hyper-personalized skilling

	Re-building Technology
07	Productized services
08	Technology for leverage
09	Integrating AI into everything
10	Orchestrating partnerships

Challenging every step of the value chain

End to end agent journey

Onboarding	Training & learning	Forecasting and scheduling	Quality & Compliance
• AI based profile screening • AI powered interviews	• AI Coach • Immersive virtual learning lab	• AI enabled forecasting tools • AI based RTA copilot	• QA Automation • Automated L1 Compliance checks
Eliminating bias in recruitment Flexibility for candidate schedules	Speed to competency improved by 25% Training time reduced by 20%	90% dynamic scheduling Forecasting accuracy improved by 15%	Audit 100% sample on key metrics Comprehensive insights on key KPIs

Building the future of work technology stack

Workforce
redesign
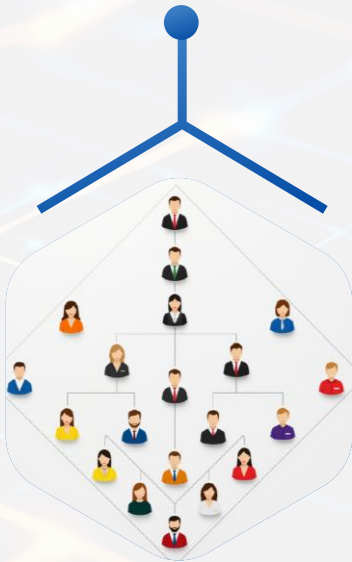
Integration of
human expertise
and AI orchestration

Revolutionization
of change
management

Workflow
orchestration

Agentic
workflow
implementation

Gig workforce
enablement

Making frontier foundational models better

Domain

Science, Math, Literature, Current Events, Education, Economics, History, Biology, Chemistry, Physics, Coding, Law, Medicine....

Modalities

Image, Text, Audio, Video, Multimodal AI, Synthetic Data, 3D Models/Vectors....

Language

Japanese, Cantonese, Korean, Mandarin, Portuguese, Spanish, Russian, Turkish, Arabic, German, French, English....

Services Offering

Content Creation & Collections | Data Annotation & Labelling | Content Annotation & Evaluation | Content Moderation | Data Editing | SFT | RLHF | Red Teaming | Model Validation | Fine-tuning | Continuous Optimization | Safety and Maintenance | Benchmarking | Forecasting Models

Ensuring a tech-first/partner-first mindset

Hyperscalers	Google · Microsoft · aws
CX	yellow.ai · zenarate · sanas · OBSERVE·AI · kore.ai · CRESTA · centrical · KNOWMAX · XSELL TECHNOLOGIES · TechSee · parloa
Verticals	Prodigal · atlas · HEALTHEDGE · EXPONENTIAL AI · Autonomize · pasabi · RISA · finvi · ScaleCred · Prosper
Automation & Process Management	celonis · SOROCO · UiPath · TRUE · AUTOMATION ANYWHERE · evoluteiq Absolute.Automation
Strategic Investments	lyzr · Applied AI. · BUDDI AI

Building AI literacy across the enterprise

Broad-based programs	Tiered pathway programs	Experimental programs	Gamified programs	Leadership programs
All employees Across roles and levels	**Everyone** Role-specific depth	**Cross-functional teams** Tech & non-tech	**All employees** Focus on engagement	**Executives, managers** Board-level leaders
Delivery format • Short e-learning modules • Internal learning hubs • Quick videos	**Delivery format** • Multi-level certifications • Workshops • Blended online/offline learning	**Delivery format** • Hackathons • Sandbox labs • Real problem-solving challenges	**Typical Duration** • Ongoing or in cycles (monthly/weekly)	**Delivery format** • Executive bootcamps • Workshops • Strategy simulations • University partnerships

Being purpose-led

CDP

'A' RATING
CDP Supplier Engagement
Assessment 2024

'B' RATING
CDP Climate Disclosure 2024

21,000+
hours of volunteering by
5,690 #SourceOfGood
champions in FY25 alone

SILVER | Top 15%
ecovadis
Sustainability Rating
FEB 2025

ecovadis

Carbon Management
Level - **Leader**

S&P Global
©S&P Global 2025.

Firstsource Solutions Limited
Professional Services

Top 5%

Corporate Sustainability
Assessment (CSA) 2024 Score

81/100   Score date
February 5, 2025   For terms of use, visit www.spglobal.com/yearbook

S&P Global
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Firstsource Solutions Limited
Professional Services

Industry Mover

Corporate Sustainability
Assessment (CSA) 2024

81/100   Score date
February 5, 2025   For terms of use, visit www.spglobal.com/yearbook

Collecting awards and accolades

Business

iSG
Features in The Booming 15 for third consecutive quarter

Firstsource named
PEAK MATRIX STAR PERFORMER 2025 — FINANCIAL CRIME AND COMPLIANCE OPERATIONS
PEAK MATRIX MAJOR CONTENDER 2025 — FINANCIAL CRIME AND COMPLIANCE OPERATIONS
in Everest Group's Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment 2025

Best Workplaces™ Building a Culture of Innovation by All — Great Place To Work. INDIA 2025

HFS
Featured among "Fastest Five" Service Providers

AVASANT RADARVIEW™ LEADER — Mortgage Business Process Transformation 2025

HFS Horizons
The Best Service Providers for Mortgage Reinvention, 2025
Horizon 3 Market Leader
Driving growth through ecosystem transformation
firstsource

NelsonHall TRANSFORM THROUGH INSIGHT
Leader - Overall, Back, Mid, Front
NelsonHall's Strategic Insights in RCM BPS NEAT

NelsonHall TRANSFORM THROUGH INSIGHT
Leader - Overall & Retention
Innovator – Sales
NelsonHall Conversational Commerce 2025

Everest Group®
Ranked among Top 25 Global BPS companies – fastest growing organically

AVASANT — Healthcare Payer Business Process Transformation 2025
Leader in Avasant's Healthcare Payer Business Transformation 2025 RadarView

Everest Group — Operationalizing Generative AI in HEALTHCARE Featured IT/BPM Provider 2025
Front Runner - Gen AI in Healthcare Payer
Everest Group

People and Culture

Best Unique/Innovative L&D Program
KC3: Reimagining the Future of Customer Experience

Best Competencies & Skill Development
BRIDGE: Cross-Cultural Competency Model

Best Use of a Blended Learning Program
Innovative Blends

Best Use of AI for Learning
AI Coach – We Make Learning Happen

Best Workplaces™ for Women — Great Place To Work. INDIA 2025
Best Companies To Work For — Great Place To Work. 2025

Grant Thornton
Ranked among top Indian employers - India Meets Britain Tracker 2025 UK

TOP 50 INSPIRING WORKPLACES WINNER 2025 UK & IRELAND
TOP 100 INSPIRING WORKPLACES WINNER 2025 NORTH AMERICA

SILVER AWARD — HR BRILLIANCE AWARDS — WINNER EMPLOYEE ENGAGEMENT IN HR

BRONZE 2025 STEVIE WINNER ASIA-PACIFIC STEVIE AWARDS

ESG

Supplier Engagement Leader — CDP 2024

Firstsource Solutions Ltd.
Professional Services
S&P Global CSA Score 2024
A key component of the S&P Global ESG Score
81 /100
As of February 5, 2025.
The S&P Global Corporate Sustainability Assessment (CSA) Score is the S&P Global ESG Score without the inclusion of any modeling approaches. S&P Global ESG Scores cannot be compared across industries. This measure a company's sustainability performance relative to industry counterparts. Learn more at spglobal.com/esg/scores
S&P Global — **Sustainable1**

WDi Workforce Disclosure Initiative
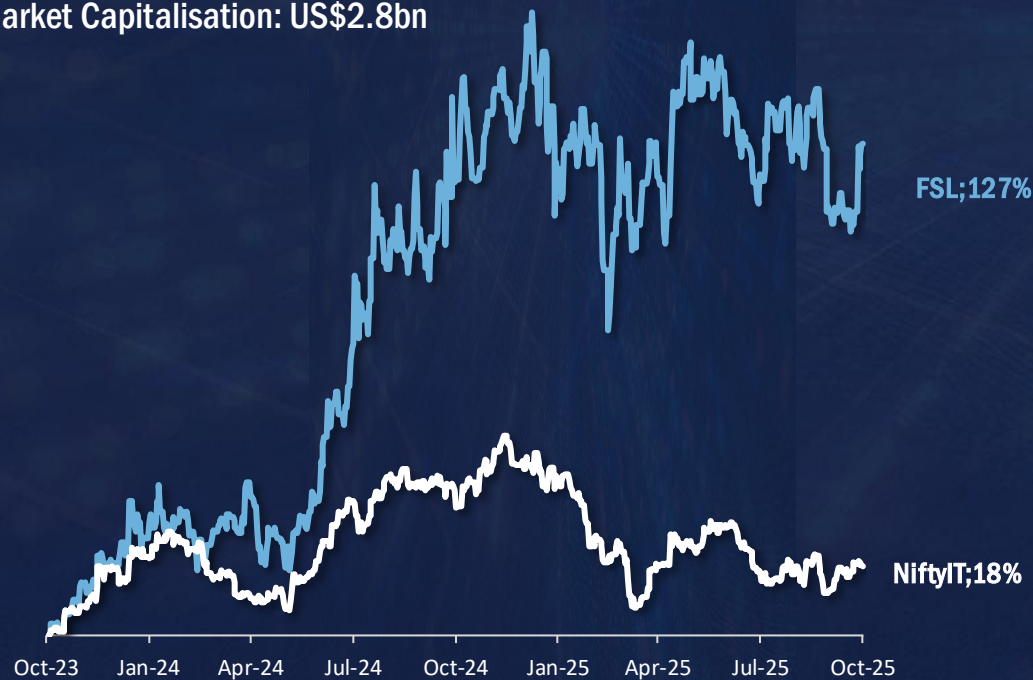Best First-Time Responder

Demonstrating strong financial performance

Gained <u>50 bps Market Share</u> Over Eight Quarters, Outpacing 15 Global Peers
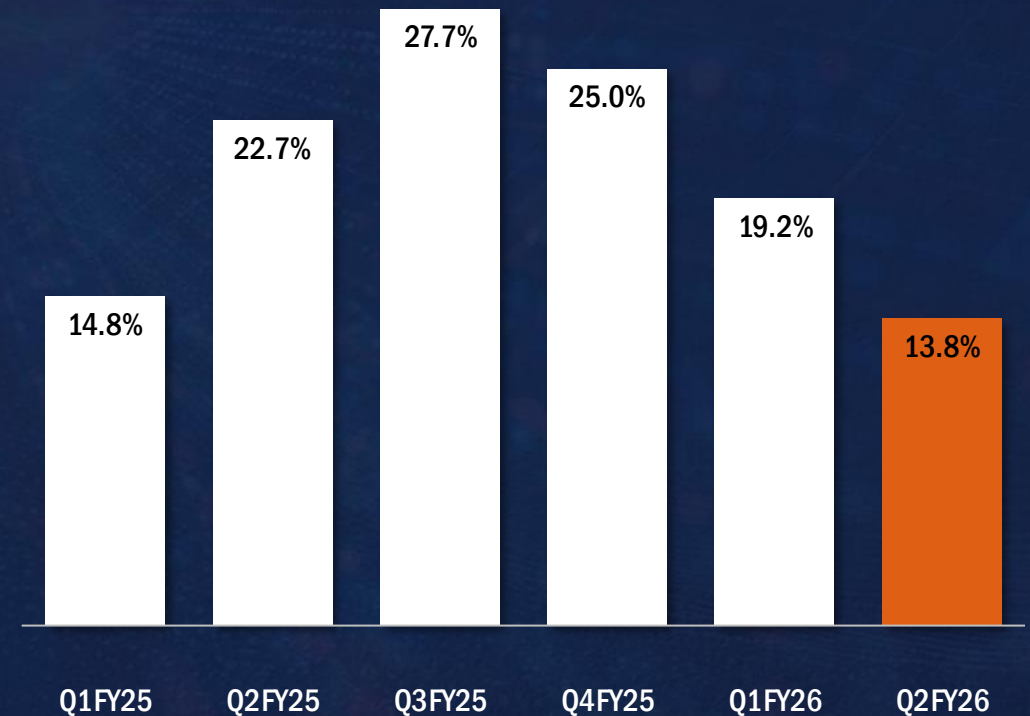
Stock performance: Last 2 years^

Total Shareholder Returns: 132%
Market Capitalisation: US$2.8bn

FSL;127%

NiftyIT;18%

Oct-23   Jan-24   Apr-24   Jul-24   Oct-24   Jan-25   Apr-25   Jul-25   Oct-25

^Till 31st October 2025

Avg. 20% YoY CC revenue growth: Last 6 Qtrs

Q1FY25	Q2FY25	Q3FY25	Q4FY25	Q1FY26	Q2FY26
14.8%	22.7%	27.7%	25.0%	19.2%	13.8%

How can you build an enduring business?

Lessons from the Shinese

The oldest company in the world, Kongō Gumi, has operated for an astonishing 1,445 years since constructing its first Buddhist temple in 578.

They prioritize long-term sustainability over short-term profits

They invest in building community during crises

They maintain deep core values while adapting their methods

Navigating the unknown unknown

1. **Build capabilities that are modular**

2. **Invest in talent that is adaptable**

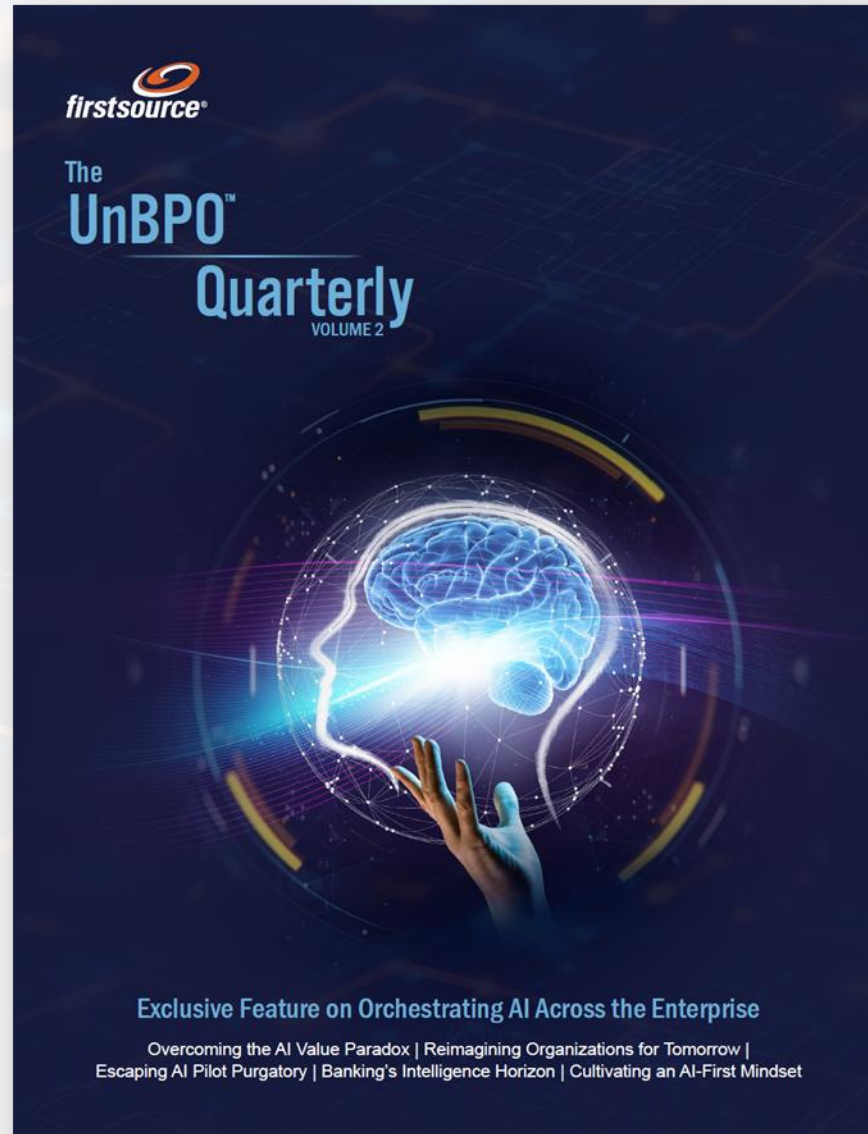# 3. Experiment strategically without over committing

Agility and conviction can co-exist

The future is not near.
It's here.

The UnBPO™ Quarterly

firstsource

The UnBPO™ Quarterly
VOLUME 2

Exclusive Feature on Orchestrating AI Across the Enterprise

Overcoming the AI Value Paradox | Reimagining Organizations for Tomorrow |
Escaping AI Pilot Purgatory | Banking's Intelligence Horizon | Cultivating an AI-First Mindset

emerGence

FIRSTSOURCE CXO SUMMIT UK 2025

The Brave New World of UnBPO™

Firstsource is a specialized global leader providing business process services and an RP-Sanjiv Goenka Group company. Spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, Retail, and other diverse industries, we 'make it happen' for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. With a global footprint across US, UK, India, Philippines, Mexico, Romania, Turkey, Trinidad & Tobago, South Africa, and Australia, our inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPOTM - our differentiated approach to reimagining traditional outsourcing - to deliver real-world, future-focused solutions that drive speed, scale, and smarter decision, turning transformation into tangible results for our clients.

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