

9th December 2020

To,

National Stock Exchange of India Limited (stock code: "FSL")
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex,
Bandra (East)
Mumbai - 400 051

BSE Limited (stock code: 532809)
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Press Release

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, please find attached herewith the press release titled "**Firstsource and Celonis partner to unlock business performance and accelerate digital transformation for enterprises**" which will be disseminated shortly. The Press release is self-explanatory.

We request you to take the above on record.

Thanking you,

For Firstsource Solutions Limited

Anambii
Pooja Nambiar
Company Secretary & Compliance Officer
Encl.: A/a

FIRSTSOURCE SOLUTIONS LTD.,

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Firstsource and Celonis partner to unlock business performance and accelerate digital transformation for enterprises

Mumbai, December 9, 2020: Firstsource Solutions Limited (NSE: FSL, BSE:532809), a global provider of Business Process Management (BPM) services and a RP-Sanjiv Goenka Group company, and Celonis, the global leader in Execution Management Systems (EMS), today announced a strategic partnership that will enable businesses to quickly identify and eliminate process constraints, driving agility and optimizing outcomes.

The partnership combines Firstsource's deep domain expertise with Celonis' AI-powered technologies to accelerate digital transformation and drive value for enterprises. The Celonis Execution Management System (EMS) enables businesses across industries to maximize their execution capacity by leveraging process mining technology to extract real-time data from source systems to identify and close execution gaps.

Venkatgiri Vandali, President, Health Plans and Healthcare Services at Firstsource Solutions, said: "Enterprises are looking beyond cost control – they are turning to process optimization to generate guaranteed business outcomes. Our deep domain and process expertise coupled with Celonis' AI-powered Execution Management technology will help enterprises rapidly reimagine their processes and deliver improved business outcomes."

Sundara Sukavanam, Chief Digital Officer at Firstsource Solutions, said: "Businesses are looking to drive agile, data-driven responses while maximizing returns on their digital transformation investments. Firstsource's 'Digital First, Digital Now' approach and process expertise combined with Celonis' EMS enables enterprises to close the most impactful execution gaps and transcend their digital transformation initiatives."

Malhar Kamdar, Chief Ecosystem Officer at Celonis, commented: "Enterprises have several opportunities to accelerate digital transformation by linking strategy to operational resilience – something that cost prohibitive traditional process modeling has failed to deliver. With more than 2,000 implementations under its belt, Celonis understands how processes work. We partner with leading ecosystem players such as Firstsource Solutions, to unify their in-depth expertise and domain knowledge in specialized industries with our revolutionary AI-enabled, data-driven technology. The powerful blend of Celonis EMS and Firstsource capabilities drives competitive advantage by helping enterprises strengthen operations, simplify compliance, prioritize cost-effective actions, bolster working capital, and enhance customer satisfaction.

This partnership will act as a force multiplier for digital initiatives executed by the Firstsource Health Plans and Healthcare Services business, playing a vital role in the identification of the right opportunities to automate and improve process efficiencies such as enhancing the interplay between Claims and Contact Center operations to amplify results.

About Firstsource Solutions:

Firstsource Solutions Limited, a RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, and other industries. Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage. With an established presence in the US, the UK, India, and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies. www.firstsource.com

About Celonis

Celonis believes that every company can unlock its full execution capacity. Powered by its market-leading process mining core, the Celonis Execution Management System provides a set of instruments, applications, and developer studio and platform capabilities for business executives and users. The Celonis EMS offerings help companies manage every facet of execution management from analytics to strategy and planning, management, actions, and automation. Celonis has thousands of customers, including ABB, AstraZeneca, Bosch, Coca-Cola, Citibank, Dell, GSK, John Deere, L'Oréal, Siemens, Uber, Vodafone, and Whirlpool. Celonis is headquartered in Munich, Germany, and New York City, USA, and has 15 offices worldwide.

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