



Company Factsheet

About Us

Established in **2001**

Revenues of **INR 51.0 Billion**
(approximately \$685 Million) in FY2021

27,916 Firstsourcers
across US, UK, India and Philippines

Leaders in chosen segments
across Banking & Financial Services,
Healthcare, Communications, Media
& Technology

150+ global clients including
17 Fortune 500 companies and 9
FTSE 100 companies

**Publicly Traded on
Indian Stock Exchanges**

NSE: FSL
Reuters: FISO.BO

BSE: 532809
Bloomberg: FSOL@IN



Digital First, Digital Now.

Firstsource Solutions Limited, an 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 150 leading global brands, including several Fortune 500 and FTSE 100 companies.



Our 'Digital First, Digital Now' approach capitalizes on rapid advancements in Cloud, Software as a Service (SaaS) and automation technologies to build powerful digital ecosystems that supplement human expertise and redefine performance. We are strengthening our Digital Services Practice to meet the automation, process design and analytics needs of our clients across Healthcare, BFSI and CMT industries. The second pillar of our Digital strategy is platform-based services (e.g. Digital Collections), targeting discrete business functions, with an integrated IT, operations and infrastructure solution, to drive better outcomes for clients and higher margins for us.

The approach is as much about creating leading-edge digital solutions for our clients as it is about instilling a digital-first mindset within the organization. Our core functions of hiring, training and operations management are increasingly being digitized. The goal is to make the best use of technology to optimize human interaction and harmonize the human-machine relationship in order to produce the greatest impact. We are working towards creating digital citizens and champions within Firstsource to spearhead the digital-first approach across internal operations as well as client processes.

Reacch our Values

RISK-TAKING

Dare to go beyond.

Challenge status quo every day.
Be strategic. Be ambitious. Be resilient.



AGILITY

Move ahead of time quickly.

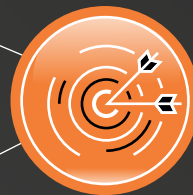
Stay nimble, adapt fast and learn constantly with a 'Digital First' mindset.



EXECUTION EXCELLENCE

Strive to be the best.

Collaborate, co-create and drive excellence.



CUSTOMER FIRST

Keep customer at the core of every action.



CREDIBILITY

Instill trust, confidence and accountability.

Seek answers rooted in 'what's right' and not 'who's right'.



HUMANENESS

Be fair, respectful, transparent and sensitive.

Care for your community; act responsibly towards environment.



Partnering with the Leaders

We specialize in helping our clients stay ahead of the curve through our 'Digital First, Digital Now' approach.



950+
Hospitals in the US



1 of Top 2
Broadcasting and media
companies in the UK



1 of Top 3
Utility companies in the UK



2 of Top 6
Telecom and broadcasting
companies in the US



3 of Top 6
Retail banks in the UK



4 of Top 10
Lenders in the US



5 of Top 10
Health insurance/ managed
care companies in the US



5 of Top 10
Mortgage servicers in the US



5 of Top 10
Credit card issuers in the US

Verticals we operate in



Banking and Financial Services

We operate across a wide-array of segments – Retail & SME Banking, Mortgages, Collections, Commercial Finance and Fintech. Our technology-led solutions are focused on improving customer experience, driving digital transformation and delivering process efficiencies, helping industry players drive differentiation.



Healthcare

We are among a select few BPM players catering to clients in both Provider and Health Plans segments. We harness our deep understanding of the intricacies of information exchange between the two segments, simplifying the financial experience and optimizing outcomes for patients, hospitals and health plans.



Communications, Media & Technology (CMT)

Our digital offerings enable CMT and Born Digital companies to create a seamless customer experiences at speed and scale across channels – delivering the Moments that Matter and powering growth.



Diversified Industries

Our advanced tools and platforms, underpinned by Intelligent Automation, help Utilities and Government entities improve customer experience while lowering costs and ensuring compliance. Our wide-ranging solutions span customer support, back-office activities and complaints handling.

Our Service Offerings

As a strategic digital transformation partner for global businesses, we design, innovate and implement solutions that improve the agility and efficiency of business processes and address evolving customer expectations. Our 'Digital First, Digital Now' approach, coupled with industry-leading partnerships, delivers tailored solutions to meet clients' evolving needs.



Digitally Empowered Contact Center:

We have revamped our contact center offering by using a mix of in-house tools and world class product partnerships for the omni-channel, on demand needs of a contemporary enterprise. We are sharply focused on applying these Digital elements in the context of a client or an industry problem to deliver specific business outcomes.



Intelligent Back-office:

Our Intelligent Back-office makes process lean and agile by deploying a broad range of automation technologies. This frees up human bandwidth and ingenuity to handle complex workloads and boost creativity.



Platforms, Automation and Analytics:

We believe a big part of the BPM demand will morph into BPaaS or Platform based services. We are focused on purpose-built Platforms for solving specific industry pain points and outlining opportunity areas, for example, Digital Collections for receivables management, Digital Intake for HealthPlan Claims & Correspondence. These deliver significantly better outcomes for clients and higher margins for us. Automation services for clients retained operations is an on-going focus area.



Know the leadership team



Vipul Khanna
MD & Chief Executive Officer



Dinesh Jain
Chief Financial
Officer



Prashanth Nandella
Chief Operating
Officer



Randall Shafer
Healthcare
Provider



Lauralea Tanner
Head - Healthcare
Provider Markets



Venkatgiri Vandali
Head - Health Plans
& Healthcare Services



Deb Biswas
Head - Communications,
Media & Technology



Siddharth Parashar
Head - Europe



Arjun Mitra
Head - Collections



Steven Schachter
Head - Mortgage



Shuchika Sahay
Chief Human
Resources Officer



Sundara Sukavanam
Chief Digital
Officer



Rajlakshmi Raghavan
Marketing &
Communications

Our People, Our Power

Our people are integral to our success. Our 'People-First' strategy puts people at the heart of everything we do and focuses on bringing out the best in them. Our technology-integrated talent management approach across the employee lifecycle, combined with our digitalized offerings, helps people maximize their potential. Gamified employee engagement and targeted learning and development (L&D) initiatives from the Firstsource Learning Academy build functional, technical and leadership competencies in our multi-generational and multi-cultural global workforce. We actively strive to promote an inclusive environment that embraces, respects and leverages the diversity of our employees, customers, clients and the communities we operate in.



Industry Associations



Awards & Accolades

Welsh Contact Center Awards



2020: Contact Center Manager of the Year

2019: Gold for People Engagement

2018: Gold for Outsourced Contact Center of the Year and People Engagement

Contact Center Network Northern Ireland Awards



2020: Best Homeworking Programme for Derry Center

2019: Outsourced Contact Center of the Year award with our client

2018: Won in the Support Team of the Year category

Everest Group



Ranked as top Business Process Services (BPS) provider in 'BPS Top 50™' report.

Firstsource was also placed as Top 10 Service Providers by Growth by the industry research firm.

NelsonHall

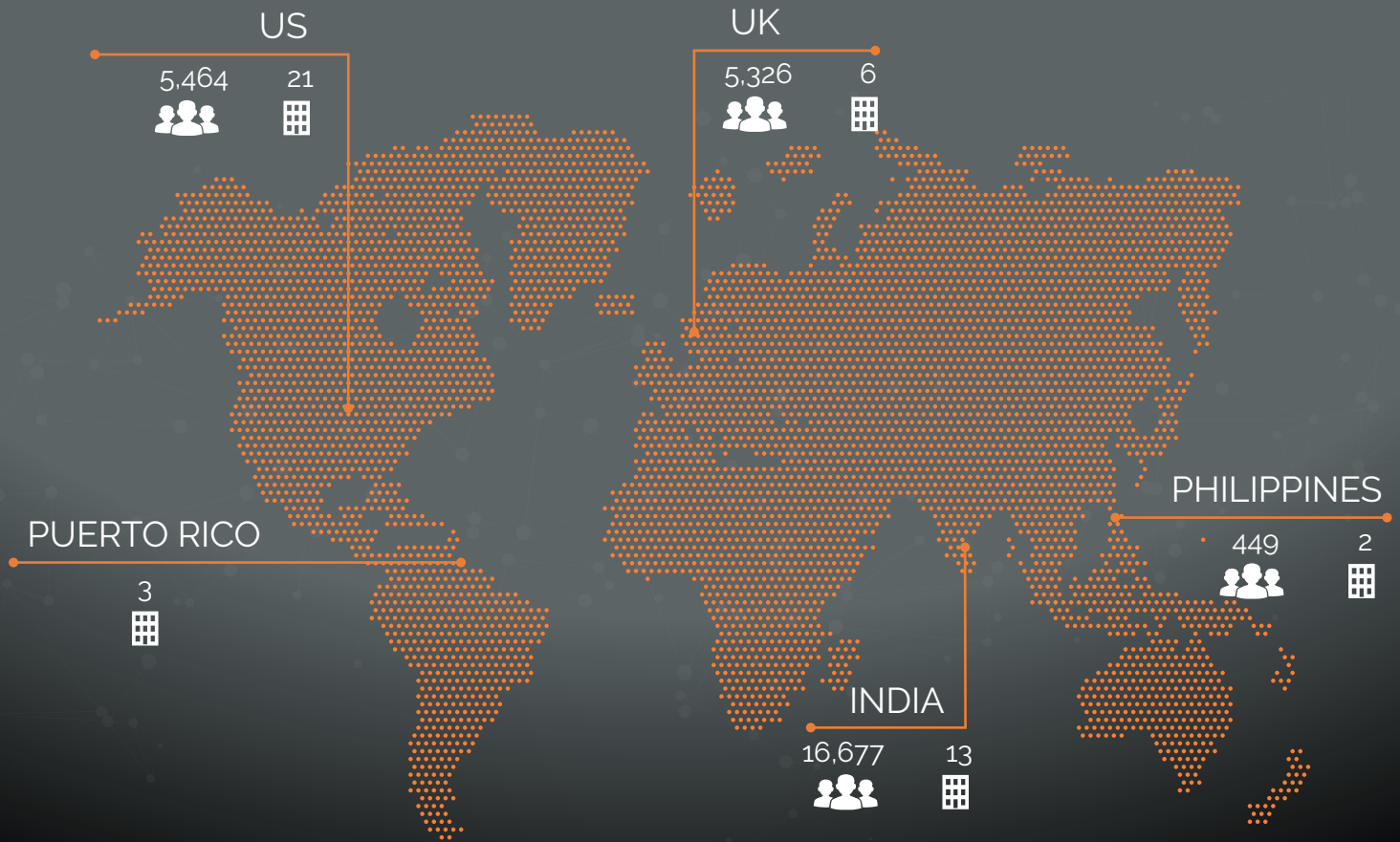


Positioned as a 'Leader' in NelsonHall's NEAT Evaluation both for 'Overall Mortgage & Loan Services' as well as 'Support for New Digital Business Models'

"A-100" by SecurityScorecard™



2021: Rated 'A-100' by SecurityScorecard™ - a testament to Firstsource's robust security posture across technology platforms, cloud solutions and applications, and best practices-based security protocols.



Our Global Footprint

4 Countries | 27,916 Firstsourcers | 42 Centres

US

21 centres – 5,464

- Amherst, NY
- Palm Bay, FL
- Louisville, KY
- Colorado Springs, CO
- Durham, NC
- Columbus, OH
- Rockford, IL
- Belleville, IL
- Eugene, OR
- Fort Scott, KS
- Puerto Rico*

UK

6 centres – 5,326

- Londonderry
- Derby
- Middlesbrough
- Belfast
- Cardiff
- Warrington

INDIA

13 centres – 16,677

- Bangalore
- Mumbai
- Chennai

PHILIPPINES

2 centres – 449

- Cebu
- Manila

* Puerto Rico is a partner location



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