

A photograph of three business professionals in a meeting room. A man in a white shirt and blue striped tie is pointing at a large digital display showing various financial charts and graphs. A woman and another man are looking at the display with interest. The charts include line graphs and bar graphs with numerical values on the y-axis.

## Q2 FY2023 Earnings Update



# Disclaimer

Certain statements in 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 BPO 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 client contracts, client concentration, our ability to manage ramp-ups and growth, our ability to manage our international operations, reduced demand in our key focus verticals, disruptions in telecom infrastructure and technology, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, performance of our subsidiaries, withdrawal of government fiscal incentives, political instability, legal restrictions on raising capital and acquiring companies outside India, unauthorized use of our intellectual property and general economic conditions affecting our industry. Firstsource may, from time to time, make additional written and oral forward-looking statements, including our reports to shareholders. The company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the company.



# Summary of Performance for the Quarter ended September 30, 2022



## REVENUES

**₹ 14,882 Million**  
**(US\$ 187 Million)**

YoY growth of 4.2%  
Constant Currency growth of 1.8%



## OPERATING MARGIN

**₹ 1,254 Million**  
**(Margin 8.4%)**

YoY degrowth of 30.0%



## PROFIT AFTER TAX

**₹ 1,294 Million**  
**(Margin 8.7%)**

YoY degrowth of 4.2%



## EARNINGS PER SHARE (Diluted)

**₹ 1.84**  
**per share**

Q2FY'22 at ₹ 1.96 per share on reported basis

For Q2FY23, PAT includes Other Income of ₹ 579 Mn relating to the fair value of the liability for contingent considerations. These liabilities are expected to be settled in Q3 / Q4 of FY23.

# Summary of Performance for the Half year ended September 30, 2022



## REVENUES

**₹ 29,606 Million**  
**(US\$ 378 Million)**

YoY growth of 1.6%  
Constant Currency degrowth of 0.5%



## OPERATING MARGIN

**₹ 2,425 Million**  
**(Margin 8.2%)**

YoY degrowth of 32.5%



## PROFIT AFTER TAX

**₹ 2,145 Million**  
**(Margin 7.2%)**

YoY degrowth of 20.4%



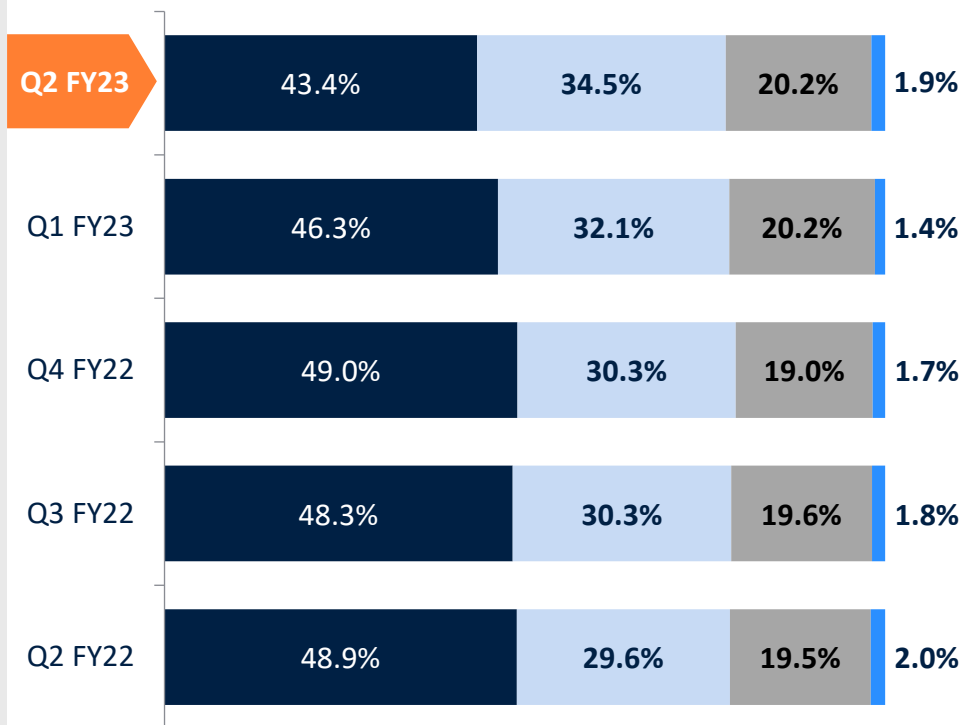
## EARNINGS PER SHARE (Diluted)

**₹ 3.05**  
**per share**

H1FY'22 at ₹ 3.82 per share

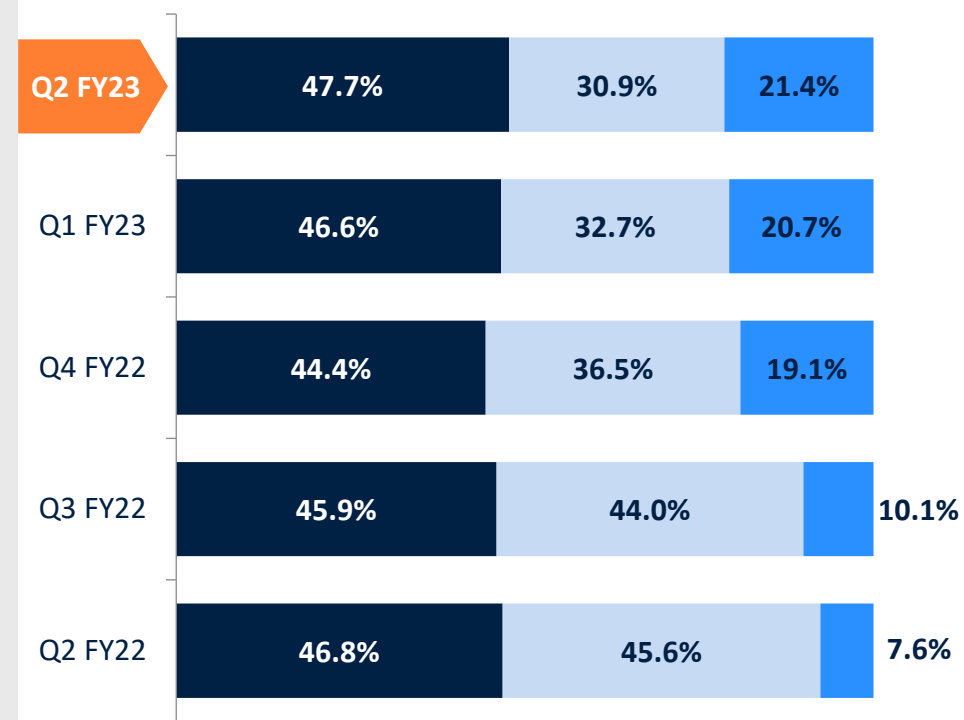
For H1FY23, PAT includes Other Income of ₹ 658 Mn relating to the fair value of the liability for contingent considerations. These liabilities are expected to be settled in Q3 / Q4 of FY23.

### REVENUE SPLIT BY VERTICALS



Banking & Financial Services    Healthcare  
 Communication, Media & Tech    Diverse Industries

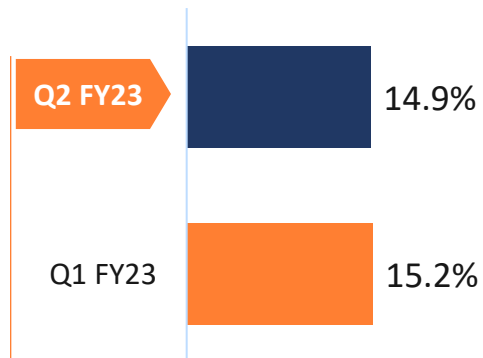
### REVENUE SPLIT BY SERVICE LINES



Digitally Empowered Contact Centre    Intelligent Back Office  
 Platforms, Automation & Analytics

# Client Concentration

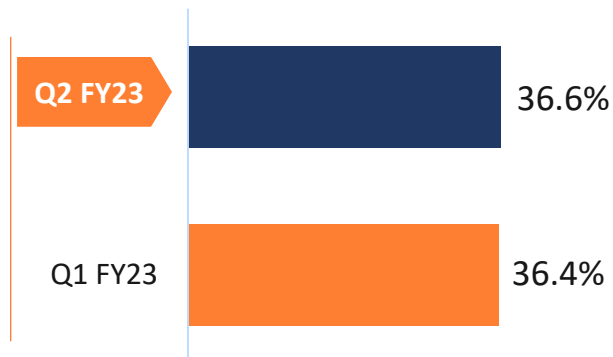
Top Client



20.8 years

Total Tenure

Top 5 Clients



16.4 years

Average Tenure



5 of Top 15  
Mortgage servicers in the US



2 of Top 6  
Retail banks in the UK



5 of Top 15  
Mortgage Lenders in the US



1,000+  
Hospitals in the US



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



1 of Top 3  
Utility companies in the UK



5 of Top 10  
Credit card issuers in the US



1 of Top 2  
Broadcasting and media companies in the UK



2 of Top 5  
Telecom and broadcasting companies in the US



# Annexure

# Financial Performance (Quarterly)

In ₹ million	Q2 FY 2021	Q3 FY 2021	Q4 FY 2021	Q1 FY 2022	Q2 FY 2022	Q3 FY 2022	Q4 FY 2022	Q1 FY 2023	Q2 FY 2023
Income from services	11,783	13,510	14,496	14,780	14,182	14,456	15,239	14,524	14,735
Other operating Income	94	142	132	68	104	182	201	199	147
<b>Revenue from operations</b>	<b>11,877</b>	<b>13,652</b>	<b>14,628</b>	<b>14,848</b>	<b>14,286</b>	<b>14,638</b>	<b>15,439</b>	<b>14,724</b>	<b>14,882</b>
<b>Revenue from operations (USD Mn)</b>	<b>\$ 160</b>	<b>\$ 185</b>	<b>\$ 200</b>	<b>\$ 201</b>	<b>\$ 193</b>	<b>\$ 195</b>	<b>\$ 206</b>	<b>\$ 191</b>	<b>\$ 187</b>
<i>QoQ Growth % - Constant Currency</i>	<i>12.2%</i>	<i>14.6%</i>	<i>7.0%</i>	<i>0.5%</i>	<i>-4.0%</i>	<i>1.4%</i>	<i>5.2%</i>	<i>-5.1%</i>	<i>0.2%</i>
<i>YoY Growth % - Constant Currency</i>	<i>13.1%</i>	<i>23.8%</i>	<i>31.7%</i>	<i>38.5%</i>	<i>18.5%</i>	<i>4.9%</i>	<i>3.1%</i>	<i>-2.7%</i>	<i>1.8%</i>
Personnel Expense	7,985	9,503	10,057	10,219	9,728	9,676	9,845	9,597	9,527
Operating Expense	2,016	2,046	2,229	2,246	2,171	2,583	3,146	3,316	3,438
Operating EBITDA	1,876	2,103	2,342	2,383	2,388	2,379	2,448	1,810	1,917
<i>Operating EBITDA %</i>	<i>15.8%</i>	<i>15.4%</i>	<i>16.0%</i>	<i>16.1%</i>	<i>16.7%</i>	<i>16.3%</i>	<i>15.9%</i>	<i>12.3%</i>	<i>12.9%</i>
Depreciation / amortization	519	513	534	584	597	617	697	639	663
<b>Operating Margin</b>	<b>1,358</b>	<b>1,590</b>	<b>1,809</b>	<b>1,800</b>	<b>1,791</b>	<b>1,762</b>	<b>1,751</b>	<b>1,171</b>	<b>1,254</b>
<i>Operating Margin %</i>	<i>11.4%</i>	<i>11.6%</i>	<i>12.4%</i>	<i>12.1%</i>	<i>12.5%</i>	<i>12.0%</i>	<i>11.3%</i>	<i>8.0%</i>	<i>8.4%</i>
Other Income / (expense)	16	7	(29)	(10)	0	(5)	(15)	54	482
Interest Income / (expense), net	(119)	(122)	(127)	(136)	(148)	(143)	(177)	(177)	(187)
Profit Before Taxes and exceptional item	1,254	1,476	1,652	1,654	1,644	1,614	1,560	1,048	1,549
<i>Profit Before Taxes and exceptional item %</i>	<i>10.6%</i>	<i>10.8%</i>	<i>11.3%</i>	<i>11.1%</i>	<i>11.5%</i>	<i>11.0%</i>	<i>10.1%</i>	<i>7.1%</i>	<i>10.4%</i>
Exceptional Item	-	-	(1,099)	-	-	-	-	-	-
Profit Before Taxes	1,254	1,476	553	1,654	1,644	1,614	1,560	1,048	1,549
<i>Profit Before Taxes %</i>	<i>10.6%</i>	<i>10.8%</i>	<i>3.8%</i>	<i>11.1%</i>	<i>11.5%</i>	<i>11.0%</i>	<i>10.1%</i>	<i>7.1%</i>	<i>10.4%</i>
Taxes and Minority Interest	201	265	87	309	293	259	236	197	255
<b>Profit After Tax</b>	<b>1,053</b>	<b>1,210</b>	<b>467*</b>	<b>1,345</b>	<b>1,350</b>	<b>1,355</b>	<b>1,324</b>	<b>851</b>	<b>1,294</b>
<i>Profit After Tax %</i>	<i>8.9%</i>	<i>8.9%</i>	<i>3.2%</i>	<i>9.1%</i>	<i>9.5%</i>	<i>9.3%</i>	<i>8.6%</i>	<i>5.8%</i>	<i>8.7%</i>
Diluted EPS (₹ /Share)	1.50	1.72	0.66	1.91	1.96	1.92	1.88	1.21	1.84

Note: Numbers have rounding off impact

\* For Q4 FY21, PAT excluding the exceptional charge is INR 1,309 Mn or 8.9%



# Financial Performance (Yearly)

In ₹ million	FY 2017	FY 2018	FY 2019	FY 2020	FY2021	FY2022	H1 FY2023
Income from services	34,569	34,315	37,867	40,502	50,327	58,657	29,260
Other operating Income	987	1,038	396	484	453	554	346
<b>Revenue from operations</b>	<b>35,556</b>	<b>35,352</b>	<b>38,263</b>	<b>40,986</b>	<b>50,780</b>	<b>59,212</b>	<b>29,606</b>
<b>Revenue from operations (USD Mn)</b>	<b>\$ 530</b>	<b>\$ 548</b>	<b>\$ 548</b>	<b>\$ 578</b>	<b>\$ 685</b>	<b>\$ 795</b>	<b>\$ 378</b>
<i>YoY Growth % - Constant Currency</i>	<i>12.9%</i>	<i>2.8%</i>	<i>2.0%</i>	<i>6.6%</i>	<i>17.9%</i>	<i>14.6%</i>	<i>-0.5%</i>
Personnel Expense	23,834	23,955	25,573	27,735	34,672	39,468	19,124
Operating Expense	7,342	6,809	7,336	6,962	8,065	10,145	6,755
Operating EBITDA	4,380	4,589	5,355	6,289	8,042	9,599	3,727
<i>Operating EBITDA %</i>	<i>12.3%</i>	<i>13.0%</i>	<i>14.0%</i>	<i>15.3%</i>	<i>15.8%</i>	<i>16.2%</i>	<i>12.6%</i>
Depreciation / amortization	590	659	744	1,852	2,064	2,494	1,302
<b>Operating Margin</b>	<b>3,790</b>	<b>3,930</b>	<b>4,610</b>	<b>4,437</b>	<b>5,979</b>	<b>7,105</b>	<b>2,425</b>
<i>Operating Margin %</i>	<i>10.7%</i>	<i>11.1%</i>	<i>12.0%</i>	<i>10.8%</i>	<i>11.8%</i>	<i>12.0%</i>	<i>8.2%</i>
Other Income / (expense)	(21)	(11)	(26)	17	(13)	(30)	535
Interest Income / (expense), net	(400)	(338)	(225)	(512)	(496)	(604)	(363)
Profit Before Taxes and exceptional item	3,369	3,580	4,359	3,942	5,469	6,471	2,597
<i>Profit Before Taxes and exceptional item %</i>	<i>9.5%</i>	<i>10.1%</i>	<i>11.4%</i>	<i>9.6%</i>	<i>10.8%</i>	<i>10.9%</i>	<i>8.8%</i>
Exceptional Item	-	-	-	-	(1,151)	-	-
Profit Before Taxes	3,369	3,580	4,359	3,942	4,318	6,471	2,597
<i>Profit Before Taxes %</i>	<i>9.5%</i>	<i>10.1%</i>	<i>11.4%</i>	<i>9.6%</i>	<i>8.5%</i>	<i>10.9%</i>	<i>8.8%</i>
Taxes and Minority Interest	569	315	581	545	702	1,097	452
<b>Profit After Tax</b>	<b>2,800</b>	<b>3,265</b>	<b>3,778</b>	<b>3,397</b>	<b>3,617*</b>	<b>5,374</b>	<b>2,145</b>
<i>Profit After Tax %</i>	<i>7.9%</i>	<i>9.2%</i>	<i>9.9%</i>	<i>8.3%</i>	<i>7.1%</i>	<i>9.1%</i>	<i>7.2%</i>
Diluted EPS (₹ /Share)	4.08	4.73	5.45	4.89	5.13	7.62	3.05

Note: Numbers have rounding off impact

\* For FY2021, PAT excluding the exceptional charge is INR 4,499 Mn or 8.9%

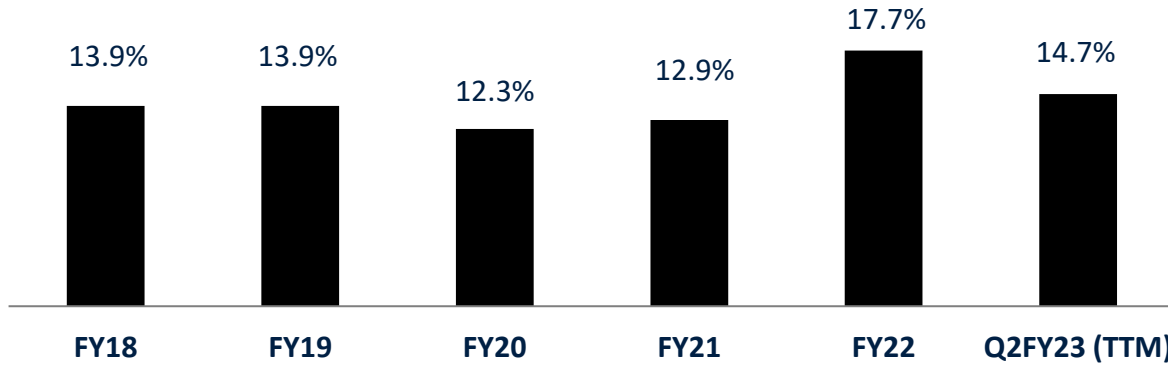
# Balance Sheet and Cash Flow Statement

In ₹ million	As at 30-Sept-22	As at 31-Mar-22
<b>Equity And Liabilities</b>		
Share Capital	6,970	6,970
Reserves & Surplus	25,910	23,360
Non- Controlling Interest	3	4
Borrowings	8,527	10,097
Other Non - Current Liabilities	7,231	8,672
Current liabilities	8,227	7,986
<b>Total</b>	<b>56,868</b>	<b>57,087</b>
<b>Assets</b>		
Goodwill on Consolidation	29,159	27,208
Fixed Assets	9,060	10,258
Cash and Cash Equivalents	1,440	898
Current Investments	1,032	1,185
Trade Receivables (Billed + Unbilled)	8,931	9,605
Non - Current Assets	5,288	5,409
Current Assets	1,958	2,523
<b>Total</b>	<b>56,868</b>	<b>57,087</b>

In ₹ million	Quarter ended 30-Sept-22	Six Months ended 30-Sep-22
<b>Cash Flow from Operating Activities</b>		
Operating Margin	1,254	2,425
Adjustment: Non-Cash and Other Income / (Expense)	227	221
<i>Operating Cash before Working Capital</i>	<i>1,482</i>	<i>2,646</i>
Add: Working Capital Changes	911	1,246
Less: Income Taxes Paid	(265)	(355)
<b>Net cash generated from operating activities (A)</b>	<b>2,128</b>	<b>3,537</b>
<b>Cash Flow from Investing Activities</b>		
Capital Expenditure (net)	(100)	(270)
Proceeds from current investments	(492)	176
<b>Net cash used from Investing activities (B)</b>	<b>(592)</b>	<b>(94)</b>
<b>Cash Flow from Financing Activities</b>		
Net decrease in Borrowings	(740)	(1,570)
Net Interest Paid	(197)	(389)
Payment of lease liabilities	(379)	(771)
Purchase of treasury shares	(189)	(173)
<b>Net cash used in Financing activities (C)</b>	<b>(1,505)</b>	<b>(2,904)</b>
<b>Net increase in cash and cash equivalents</b>	<b>32</b>	<b>539</b>
Cash and cash equivalents at the beginning of the period	1,407	898
Foreign exchange gain on translating Cash and cash equivalents	2	3
<b>Closing Cash and Cash Equivalents (incl other balances with bank)</b>	<b>1,440</b>	<b>1,440</b>
<b>Cash and Cash Equivalents including Investments</b>	<b>2,472</b>	<b>2,472</b>

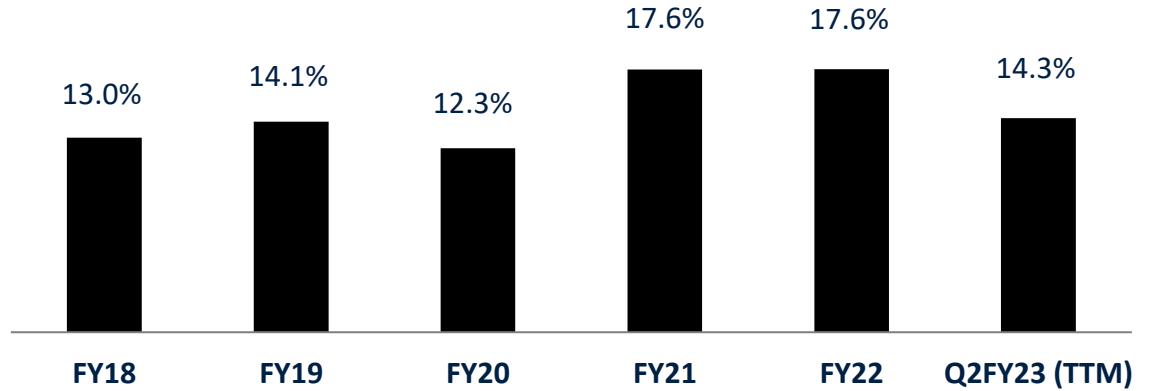
# Key Performance Indicators

## Return on Equity

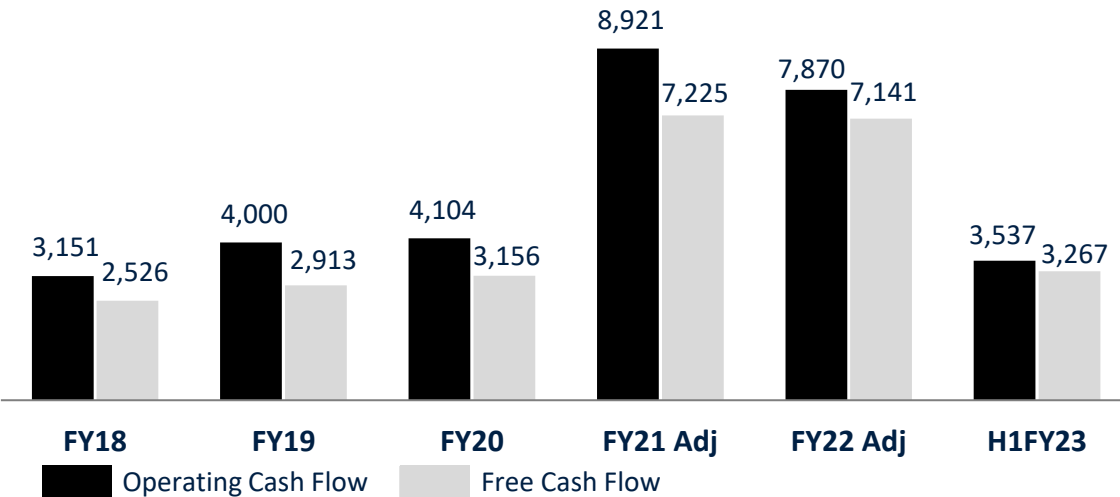


Note: FY21 ROE will be 16.1% excluding for exceptional item

## Return on Capital Employed

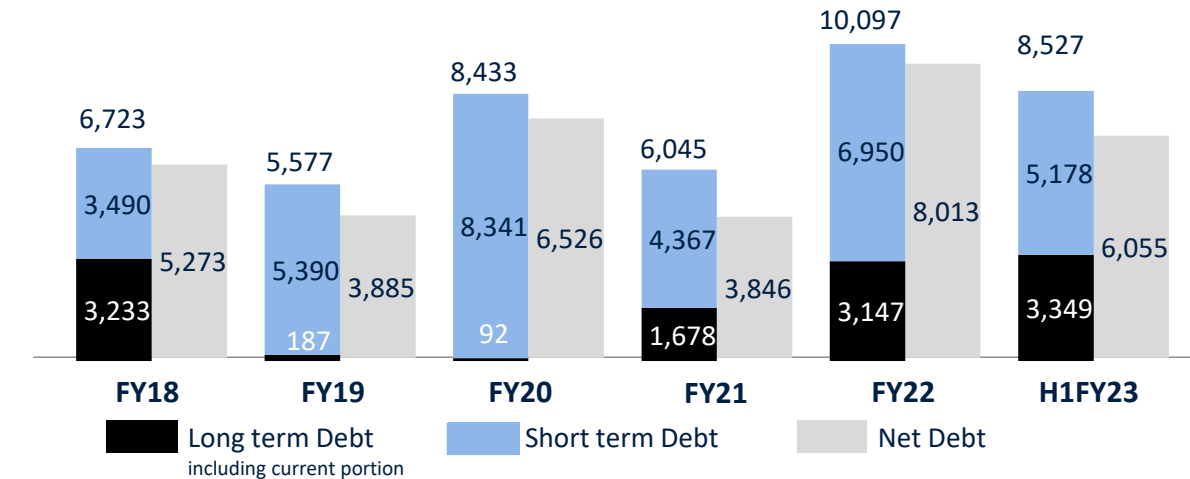


## Cash Flow (in ₹ million)



Note: FY21 and FY22 OCF and FCF adjusted for advance received from customers

## Debt Position (in ₹ million)



# Operating Metrics

	Particulars	Q2 FY2021	Q3 FY2021	Q4 FY 2021	Q1 FY 2022	Q2 FY 2022	Q3 FY 2022	Q4 FY 2022	Q1 FY2023	Q2 FY2023
Revenue by Vertical	Banking & Financial Services	51.9%	52.0%	52.2%	51.7%	48.9%	48.3%	49.0%	46.3%	43.4%
	Healthcare	27.1%	25.3%	24.8%	26.7%	29.6%	30.3%	30.3%	32.1%	34.5%
	Communications Media & Tech	18.8%	20.5%	20.8%	19.6%	19.5%	19.6%	19.0%	20.2%	20.2%
	Diverse Industries	2.2%	2.2%	2.2%	2.0%	2.0%	1.8%	1.7%	1.4%	1.9%
Revenue by Service Lines	Digitally Empowered Contact Centre	49.1%	48.9%	47.2%	46.3%	46.8%	45.9%	44.4%	46.6%	47.7%
	Intelligent Back Office	42.9%	44.8%	47.9%	47.6%	45.6%	44.0%	36.5%	32.7%	30.9%
	Platforms, Automation & Analytics	8.0%	6.3%	4.9%	6.1%	7.6%	10.1%	19.1%	20.7%	21.4%
Revenue by Geography	US	68.1%	67.1%	67.4%	67.6%	68.4%	69.8%	70.7%	68.4%	67.2%
	UK	30.6%	31.5%	31.5%	31.1%	30.1%	28.5%	27.5%	30.1%	31.3%
	Rest of World	1.3%	1.4%	1.1%	1.3%	1.5%	1.7%	1.8%	1.5%	1.5%
Revenue by Delivery	Offshore	27.0%	29.8%	30.6%	29.3%	31.0%	30.8%	27.0%	27.4%	25.9%
	Onshore	73.0%	70.2%	69.4%	70.7%	69.0%	69.2%	73.0%	72.6%	74.1%
Top Clients Revenue	Top client %	16.2%	17.5%	17.5%	16.3%	15.8%	15.2%	14.8%	15.2%	14.9%
	Top 5 client %	40.4%	41.4%	42.3%	42.0%	41.2%	37.6%	35.9%	36.4%	36.6%
Other Metrics	Total employees (end of period)	23,960	26,618	28,004	27,916	27,835	27,398	26,557	25,234	23,932
	• Employees in India	13,536	15,381	16,289	16,677	16,976	16,826	16,045	14,769	13,431
	• Employees outside India	10,424	11,237	11,715	11,239	10,859	10,572	10,512	10,465	10,501
	Net Addition	2,129	2,658	1,386	(88)	(81)	(437)	(841)	(1,323)	(1,302)
	Offshore Attrition (180 days+)	26.3%	28.8%	28.6%	29.2%	36.2%	45.2%	45.9%	43.8%	45.7%
	Onshore Attrition (180 days+)	47.3%	34.6%	40.0%	54.8%	68.8%	59.5%	50.2%	56.9%	52.0%

# Attrition data for Onshore and Offshore till FY2022 was depicted on a quarterly annualized basis. Effective Q1FY23 it will be depicted on a Trailing Twelve Months (TTM) basis

# Forex Hedges

Outstanding FX hedges at \$90.0 million for USD and £38.7 million for GBP

	GBP-INR		USD INR	
Period	Hedged	Average Rate	Hedged	Average Rate
0-12 Months	£30.7	₹ 104.7 /£	\$ 75.0	₹ 81.7 /\$
12-24 Months	£8.0	₹ 94.2 /£	\$ 15.0	₹ 81.8 /\$

# Prior Period Reports

(Hyperlinks)

ANNUAL REPORT					PUBLISHED RESULTS					INVESTOR PRESENTATIONS					PRESS RELEASE				
<a href="#">FY2022</a>					<b>FY2023</b>	<a href="#">Q1</a>	<a href="#">Q2</a>			<b>FY2023</b>	<a href="#">Q1</a>	<a href="#">Q2</a>			<b>FY2023</b>	<a href="#">Q1</a>	<a href="#">Q2</a>		
<a href="#">FY2021</a>					<b>FY2022</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2022</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2022</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>
<a href="#">FY2020</a>					<b>FY2021</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2021</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2021</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>
<a href="#">FY2019</a>					<b>FY2020</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2020</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2020</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>
					<b>FY2019</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2019</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2019</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>

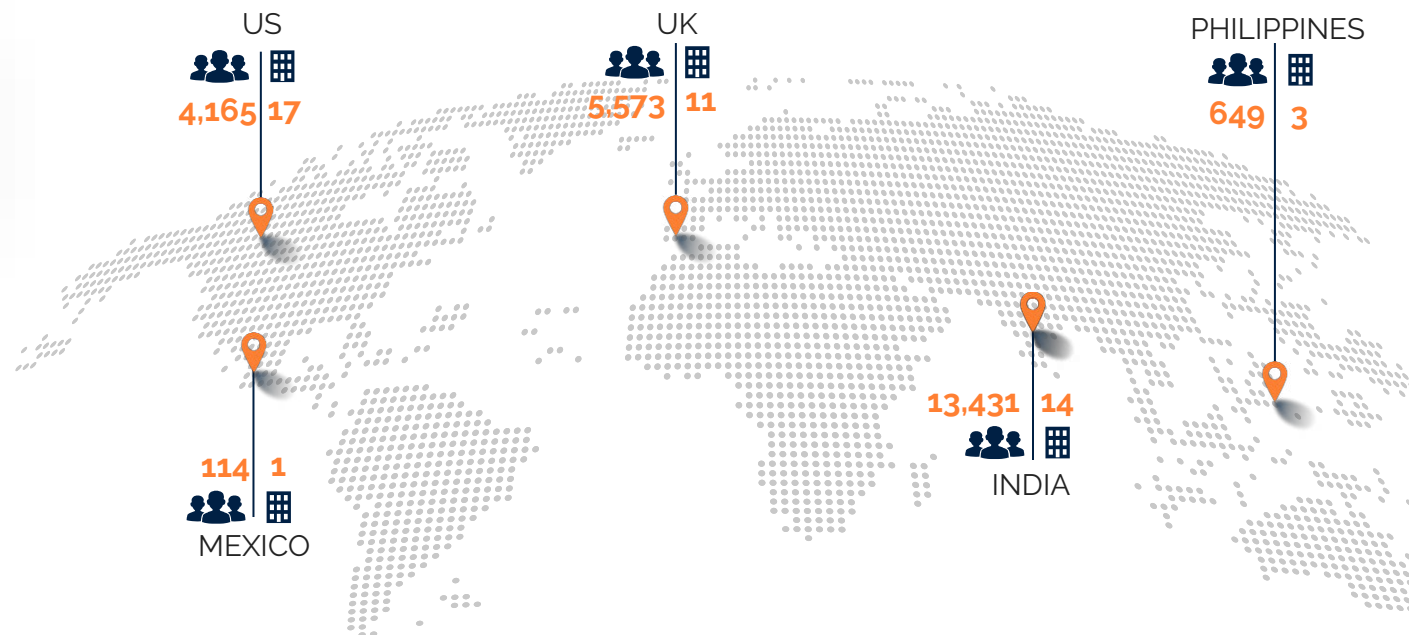
  

FACT SHEET					TRANSCRIPTS					SHAREHOLDING PATTERN				
<b>FY2023</b>	<a href="#">Q1</a>	<a href="#">Q2</a>			<b>FY2023</b>	<a href="#">Q1</a>	<a href="#">Q2</a>			<b>FY2023</b>	<a href="#">Q1</a>	<a href="#">Q2</a>		
<b>FY2022</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2022</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2022</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>
<b>FY2021</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2021</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2021</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>
<b>FY2020</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2020</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2020</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>
<b>FY2019</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2019</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>	<b>FY2019</b>	<a href="#">Q1</a>	<a href="#">Q2</a>	<a href="#">Q3</a>	<a href="#">Q4</a>

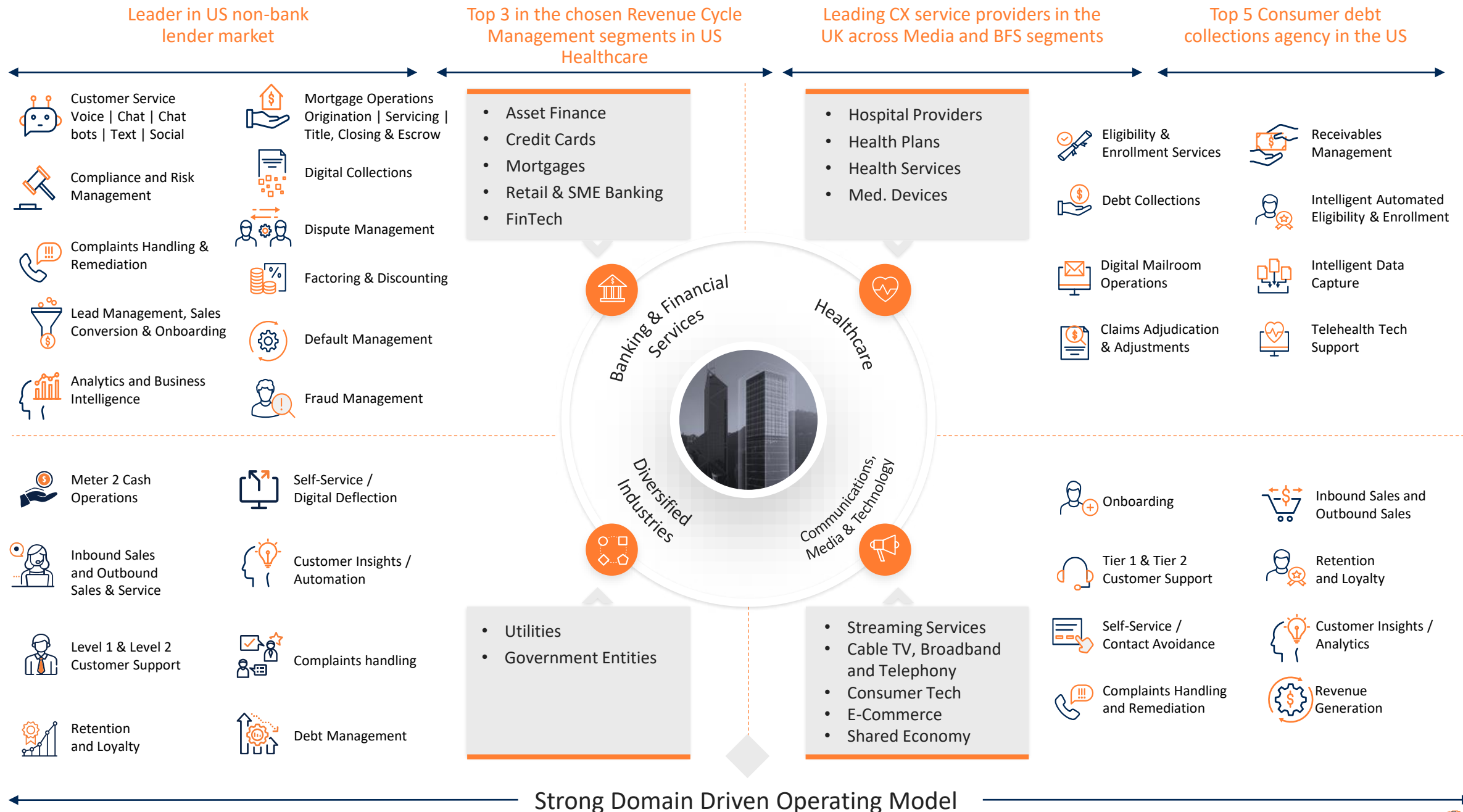
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# About Us










- Established in **2001**
- Revenues of **₹ 59.0 Billion**  
(approximately \$795 Million) in FY2022
- 23,932 Firstsourcers**  
across US, UK, Mexico, India and Philippines
- Leaders in chosen segments**  
across Banking & Financial Services, Healthcare,  
Communications, Media & Technology and Diversified Industries
- Domain driven BPM services company**  
Leveraging a 'Digital First, Digital Now' approach to solve key customer problems
- 150+ global clients including**  
17 Fortune 500 companies and 9 FTSE 100 companies
- Publicly Traded on Indian Stock Exchanges**  
NSE: FSL    BSE: 532809    Reuters: FISO.BO    Bloomberg: FSOL:IN





# Part of RP-Sanjiv Goenka Group

-  Power
-  Carbon Black
-  Consumer & Retail
-  Media & Entertainment
-  Education & Infrastructure
-  IT-Enabled Services
-  Sports



Combined Revenues of \$4.14 Billion in FY2022



# Select Recognition



A Leader in the ISG Provider Lens™ Contact Center – Customer Experience



Leader in NelsonHall's NEAT Mortgage and Loan Services 2022 report for the Overall Market Segment.



Mortgage Professional America's Top Mortgage Employer 2022

## Industry Associations



# Corporate Management Senior Leadership



Vipul Khanna

MD & Chief Executive Officer



Dinesh Jain  
Finance



Prashanth Nandella  
Operations



Randall Shafer  
Healthcare  
Provider



Venkatgiri Vandali  
Healthcare &  
Lifesciences



Rajiv Malhotra  
Europe Business



Arjun Mitra  
Collections



Sameer Ahluwalia  
Banking & Financial  
Services



Shuchika Sahay  
Human Resources



Sundara Sukavanam  
Digital Services



Rajlakshmi Raghavan  
Marketing &  
Communications

## Helping customers **stay ahead** of the curve through transformational technologies and capabilities

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, Mexico, 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.

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