

Our Business Model

Input



- Net Worth: ₹ 66,580 Lacs
- Cash and Cash Equivalents: ₹ 63,200 Lacs
- Plant, Property and Equipment: ₹ 78 Lacs



- 3 Centers of Excellence (CoEs) for IoT, Analytics / Artificial Intelligence and Digital Process Automation
- **Delivery Centers: 3**
- 16 offices/presence in 7 countries



- R&D Expenditure: ₹ 1,383 Lacs
- IPs/Solution Accelerators: 7

Capitals

- Happiest Minds: 4,168
- Employee Benefits Expense: ₹ 62,000 Lacs
- Diverse and Inclusive Workforce: 26.4% women, 10 Nationalities
- Total Training Hours: 1,18,325 (Excluding Mandatory Training hours)
- Average training hours per Happiest Mind: 32



- CSR Spend: ₹ 215 Lacs
- 175 interactions with analysts, investors and shareholders through periodic earnings calls, conferences, etc.
- Active Customers: 206



- Vision to be Carbon Neutral by 2030
- Energy-saving initiatives and optimization
- Promoting responsible use of water in-house and through community initiatives
- **Optimizing Business Travel**
- Water Consumption: 984.22 KL
- Energy Consumption: 4,375.89 GJ

Value Creation

Opportunity Tracking

- Sales Intelligence Tool
- Partner Connect
- Deal Database
- **Customer Referrals**
- Lead Generation and Nurturing
- **Proactive Proposals**
- Skills, Competencies, and Capabilities of Happiest Minds

Capitalizing on Projects

- Deal Qualification
- Clarity on value proposition
- Stakeholder mapping
- Interlocks with other enterprise applications
- Collaboration on CRM
- Management review of pipeline
- Controlled access to proposal repository
- Customer testimonials
- Deal-based marketing
- Innovative pricing technique
- Win/Loss analysis

Delivery Excellence

- Matching skills and aspirations of Happiest Minds to customer requirements
- Use of accelerators/new solutions, tools
- Collaborations, unmatched personal experience
- Continuous project monitoring, defect tracking
- Implementation of LEAN initiative
- Robust Quality Control processes

Client Retention

- Capturing feedback
- Evaluation and assessment of project execution and delivery
- Identification of improvement areas
- Obtaining dual level customer feedback on four broad parameters: satisfaction, advocacy, loyalty and value for money



Output



Financial

- Operating Revenue: US\$146.6 Million; Growth of 40.2% y-o-y
- Total Income of ₹ 1,13,075 Lacs;
 Growth 41.8% y-o-y
- EBITDA of ₹ 29,477 Lacs, 26.1% of Total Income (Growth of 36.9% y-o-y)
- PAT of ₹ 18,120 Lacs (Growth of 11.5% y-o-y)
- Free Cash Flows of ₹ 29,064 Lacs
- RoCE & RoE of 39.8% and 27.3% respectively
- Increase in Market Capitalization by 95.65% as compared to FY21
- Earnings Per Share of ₹ 12.55
- Dividend Per Share ₹ 3.75



Manufactured

- Best-in-class ecosystem benefiting Happiest Minds and Customers
- Achieving greater efficiency with reduced cycle time
- Local presence in 7 countries to facilitate prompt business turnaround



Capitals

- Recognized as a 'Major Contender' in Everest Group's PEAK Matrix for Digital Engineering
- Featured in NASSCOM's report on India Cybersecurity Industry Services & Product Growth Story for a case study on major civil aviation infrastructure. We are also recognized as managed security service providers and integrators under emerging cyber security services hubs
- Featured in NASSCOM Cloud Case study Compendium on Digital Content Monetization (DCM) solution
- Recognized in Zinnov Zones as a Leader for Enterprise Software, Leader for ER&D (Small & Medium Service Providers), Niche-Established for Al Engineering, Niche-Established for IoT Services
- Expertise in Internet of Things (IoT), DevOps and Robotic Process Automation (RPA), Software Defined Networking / Network Function Virtualization (SDN/NFV), Big Data and Advanced Analytics, Blockchain, Cloud, Business Process Management (BPM) and Integration, Security



- Women Happiest Minds as a % of total workforce increased from 24.5% in FY21 to 26.4%
- Recognized as one of the Top 15 of India's Best Workplaces in Health and Wellness by Great Place To Work® Institute (GPTW)
- Learning Hours in FY22 increased by 46% compared to FY21



- Net Promoter Score: 53Million Dollar Customers: 38
 - Repeat Revenues: 85%
 - Akshaya Patra Foundation Meals: 12,76,622



- Total water recycled 87.38% (FY22), 66.2% (FY21)
- Total Emissions (Scope 1 + Scope 2) = 907.03 tCO2e (FY22), 837.54 tCO2e (FY21)