

A professional business meeting in a modern office. Three people, two men and one woman, are gathered around a large wall-mounted digital display. The display shows several financial charts, including a prominent line graph with a y-axis ranging from 8,000,000 to 20,000,000. The man in the foreground, wearing a white shirt and a blue striped tie, is pointing at the screen with his right hand. The woman behind him is looking at the screen with a focused expression. The man in the background is also looking at the screen, with his hand near his chin. The overall atmosphere is one of collaborative analysis and professional discussion.

Q1 FY2024 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 June 30, 2023



REVENUES

₹ 15,292 Million
(US\$ 186 Million)

YoY growth of 3.9%
Constant Currency YoY decline of 1.6%



OPERATING MARGIN

₹ 1,789 Million
(Margin 11.7%)

YoY growth of 52.8%
YoY Margin expansion of 375 bps



PROFIT AFTER TAX

₹ 1,260 Million
(Margin 8.2%)

YoY growth of 48.1%
YoY Margin expansion of 246 bps

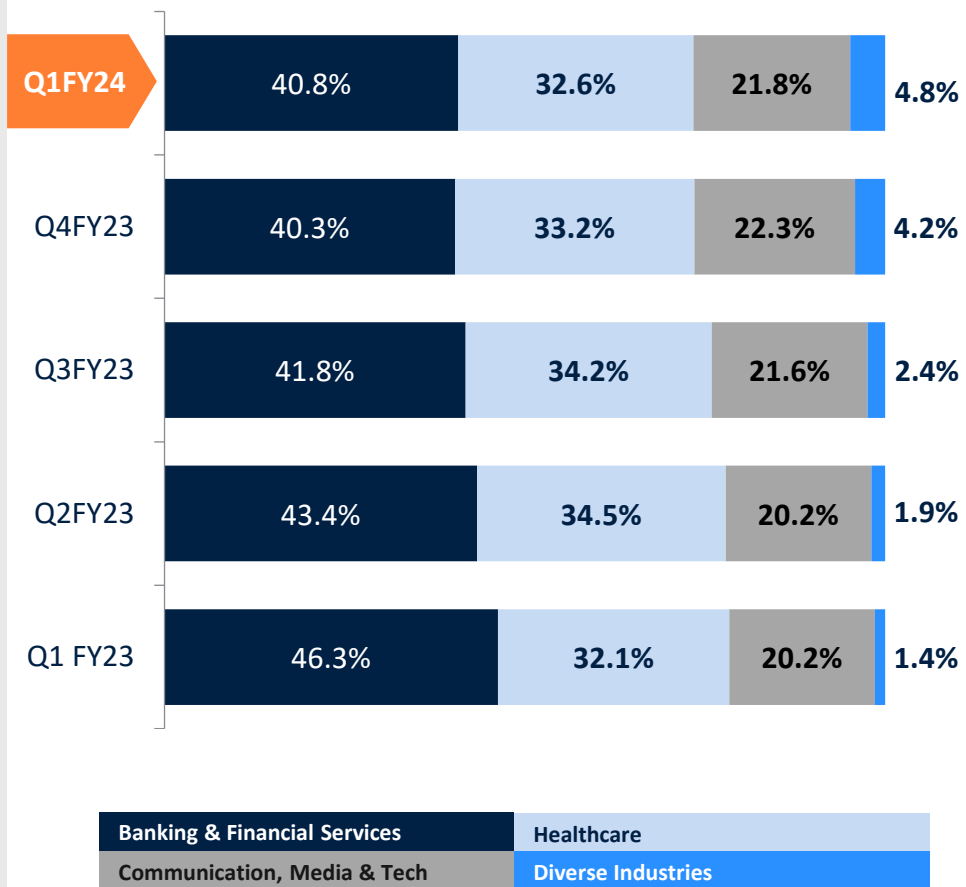


EARNINGS PER SHARE (Diluted)

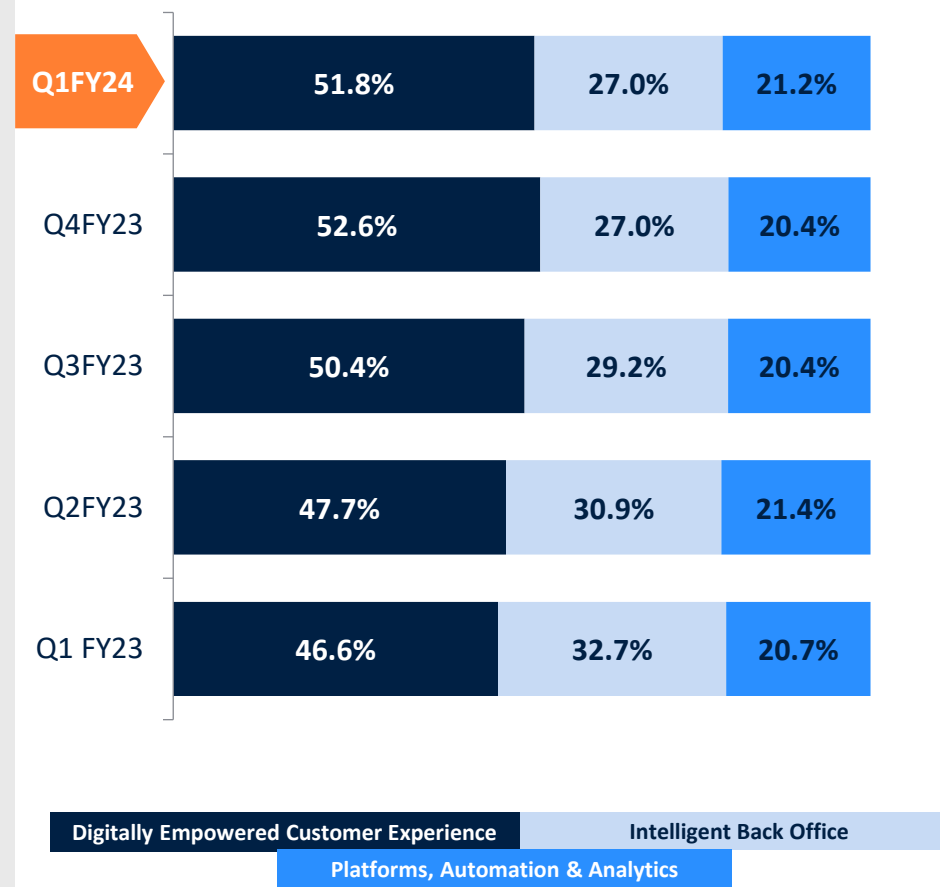
₹ 1.80
per share

Q1FY23 at ₹ 1.21 per share on reported basis

REVENUE SPLIT BY VERTICALS



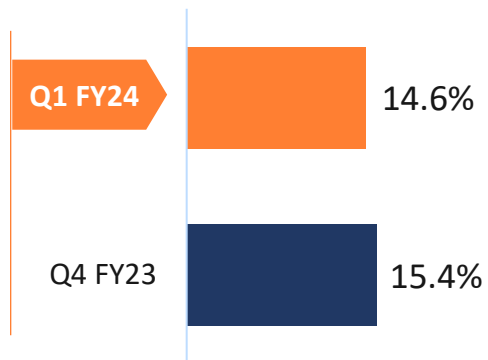
REVENUE SPLIT BY SERVICE LINES



Note: Numbers have rounding off impact

Client Concentration

Top Client



21.5 years

Total Tenure



6 of Top 15
Mortgage servicers in the US

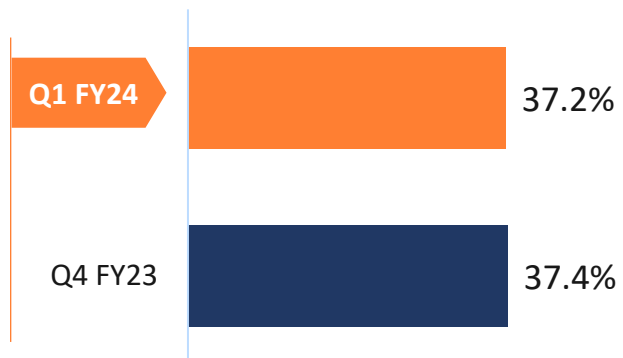


2 of Top 5
Retail banks in the UK



5 of Top 15
Mortgage Lenders in the US

Top 5 Clients



18.6 years

Average Tenure



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	Q1 FY 2022	Q2 FY 2022	Q3 FY 2022	Q4 FY 2022	Q1 FY 2023	Q2 FY 2023	Q3 FY 2023	Q4 FY 2023	Q1 FY 2024
Income from services	14,780	14,182	14,456	15,239	14,524	14,735	15,033	15,566	15,267
Other operating Income	68	104	182	201	199	147	16	2	25
Revenue from operations	14,848	14,286	14,638	15,439	14,724	14,882	15,049	15,568	15,292
Revenue from operations (USD Mn)	\$ 201	\$ 193	\$ 195	\$ 206	\$ 191	\$ 187	\$ 183	\$ 190	\$ 186
<i>QoQ Growth % - Constant Currency</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>(0.9%)</i>	<i>2.5%</i>	<i>(3.0%)</i>
<i>YoY Growth % - Constant Currency</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>	<i>(0.3%)</i>	<i>(2.8%)</i>	<i>(1.6%)</i>
Personnel Expense	10,219	9,728	9,676	9,845	9,597	9,527	9,861	9,690	9,237
Operating Expense	2,246	2,171	2,583	3,146	3,316	3,438	3,092	3,437	3,653
Operating EBITDA	2,383	2,388	2,379	2,448	1,810	1,917	2,097	2,441	2,402
<i>Operating EBITDA %</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>	<i>13.9%</i>	<i>15.7%</i>	<i>15.7%</i>
Depreciation / amortization	584	597	617	697	639	663	687	642	613
Operating Margin	1,800	1,791	1,762	1,751	1,171	1,254	1,409	1,799	1,789
<i>Operating Margin %</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>	<i>9.4%</i>	<i>11.6%</i>	<i>11.7%</i>
Other Income / (expense)	(10)	0	(5)	(15)	54	482	610	105	6
Interest Income / (expense), net	(136)	(148)	(143)	(177)	(177)	(187)	(183)	(185)	(243)
Profit Before Taxes	1,654	1,644	1,614	1,560	1,048	1,549	1,837	1,719	1,553
<i>Profit Before Taxes</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>	<i>12.2%</i>	<i>11.0%</i>	<i>10.2%</i>
Taxes and Minority Interest	309	293	259	236	197	255	257	306	293
Profit After Tax	1,345	1,350	1,355	1,324	851	1,294	1,579	1,413	1,260
<i>Profit After Tax %</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>	<i>10.5%</i>	<i>9.1%</i>	<i>8.2%</i>
Diluted EPS (₹ /Share)	1.91	1.96	1.92	1.88	1.21	1.84	2.25	2.02	1.80

Note: Numbers have rounding off impact

Other Income Q2FY23 to Q4FY23 includes changes in the fair value of the liabilities for purchase of non controlling interest

Financial Performance (Yearly)

In ₹ million	FY 2017	FY 2018	FY 2019	FY 2020	FY2021	FY2022	FY2023
Income from services	34,569	34,315	37,867	40,502	50,327	58,657	59,859
Other operating Income	987	1,038	396	484	453	554	364
Revenue from operations	35,556	35,352	38,263	40,986	50,780	59,212	60,223
Revenue from operations (USD Mn)	\$ 530	\$ 548	\$ 548	\$ 578	\$ 685	\$ 795	\$ 750
<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>(1.1%)</i>
Personnel Expense	23,834	23,955	25,573	27,735	34,672	39,468	38,675
Operating Expense	7,342	6,809	7,336	6,962	8,065	10,145	13,283
Operating EBITDA	4,380	4,589	5,355	6,289	8,042	9,599	8,265
<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>13.7%</i>
Depreciation / amortization	590	659	744	1,852	2,064	2,494	2,632
Operating Margin	3,790	3,930	4,610	4,437	5,979	7,105	5,633
<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>9.4%</i>
Other Income / (expense)	(21)	(11)	(26)	17	(13)	(30)	1,251 [#]
Interest Income / (expense), net	(400)	(338)	(225)	(512)	(496)	(604)	(732)
Profit Before Taxes and exceptional item	3,369	3,580	4,359	3,942	5,469	6,471	6,152
<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>10.2%</i>
Exceptional Item	-	-	-	-	(1,151)	-	-
Profit Before Taxes	3,369	3,580	4,359	3,942	4,318	6,471	6,152
<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>10.2%</i>
Taxes and Minority Interest	569	315	581	545	702	1,097	1,015
Profit After Tax	2,800	3,265	3,778	3,397	3,617*	5,374	5,137
<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>8.5%</i>
Diluted EPS (₹ /Share)	4.08	4.73	5.45	4.89	5.13	7.62	7.32

Note: Numbers have rounding off impact

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

[#] For FY23, Other Income includes ₹ 387 Mn and ₹ 955 Mn on account of changes in the fair value of the liabilities for purchase of non-controlling interest and contingent considerations respectively.

Balance Sheet and Cash Flow Statement

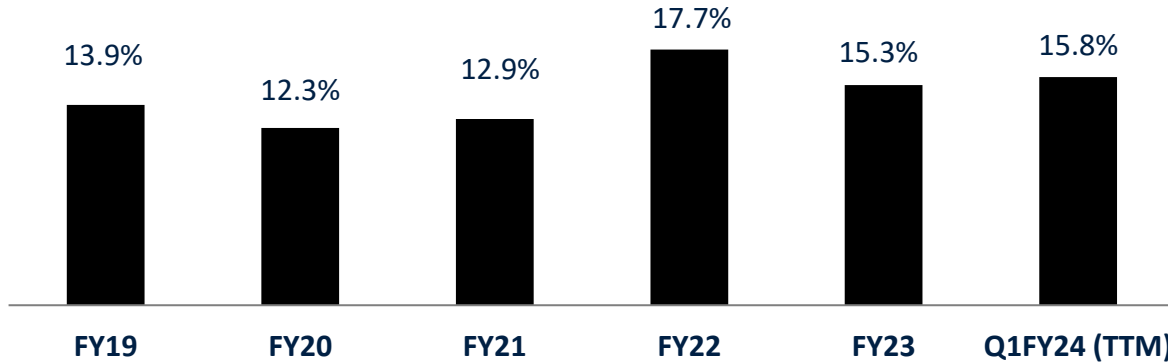
In ₹ million	As at 30-Jun-23	As at 31-Mar-23
Equity And Liabilities		
Share Capital	6,970	6,970
Reserves & Surplus	28,084	26,699
Non- Controlling Interest	4	4
Borrowings	9,340	8,270
Other Non - Current Liabilities	5,997	5,982
Current liabilities	8,728	8,720
Total	59,122	56,644
Assets		
Goodwill on Consolidation	29,406	29,450
Fixed Assets (includes Right-of-use assets)	7,684	7,747
Cash and Cash Equivalents	997	1,515
Current Investments	1,210	596
Trade Receivables (Billed + Unbilled)	11,375	10,385
Non - Current Assets	6,593	5,365
Current Assets	1,857	1,587
Total	59,122	56,644

In ₹ million	Quarter ended 30-Jun-23
Cash Flow from Operating Activities	
Net profit before taxation and non controlling interest	1,552
Depreciation and amortization	613
Finance costs (For borrowing & lease liabilities)	254
Adjustment: Non-Cash Expense / (Other Income)	(116)
Add: Working Capital Changes	(1,318)
Contract Acquisition Cost Paid	(514)
Less: Income Taxes Paid	(90)
Net cash generated from / (used in) Operating Activities (A)	380
Cash Flow from Investing Activities	
Capital Expenditure, net	(151)
Interest income received	0
(Increase)/Decrease in current investments	(604)
Earmarked balances with banks	7
Net cash generated from / (used in) Investing Activities (B)	(748)
Cash Flow from Financing Activities	
Net Change in Borrowings	1,070
Net Interest Paid	(305)
Payment of Lease Liabilities	(349)
Purchase of Treasury Shares, net	17
Purchase of non controlling interest in subsidiary	(583)
Net cash generated from / (used in) Financing Activities (C)	(150)
Net increase/ (decrease) in Cash and Cash Equivalents (A+B+C)	(518)
Cash and cash equivalents at the beginning of the period	1,515
Foreign exchange (loss) / gain on translating Cash and cash equivalents	(1)
Closing Cash and Cash Equivalents	997
Current Investments	1,210
Cash and Cash Equivalents including Investments	2,207

Note: Numbers have rounding off impact

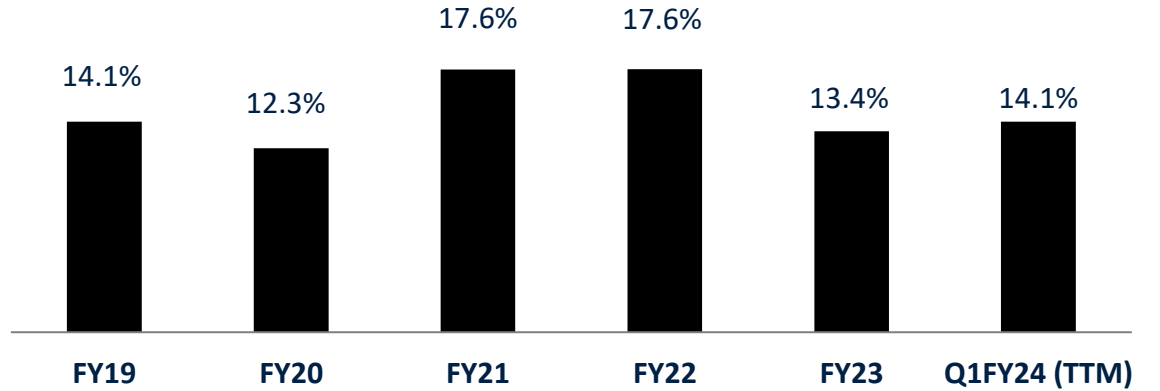
Key Performance Indicators

Return on Equity

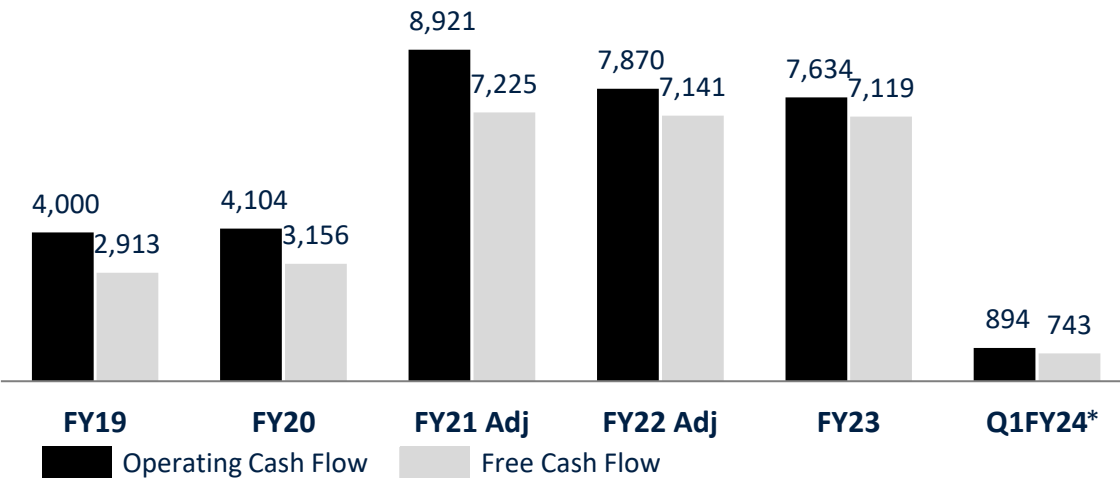


Note: FY21 ROE will be 16.1% excluding for exceptional item

Return on Capital Employed



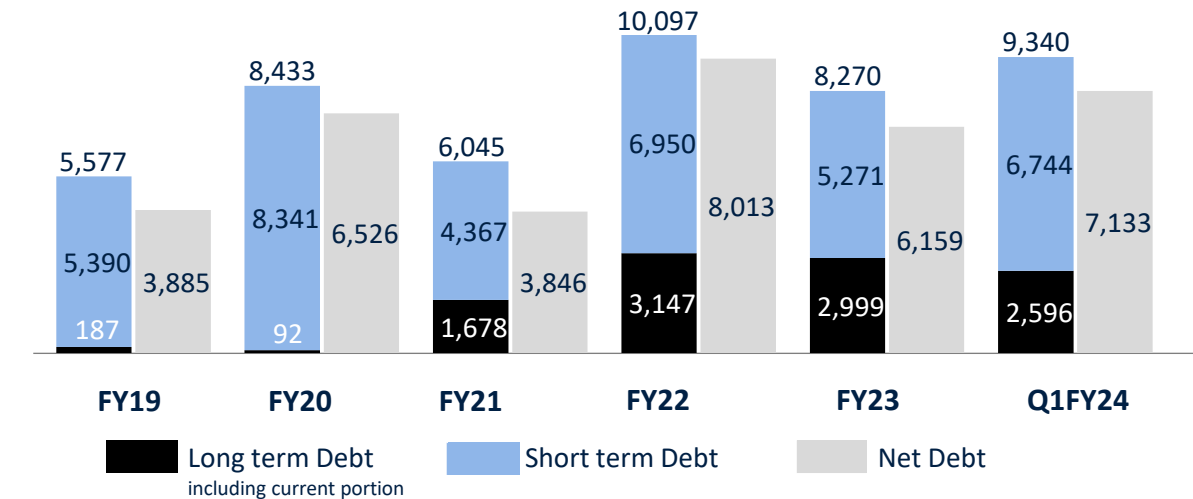
Cash Flow (in ₹ million)



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

*Q1FY24 is adjusted for contract acquisition cost

Debt Position (in ₹ million)



Operating Metrics

	Particulars	Q1 FY 2022	Q2 FY 2022	Q3 FY 2022	Q4 FY 2022	Q1 FY2023	Q2 FY2023	Q3 FY2023	Q4 FY2023	Q1 FY2024
Revenue by Vertical	Banking & Financial Services	51.7%	48.9%	48.3%	49.0%	46.3%	43.4%	41.8%	40.3%	40.8%
	Healthcare	26.7%	29.6%	30.3%	30.3%	32.1%	34.5%	34.2%	33.2%	32.6%
	Communications Media & Tech	19.6%	19.5%	19.6%	19.0%	20.2%	20.2%	21.6%	22.3%	21.8%
	Diverse Industries	2.0%	2.0%	1.8%	1.7%	1.4%	1.9%	2.4%	4.2%	4.8%
Revenue by Service Lines	Digitally Empowered Customer Experience	46.3%	46.8%	45.9%	44.4%	46.6%	47.7%	50.4%	52.6%	51.8%
	Intelligent Back Office	47.6%	45.6%	44.0%	36.5%	32.7%	30.9%	29.2%	27.0%	27.0%
	Platforms, Automation & Analytics	6.1%	7.6%	10.1%	19.1%	20.7%	21.4%	20.4%	20.4%	21.2%
Revenue by Geography	US	67.6%	68.4%	69.8%	70.7%	68.4%	67.2%	64.9%	63.3%	63.5%
	UK	31.1%	30.1%	28.5%	27.5%	30.1%	31.3%	34.1%	36.3%	36.4%
	Rest of World	1.3%	1.5%	1.7%	1.8%	1.5%	1.5%	1.0%	0.4%	0.1%
Revenue by Delivery	Offshore	29.3%	31.0%	30.8%	27.0%	27.4%	25.9%	25.1%	24.6%	25.6%
	Onshore	70.7%	69.0%	69.2%	73.0%	72.6%	74.1%	74.9%	75.4%	74.4%
Top Clients Revenue	Top client %	16.3%	15.8%	15.2%	14.8%	15.2%	14.9%	15.8%	15.4%	14.6%
	Top 5 client %	42.0%	41.2%	37.6%	35.9%	36.4%	36.6%	38.5%	37.4%	37.2%
Other Metrics	Total employees (end of period)	27,916	27,835	27,398	26,557	25,234	23,932	23,627	23,018	22,384
	• <i>Employees in India</i>	16,677	16,976	16,826	16,045	14,769	13,431	12,489	12,395	12,457
	• <i>Employees outside India</i>	11,239	10,859	10,572	10,512	10,465	10,501	11,138	10,623	9,927
	Net Addition	(88)	(81)	(437)	(841)	(1,323)	(1,302)	(305)	(609)	(634)
	Offshore Attrition (180 days+)	29.2%	36.2%	45.2%	45.9%	43.8%	45.7%	44.4%	42.3%	39.1%
	Onshore Attrition (180 days+)	54.8%	68.8%	59.5%	50.2%	56.9%	52.0%	47.2%	44.9%	45.3%

Note: Attrition data for Onshore and Offshore till FY2022 was depicted on a quarterly annualized basis. Effective Q1FY23 is depicted on a Trailing Twelve Months (TTM) basis | Numbers have rounding off impact

Forex Hedges

Outstanding FX hedges at \$74.5 million for USD and £162.8 million for GBP

Period	GBP-INR		USD INR	
	Hedged (Mn)	Average Rate	Hedged (Mn)	Average Rate
0-12 Months	£59.9	₹ 103.5 /£	\$ 72.5	₹ 84.1 /\$
12-24 Months	£56.5	₹ 106.7 /£	\$ 2.0	₹ 84.3 /\$
More than 24 Months	£46.4	₹ 111.6 /£		

Prior Period Reports

(Hyperlinks)

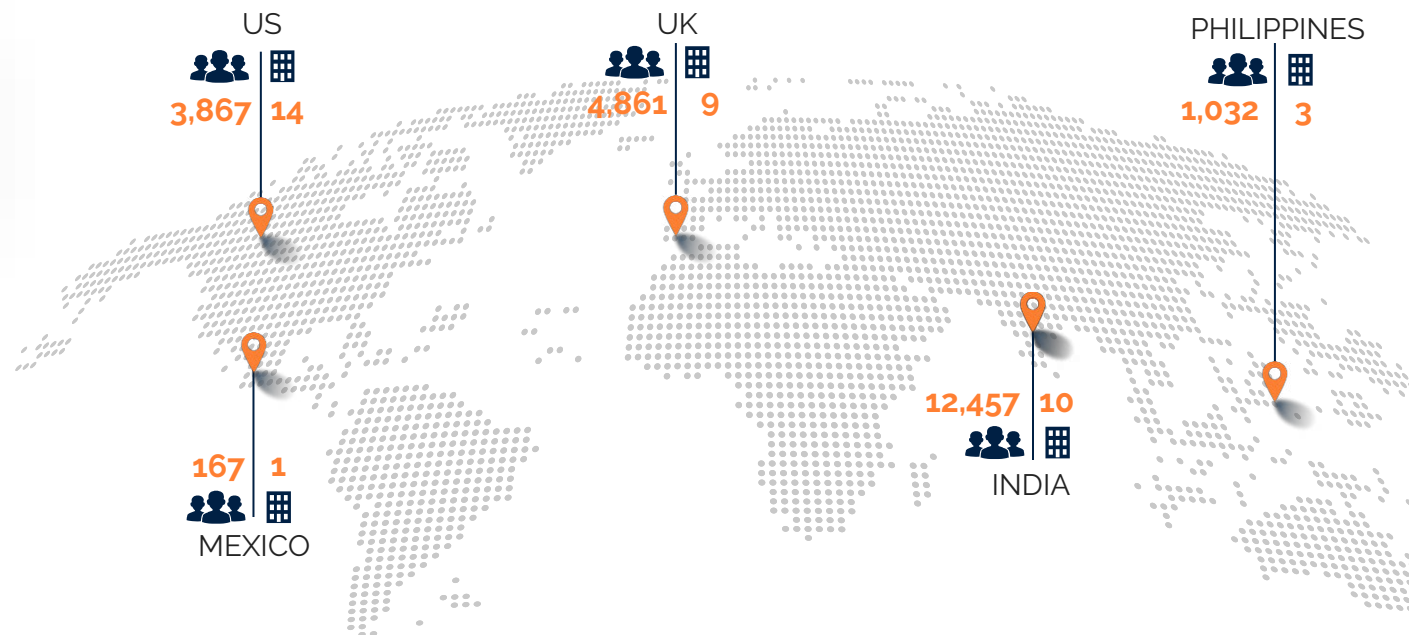
Annual Report		ESG Report		Published Results					Investor Presentations					Press Release				
FY2023				FY2024	Q1				FY2024	Q1				FY2024	Q1			
FY2022	FY2022			FY2023	Q1	Q2	Q3	Q4	FY2023	Q1	Q2	Q3	Q4	FY2023	Q1	Q2	Q3	Q4
FY2021				FY2022	Q1	Q2	Q3	Q4	FY2022	Q1	Q2	Q3	Q4	FY2022	Q1	Q2	Q3	Q4
FY2020				FY2021	Q1	Q2	Q3	Q4	FY2021	Q1	Q2	Q3	Q4	FY2021	Q1	Q2	Q3	Q4
				FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4

Factsheet					Transcripts					Shareholding Pattern				
FY2024	Q1				FY2024	Q1				FY2024	Q1			
FY2023	Q1	Q2	Q3	Q4	FY2023	Q1	Q2	Q3	Q4	FY2023	Q1	Q2	Q3	Q4
FY2022	Q1	Q2	Q3	Q4	FY2022	Q1	Q2	Q3	Q4	FY2022	Q1	Q2	Q3	Q4
FY2021	Q1	Q2	Q3	Q4	FY2021	Q1	Q2	Q3	Q4	FY2021	Q1	Q2	Q3	Q4
FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4

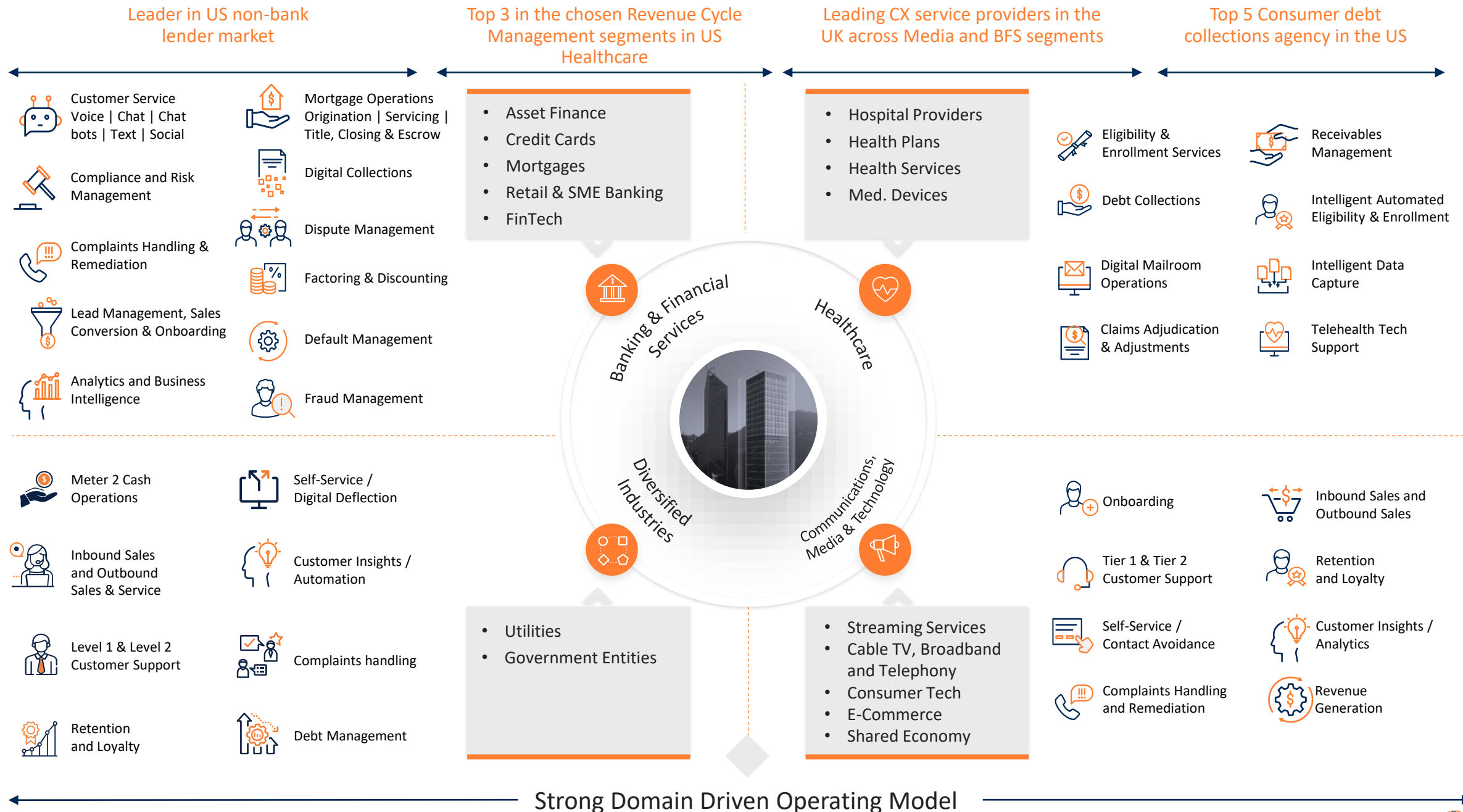
[Subscribe](#)

Click on '[Get quarterly updates](#)' for future events

About Us



- Established in **2001**
- Revenues of **₹ 60.2 Billion**
(approximately \$750 Million) in FY2023
- 22,384 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**
18 Fortune 500 companies and 3 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 \$4.2 Billion in FY2023




ESG at Firstsource


We're an ISO 27001, ISO 45001, ISO 14001, ISO 9001, ISO 50001 and BS OHSAS 18001 certified company with ESG practices as a foundational element for long-term value creation.





 Environment	 Social	 Governance
<p>210% Increase in renewable energy consumption (India operations)</p>	<p>44% of the total workforce comprise of women</p>	<p>50% of the Board consist of Independent Directors</p>
<p>14.29% Renewable energy mix</p>	<p>7.16% of the employees voluntarily disclosed their disabilities</p>	<p>20% of the Independent Directors of the Board are Women</p>
<p>14.48% Reduction in water consumption</p>	<p>92,705 Hours of total training</p>	<p>53.66% Consist of Promoter shareholding</p>
<p>100% Responsible disposal of electronic waste (India Operations)</p>	<p>\$1,160,885 Spent on trainings of employees</p>	<p>Zero Political contributions</p>
<p>16.42% Reduction in Scope 3 emission (UK operations)</p>	<p>23K Lives impacted through various CSR projects</p>	<p>Zero Incidents of Bribery and Corruption</p>
	<p>\$204,865 Spent directly through our CSR projects in India</p>	<p>Zero Fines and penalties related to unethical business practices*</p>


FY 2022 Key Highlights


- 

Conducted a ESG diagnostic to review and benchmark existing policies and processes, identified opportunities to further deepen ESG within your strategy, operating model and culture
- 

Assessed materiality of industry specific ESG themes and consulted 140+ internal and external stakeholders to identify your priorities
- 

Drafted an overarching ESG Policy, applicable to all entities
- 

Integrated ESG within Enterprise Risk Management framework by mapping potential risks, assessed the impact of emerging ESG risks on the business and identified mitigation strategies
- 

Developed a pathway towards ESG leadership by crafting actions plans and functional roadmaps
- 

ESG report for FY22 has been published - <https://www.firstsource.com/esg>



*anti-competitive, anti- corruption, bribery standards, information security breaches or cyber security incidents

ESG at Firstsource - A year of progress; Growing with purpose

ESG Governance Framework at FSL

We recognize that to truly integrate ESG within organizational goals and objectives, a defined framework of roles and responsibilities reporting to the Board of Directors is crucial. Our 360-degree ESG governance arrangement aims to gradually build awareness across the organization, encouraging teams to collaborate and identify opportunities within Firstsource and beyond. A new role “**ESG Lead**” has been designated to drive ESG at Firstsource.



Key Focus Areas

1. Ethical Governance
2. Empowering Workplace
3. Customer Centricity
4. Technology And Innovation
5. Community Impact
6. Sustainable Economic Growth
7. Responsible Supply Chain
8. Environment And Climate Action

Our Contribution Towards SDGs

Firstsource is determined to move swiftly to create a better future in accordance with the Sustainable Development Goals (SDGs) established by the United Nations.

We are committed to creating long term value for which we have determined that UN SDG 3 (good health and well-being) and SDG 8 (decent work and economic growth) have the greatest potential to have a positive impact.

A grid of six Sustainable Development Goal (SDG) icons:
 - **3 GOOD HEALTH AND WELL-BEING** (Heart icon)
 - **4 QUALITY EDUCATION** (Open book icon)
 - **5 GENDER EQUALITY** (Gender symbol icon)
 - **8 DECENT WORK AND ECONOMIC GROWTH** (Bar chart icon)
 - **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE** (Cubes icon)
 - **10 REDUCED INEQUALITIES** (Scales icon)

ESG Strategy and Roadmap

Timeline	12 months	12 - 36 months	Beyond 36 months
Strategic Focus	Become BRSR Ready and map out forward journey	Streamlining process and system for data collection	Initiate Net Zero Journey
Key Activities	<ul style="list-style-type: none"> Standardizing templates and set SoPs for data collection all KPIs across offices Defining Data boundaries for reporting purpose 2 to 3 yrs horizon Drafting and finalising policies to close policy gaps identified Third-party assurance of environmental KPIs based on accepted accounting methodologies Defining SoPs for following periodic assessment: Human rights violation in own offices, supplier due diligence, social impact assessment Set clear reporting ambition such as CDP, DJSI, TCFD and set timeline for achievement Establish an ESG governance structure and integrate ESG in Risk Management Framework 	<ul style="list-style-type: none"> Initiate implementation of data collection SoPs Initiate periodic Social Impact Assessments of CSR project Initiate periodic Human rights due-diligence in own offices Initiate setting internal targets for reducing energy usage, water usage and waste recycling across offices Initiate setting GHG emission reduction targets for 2030, 2040, 2050 and align with SBTi Define, disclose and monitor Diversity and Inclusion targets Establish ESG linked remuneration and performance assessment 	<ul style="list-style-type: none"> Initiate Net zero/Carbon Neutrality journey long range planning

Legend:

- Team imply actions towards defining and implementing the RACI matrix (responsible, accountable, consulted, and informed)
- Process imply actions towards setting SoPs and communicating the same to relevant teams/ stakeholders
- Technology imply actions towards identifying and implementing required software/ platform/app to support the action item
- Leadership imply actions towards requiring discussion and goal setting by ESG committee/ Board members

Corporate Management Senior Leadership



Vipul Khanna
—
MD & CEO



Dinesh Jain
—
Finance



Prashanth Nandella
—
Operations



Venkatgiri Vandali
—
Healthcare &
Lifesciences



Rajiv Malhotra
—
Europe Business



Arjun Mitra
—
Collections



Sameer Ahluwalia
—
Banking & Financial
Services



Ashish Chawla
—
Head – CX, IDEA,
EdTech & Digital Media



Aftab Javed
—
Chief Human
Resources



Sundara Sukavanam
—
Digital Services

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.

www.firstsource.com

