

## Operational & Financial Metrics

### Key performance indicators

(in INR Mn)

Sl. No.	Particulars	Quarter ended			Year ended	
		March 31, 2024	Dec 31, 2023	March 31, 2023	March 31, 2024	March 31, 2023
1.	Total number of active clients <sup>(1)</sup> (No.)	63	65	62	63	62
2.	Revenue from operations	6,730	6,734	6,322	25,896	23,061
3.	Revenue from operations <sup>(2)</sup> (\$ Mn)	81.1	80.9	77.1	312.8	287.5
4.	YoY Revenue growth from operations <sup>(3)</sup> (%)	6.5%	10.3%	35.8%	12.3%	38.5%
5.	Profit after tax	949	988	488	3,367	2,661
6.	Profit margin (%)	14.1%	14.7%	7.7%	13.0%	11.5%
7.	EBITDA <sup>(4)</sup>	1,643	1,620	1,105	5,841	4,542
8.	Adjusted EBITDA <sup>(5)</sup>	1,619	1,620	1,105	5,817	4,542
9.	Adjusted EBITDA margin (%)	24.1%	24.1%	17.5%	22.5%	19.7%
10.	NRR <sup>(6)</sup>	NA	NA	NA	104.6%	122.8%

#### Notes:

- Active clients are clients from whom the Company have earned \$0.25 million or more in revenues for the last twelve months preceding the relevant date.
- Based on average exchange rate of ₹83.0 per USD for quarter ended March 31, 2024, ₹83.2 per USD for December 31, 2023, ₹82.0 per USD for March 31, 2023, ₹82.8 per USD for year ended March 31, 2024 and ₹80.2 per USD for March 31, 2023 respectively.
- Based on INR revenue. YoY growth for quarter ended December 31, 2023 based on Limited Review and March 31, 2023 based on Unaudited Financials
- Earnings before interest, taxes, depreciation and amortization ("EBITDA") represents restated profit/(loss) from continuing operations for the period/year plus income tax expense, finance costs and depreciation and amortization expense.
- Adjusted EBITDA is calculated by adjusting exceptional items and Share of (loss)/profit in an associate to EBITDA.
- Net Retention Rate (NRR) is based on USD revenues earned from active customers of previous year in current year as a percentage of revenues from active customers earned in the previous year.

### Revenue by service offering

(in %)

Particulars	Quarter ended (contribution)			Growth	
	March 31, 2024	Dec 31, 2023	March 31, 2023	YoY	QoQ
Enterprise Medical Solutions	23.8	22.6	21.8	16.1	5.3
Enterprise Commercial Solutions	58.3	57.9	58.7	5.7	0.7
Omnichannel Activation	13.1	13.7	14.5	-4.0	-4.2
Others	4.8	5.8	5.0	3.2	-18.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>6.5</b>	<b>-0.1</b>

## Revenue by customer geography

(in %)

Particulars	Quarter ended (contribution)			Growth	
	March 31, 2024	Dec 31, 2023	March 31, 2023	YoY	QoQ
North America	64.8	66.7	69.4	-0.5	-2.8
Europe	32.5	30.2	26.4	30.6	7.4
India	0.6	0.5	1.5	-56.5	16.9
ROW	2.1	2.6	2.7	-15.7	-18.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>6.5</b>	<b>-0.1</b>

## Revenue by customer industry

(in %)

Particulars	Quarter ended (contribution)			Growth	
	March 31, 2024	Dec 31, 2023	March 31, 2023	YoY	QoQ
Biopharma	93.8	93.9	91.3	9.4	-0.2
Medical Devices	2.8	2.8	4.1	-26.3	-0.2
Emerging Biotech	2.7	2.5	3.5	-16.8	11.4
Others	0.7	0.8	1.1	-39.0	-14.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>6.5</b>	<b>-0.1</b>

## Client data

Particulars	Quarter ended		
	March 31, 2024	Dec 31, 2023	March 31, 2023
<b>Number of Million \$ clients*</b>			
> 25 million dollar	3	3	4
10-25 million dollar	6	5	4
1-10 million dollar	26	27	26
<b>Client concentration</b>			
Top client	12.7%	13.5%	12.1%
Top 5 clients	42.6%	46.5%	48.8%
Top 10 clients	63.9%	65.8%	69.2%
Top 20 clients	82.8%	83.6%	86.0%

\* LTM (Last twelve months) Revenue

## Employee metrics

Particulars	Quarter ended		
	March 31, 2024	Dec 31, 2023	March 31, 2023
Total employees	5,081	5,181	5,431
Delivery	4,422	4,510	4,765
Sales & Support	659	671	666
Offshore Mix	4,367	4,461	4,717
Onsite Mix	714	720	714
Expertise in healthcare-related educational backgrounds**	21.5%	20.5%	20.0%
Voluntary Attrition % (LTM)	15.7%	16.0%	22.2%
% of Women Employees	43.4%	43.2%	44.0%

\*\* Based on Delivery employees

## Liquidity metrics

Particulars	Quarter ended		
	March 31, 2024	Dec 31, 2023	March 31, 2023
Net DSO (Days) <sup>#</sup>	73	75	85
Cash and Cash Equivalents (INR Mn)	1,886	1,199	736

<sup>#</sup> Billed + Unbilled - Unearned