



SEEK OUT CHALLENGES.
.....

PLAY ON STRENGTHS.
.....

**FAST-FORWARD TO
THE FUTURE.**

**ANNUAL REPORT
2015-2016**



**GETTING BACK ON TRACK
WITH A ROBUST SCHOOL
MANAGEMENT SYSTEM**

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**Getting 1 million dropouts
to go back to school.**

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"Mastek's implementation of a school management system for KSWA creates positive change in the lives of numerous youngsters."

PARTNERING WITH THE ODISHA GOVERNMENT

Getting girls to stay in school.

“The Odisha government was so pleased with the offline application, that it is replicating it in other projects which have state-wide rollout components.”



**YOU CAN MOVE
FORWARD BECAUSE YOU
FEAR BEING LEFT BEHIND.**

Or you can move forward because you
know what lies ahead.



"It took 30 years to connect the first two billion people to the Internet. It will take less than seven to connect the next two billion..." "Four billion people will live in a connected world in 2020. While no one can predict how disruptive this exponential increase in connectivity will be, we can expect to live in a profoundly different world."

Shelly Palmer, author of Digital Wisdom:
Thought Leadership for a Connected World

Talk to CEOs and CMOs these days and ask them what they are most concerned about, and "disruption" is certain to feature somewhere in the reply.

In his new book, Forrester's James McQuivey explains that technological advances are creating opportunities for more people than ever before to meet more customer needs than ever before at lower costs than ever before - and that creates digital disruption.

Are we ready for the new world of digital disruption?

CUTTING COSTS FOR SPECSAVERS WITH AUTOMATED TESTING

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**Mastek's automated testing
solution enabled Specsavers
to generate a 20% reduction
in costs year on year.**

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"Mastek gave a variable price
contract that had built-in continuous
improvement and pro-activity
around automation."



MASTEK HAS BEEN A TRUSTED PARTNER FOR AGILE, DIGITAL TRANSFORMATION



For over three decades now, our clients have relied on us to architect, design and deliver modern technology solutions that have improved the lives of millions of citizens and customers. All this is creating a positive business impact. With digital solutions constituting circa 48% of our business, we are emerging as one of the Enterprise Digital Transformation Leaders.

Not surprisingly, our next milestone is to make 100% of our business digital!

As you know, we specialise in building, maintaining and managing bespoke digital solutions for clients in Government, Health, Retail and Financial Services.

Our clients rely on us to enable strategic, future-critical applications where the challenges are not well-defined. These are generally areas where they aim to stay ahead of traditional competitors and the nimbler e-commerce upstarts, through innovative, highly differentiated approaches.

Which is why, our applications tend to have dynamically evolving requirements that are difficult to pin down and specify clearly. They also tend to be complex, and sometimes very large, requiring multiple points of integration with the clients' enterprise applications landscape.

Some clients may want to delight their digitally savvy citizens and customers who expect to be served through a channel of choice — web, smartphone, voice call, chat or video, at a time of day/day of week convenient to them. While others may be enabling straight- through processing, bringing new efficiencies and higher levels of quality to internal operations, they may want to mine data in real time – to generate new customer insights. By their very nature, these areas need specialised, bespoke applications and not off-the-shelf packages. These are the applications that fall within our sweet spot.

**MAKING A DIFFERENCE IN
EVERYDAY LIVES THROUGH
FINANCIAL SERVICES**

**How the shy girl next door
became a successful pianist.**

With the help of Mastek's technology
solutions, IPF could make a little girl's
dream of playing the piano a reality.



WHAT HELPS US TO BE THE ORGANIZATION OF CHOICE FOR COMPANIES LOOKING TO FACE THE CHALLENGES OF DIGITAL TRANSFORMATION?



1. Enterprise Agile For The Digitally Disruptive World

The digital advantage for some can be the undoing for others. Whilst digital upstarts have the first mover technology advantage to accelerate ahead, traditional businesses lack the agility to respond to the dynamically changing business landscape. In order to thrive and keep pace with unprecedented industry developments, traditional businesses must undergo IT transformation using Agile development processes.

However, addressing complex, enterprise level IT transformations with Agile principles is quite difficult. What businesses need is Enterprise Agile, a flexible and scalable delivery model that can:

- 1 Cope with scale (as the scope of transformation is large, it will affect numerous systems)
- 2 Provide value early on and frequently (in order to keep pace with digital upstarts)
- 3 Is flexible enough to test the waters and respond as required without losing momentum - as there is no cookie cutter approach that businesses can copy.

At Mastek, our Enterprise Agile services offer this flexibility at scale, enabling organisations to deliver enterprise-wide IT transformation quickly and effectively.



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2. Collaborative Approach

We have the innate ability to listen deeply for customer-specific and industry-wide challenges and technology opportunities. We then craft insightful solutions to address these situations, which is what differentiates us from our competitors.

Our customers value our open and collaborative culture, which makes it easier for them to engage with us. Our Project Management methods and techniques have been pressure-tested and honed over hundreds of complex programmes. More recently, we are increasingly focussing on using lean, agile methodologies - not just in application development, but across the entire enterprise.

This unique blend of insightful 'solutioning', collaboration, and pressure-tested project management methods has enabled us to deliver an unusually high programme success rate over the past 33 years.

3. Tried And Tested Value Delivery

Mastek has a long and successful record of delivering bespoke applications. Our collaborative engagement model works well for discovering and finalising the vision and scope of the proposed solution - through an iterative process. Our Enterprise Agile method delivers releases every three months. It has been tested over several large transformation programmes, to generate early business value. Our commitment to business outcomes and client success, rather than mere project deliverables, ensures that our team is focused on value delivery.

At Mastek, we not only aim to delight our customers, we aspire to build advocates for life. We take pride in the knowledge that over 75% of the opportunities we bid for last year came through present and past customer referrals.

4. Our Unique Culture Designed For The Digital World

In a digitally disruptive world, early changes can be spotted by those who are closest to the customers - and insights can happen anywhere. Organizations need the culture to free people and empower them to take decisions and act.

Keeping this in mind, our latest transformation programme initiated in 2014, Mastek 4.0, has fundamentally changed our structure and practices. It empowers employees across the organisation to deliver innovation and add value, whilst enhancing the engagement with our clients. Early feedback from both Mastekers and customers ensures that we stay on the right path.

In a fundamental and widespread set of changes, we've eliminated several layers of management. Just three layers separate the CEO from frontline developers. Instead of a command and control based hierarchical structure, the entire company is organised as self-managed teams. They are free to set their own goals in line with the objectives mentioned above. With no bosses to supervise them, individual Mastekers are expected to take charge of their own development, and are assessed by peers on the team. They can choose the mentors that they would work with for their own development. Almost all approvals and controls are eliminated in an environment based on trust and self-governance.