



Mindtree

A Larsen & Toubro Group Company

Contactless Experiences

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Safe Harbor

This presentation may contain forward-looking statements, which involves number of risks and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements.

The conditions caused by the COVID-19 pandemic could decrease customer's technology spending, affecting demand for our services, delaying prospective customers' purchasing decisions, and impacting our ability to provide on-site consulting services; all of which could adversely affect our future revenue, margin and overall financial performance. Our operations may also be negatively affected by a range of external factors related to the COVID-19 pandemic that are not within our control. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.

Trends we see gaining traction

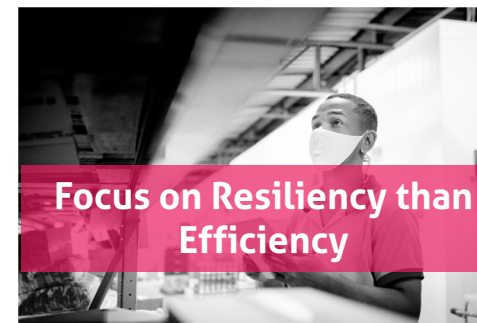

Customer




Operations




Workplace



Our Customer Engagement Solutions and Experience

Our Solutions and Offerings for Customer Engagement

- D2C/ B2B Commerce
- Virtual Tours
- Collaborative Visual Configuration using AR/ VR
- Touchless Service such as voice-enabled kiosks during shopping, checkouts, payments, pickup & delivery
- Virtual Marketplace
- Contactless Payments
- Cognitive Customer Service

Building Blocks/ Enabling Technologies

Marketing and Commerce Platforms

Augmented Reality/ Virtual Reality

Chatbots/ Voice Bots

Robotic Process Automation

Artificial Intelligence

Internet of Things

Success Stories



Direct to Consumer for a leading CPG brand

30% Faster GTM
20% YOY growth in online buyers

Rapidly transform go-to-market for 15 brands by building **direct to consumer channels**



AR visualizer app for a multinational paint company

20mn+ Downloads
30% Reduced Costs

Augmented Reality app to help consumers experiment with real paint colors right from their home in **60+ markets**



Enabling Virtual Banking for an American Banking

Contactless Branch Exp.
10+% From New Revenue Stream

Virtual Reality-based Walkthrough of the bank branch to address all queries and conduct transactions



Enabling Virtual Property Tour for a Real Estate Major

30+% Increase in Virtual Footfalls
200+% Increase in time spent on website

360 Degree Virtual Tour of properties for rentals or purchase on website and mobile app

Our Operations Solutions and Experience

Our Solutions and Offerings for Customer Engagement

- Solutions for retail, banking, hospitality, airlines such as voice-enabled kiosks
- Plant and Equipment Monitoring
- Vision and AI-based Quality Management
- Remote Monitoring using IIoT
- Digital Twins
- AR-based Remote Assistance with digital share and annotation

Building Blocks/ Enabling Technologies

Mobile Apps

Computer Vision

Chatbots/
Voice Bots

Industrial
Internet of Things

Artificial Intelligence

Augmented Reality/
Virtual Reality

Success Stories

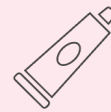


Contactless Quality Control for a leading food manufacturer

Reduced Defect Rate

Reduced Cost of Poor Production Process Quality

Automated the manual process of food packaging line inspection with **IIoT, Computer Vision, AI**



Corrective Supply Chain Analytics for a CPG Major in emerging market

Closed the sales gap of affected channels

80% Achievement Rate

Accurately predict and address demand disruptions during the lockdown with **analytics models**



Remote Facilities Mgmt. Operations for Asset Management Company

Better Asset Utilization, Anomaly Detection

18% Energy Efficiency Savings

IoT-based transformation of facilities ops. with video analytics, occupancy sensors, remote asset monitoring and control

Our Future of Work Solutions and Experience

Our Solutions and Offerings for Customer Engagement

- Virtual Communications and Collaboration Solutions for remote workers
- IoT & vision-based solutions for social distancing, live tracking, contact tracing, crowd density monitoring
- Hyperautomation
- Data-driven decision making
- Microlearning and immersive learning solutions
- Mobile Apps with assisted onboarding

Building Blocks/ Enabling Technologies

Collaboration Platforms and Mobile Apps

Computer Vision Internet of Things

Chatbots/ Voice Bots

Robotic Process Automation

Visualization and Analytics

Augmented Reality/ Virtual Reality

Success Stories



Remote Sales Platform for a CPG major

Arrested the drop in retail sales

40%
Lower Cost of Operations per Store

Enabling field sales to take orders from distributors remotely through **tele sales and WhatsApp**



Enabling Employee Self Service for a Consumer Electronics Retailer

30%
TCO Reduction

25%
Reduction in on-field support

Bots for self-service and field force enablement coupled with **remote expert support** to reduce touchpoints



Safe Return to Workplace solutions for a leading IT Services Company

Employee Safety and Well being

Safely reopen office locations

IoT, Vision, AI and Biometrics-based solutions to help employees return to work safely at the reopened offices

Changing customer experience needs



Touchless Check-in Kiosks



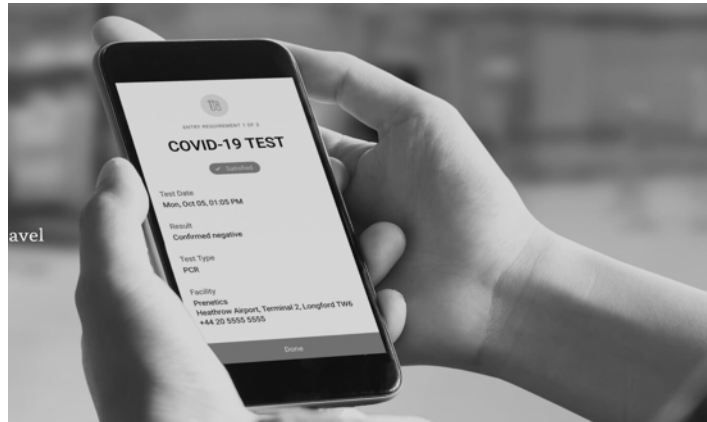
Biometric Identification



Contactless Boarding



Self Service Bag Drop



Digital Health Passport



Touchless Hotel Stay

Our experience in delivering solutions for customers



Contactless arrivals & mobile key implementation for 3500 properties in a large hospitality global chain



Automated refunds processing for a large North American Carrier. Voice based customer service agent for rebooking

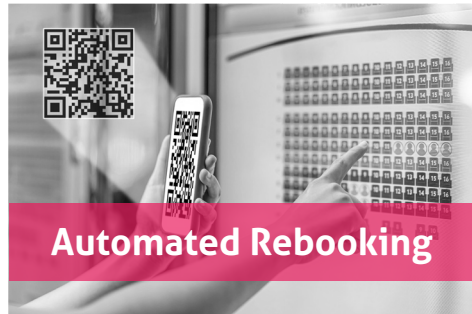


Car reservation and rental contactless flow implemented for large car rental company across US and Europe

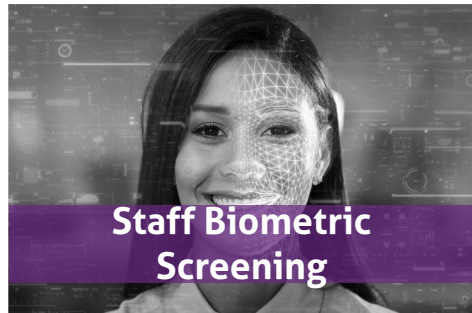
Future business demand



Customer



Operations



Workplace



Welcome to possible

