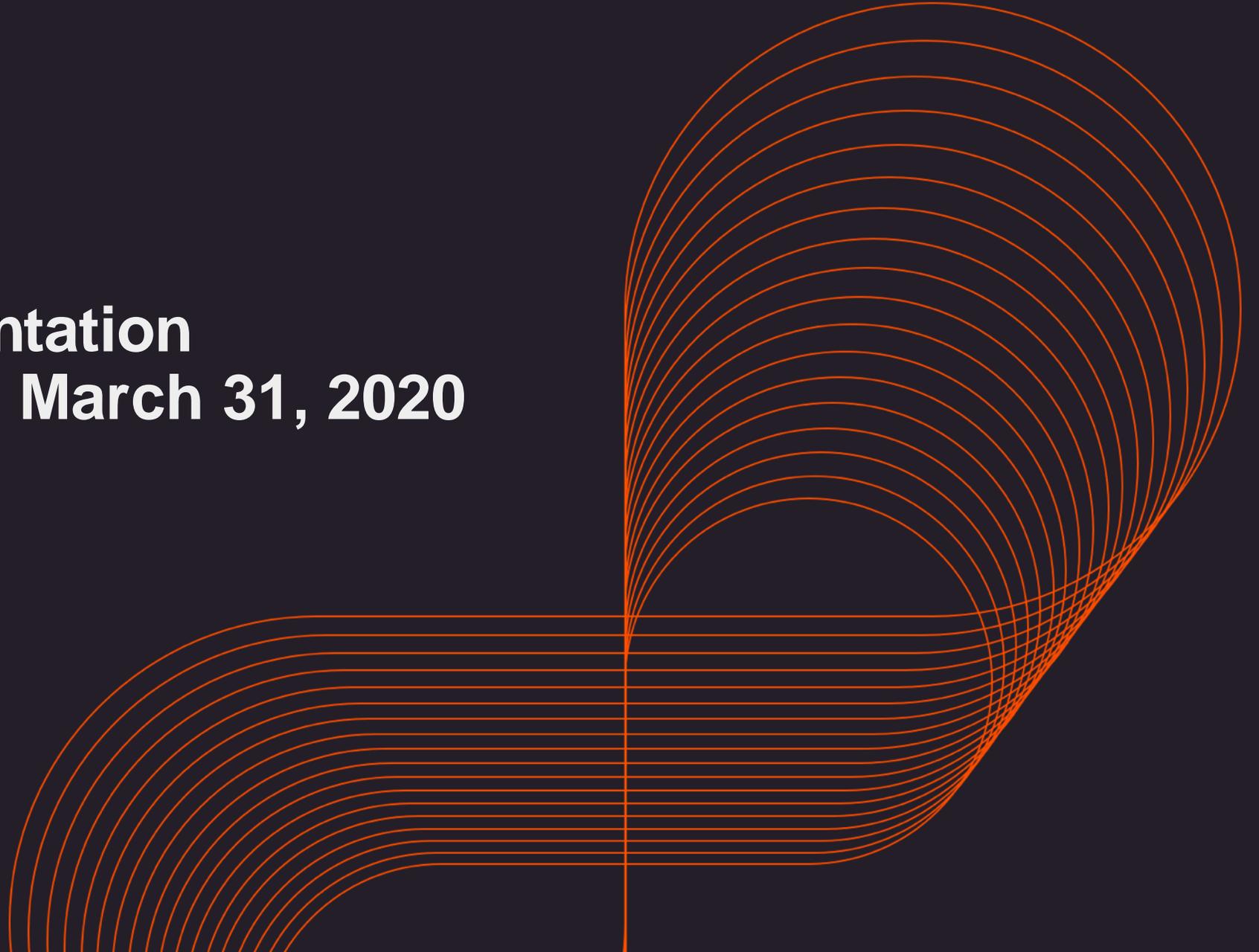




**Persistent**

# **Analyst Presentation Quarter ended March 31, 2020**

May 5, 2020



## Forward-looking and Cautionary Statements

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 IT services including those factors which may affect our cost advantage, our revenues highly dependent on customers located in the United States, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, industry segment concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, concentration of major operations of the Company in one city, withdrawal of governmental

fiscal incentives, political instability and regional conflicts, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

The Company may, from time to time, make additional written and oral forward-looking statements, including statements contained in the Company's filings with the Stock Exchanges and 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.

# Financial Highlights

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## Financial Highlights for Q4FY20

USD Revenue

**\$127M**

**-1.8%**  
QoQ

**+7.4%**  
YoY

INR Revenue

**₹9,263.6M**

**+0.4%**  
QoQ

**+11.4%**  
YoY

INR EBITDA

**₹1,276.8M**

@13.8% Revenue

**+3.4%**  
QoQ

**+0.9%**  
YoY

INR PAT

**₹838.2M**

@9% Revenue

**-4.7%**  
QoQ

**-0.8%**  
YoY

## Financial Highlights for FY20

USD Revenue

**\$501.6M**

**+4.3%**  
YoY

INR Revenue

**₹35,658M**

**+5.9%**  
YoY

INR EBITDA

**₹4,929.5M**

@13.8% Revenue

**-15.1%**  
YoY

INR PAT

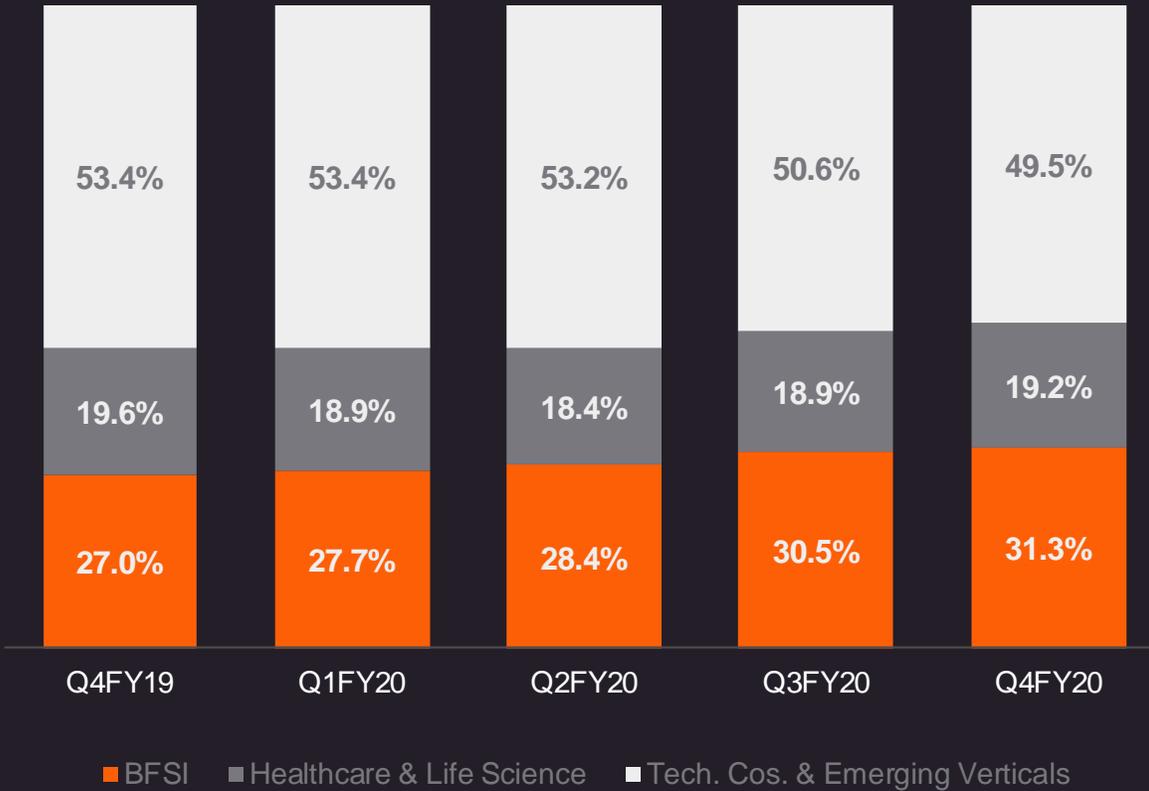
**₹3,402.9M**

@9.5% Revenue

**-3.2%**  
YoY

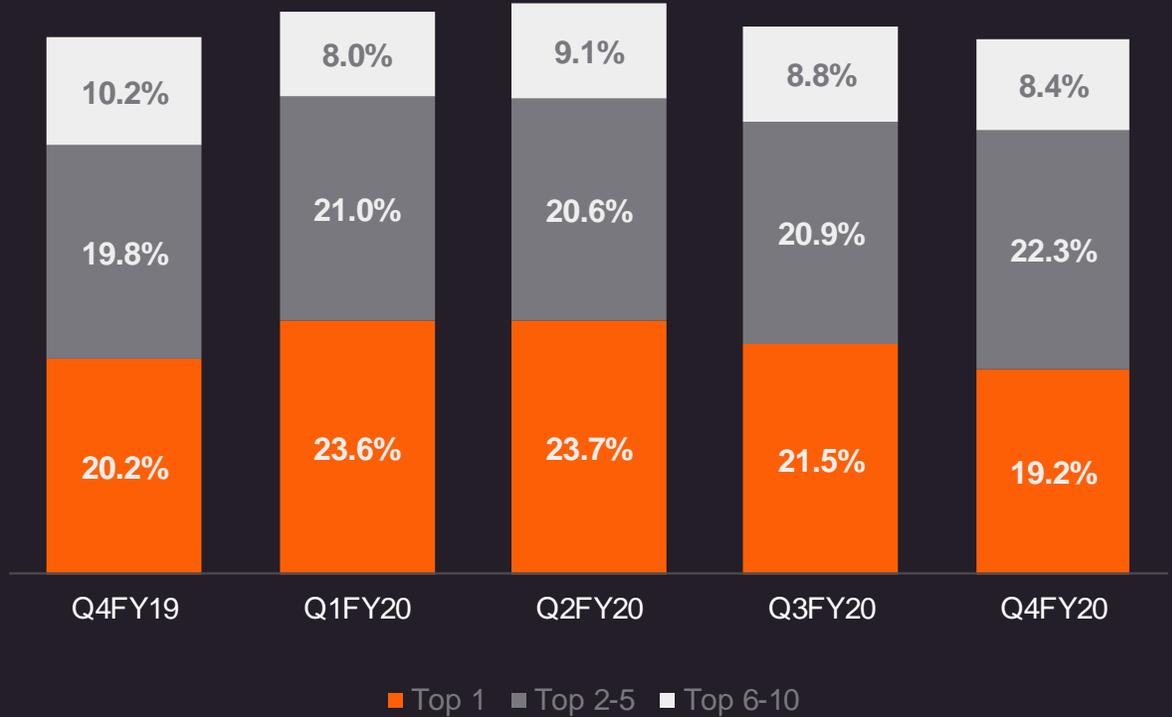
# Highlights for the Quarter

## Industry Revenue Mix



The share of revenue from BFSI customers has increased from 27.0% in Q4FY19 to 31.3% in Q4FY20

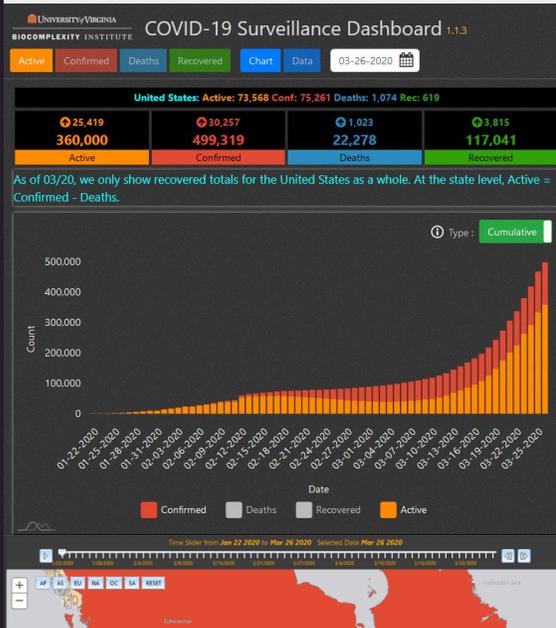
## Customer Concentration



The share of Top Customer has reduced from 20.2% in Q4FY19 to 19.2% in Q4FY20

# Supporting our clients responding to COVID-19

## Biocomplexity Labs, University of Virginia



Interactive Pandemic  
Surveillance Dashboard

## Chicago Based Academic Medical Center

### Rush University COVID-19 Update



Integrate COVID-19 Workflow in  
the App

## Large Scientific Instrumentation Provider

### ships coronavirus tests, aims to produce 5 million tests a week by April



COVID-19 Test Kits FDA  
Emergency Clearance

## Children's Health Dallas

### Welcome to COVID-19 Care Community

A place where you can easily find solutions and ask questions



No Cost Salesforce COVID-19  
Care Response Solutions

## Other Highlights

### **Rs. 25 Crores (\$3.3M)**

contribution in support of COVID-19 efforts

<https://www.persistent.com/media/press-releases/persistent-systems-contributing-to-covid-19-emergency-fund/>

### **Salesforce Leader**

named by ISG Provider Lens in Salesforce Ecosystem Partners

<https://www.persistent.com/partner-ecosystem/salesforce/persistent-as-a-leader-for-salesforce-partner-ecosystem-in-isg-provider-lens-2020/>

### **IBM Gold Partner**

status Achieved in UK

### **Leader for 7<sup>th</sup> Year**

In a row, as reported in Zinnov Zones 2019 ER&D Services

<https://www.persistent.com/media/press-releases/persistent-in-leadership-positions-in-zinnov-zones-2019-erd-services-report/>

### **Top 15 Sourcing Standout**

For managed services globally, recognized by ISG

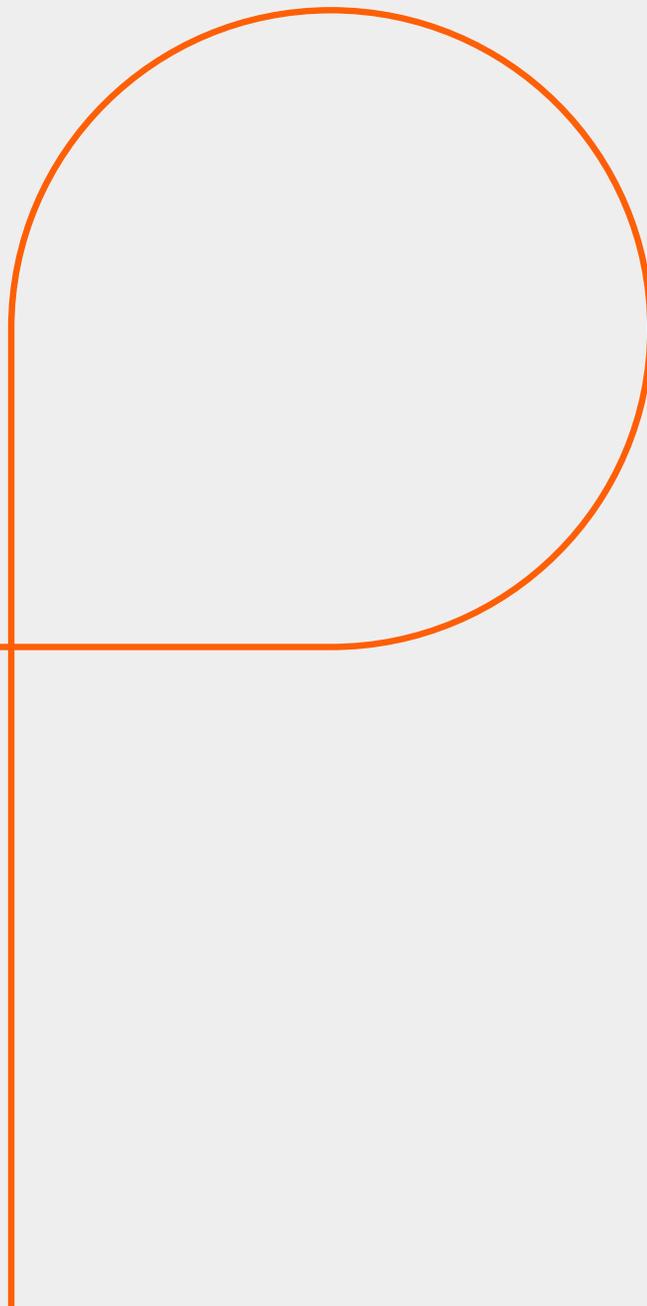
<https://persys.co/2SIKsh>

### **Innovator**

In services and engineering, recognized in Constellation ShortList™

<https://www.persistent.com/media/press-releases/persistent-systems-in-constellation-shortlist-2020-for-innovation-services-and-engineering/>

# Financial Details



## Sequential Q4 FY20 vs Q3 FY20

Particulars	Q4FY20	Q3FY20	Change QoQ	Exps/ Sales % Q4FY20	Exps/ Sales % Q3FY20
Revenue (\$ M)					
Services	106.31	102.02	4.2%		
IP Led	20.74	27.41	-24.3%		
<b>Revenue (\$ M)</b>	<b>127.05</b>	<b>129.43</b>	<b>-1.8%</b>		
Avg. Exchange Rate Rs. /US\$	72.91	71.29	2.3%		
<b>Revenue (Rs. M)</b>	<b>9,263.65</b>	<b>9,227.29</b>	<b>0.4%</b>		
Cost of Revenue	Rs. M	Rs. M			
Employee Related Expenses	5,830.32	5,675.33	2.7%	62.9%	61.5%
Purchase / Royalty	163.98	349.89	-53.1%	1.8%	3.8%
Project related Travel Expenses	135.33	132.21	2.4%	1.5%	1.4%
Total Direct costs	6,129.63	6,157.43	-0.5%	66.2%	66.7%
<b>Gross Profit</b>	<b>3,134.02</b>	<b>3,069.86</b>	<b>2.1%</b>	<b>33.8%</b>	<b>33.3%</b>
Sales & Marketing Exps	948.56	957.93	-1.0%	10.2%	10.4%
Admin. & Other Exps	840.13	843.43	-0.4%	9.1%	9.1%
Doubtful Debt Provision	38.78	15.35	152.6%	0.4%	0.2%
CSR Activities	29.70	18.84	57.6%	0.3%	0.2%
Total SGA	1,857.17	1,835.55	1.2%	20.0%	19.9%
<b>EBITDA</b>	<b>1,276.85</b>	<b>1,234.31</b>	<b>3.4%</b>	<b>13.8%</b>	<b>13.4%</b>
Depreciation	111.14	116.24	-4.4%	1.2%	1.3%
Amortization	309.11	312.06	-0.9%	3.3%	3.4%
<b>EBIT</b>	<b>856.60</b>	<b>806.01</b>	<b>6.3%</b>	<b>9.2%</b>	<b>8.7%</b>
Other Income / (Loss)	229.33	231.64	-1.0%	2.5%	2.5%
Exchange Gain / (Loss)	44.50	102.10	-56.4%	0.5%	1.1%
<b>PBT</b>	<b>1,130.43</b>	<b>1,139.75</b>	<b>-0.8%</b>	<b>12.2%</b>	<b>12.4%</b>
Tax	292.22	260.49	12.2%	3.2%	2.8%
<b>PAT</b>	<b>838.21</b>	<b>879.26</b>	<b>-4.7%</b>	<b>9.0%</b>	<b>9.5%</b>

## YoY Comparison Q4 FY20 vs Q4 FY19

Particulars	Q4FY20	Q4FY19	Change YoY	Exps/ Sales % Q4FY20	Exps/ Sales % Q4FY19
Revenue (\$ M)					
Services	106.31	92.74	14.6%		
IP Led	20.74	25.56	-18.9%		
<b>Revenue (\$ M)</b>	<b>127.05</b>	<b>118.30</b>	<b>7.4%</b>		
Avg. Exchange Rate ₹ /US\$	72.91	70.32	3.7%		
<b>Revenue (₹ M)</b>	<b>9,263.65</b>	<b>8,318.54</b>	<b>11.4%</b>		
Cost of Revenue	₹ M	₹. M			
Employee Related Expenses	5,830.32	4,997.26	16.7%	62.9%	60.1%
Purchase / Royalty	163.98	119.41	37.3%	1.8%	1.4%
Project related Travel Expenses	135.33	137.89	-1.9%	1.5%	1.7%
Total Direct costs	6,129.63	5,254.56	16.7%	66.2%	63.2%
<b>Gross Profit</b>	<b>3,134.02</b>	<b>3,063.98</b>	<b>2.3%</b>	<b>33.8%</b>	<b>36.8%</b>
Sales & Marketing Exps	948.56	771.77	22.9%	10.2%	9.3%
Admin. & Other Exps	840.13	998.27	-15.8%	9.1%	12.0%
Doubtful Debt Provision	38.78	5.47	609.0%	0.4%	0.1%
CSR Activities	29.70	22.97	29.3%	0.3%	0.3%
Total SGA	1,857.17	1,798.48	3.3%	20.0%	21.6%
<b>EBITDA</b>	<b>1,276.85</b>	<b>1,265.50</b>	<b>0.9%</b>	<b>13.8%</b>	<b>15.2%</b>
Depreciation	111.14	115.98	-4.2%	1.2%	1.4%
Amortization	309.11	260.82	18.5%	3.3%	3.1%
<b>EBIT</b>	<b>856.60</b>	<b>888.70</b>	<b>-3.6%</b>	<b>9.2%</b>	<b>10.7%</b>
Other Income / (Loss)	229.33	282.94	-18.9%	2.5%	3.4%
Exchange Gain / (Loss)	44.50	(58.50)	-176.1%	0.5%	-0.7%
<b>PBT</b>	<b>1,130.43</b>	<b>1,113.14</b>	<b>1.6%</b>	<b>12.2%</b>	<b>13.4%</b>
Tax	292.22	268.41	8.9%	3.2%	3.2%
<b>PAT</b>	<b>838.21</b>	<b>844.73</b>	<b>-0.8%</b>	<b>9.0%</b>	<b>10.2%</b>

## Annual comparison FY20 vs FY19

Particulars	FY20	FY19	Change YoY	Exps/ Sales %FY20	Exps/ Sales %FY19
Revenue (\$ M)			-		
Services	399.45	361.12	10.6%		
IP Led	102.16	119.85	-14.8%		
<b>Revenue (\$ M)</b>	<b>501.61</b>	<b>480.97</b>	<b>4.3%</b>		
Avg. Exchange Rate ₹ /US\$	71.09	69.98	1.6%		
<b>Revenue (₹. M)</b>	<b>35,658.08</b>	<b>33,659.41</b>	<b>5.9%</b>		
Cost of Revenue	₹ M	₹ M			
Employee Related Expenses	21,933.75	19,873.93	10.4%	61.5%	59.0%
Purchase / Royalty	982.10	877.15	12.0%	2.8%	2.6%
Project related Travel Expenses	578.48	627.07	-7.7%	1.6%	1.9%
Total Direct costs	23,494.33	21,378.15	9.9%	65.9%	63.5%
<b>Gross Profit</b>	<b>12,163.75</b>	<b>12,281.26</b>	<b>-1.0%</b>	<b>34.1%</b>	<b>36.5%</b>
Sales & Marketing Exps	3,641.32	3,060.50	19.0%	10.2%	9.1%
Admin. & Other Exps	3,422.68	3,268.47	4.7%	9.6%	9.7%
Doubtful Debt Provision	83.86	66.29	26.5%	0.2%	0.2%
CSR Activities	86.35	80.64	7.1%	0.2%	0.2%
Total SGA	7,234.21	6,475.90	11.7%	20.3%	19.2%
<b>EBITDA</b>	<b>4,929.54</b>	<b>5,805.36</b>	<b>-15.1%</b>	<b>13.8%</b>	<b>17.2%</b>
Depreciation	453.35	474.39	-4.4%	1.3%	1.4%
Amortization	1,206.27	1,098.12	9.8%	3.4%	3.3%
<b>EBIT</b>	<b>3,269.92</b>	<b>4,232.85</b>	<b>-22.7%</b>	<b>9.2%</b>	<b>12.6%</b>
Other Income / (Loss)	889.15	873.63	1.8%	2.5%	2.6%
Exchange Gain / (Loss)	364.35	(243.09)	-249.9%	1.0%	-0.7%
<b>PBT</b>	<b>4,523.42</b>	<b>4,863.39</b>	<b>-7.0%</b>	<b>12.7%</b>	<b>14.4%</b>
Tax	1,120.53	1,346.60	-16.8%	3.1%	4.0%
<b>PAT</b>	<b>3,402.89</b>	<b>3,516.79</b>	<b>-3.2%</b>	<b>9.5%</b>	<b>10.4%</b>

## Balance sheet

₹ M

Particulars	As on March 31, 2020	As on March 31, 2019
<b>Assets</b>		
PPE and Intangible assets	4,618.66	4,323.53
Non-Current Assets	1,467.52	637.36
Cash and Investments	14,716.85	14,767.22
Other Current Assets	10,118.66	8,827.88
<b>Total</b>	<b>30,921.69</b>	<b>28,555.99</b>
<b>Equity and Liabilities</b>		
Equity	23,857.55	23,446.80
Non-Current Liabilities	590.33	188.74
Current Liabilities	6,473.81	4,920.45
<b>Total</b>	<b>30,921.69</b>	<b>28,555.99</b>

# Fact Sheet – Q4FY20

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## Fact Sheet

Revenue	Description / Nos. / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Revenue from Operations, USD M	127.05	129.43	125.51	119.62	118.30	501.61	480.97
	% QoQ / YoY growth	-1.8%	3.1%	4.9%	1.1%	-2.1%	4.3%	2.2%
	Revenue from Operations, INR M	9,263.65	9227.29	8,846.00	8,321.14	8,318.54	35,658.08	33,659.41
	% QoQ / YoY growth	0.4%	4.3%	6.3%	0.0%	-3.7%	5.9%	11.0%

Business Offerings Revenue Mix	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Services	83.7%	78.8%	77.5%	78.5%	78.4%	79.6%	75.1%
	IP Led	16.3%	21.2%	22.5%	21.5%	21.6%	20.4%	24.9%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Segment Revenue Mix	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Technology Services (Services)	48.4%	46.5%	45.2%	45.8%	44.6%	46.5%	42.7%
	Technology Services (Digital)	25.3%	23.2%	22.4%	22.7%	24.4%	23.4%	22.7%
	Alliance	22.2%	26.7%	28.1%	27.8%	24.8%	26.2%	29.0%
	Accelerite	4.1%	3.6%	4.3%	3.7%	6.2%	3.9%	5.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

## Fact Sheet

Industry Revenue Mix	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	BFSI	31.3%	30.5%	28.4%	27.7%	27.0%	29.5%	25.3%
	Healthcare & Life Science	19.2%	18.9%	18.4%	18.9%	19.6%	18.9%	18.4%
	Tech. Cos. & Emerging Verticals	49.5%	50.6%	53.2%	53.4%	53.4%	51.6%	56.3%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Geography Revenue Mix	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	North America	80.2%	80.1%	81.4%	82.5%	80.9%	81.0%	81.7%
	Europe	8.8%	10.6%	9.9%	8.5%	7.9%	9.5%	8.8%
	India	9.0%	7.4%	6.7%	6.7%	7.7%	7.4%	7.0%
	ROW	2.0%	1.9%	2.0%	2.3%	3.5%	2.1%	2.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Industry Classification	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	ISV	41.7%	39.0%	38.6%	40.6%	41.2%	40.0%	39.8%
	Enterprise	42.0%	39.8%	38.9%	37.9%	37.2%	39.6%	35.3%
	IP Led	16.3%	21.2%	22.5%	21.5%	21.6%	20.4%	24.9%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

## Fact Sheet

Revenue by Delivery Centers	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Global Development Centers	33.0%	31.5%	31.0%	30.5%	31.4%	31.5%	30.5%
	India	50.7%	47.3%	46.5%	48.0%	47.0%	48.1%	44.6%
	IP Led	16.3%	21.2%	22.5%	21.5%	21.6%	20.4%	24.9%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Clients Billed	Nos.	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Services	501	483	470	429	420	653	586
	IP Led	151	154	156	167	185	257	287

Includes one-time clients with overlap across business offerings

Revenue Concentration	Description / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Top 1	19.2%	21.5%	23.7%	23.6%	20.2%	22.0%	24.0%
	Top 5	41.5%	42.3%	44.3%	44.6%	40.0%	43.2%	42.4%
	Top 10	49.9%	51.1%	53.4%	52.6%	50.2%	51.7%	51.8%

DSO	Nos.	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Days		65	68	64	65	63	65

## Fact Sheet

Client Engagement Size	Nos.	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Large > USD 3M	20	22	20	22	20	20	20
	Medium > USD 1M, < USD 3M	52	53	56	56	57	52	57

Yield*	USD / Per Person Month	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
			4,906	5,231	5,134	4,953	5,082	5,055

\*Yield is computed as a ratio of total revenue to billable person months excluding employees under training.

Linear Revenue Per Billed PM*	USD / Per Person Month*	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Global Delivery Centres	17,276	16,761	17,155	16,742	16,846	16,987	16,299
	India	4,427	4,420	4,437	4,427	4,385	4,428	4,371

\*Revenue per billed PM excludes IP Led revenue and calculated on total revenue including contractual reimbursable portion.

Attrition Rate	%	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	TTM Basis		14.3%	14.9%	15.7%	17.1%	16.7%	14.3%

IP Led	Nos.	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	IP Led Person Months		4,317	4,325	4,602	4,711	4,618	17,954

## Fact Sheet

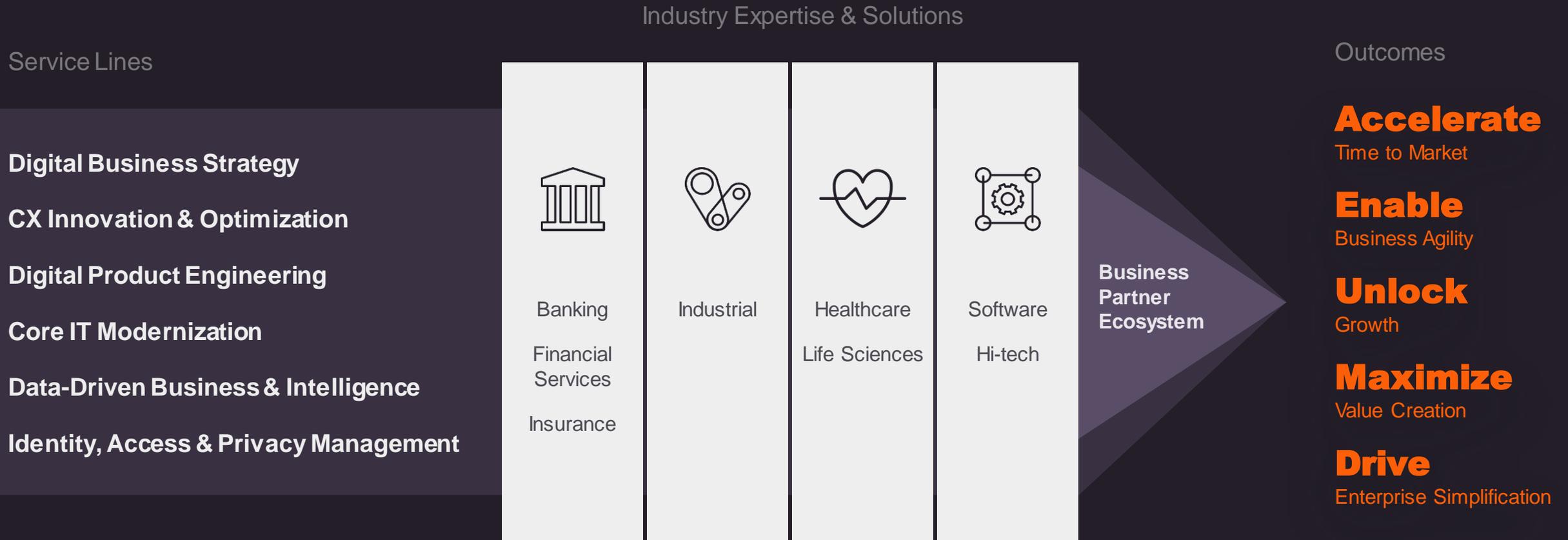
People Numbers	Nos.	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Technical	9,835	9,729	9,726	9,363	9,185	9,835	9,185
	Sales and Business Development	263	266	285	272	273	263	273
	Others	534	537	532	532	504	534	504
	Total	10,632	10,532	10,543	10,167	9,962	10,632	9,962

Efforts and Utilization Mix - Linear	Description / Nos. / %	Q4FY20	Q3FY20	Q2FY20	Q1FY20	Q4FY19	FY20	FY19
	Billable Person Months	21,580	20,419	19,846	19,441	18,663	81,287	71,563
	- Global Delivery Centers	2,872	2,893	2,779	2,658	2,630	11,202	10,703
	- India	18,708	17,526	17,067	16,783	16,033	70,085	60,860
	Billed Person Months	16,975	16,295	15,409	15,141	14,879	63,820	58,037
	- Global Delivery Centers	2,425	2,430	2,271	2,179	2,206	9,305	9,007
	- India	14,550	13,865	13,138	12,962	12,674	54,516	49,030
	Linear Utilization							
	- Blended	78.7%	79.8%	77.6%	77.9%	79.7%	78.5%	81.1%
	- Global Delivery Centers	84.4%	84.0%	81.7%	82.0%	83.9%	83.1%	84.2%
- India	77.8%	79.1%	77.0%	77.2%	79.0%	77.8%	80.6%	

# About Persistent



We are a **global solutions** company delivering **digital business acceleration** and **enterprise modernization** for businesses across industries and geographies.



## Why Persistent?

---

Boutique mindset focused on enterprise clients moving their digital presence to the cloud

Diverse, open and innovative business partner ecosystem for maximum flexibility

30-year legacy of leadership in Software Engineering & Digital Transformation

Trusted security and dedication to data privacy across our enterprise

**1,000+**

Active Clients Annually

**10,600**

Industry & Tech Experts

**20**

Countries

**\$500M**

Revenue



**Persistent**

**Thank you!**

[investors@persistent.com](mailto:investors@persistent.com)

