



AI, Technology, Analytics Strategy & Roadmap

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Safe Harbour

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Four pillars turn AI into client and enterprise value

AI-led operations

Transform the work we deliver today

- Productivity • Quality
- Capacity • Controls
- Margin

Measurable AI improvement in every major client relationship

Breadth focus: Visible AI impact across the entire client base

Client transformation

Expand what clients trust us to transform

- Wallet share
- Higher-value engagements
- Deeper relationships

Trusted AI transformation partner in domains

Depth focus: Credibility through highly referenceable engagements

Solution-embedded products

Turn domain expertise into reusable IP

- Scalable revenue
- Reusable toolkits
- Technology-led economics

Focused portfolio of AI-native products with scalable revenue

Focus on key products, market proof over breadth

Employee enablement

Transform how our people work

- Empower employees with AI
- Improve internal productivity

AI-native workforce w/ higher productivity and capability

Lower internal effort; capacity redeployed to growth

eClerx advantage is built on operating knowledge

Why we can execute the four pillars

Engineered trust

Data

The fuel

- Unified lake & MDM golden source
- Semantic layer built for agents
- Quality, lineage & governance
- Real-time, agent-ready access

Feeds context and state

Knowledge

The playbook

- SOPs & tacit know-how captured
- Playbooks, rules & exception taxonomies
- Knowledge graphs & RAG
- Context APIs / MCP for agents

Feeds context and verification

Domain

The judgment

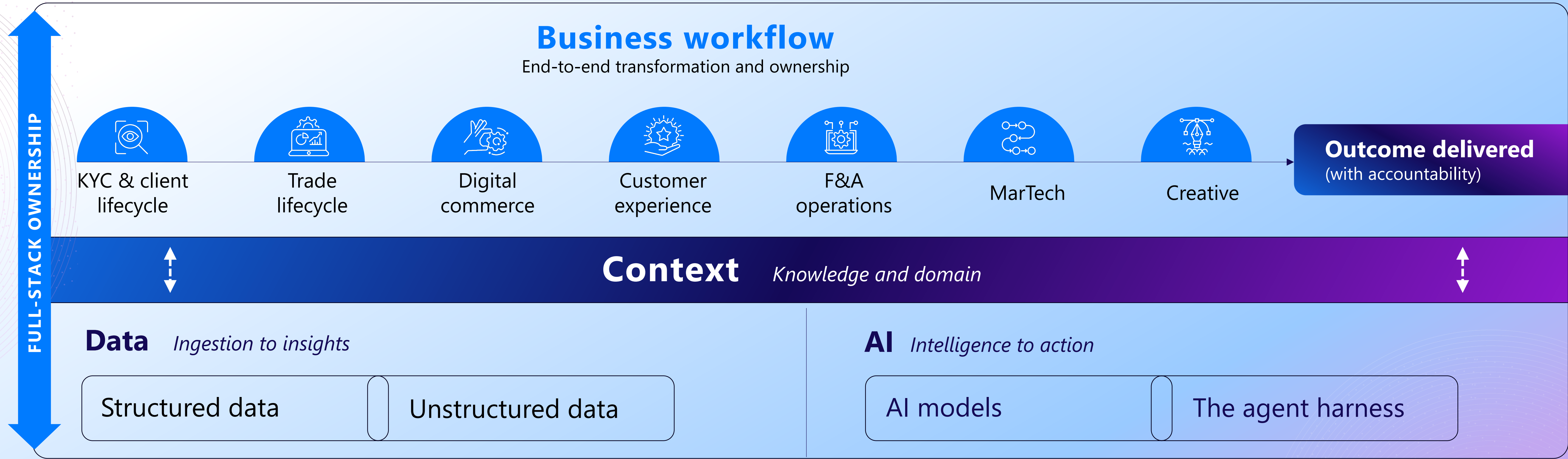
- 26 years inside regulated operations
- Process depth: markets, KYC, CX, commerce, Martech, creative
- Exception knowledge no stack ships with
- Top-quartile clients in every industry

Feeds governance and verification

OUR USP Two decades of encoded “how this actually gets done.”

AI transformation needs business re-imagination

Outcomes require owning the full stack, workflow to model



AI-led operations and client transformation

PILLAR 1 · AI-LED OPERATIONS

Inside the work we already run

Operate → Identify AI opportunities → Redesign workflow → Deploy and measure

↻ Operations creates the proof. Transformation scales it.

PILLAR 2 · CLIENT TRANSFORMATION

Into the work clients ask us to transform

Engage client → Diagnose workflow → Shape the AI solution → Implement and scale

WHAT BOTH DELIVER Productivity · Quality and control · Capacity · Margin — Powered by domain knowledge, technology, data and operating ownership.

Products | Domain-specific IPs



AI-led products

Compliance Manager
KYC, CLM and periodic reviews

eClerx Market360™ (M360)
Market intelligence for manufacturing and distribution, retail and hi-tech clients

QA360
Quality as a service

FLUiiD4
MarComm and digital asset management

AI-native toolkits

KYC toolkit
Screening, policy, doc-gap and data-sourcing agents

Trade lifecycle toolkit
Allocation, confirmation, settlements and corporate-actions agents

Reconciliation toolkit
Matching, break-enrichment and resolution agents

Mortgage360 toolkit
Loan intake to post-close audit with RAG assistants

FinOps toolkit
Invoice-to-cash, dunning, reconciliation and eClose

Data management toolkit
Agent-ready substrate — MDM, lake, semantic layer, lineage

AI changes our workforce as well as our workflows

Build AI capability

Increase what our people can accomplish

- Broad AI fluency across the workforce — 8,000+ employees GenAI-trained
- Deeper skills in critical technical and client-facing roles
- People focused on judgment and client outcomes
- Forward-deployed and specialist AI teams

Key outcome

A workforce equipped to deliver and scale AI-enabled services

Release internal capacity

Apply AI inside eClerx itself

- Finance and accounting, reporting and presentations
- HR and recruiting — agentic sourcing with TalentIQ
- Recurring administrative and knowledge workflows
- Internal and management reporting analytics

Key outcome

Internal productivity, with capacity redeployed toward growth

Agentic AI-led transformation across industries and functions

Finance, Accounting, HR and KM

Global hygiene leader

End-to-end F&A transformation

\$2.1M monthly billing issues prevented

Global tile manufacturer

PO digitization and automation

~85% faster

~60% more volume delivered

Global utility

Syndicated loan document processing

1,500+ entities a month

24×7

Financial Markets and Compliance

Leading US asset manager

Client onboarding and KYC

**100% periodic-review SLA
>98% accuracy**

Leading US bank

BPaaS-led KYC transformation

**570+ sources automated
Near real time refresh**

Global investment bank

Fees and commissions modernization

Accelerated intelligent calculators

Customer Experience

Leading APAC super-app

Next best action engine

**12% higher conversion
3× CLV uplift in 2 years**

Global sportswear leader

Consumer care intelligence

85% contact reduction target

US media and telecom operator

Quality as a service — QA360

**30% lower churn
\$71M credits normalized**

Operations Excellence and Commerce

Tier-1 fiber operator

NOC intelligence platform

67% lower SLA penalties

Leading car rental operator

Agentic AI at scale

**30% increase in lead qualification
>99% accuracy**

Global consumer bank

Autonomous segmentation and personalization

**20% higher conversion
8% cross-sell uplift**

DATA NOTE Selection of examples from across industry engagements

AI creates multiple paths to grow value faster than headcount

Growth

Greater client penetration and new transformation opportunities

Margin

More output per delivery resource — and lower internal effort in our own corporate functions

Mix

More technology, IP and outcome-linked commercial models

Scalability

Reuse instead of rebuilding — client to client, and function to function inside eClerx

Moat

Domain knowledge, workflow integration and client trust

EXTERNAL VALUE

More productive services · Larger client relationships · Scalable IP

INTERNAL VALUE

More productive enterprise functions · Capacity redirected to higher-value work



Thank you

