

Datamatics Global Services Limited

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CIN : L72200MH1987PLC045205
www.datamatics.com



September 11, 2019

To,

Corporate Communication Department
BSE Limited
Phiroze Jeejeeboy Towers,
Dalal Street, Mumbai - 400 001.
BSE Scrip Code: 532528

Listing Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai - 400 051.
NSE Code: DATAMATICS

Sub: Press Release

Dear Sir/Madam,

Please find attached herewith press release titled "Datamatics Wins NASSCOM Customer Service Excellence Award 2019 in the RPA Implementation category" for your information and record.

Kindly take the above on your record.

For Datamatics Global Services Limited

A handwritten signature in blue ink, appearing to read 'Divya', with a long horizontal stroke extending to the right.

Divya Kumart
EVP, Chief Legal Officer and Company Secretary



*Press Release
For Immediate Release*

Datamatics Wins NASSCOM Customer Service Excellence Award 2019 in the RPA Implementation category

Mumbai, Sept 11, 2019: Datamatics Global Services Ltd. (DGSL), a global IT & BPM company, today announced that it has won the NASSCOM Customer Service Excellence Award 2019 in the Robotics Process Automation (RPA) implementation category. Datamatics received this recognition for enabling a very large logistics giant in the USA to reduce their transaction processing time by 86% by bringing in end-to-end automation using its RPA product TruBot. The awardees were recognized at the NASSCOM BPM Summit held on 5th September 2019 at Conrad, Bangalore.

The NASSCOM Customer Service Excellence Award was rolled out to recognize game-changers in the BPM industry who deliver value to clients beyond the wage arbitrage. The award recognizes enterprises that are transforming customer service and providing technology-enabled, high outcome-based services.

[Datamatics](#) won this prestigious award for automating the “Fuel Bill Process” for a leading logistics company in the USA. The client received a huge volume of unstructured invoices. Datamatics RPA product – [TruBot](#), simplified the complex Fuel Billing process and helped the client to reduce transactional processing time, improve accuracy, and achieve higher operational efficiency. The client can now handle more transactions due to faster and automated processing of invoices.

Speaking on occasion, **Mr. Mitul Mehta, SVP & Head, Marketing & Communications, Datamatics Global Services Ltd.** said, “RPA driven automation is one of the top priorities for the industry to drive productivity. As an automation partner, we handhold our customers in their entire RPA journey to ensure they derive the tangible benefits and business advantage. We are proud to be recognized by NASSCOM.”

Datamatics [TruBot](#) is an enterprise grade, multi-skilled RPA product that automates a range of repetitive and rule-based processes. TruBot has more than 96 customers globally and has automated over 800 processes. Datamatics has been recently recognized as a July 2019 [Gartner Peer Insights Customers' Choice](#) for Robotic Process Automation (RPA) Software.

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About Datamatics Global Services

Datamatics (BSE: 532528 | NSE: DATAMATICS) provides Intelligent Solutions for data-driven businesses to increase productivity and enhance customer experience. The company's portfolio of service offerings spans across Information Technology Services, Business Process Management, Engineering Services, and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotics Process Automation, Advanced Analytics, Business Intelligence, and Automated Fare Collection. Datamatics services over 500 customers globally across Banking & Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing.

Headquartered in Mumbai, the Company has a presence across 4 continents with major delivery centers in the USA, India, and the Philippines with an employee base of 10,000. To know more about Datamatics, visit www.datamatics.com

Safe Harbour

Some of the statements in this update that are not historical facts are forward-looking statements. These forward-looking statements include our financial and growth projections as well as statements concerning our plans, strategies, intentions, and beliefs concerning our business and the markets in which we operate. These statements are based on information currently available to us, and we assume no obligation to update these statements as circumstances change. There are risks and uncertainties that could cause actual events to differ materially from these forward-looking statements. These risks include, but are not limited to, the level of market demand for our services, the highly-competitive market for the types of services that we offer, market conditions that could cause our customers to reduce their spending for our services, our ability to create, acquire and build new businesses and to grow our existing businesses, our ability to attract and retain qualified personnel, currency fluctuations and market conditions in India and elsewhere around the world, and other risks not specifically mentioned herein but those that are common to industry.

For media queries, please contact:

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