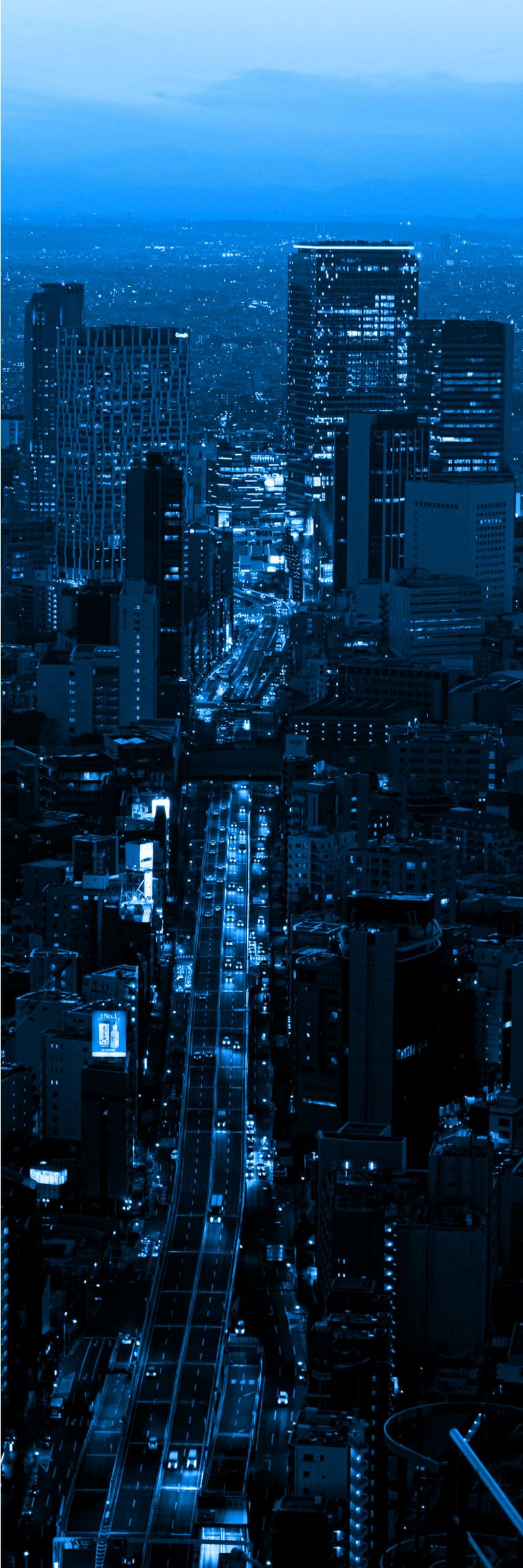


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# Samvad Quarterly Newsletter

April 2020 Edition





## Preface

We at Netlabs Global (NLG) are happy to launch our maiden quarterly newsletter with this April 2020 edition. In terms of timing, this also coincides with the end of FY 2019-20, and start of the new FY 2020-21.

The objective of this newsletter is to keep our customers, business partners, employees, investors, and other stakeholders periodically updated on the progress we are making as an organization.

We also take this opportunity to thank all our stakeholders for their continued support and encouragement.

Any and all feedback are most welcome!

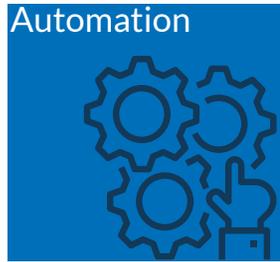
# Strategy Updates

As per the latest Wall Street Journal Report, the top priorities for CIOs globally in 2020 are:

Talent



Automation



Cyber security



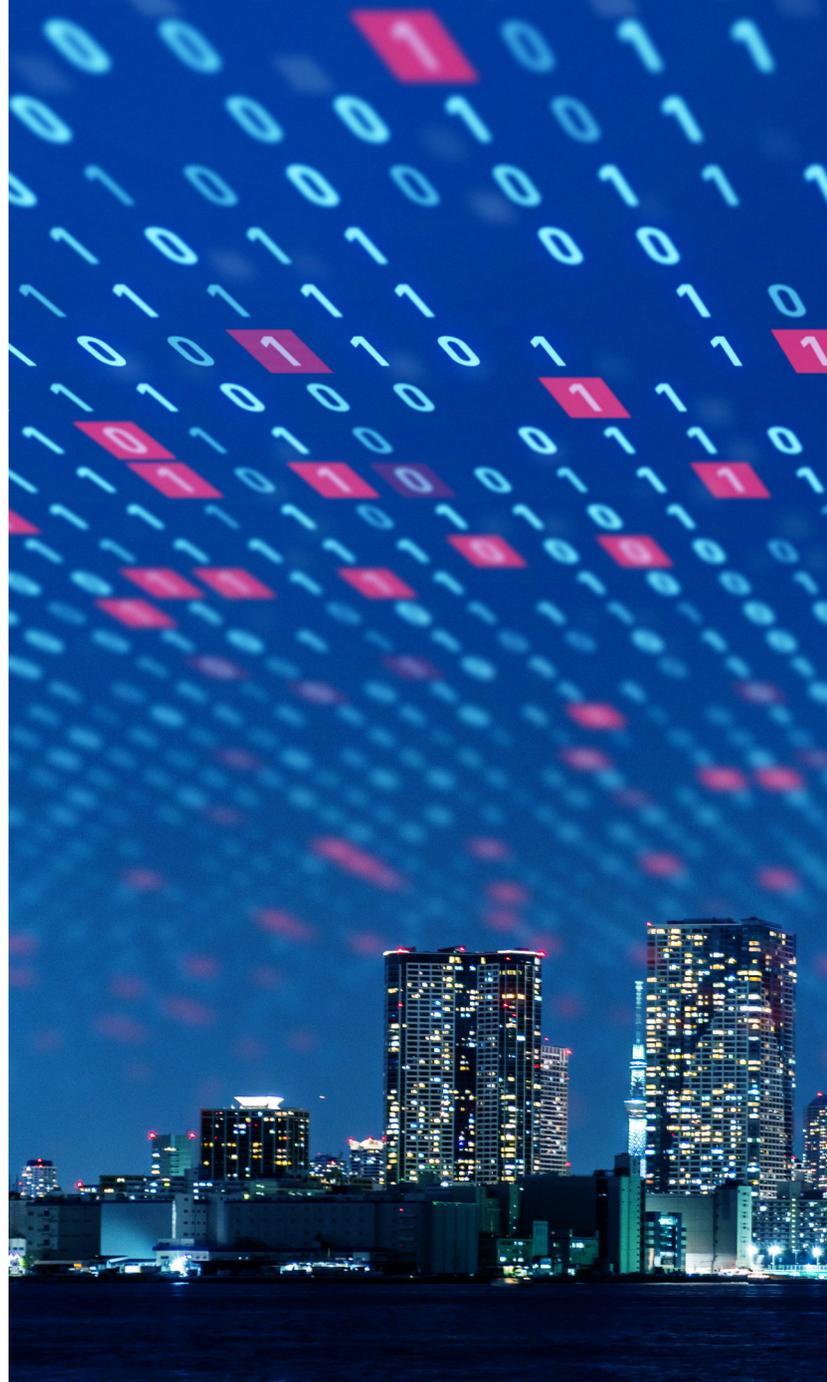
Training



We are happy to state that our strategy and offerings are on target with respect to these CIO priorities.

We have finalized a 3-year business strategy and plan for the organization (2020-2023). As part of this we have organized our offerings and teams into a Business Unit (BU) structure.

We have also identified our focus geographies by strengthening our North America operations (to be managed through our US office), our APJ operations (to be managed through our Australia office), and our India and MEA operations (to be managed through our India office). We have also



set in place a strategic partnership to cover the Northern Europe market (especially the Nordic countries).

We have strengthened our senior leadership team and also added senior managers across functions who are industry veterans and bring on board a wealth of knowledge, experience, skill sets, and industry connects, which will be critical to fuel our growth objectives.

We are also gearing up for the expected business expansion and team growth, with a plan of action in motion for having our own campus in the Karnataka Government's Aerospace Tech Park, near Devanahalli/ Bangalore Airport.



# Operations Updates

## Business

Netlabs IT Services is growing at 33% YOY in terms of revenues and Netlabs Global as a group has grown at 25% in terms of headcount. We expect to build on this momentum further.

Our emerging technology-based **Robotics and Artificial Intelligence BU** is leading the charge with new customer acquisitions – including a leading healthcare provider in the US, a billion dollar+ dairy industry major in the US, and a billion dollar+ global bank in the US, among others. The Robotics and Artificial Intelligence BU has also conceptualized and developed an Automation platform for Healthcare and Aged Care industries, viz, Robocare.ai. Along similar lines, an Automation platform for the Banking and Insurance industry is being worked upon. Strategic partnerships with leading platform providers in this space like UiPath, Microsoft, etc. are in place, with teams being certified on their technologies.

The **Cyber Resilience and Compliance Services BU** has conceptualized and developed a very contextual and relevant offering for Urban Co-Operative Banks, NBFs, etc., who are under considerable stress owing to the increased frequency and sophistication of cyber-attacks. This offering is based on RBI's guidelines for these banks and is offered in a unique Cyber Security-as-a-Service (C-SaaS) model. Further, a strategic partnership with BlueSapphire, an end-to-end security platform provider, is in place for Go-To-Market.

**The Infrastructure Services BU** has invested in our own state-of-the-art, IS 27001 certified Data Center, with full-fledged Network Operations Center (NOC) and Security Operations Center (SOC) operations. Multi-year client engagements are being successfully managed by this BU. A strategic partnership with FreshWorks, a leading global player in the IT Services Management (ITSM) space has also been put in place, to augment the offerings of this BU.

On the Talent side of things, two of our BUs are working in tandem to partner with our customers to provide them with best-in-class talent in differentiated engagement models. Our **Talent-as-a-Service (TaaS) BU** has conceptualized a proven model of sourcing, training, and deploying quality fresher talent from campuses across the country for our customers based on their mandates. Apart from large IT services firms, this model is also seeing traction with the partner ecosystem of many OEMs in India. We are also assessing the potential of replicating this model in other geographies too. The newly formed **Professional Services BU** has started making a mark by bringing in best practices and techniques to source and deploy quality experienced resources (laterals) in a variety of engagement models like Contract-to-Hire, Time & Material,

Extended Development Center (EDC), etc.

Further, a new **OEM License-reselling BU** has been formed with the objective of positioning Netlabs Global as an end-to-end provider of all the IT needs of our customers – emerging technology-based solutions and services, core infrastructure management services, people services, software licenses provisioning, etc.

Last but not the least, for giving a **Marketing** boost to our businesses and brand, we have partnered with a leading marketing agency that has closely worked with us in launching our new website, social media accounts, and a slew of collaterals, among others.



# Processes, Tools, and Methodologies

Being a young and growing organization, a lot of focus in the past year has gone into setting up internal processes, tools, and methodologies. The objective has been to set a foundation for future growth.

The coverage has been organization-wide across functions and BUs, namely:

- ▶ A comprehensive and updated Employee Handbook was launched
- ▶ In terms of tools - HRMS, Payroll, CRM, Microsoft Teams for collaboration, etc. are being extensively used
- ▶ Process templates covering various functions like sales, delivery, HR, finance, etc. have been formulated



# Employee Welfare

Employees being our core assets, we have formulated and institutionalized a slew of employee-oriented benefits, such as:

- ▶ Release of Employee Handbook for employees to get all information in one place.
- ▶ Rewards and recognition – innovative awards like Tech Bakra, NLTechNXT, NLTechStar, etc.
- ▶ Group Insurance schemes with family coverage – medical insurance, personal accident insurance, etc.
- ▶ Continuous advisories and measures are being undertaken to keep employees updated and safe in the wake of COVID-19 that is prevailing now.
- ▶ A clear road map for career growth.
- ▶ Technical certifications and trainings.
- ▶ Offsite Retreats – fun and business!



Stay tuned and watch this space for more updates in our next newsletter. In the meantime, please do share your valuable feedback so that we can improve.

**TOGETHER, WE WILL ALWAYS WIN!**

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