



# Samvad Quarterly Newsletter

December 2020 Edition



# Preface

We at Netlabs Global (NLG) are happy to share our quarterly newsletter series (“Samvad”), December 2020 edition. This is our fourth newsletter for the FY 2020-21 as we start Quarter 4 and covers our business and operations updates during the continued challenges that COVID-19 has unleashed globally.

**This quarter's highlight has been a mega multi-year new deal win by the Infrastructure Services BU in its Data Centre operations.**

While we bid goodbye to the Year 2020, we keenly look forward to ushering in the New Year 2021 with a renewed sense of optimism, vigor, and positivity.

This newsletter's objective is to keep our esteemed 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 your continued support and encouragement.

Any feedback is most welcome!



May the coming year bring forth new hope, good health and abundant happiness for you and your loved ones.

**Happy New Year!**

# Strategy Updates

**In terms of offerings strategy**, we have continued our focus with our defined offerings to address CIOs' top priorities globally in 2020 viz, **Automation, Cyber Security, Talent, and Training**.

Further, we have made significant investments in our **Infrastructure Services** offerings to address the new normal of Work from Home. Our services support organizations that are rethinking their IT Infrastructure strategy to cater to a distributed workforce and comply with the Data Localization and Data Privacy norms in our focus geographies, including the US and India. Towards that, we have revamped and expanded our **Data Center offerings** as part of our Infrastructure Services.

**In terms of geography coverage strategy**, we have strengthened our **North America operations** by appointing an IT industry veteran as our **Director of Sales & Business Development, USA**. We have also registered as a contractor for US Federal, State, and Local Government opportunities (**sam.gov registration**) and signed a **Teaming Agreement** with a leading US-based Public and Commercial sector IT player. We have significantly scaled our business and overall relationship with a **billion-dollar FMCG customer** in the US, for whom, apart from Automation projects, we are doing **Data Science & Analytics** projects, and SharePoint-based projects are also in the offing. As a proof point of the great work we are doing for them, the customer has shared a testimonial, a positive C-SAT report, and other customer referrals. A promising pipeline in Healthcare and BFSI verticals covering a mix of opportunities in Cyber Security, Automation & Infra Services is being cultivated and is expected to yield results in the next quarter.

Despite the pandemic-induced lockdowns, WFH, and market sluggishness in **Indian operations**, we have steadily increased our new customer acquisitions, including a **mega multi-year deal win the Infrastructure business**, repeat business from existing customers. We have also built a very promising pipeline across all our BUs, covering our focus verticals like Healthcare & Pharma, Urban Co-operative Banks, Manufacturing, IT/ITeS & SMBs.

We have also made a promising add in our **Australia operations** with a new customer acquisition, which can scale strategically. We are also pursuing a sizable repeat business opportunity in our **Middle East operations** from an existing customer in Saudi Arabia.



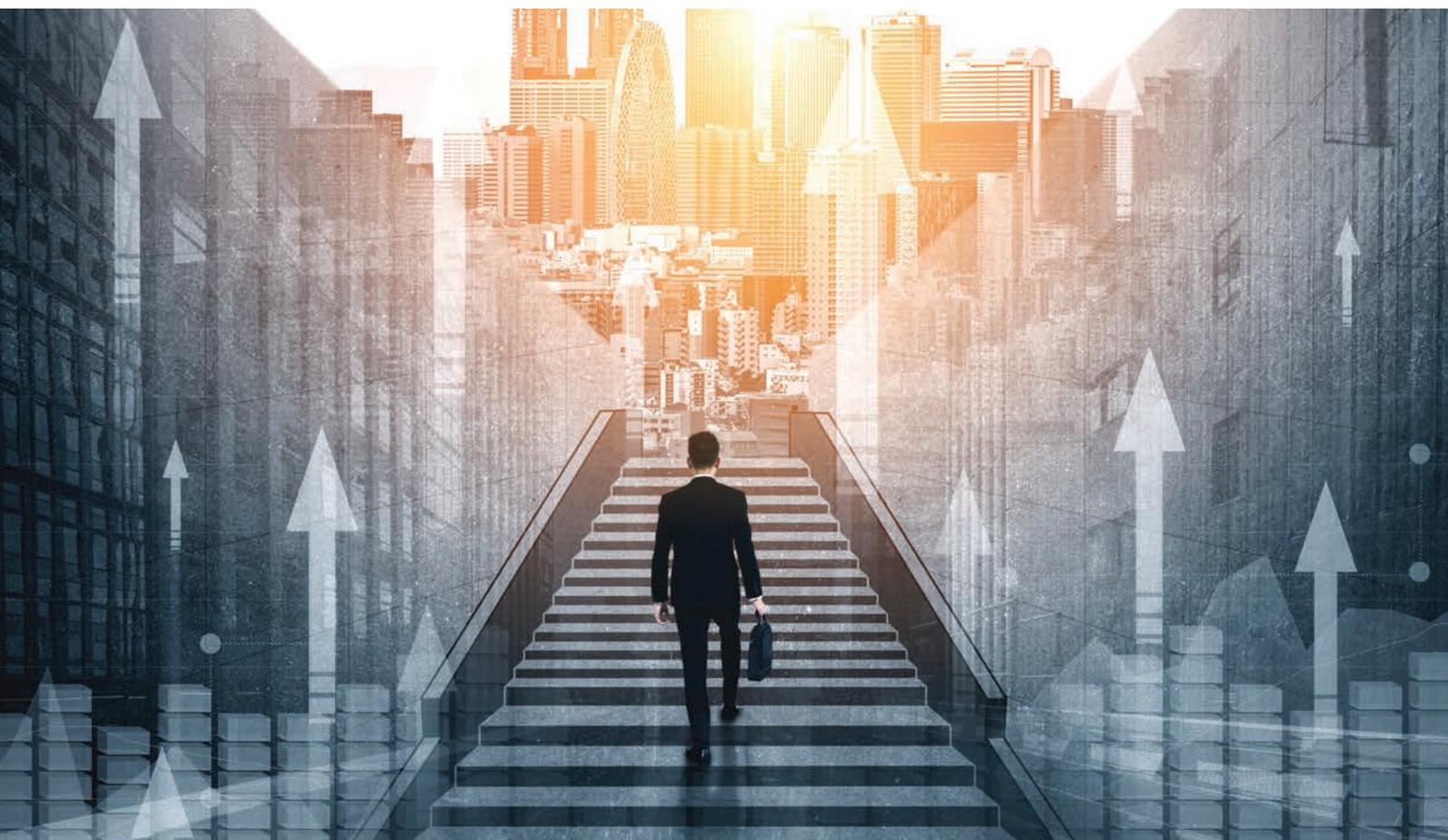
# Business Updates

With the mantra of “living with the pandemic is the new normal”, we see green shoots with the resumption of business activities, along with pipeline generation; our order book has also started ringing in back.

Our emerging technology-based **Robotics and Artificial Intelligence BU** have ramped up with new business acquisitions, project deliveries, and team member additions in Quarter 3. We have delivered a *Business Analytics project for a billion-dollar US-based Dairy Manufacturing company. Our ongoing projects include an Automation platform build-out for a US-based IT services company, automation projects support for an Australia-based IT consulting firm, and Automation POCs for an Indian Healthcare organization and an India-based Global Pharma organization.* A very promising pipeline has been built in the Healthcare & Pharma, and the Manufacturing space, which will result in new customer adds in Q4 & beyond. Further, to tap into the opportunity arising out of the Reserve Bank of India (RBI) mandates for the

Urban Co-Operative Banks (UCBs) to adopt Automation, Teaming discussions are being held with Automation Anywhere to work out an Offering and GTM plan for the same.

The **Cyber Resilience & Compliance Services BU** has aggressively focused on our Cyber Security offering based on RBI guidelines for *Urban Co-operative Banks (UCBs)*. We have also added more UCB customer acquisitions with this offering this quarter, and a robust pipeline is being pursued for closure. Further, with our strategic partnership with *BluSapphire*, a pipeline for *Managed - Security Operations Center (M-SOC)* services are being pursued with prospects in the Healthcare & Pharma, UCBs, and Manufacturing sectors. The BU has also conducted a webinar in this quarter for the healthcare sector with good participation.





The **Infrastructure Services BU** has won a mega, multi-year contract in its Data Center operations with a *European MNC* in the Telecommunications sector for providing both **Private Cloud and Co-Location services**. This strategic and prestigious win against stiff competition has bolstered the organization's confidence in going after large deals and winning against more prominent players. The BU has further leveraged our strategic partnership with *FreshWorks*, a leading global player in the IT Services Management (ITSM) space, to acquire additional businesses in the areas of operationalizing a *Service Desk for a leading Healthcare provider in the US*. A new logo of a leading Data Enablement Services and Customer Interaction Services company was also won for providing Network Management Services. We are also expecting a mega, multi-year ITSM deal win in the coming days from a European MNC in the Telecommunications space. Towards these, a significant amount of investments and efforts have been made and planned further to expand and modernize our Data Centre, which will exponentially scale up our business from this BU.

The BU team has also created a new video tour of Netlabs Data Centre [here](#)

On the Talent side, our **Professional Services BU** has won a deal with a *leading Indian business services and technology solutions provider for the mortgage industry and is also on the verge of signing SOW with a global Digital agency (a subsidiary of the world's largest advertising firm)* and is also pursuing a significantly large deal with a leading Indian IT services firm. Our **Talent-as-a-Service (TaaS) BU** is on the verge of winning new deals with a *Saudi Arabia-based organization and a global IT Services provider*.

Further, our **OEM Licenses BU** has won software license contracts with many firms in the IT/ITeS sector this quarter. This BU has also built a promising pipeline of other opportunities in this space, which is expected to yield good results in Quarter 4. The BU has also signed partnership agreements with Checkpoint, HP, VMware, Dell, and Ingram Micro, to name a few.

# Operations Updates



## Processes, Tools, and Methodologies

Continuing our focus on processes and tools,

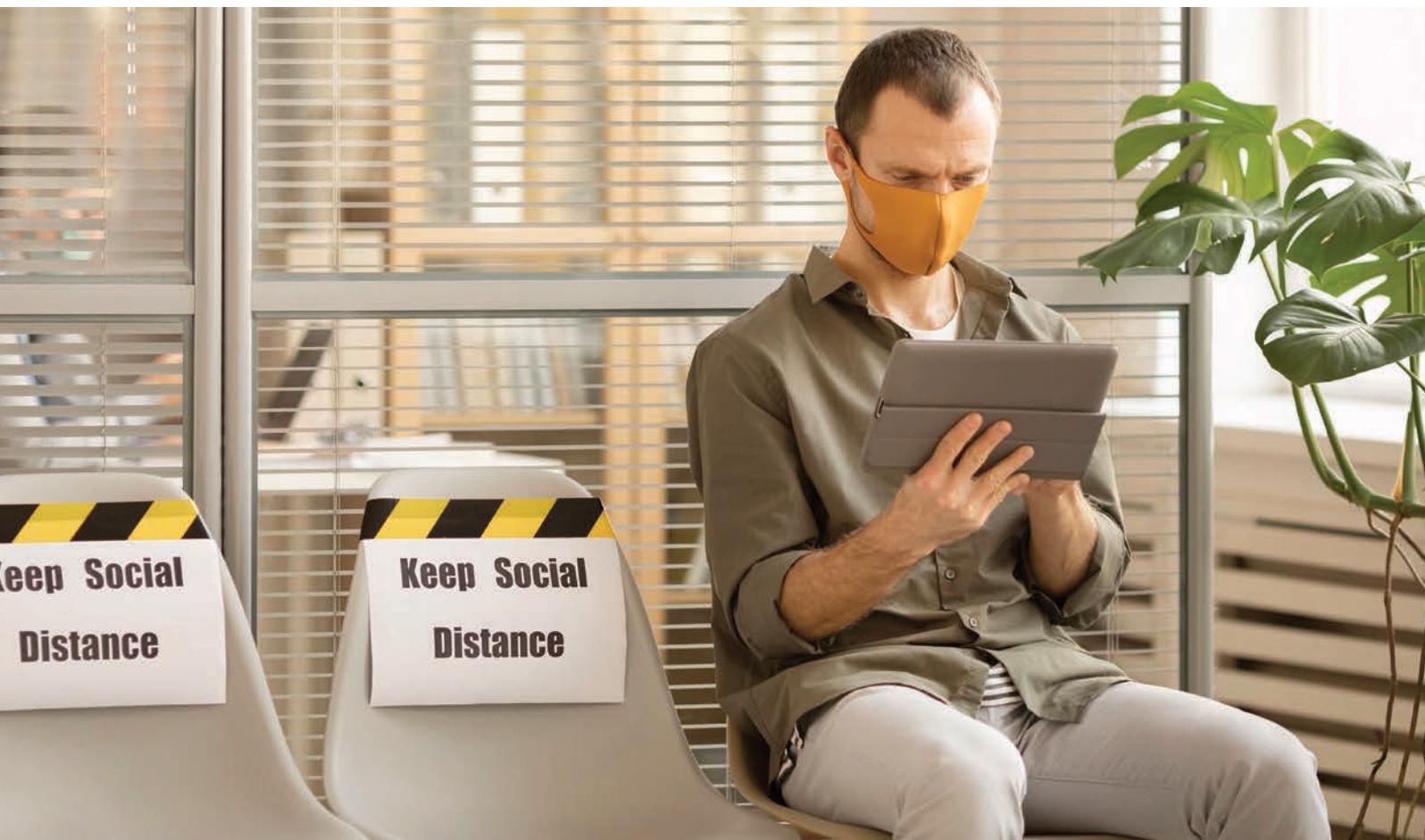
- The HR function has rolled out many new Processes, Policies, and Templates to ensure the standardization drive
- An Internal Risk Assessment Analysis and Treatment Action Plan initiative has been initiated and is being rolled out
- A SmartOffice Time, Attendance & Leave Management system has been decided upon and is planned to be rolled out in the New Year
- A string of WinWires (announcing new Customer and Project wins) and PartnerNewsWires (announcing new Alliances and Partnership sign-ups) for internal circulation were done in this quarter
- The Leader's Talk series was continued where senior leadership team shares their experiences with the rest of the organization
- Technical certifications & training are in progress for FreshWorks Advanced, Automation Anywhere, eStomi TUSSOM, Microsoft RPA & Azure AI, CheckPoint, VMware, etc.
- For increasing our social media presence, the frequency of LinkedIn posts and blogs creation has been significantly enhanced
- A string of videos was created as marketing assets covering POCs and Solution Assets of RPA & AI BU and Infra Services BU.

# Employee Welfare

Till date, to be on the safer side, employees were extended WFH options even after the Government relaxed the lockdown and containment measures. We have now decided to resume physical office operations from the New Year after due deliberations and have geared up to welcome the employees back to the office from January 4, 2021.

Employees being our core assets, we will continue our employee-oriented safety measures, viz.

- Guidelines for COVID-19 related best practices
- Guidelines for Work from Home and Cyber Security related best practices
- Guidelines for office re-opening, including sitting arrangements following social distancing protocols, etc.
- Health & Safety measures like provisioning of hand sanitizers, thermal guns, protective equipment (face masks, face shields, hand gloves, etc.), frequent cleaning of personal & common spaces, amongst others





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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