November 19, 2019

Listing Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Fort
Mumbai-400 001.
Tel No. 22723121

Listing Department
The National Stock Exchange of India
Limited
Bandra - Kurla Complex
Bandra – (East),
Mumbai – 400 051.
Tel No.: 022 – 26598235/36

Ref.:- BSE Scrip Code 532129 / NSE Symbol: HEXAWARE

Dear Sir,

Sub : Press Release - Hexaware Developers Win Big at Automation Anywhere's Virtual Bot Games

Enclosed herewith please find Press Release regarding - Hexaware Developers Win Big at Automation Anywhere's Virtual Bot Games.

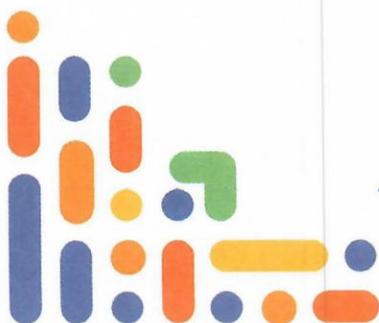Kindly take the same on record.

Thanking you,

Yours faithfully,
For **HEXAWARE TECHNOLOGIES LIMITED**

Gunjan Methi
Company Secretary

Encl.: as above

Hexaware Developers Win Big at Automation Anywhere's Virtual Bot Games

Mumbai, 19 November 2019: Hexaware Technologies Ltd, a leading provider of IT, BPO and consulting services has announced winning first position at Automation Anywhere's flagship virtual developer conference, Bot Games 2019. Archana Sonar and Rakesh Pal from Hexaware were able to secure the leading position amongst 436 participants across 47 nationalities and a total of 306 teams. Taking home, the top award of USD $10,000, the team was able to create a Genius Chatbot called *'AI Driven Chatbot Trainer & Tester'* that can diligently exceed customer expectations.

Chatbots today face various user related complaints like late responses, unresolved queries, and increasing redirects to human agents. Additionally, chatbot service providers often express concerns related to the high costs associated with testing, customer service and training.

To address these challenges, Hexaware's bot enthusiasts - Archana and Rakesh devised an AI-enabled chatbot trainer with reusability and automation. The customer service chatbot was then trained using this AI trainer to manage variations like interacting in multiple languages and handling a diverse set of customer queries. The creation of data using AI makes the chatbot more robust and well prepared for live conversations.

The newly designed chatbot solution is extremely user friendly with the ability to handle maximum requests while reducing the overall redirection rate.

"We congratulate both Archana and Rakesh for creating a truly innovative, AI-enabled chatbot that exhibits key automation features," said **Mukund Srigopal, Head of Global Developer Advocacy at Automation Anywhere**. "The 2019 virtual Bot Games is our online, global RPA competition that ushered in top talent building bots from all over the world and we look forward to hosting the games again in 2020."

"This is a huge win for Hexaware as an organization and it showcases our AUTOMATE EVERYTHING™ philosophy in the best possible way!" said a delighted **Chinmoy Banerjee, EVP & Global Head of Business Process Services, Hexaware Technologies.** "My hearty congratulations to Archana and Rakesh for their innovative thinking and strong business acumen to address real life customer challenges. I am confident they will continue to exceed everyone's expectations at Hexaware in the future."

About Hexaware:
Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

HEXAWARE

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at http://www.hexaware.com

Safe Harbor Statement:
Certain statements in this press release 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, 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, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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