



MANAGED  
TRAINING  
SERVICES



**OUTPACE CHANGE WITH  
LEARNING**

# Investor Presentation

NIIT Learning  
Systems Limited

March 2024

## Demerger Completed

The two business groups at NIIT have officially been reorganized into two separate companies with effect from May 24, 2023.

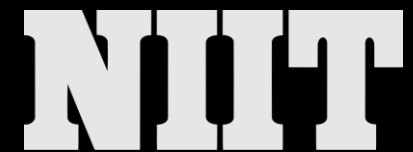
Subsequently, NIIT Learning Systems Limited listed on the stock exchanges (BSE/NSE) on August 8, 2023.



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**NIIT Learning  
Systems Limited  
(NIIT MTS)**

Ticker Symbol:  
NIITMTS



**NIIT Limited  
(NIIT)**

Ticker Symbol:  
NIITLTD

**NIIT CLG**

is now called

**NIIT MTS**



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# NIIT MTS At A Glance

**40+**

Years of pure play learning experience

**30**

Global presence in 30 countries

**5**

Top 5 Global Learning Outsourcing Company

**2400+**

World-class learning professionals

**85+**

Global Customers

**400+**

Industry Awards for Innovation & Impact

**40M**

Learners touched globally

**21K**

Hours of custom content developed annually

**150K+**

Annual Training Days

**9M+**

Annual learner transactions

**2500+**

Strong global trainer network

**5500+**

Network of L&D suppliers worldwide

# Industries We Serve



Most of our customers are in the Global Top 10 in their respective industries.

# Managed Training Services – Trusted by the World’s Best Companies

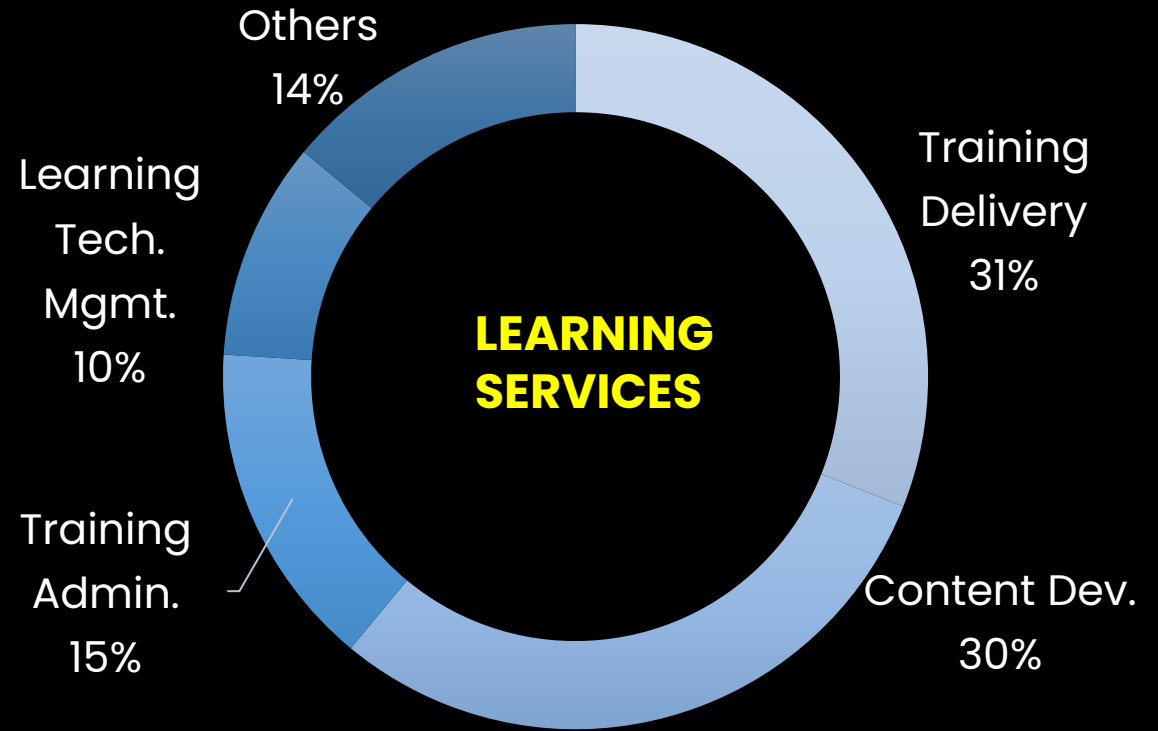
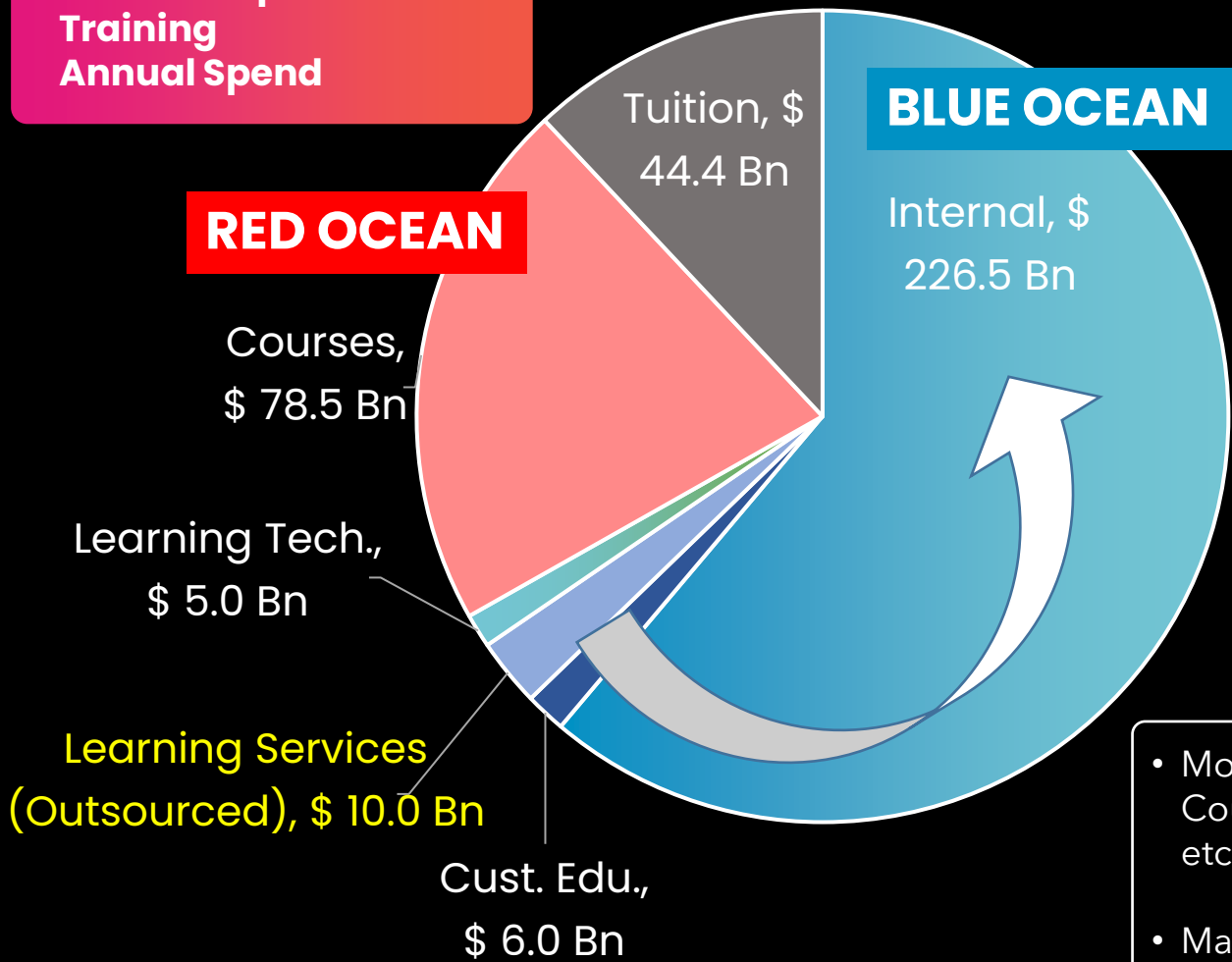
Our comprehensive, high impact managed learning solutions weave together the best of learning theory, technology, operations, and services to enable a thriving workforce.



# Corporate Learning Market and Growth Potential

**\$370.3Bn**

Global Corporate Training Annual Spend



- Most of the external spending is currently on Standardized Courses (Technology, Sales, Leadership, Health & Safety etc.), Learning Tech. and Tuition Reimbursements
- Majority of Internal spending can be outsourced and presents a large opportunity

# Industry Outlook

**52%**

CEOs believe labor and skills shortages will impact productivity in their industry in the next 10 years.

**73%**

CEOs believe global economic growth (i.e., gross domestic product) will decline over the next 12 months.

**40%**

CEOs believe inflation is a key threat in the next 12 months while 28% believe it is a key threat for the next 5 years.

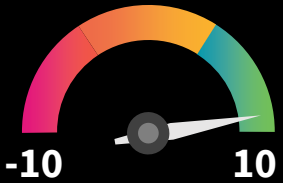
**72%**

CEOs are investing in upskilling the company's workforce in priority areas.



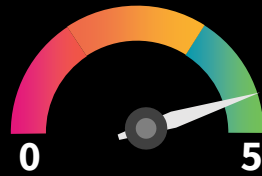
# Voice of Customers

NET PROMOTER  
SCORE



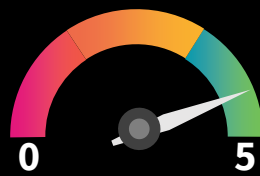
**9.03**

CUSTOMER  
SATISFACTION



**4.39**

VALUE-ADD  
SCORE



**4.13**

NIIT VOICE OF CUSTOMER SURVEY

100%

**RENEWAL  
RATE**

**Dependable  
and Reliable**

**Responsive and  
Customer  
Focused**

**Deep Customer  
Service Ethos**

**Desire to Exceed  
Expectations**

**Receptive to  
Feedback**

**Partnership  
Mindset**

# NIIT MTS Credentials



**LEADER IN NELSON HALL  
LEARNING BPS NEAT  
EVALUATION 2022**



**TOP 20 COMPANIES IN  
LEARNING SERVICES  
2008-2022**



**TOP 20 COMPANIES IN  
IT & TECH TRAINING  
2008-2010, 2013-2022**



**TOP 20 COMPANIES IN  
CONTENT DEVELOPMENT  
2011-2023**



**TOP 20 COMPANIES  
EXPERIENTIAL LEARNING,  
2021- 2022**

**HIRO TODAY Baker's Dozen  
Customer Satisfaction Ratings**

**RANKED #1 IN INNOVATION  
AND DEAL SIZE**



**TOP 20 COMPANIES IN  
ADVANCED LEARNING  
TECHNOLOGIES  
2022**



**STRATEGIC LEADER IN  
FOSWAY 9-GRID™ FOR  
DIGITAL LEARNING**

# Global Platform: NIIT MTS

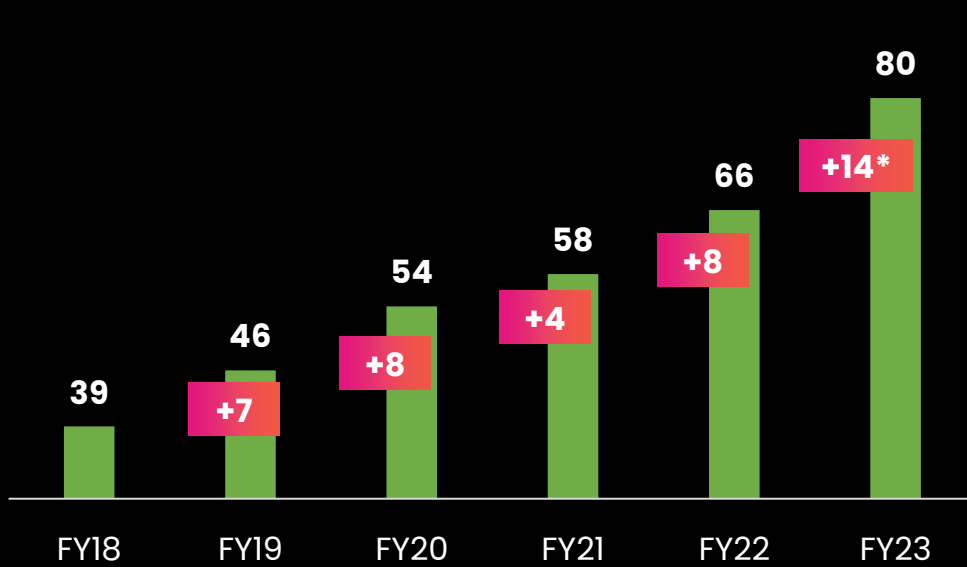


**30 COUNTRIES | 40 MILLION LEARNERS | 80+ CLIENTS**

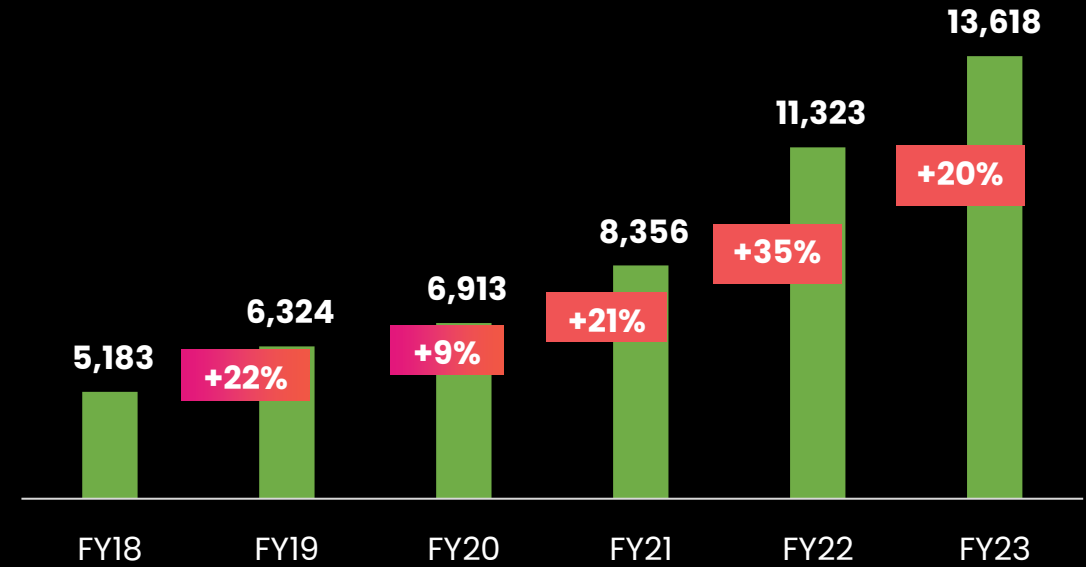
# NIIT MTS: Consistent Growth Track Record



## MTS Customers



## Revenue in INR Million



**REVENUE VISIBILITY**  
\$348 M from Existing Contracts, 86 MTS Customers#

**STRONG CUSTOMER ADDS**  
12 New MTS Customers added in FY23, 10 in 9M-FY24

**CAPITAL EFFICIENCY**  
High ROCE, ROE and Free Cash Flow Generation

**UNIQUELY POSITIONED**  
to benefit from increased outsourcing. Growth to accelerate on recovery in spends

\*Added significant customers in Mgmt. Consulting & Prof. Services due to StC Acquisition, #As of Dec 31, 2023

**NIIT MTS  
CUSTOMER  
ADVISORY  
BOARD**



MANAGED  
TRAINING  
SERVICES





# Leadership Team



**SAPNESH LALLA**  
CEO & EXECUTIVE  
DIRECTOR



**SAILESH LALLA**  
CHIEF BUSINESS  
OFFICER



**DJ CHADHA**  
CHIEF CUSTOMER  
OFFICER



**DR. GREGG COLLINS**  
CHIEF LEARNING  
SCIENTIST



**SANJAY MAL**  
CHIEF FINANCE  
OFFICER



**RAJAN  
VENKATRAMAN**  
CHIEF DIGITAL  
OFFICER



**BABITA KARKI**  
CHIEF PEOPLE  
OFFICER



**LARRY DURHAM**  
PRESIDENT  
STCG



**THOMAS KUPETIS**  
EXECUTIVE VICE  
PRESIDENT  
STCG



**GABRIELLE WALLACE**  
EXECUTIVE VICE  
PRESIDENT  
STCG



**JAMES HOMER**  
PRESIDENT  
STACKROUTE  
LEARNING



**MATTHEW CELANO**  
VP MARKETING  
STACKROUTE  
LEARNING

# NIIT MTS: Right to Win

PROPRIETARY LEARNING  
METHODOLOGIES WITH  
PROVEN OUTCOMES

END-END SERVICES  
DELIVERY CAPABILITY

GLOBAL REACH

CUSTOMER CENTRICITY  
RESULTING IN 100%  
RENEWALS

STABLE & TENURED  
LEADERSHIP TEAM

STRONG BALANCE SHEET  
WITH MANDATE TO INVEST  
IN GROWTH

# NIIT MTS: GROWTH VECTORS

INVESTMENTS IN S&M  
AND NEW CAPABILITIES

NEW MARKET  
SEGMENTS AND  
GEOGRAPHIES

INORGANIC  
EXPANSION



# NIIT MTS: AI – OUR VIEW

1

HERE TO STAY

2

WILL IMPROVE  
RAPIDLY

3

WILL CHANGE  
LEARNING

# NIIT MTS: AI MATURITY MODEL

**Personal Tutor:** Deploying AI as the dedicated orchestrator of an individual's holistic learning trajectory.

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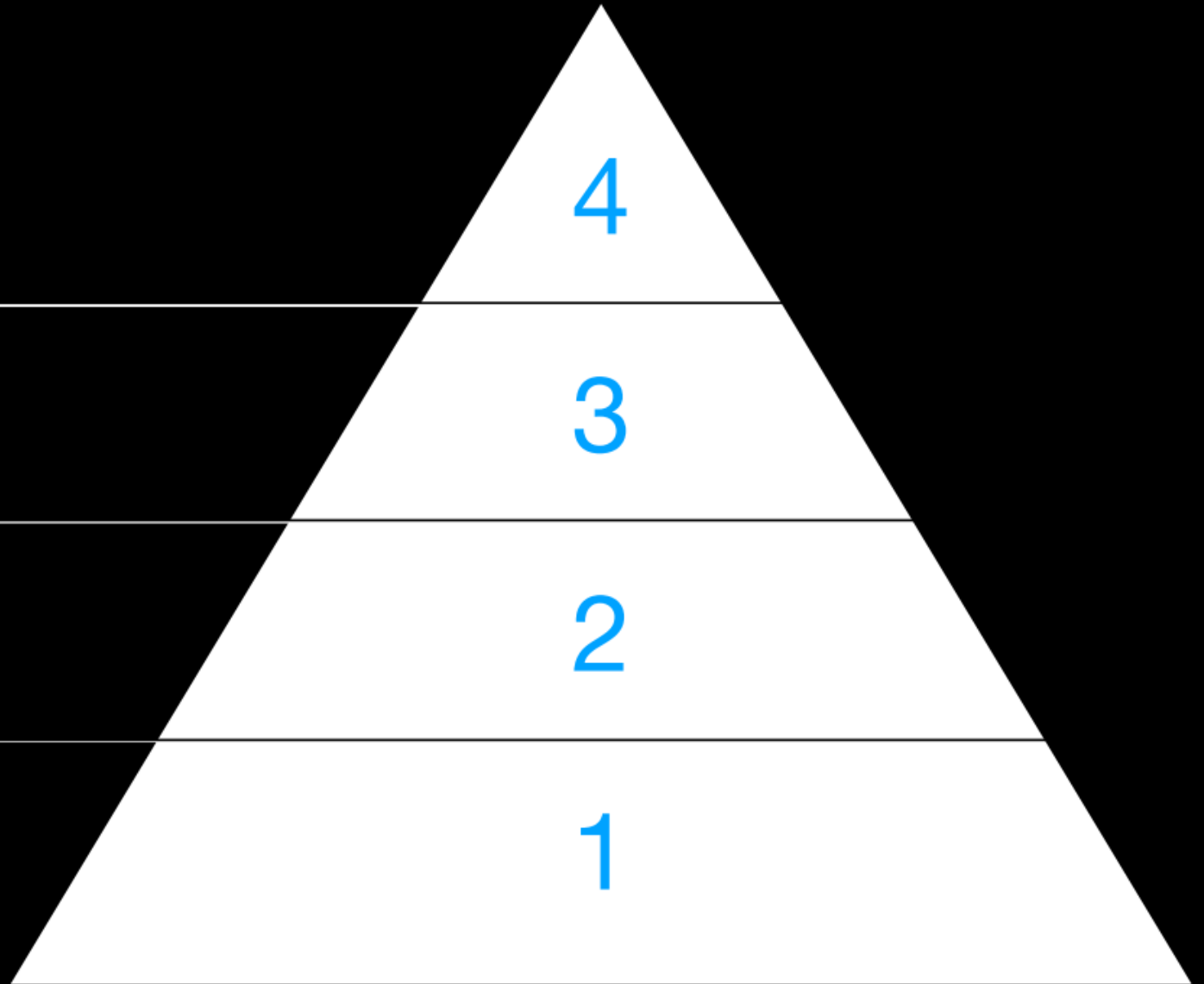
**Real Time AI Interactions:** Facilitating instantaneous, AI-driven learning engagements.

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**AI-Assisted Advanced Courses:** Delivering premium learning experiences at the economics of standard eLearning.

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**AI-Generated Basic Courses:** Delivering baseline awareness courses with unprecedented speed and simplicity.



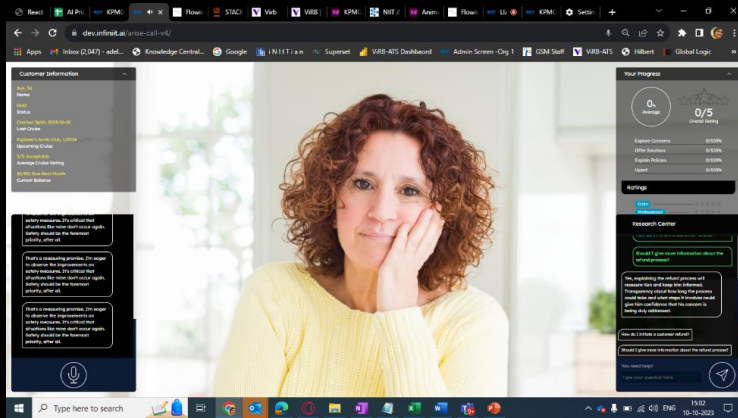
# AI @ NIIT MTS

DEDICATED AI  
RESEARCH TEAM

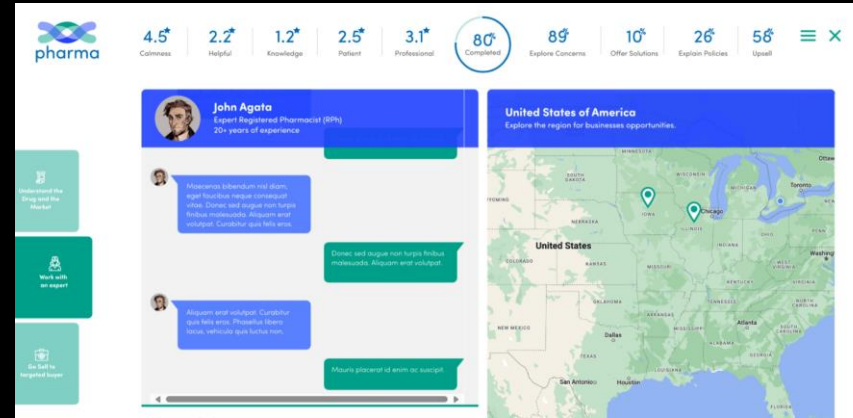
150+ USE CASES  
(TO DATE)

AI AUTHORIZING  
ENSURING SECURITY  
& PRIVACY

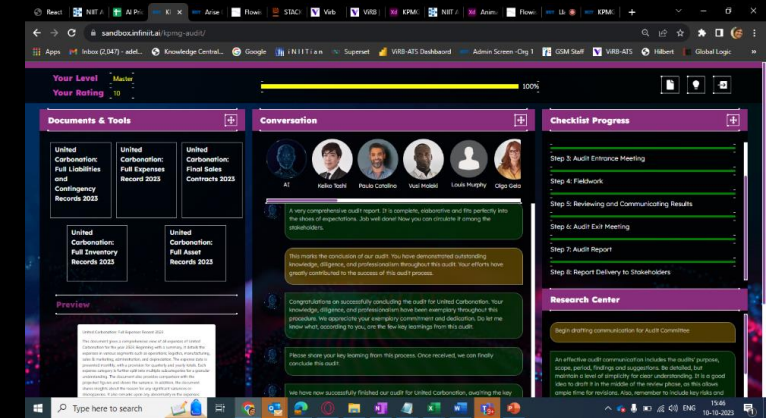
PILOTS WITH SELECT  
CLIENTS



*Simulating Tough Customer Calls*



*Simulating Drug Launch for a Pharma Company*



*Simulating a realistic TAX Audit*

Improved **Efficiency** (Cost to build & Time to Learn), and **Effectiveness** (Outcome)



A night view of the New York City skyline, featuring numerous illuminated skyscrapers and buildings. The lights from the buildings reflect on the water in the foreground. The NIIT logo is overlaid on the image, consisting of the letters 'NIIT' in a bold, white, sans-serif font, enclosed within a white circular outline. To the right of the logo, the text 'MANAGED TRAINING SERVICES' is written in a white, sans-serif font, arranged in three lines. The overall scene is a vibrant, colorful representation of a major metropolitan area at night.

**NIIT**

MANAGED  
TRAINING  
SERVICES

ATLANTA | BERGEN | DUBLIN | GURUGRAM | LONDON | ROCHESTER | SHEFFIELD | SHANGHAI | TOULOUSE | VANCOUVER