

EVOLVE



Message from CEO's Desk



Hello Everyone,

I cherish the opportunity to talk to all of you through this medium.

In this short note, I just want to tell each one of you that We, at Mynd, are very proud of you and your teams, who worked tirelessly during the last year to provide the best in class customer service and helped Mynd in achieving its business goals. In recent times, We have been challenged in ways that we have never experienced before, and yet we managed to stay the course.

Over the next few months, there is a need to focus and emerge as the leader in the key business areas that Mynd is known for.

While stepping into a new financial year, we need to ask ourselves How we can garner a larger market share in existing markets? How we can expand to other geographies? How can the belief of being a “Tech First” company convert itself into a reality? and How we can continue to ensure that the client comes first in all of our deliverables? These are the questions that will require answers, attention, and investments from Mynd in the times to come.

I am confident that we'll once again prove our strength and the business leaders will enjoy more success and shall achieve these key objectives with their strong team support.

Meanwhile, I hope you and your families stay safe, healthy, and happy. All the best and look forward to an exciting 2021! 🍀🍀



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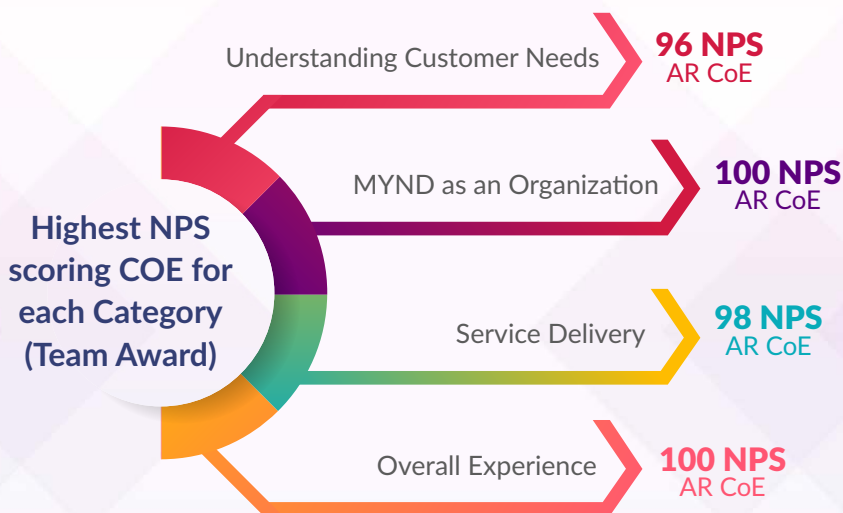
The Power of One

Together Everyone Achieves More

*'None of Us is as smart
as All of Us'*

- Ken Blanchard

And the AR Team fits into the picture. What an incredible show in our recent NPS survey. Customers are going gaga over their 360 degree performance. Have a look:



Overall Highest NPS Scoring COE (Team Award)

The CoE with highest NPS on overall basis.

99 NPS
AR CoE



HIGHLIGHTS OF THE QUARTER



The Shining Stars of the Quarter

They actually worked during “work from home”!



Kamaljeet Panda
Resource CoE



Khushboo
Resource CoE



Puloma Sharad
Resource CoE



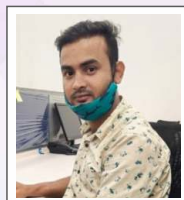
Pawan Kumar
AR CoE



Peeyush Shukla
AR CoE



Tushar Grewal
AR CoE



Apurv Prakash Pandey
Compliance CoE



Siddharth
Payroll CoE



Saurabh Agarwal
Support CoE

Mynd Champions



Aanchal Tyagi
Manpower CoE



Anuj Mishra
Support & Others CoE



Tejal Vilas Tapekar
Accounting CoE

THE SHINING STARS

Building an Empowered & Efficient Team - Mynd HR

New On-Boarding - 275+ Mynd Warriors

**Learning & Development Training Session Arranged -
46 New Initiatives for Employee Benefits**

- POSH & Motivational sessions
- Regular Health Awareness Sessions
- New Group Medical Insurance introduced with a user friendly dashboard and benefit plans
- Mynd COVID Vaccination Outreach Program

Employee Engagement Activities

- Mynd Premier League & Fun Friday Celebrations.
- Rewards & Recognition: Mynd Warriors & Mynd Champions
- Motivational initiatives taken to help employees curb the COVID stress HR communication



Making Mynd a Better Place to Work - Mynd Admin

- **Team sports but scared of Covid?**

Admin says: Why Not!

Successfully organized an exciting season of MPL 2021.

- 12 League Matches.
- 2 Semi-Finals and a Mega Final with all the Covid precautions.





Our Latest Marquee Deals

 <p>ROCKMAN</p>	 <p>thyssenkrupp</p>	 <p>ZEONET <small>A Unit of Anjani Broadband Solutions Pvt. Ltd.</small></p>
 <p>egis India <small>Consulting engineers pvt. ltd.</small></p>	 <p>McKinsey & Company</p>	 <p>THAPAR UNIVERSITY</p>
 <p>RADIANCE RENEWABLES</p>	 <p>GEEKAY GROUP</p>	 <p>Chaitanya</p>
 <p>xpanxion <small>UST Global Group</small></p>	 <p>mashreq</p>	



S
EALS
DEALS
MARQUEE
DEALS

Growing with Mynd Series #1



Mynd is just not another Employer, rather it's a platform that allows bright minds to grow, shine and make a difference. There are journeys that worth a mention, so here we are starting a series to publish the stories of those achievers who have grown exponentially within Mynd.

Let's read the Story of

Mr. Sunil Kumar Yadav
AVP- Industrial Solutions

in his own words-

Hi All,

I have been entrusted to write something on my journey with Mynd for my fellow Myndites.

So, let me just walk down the memory lane and try to mention every road that I took, every lamp that guided me and every person who helped:

See Past Current Skills & Experiences:

I joined Mynd in the year 2012 after 5 rounds of interviews/discussions! Three of them were with our then AVP Mr. Saurav Wadhwa. He was looking for someone to manage an AR project (First in Mynd).

I did not have the perfect technical know-how of AR nuances at that time, however, I did have a fair share of experience in managing teams and clients. Fortunately, after many discussions, Saurav did see something worthy in me to hire. And, a sceptical me, saw a plethora of opportunities with a bit of hesitation. So the Journey started on 18th Mar 2012 with me joining as Service Delivery Manager.

A Good Team can Realize the Dream

I was fortunate enough to have a bunch of great hard-working people in the team who knew the importance of dedication & commitment. They inspired me to work harder to ensure the project succeeds and so does my deserving team!

Dev, Tushar, Brij, etc. burned the midnight oil to ensure that the AR practice gets established, and in one year we converted it from a resource-based project to outcome-based. Which was a huge step towards establishing our current approach of outcome-based delivery in the AR space.

Growing with Mynd Series #1

Everyone Needs a Mentor Who Trusts

By 2014, Having established the project and having developed the second line of leadership (Anand Pal Singh & Brij Sharma) to manage it, another successful implementation of an AR backend project was done by the team.

As a Sr. Manager I was looking for ways to broaden my horizon and do more to contribute to the organization in more meaningful ways.

Our then Sr. VP Saurav was working closely with a Big Pharma Client on a project which to me looked very enriching in terms of exposure and what Mynd was tasked to achieve in it. I saw an opportunity! And requested Saurav to involve me in the same and he did what a good mentor always does - Create Opportunities for the people and Trust them with it! And my enrichment began.

Simply Do More and Get More

By 2016, the Pharma client was proving to be the biggest revenue generator for the AR vertical. Many brilliant people like Karan Likhari, Hiren Patel etc. came along to manage it.

My zeal to do more again emerged!!!! I had started taking a keen interest in new project discussions which I participated in with Saurav.

By the end of 2016, the idea of closing business deals started propelling my thoughts and I was trusted to do so, yet again.

By 2017, with the help of our BD team, we had cracked 4 big logos as a new business for the AR vertical!!

Can you take on more! Step up..

AR business grew pretty nicely in 2017, the team did excellent work in transitioning & establishing the new projects on their own.

By the end of 2017, As an AGM, I was asked if I could manage the Manpower portfolio for Mynd due to another leader getting involved in other things.

I took it up with the help of my team i.e. Anand Pal & Payal Gulati and they did a splendid job in not only managing it but also streamlining it more in terms of contracts & payments.

Pass On the Baton

In 2019, our COO Saurav decided to make a solution team by pulling talent from each line of business to create industry-specific solutions in order to catapult Mynd into the exponential growth trajectory.

Growing with Mynd Series #1

Puneet, Nishikant, and I became part of the first solution team. It wasn't as easy as it did sound in my statement :-)

For this to happen, every leader from the solution team had to ensure that they pass on the operations baton to someone who can ensure smooth operational delivery.

For AR, Ankit came along, took over the operational responsibilities along with Anand, and is doing great work at that. For Manpower, Payal Gulati took charge, and how!

Grow Out, Branch Out, Stand-out!

By the end of 2019, as a Sr. GM, it was time to see what else I can learn!!

Due to some changes internally, Shivam from the marketing team was aligned with me. I was to help him as a bridge between marketing and operations to smoothen out the information flow.

After working closely with Ms. Neeru Mohindru and Saurav for few months in marketing, I started taking more interest due to the sheer creativity and thoughts it requires. It was completely different than what I had ever worked in! it was intriguing, how one department helps the growth of all businesses and an organization as a brand.

I wanted to learn it, enjoy it and make a difference. Mynd gave me what was needed.....Opportunity & Autonomy.

Picture Abhi baaki hai mere dost!

As an AVP, I now am responsible for the Growth & Delivery of AR & Manpower Businesses, still a part of the solution team and managing Marketing with the help of another able colleague, Vijaya (Marketing Manager).

Moreover, I am still learning!!!

My Journey with Mynd has been enriching, fulfilling and it has made me a whole lot more than what I was.

The credit goes to my team for their commitment, my seniors for creating an inclusive culture, and to me for taking chances wherever & whenever I could.

"My suggestion to all the Myndites is to Be Committed to your work, Be Amazing with your team/colleagues, Give due credit, Be open with your seniors, and have an ocean-full of confidence that you are capable of more than what you think you are!!!

And that is the REAL GROWTH."

GPW (Great Place to Work) Series # 1

What makes Mynd a great place to work?

Hear from our colleague – Payal Gulati who joined Mynd in July, 2017.

In Payal's Own Words, Here We Go:

To start with I would like to say Mynd is not just a “Great Place to Work” but it’s an **“AWESOME! place to work.”** I have been able to live my longest career stint in this organisation. Mynd gives you a lot of flexibility and a freehand, to put forward your ideas and views. Being a mother, I had a lot of responsibilities to juggle in this WFH situation, but my leaders were extremely supportive of the situation and understood my challenges and gave immense amount of guidance on how to manage my work and also my personal routine. My portfolio has increased over these years but not even for once I have felt that I have been in it alone, my supervisor has always stood by me to ensure smooth transitions and addressed any issue almost instantaneously. As an employee I have always felt heard, never was any decision just imposed on me, it was always discussed. Talking about my team at Mynd, They are extremely enthusiastic set of people who are self-motivated and driven, always full of ideas and understand what is expected out of them. It’s almost amazing to work for an organisation as great as Mynd who ensures that their employees are well taken care of at all times (WFH or WFO).

This kind of an environment helps you grow and progress as a professional and unleash your true potential. Cheers to some more great years ahead to be spent here!!



We pledge to provide a healthy and safe work environment to each other which will make MYND a “Great Place to Work”!

GREAT PLACE TO WORK

Meet Our New Leaders



Sandeep Kumar

Product Sales Head

psandeep.kumar@myndsol.com

The Companies You Have Worked For:

**vCustomer, Aon Hewitt, Cornerstone OnDemand,
Aon Global & Global**

Favourite Holiday Places:

Goa, Seychelles and Maldives

Your Hobbies: **Photography, Listening to Music, Traveling**

Your Favourite Books:

You Can Win – Shiv Khera and

Who Moved My Cheese? – Dr Spencer Johnson

Your Favourite Sports Team: **Indian Cricket Team**

The Leader Who Motivates You the Most:

Mr. Narayan Murthy and Mr. Ratan Tata

You are “Phobic of”: **Undiscovered**

Your Top 3 Bucket List Items:

- 1. Drive from Jammu to Kanyakumari**
- 2. Travel across the World**
- 3. Sky Diving**

Meet Our New Leaders



Rajesh Kumar Verma

Vice President-IT

rajesh.verma@myndsol.com

The Companies You Have Worked For:

HCL India, HCL Great Britain, HCL America, KPMG, Sapient, Sita, TCI Thomas Cook, BitGain Technologies Pvt Ltd

Favourite Holiday Places:

My Home Town Lucknow

Your Hobbies: **Cooking**

Your Favourite Books:

Shri Ramcharitmanas

Your Favourite Sports Team: **Chelsea F.C.**

The Leader Who Motivates You the Most: **My Mother**

Your Favourite Motivational Quote: **Live to Contribute!**

You are "Phobic of": **Nothing**

Your Top 3 Bucket List Items:

- 1. Help My Son To Become an IAS Officer**
- 2. Deliver A Speech On TV**
- 3. Manage A Balance of 100 Crore in My Wife's Bank Account**

Meet Our New Leaders



Lakshya Malhotra

Vice President-IT

lakshya.malhotra@myndsol.com

The Companies You Have Worked For:

SquareYards, CoinTribe, Hularoo & Infosys Labs

Favourite Holiday Places:

Dehradun, Rajasthan, Amritsar

Your Hobbies: **Biking, Travelling, Cooking**

Your Favourite Books: **Not a big fan of reading**

Your Favourite Sports Team: **Indian Cricket Team**

The Leader Who Motivates You the Most:

Mr. Ratan Tata

Your Favourite Motivational Quote:

Impossible says I' M Possible, Work Hard Party Harder

You are "Phobic of": **Insects & Drowning**

Your Top 3 Bucket List Items:

- 1. MTT Y2K Turbine Motorcycle**
- 2. Camaro**
- 3. House on Hill**

That's All For Now!

Don't forget to share your thoughts about this newsletter edition.
We are keen to hear from you! Write us at: Vijaylaxmi.saxena@myndsol.com

And, We commit to come back with a more Evolved version of
“**Evolve**” in the next quarter.

