



DATAMATICS

Service Definition Document – Lot 2b: Software as a Service (SaaS) G-Cloud 15 Framework Agreement (RM1557.15)

**Framework Authority: Crown Commercial
Service**

Intended Users: UK public sector

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DISCLAIMER

The contents of this document are proprietary in nature and are prepared exclusively for UK public sector organization and other authorized personnel so designated by Datamatics Global Services Limited (DGSL/Datamatics). The contents of this proposal shall not be revealed to any person other than those authorized, without the prior permission of Datamatics. Any copying or distribution of any information from this document is strictly prohibited.

ALL TRADEMARKS ACKNOWLEDGED

Any agreement entered into between Datamatics and **UK public sector organization** shall be governed entirely by such agreement and not by this document.

PROPOSAL VALIDITY

Datamatics Proposal submitted for Procurement identifier (OCID): ocds-h6vhtk-0504a3 RM1557.15 G-Cloud 15 will stand valid until 120 days from the date of submission of this proposal.

1 Executive Summary

Datamatics Global Services Limited (“Datamatics”) is pleased to offer its cloud-based Software as a Service (SaaS) solutions under the G-Cloud 15 Framework Agreement, established by Crown Commercial Service (CCS) for use by UK public sector organisations. This Service Definition describes Datamatics’ SaaS offerings under **Lot 2b: Software as a Service (SaaS)**.

Datamatics is a CMMI Level 5–certified organisation with a mature delivery model and extensive experience in designing, delivering, and supporting secure, scalable cloud-based applications. Our SaaS solutions are designed to help public sector buyers improve service delivery, operational efficiency, data-driven decision-making, and digital transformation outcomes.

Datamatics’ SaaS offerings are delivered using established public and hybrid cloud platforms and are designed in line with UK government cloud security principles. The services incorporate appropriate controls for security, resilience, availability, data protection, and access management, aligned to buyer requirements and applicable standards.

As an Advanced Consulting Partner of Amazon Web Services (AWS), and with extensive experience across Microsoft Azure, Google Cloud Platform, and IBM Cloud, Datamatics is well positioned to deliver SaaS solutions that meet the functional, security, and compliance needs of UK public sector buyers.

Through the G-Cloud 15 Framework Agreement, eligible public sector organisations—including central government departments, executive agencies, non-departmental public bodies, NHS organisations, local authorities, and educational institutions—can procure Datamatics’ SaaS solutions through call-off contracts of up to 36 months, with an optional 12-month extension.

This document provides a high-level description of Datamatics’ SaaS service scope, features, benefits, security approach, and service management model in accordance with G-Cloud 15 requirements.

This document focuses specifically on **Lot 2b: Software as a Service (SaaS)**, detailing Datamatics’ approach to delivering high-quality, secure, and value-for-money cloud support services to UK public sector organisations.

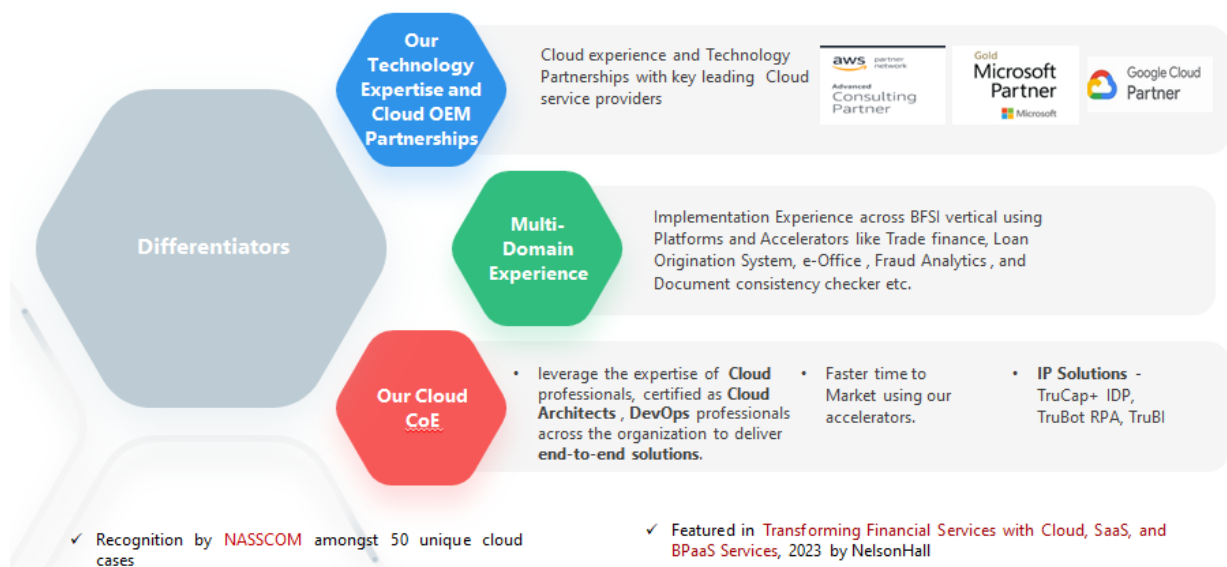
Benefits of the Framework Agreement:

This Framework Agreement presents a multitude of benefits for all UK public sector organizations seeking procurement of essential services:

- **Direct Award Procurement:** Services are effortlessly procured via direct award, eliminating the need for organizations to engage in further competitions. This streamlines the procurement process, saving time and resources.
- **Flexible Contract Duration:** The agreement allows for a call-off contract duration of up to 36 months, with an optional extension period of 12 months. This flexibility enables organizations to align service contracts with their operational needs and budgetary constraints.
- **Utilization of Supplier Terms and Conditions:** Organizations can benefit from the use of Supplier terms and conditions, outlined in accordance with the order of precedence clause. This ensures clarity and consistency in contractual agreements.

- **Service Management via Digital Marketplace:** Organizations have the capability to efficiently manage their service offerings within the Digital Marketplace. This facilitates easy access to a diverse range of services and enhances transparency in service management.
- **Opportunity for Pricing Reductions and Discounts:** The agreement offers organizations the opportunity to apply pricing reductions, volume-related discounts, and time-limited offers. This incentivizes cost-effective procurement practices and maximizes value for money.

Our Differentiates for the Cloud Service



Datamatics provides the best combination of qualifications, experience, and track record that together offer the lowest risk, highest quality and best value to CCS. We have understood the RFP and responded accordingly, and trust CCS will find our response technically sound and commercially attractive.

2 Datamatics SaaS Experience & Product Capabilities

Datamatics offers a portfolio of cloud-hosted Software as a Service (SaaS) products designed to support data-driven decision-making, automation, and operational efficiency. These products are delivered as subscription-based services and can be accessed securely via standard web browsers without the need for buyers to manage underlying infrastructure or platforms.

Key SaaS offerings include:

- **TruBI** – a cloud-based analytics and business intelligence platform providing configurable dashboards, reporting, and insights to support operational and strategic decision-making.
- **TruCap+** – an AI-powered intelligent document processing platform that automates the ingestion, classification, and extraction of data from structured and unstructured documents.

These SaaS products are designed to be configurable using standard features and are supported by built-in security, access controls, monitoring, and reporting capabilities. Buyers consume the software as a managed SaaS offering, with maintenance, updates, and security management handled by Datamatics.

3 Understanding of Requirement

3.1 Our Understanding

Crown Commercial Service (CCS) has established the G-Cloud 15 Framework Agreement to enable UK public sector organisations to procure cloud-based services in a flexible, transparent, and efficient manner. The framework is available to eligible Contracting Authorities including central government departments, executive agencies, non-departmental public bodies, NHS organisations, local authorities, and educational institutions.

Under **Lot 2b – Software as a Service (SaaS)**, buyers procure cloud-hosted software applications that are accessed over the internet and delivered as a managed service. These services allow buyers to consume functionality without the need to install, manage, or maintain underlying infrastructure or platforms.

The objective of Lot 2b is to provide buyers with access to secure, scalable, and configurable software solutions that support operational efficiency, digital transformation, and improved service delivery, with costs aligned to usage or subscription-based pricing models. Services are procured through call-off contracts of up to 36 months, with an optional 12-month extension.

3.2 In-Scope

3.2.1 Lot 2b – Software as a Service (SaaS)

Datamatics' SaaS offerings under Lot 2b include cloud-hosted software applications that are accessed via standard web browsers and delivered on a subscription or usage-based model.

In-scope services include:

1. Cloud-hosted application functionality delivered as a managed SaaS offering.
2. Secure access to the application over the internet.
3. Configuration of application features, workflows, roles, and permissions using built-in tools.
4. Application availability, maintenance, upgrades, and security management handled by the supplier.
5. Standard support services associated with the use of the software.
6. Data hosting, backup, and recovery aligned to agreed service terms.
7. Reporting, audit logging, and usage metrics relevant to the application.

The service enables buyers to consume software capabilities without responsibility for infrastructure, platform management, or application maintenance.

3.3 Out of Scope

The following activities are **out of scope** for Lot 2b SaaS services:

1. Procurement of hardware or non-cloud software.
2. Co-location or on-premises hosting services.
3. Cloud infrastructure or platform management (IaaS/PaaS).
4. Bespoke application design, development, or custom coding.
5. Cloud migration, transformation, or consulting services.
6. Managed cloud operations or DevOps services.
7. Direct management of buyer-owned infrastructure or networks.
8. End-user device management.
9. Provision of staff, contractors, or recruitment services.
10. Customisation of third-party software beyond standard configuration.
11. Regulatory compliance activities outside the scope of the SaaS application.
12. Business continuity planning beyond the service's defined availability and recovery arrangements.

3.4 Assumptions & Dependencies

The provision of Datamatics' SaaS services under Lot 2b is based on the following assumptions and dependencies:

1. Buyers will define their functional and usage requirements for the SaaS application at call-off stage.
2. Users will access the service using supported web browsers and standard internet connectivity.
3. Buyer user accounts and roles will be managed through the application's access controls.
4. Data entered into the service will comply with applicable data protection and usage policies.
5. Configuration activities will be limited to standard features available within the SaaS platform.
6. Service availability, support arrangements, and service credits will be agreed at call-off stage.
7. Data residency requirements will be confirmed with the buyer prior to service provisioning.
8. Buyers are responsible for managing their internal processes and business decisions that rely on the application.
9. Integration with third-party systems, where supported, will use standard interfaces or APIs.
10. Any additional services beyond standard SaaS usage will be agreed separately at call-off stage.

4 Lot 2B Service and the Details

4.1 Service Features

Datamatics' SaaS solutions provide configurable, cloud-hosted application capabilities designed to support public sector operational needs.

Key features include:

- Browser-based access with no local installation
- Role-based access control and user management
- Configurable workflows and business rules
- Secure data storage and processing
- Reporting and dashboard capabilities
- Audit logging and activity tracking
- API-based integration support
- Automated updates and maintenance
- Scalable architecture to support changing user demand
- Multi-cloud deployment support where applicable

4.2 Service Benefits

The service delivers the following benefits to buyers:

- Reduces infrastructure and application management overhead
- Enables faster deployment of digital services
- Supports remote and hybrid working models
- Improves data visibility and reporting
- Enhances security through centrally managed controls
- Scales with organisational demand
- Aligns costs to usage or subscription models
- Simplifies compliance with cloud security principles
- Reduces time to value for new services
- Supports continuous improvement through regular updates

4.3 Service Architecture (High Level)

Datamatics' SaaS solutions are delivered using a multi-tier cloud architecture hosted on public or hybrid cloud platforms.

At a high level, the architecture includes:

- Presentation layer accessed via standard web browsers
- Application layer hosting core business logic
- Data layer providing secure data storage and backup
- Identity and access management integrated with platform controls
- Monitoring and logging components for operational visibility

The underlying infrastructure, platform services, patching, and upgrades are managed by Datamatics as part of the SaaS offering.

4.4 Security & Compliance (High Level)

Security is embedded into the design and operation of the SaaS service in alignment with UK government cloud security principles.

Key security controls include:

- Role-based access control and authentication
- Encryption of data in transit and at rest
- Logical segregation of customer data
- Regular security patching and vulnerability management
- Audit logging and monitoring
- Secure configuration management
- Compliance with recognised security standards where applicable

Security responsibilities and any buyer-specific requirements are agreed at call-off stage.

4.5 Data Hosting & Residency

Data is hosted within cloud environments located in the United Kingdom or European Economic Area (EEA), subject to buyer requirements.

Buyers can specify data residency preferences at call-off stage.

Data handling complies with applicable data protection legislation and contractual requirements.

4.6 Service Availability & Resilience

The service is designed for high availability using resilient cloud infrastructure.

Availability typically aligns with hyperscaler platform standards and includes:

- Redundant components across availability zones
- Automated monitoring and alerting
- Regular backup and recovery processes

Service availability targets and service credits are defined and agreed at call-off stage.

4.7 Support & Service Management

Datamatics provides standard SaaS support as part of the service, including:

- Email and ticket-based support
- Defined response and resolution targets
- Incident and problem management
- Access to service documentation
- Planned maintenance notifications

Enhanced support options may be agreed separately at call-off stage.

4.8 Onboarding & Getting Started

Datamatics supports buyers during onboarding through:

- Service provisioning and tenant setup
- User account configuration
- Access to user guides and documentation
- Optional knowledge transfer or walkthrough sessions
- Support during initial service adoption

4.9 Service Constraints

The service:

- Requires internet connectivity and supported browsers
- Operates within standard SaaS configuration boundaries
- Does not include bespoke development
- Relies on public or hybrid cloud availability
- May have planned maintenance windows notified in advance

4.10 End-of-Contract / Exit Management

At the end of the contract:

- Buyers can export their data using supported formats
- Access to the service is removed after contract expiry
- Data is securely deleted in line with agreed retention policies
- Exit support is provided in accordance with call-off terms

5 Service Delivery Model (SaaS)

Datamatics' Software as a Service (SaaS) offerings are delivered as fully managed, cloud-hosted services. The service delivery model focuses on providing buyers with continuous access to application functionality without the need to manage infrastructure, platforms, or application maintenance.

The service is operated using standard SaaS practices, including controlled release management, regular updates, and ongoing service monitoring. Enhancements, patches, and security updates are applied centrally by Datamatics to ensure consistency, reliability, and security across all customer environments.

Configuration activities are limited to standard, product-supported options such as user roles, workflows, permissions, and reporting features. The service does not require buyer involvement in software development or deployment activities.

Service operation and management processes are aligned to recognised industry practices and are designed to support availability, security, and performance throughout the service lifecycle. Support and service management arrangements are provided in line with the agreed service terms.

5.1 Security

Datamatics' SaaS services are designed and operated in alignment with UK government cloud security principles. Security controls are embedded across the service lifecycle to protect data, users, and service availability.

Key security measures include role-based access control, user authentication with support for multi-factor authentication, and logical separation of customer data. Data is encrypted in transit using TLS 1.2 or above and protected at rest using platform-level encryption controls. Security monitoring, vulnerability management, and incident response processes are implemented to identify and address potential security events.

The service is hosted on established cloud platforms with certified datacentre security managed by third-party providers. Security governance, policies, and procedures are maintained and reviewed regularly to support compliance, risk management, and continuous improvement.

5.2 Support & Service Management

Datamatics provides standard support as part of the SaaS offering to assist buyers in using and operating the service effectively. Support is available through email and online ticketing channels, enabling users to log incidents, service requests, and queries.

Support processes include incident logging, prioritisation, investigation, and resolution in line with defined response and escalation procedures. Service notifications are provided for planned maintenance and service-impacting incidents where applicable.

Service management activities include monitoring of service availability, usage metrics, and audit logs to support operational oversight. Enhanced support options or buyer-specific arrangements may be agreed at call-off stage where required.

5.3 End-of-Contract / Exit Management

At the end of the contract term, Datamatics supports an orderly exit in line with agreed call-off terms. Buyers can export their data using supported open formats prior to service termination. Guidance is provided to assist with data extraction and transition activities where required.

Following contract completion, access to the service is removed, and customer data is securely deleted or sanitised in accordance with defined data retention and deletion policies. Exit support is designed to minimise disruption and ensure buyers retain control of their data and information assets.

6 Annexure List

6.1 Annexure A – List of the Buyers

This Framework Agreement RM1557.14 G-Cloud 14 Lots 1 to 3 is for use by Contracting Authorities in the United Kingdom, British Overseas Territories, and Crown Dependencies that exist on 19th February 2024 and which fall into one or more of the following categories:

1. Any of the following:
 - a) Ministerial government departments;

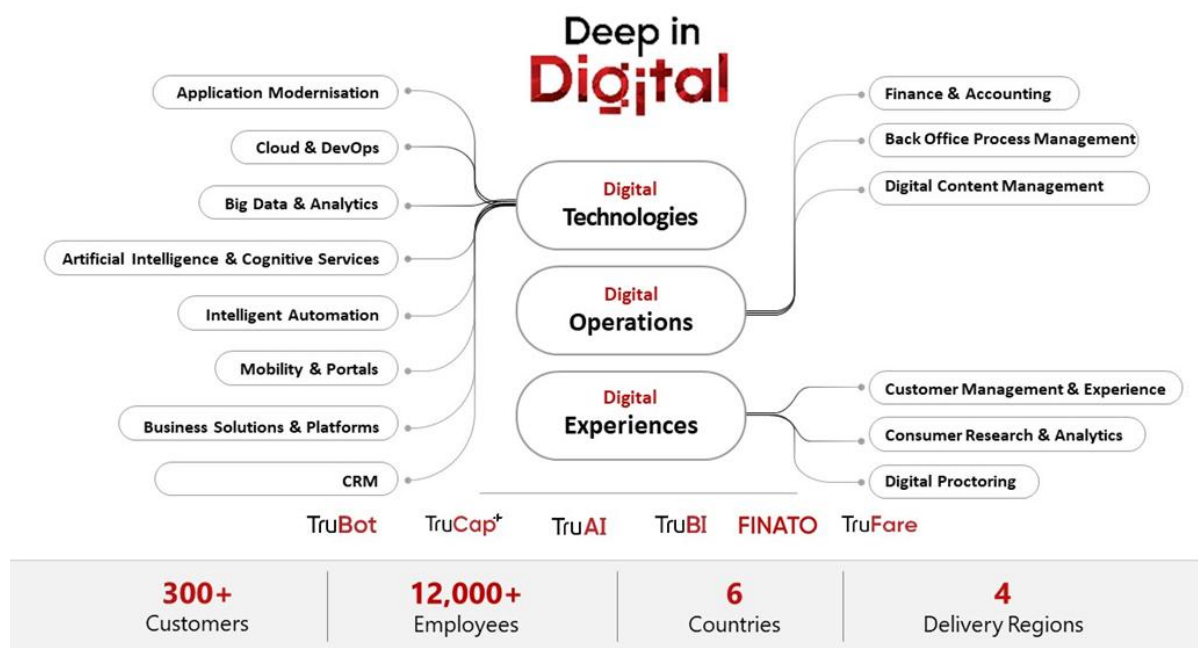
- b) Non-ministerial government departments;
- c) Executive agencies of government;
- d) Non-Departmental Public Bodies (NDPBs), including advisory NDPBs, executive NDPBs, and tribunal NDPBs;
- e) Assembly Sponsored Public Bodies (ASPBs);
- f) Police forces;
- g) Fire and rescue services;
- h) Ambulance services;
- i) Maritime and coastguard agency services;
- j) NHS bodies;
- k) Educational bodies or establishments including state schools (nursery schools, primary schools, middle or high schools, secondary schools, special schools), academies, colleges, Pupil Referral Unit (PRU), further education colleges and universities;
- l) Hospices;
- m) National Parks;
- n) Housing associations, including registered social landlords;
- o) Third sector and charities;
- p) Citizens advice bodies;
- q) Councils, including county councils, district councils, county borough councils, community councils, London borough councils, unitary councils, metropolitan

7 Additional Information

7.1 About Datamatics

Datamatics, a Digital Technologies, Operations and, Experiences Company provides intelligent solutions for data-driven businesses to **increase productivity** and **enhance the customer experience**. With a complete digital approach, Datamatics portfolio spans across **Digital Technology Solutions, Digital Operations and Digital Experiences powered by Artificial Intelligence**. It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection. Datamatics does business with global customers across **Banking, Financial Services, Insurance, Healthcare, Manufacturing, Transport and Logistics, International Organizations, and Media & Publishing**. The Company has presence in **6 countries across 4 continents** with major delivery centers in the **USA, India, and Philippines**.

Datamatics enables enterprises to go **Deep in Digital** to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans three pillars of **Digital Operations, Digital Technologies, and Digital Experiences**.



Datamatics Digital Technologies modernizes your technology landscape through enterprise grade solutions. The practice helps you gain an edge and momentum through **deep expertise in Cloud, Digital Workplace, LCNC (low-code-no-code) platforms, DevOps, Analytics, and Artificial Intelligence**. With Digital Transformation on every CEO's agenda, Datamatics has deep expertise in transitioning from legacy technologies to digital technologies making the customers more agile in responding to changing business environments. Data Labs, the innovation hub, consistently works on new and emerging technologies to create intelligent solutions for complex problems faced by enterprises. Datamatics has built products in Intelligent Automation domain to deliver the benefits of true automation. **Intelligent Document Processing (TruCap+), AI/ML models (TruAI), and Business Intelligence (TruBI)**, that can be deployed together or as standalone products. The products are commercially licensed to various enterprises **across Banking, Manufacturing, Healthcare, Transport & Logistics, Insurance, and Financial Services**. The products are consistently recognized by leading analyst firms like **Gartner, IDC, Forrester, Everest Group, and 451 Research** in their reports.

Datamatics Digital Operations offers end-to-end business process management solutions to help enterprises go Deep in Digital Operations covering the entire industry value chain. Leveraging our digitally augmented suite of cutting-edge technologies, including RPA, IDP, AI/ML models, smart workflows, business intelligence, and mobility, we deliver exceptional business value with a focus on process automation and optimization to our customers. Our experts drive innovation and deliver tailored BPM services to align with specific customer requirements and support their automation journey. **Datamatics Digital Operations** for healthcare automates and digitize the entire claims process, ensuring faster and more efficient handling of medical claims to deliver superior customer service experience. It uses AI/ML algorithms to identify fraud and correct claims errors reducing the risk of financial losses.

Datamatics Digital Experiences is about enabling Superior Customer Experiences powered by customer insights, domain expertise, and intelligent automation. We enable this via superior **Processes, Technology & Analytics through our CX Support Centers**. Our **multi-lingual and omni-channel** centers backed by ‘Super Agents’ understand the essence of our clients’ brand. With our integrated Digital Experience offerings, we ensure **Superior Customer Experience, business growth, enhanced customer satisfaction and loyalty of our clients’** customers.

7.2 Geographical Footprints

We serve over 200+ significant customers globally across **Banking and Financial Services, Insurance, Healthcare, Manufacturing, International Organizations and Media and Publishing**. With Global delivery centers in **4 regions** & Offices in **6 countries**, we have Delivery experience in **60+ countries**. Headquartered in **Mumbai**, the Company has its Sales & Operation offices spread across globally with a strong presence in **USA, Australia, Asia, Europe, and the Middle East** with an employee base of **10,000+ globally**.

Below table depicts our **India** office location addresses and contact details:

SR. NO.	COUNTRY	OFFICE ADDRESSES AND CONTACT DETAILS
1.	INDIA	1. BANGALORE – OUTER RING ROAD: CESSNA BUSINESS PARK, EMBASSY SIGNET BUILDING, IV FLOOR, SY NO.13/1, KADUBEESANAHALLI, VARTHUR HOBLI, OUTER RING ROAD, BANGALORE – 560 103, INDIA TEL: +91 (80) 6701 8114 2. BANGALORE – BANNERGHATTA ROAD: KALYANI NEPTUNE, SY. NO. 152/9 & 10, DORAISANIPALYA VILLAGE, BILEKAHALLI DHAKLE, BEGUR HOBLI, BANNERGHATTA ROAD, BANGALORE – 560 076, INDIA TEL: +91 (80) 4150 7899 3. CHENNAI: R R TOWER III, 3RD FLOOR, THIRU-VIKA-INDUSTRIAL ESTATE, GUINDY, CHENNAI – 600 032, INDIA TEL: +91 (44) 4229 7100 4. MUMBAI: REGD. OFFICE: KNOWLEDGE CENTRE, STREET NO. 17, MIDC, ANDHERI (EAST), MUMBAI – 400 093, INDIA TEL: +91 (22) 6102 0000-09 FAX: +91 (22) 2834 3669 5. PUDUCHERRY: PLOT NO. 29-34, EAST COAST ROAD (100 FEET ROAD), SARAM REVENUE VILLAGE, OULGARET MUNICIPALITY, LAWSPET POST,, PUDUCHERRY – 605 008, INDIA 6. NASHIK:

SR. NO.	COUNTRY	OFFICE ADDRESSES AND CONTACT DETAILS
		SUYOJIT DATAMATICS KNOWLEDGE CENTRE, SUYOJIT I.T. PARK, SURVEY NO. 804, UNIT NO. S1-S3, MUMBAI AGRA ROAD, MUMBAI NAKA, NASHIK – 422 002, INDIA TEL: +91 (0253) 610 2222 FAX: +91 (0253) 610 2271

7.3 Experience with UN and International Organizations

Datamatics has proven track record in managing and delivering successful projects with International Organisations for **over 20 + years**. Datamatics shares successful relationship with United Nations & its agencies worldwide and has a keen understanding of the dynamic global scenario and its impact on UN. We have successfully executed IT & LTA Based Projects with various UN organizations that includes **the client, IOM, UNHCR, UNICEF, UN Women, UNFPA, WTO, UNESCO, UN HQ, FAO, IFAD etc.** for their ongoing IT needs.



Fig: Datamatics Global Presence for UN Projects

Datamatics' Un/Io Projects

Datamatics recognizes the diversity associated with UN/IO and is aware of typical challenges these organisations face. Datamatics IT Services are aligned with United Nations Sustainable Development Goals. Some of the UN specific projects executed by Datamatics include; Rural Livelihood Information System, Migrants Profiling, UN Water, Data Portal, Results Management System, Private Fundraising Partnerships Monitoring, Project Monitoring and Reporting, Trade Dispute Settlement System, Fish ID etc. We are currently having around **25 Long Term Agreements (LTAs)** with other UN agencies and have a streamlined processes and experience of executing the LTA engagements. Datamatics has executed many **projects in 60 countries** (and **15 languages including the 6 official languages** of the United Nations) with a presence across the globe with international offices in USA, India, UK, Switzerland, Australia, Dubai, Philippines, Netherlands.

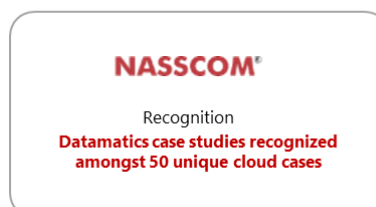
Mentioned below is partial list of Datamatics engagements with United Nations and International Organisations:

Client Name	Duration of Project	Project Domain
UNHCR	2023-On Going	UNHCR Symphony Support ODP and PSR 2023-Application Support-Digital Customer Experience
Asian Development Bank	2022-On Going	ADB AWS CLOUD HOSTING AND MANAGED SERVICES-Application Development-Digital Infrastructure
Asian Development Bank	2022-On Going	ADB Support and Development-Application Support-Digital Operations
UN Volunteers	2022-On Going	UNV UVP-Enterprise Data Management-Digital Customer Experience
UN Women	2022-On Going	Application Development-Digital Operations
UNDP NY	2022-On Going	UNDP NextGen POPP-Application Development-Data Analytics
UNFPA	2022-On Going	UNFPADRUPAL2023-Application Support-Digital Customer Experience
UNHCR	2022-On Going	UNHCR ODP 2022-Enterprise Data Management-Digital Customer Experience
UNHCR	2022-On Going	Enterprise Data Management-Digital Customer Experience
UNHCR	2022-On Going	UNHCR PSR IV-Enterprise Data Management-Digital Customer Experience
UNHCR	2022-On Going	UNHCR RSR Enhancement-Application Development-Digital Customer Experience
UNHCR	2022-On Going	UNHCR RSR RSD Support-Enterprise Data Management-Digital Customer Experience
UNICC	2022-On Going	UNICC Azure BI-Application Support-Digital Operations
UNICEF	2022-On Going	UNICEF EPP 2D-Application Development-Legacy Modernization
UNICEF	2022-On Going	UNICEF GVA Senior Business Analyst-Staffing-Digital Operations
UNICEF	2022-On Going	UNICEF Legal Affairs-Enterprise Data Management-Digital Operations
UNICEF	2022-On Going	Enterprise Data Management-Digital Operations
UNICEF	2022-On Going	UNICEF PMR Phase II-Application Development-Legacy Modernization
UNICEF Yemen	2022-On Going	UNICEF Yemen MIS Team For Yumnm Maintenance-Application Development-Legacy Modernization

Client Name	Duration of Project	Project Domain
UNON	2022-On Going	UNON DCS Cost Calculator and Expenditure Report-Application Development-Digital Customer Experience
Asian Development Bank	2021-On Going	ADB Development--Digital Operations
Asian Development Bank	2021-On Going	ADB Drupal Migration-Application Development-Data Analytics
Asian Development Bank	2021-On Going	ADB GRS Workflow Automation-Application Development-Legacy Modernization
KAICIID	2021-On Going	KAICIID Main Website Migration-Application Development-Legacy Modernization
UN Volunteers	2021-On Going	UNVSALESFORCE-Sales-Community-Service Cloud-Data Analytics
UNCTAD	2021-On Going	UNCTAD UI PS-Application Development-Digital Customer Experience
UNHCR	2021-On Going	Application Development-Digital Operations
UNICEF	2021-On Going	Parent Buddy Mobile App--Digital Operations
UNICEF	2021-On Going	Application Development-Digital Operations
UNICEF	2021-On Going	UNICEF ParentBuddy-Application Development-Legacy Modernization
UNICEF	2021-On Going	UNICEF SALESFORCE CONSULTING-Application Development-Legacy Modernization
UNOPS	2021-On Going	Staffing-DevOps Enablement
IOM	2020-On Going	IOM PRIMA Offshore Support-Application Development-Digital Operations
KAICIID	2020-On Going	Revamp of DKHub Online Resources-Application Development-Digital Customer Experience
UNCTAD	2020-On Going	UNCTAD_PS-Application Development-Legacy Modernization
UNOPS	2020-On Going	UNWater Translation-Application Development-Digital Customer Experience
UN Women	2019-On Going	UNW Drupal -ONSITE-Application Development-Digital Customer Experience
UNIDO	2018-On Going	UNIDO CTCN PS-Application Development-Digital Customer Experience
International Criminal Court	2022-On Going	ICC Documentum xCP Application-Opentext-Digital Customer Experience
International Criminal Court	2020-On Going	ICC Documentum xCP-Opentext-Digital Customer Experience

Client Name	Duration of Project	Project Domain
UNIDO, Vienna	LTA 2017 – 2022	LTA on Drupal Web Design On-Site and Remote Consultancy Services (Drupal 8)
ITU, Geneva	LTA 2017 – 2022	Enhancements and Maintenance of Proposal Management Solution
FAO, Italy	LTA 2017-2022	LTA for the provision of Business Analysis work packages
UNHCR, Geneva	2018 – Ongoing	Mixed Migration profile
UNICEF Mozambique	2018 – Ongoing	MS-SharePoint Development Services for the improvement of knowledge management and enhancement of collaboration among SharePoint users at the Mozambique Country Office
IOM, Geneva	2012 – Ongoing	IT Policy
KAICIID, Vienna	2018 – Ongoing	Development of new IPDC Platform on Drupal 8
the client, Geneva	2018 – On going	Provision of SDG 6 Data Portal for UN Waters on Drupal 8
UNICEF, Geneva	2017 – Ongoing	PMR (Project Monitoring and Reporting) application Development (Geneva)

7.4 Key Awards



7.5 Key Analysts Coverage



*Datamatics Market Rank as per understanding of the Analyst Report

7.6 Corporate Social Responsibility

At Datamatics, we believe in building a Smart, Sustainable and Stable business. With the robust growth in the industry, we have always been agile in providing various benefits to the people we work with, our stakeholders and, ultimately, society.

• Environment

Datamatics understands the importance of reducing our carbon footprint. We believe that our environment friendly initiatives will bring social value adds to this project by reducing greenhouse emissions. Some of the key initiatives include:

- Desktop Power Saving, replaced Conventional Lights with LED lights at its facilities
- Efficient Water Management
- No paper and plastic wastage

• Diversity

- The Datamatics Leadership team continues to ‘Unify to Amplify’ our voices, to **BreakTheBias**, and progress towards a gender-equal world. We believe in extending the concept of Diversity beyond just gender to also but also Generation, Qualification, Culture, Experience, Ability, Thoughts and Opinions.
- Datamatics has joined the global network of Signatories for **Women’s Empowerment Principles (WEPs)**, established by **UN Global Compact and UN Women**.

- We are featured as part of **NASSCOM's 'Diversity, Equity and Inclusion in a Changing World – Rising Together'** compendium for Industry Best practices for our 'Gender Agnostic – Talent Acquisition'.
- **Social**
 - Datamatics has been actively participating in community outreach activities across all the locations. We have been instrumental in providing help to societies during natural calamities/pandemics and any such situations

For more details, please visit our website: <https://www.datamatics.com/about-us/esg>

Thank You!