



MOURI TECH®

MOURICONNECT

ANNUAL NEWSLETTER 2025

Accelerating Transformation with **AI** at the Core

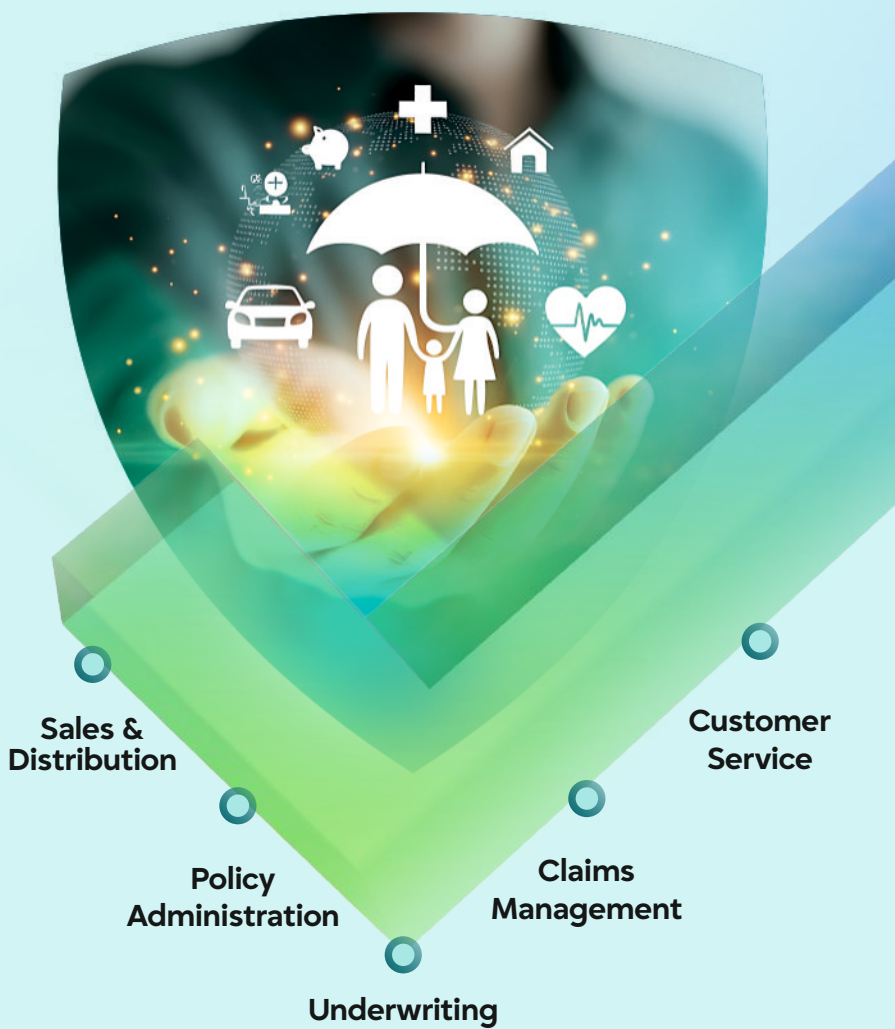
Innovation at Work



ENABLING THE FUTURE OF INSURANCE INDUSTRY WITH AI



The insurance industry is still largely reactive and transaction-oriented. MOURI Tech can help insurers become proactive with improved personalization by rapidly building **autonomous, always-on enterprises powered by AI** for real-time decision-making.



AI-powered Insurance Claims Process Automation

- ✓ Faster claim cycle times (~35%)
- ✓ Reduction in intake handling costs (~30%)
- ✓ First Notice of Loss (FNOL) with fraud detection in < 4 minutes
- ✓ Accelerated claim summarization & analytics (~80%)
- ✓ Improved document processing (~40%)

Cloud Enablement & Core Modernization

- ✓ Modernization of insurance core systems like Guidewire
- ✓ Scalable and agile cloud architecture
- ✓ IT cost optimization (~65%)

Customer Experience (CX) Transformation

- ✓ Hyper-personalization at scale
- ✓ Frictionless digital self-service
- ✓ Proactive customer engagement
- ✓ Increase in customer retention rates (~30%)

AI-enabled Insurance Support Operations

- ✓ Conversational & knowledge assistants
- ✓ Intelligent workload orchestration
- ✓ Cost benefits in support operations (~50%)

Accelerate Transformation with MOURI Tech's Proven Frameworks & Assets

Agentic AI Platform – MouriO

AI-driven Claims FNOL with Fraud Detection

AI-accelerated Claims Summarization & Analytics

AI-powered Software Development Life Cycle

AI-based Intelligent Assistants

iERP & Cloud Transformation Accelerators

Intelligent Automation, Integration & Managed Services Frameworks

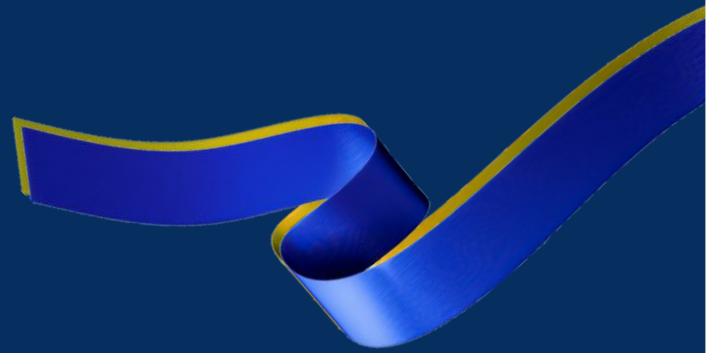
Get in Touch to Explore AI-driven Solutions: info@mouritech.com

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For additional information, please contact mouriconnect@mouritech.com



20 years have
defined our journey.

The future will
define our scale.

With an **“AI-First”**
mindset and a clear
vision for sustained
growth, we move
forward with confidence,
creating value that our
customers trust and our
investors believe in.

Anil Yerramreddy
Global CEO, MOURI Tech



Insights from the Global CEO

Time continues its steady forward march. Another year draws to a close, and we find ourselves once again reflecting on a journey that has been both defining and deeply meaningful. After two decades of enduring growth, **MOURI Tech** stands at a threshold shaped by progress, resilience, and the unwavering commitment of our teams, customers, and partners around the world.

Over the years, we have strengthened our position as a globally trusted technology and solutions partner. Our "**AI-First**" mindset has enabled us to simplify complexity, accelerate value delivery, and elevate the experiences we create for our clients. Strategic acquisitions have not only broadened our capabilities, but have also enriched our culture, bringing diverse talent, global perspectives, and shared ambition under one united identity. The **establishment of our office in Costa Rica** and the **expansion of our footprint in Australia** reflect our commitment to being present where our customers need us the most. Looking ahead, our global expansion plans will further strengthen **our presence across APAC (Philippines and Malaysia)** and **EMEA regions (Spain and Belgium)**. By the end of 2026, we aim to achieve **100% AI enablement** of our workforce, reinforcing our commitment to innovation and future-ready capabilities.

This year also marked notable progress in our technology landscape. We launched **MouriQualAI**, **WagonHR**, and **MouRio**, our AI-enabled managed services products in the pipeline to be monetized via licensing, and continued developing Product Engineering as a significant growth focus. These advancements are steps toward building intelligent systems that adapt, evolve, and scale alongside our customers' businesses.

The evolution of AI in the past year has been particularly pivotal. **The conversation has shifted**

from what AI can automate to how it can augment human decision-making. Intelligence is now more contextual, more intuitive, and more integrated into daily workflows. This places technology closer to us, supporting how we think, collaborate, and solve. The future belongs to systems that learn continuously, refine themselves through real-world use, and empower teams to operate with clarity and speed.

As we look ahead, our focus remains anchored in creating durable, sustainable value, particularly across Banking, Financial Services, and Insurance verticals. We are strengthening our Product Engineering capabilities with AI-led solutions and have integrated Engineering Services with a sharper focus on Automotive, Manufacturing, and Consumer Packaged Goods. This is further augmented by our entry into emerging domains such as the Medical Devices industry. The customer trust we have built over time, backed by deep competence and operational excellence, continues to drive meaningful business outcomes. Our geographical expansion has led to the establishment of additional GCCs in India, enabling dedicated offshore, near-shore, and hybrid delivery models.

The year has been one of optimism, discipline, and steady progress. And as we enter the next phase of our journey, we do so with quiet confidence, aware of the responsibility of our scale, the maturity of our model, and the opportunities that lie ahead. Our direction is clear: profitable growth, enhanced value for all stakeholders, and a culture where our people continue to do their most meaningful work.

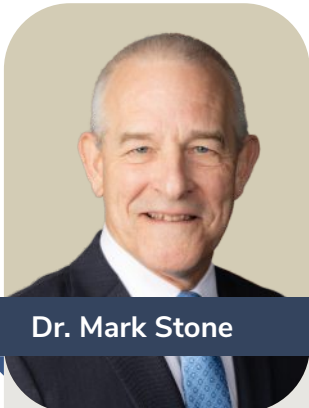
We forge ahead with commitment, momentum, and an unwavering belief in what we are building, with you by our side.



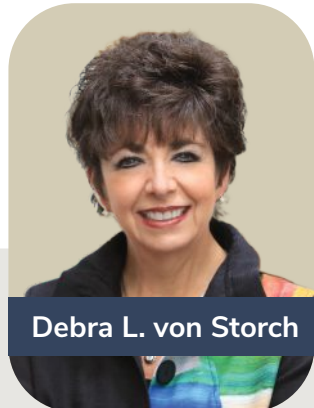
20 YEARS
OF INNOVATION

A GREAT ERA OF MOMENTUM FORGING A STRONGER FUTURE

This year brought meaningful milestones for **MOURI Tech** and set a confident tone for our continued global journey. A key highlight was the opening of our Costa Rica office, a workplace which has already grown into a vibrant, collaborative environment, with teams bringing enthusiasm, warmth, and a strong sense of belonging to every day at work. The launch of the Costa Rica office serves two focus areas: enabling near-shore operations for the North America region and integrating exceptional Spanish-speaking bilingual talent into our organization.



Dr. Mark Stone



Debra L. von Storch

We were honored to welcome two respected leaders to the MOURI Tech family: **Dr. Mark Stone**, CIO of The Texas A&M University System, and **Debra L. von Storch**, NACD. DC. Their strategic insight and leadership are contributing to our momentum and shaping future opportunities in the region.



Additionally, we were proud to participate as an official sponsor of the **HGV LPGA Championship** at Lake Nona Golf & Country Club, Orlando, a platform that brought together distinguished professionals and demonstrated our growing presence and engagement across business communities globally.

Celebrating a **Journey of Exemplary Growth**

This year has also been marked by prudent action and strong community engagement. Our initiatives reflect a commitment to expanding our presence while uplifting the communities we serve, reinforcing our identity as an organization driven by people and values.

THE GLOBAL HOMEBASE

New Offices Launched in Costa Rica | Australia | India



Our expansion in Costa Rica marks a strategic as a technology hub for R&D, advanced solution development, and future-focused capabilities. Powered by our collaboration with Ultrapark and the country's strong talent pool, this center is set to become a key pillar in our global delivery landscape.

We are equally delighted to announce two more milestones — the opening of our new Australia office in Sydney, and the inauguration of our new India office in Hyderabad ('Blueprint', Gachibowli). These

additions strengthen our global presence, enabling access to exceptional talent and new strategic opportunities through state-of-the-art offshore facilities. Together, these advances reflect our momentum, collaboration, and a deeper commitment to serving clients and partners with greater proximity and agility. Guided by our core belief, **Employee First. Customer Foremost.** this growth underscores our focus on creating meaningful value for our customers and fulfilling opportunities for our Associates across the globe.



Onkar Birk

EVP & Chief Technology Officer
Hilton Grand Vacations



“MOURI Tech has been instrumental in helping us build a practical and effective AI Inventory solution. The team demonstrated strong collaboration, clear focus, and the ability to perform under pressure, delivering results that truly stood out. It was impressive to see the drive, alignment, and teamwork that went into making this solution a success. We appreciate the commitment and look forward to continuing this momentum in the next phase.”

Steve Hawkes

Director, Information Technology
City of Charlottesville



“MOURI Tech has been an invaluable partner to our team. They consistently listened to our needs, and we have built a relationship founded on mutual trust and respect. We could not be happier with the people from MOURI Tech, and we truly could not have achieved this success without them. Over the past 18 months, their team has worked tirelessly without regard for weekends or weekdays, and their dedication has been nothing short of exceptional. We deeply appreciate their commitment and hard work.”

Murali Bandaru

Chief Information
& Technology Officer
American Tire Distributors



“When American Tire Distributors set out to establish a Global Capability Center in India, MOURI Tech proved to be the ideal partner, seamlessly transitioning work from six IT service providers into a single, unified engagement without missing a beat. Their ability to stand up an extended technology team, accelerate our solution delivery, and optimize our overall technology costs at a time when it mattered most was nothing short of exceptional. Today, MOURI Tech continues to be a key strategic partner as we advance our Cloud and AI journey, operating as a true extension of our team and helping us stay ahead in a rapidly evolving technology landscape.”

Jitender Lalwani

Director, Corporate IT – GSS,
Corporate Accounting
Stanley Black & Decker, Inc.



“MOURI Tech has proved to be a trusted solution partner, helping us with the right mix of SAP and technical skills along with delivery excellence to solve highly complex business problems. In addition, MOURI Tech’s collaboration has effectively improved our SAP and overall technology ecosystem, enabling higher productivity and operational efficiency.”

Unlocking Revenue Growth Through Intelligent Decision Platforms

Across the hospitality sector, revenue performance depends on **decision speed and data precision**. For the client, a **global hospitality brand**, static allocation models and manual booking analysis **limited visibility into accommodation inventory**, leading to **underutilized premium capacity** and missed revenue opportunities.

MOURI Tech implemented an **AI-powered inventory intelligence platform** integrating **Generative AI**, predictive demand forecasting, and prescriptive recommendations. Designed as a **decision-support engine** with **human-in-the-loop validation**, real-time insights enabled revenue teams to **analyze booking trends instantly**, **identify hidden capacity**, and dynamically **reallocate inventory**, protecting yield and guest experience.

A **24/7 Global Network Operations Center** ensured **operational continuity**, strengthened **yield optimization**, and established a scalable foundation for **future-ready hospitality operations**.



Revenue potential unlocked for FY 2026 reaching \$10M

Days → Seconds reduction in analysis cycles

Revenue and operational analysis optimized by 15–20 hours/week

Reduction in alert noise by -66%

Engineering Velocity in High-Growth Gaming & FinTech Platforms

In today's high-stakes **Gaming and FinTech** ecosystem, **complex casino platforms** cannot afford **delayed releases** or **quality breakdowns**. The client, a **Las Vegas-based industry leader** operating large-scale, high-transaction gaming platforms, faced **fragmented testing processes** that were impacting speed, stability, and innovation.

As a trusted **quality engineering partner**, MOURI Tech redefined the **delivery approach** with a **Shift-Left engineering model**, embedding quality across **design, development, and testing from day one**. Early alignment between engineering and QA reduced defect leakage, minimized rework, and expanded coverage across **kiosk and mobile environments**.

This transformation enabled **faster, predictable release cycles with stable, production-ready deployments**, enhancing platform reliability and elevating the overall **player experience**.

Accelerated **time-to-market** through early engineering alignment

Lower **cost of quality** by reducing rework and defect leakage

Increased **development** through put across platforms

Enhanced **player experience** through stable, high-performance releases





Florent Ricci

Sr. IT Director,
Generative AI &
Application Integration
Stanley Black & Decker, Inc.

“MOURI Tech has been a game-changer in building our **generative AI solutions** and improving sales productivity. They helped us launch smart assistants that reduced response times and simplified product matching.

Their innovative mindset, speed, and adaptability truly set them apart. We are impressed by the tangible value and impact delivered across our teams.”

Delivering Next-Gen Sales & Customer Service with Generative & Agentic AI

A global **industrial manufacturing leader** advancing toward **Industry 5.0** sought to modernize its **go-to-market, sales, and service operations**, constrained by disconnected data, siloed intelligence, and manual workflows.

To address these challenges, MOURI Tech strategically partnered to architect and deploy **AI-powered Sales and Service Agents**, integrating **Generative & Agentic AI**, structured product intelligence, and seamless workflow orchestration across sales and support ecosystems. An **AI-driven Competitive Cross-Reference Agent** transformed bid evaluation by instantly analyzing competitor SKU lists and generating precise product comparisons. This accelerated decision-making, shortened **sales cycles**, and **reduced commercial risk**.

At the same time, a **Customer Service Copilot** elevated post-purchase support through real-time, contextual assistance for warranties, parts, and service inquiries. This reduced routine support workload while reinforcing **24/7 self-service capabilities** and improving customer responsiveness.

The result was **accelerated sales velocity**, **improved customer experience**, **optimized support costs**, and a scalable foundation for a **unified global customer experience**.

- ✓ **Faster sales cycle execution** through AI-enabled competitive intelligence
- ✓ **Reduced support effort** through 24/7 intelligent self-service
- ✓ **Improved customer service responsiveness** via AI agents
- ✓ **Stronger brand consistency and operational agility** across global touchpoints

At **MOURI Tech**, we see *Industry 5.0* as the next step in manufacturing, where people, AI, and innovation work hand in hand to improve operations. We help organizations build smart, connected environments that enhance efficiency, strengthen resilience, and deliver better outcomes for their clients.

Strengthening Enterprise Resilience in Industrial Manufacturing

In today's manufacturing landscape, **enterprise resilience** is critical to sustaining operational continuity. The client is a **global industrial manufacturing** organization operating within a **complex IT landscape**. **Legacy backup systems** and fragmented **service models** introduced operational risk, limited visibility, and cost inefficiencies, constraining enterprise resilience.

To reinforce **business continuity** and **disaster recovery**, MOURI Tech **centralized** and **modernized enterprise backup operations** across legacy platforms. This transformation established **unified monitoring**, **standardized governance**, **end-to-end ownership**. A scalable, **SLA-driven Service Desk model** was introduced, supported by structured major incident management and a Shift-Left resolution approach to **enhance service quality** and **minimize escalations**.

As a result, **backup uncertainty was reduced**, service performance exceeded benchmarks, and the organization achieved **measurable efficiency gains**, strengthening **enterprise-wide resilience and operational stability**.



Enterprise-grade resilience across backup and **Service Desk operations**



Overall cost optimization through operational efficiency with **~30% savings**

Alert volumes **reduced by >99%**

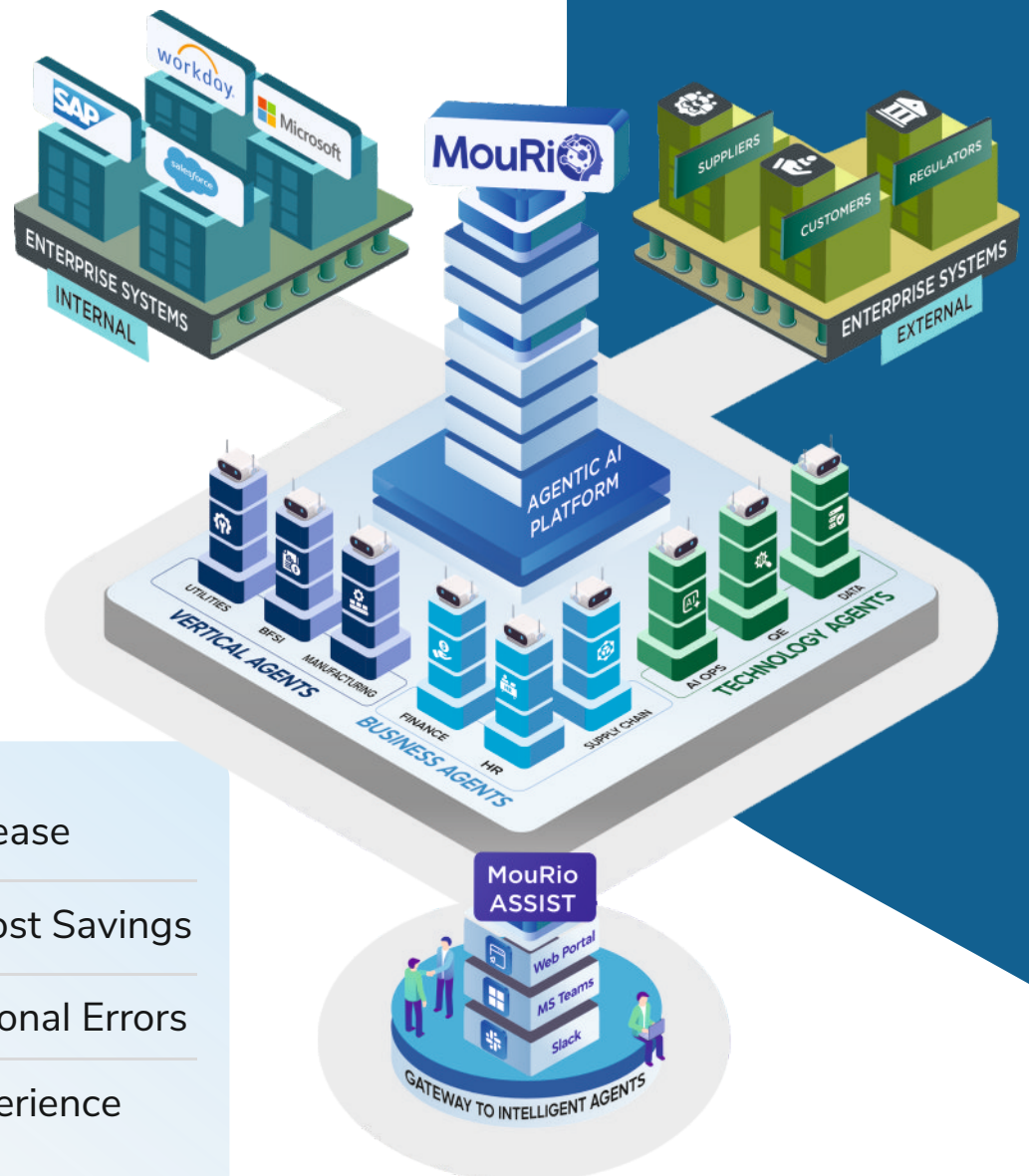
Reduction in **backup unknown zones by >80%**





MouRio, An Agentic AI Platform to Accelerate Intelligent Enterprise Transformation

- Multi-agent orchestration across industry, business and IT
- Built-in governance, security & scalability
- Pre-built AI Agents, rapid deployment in cloud-agnostic environment



Business Benefits

- ~40% Efficiency Increase
- ~30% Operational Cost Savings
- ~60% Fewer Operational Errors
- >30% Employee Experience & Productivity Gain

50+ AI Agents and productionized solutions successfully deployed across diverse industries and enterprise clients.

Reach out to us at info@mouritech.com for more details.



MouriQual AI

AI-POWERED QUALITY ENGINEERING

Agentic AI-powered Quality Engineering Product

Simplify. Amplify. Scale.

Quality across Enterprise Testing Domains

- ✓ Enterprise **Application Testing**
- ✓ **API and Mobile Testing**
- ✓ **ERP-centric Testing**
- ✓ **Data-centric Testing**

Agentic AI Foundation Across All Domains

- Ambiguity Detection & INVEST Analysis
- Intelligent Test Case & Test Script Generation
- Automated Coverage Mapping
- Self-healing UI Automation & Predictive Quality Analytics

85-90%
Test Coverage

<5%
Defect Leakage

60-70%
Faster QA Cycle Time

30-40%
Faster Time-to-market

50-60%
Faster Test Design

>50%
Cost Savings

Driving Intelligent Quality Engineering for Greater Business Impact

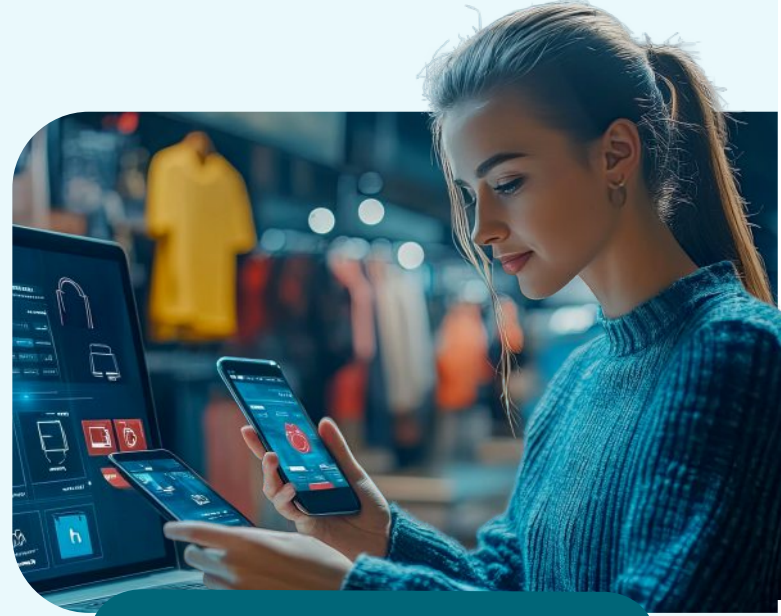
Contact us at: info@mouritech.com

Building Enterprise Data Platforms at Global Scale

As **digital commerce ecosystems** expand, data **complexity** and **legacy platform sprawl** can **constrain** innovation and inflate **operational costs**. In this case, our client, a leading **global e-commerce organization**, faced **over a decade of legacy data debt**. Tightly coupled pipelines and thousands of datasets drove up run costs and delayed insights, **limiting scalable and secure analytics**.

MOURI Tech emerged as a trusted **Data Engineering partner**, driving the client's **data modernization journey**. To address these challenges, a **focused platform simplification and automation initiative** was launched to **modernize the client's data foundation**, with **cost control** as a core objective. **Legacy warehouse tables** were retired, redundant pipelines decommissioned, and more than **200 critical datasets** migrated to a **modern, lake-first architecture** supported by automated data quality checks, AI-driven orchestration, and policy-aligned governance.

Through this **transformation**, architectural clarity was restored, **platform sprawl reduced**, and **enterprise-wide analytics** reliability strengthened, enabling **secure, scalable decision-making at global scale**.



- Acceleration in **modernization timelines** by ~40%
- **Up to 80%** reduction in manual compliance and validation effort
- **Significant reduction** in recurring platform run costs
- **Improved efficiency** and confidence across **enterprise data platforms**

Enabling Resilient Global Expansion for an IoT & SaaS Leader

For a **global IoT and SaaS client**, sustaining **operational continuity** while expanding globally required **disciplined governance, delivery predictability, and platform resilience**. In high-growth environments, rapid expansion can strain support models and introduce operational risk if not structurally aligned.

During a critical growth phase, **MOURI Tech** partnered with the client to **establish a resilient multi-team engagement model** on the **Salesforce platform**, integrating **enhancement, development, and operational support** within a **unified delivery framework**. Strong governance, proactive monitoring, and structured improvement cycles reduced operational risk and improved service predictability, enabling **faster time-to-market** while **sustaining high service quality at scale**.

Improved delivery predictability across global operations

Reduced operational risk through governance and monitoring

Faster release velocity during high-growth expansion

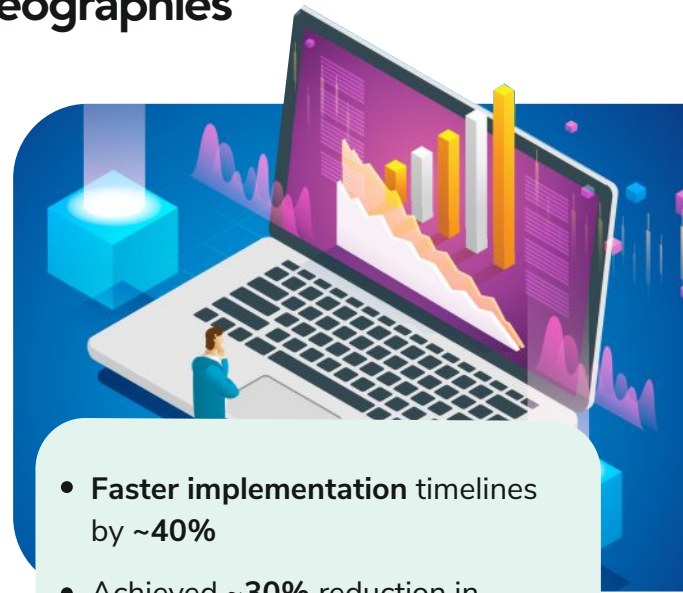
Sustained service quality at enterprise scale

Unifying Financial Operations Across Geographies

A **global financial software company** operating across **multiple geographies** and **client environments** faced increasing operational complexity due to **disparate legacy systems** and **manual consolidation processes**, which slowed reporting cycles and created inconsistencies in **enterprise visibility**.

MOURI Tech engaged with the client as a trusted **Quality Engineering partner**. A **unified financial platform** built on a **multi-tenant model**, powered by **Enterprise Performance Management (EPM)**, was implemented to centralize **consolidation, reporting, and financial data governance**. Infrastructure modernization improved stability and scalability, while streamlined operating models accelerated adoption across business units.

The transformation reduced **implementation timelines** by **nearly 40%**, lowered **operational and maintenance costs** by **approximately 30%**, and strengthened **enterprise-wide financial visibility**, supporting **data-driven decision-making** across geographies.



- **Faster implementation** timelines by **~40%**
- Achieved **~30%** reduction in **operational costs**
- **Improved financial visibility** across global entities
- **Scalable, governed financial platform** foundation

Modernizing Enterprise Service Operations



For a **Leading North American education and assessment organization** operating large-scale **digital testing platforms**, disconnected ITSM configurations and legacy customizations were **increasing operational risk** and **inflating support costs**.

MOURI Tech implemented a **six-month engagement** transitioning the platform to an **out-of-the-box (OOB) model**, rationalizing **ServiceNow environments**, eliminating unnecessary customizations, and aligning the platform to industry best practices. **Governance frameworks were strengthened**, a **modernized CMDB baseline established**, and **IT and CSM taxonomies standardized** to improve visibility and control. The **self-service portal** was migrated to the **Employee Service Center**.

The result was a **unified, scalable service foundation** that **enhanced governance, reduced operational risk, and delivered** a modern, consistent **user experience** for the client.

Reduced operational risk through standardized ITSM governance

Lowered service costs by eliminating redundancies

Improved scalability and performance with a unified platform

Enhanced service visibility and data accuracy

Krishna KalidindiDirector, Product Engineering - IT
American Tire Distributors

“MOURI Tech has been a trusted partner in our long-term technology journey. Their global capability center helped us scale cost-effectively while supporting our evolving business needs. As we advance our Transformation and growth roadmap, we continue to rely on their expertise and delivery excellence to solve complex challenges. Their collaborative approach has strengthened our technology ecosystem, improving productivity and operational efficiency.”

Accelerating Tire Distribution Through Unified Digital Operations

A leading North American automotive tire distributor struggled with disparate enterprise systems and heavy customizations that limited visibility and slowed fulfillment across retail, wholesale, and B2B channels.

MOURI Tech modernized its ServiceNow, Oracle ERP, and B2B commerce landscape, enabling real-time visibility, stronger inventory and financial governance, and analytics-driven automation. The transformation improved fulfillment speed, optimized routes, reduced operating costs, and established disciplined, 24/7 digitally enabled operations across the enterprise.

The strategic shift also strengthened decision-making with unified data insights and enhanced customer experience through faster, more reliable order processing across all channels.

Achieved ~50% faster order fulfillment across digital channels

Improvement in delivery route optimization by ~30%

Accelerated operations with ~40% processing time reduction

Lower operational costs across networks up to ~25%



Enabling Infrastructure Modernization for an Industrial Auctions Enterprise

The client, a global industrial auctions enterprise for commercial assets and vehicles, operated a highly distributed IT landscape across multiple data centers and cloud platforms in North America. Limited end-to-end visibility made cloud planning, security enforcement, and risk reduction increasingly complex.

MOURI Tech partnered with the client and Amazon Web Services to conduct a comprehensive on-premises-to-cloud migration assessment, delivering enterprise-wide visibility into dependencies, cloud readiness, and consolidation opportunities without disrupting day-to-day operations. As a result, the client gained a prioritized migration roadmap, reduced risks, strengthened security and governance, and established a solid foundation for cloud migration and digital modernization.

The assessment outcomes have enabled cost-reduction efforts across existing cloud workloads, with MOURI Tech actively supporting execution.

Clear migration roadmap with prioritized workloads

Reduced modernization risk through security and governance alignment

Improved enterprise-wide visibility enabling data-driven decisions

Accelerated cost optimization initiatives across cloud workloads





MOURI TECH®

INNOVATING UTILITIES FOR A SMARTER TOMORROW

Driving **Energy Transition** Through
AI & Automation

Our **Energy & Utilities**
Service Offering includes:

Resilient **Grid Modernization**

Asset & Infrastructure Management

NexGen Energy Tech

Energy Distribution & Management

Customer Service & Experience

Cybersecurity & OT System Defense

Sustainability & Decarbonization

Regulatory Compliance & Reporting

Artificial **General**
Intelligence
(Future Vision)

Generative **AI**
(Advanced
Innovation)

Business
Intelligence
& **Reporting**

Agentic AI
(Predictive &
Autonomous
Systems)

Digital-first
Contact Centers

AI &
Machine Learning
Implementation

Data & Advanced
Analytics
(Predictive & Prescriptive)



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Powering Utility Services Through Reliable, Cost-Optimized Operations

The client is a **leading SaaS provider for utility and energy retailers**, delivering platforms for mission-critical utility operations. To **ensure continuous service excellence**, the organization strengthened operational stability across a complex, distributed environment.

MOURI Tech transitioned and stabilized the **Customer Information System (CIS)** which was a critical service under a **managed services model**, spanning network and system operations, **cloud and infrastructure operations, application and platform support**, and legacy environments, executed seamlessly without disruption. The team **optimized IT support** through a balanced onshore-offshore approach, achieving **nearly 30% reduction in team size and costs**. The client now ensures enterprise-grade reliability, **above 99% SLA performance, zero incident breaches**, and operational continuity.

- **Enterprise-grade platform** reliability for mission-critical operations
- **Reduced operational risk** through governed managed services
- Achieved **cost optimization** via IT support model transformation by **~30%**
- **Improved service continuity** across distributed systems

Simplifying Demand Response Enrollment for Energy Utilities

As **Demand Response** participation grew across **New York and Massachusetts**, a leading **energy utility** relied on its **DRMS platform**, Energy Hub, to manage customer enrollments and program operations. Post implementation, the focus shifted to improving enrollment accuracy, strengthening data security, and meeting strict regulatory requirements while **managing AMI data volumes**.

MOURI Tech partnered with the organization to **automate and secure the enrollment validation** process through **API-driven integration** and **intelligent data matching utilizing AI** while also helping with their **AMI 2.0 deployment**. The solution **reduced manual effort, improved accuracy, and strengthened compliance**, while enabling program teams to scale operations confidently and **respond faster to Demand Response commitments**.

Reduced manual enrollment effort through automation

Improved validation accuracy with AI-enabled matching

Stronger compliance posture across regulated markets

Enhanced scalability for growing AMI environments

Modernizing Legacy ERP for Citizen-Focused Operations

After nearly two decades on SAP ERP (ECC), a large **U.S. public sector organization** recognized the need to **modernize its digital core** to support a stable, scalable, and **future-ready ERP environment**. The objective was to preserve critical financial, historical, and regulatory data while minimizing disruption and enabling cloud-ready processes.

MOURI Tech enabled the move to **SAP S/4HANA Cloud** using a **Selective Data Transition approach** and **migration to RISE with SAP**. **Financial operations** were modernized through the Universal Journal for real-time visibility and reporting, while CICO transitioned to **S/4HANA Utilities for Customer Engagement**. SAP Fiori **enhanced user experience** and adoption. As a result, the organization is now positioned for continuous innovation, improved efficiency, and a **secure, future-ready platform to support long-term growth and citizen-focused operations**.



Enhanced **citizen experience** through modern, **unified customer engagement** on **SAP S/4HANA Utilities**



Real-time financial visibility with simplified, compliance-ready reporting

Strengthening Cybersecurity Posture to Reduce Enterprise Risk

Rising **cyber threats** and **regulatory pressure** made structured risk management a business imperative for the client, a large **energy and utility organization** facing **fragmented security controls** and limited visibility into vulnerabilities across vendors, systems, and sensitive data.

MOURI Tech implemented a **Cybersecurity framework** spanning **Third-Party Risk Management, Data Loss Prevention (DLP), and Enterprise Risk Management**. Standardized vendor assessments improved security vetting and onboarding. Optimized DLP controls protected **regulated data** without disrupting operations using **AI models** to reduce effort. **Centralized risk reporting** gave **leadership clear visibility into cyber exposure**.

- **Reduced enterprise** and third-party risk exposure
- **Stronger compliance** and audit readiness
- **Improved decision-making** through centralized risk visibility
- **Enhanced protection** of regulated data without operational disruption



MOURI TECH®

Intelligent Engineering Services Across the Product Lifecycle

Leveraging AI Embedded Engineering Value Chain



Engineering-led PLM, Strengthened Through AI Enablement

PLM expertise complemented by Smart Automation.

Product Design Enhanced for Speed and Accuracy

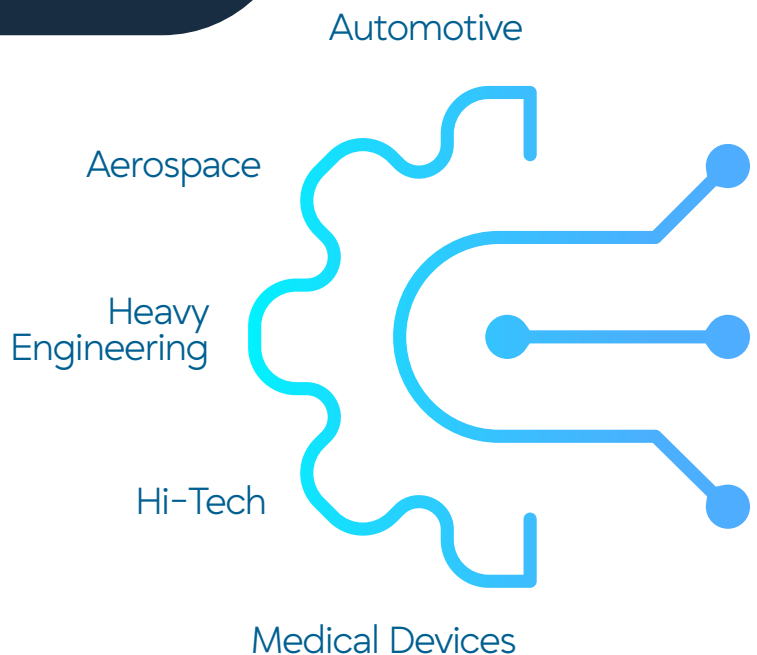
Accelerated Design & First Time Right Engineering.

MES Excellence with Operational Intelligence

Enabling predictive insights and real-time shop-floor intelligence.

Engineering Value Optimization across Industrialization

Optimizing engineering decisions from design release to production readiness.



Trusted by **Fortune 500 global clients**, delivering industry-focused Engineering solutions

TECHNOLOGY PARTNER



Partner with us for Future-ready Engineering Services

AMERICAS | AFRICA | ASIA | AUSTRALIA | EUROPE



MOURI TECH®

BUILDING GLOBAL CAPABILITIES CENTERS (GCCs) FOR FUTURE-READY ENTERPRISES

Agentic AI-built Architecture

Embeds intelligence into operations for predictive insights and automation

Innovation Pods & COEs

Domain-focused hubs for AI, data, and digital engineering

Sustainable GCC Design

ESG-aligned, efficient, and future-ready operating models



Digital Enablement

CloudOps, ERP modernization, and GenAI adoption across functions

Talent-as-a-Service

Agile workforce with continuous AI upskilling adaptive resourcing.

Risk Reduction

Flexible delivery models with built-in compliance and scalability

Leveraging Innovation for GCCs

Powering Scalable, Intelligent, and Resilient GCCs through Global Platforms

MATS	Wagon HR	AI Learning Platform	MouriQualAI	Cloud Transformation	Enterprise Applications
Talent	Engage	Learn	Automate	Infrastructure	Modernization
AI-driven talent acquisition	AI-enabled, ERP-integrated HRMS platform	Role-aligned, AI-curated learning	AI-powered quality engineering platform	Secure cloud GCCs infrastructure modernization	ERP and legacy modernization

Establish a Global Capability Center Designed for Scale

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Advancing Global Patient Care Through Scalable Digital Engineering

As patient care programs **scaled globally**, the client, a **global healthcare leader**, needed to sustain **rapid expansion** with **consistent, high-quality digital releases** across multiple countries. Traditional development approaches, driven by manual effort and fragmented toolchains, **limited engineering throughput**, slowed release cycles, and **challenged consistency at scale**.

To address this, **MOURI Tech** implemented an **AI-driven Software Development Lifecycle (SDLC)** application to **transform end-to-end digital engineering**. By embedding AI across the lifecycle, including requirements analysis, code generation, automated testing, and release validation, the solution enabled **intelligent and scalable delivery**.

Built on a microservices architecture and aligned with SAFe Agile, the AI-enabled SDLC supported **parallel global development** with greater speed and consistency. AI-assisted development and Intelligent Quality Engineering improved **release stability**, reduced risks, and enhanced overall engineering efficiency.

The transformation **accelerated digital delivery**, strengthened scalability, and enabled **faster rollout of patient care programs**, ensuring **timely access to therapies** and consistent patient experiences across regions.

- **Faster development cycles** with improved release predictability
- **Scalable multi-country delivery** with consistent execution
- **Accelerated rollout of patient care programs** enabling timely access
- **Improved quality and engineering efficiency**

Strengthening Enterprise Data Trust with AI Datamate

Across **healthcare and medical distribution**, expanding patient, product, and provider data across complex systems often **slows analytics due to manual processes** and inconsistent schemas. A leading organization in this space faced similar **challenges, impacting clinical operations, reporting, and AI initiatives**.

MOURI Tech collaborated with the organization to **modernize data validation** by shifting quality checks to the start of the data lifecycle using **AI Datamate, a GenAI-enabled data framework**. Early visibility into data quality and relationships reduced rework, **accelerated data onboarding**, and strengthened governance, while metadata-driven insights **improved trust in enterprise data**.

As a result, faster and more reliable analytics empowered **clinical operations, commercial planning, finance, and regulatory teams**, **strengthened decision-making**, and enabled scalable adoption of **advanced analytics and AI across the enterprise**.

- ✓ **Accelerated data onboarding** through early-stage quality controls
- ✓ **Enhanced decision-making** across clinical and commercial functions



Accelerating Airline Retail Operations Through Managed Services

The client, a leading airline retail solutions provider, operates a complex ecosystem of **payment systems, devices, and 10+ core applications across 15+ customers**, each with bespoke operational systems—extending overall support to more than 150+ applications.

MOURI Tech orchestrated the **Business-As-Usual (BAU) Managed Services** landscape by delivering **24x7 L2 and L3 support**, strengthening governance, centralizing issue management, and enhancing delivery transparency. **Timely reporting and structured feedback** drove operational efficiency and ensured consistent service level adherence, elevating **client satisfaction**. **Continuous monitoring and proactive support** stabilized **payment processes** and associated systems, while resolution of critical issues, including **multi-currency VAT challenges**, strengthened transaction accuracy and **customer experience**.

As a result, **service reliability strengthened, operational risk reduced**, and the client was able to redirect focus from **day-to-day operations** to **product roadmap innovation and strategic growth**.

Strengthened reliability of **payment systems** and **BAU operations**

Elevated client satisfaction through **predictable delivery performance**

Enhanced **governance and compliance alignment**

Improved **operational resilience** across multi-client retail environments



Reimagining Retail Supply Chain Operations with Real-Time Visibility

In today's dynamic retail environment, **supply chain visibility** and efficiency are critical to ensuring operational agility and customer satisfaction. A leading **North America-based tools and equipment retailer** faced challenges with fragmented communication, **manual purchase order tracking**, and **limited shipment visibility**, impacting accuracy and collaboration.

To address these gaps, **MOURI Tech** implemented a **centralized digital platform**, leveraging **Application Development** to enable **unified communication** and **real-time notifications** to proactively manage **shipment delays, distribution centre changes, and cargo booking** adjustments, along with automated workflows. **The platform** is integrated with **ERP systems** to provide **real-time information** and improve **cross-functional operational visibility**, streamlined **purchase order lifecycle management**, improved **vendor collaboration**, and introduced transparent, auditable processes, supporting client's long-term growth and **supply chain expansion**.

The result was a **highly agile and transparent supply chain** with **real-time visibility**, faster vendor collaboration, and significantly reduced errors, enabling quicker decisions and **scalable, efficient growth**.

✓ Achieved **~60% reduction** in manual purchase order tracking

✓ **Reduced shipment-related errors and miscommunication** by **~60%**

✓ Enabled **~35% faster** vendor response time

✓ **Delivered 2X improvement** in overall supply chain agility

Accelerating SAP Modernization



AI-Engineered Transformation, Upgrades & Clean Core Enablement

ECC to S/4HANA is not a technical migration and S/4HANA upgrades are not routine patches. Together with Clean Core enablement, they represent the strategic redesign and continuous evolution of the enterprise digital core. MOURI Tech accelerates this journey through AI-powered platforms and proprietary accelerators that compress timelines, reduce risk, and safeguard business continuity at scale. With innovations like SAP Joule, SAP's generative AI copilot, enterprises can further enhance automation, decision intelligence, and user productivity across business processes.

✓ AI-driven Code Intelligence

Automated custom code analysis, upgrade impact simulation, and remediation guidance, eliminating technical debt before transformation begins.

✓ MouriQualAI for SAP

AI-powered regression automation, self-healing Fiori scripts, and predictive defect analytics engineered specifically for SAP landscapes.

✓ Clean Core Enablement

SAP BTP-based extensions, API-driven integrations, and upgrade-safe architecture that preserve core integrity while enabling continuous innovation.

✓ Transformation Risk Reduction

Automated testing coverage, integration validation, and upgrade impact analysis significantly reduce program risk.

Business Impact

- Faster end-to-end **SAP Transformation Execution** achieved ~40%
- Accelerated **S/4HANA Upgrade Cycles** improved by ~30–40%
- Reduction in **Testing Effort** decreased by ~50–60%
- Post-go-live **Defect Leakage** minimized to <5%

Lets connect to discover more about your SAP ecosystem and its transformation.

WINNER MOURI Tech Excellence in **SAP** Global Hackathon



No #1 Winner Guided Customer Complaint Journey
Simplifying and accelerating complaint submission & resolution process using a guided process powered by SAP Build

Re-Architecting Legacy Systems for the AI Era

Application modernization is now a strategic necessity

Legacy monolithic systems and growing technical debt are slowing innovation and increasing operational risk. In the AI era, enterprises require cloud-native scalability, real-time data access, secure DevSecOps, and API-driven ecosystems to remain competitive. Without modernization, costs escalate, security exposure expands, and digital transformation stalls.

✓ AI-driven Code Discovery & Refactoring

Automated dependency mapping, impact analysis, and modernization guidance across .NET, Java, Oracle, and custom platforms, reducing manual code reviews and minimizing SME dependency.

✓ AI-led Execution with Reduced Client Bandwidth

Automated documentation, intelligent test generation, regression mapping, and predictive defect analytics — significantly lowering business validation cycles and internal IT workload.

✓ Microservices & API-first Re-architecture

Structured decomposition of monoliths into modular, scalable services, enabling cloud-native resilience with minimal operational disruption.

✓ MouriQualAI Cross-platform Automation

AI-powered regression, API validation, and UI automation, reducing UAT effort and accelerating release readiness.

✓ DevSecOps by Design

Embedded security scanning, compliance validation, and CI/CD automation, enabling controlled, predictable deployments.

Accelerated **Modernization Execution** with **35–45% faster delivery**

Reduced **Testing Effort** through **40–60% efficiency gains**

Optimized **Infrastructure Costs** via **30–50% savings**

Reduced **Business & Operational Risk**

Contact our Modernization team to evaluate possibilities for your organization.

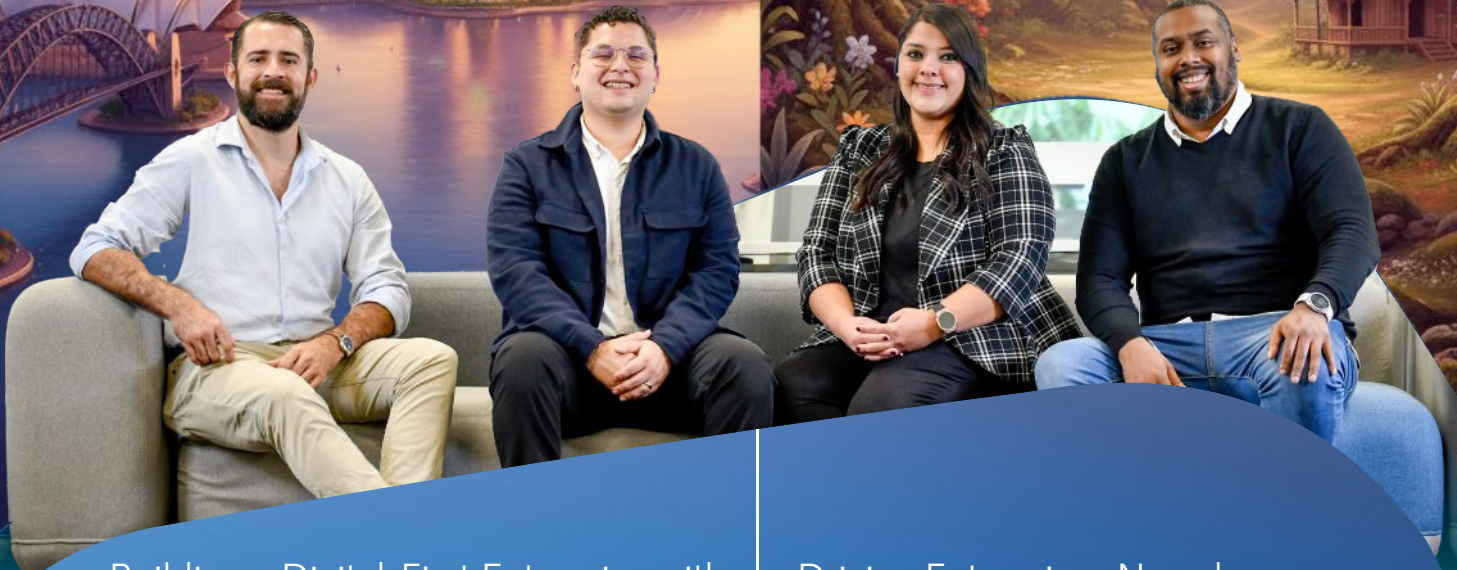


MOURI TECH®

BRIDGING GLOBAL REACH WITH LOCAL EXPERTISE

Asia-Pacific (APAC)

Latin America (LATAM)



Building a Digital-First Enterprise with The **NEXT FRONTIER SPIRIT**

- ▶ Access to **Emerging Markets** Across Regions
- ▶ **Innovation Hubs & Tech Ecosystems**
- ▶ **Regulatory & Compliance** Expertise
- ▶ Agile **Frameworks for Adaptable Delivery**

Driving Enterprises Nearshore The **PURA VIDA** way

- ▶ **Timezone-Aligned & Bilingual Delivery**
- ▶ Talent with **Deep Domain Industry Expertise**
- ▶ Robust **Infrastructure & Delivery** Excellence
- ▶ Hybrid **Delivery Models** for **Agility** and **Scale**

Diverse Requirements of **Global Clients** Served Through **Flexible Engagement Models**

Managed Services	Outcome Based/ Fixed Scope	Time & Materials (T&M)	BOT/GCC	System Integration	Vendor Management Services (VMS)
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TOURISM
HOSPITALITY
ENERGY & UTILITIES
BUSINESS & BEVERAGES
SERVICES

ELEVATING GLOBAL COMMUNITY OUTREACH WITH CARE



Impact Figures

4000+ Global Beneficiaries

2100+ Global Volunteering Hours

11 Global Events
Costa Rica, India & USA



Valued Global Reach

Costa Rica: Collaboration with CIN CENAI La Aurora improving child nutrition and engagement



Packing Hope & Smiles

USA: Allying with Feed My Starving Children, wrapping meals with love and compassion... to fight global hunger. A truly inspiring experience!



Esteban Madrigal Z.

MOURI Tech, Costa Rica

"We shared some time with the staff CIN-CENAI, walked around the care center, and gave a speech to the participants. It was a very special moment for everyone since this was our first activity to give back to the community."

Glorifying Pathways as a Winner

Health & Well-Being Category
HYSEA Sustainable Development Summit & Awards 2025 Hyderabad, India



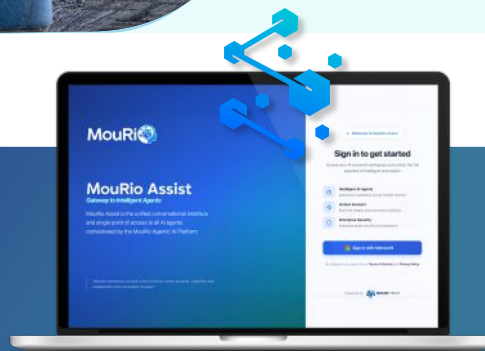


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Payroll Simulation/
Integration

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Moments. Milestones. Momentum.

Voices of our Long-service associates

Sunil Kumar Navva

Sr. Director, SAP



“Over 15+ years at MOURI Tech, my journey has been driven by continuous learning, transformation, and impactful outcomes. Collaborating with global teams has strengthened my focus on value, innovation, and resilient SAP-led enterprises. A culture of trust, ownership, and collaboration enables us to solve complex challenges and deliver sustainable solutions. I'm proud to be part of this journey and look forward to achieving many more milestones as we continue to scale new heights together.”

Anil Gajulapally

Client Engagement & Sys. Admin



“The journey at MOURI Tech has been filled with growth, learning, and diverse experiences, completing 15 years along the way. Being closely involved in client engagements and working with supportive teams has helped build strong relationships and deliver consistent value. The collaborative culture and focus on innovation, along with the trust received, have played an important role in shaping this journey. Looking forward to continuing this journey and achieving new milestones ahead at MOURI Tech.”

Trikanth Basetty

Sr. SAP Techno-Functional, Cloud Solutions



“Over the past 15 years at MOURI Tech, I've been part of a journey shaped by continuous learning, collaboration, and meaningful experiences. Working with passionate teams, we have delivered outcomes that make a real difference. The support and opportunities here have played a key role in my journey. Proud to be part of a team that grows together. Thank you, MOURI Tech, for an incredible decade.”

Vanitha Kanakala

Sr. SAP Technical Consultant



“These 10 years at MOURI Tech have been an important part of my personal and professional journey. I've grown, learned, and evolved while working with supportive teams and taking on new challenges. The encouragement and collaborative environment have helped me become more confident in my role. I'm thankful for the journey so far and excited for what lies ahead.”

MOURI TECH ANNUAL AWARDS 2025



EMPLOYEE OF THE YEAR

INDIA



Murli Krishna Kuchipudi



Shriya Rungta



Navatha Tirunagari



Sindhu Beeravalli



Shravani Kethireddy



Nicola Jacobs

USA



Abhishek Datar



Mihika Verma



Priyanka Dixit



Gurpinder Kaur Nagar



Aparna Todupunuri

WOMAN ICON OF THE YEAR

INDIA

USA

ASSOCIATES **SPEAK**

Carolyn Nicoletta
Strategic Accounts Manager (USA)

“MOURI Tech fosters a strong culture of collaboration and teamwork across all levels and departments. I have had the opportunity to work on initiatives where clear communication, mutual respect, and shared accountability played a key role in achieving meaningful outcomes. This strong foundation of professionalism and cross-functional partnership continues to support performance, learning, and collective success across teams and functions.”



Felix Silvagnoli
Project Manager (USA)

“At MOURI Tech, I contribute beyond project execution by shaping an AI-enabled PMO that brings clarity to complex programs. Using data-driven dashboards and automation, we enable transparent decision-making. The freedom to innovate within a disciplined framework helps convert ideas into repeatable, client-ready governance models.”



Cyril Jonas Losbaños
Global Head -
MSP Strategic Staffing and Recruitment (Philippines)

“Since assuming the leadership role for MSP VMS Staffing and Contingent Workforce at MOURI Tech, my journey has been driven by a clear mission: strengthening our position as a primary vendor and setting the benchmark for global service delivery. With leadership support, strong partnerships, and a focus on innovation, we are moving beyond fulfillment to become strategic partners within the MSP-VMS ecosystem, building agile, scalable, and future-ready workforce solutions.”



Luis Carlos Herrera
Service Delivery Manager (Costa Rica)

“My journey with MOURI Tech began a year ago, when a new project led to opening operations in Costa Rica in April 2025, establishing the company’s first presence in Latin America. With strong collaboration across teams in Costa Rica, the United States, and India, every function plays a vital role in delivering excellence to our clients and strengthening our global culture. In just one year, we have grown to nearly 100 employees, supporting multiple clients while building a strong foundation for sustainable growth in the region.”



Neha Tak
Team Lead, Advanced Analytics (India)

“My journey at MOURI Tech reflects a culture where leadership extends beyond titles and empowers every Associate. Early encouragement to engage with leading-edge tech, coupled with trust and ownership, enables confident decision-making, continuous learning, and personal growth. I am proud to be part of an organization that nurtures collective leadership.”



Troy Laja
Strategic Account Manager (USA)

“I’ve had the pleasure of working with MOURI Tech teams through collaborations and open dialogue across many areas of our work. It is refreshing to see the openness to ideas, focus on innovation, and commitment to continuous improvement through new tools, AI, and strategic initiatives that are helping move our business forward. With strong support, collaboration, and a unified approach, we continue exploring new opportunities and driving shared success and growth.”



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RAISING CHAMPIONS



From the greens and stadia to the system, the thrill begins where **technology meets teamwork** driving performance, precision, and passion forward.

TEERING UP GOLF EXCELLENCE



ALLIED WITH



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NATIONAL BASKETBALL ASSOCIATION (NBA), USA

CO-OWNER



INDIAN SUPER LEAGUE



PRO KABADDI LEAGUE



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20 YEARS

OF INNOVATION

GUIDED BY
VALUES.
DRIVEN BY
EXCELLENCE.



20 YEARS OF RESILIENT GROWTH

For over two decades, **MOURI Tech** has enabled organizations to evolve and scale, building smart, connected, and data-driven operations anchored in AI, strong governance, and resilience.

We are grateful to our **Clients, Partners, and Associates** for their continued trust and valued partnership. **Together, we remain committed to delivering excellence and shaping the future, with you at the forefront.**

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