

**MEDIA RELEASE****GATI partners with Tech Mahindra to build future ready software application -Gati Enterprise Management System (GEMS) 2.0**

*GEMS 2.0 to transform customer experience and deliver tech-driven productivity and efficiency*

**Hyderabad, Telangana, 04 September 2023:** [Gati Limited](#), an Allcargo Group company and one of India's premier express logistics and supply chain solutions providers, has partnered with [Tech Mahindra](#), a leading provider of digital transformation, consulting, and business re-engineering services and solutions to develop Gati Enterprise Management System (GEMS) 2.0. Gati's core operational software system, GEMS 2.0, aims to offer an enhanced customer experience and a modern tech-driven interface while increasing efficiency and lowering costs.

The future-ready software application leverages Tech Mahindra's expertise and focuses on cloud-native applications, reiterating the organisation's commitment and investment towards next-generation digital transformation and Cloud initiatives. The partnership is focused on replacing Gati's legacy application with a digital, scalable, and more agile cloud-based application for operational excellence and the highest level of customer experience.

**Vivek Agarwal, President - APJI (Enterprise), Corporate Development, Tech Mahindra, said,** "The strategic deployment of new-age, data-driven technologies is at the core of revolutionising operational efficiency and customer engagement in the logistics and supply chain industry. Our partnership with Gati in designing and developing GEMS 2.0 will help the organisation boost productivity, unlock new business opportunities, scale performance and lead the tech-led transformation narrative in the express logistics segment."

Tech Mahindra will enable Gati, over the next 18-24 months, to custom develop GEMS 2.0 from scratch, covering the entire first-mile, mid-mile, and last-mile operations. The software will be developed in modules like Pickup, Delivery, En-route, Customer Contracts, Invoicing, etc.

Commenting on the collaboration **Mr. Pirojshaw (Phil) Sarkari, MD and CEO, Gati Express and Supply Chain Pvt. Ltd. (GES CPL)** said, "GEMS which was rolled out 20 years back is a pioneering initiative in the logistics industry. We are delighted to partner with Tech Mahindra to create a transformed GEMS on a micro services platform to provide customers ease of doing business. This partnership is a major step forward in delivering operational excellence and a superior customer experience and a part of Allcargo Group's continued focus on empowering Gati reach greater heights."

The architecture of GEMS 2.0 will be micro-services-based and event-driven through rule engines, with an infrastructure designed and developed on cloud, with a mobile and security-first architecture approach aimed at delivering consistent performance across the company's geography of operations. GEMS 2.0 will deploy automation at various levels and extensively leverage data analytics, artificial intelligence (AI) and machine learning (ML). In addition, drawing strength from the intuitive and consistent UI/UX design, GEMS 2.0 will offer on-demand customisation and a multi-browser friendly user experience.

**G S Ravi, EVP & Group CIO, Gati Limited.** said, "The core vision of developing GEMS, an advanced real-time Enterprise Resource Planning platform, was to put customer first, optimize processes and to achieve better workflow management. Developing GEMS was a part of Gati's evolution from a prominent express distribution player to an end-to-end logistics company. With its innovative digital solutions and proven competencies, Tech Mahindra will help us build the required tech-backbone to achieve the speed and agility necessary for Gati's business."

**About Gati Limited (BSE: 532345 NSE: GATI)**

Founded in 1989, Gati is one of India's premier Express Distribution companies. With a strong presence across Asia, including a nationwide network that covers 99% of the country's districts, Gati's unparalleled reach creates the unique advantage of covering every part of India. Gati's integrated and IT-backed multi-modal network allows it to offer end-to-end supply chain solutions specific to varied business requirements. The strategic collaboration with Allcargo enables Gati to leverage the strengths of Allcargo's global network operating in more than 180 countries and enhance its products and services portfolio. Key business verticals of Gati include Express Distribution, Air Freight, E-commerce, First and Last Mile Logistics, etc. Gati also offers exclusive B2C services like Laabh, Bike Express, Student Express, and others. Its services and solutions have been designed to be flexible and scalable to meet the needs of different businesses across various industry sectors. Gati has always adhered to the highest corporate governance standards and continues to direct efforts towards enhancing its people, technology as well as business processes and operations on a regular basis.

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**About Tech Mahindra**

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates, and society to Rise for a more equal world, future readiness, and value creation. It is a USD 6.5+ billion organization with 148k+ professionals across 90 countries helping 1250+ global customers, including Fortune 500 companies. It is focused on leveraging next-generation technologies including 5G, Metaverse, Blockchain, Quantum Computing, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. It is the only Indian company in the world to receive the HRH The Prince of Wales' Terra Carta Seal for its commitment to creating a sustainable future. It is the fastest growing brand globally in 'brand value rank' and among the top 7 IT brands globally in brand strength with AA+ rating. With its NXT.NOW™ framework, Tech Mahindra

aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. It aims at delivering tomorrow's experiences today and believes that the 'Future is Now'.

Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology, and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality, and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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