

Impact Unbound

Who we are

For more than 23 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our clients' organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 30,000 employees in 30 countries, we build for boundless impact—touching billions of lives in the process.

Our core values

Humility
Humanity
Integrity

OUR HISTORY

- Born digital in 1999
- HQ. Aliso Viejo, CA, USA
- 30,000+ employees
- 140+ Fortune 500 and Global 2000 clients

GLOBAL & LOCAL PRESENCE

- 30 countries
- USA, Canada, India, Malaysia, Singapore, Philippines, China, Taiwan, Australia, Israel, United Kingdom, Bulgaria, France, Germany, Portugal, Poland, Spain, Mexico

WE'RE RECOGNIZED

- 2023, Gold Recognition from Brandon Hall HR Tech Excellence Awards
- 2023, Top Employer Institute recognized UST as Top Employer in Australia, North America, Europe and APAC. Top 10 in UK, Blue Seal for the North Americas and APAC
- 2022, 'Title Winner' at the Avtar DivERG Awards for women-led Employee Resource Groups
- 2022, US CIO 100 - IT organizations for driving digital business growth
- 2022, BIG innovation awards by the Business Intelligence Group for CyberProof
- 2022, Everest Group PEAK Matrix Top 15 Engineering services provider

What we do

At UST, our work is powered by a nimble, highly-tuned innovation approach—one that relies on intense collaboration, the tools needed for rapid execution and a community of expert digital polymaths to provide innovation assurance.

Working together, this global network of partners, programs and innovation hubs allows us to enhance your offerings, increase speed to market and apply novel approaches to your challenges.



OUR OFFERINGS

Digital Solutions
Leveraging technology and domain knowledge to digitally transform customers with differentiated human centric approach

Platforms
Unique market offerings enabling us to use software, automation and AI to address client problems

Product Engineering
End-to-end offering through convergence of hardware with pre/post silicon semiconductor engineering and software

OUR INDUSTRY VERTICALS

Healthcare
1 in 7 U.S. health insurance claims processed by UST technology

Retail and CPG; Manufacturing
Strategic partner to 5 of top 10 U.S. retailers

Banking and Financial Services
Support 2 of top 5 U.S. asset management firms

Technology, Media and Telecom
Drive business for 3 of top 8 global telecom companies

We approach every client challenge with an open toolbox and an open mind

1. Define the real challenge
2. Move fast, and stay flexible
3. Apply a human-centered lens
4. Put relationships first

Partnering with our clients, we have delivered results

$30M Projected per year savings

Healthcare

THE CASE

With over 280 million members, one of the largest for-profit managed healthcare companies in the US was receiving hundreds of millions of calls at its contact center every year—many related to benefits.

SOLUTION

Over the course of three to four months, we built an NLP and NLS platform based on our UST SmartOps intelligent automation platform. The AI-based system understood user queries and predicted responses with near-perfect accuracy. Armed with a new "Google"-like search engine, customer service agents would be able to locate the right benefits information in a fraction of the time.

35% Increase in customers in year 1

Large bank in Australia

THE CASE

Our client had traditionally been slow with releasing new services, primarily due to complexities around regulations and compliance. Waiting months for approvals meant that they missed opportunities and ran the risk of launching outdated products.

SOLUTION

As our client's agile transformation leader, we recognized that launching a next-gen banking app began with an internal reset. We began with a cultural transformation that optimized their team structure and brought cross-functional groups together. For the first time in their history, teams including Technology, Business, Legal, Compliance and Risk were united with a common vision.

400%+ Increase in online prescription

Retail and CPG

THE CASE

Our client was looking to become an industry leader in online retail pharmacy by growing market share and increasing customer satisfaction.

SOLUTION

We worked with our client to establish a capable DevOps team supporting multiple transformation programs. Enabling a quick project turnaround, we completed our client's desired infrastructure setup, tools configuration and environment creation within 6 months.

5X Rework cut

Semiconductor

THE CASE

Our client was struggling with the number of late-stage differentiation options that customers could request on a product when the true form-fit-function of the product was not actually changing.

SOLUTION

Our client had recently migrated to the SAP HANA database system for their ERP Central Component. This enabled our team to mine new data sources in real-time to provide the right signals to the MFG floor.

We journey with our clients to create successful outcomes

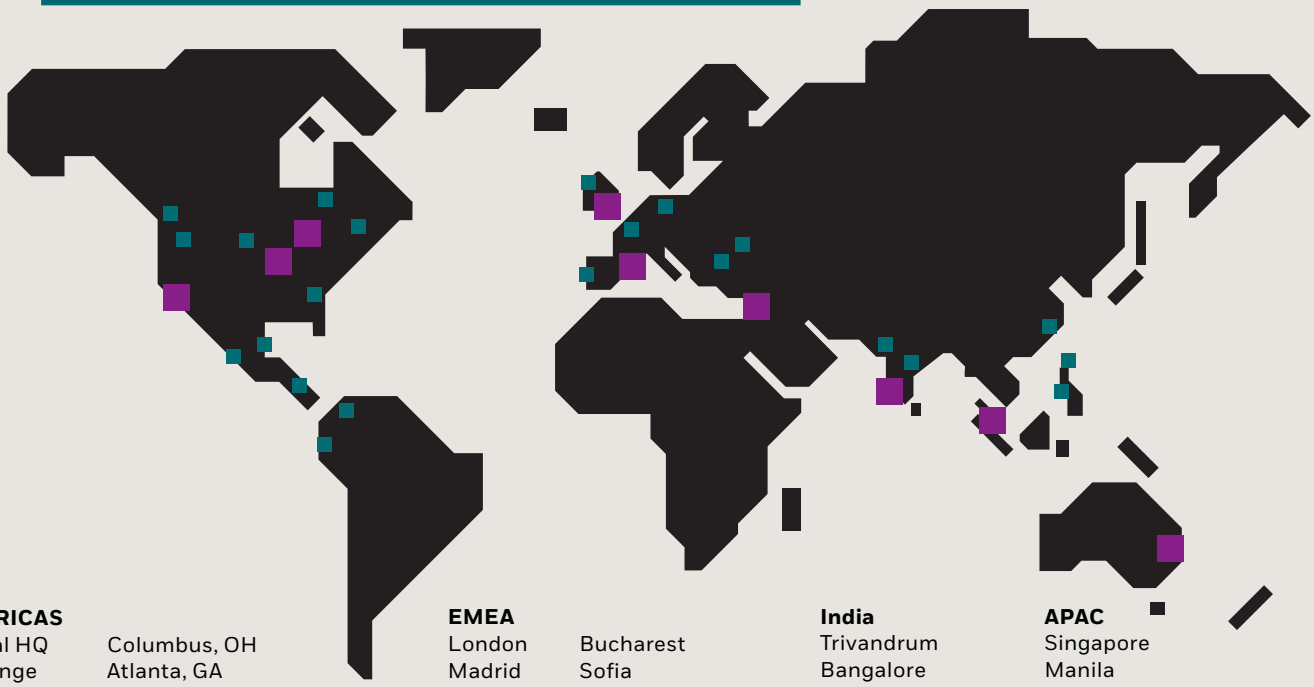
13 Years
Average tenure of client relationships

We believe in building long term partnerships with clients

- More attention paid to client success at all levels
- Commitment beyond contract – to deliver business outcomes
- Flexible contractual models
- Consistent executive attention
- Client feedback drives investments up front and throughout the journey

Where you'll find us

With our teams working around the world, we're creating change that reaches far and wide.



AMERICAS

Global HQ – Orange County, CA
Bentonville, AR
Chicago, IL
Norfolk, VA
Sidney, NE
Seattle, WA
Columbus, OH
Atlanta, GA
Vancouver BC
Guadalajara
Leon
San Jose
Bogota
Santiago
Lima

EMEA

London
Madrid
Tel Aviv
Berlin
Lisbon
Paris
Leeds
Gdansk
Bucharest
Sofia
Helmond
Barcelona
Bilbao
Salamanca
Valencia
Zaragoza

India

Trivandrum
Bangalore
Chennai
Hyderabad
Kochi
Delhi
Coimbatore
Hosur
Pune

APAC

Singapore
Manila
Sydney
Penang
Shanghai
Taipei
Cyberjaya

■ Main Offices & Innovation Labs
■ Operation Centers

*To see a list of all offices, visit **ust.com**

50% of our global footprint is ISO 14001 (Environmental Management System) certified

40% of our global footprint is LEED Gold Certified

Together with our clients, we believe we can have boundless impact in the world around us.

© 2023 UST Global Inc.