Date: 23.06.2025

To,

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C/1, G Block,
Bandra - Kurla Complex,
Bandra (East) Mumbai -400051

SYMBOL: ENSER
ISIN: INE0R9I01021

Dear Sir/Madam,

Subject: Investor Presentation FY'25 (June 2025)

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the detailed presentation titled **"Investor Presentation, FY'25 (June 2025)"** for your records and dissemination at your official website.

A copy of the same will also be uploaded on the Company's website www.enser.co.in.

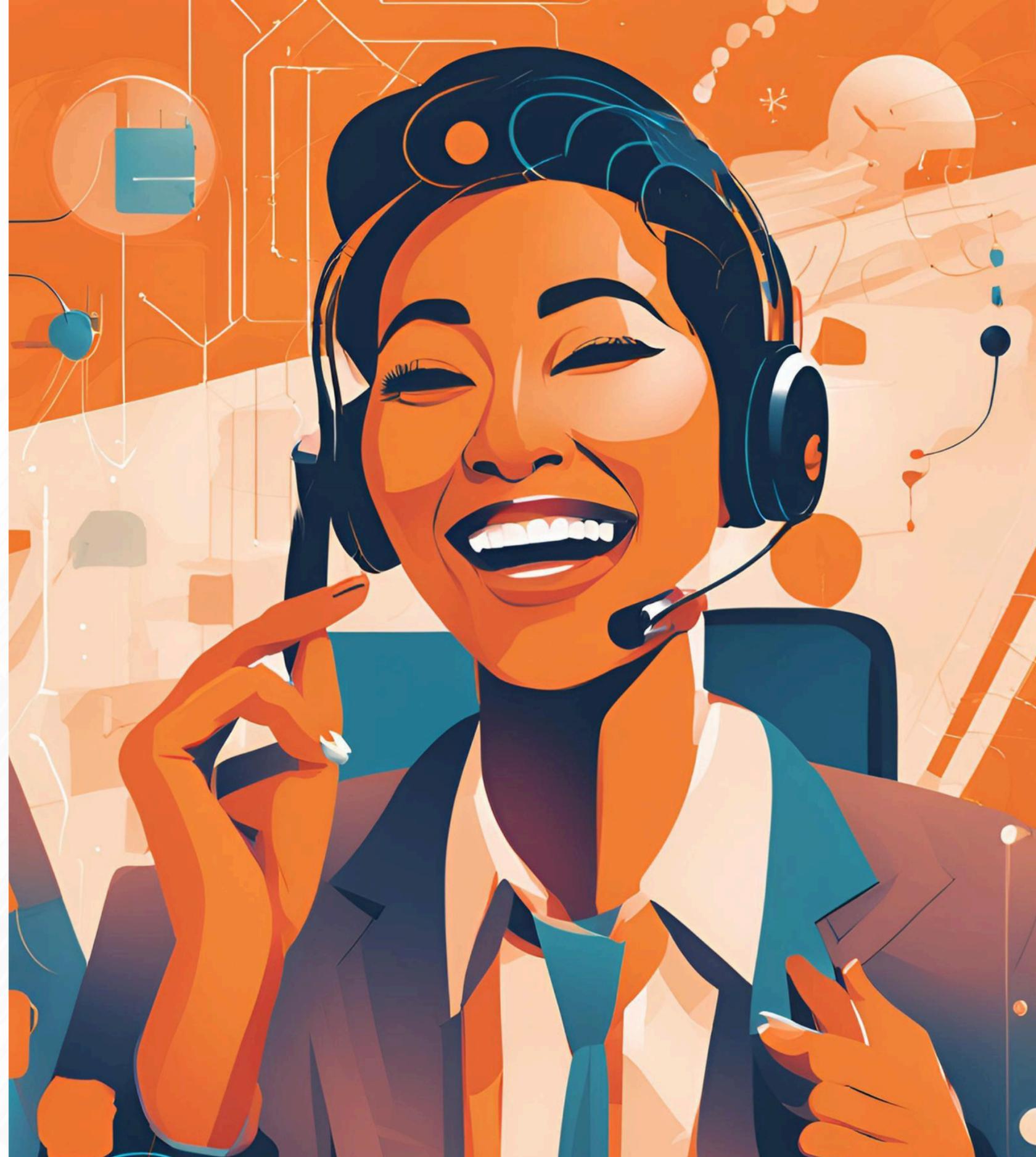You are requested to kindly take the same on your record.

Thank you,

Yours faithfully,

 For Enser Communications Limited

Muskan (M. No. A62983)
**Company Secretary & Compliance Officer**

Enser Communications Limited
Investor Presentation
FY'25 (June 2025)

About Enser Communications

- Enser is an established player in the **Business Process Management (BPM)** industry, offerring cutting edge solutions to enhance customer experience and drive operational excellence.

- We empower clients to manage the entire customer lifecycle through our BPM platform, delivering tailored, end-to-end engagement solutions that drive customer loyalty and meet specific business objectives.

- Enser's tech-enabled BPM platform seamlessly integrates voice, chat, email, IVR, and social media channels to power customer acquisition and service strategies. Our expertise in Client Interaction Management ensures consistent service excellence across industries and clients.

- In the past year, we strategically expanded our portfolio by adding Cybersecurity and advanced Customer Interaction Management solutions, strengthening our position as a comprehensive partner for digital transformation.
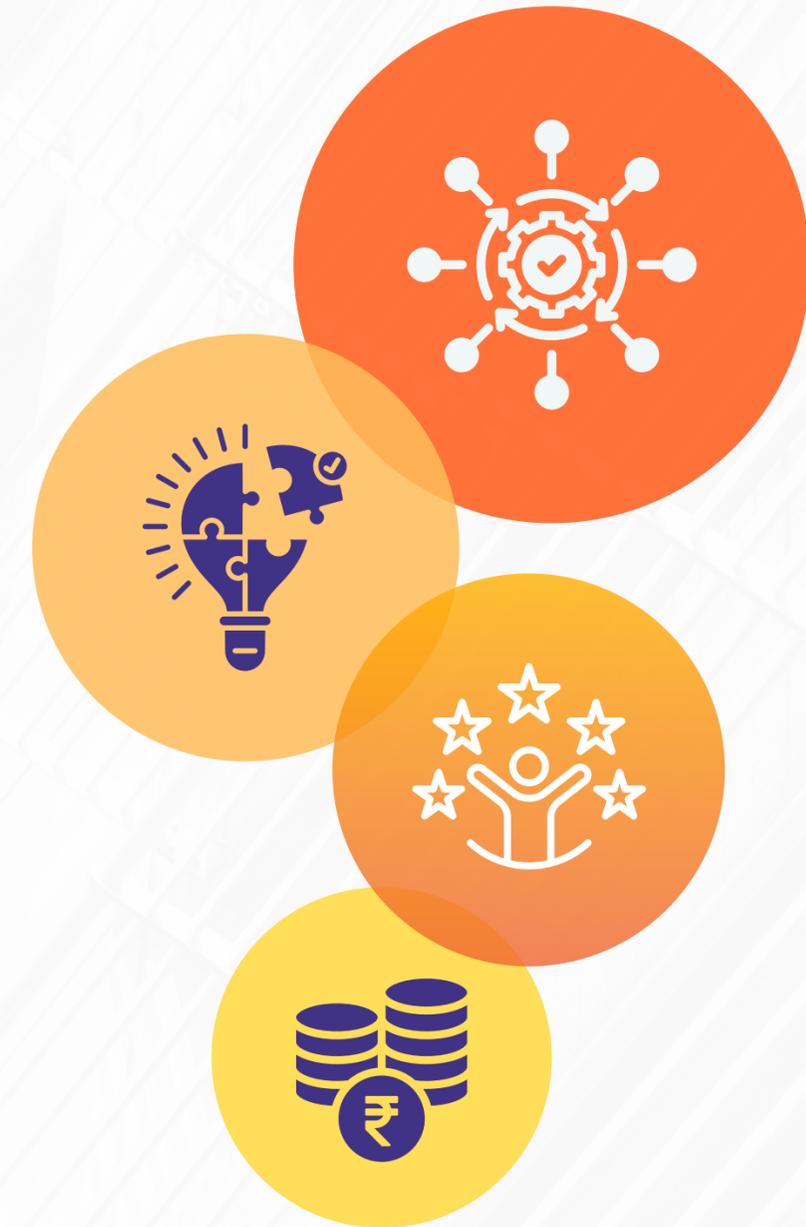
What we do for our Clients

Enser leverages a tech-driven platform that unifies communication channels to optimize customer engagement and service strategies.

Customer Acquisition
Driving lead generation & onboarding of new customers efficiently

Data Management
Organizing, storing & securing critical business data.

Customer Service & C-SAT surveys
Gathering feedback to boost satisfaction

IT-Infra Management
Monitoring & optimizing IT systems for seamless operations.

Automated Premium Collection Engine
Automatically collect premiums, & streamlines payment process for insurance

Cyber Security
Protecting digital assets from threats and breaches.

Customer Interaction Management
CIM Software, AI Enabled Quality Monitoring Tool, Generative AI Voice Agents

Integrated Voice Response System
Enabling automated responses to user queries and commands

Enser's area of Focus

Tech Based Solutions

CIM Platform	⭐ Gen-AI voice agents	Data Analytics	⭐ AI-led Quality Monitoring

Customer Life Cycle

Acquisition	Conversion	Retention	Loyalty

Perfectly blending our years of **sales experience** with new age and disruptive **technology solutions**

- ✓ **Higher Conversions**
- ✓ **Improved Connectivity**
- ✓ **Better Productivity**
- ✓ **Lower CAC**
- ✓ **Quality Insights**
- ✓ **Data Security**

VISION

"Become an industry leader in AI -powered BPM solutions by 2030, shaping the future of customer engagement and growth."

Our vision is to disrupt the BPM landscape by placing AI and technology at the heart of customer engagement. By 2030, we aim to lead the industry in delivering intelligent, scalable, and transformative solutions
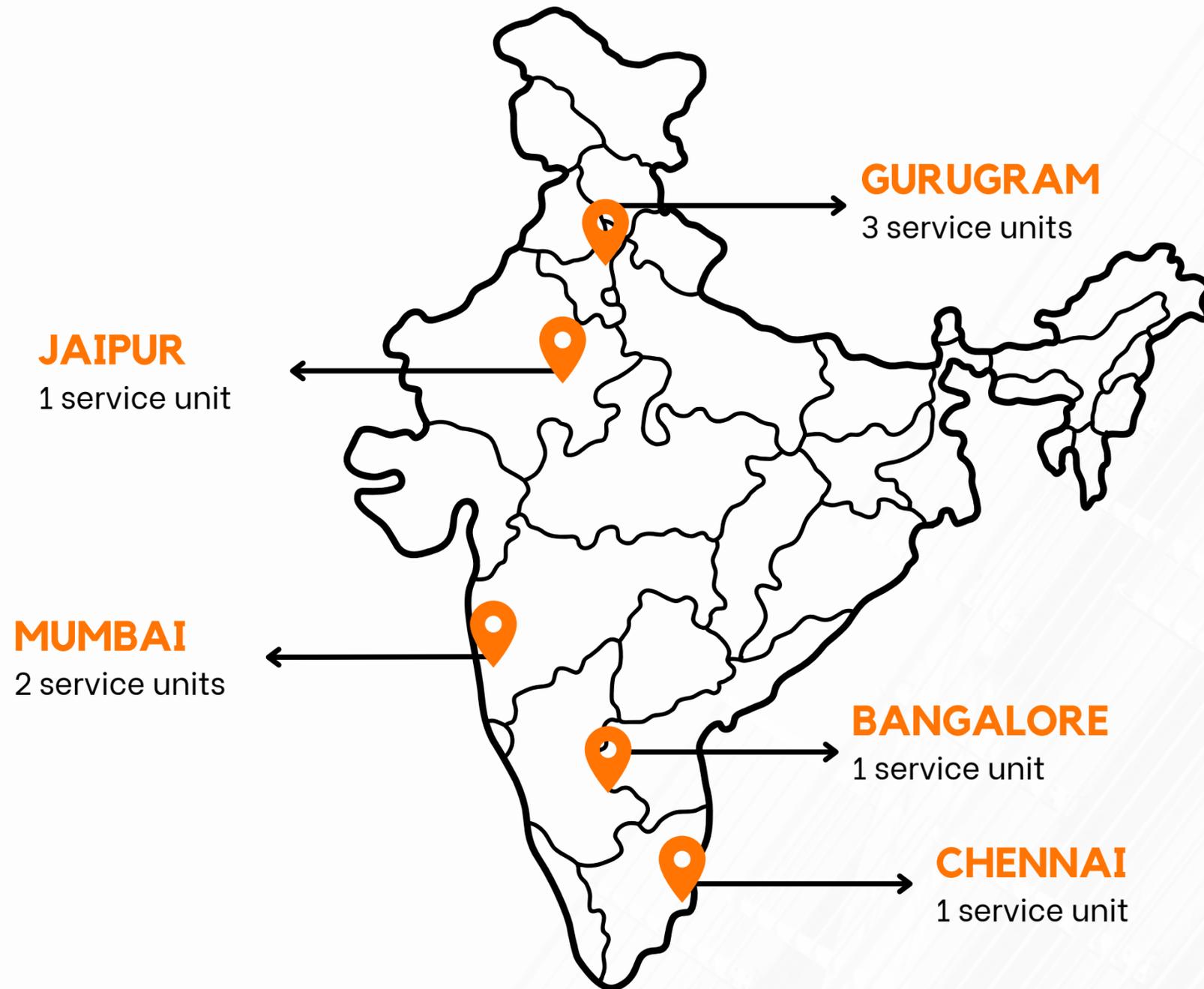
MISSION

"Empowering businesses to turn every customer interaction into an opportunity for lasting profitable growth."

We aim to redefine the BPM industry by integrating advanced technology, automation, and AI into every customer interaction – maximizing efficiency, reducing costs and elevating customer experiences across all touchpoints.

Integrity   Excellence   Collaboration   Innovation   Diversity

Company Snapshot

100+
Clients served

8
Service units

17+
Years of excellence

5
PAN India locations

1250+
Employees

ISO 27001:2022
ISO certified company

ISO 9001:2015
ISO certified company

AWARD
Most promsing IT/ITES Brand in 2024

AWARD
Incredible BPO of the year at IBI

CMM LEVEL 5
Quality certification

Enser is currently present across

GURUGRAM
3 service units

JAIPUR
1 service unit

MUMBAI
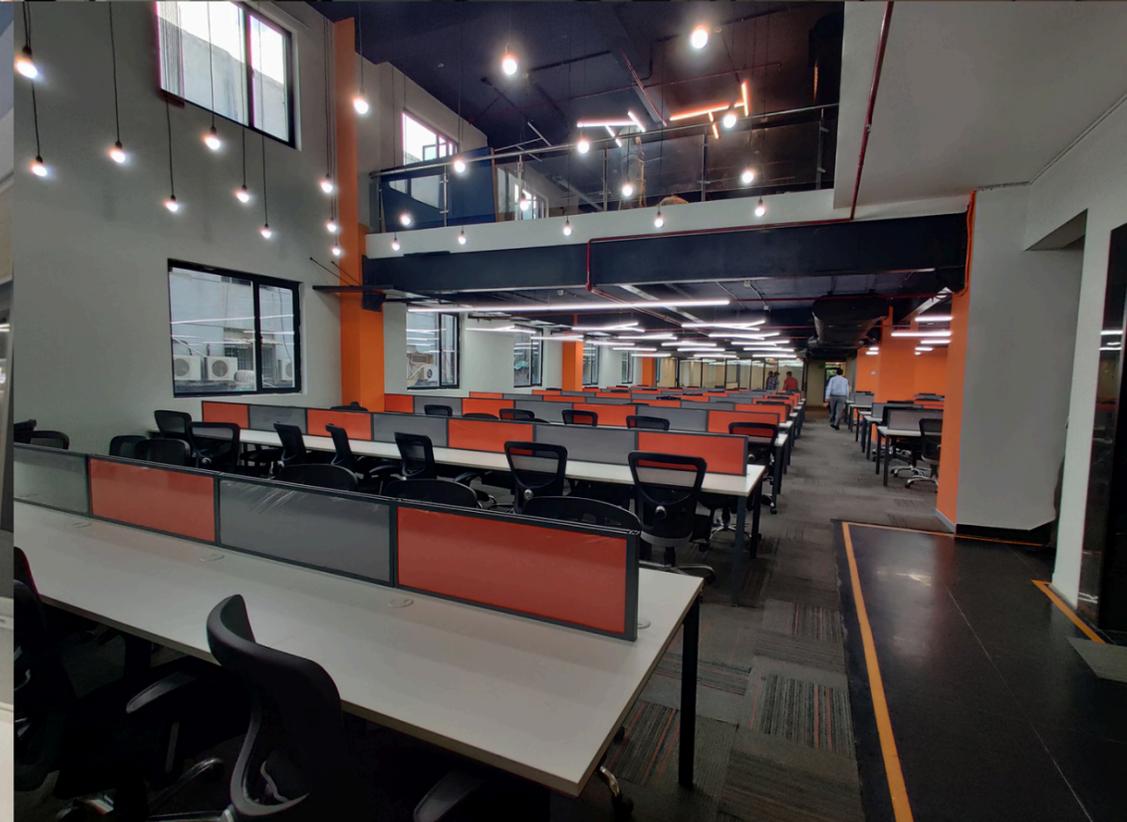2 service units

BANGALORE
1 service unit

CHENNAI
1 service unit

DUBAI
Recently set up for global expansion
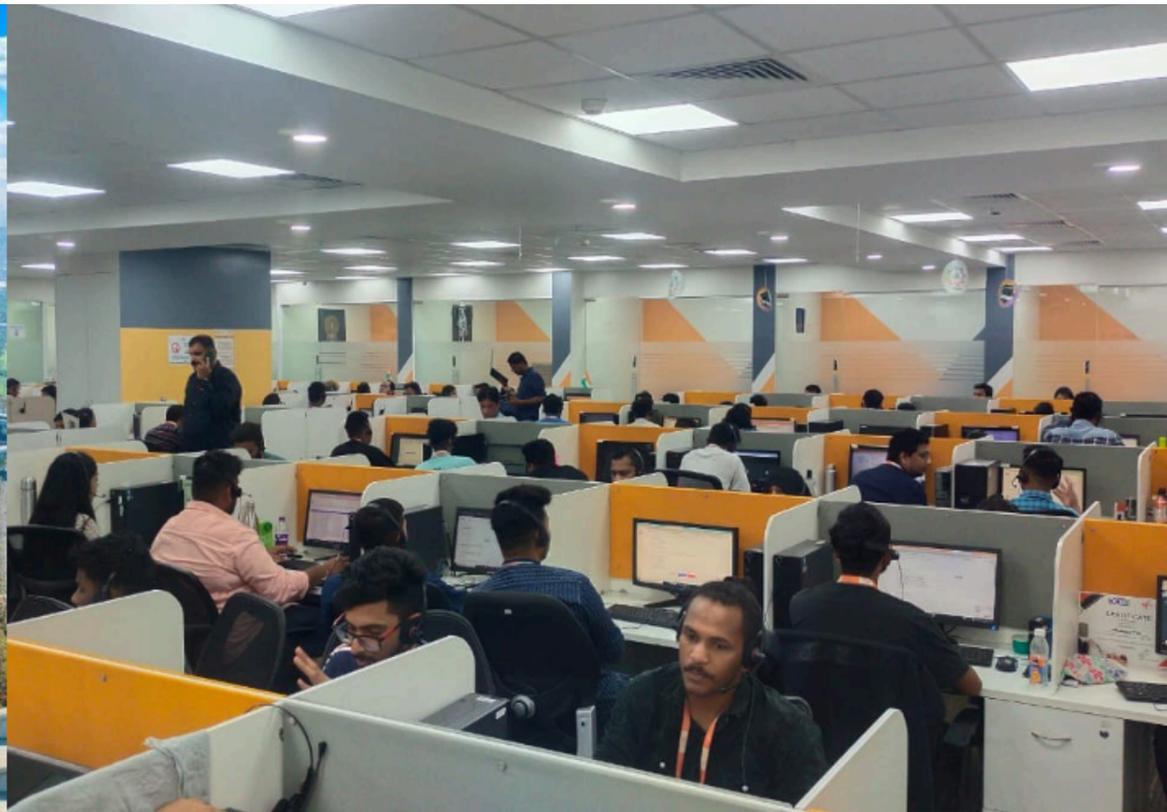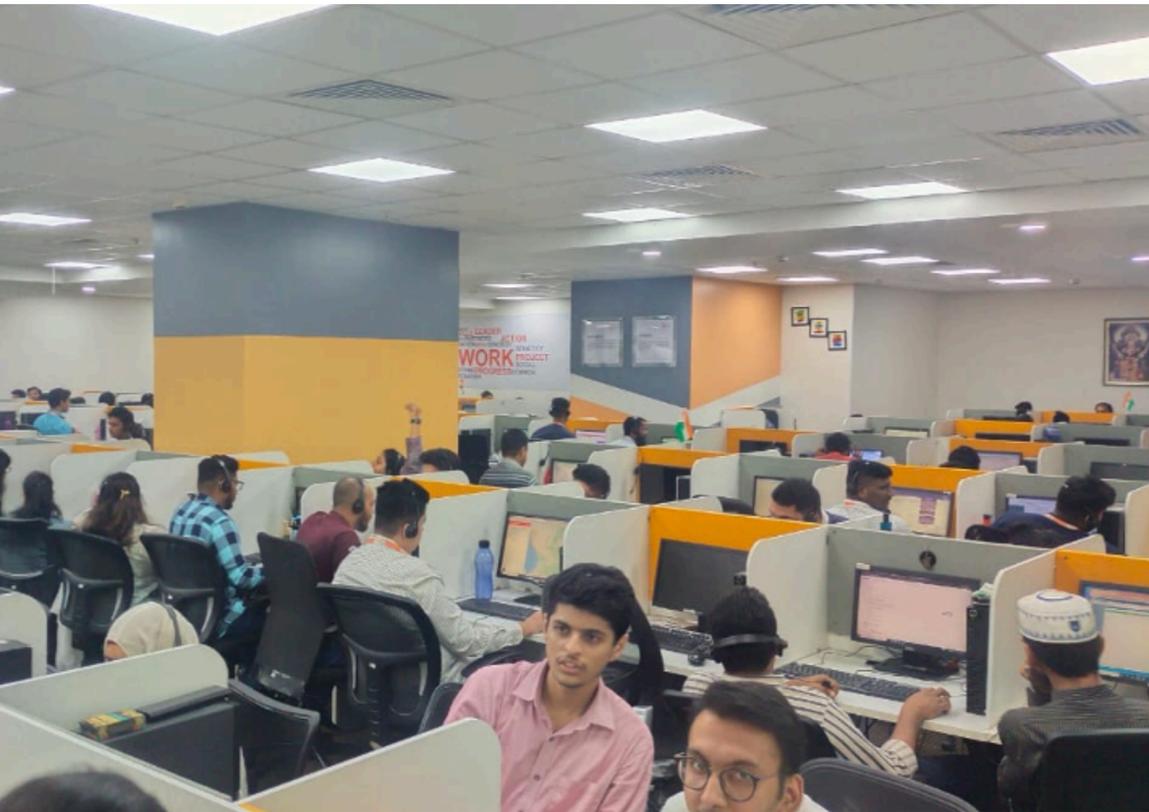
UNITED ARAB EMIRATES

Proposed off-shore expansion location

PHILIPPINES
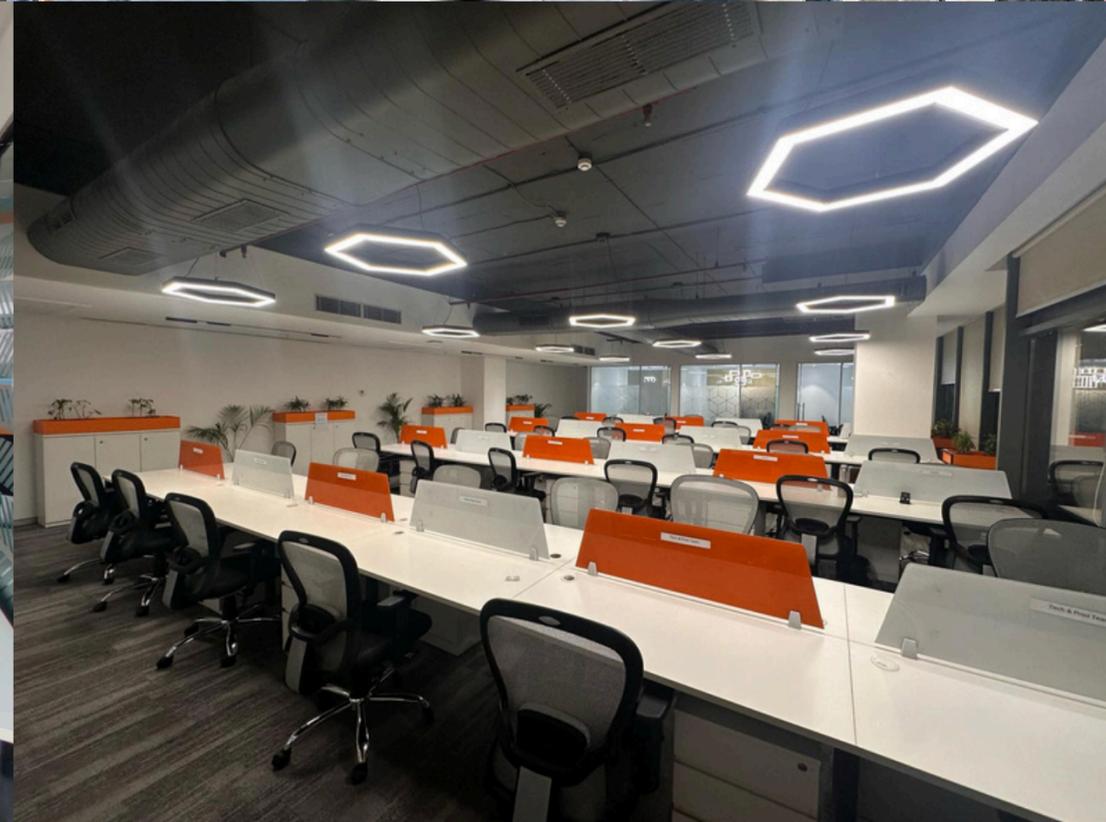
Enser Mumbai

Enser Jaipur, Bangalore, Chennai

Overview of the BPM industry

The Indian Information Technology/ Software industry is a global powerhouse today, and its impact on India has been incomparable. It has contributed immensely in positioning the country as a preferred investment destination amongst global investors and creating huge job opportunities in India.

The Hub of skilled manpower	India is home to **~5.4 million IT/BPM professionals.** It is also the 3rd largest Unicorn hub globally. This talent advantage positions India as a preferred destination for global outsourcing and process transformation.
Growth rate of +7.2% CAGR	India's IT-BPM industry has been growing steadily at a 7.2% CAGR, driven by rising global demand for cost-efficient, technology-enabled services. It is expected to reach a value of **$290Bn by 2026**
7.8% GDP Contribution	Its contribution continues to expand as companies worldwide increase their reliance on Indian expertise for critical business functions. It's India's largest Private Sector employer industry, having employed ~5Mn. Additionally India accounts for ~**50-55% of global outsourcing market.**
Global tech spend at $3.9Tn :	With global technology spending projected to reach $3.9 trillion, India's BPM industry is well positioned to capture a significant share of this market—especially in areas like **AI-driven customer engagement, automation, and analytics.**

Overview of the BPM industry

500+
Cities with presence of IT-BPM delivery centres across india

6Mn+
India's IT & BPM workforce by 2030

$50Bn
Potential value from emerging markets (Africa, Latin America)

India IT-BPM Market (in $ Billion)

Year	Value
2024	250
2025	270
2026	290
2027	315
2028	340
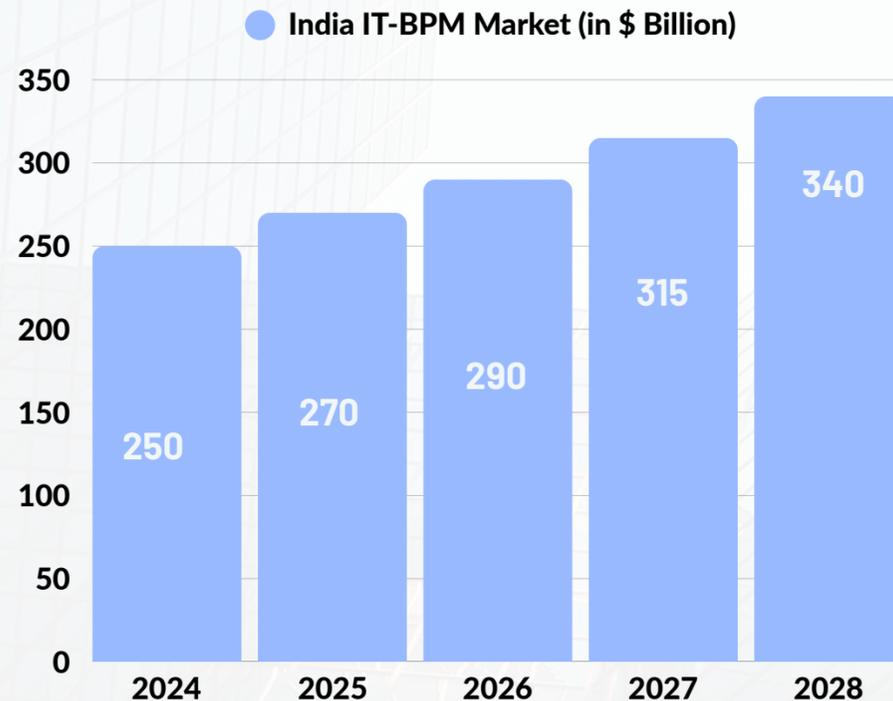
Outlook for the future

Rapid adoption of AI, automation, and cloud by global businesses is projected to drive India's BPM exports beyond $200 billion by 2030, firmly establishing India as the world's BPM powerhouse.

Growth drivers of the BPM industry

Government Support

Robust policies, tax incentives, and dedicated SEZs (Special Economic Zones) are actively promoting the IT–BPM sector, making India a cost attractive global outsourcing leader.

Infrastructure Expansion

Heavy investments in digital infrastructure, Tier 2 & 3 city development, and enhanced connectivity are enabling the next wave of service delivery at scale and lower costs.

CX-led Value Creation

With customer experience (CX) becoming a key differentiator, Indian BPMs are leveraging AI, analytics, and personalization to deliver higher client retention and increased revenue streams.

High-Value Services

Indian BPMs are evolving from traditional back-office tasks to specialized verticals like legal process outsourcing, fintech support, and healthcare BPM, offering better margins and strategic partnerships.

These drivers position India not just as a cost hub, but as a value creation partner for global enterprises, presenting long-term, scalable opportunities with improving profit profiles.

Growth drivers of the sectors we serve

BFSI

- **Retail Lending :** End-to-end digital lending platforms are elevating customer experience across origination, servicing, and collections.

- **Corporate Lending :** Process digitization is accelerating SME and corporate loan disbursements with improved efficiency and agility.

- **Digital Policy Issuance:** Automation of policy issuance is reducing turnaround times and enhancing customer onboarding experiences.

- **Digital Payments :** The exponential growth of UPI payment systems is reshaping India's payment infrastructure.

Healthcare

- Modern software architectures are enhancing the scalability and performance of healthcare IT applications.

- Large-scale government healthcare schemes require robust verification and record management systems.

- Evolving regulations and changing practices are driving demand for tech-enabled healthcare solutions.

- Rapid adoption of EMR systems is transforming patient data management for better care delivery.

E-Commerce

- E-commerce players increasingly rely on BPM partnerships to control capital expenses and reduce operational overheads.

- The surge in online purchasing is reshaping consumer behavior and driving sustained demand for e-commerce services.

- Need for content creation, personalized engagement, and next-gen communication is growing to enhance brand differentiation.

- The industry is embracing AI-powered and automation-led outsourcing for greater efficiency and agility.

Partnered up with leading businesses

Banking, Financial Services & Insurance	Government

Partnered up with leading businesses
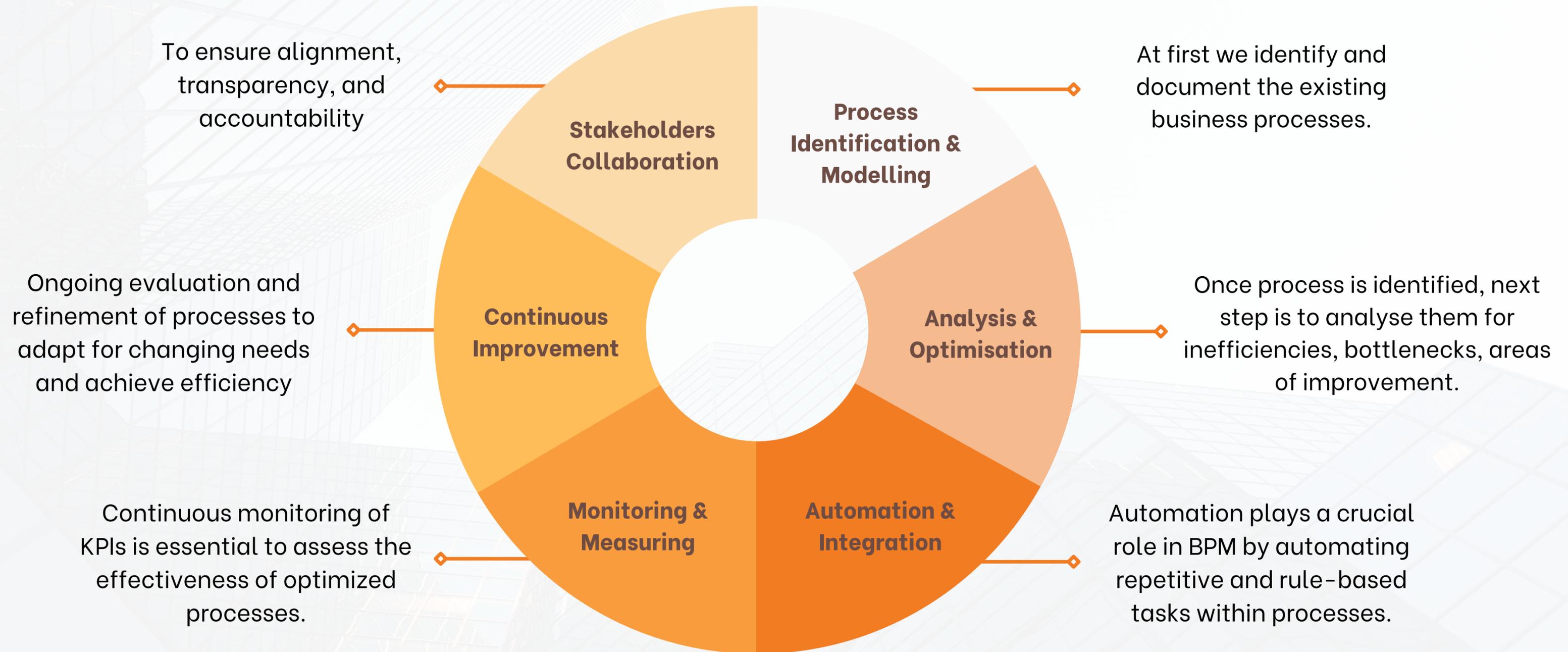
Banking, Financial Services & Insurance

Others

Enser is privileged to collaborate with esteemed clients across diverse sectors—including insurance, ed-tech, hospitality, e-commerce and government agencies—delivering tailored solutions that drive measurable impact.

Bringing efficiency in Operations

To ensure alignment, transparency, and accountability

At first we identify and document the existing business processes.

Stakeholders Collaboration

Process Identification & Modelling

Ongoing evaluation and refinement of processes to adapt for changing needs and achieve efficiency

Continuous Improvement

Analysis & Optimisation

Once process is identified, next step is to analyse them for inefficiencies, bottlenecks, areas of improvement.

Continuous monitoring of KPIs is essential to assess the effectiveness of optimized processes.

Monitoring & Measuring

Automation & Integration

Automation plays a crucial role in BPM by automating repetitive and rule-based tasks within processes.

Enser's 5 key Business Strategies

To capitalize on India's booming BPM industry, Enser is setting its sights higher with a focused and future-ready growth strategy.

1 **Deepening Client Partnerships**
Building long-term, value-driven relationships through proactive engagement and tailored solutions.

2 **Empowering Talent & Driving Operational Excellence**
Fostering a culture of creativity and investing in people to drive breakthrough ideas and solutions.

3 **Expanding Global Footprint**
Strengthening presence in emerging markets to tap into new growth opportunities.

4 **Accelerating Tech-Led Transformation**
Continual adoption of cutting-edge technologies for enhanced service delivery and efficiency.

5 **Building Future-Ready Workspaces**
Creating collaborative, employee-centric environments that inspire productivity and growth.

Blue-print for Future growth

Enser is set to agressively expand into the cybersecurity space, recognizing its immense growth potential in India's evolving digital landscape. With the Digital Personal Data Act, 2023 creating a robust framework for data protection, we see this as a timely, scalable opportunity and are actively planning to mark our presence into this critical sector.

Enser is channeling its efforts into high-margin segments like CRM, application development, integration services, and building an Insurance Tech platform for both domestic and global markets. Strengthening this growth strategy, Enser has also acquired a leading Customer Interaction Management software company—positioning us to scale this vertical and expand into new international markets.

2

3

1

4

Enser is geared to help businesses establish and scale IT infrastructure—starting from Gurugram to other metro markets. With deep expertise in customer acquisition and almost two decades of industry experience, we're focused on driving growth through both organic expansion and strategic opportunities, positioning Enser as a key player in the next phase of digital transformation.
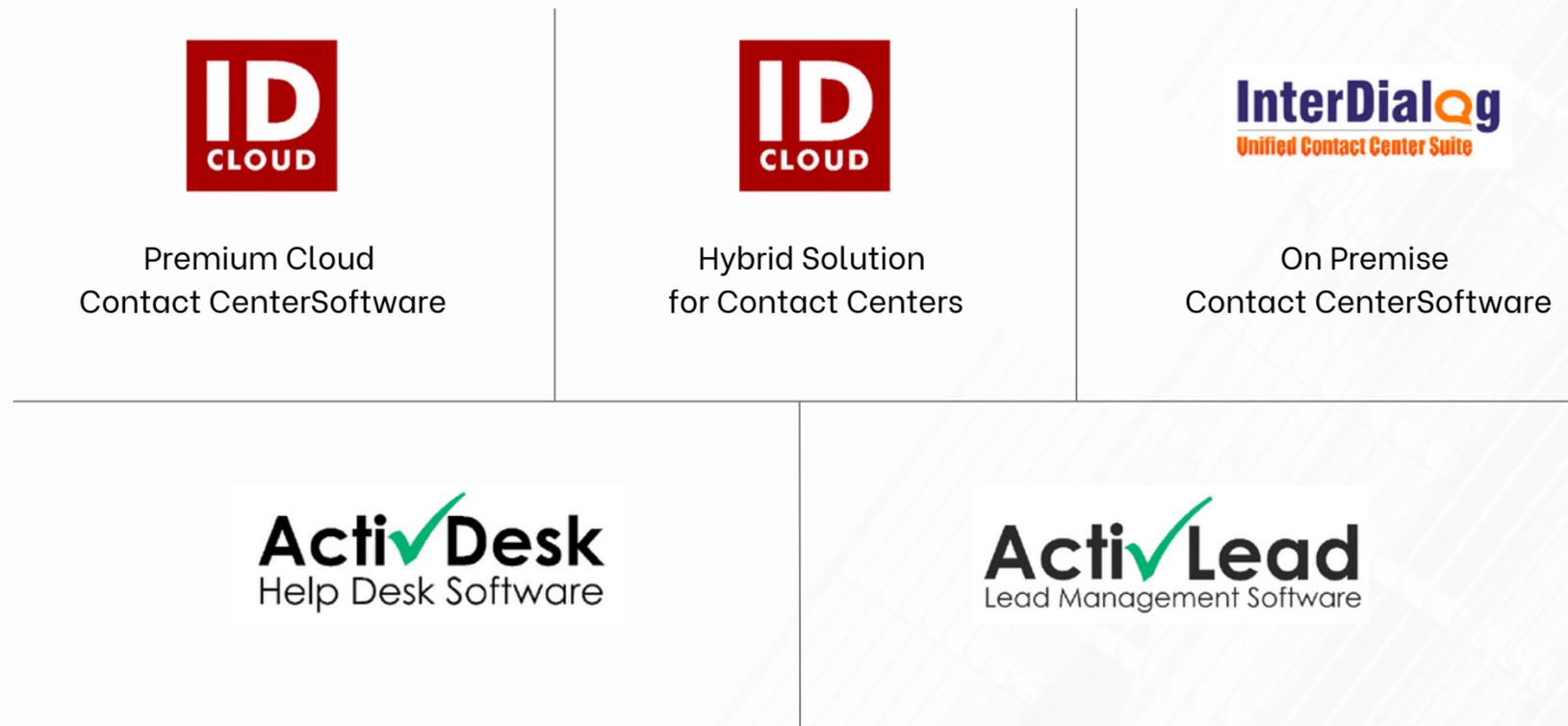
Enser is in advanced stages of launching a new 500-seat tech support center in Gurugram, expected to drive significant revenue growth over the next 12 months. Following our recent expansion into the UAE, we are also actively evaluating opportunities in the Philippines to strengthen our global footprint.

Our Acquisitions - Teckinfo Solutions

With 25+ years of experience, Teckinfo delivers advanced Customer Interaction Management solutions across voice, chat, email, and social media. Backed by 600+ installations, AI-powered technology, and 80,000+ seats across India and MEA, their platforms integrate with leading CRMs and are available on-prem, hybrid, and cloud—including Microsoft Azure and Zoho.

Flagship Product - Premium Cloud Contact Centre Software

ID CLOUD

Premium Cloud
Contact CenterSoftware

ID CLOUD

Hybrid Solution
for Contact Centers

InterDialog
Unified Contact Center Suite

On Premise
Contact CenterSoftware

Activ Desk
Help Desk Software

Activ Lead
Lead Management Software

Implementations Across

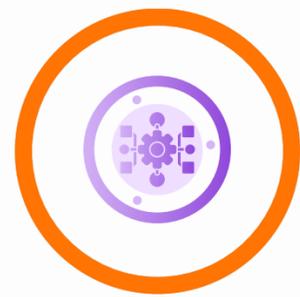|	
Botswana	Uganda
Kenya	Zambia
Nigeria	Zimbabwe
Rwanda	UAE
United Kingdom	Chennai
Bangalore	Delhi NCR
Hyderabad	Pune
Mumbai	Ahmedabad

Key Clients - Teckinfo
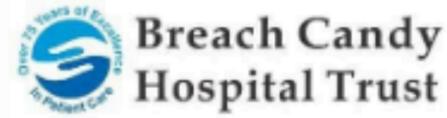
Our Acquisitions - Growintelli Technologies

Growintelli specializes in IT consulting, helping businesses optimize their technology resources and align IT strategies with business goals. With a strong focus on client-centric solutions, their services include IT assessment, network architecture, cybersecurity, and continuous support. By delivering tailored, future-ready solutions, Growintelli empowers organizations to stay competitive and secure in an ever-evolving digital landscape.

Cybersecurity → **IT Infa design and deployment** → **IT Networking** → **Server, Storage & Cloud**

Key Clients

دائرة الشـؤون الإسـلامية والعمل الخيـري
Islamic Affairs & Charitable Activities Department

dfcuBANK
...with pleasure

iSON experiences

URSB
UGANDA REGISTRATION SERVICES BUREAU

FINANCE trust BANK
Putting Women First

SAN

97%
Resolution Rate

93%
First call resolution

95%
Customer Satisfaction

8+
Years experience

enser

Financial Performance FY'24-25 (Consolidated & Standalone Statements)

FY'25 Financial Summary

Demonstrating stellar Revenue and PAT growth over the previous years

Consolidated

Rs 8544.8 L

Total Income
85% growth YoY

Rs 1493.6 L

EBITDA Margin
67% growth YoY

Rs 878.2 L

PAT Margin
66% growth YoY

Standalone

Rs 7086.2 L
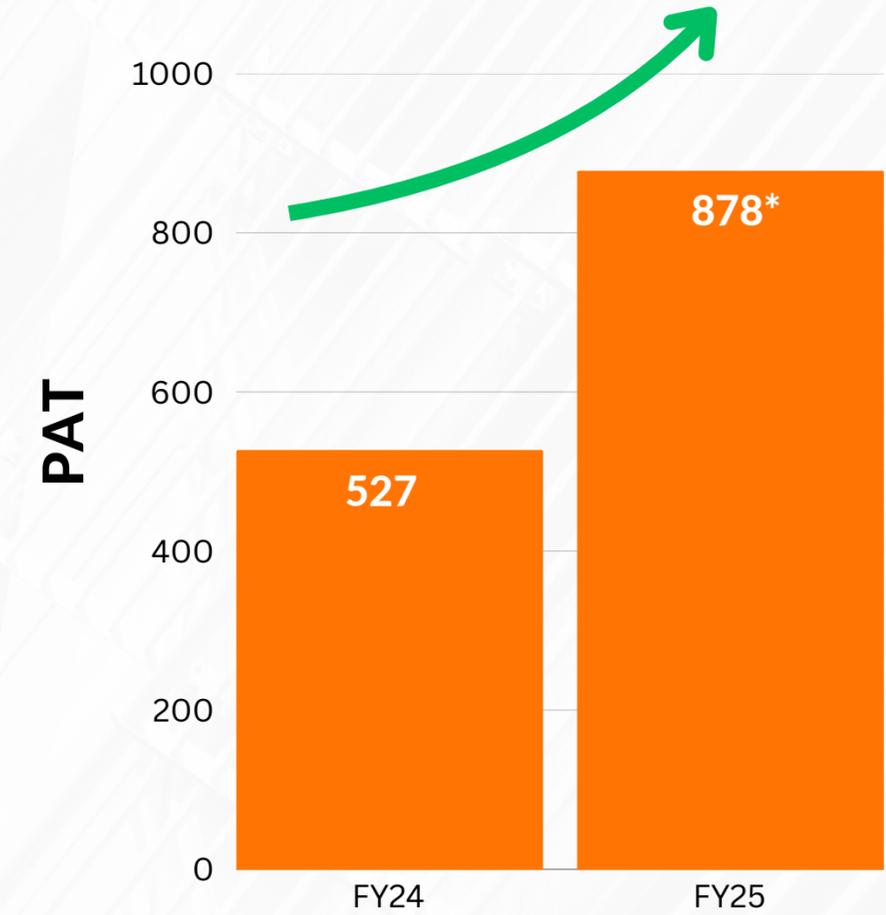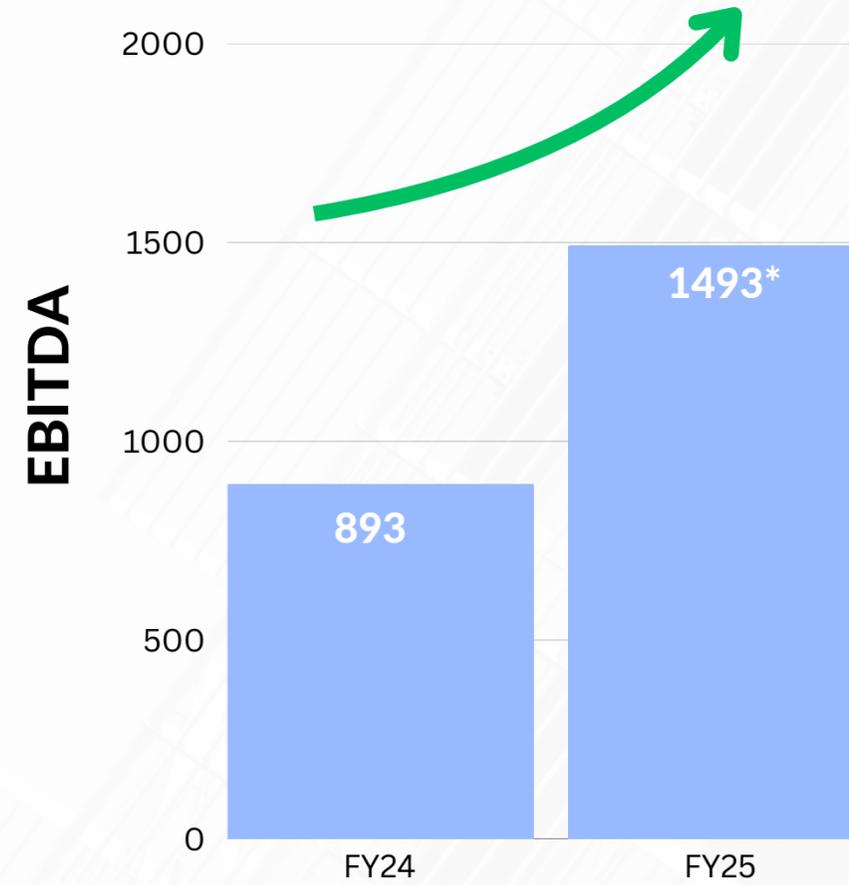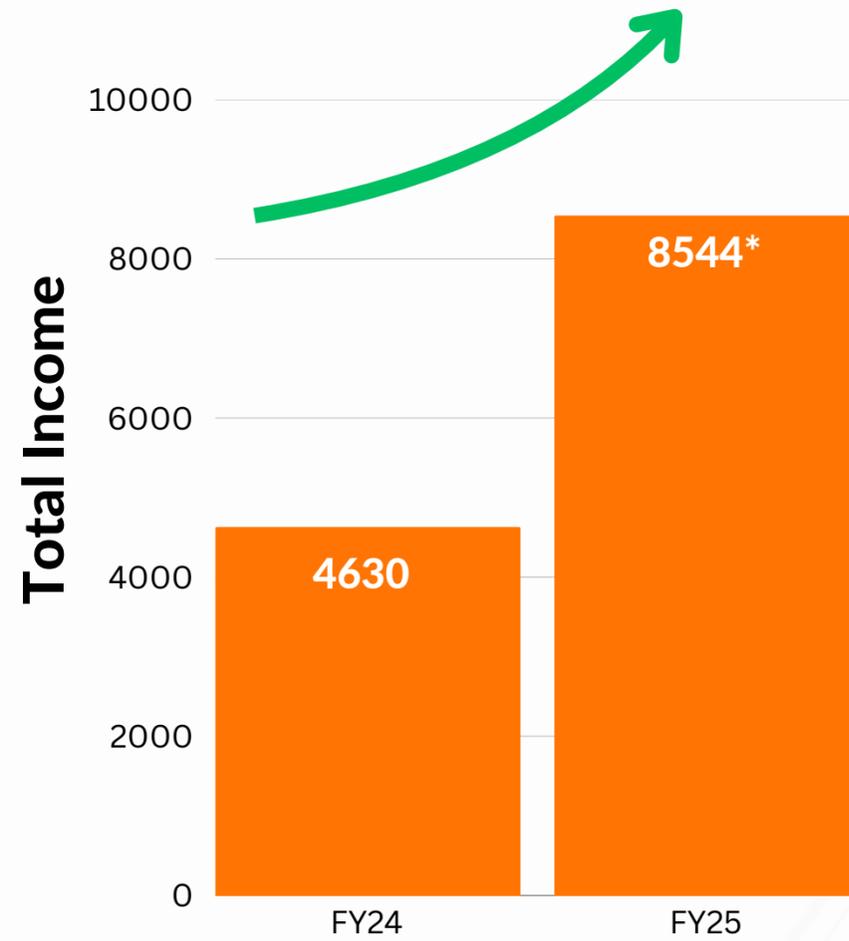
Total Income
53% growth YoY

Rs 1363.2 L

EBITDA Margin
19.2% of Total Income

Rs 818.2 L

PAT Margin
11.5% of Total Income

Key Comparison – FY'24 vs FY'25 (in Rs. Lakhs)

Total Income
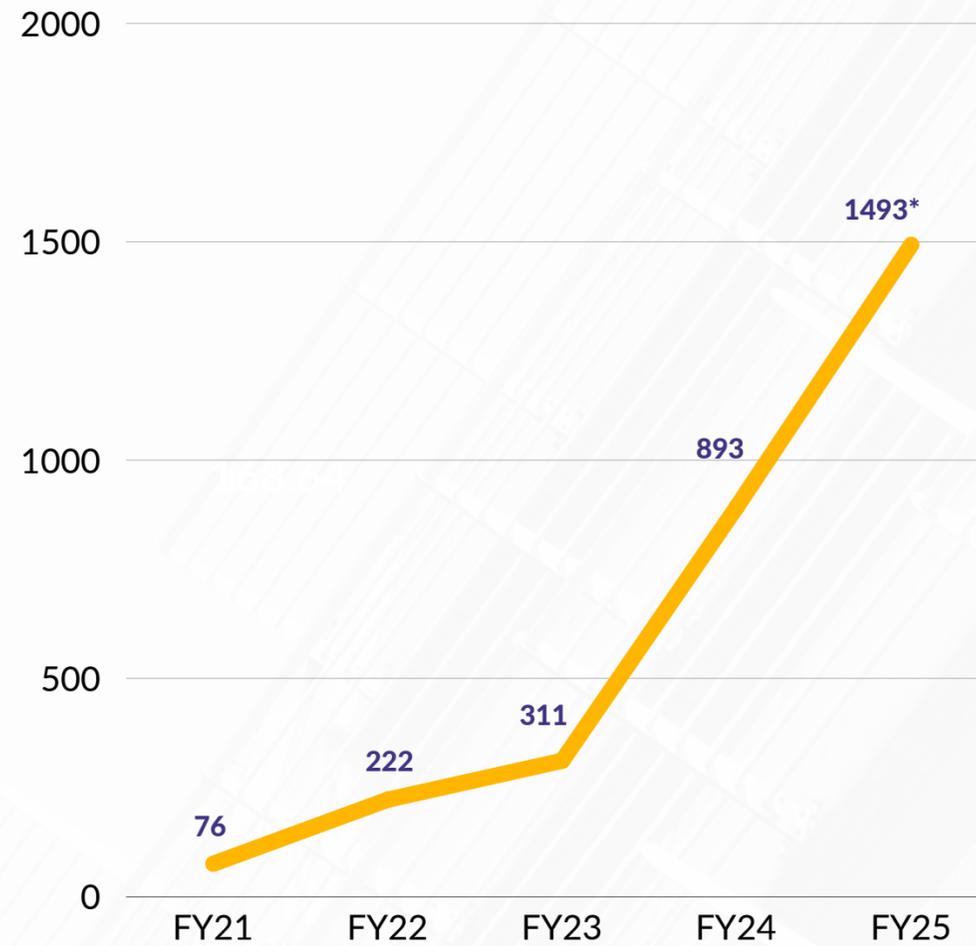- FY24: 4630
- FY25: 8544*

EBITDA
- FY24: 893
- FY25: 1493*

PAT
- FY24: 527
- FY25: 878*

* These are the Consolidated figures with our subsidiaries.

Stellar Financial Performance

Total Income (in Rs. Lakhs)
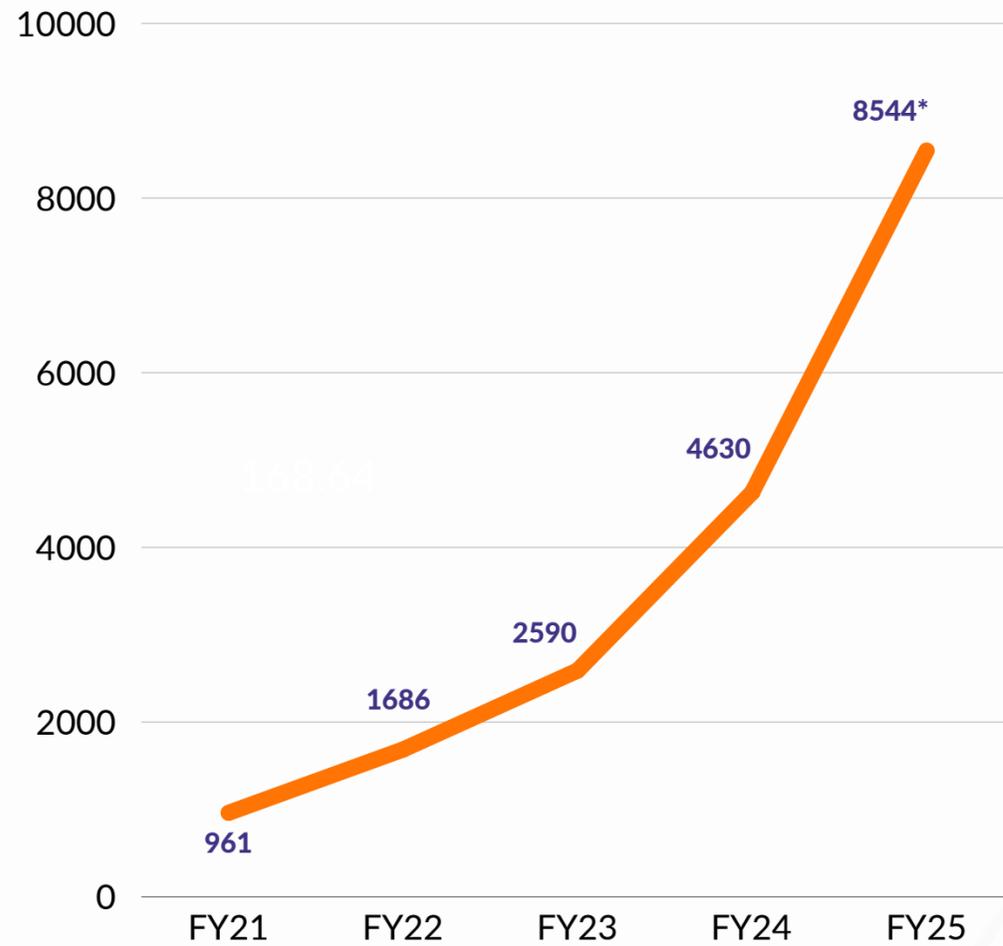
FY21	FY22	FY23	FY24	FY25
961	1686	2590	4630	8544*

EBITDA (in Rs. Lakhs)

FY21	FY22	FY23	FY24	FY25
76	222	311	893	1493*

PAT (in Rs. Lakhs)

FY21	FY22	FY23	FY24	FY25
-31	86	134	527	878*
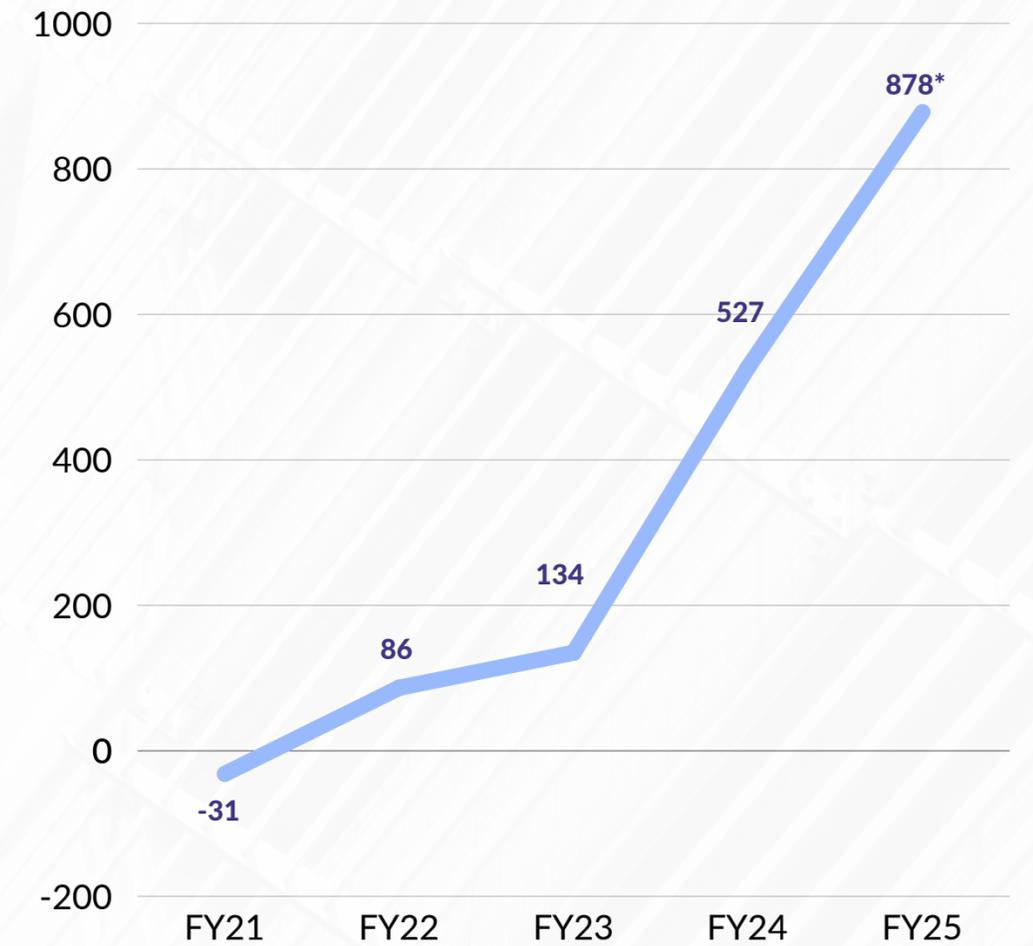
* These are the Consolidated figures with our subsidiaries.

Financial Statement Summary

Profit & Loss Statement

(In Rs. Lakhs)

Particulars	FY25*	FY'24	H2 FY25	H1 FY25	H2 FY24
Total Income	8544.8	4629.6	3146	3940.3	2813.8
Expenses	7337	3917.8	2688.2	3270.9	2384.6
EBITDA	1493.6	892.6	615.2	748.1	543.4
Profit Before Tax	1200.8	711.8	450.8	669.3	429.2
Tax Expenses	322.6	184.6	117.9	184	115.9
Profit / (Loss) for the Year	878.2	527.3	332.9	485.3	313.3
EPS	1.01	0.6	0.38	0.56	0.36

Balance Sheet

(In Rs. Lakhs)

Particulars	FY25*	FY24
Shareholder's Fund	3759.7	2586.4
Non-current Liabilities	391.8	373.6
Current Liabilities	3470.4	803.8
TOTAL	**7621.9**	**3763.8**
Non-current Assets	2852.6	567.3
Current Assets	4769.3	3196.5
TOTAL	**7621.9**	**3763.8**

Key Ratios

Ratios	
EBITDA (Consolidated)	17.40%
PAT Margin (Consolidated)	10.28%
Return on Equity (ROE)	23.36%
Return on Capital Employed (ROCE)	21.48%

Ratios	
Debt Equity Ratio	0.48
Current Ratio	1.37
TOL / TNW	1.26
Net Worth (in Rs. Lakhs)	3759.70

Year in review :

Hits - What worked for us

✅ Achieved strong financial growth with total income rising from ₹4,629 Lakhs in FY'24 to ₹8,544 Lakhs in FY'25 – reflecting a robust 85% YoY increase.

✅ Successfully completed strategic acquisitions in cybersecurity and AI-driven Customer Interaction Management, strengthening our tech-driven service portfolio.

⭐ Developed AI-powered quality monitoring tools for 100% audit of customer interactions and deployed AI-generated Voice Agents—positioning these as core differentiators for our future growth.

✅ Strategic shift towards the IT segment from BPM services, driven by recent acquisitions and expanding scope of technology-led solutions.

Misses - Path ahead

❌ A major European MNC outsourcing project decision was deferred to the next financial year, impacting our projected revenue growth for FY25.

Top Management - Promoters

Rajnish Omprakash Sarna, CMD

A visionary first-generation entrepreneur, Mr. Rajnish Sarna brings over 35 years of leadership experience in building and scaling IT and ITES ventures in India. As the driving force behind Enser Communications, he has consistently championed innovation, leading the company's evolution from a traditional BPM player to a tech-forward, AI-driven enterprise. His main focus is on survival, growth, and expansion into new areas that integrate with the vision and DNA of the company.
Recognized as the Winner of the 'Most Innovative IT/ITES Brand 2024', Mr. Sarna has also been a respected voice at major BPO summits, sharing insights on Technology, Business Continuity, Talent Development, and Data Security.

Harihara Subramanian Iyer, WTD

Mr. Harihara Subramanian Iyer, a first generation entrepreneur, is co-founder and promoter of ENSER COMMUNICATIONS. He has over 23+ years of rich and varied experience in conceiving and setting up first-of-its kind path breaking Information Technology/Information Technology Enabled projects. His strategic acumen and adapt management skills drive the company endeavours, ensuring excellence and growth within the region. His experience in various sectors, administrative ability, devotion, and skill in organizational management saw the evolution of all the projects. He is focused on areas of Operations and Technology.

Top Management - Board of Directors

Gayatri Sarna
Whole Time Director

Ms. Gayatri Sarna brings over 26 years of expertise in leading HR functions. She drives talent acquisition, performance management, and organizational development, playing a key role in fostering a high-performance, people-centric culture that aligns with the company's growth vision.

Sindhu S. Nair
Non-Executive Director

Ms. Sindhu Nair is a seasoned infrastructure professional with over 20 years of expertise in design management, cross-functional coordination, sustainable development, feasibility studies, and leadership—bringing a holistic approach to building future-ready environments.

Sunil S. Bhatia
Independent Director

Mr. Sunil Bhatia is a consistent scholar with a B.Tech and MBA, and a certified ISO 27001 security professional, he brings over 23 years of expertise in the financial services sector with a strong focus on finance, compliance, and strategic business development.

Pradeep A. Phadke
Independent Director

Mr. Pradeep Phadke is an IIT Mumbai alumnus with over 45 years of experience, he is a renowned expert in operations, marketing, people development, and branding. Widely regarded as a mentor in marketing, sales management, communication, and resource optimization.

Functional Heads & Key Managerial Persons

Punit Virmani
COO

Kunal Soni
CISO

Muskan Sharma
Company Secretary and
Compliance Officer

Dimple Thakur
CFO

Girish Devadiga
Head-Strategic Partnerships

Rohan Shanbhag
GM - Operations

Prathmesh Kambli
GM - IT

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Forward Focus : Navigating towards success

Innovation

Embracing emerging technologies such as AI, machine learning, etc. to enhance BPM solutions.

Expansion

Ensuring we drive revenue and sustainable growth from our Overseas market opportunities

Acquisitions

Integrating all recent acquisitions into our operations to grow the Top line and Profit margins

Guidance

With scalable strength, Enser targets ~50% CAGR in consolidated revenue and improved net margins in the next couple of years, ushering in an era of enduring growth.

With a clear vision, strategic focus, and relentless execution, we are poised to convert opportunities into lasting value for all stakeholders.

Thank you

Website : **www.enser.co.in**

Mail : **investors@enser.co.in**

Tel : **0124-4258077**

DISCLAIMER

In this presentation, references to "Enser," "we," "us," "our" and the "Company" refer collectively to Enser Communications Limited and its Subsidiaries. Certain statements made in this presentation may not be based on historical information or facts and may be "forward looking statements" based on the currently held beliefs and assumptions of the management of Enser Communications Limited, which are expressed in good faith and in their opinion reasonable, including those relating to the Company's general business plans and strategy, its future financial condition and growth prospects and future developments in its industry and its competitive and regulatory environment. Such risks and uncertainties include, but are not restricted to, the performance of the Indian economy and global markets, industry performance, competition, successful strategy implementation, future growth, technological changes, and other factors. Any third-party forward-looking statements and projections included in this presentation are not endorsed by the Company, and the Company is not accountable for such third-party statements and projections.