



ENSER COMMUNICATIONS LTD.
(formerly known as Enser Communications Pvt. Ltd.)
CIN: L64200MH2008PLC182752

Date: 24.11.2025

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: H1 FY26 Investor Presentation.

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the detailed presentation titled **"H1 FY26 Investor Presentation"** 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

 Digitally signed by
Muskan
Date: 2025.11.24
14:46:34 +05'30'

Muskan (M. No. A62983)

Company Secretary & Compliance Officer



**H1 FY26 Investor
Presentation**



About Enser Communications

Enser is an established player in the Business Process Management (BPM) industry, offering 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.

Our Services



INVESTOR RESENTATION



Business process management (BPM)



Cybersecurity



CRM Integration



Digital Marketing Solutions



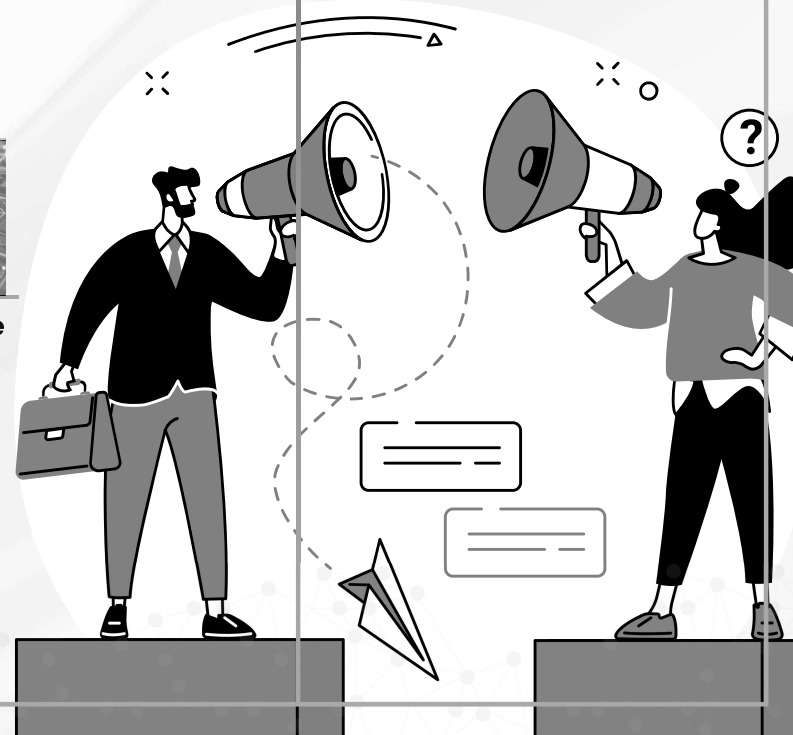
IT Infrastructure



Digital Signage/IFPDs



AI Chat Bots



Company Snapshot



100+

Client served

5

Pan India Locations

8

Service Units

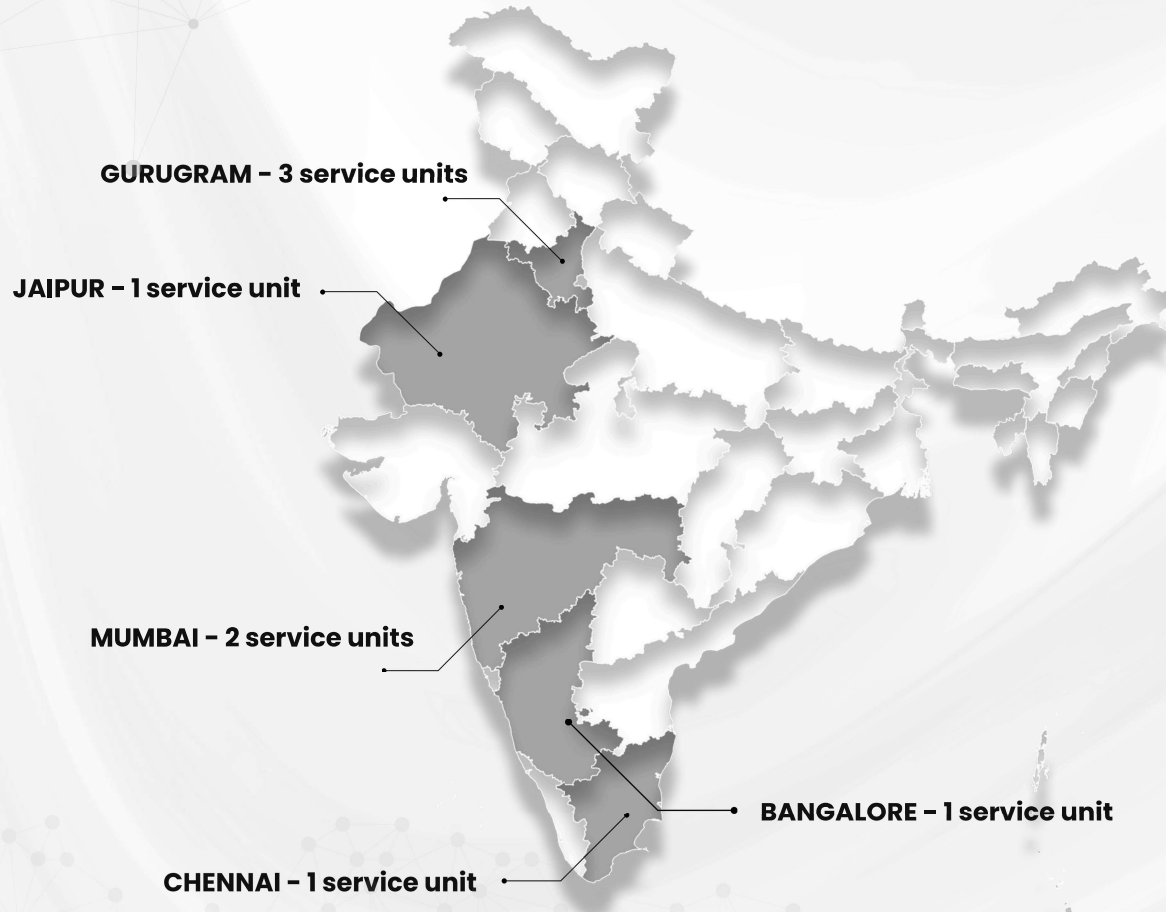
1500+

Employees

17+

Years of Excellence

Our Geographical Presence



DUBAI - Recently set up for global expansion

Proposed off-shore expansion location - PHILIPPINES

What's Powering Growth Across Sectors & BPM



BFSI Sector



- Digital lending enhancing customer experience
- Automation accelerating SME & corporate disbursements
- Policy digitization improving onboarding speed
- UPI revolutionizing India's payment ecosystem

Healthcare sector



- Scalable IT systems driving performance & efficiency
- Government initiatives boosting data management demand
- Tech-driven compliance fueling digital adoption
- EMR systems transforming patient care & record handling

E-Commerce sector



- BPM partnerships optimizing costs & operations
- Surge in online shopping reshaping consumer behavior
- Demand rising for personalized, content-rich engagement
- AI & automation enabling agile, next-gen experiences



Enser's 5 key Business Strategies



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



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



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



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



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



Partnered up with leading businesses



INVESTOR RESENTATION

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.



VIKALPA FOUNDATION



Banking, Financial Services, Insurance, Government



Automobile, Food, Fashion, Travel, Educational, Shopping

Our Acquisitions stories and their key clients



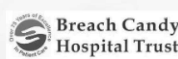
TECKINFO SOLUTIONS

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

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.

Key Clients



Visionary Team



Sunil S. Bhatia Independent Director

Mr. Sunil Bhatia is a B.Tech and MBA professional with 23 years of experience in financial services. A certified ISO 27001 security expert, he offers strong insights into finance, compliance, and strategic business development. His expertise strengthens the company's governance, risk management, and regulatory framework.



Gayatri Sarna Whole-Time Director

Ms. Gayatri Sarna has over 26 years of experience in HR leadership, specializing in talent acquisition, organizational development, and performance management. She plays a central role in shaping a high-performance, people-centric culture aligned with the company's growth aspirations. Her focus is on building strong teams, strengthening employee capability, and driving HR excellence.



Rajnish Omprakash Sarna CMD

Mr. Rajnish Sarna is a first-generation entrepreneur with over 35 years of experience in building and scaling IT and ITES businesses. As the driving force behind Enser Communications, he has led its transition from a traditional BPM company to an AI-driven enterprise. His focus remains on innovation-led growth, expansion into new technology domains, and strengthening the company's long-term vision. He has been recognized with the 'Most Innovative IT/ITES Brand 2024' award and is a frequent speaker at major industry forums.



Pradeep A. Phadke Independent Director

Mr. Pradeep Phadke, an alumnus of IIT Mumbai, brings over 45 years of experience in operations, marketing, branding, and people development. He is regarded as a mentor in sales and communication strategy and contributes his extensive expertise to guide the company's long-term direction and governance.



Harihara Subramanian Iyer Whole-Time Director

Mr. Harihara Iyer, co-founder of Enser Communications, brings over 23 years of experience in conceptualizing and executing pioneering IT and ITES projects. Known for his strategic and operational expertise, he drives key initiatives in operations, technology, and process excellence. His strong administrative abilities and domain knowledge have contributed significantly to the company's evolution and sustained growth.



Core Management Team



Dimple Thakur
Chief Financial Officer (CFO)

Ms. Dimple Thakur is an MBA in Finance with over 10 years of experience in accounting, financial management, budgeting, controls, and taxation. She leads the financial planning function, ensures fiscal discipline, and supports strategic decision-making through strong financial oversight.



Kunal Soni
Chief Information Security Officer (CISO)

Mr. Kunal Soni has 15+ years of experience in IT infrastructure, systems administration, cybersecurity governance, and consulting. He has a strong track record in designing and implementing information security frameworks aligned with business goals and regulatory requirements, ensuring robust protection and compliance.



Punit Virmani
Chief Operating Officer (COO)

Mr. Punit Virmani brings over 30 years of experience across Retail, Logistics, and BPM. He has led high-impact roles in Sales, Operations, and Business Excellence, and has spent the last 16 years in senior leadership positions. He oversees operational strategy, delivery excellence, and overall business performance.



Girish Devadiga
Head, Strategic Partnerships

Mr. Girish Devadiga has over 27 years of experience in sales and marketing leadership. He drives business development, client relationships, and key partnerships, enabling growth across domestic and international markets.



Rohan Shanbhag
General Manager, Operations

Mr. Rohan Shanbhag brings over 15 years of operational experience. He manages day-to-day service delivery, workflow efficiency, team performance, and process optimization to strengthen operational excellence across the organization.



Prathmesh Kambli
General Manager, IT

Mr. Prathmesh Kambli has 14 years of experience across IT projects, data management, application development, system testing, and database administration. He leads IT implementation, infrastructure planning, and technology improvements that support operational scalability.



Muskan Sharma
Company Secretary & Compliance Officer

Ms. Muskan Sharma, an associate member of ICSI, has over 5 years of experience in corporate secretarial functions, compliance management, listing regulations and NBFC and related matters. She oversees governance, regulatory adherence, and corporate disclosures, ensuring the company's full compliance with statutory obligations.

Highlights for H1FY26



Launched subsidiary Farmkeen Agritech to digitally empower farmers and connect agri-brands, marking Enser's strategic foray into agriculture technology.

Industry Growth Drivers



BPM Industry

Government Support:

Robust policies, tax incentives, and SEZs driving India's position as a global outsourcing hub.



CX-led Value Creation:

AI, analytics, and personalization elevating customer experience and boosting client retention.

Infrastructure Expansion:

Digital networks and Tier 2 & 3 city growth enabling scalable, cost-efficient service delivery.

High-Value Services:

Shift toward specialized verticals like legal, fin-tech, and healthcare BPM — unlocking higher margins and strategic partnerships

Cybersecurity Industry

Digital Expansion:

India's booming digital economy increases demand for robust cybersecurity.

Rising Threats:

Growing cyber attacks like ransom ware and phishing push higher security investments.

Regulations:

Stricter data protection laws drive adoption of advanced security measures.

Tech Evolution:

AI and cloud growth introduce new vulnerabilities needing modern solutions.

Government Push:

Cybersecurity-focused policies and funding strengthen the ecosystem.

Remote Work:

Cloud reliance and remote operations expand the need for secure, cloud-based systems.

Half Yearly Performance



(₹ in Lakhs)

Particulars	Standalone			Consolidated	
	H1FY25	H2FY25	H1FY26	FY25	H1FY26
Revenue From Operations	3,901.90	3,130.45	3,565.66	8,458.43	4,378.65
Other income	38.37	15.52	8.17	86.34	10.44
Total Income	3,940.27	3,145.97	3,573.83	8,544.77	4,389.09
Expenses	3,270.89	2,695.20	2,976.39	7,344.01	3,705.46
EBITDA	748.02	615.19	922.76	1,493.56	1,029.95
EBITDA Margin %	18.98%	19.55%	25.82%	17.48%	23.47%
Profit before tax	669.36	450.77	597.43	1,200.76	683.63
Tax Expense	184.03	117.92	195.58	322.63	212.27
Profit after tax	485.33	332.86	401.85	878.13	471.36
PAT Margin%	12.32%	10.58%	11.24%	10.28%	10.74%
Basic EPS	0.56	0.38	0.46	1.01	0.49




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.

For Further Details Feel Free to Contact our Investor Relation Representative



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THANK YOU