



**ENSER COMMUNICATIONS LTD.**

(formerly known as Enser Communications Pvt. Ltd.)

CIN: L64200MH2008PLC182752

Date: June 04, 2026

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 No.: INE0R9I01021**

Dear Sir/Madam,

**Subject : Investor Presentation FY'26**

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the detailed presentation titled "Intelligence in Every Interaction, Investor Presentation, FY'26" 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](http://www.enser.co.in).

We request you to take the above information on your records.

Thank you,

Yours faithfully,

**For Enser Communications Limited**

**Rajnish Omprakash Sarna**

**Managing Director**

**DIN: 02093291**

**Encl: As above**



Intelligence in

*Every Interaction*

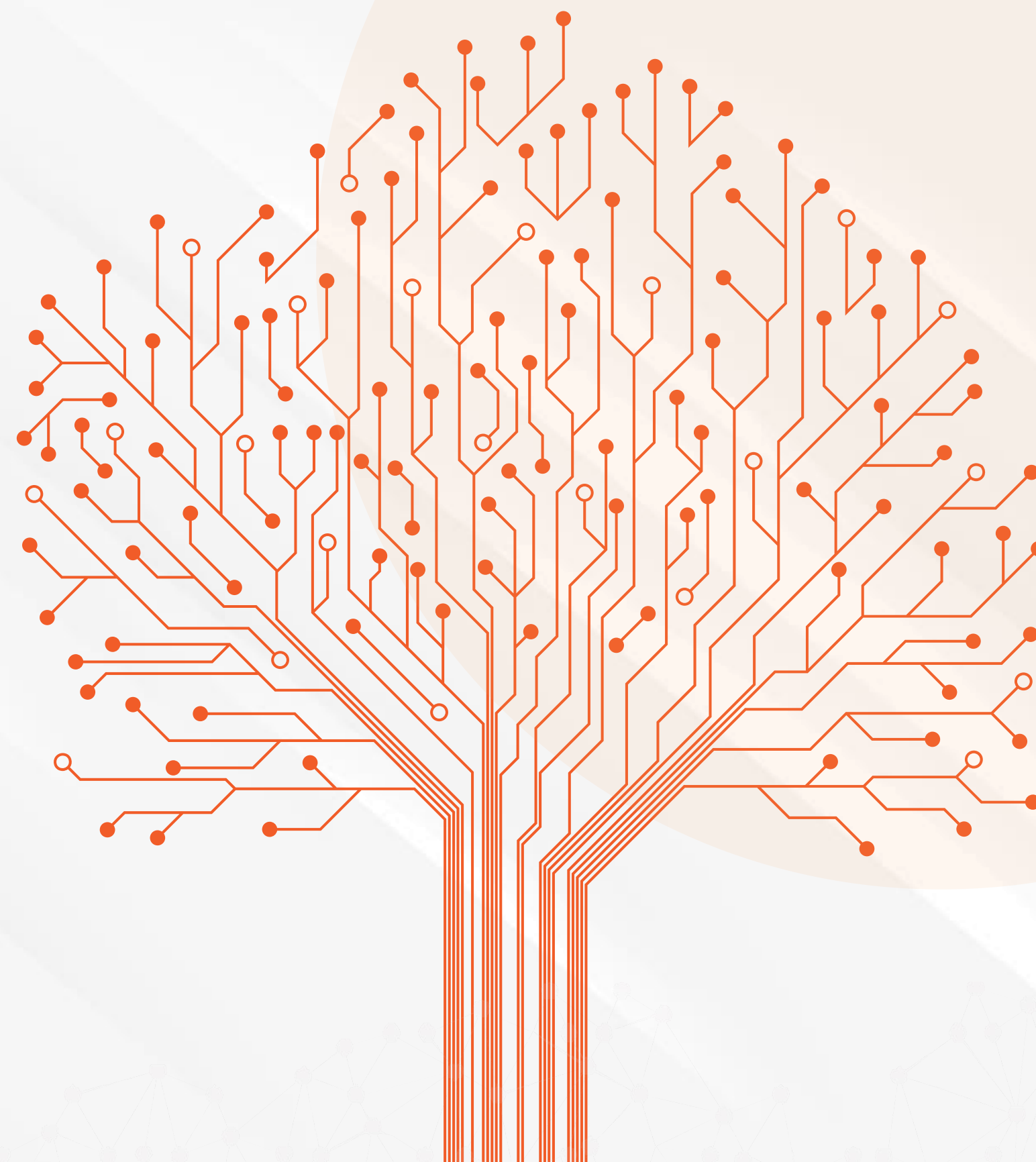


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# Table of Content



**01** Business Overview

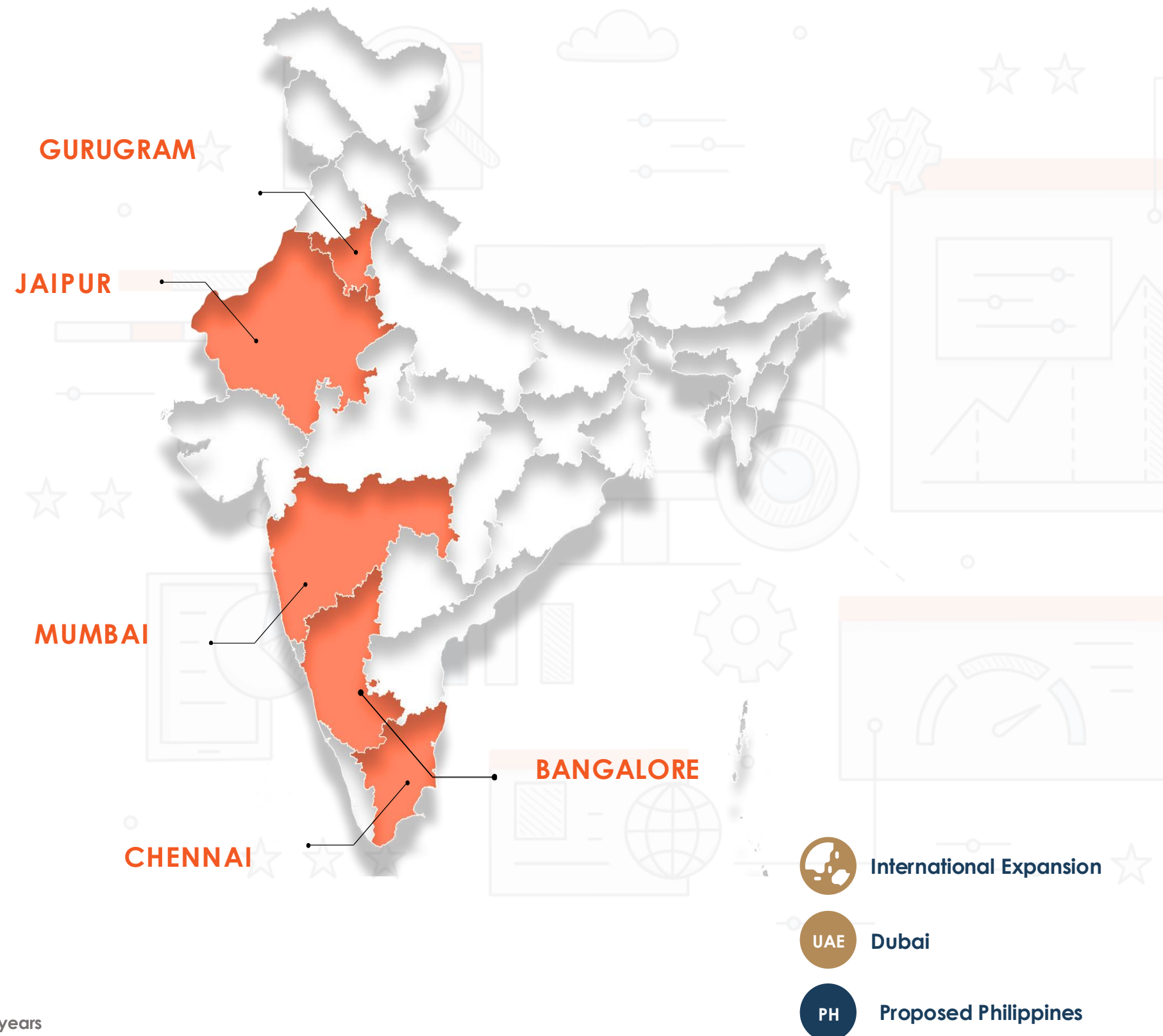
**02** Growth Outlook

**03** Financial updates

**04** Annexure



Enser is a prominent player in AI Powered Financial Technology Services offering cutting edge solutions to enhance customer experience and drive operational excellence



- 17+ YEARS OF EXPERIENCE
- 1500+ Employees
- 100+ CLIENTS SERVED
- SERVICE UNITS – 8
- SOC 2 Compliant
- ISO Certified company – ISO 27001:2022
- ISO Certified company – ISO 9001:2015
- Awarded the most promising IT/ITES brand in 2024
- CMM level 5 Quality certification

FY26
Revenue - Rs. 102 Cr (CAGR* - 57%)
EBITDA – Rs. 20 Cr (CAGR* - 75%)
PAT Rs. 10 Cr
EBITDA Margin 19.74%
PAT Margin 9.8%
ROCE 26%
ROE 21%
Debt to Equity 0.94

\*CAGR for last 5 years

## Where AI Scales and Humans Close the Loop



**End-to-End Onboarding Automation**



**Human-in-the-Loop Integration**

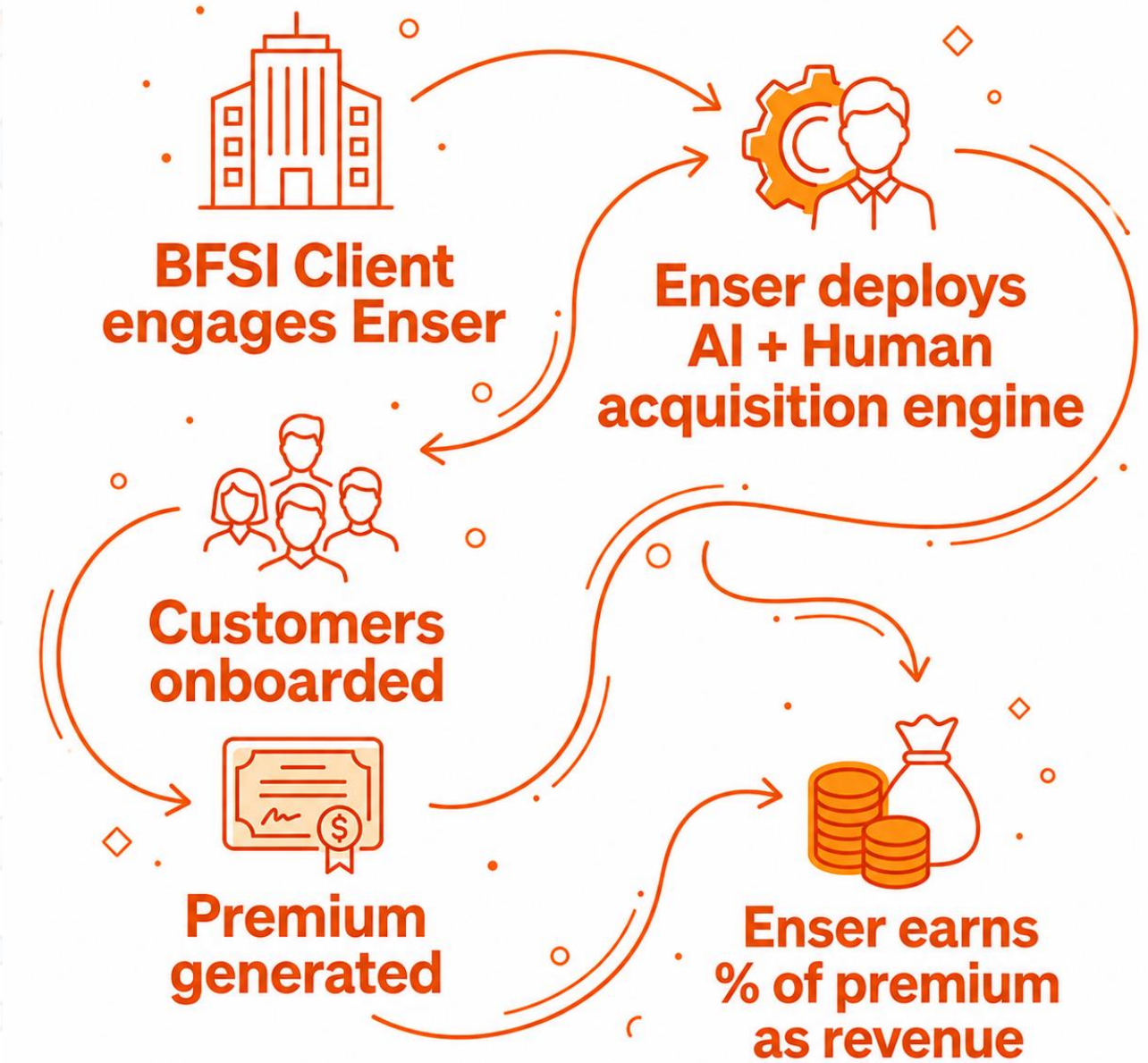


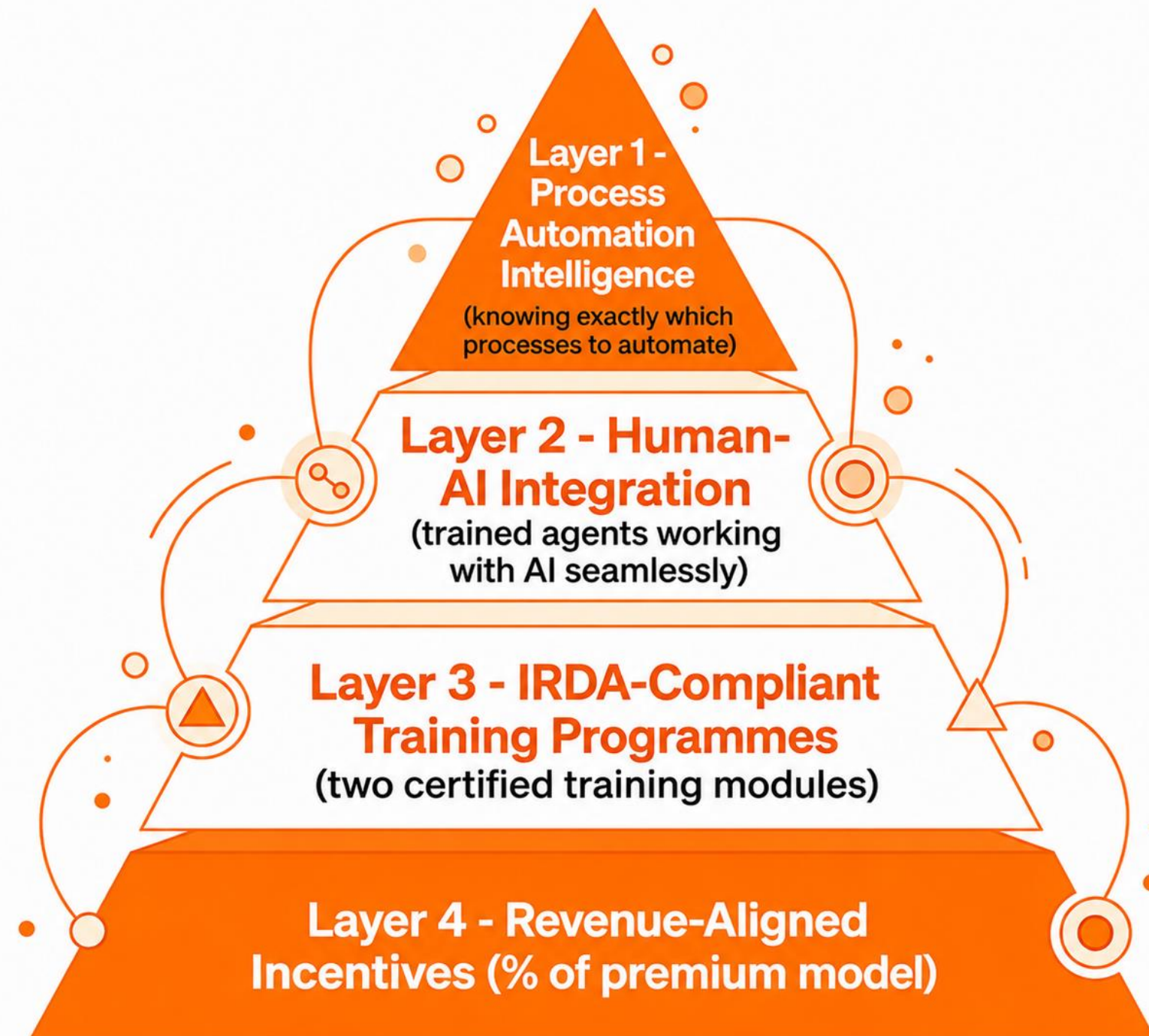
**AI-Integrated Revenue Partner for the BFSI Sector**

Powering Customer Acquisition, Onboarding & Retention Through the Seamless fusion of Artificial Intelligence and Human Intelligence.

Complex cases are seamlessly escalated to trained human agents, ensuring no lead is lost and compliance is maintained at every touchpoint.

Enser identifies exactly which processes to automate & reducing the operational costs for BFSI partners while accelerating time towards revenue generation.





## Beyond Tech: Deep BFSI Expertise as a Competitive Moat

Enser's core competitive advantage lies in its **institutionalised expertise across BFSI workflows**, enabling precise identification of processes best suited for automation while retaining human intervention where judgment is critical - creating a **clear differentiation from pure-play technology providers**.

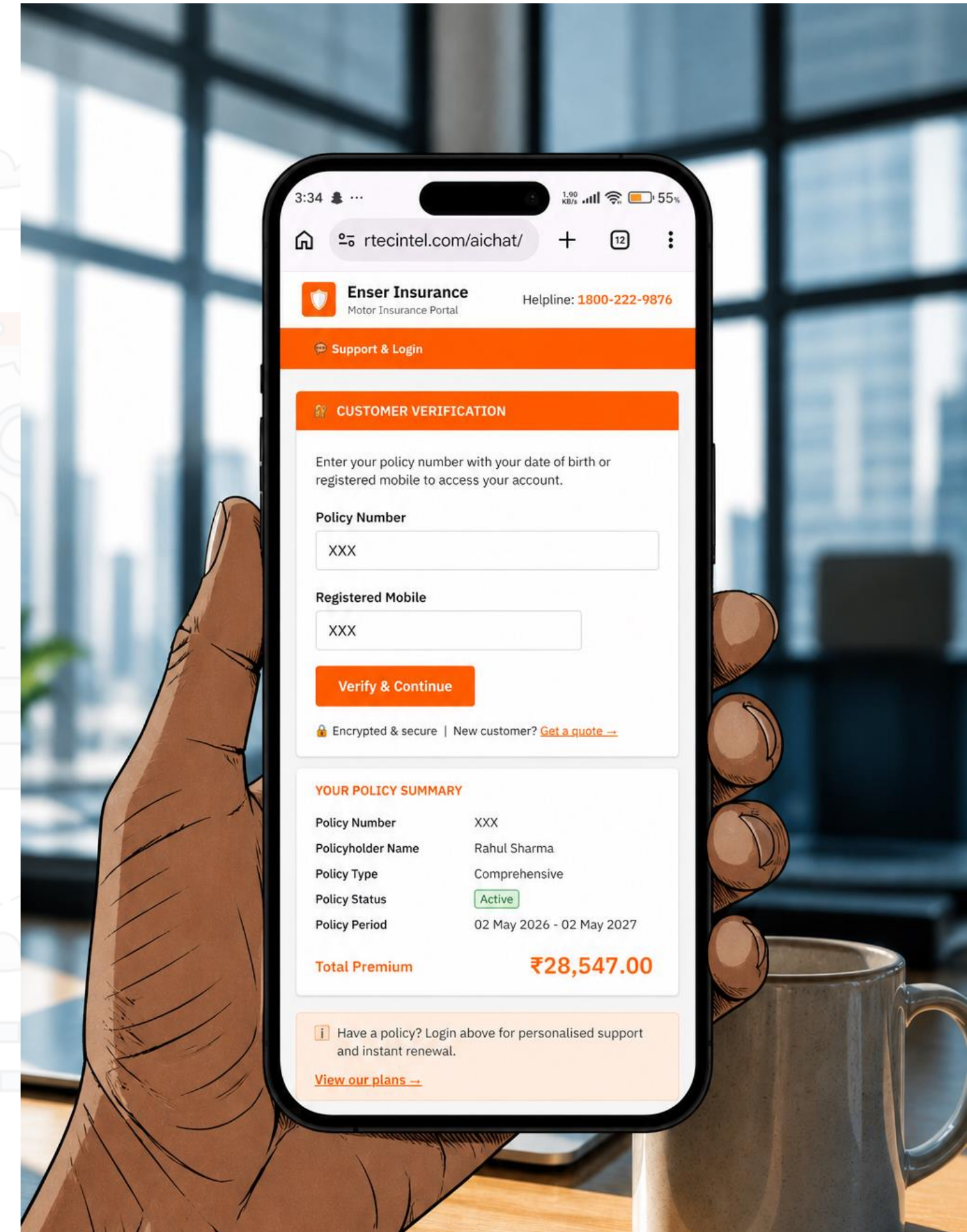
- **Process Automation Intelligence with Human-AI Integration:** Automation is applied strategically to **optimize cost efficiency**, while human intervention is retained in high-value, decision-critical stages to maximise conversion outcomes.
- **Regulatory Expertise (IRDA-Compliant Training Programmes):** Built-in **IRDA-compliant training** frameworks ensure adherence to regulatory standards while maintaining high operational scalability.
- **Revenue-Aligned Incentives:** Aligns agent rewards directly with premium generation and business performance outcomes. Creates a high-performance culture that drives sustainable revenue growth and stakeholder value creation.

**Switching Costs:** Deep integration within client acquisition and onboarding workflows embeds Enser into core operations, creating significant **replacement barriers and long-term client stickiness**.

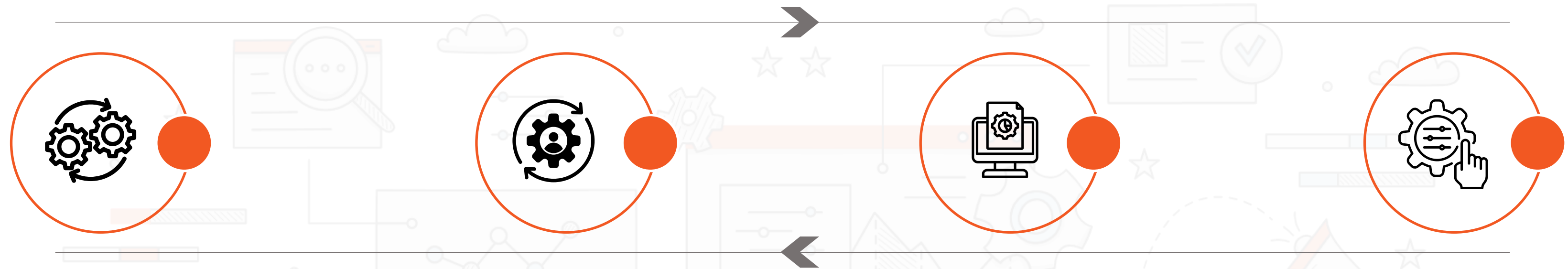
Enser's chatbot delivers **real-time premium calculations** with zero human intervention.

customer simply inputs their Policy number, Mobile number and the bot instantly surfaces the exact premium payable, dramatically reducing drop-off at the point of intent.

- 1 Customer Input**  
Basic details - entered via chat in seconds.
- 2 AI Processing**  
Engine cross-references underwriting parameters, risk tables, and insurer APIs in real time.
- 3 Instant Output**  
Precise premium quote delivered - no agent wait time, no callbacks, no friction.



Leveraging a scalable, technology-enabled platform, Enser designs customized engagement frameworks aligned with clients' strategic objectives.



## Integrated, Technology-Led Platform

A scalable, technology-enabled Business Process Management platform that seamlessly integrates **voice, chat, email, IVRS, and social media** into a unified, omni-channel engagement ecosystem enabling efficient and consistent customer interactions.

## End-to-End Customer Lifecycle & Interaction Management

Comprehensive solutions spanning **customer acquisition, engagement, retention, and service optimization** delivering measurable impact across the entire customer lifecycle.

## Analytics-Driven, Insight-Led Execution

Advanced Business Analytics and **CRM integration that transform customer data into actionable insights**, enhancing decision-making, improving conversion rates, and optimizing operational performance.

## Customized, Scalable & Growth-Oriented Solutions

**Client-centric engagement** frameworks tailored to specific business objectives, supported by flexible infrastructure designed for scalability, efficiency, and long-term value creation.

## Who are we?



**Tech-Enabled**



**Data-Driven**

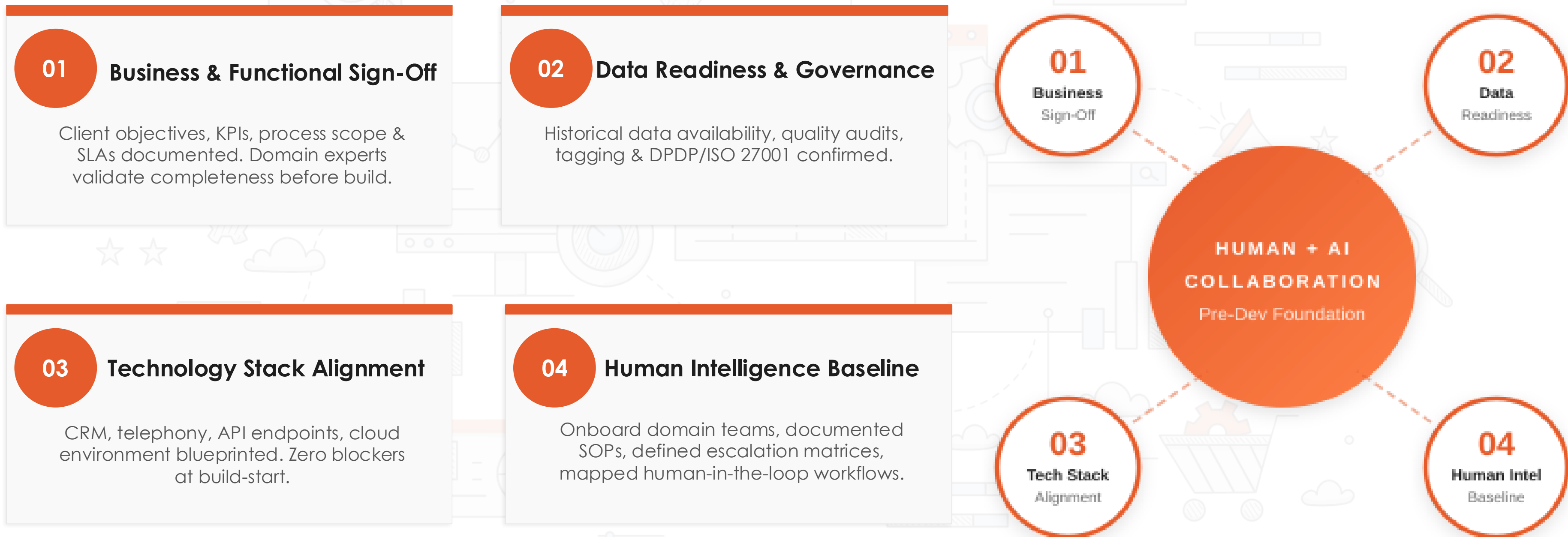


**Client-Focused**



**Scalable**

## Where Human Intelligence Guides AI, and AI Amplifies Human Precision



## INTEGRATION WORKFLOW - HUMAN + AI COLLABORATION MODEL

### PHASE 1

#### Data Analytics

- ✓ Multi-source ingestion (voice, chat, CRM, IVRS)
- ✓ Real-time & historical analytics dashboards
- ✓ AI anomaly detection + human validation
- ✓ Data pipelines & APIs commissioned
- ✓ CRM / IVRS data feeds validated
- ✓ Analytics stack configured

### PHASE 2

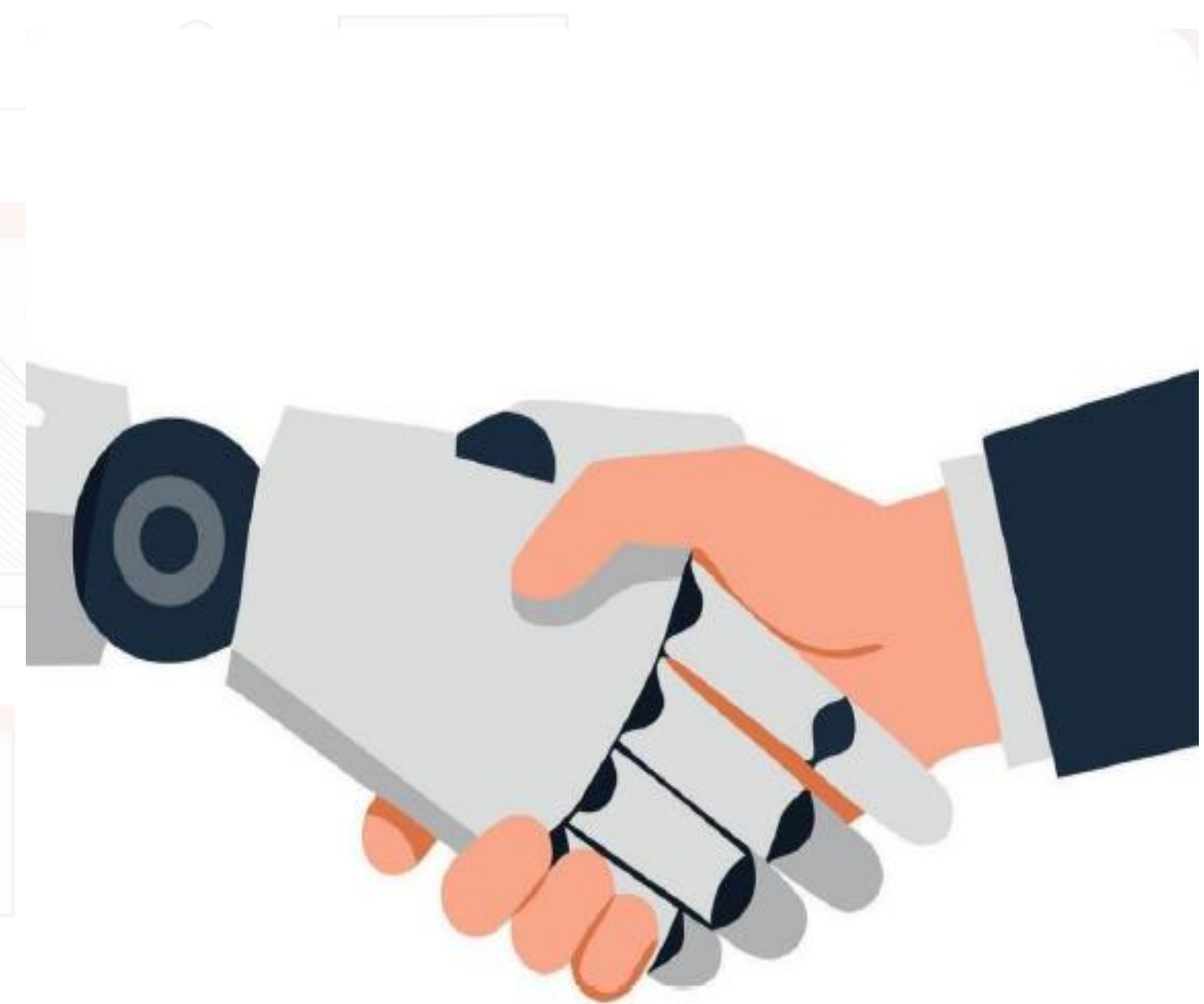
#### Diagnostic Intelligence

- ✓ Six Sigma, RCA & process mining
- ✓ AI flags failure patterns; humans contextualise
- ✓ Risk scoring built collaboratively
- ✓ Phase 1 outputs signed off by human experts
- ✓ AI models trained on baseline datasets
- ✓ Escalation protocols between AI and human tiers set

### PHASE 3

#### Adaptive Deployment & Marketing

- ✓ AI handles automation-eligible workflows
- ✓ Human specialists manage judgment-critical tasks
- ✓ Continuous feedback loop refines AI models
- ✓ Handles end-to-end marketing for the company
- ✓ Phases 1 & 2 gates cleared
- ✓ Solution architecture reviewed
- ✓ IRDA/DPDP compliance obtained; UAT tested



1

## Human-in-the-Loop Validation

No AI decision is final without human review at critical junctions.



2

## AI-Human Escalation Architecture

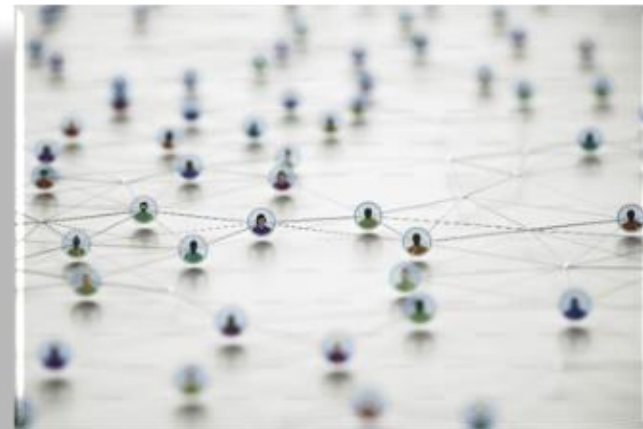
Complex edge cases escalate instantly. Zero lead loss, zero compliance breach.



3

## Continuous Intelligence Feedback Loop

Human insights continuously re-train AI models - a compounding advantage.



4

## Cross-Functional Readiness Assessment

Unlocks cross-selling opportunities and enables seamless end-to-end marketing execution.

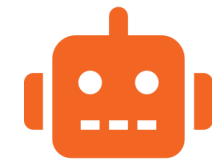


Enser designs and deploys intelligent, omni-channel customer engagement frameworks that transform how businesses connect with, serve, and retain their customers.



## Intelligent MIS & Analytics

Deep-dive performance diagnostics across call volumes, service levels, and agent efficiency - delivering data-backed strategies to close operational gaps.



## IVR & Self-Service Automation

Redesigned, customer-centric IVR flows and conversational bots that resolve high-frequency queries without human intervention - reducing cost-per-contact significantly.



## Surge Capacity Management

Dynamic staffing models and real-time workforce scheduling aligned to demand forecasts - ensuring service levels are maintained even during peak load events.



## Omni-Channel Bot Deployment

WhatsApp, IVR, and chat-bot integrations enabling seamless, 24/7 self-service journeys - from order tracking and payment status to complaint registration.



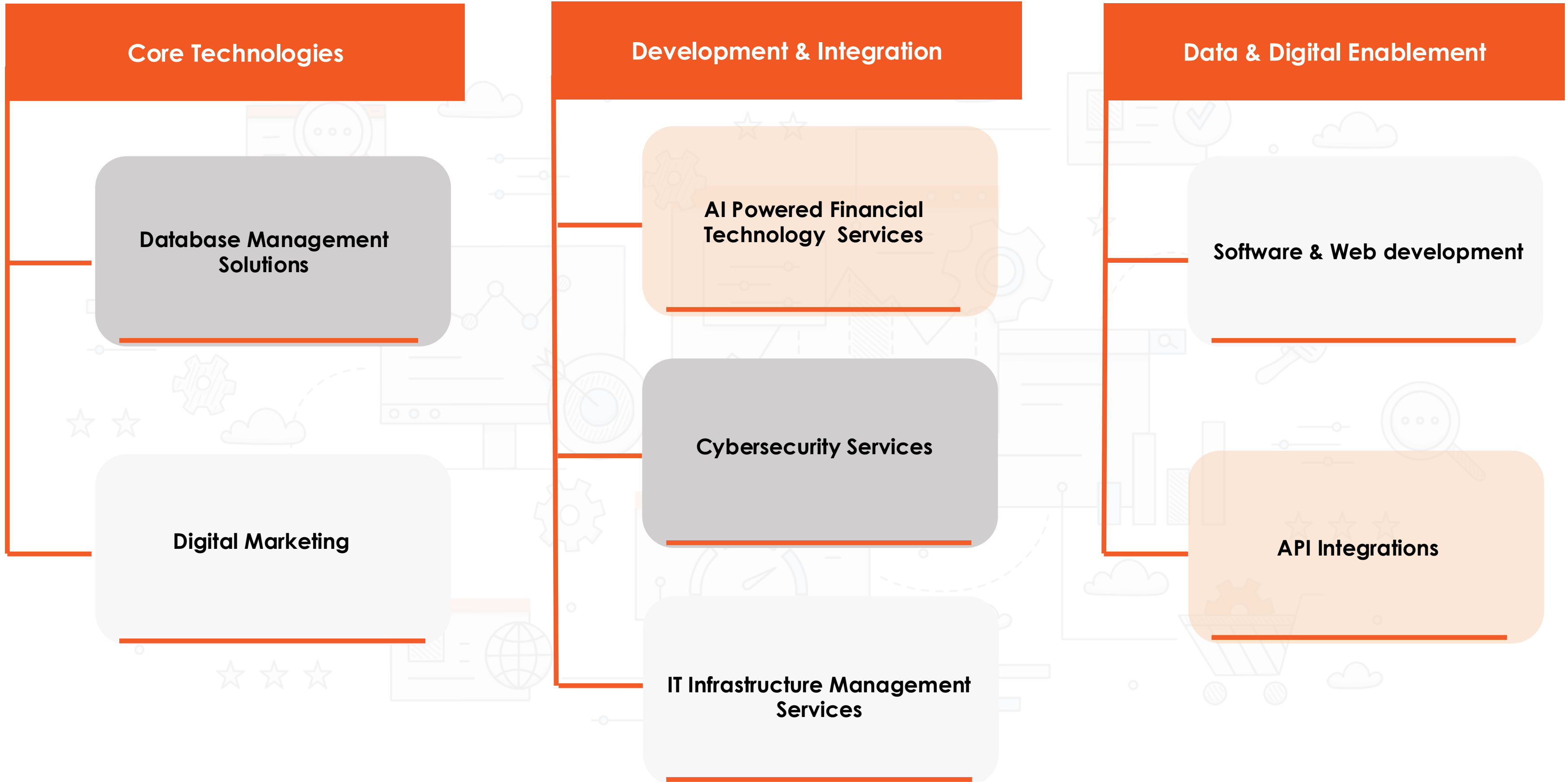
## Quality & Coaching Programmes

Structured agent training, FCR tracking, and QA scoring frameworks that build consistent resolution quality and reduce repeat contact rates.



## API & Systems Integration

Seamless backend connectivity - order management, payment gateways, and CRM systems enabling real-time, context-aware customer resolution across channels.



## Three Pillars



### Human-Centric

Complex and judgment-intensive processes are handled by trained domain specialists, augmented with AI-enabled tools and workflow automation.

**Focus :** *Delivering superior customer experience while optimizing cost and turnaround time.*



### Document-Centric

Leverages intelligent automation and structured workflows to manage high-volume document-driven operations with accuracy and scalability.

**Focus :** *Enhancing accuracy, reducing manual errors, and accelerating processing cycles.*



### Integration-Centric

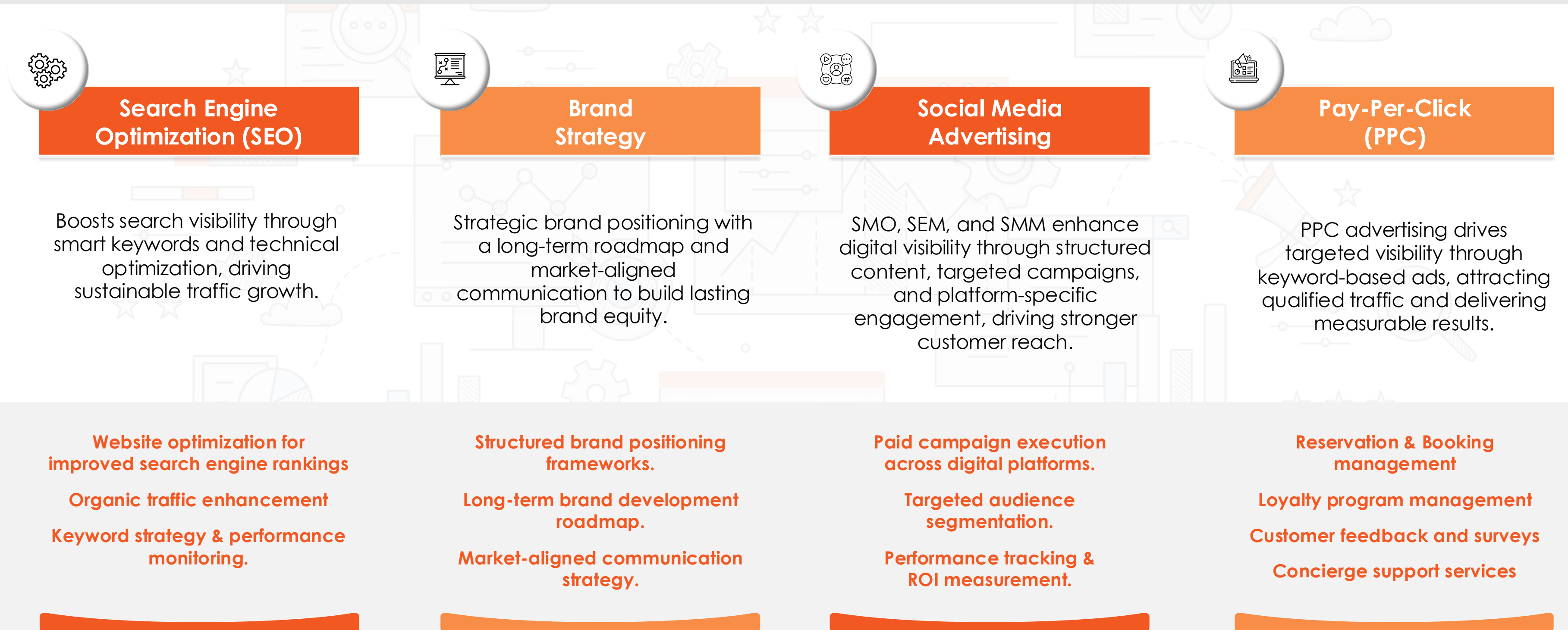
Integrates disparate enterprise systems, CRM platforms, ERP environments, and communication channels to enable end-to-end process visibility.

**Focus :** *Creating a connected ecosystem that improves decision-making, transparency, and operational efficiency.*

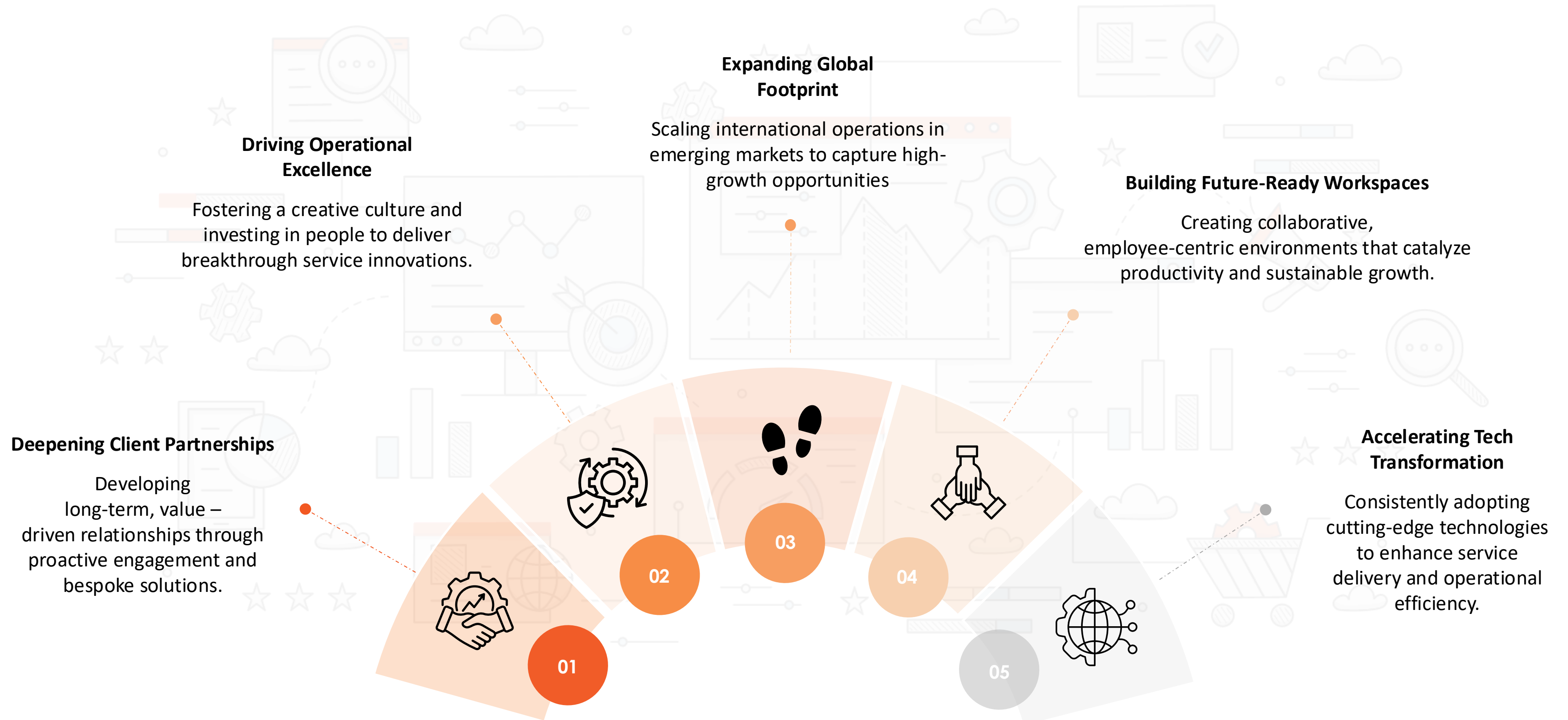


**Outcome-Led Value Proposition :** Delivering **superior customer experience** and **long-term loyalty**. Driving higher conversion and revenue realization. Ensuring secure, compliant, and reliable data management. Enabling measurable ROI through operational efficiency. Supporting scalable and sustainable business growth.

Enser enables client acquisition and engagement through integrated digital marketing solutions powered by technology and performance-focused execution aimed at enhancing brand visibility, customer engagement, and lead generation.



Enser is scaling its trajectory within India's booming BFSI sector through a specialized, future-ready growth roadmap. By merging advanced technology with niche industry expertise, we are transitioning from a traditional provider into a high-value strategic partner.



## BFSI

Banking, financial services and Insurance

- KYC support & Onboarding
- Policy insurance and service desk
- Debt collection & recovery
- Fraud detection support

## EdTech

Education & E-learning platforms

- Student acquisition & sales
- Academic counselling
- Enrollment support process
- LMS technical helpdesk

## Government

Public sector & Utilities

- Citizen helplines (24x7)
- Grievance redressal systems
- IVRS self-service portals
- Emergency response support

## Hospitality

Travel, retail and Logistics

- Reservation & Booking management
- Loyalty program management
- Customer feedback and surveys
- Concierge support services



## Scale up cyber security vertical



Transitioning cybersecurity from a supporting service line to a **growth engine** by integrating advanced threat intelligence, manage detection and response, cloud security, identity governance, and regulatory compliance into a unified, platform-enabled solution stack. This moves us beyond reactive security toward **proactive, outcome-driven risk management partnerships** with enterprise clients.



**Advance threat intelligence**



**Identity Governance**



**Cloud Security**



**Regulatory Compliance**

## Integrated Go-to-Market



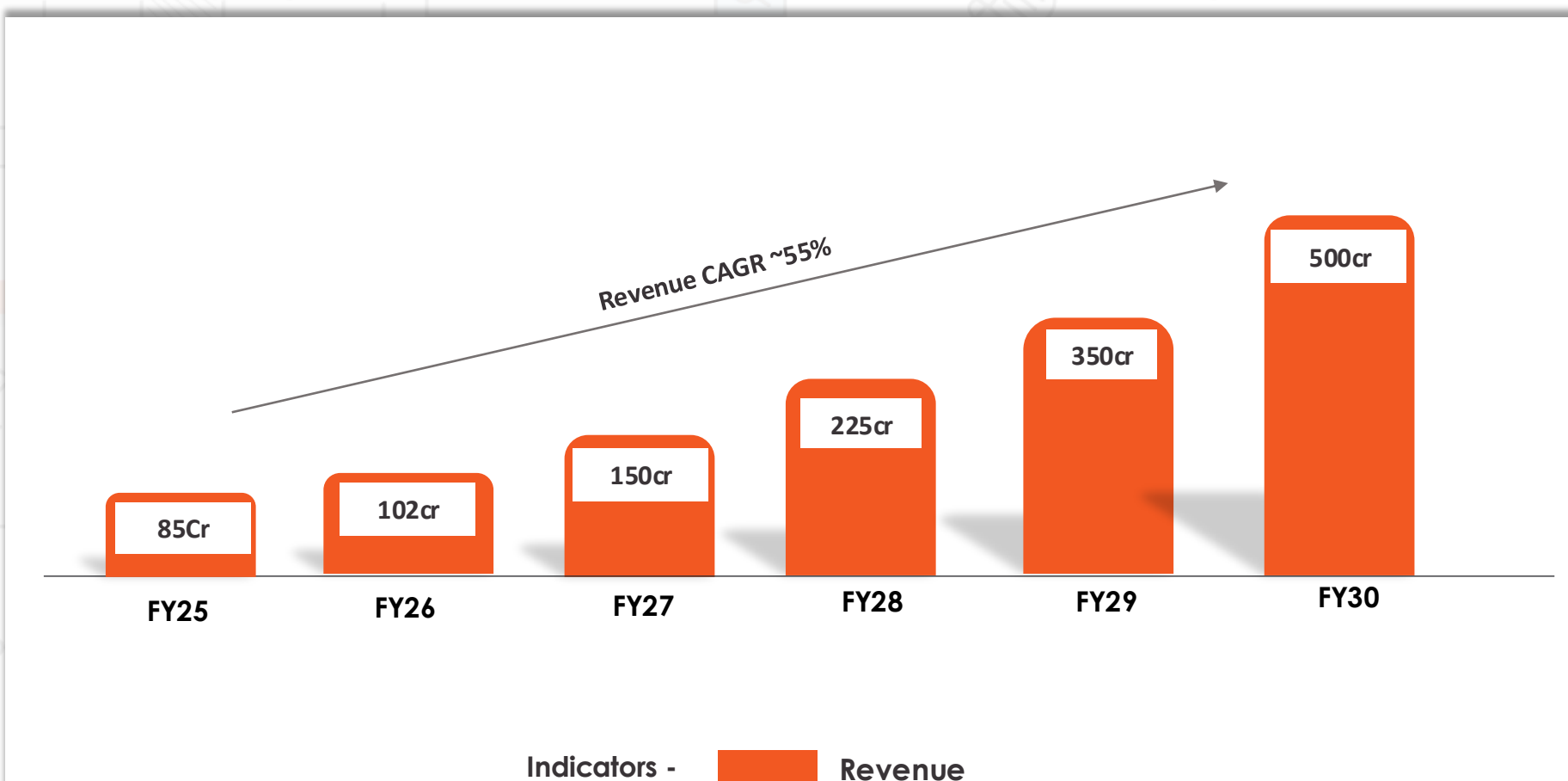
By leveraging established client relationships in core BPM and digital operations, systematically introducing **bundled security solutions** - positioning cybersecurity as a critical layer within digital transformation mandates. This enhances stickiness, increases contract tenures, and drives higher revenue per client without proportionate acquisition costs.

## Sector & Geographic Focus



Deepening focus in **financial services, healthcare, and technology** where regulatory complexity drives sustained demand. Geographic expansion in **Gulf Countries and South Asian Countries** with nearshore delivery maintains cost competitiveness.

Roadmap till FY2030



The Agentic AI framework optimizes manpower, improves operational efficiency, and expands margins through process discovery to continuous self-optimization. This creates a **compounding efficiency curve** - not a one-time automation gain and with Agentic AI systems continuously capturing performance data, identifying bottlenecks, and self-optimizing workflows.

## Agentic AI : Impact Metrics & Financial Outcome

**20 - 40%**  
Productivity Improvement

**300 - 600**  
bps EBITDA Expansion

**24/7**  
Execution Capability



### Strategic Shift

**From** : Headcount-Driven Growth  
**To** : AI - Augmented Scalable Model

- Revenue growth without proportional cost growth
- Structural margin expansion
- Sustainable competitive advantage



### Agentic AI Value Engine

#### Discover & Prioritize

Identify high-volume workflows → Automation roadmap

#### Deploy AI Agents

Autonomous execution + decision support → Lower manual effort & hiring dependency

#### Optimize Workforce

Redeploy to higher-value roles → 20-40% productivity gain

#### Improve Operations

Faster TAT | Higher accuracy | 24/7 capability → Stronger SLA & compliance



### PAT Target

AI-led revenue expansion (BFSI focus) + Subscription products + International markets

**15 - 20% PAT Margin by 2030**

## AI Agents

Autonomous AI agents for task execution, decision support, workflow orchestration, and exception handling.

Designed with contextual reasoning, API integrations, continuous learning loops, and human-in-the-loop validation.

### Revenue model

*Monthly recurring revenue, targeting commoditized delivery at scale.*

## QMS (Quality Management System)

A proprietary quality management product that strengthens 360-degree client offering. Generates predictable monthly revenue streams and enhances operational stickiness across engagements.

### Strategic fit

*Complements AI and cybersecurity verticals to deepen client value.*





Active market entry underway. **Dubai serves as a strategic gateway** to the Middle East and broader international markets, offering access to high-margin revenue streams and proximity to BFSI clients in the region.



Plan to initiate the Philippines opportunity in **FY 2026–27**. The Philippines offers a strong talent pool and cost-competitive delivery capabilities to support nearshore operations for global clients.

**01** » International market entry is a key lever for generating better margin-based revenues and accelerating the path to **20% PAT margin by 2030**.

**02** » **Expanding into North America and Europe** with nearshore delivery centers to improve client intimacy without compromising cost competitiveness..

01

## Capability Expansion

- Integrate Threat Intelligence, MDR, Cloud Security, Identity Governance & Compliance
- Deploy AI-enabled threat detection & automation-led incident response
- Develop proprietary frameworks & reusable assets
- Shift from reactive security → proactive risk management partnerships

02

## Cross-Sell & Account Penetration

- Embed cybersecurity within existing BPM & digital mandates
- Bundle security as a core digital transformation layer
- Leverage existing client base → reduce acquisition cost
- Improve contract tenure & revenue per client

03

## Market Share Expansion

- Target high-growth sectors :**
- Financial Services
  - Healthcare
  - Technology
- Develop industry-aligned compliance solutions
  - Expand presence in North America & Europe
  - Strengthen nearshore delivery capabilities

04

## Revenue Model Transformation

- Increase recurring Managed Security Services (MSS)
- Launch subscription-based security offerings
- Secure multi-year enterprise engagements
- Shift toward annuity-driven revenue mix

05

## Margin & Scalability Levers

- Automation-led monitoring & remediation
- Higher productivity per analyst
- Standardized delivery models
- Operating leverage as volumes scale

What we will achieve?



**Increased market share**



**Higher recurring revenue contribution**



**Margin expansion through automation**



**Stronger competitive positioning**



## Scalable Infrastructure

Customized systems handling high transaction volumes. Rapid onboarding & process migration capability. Flexible cross-industry adaptability.

## AI & Automation

AI-driven automation frameworks embedded in workflows. Improves productivity, accuracy & turnaround time. Enhances scalable service delivery.

## Technology Integration

Integrated CRM, telephony & analytics ecosystem. Proprietary tools enabling workflow automation. Real-time operational visibility.

## Cybersecurity & Secure Digital Systems

Dedicated data protection framework. Secure digital infrastructure. Compliance-focused operations.

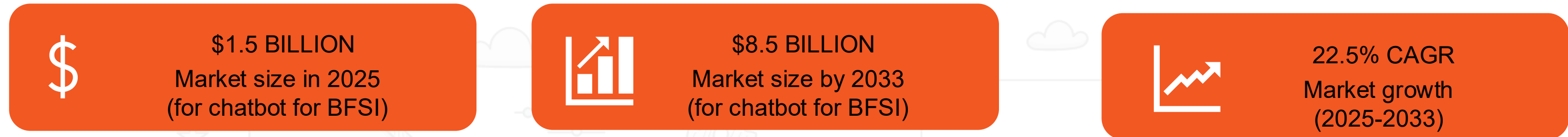
## Diversified Client & Revenue Base

Blue-chip & innovative customer mix. Reduced concentration risk. Strong recurring revenue visibility

## Experienced Leadership & Skilled Workforce

Telecom-focused domain expertise. SLA-driven execution culture. Multilingual, trained operational teams.

Digital transformation, AI adoption and customer-centric strategies are redefining growth in Banking, Financial services & Insurance sector (BFSI)



## India's BFSI sector - Explosive Market Growth



Source: <https://www.verifiedmarketreports.com/product/chatbot-for-banking-market/>

## Growing Demand

- The AI market is expected to reach US\$ 28.8 billion by 2025, while Global Capability Centres fuel tech hiring.
- With emerging technologies boosting employment and software products targeting US\$ 100 billion in value, India is cementing status as innovation powerhouse.

## Competitive Advantage

- India's technology sector is poised for a major leap, with revenues projected to reach **US\$ 500 billion by 2030**.
- Strengthening this momentum, Prime Minister Narendra Modi **secured US\$ 68 billion in Japanese investment commitments in August 2025**, alongside an economic security partnership spanning semiconductors, critical minerals, and artificial intelligence.

## Global Footprint

- The IT-BPM industry is well diversified across key sectors including BFSI, telecom, and retail, reducing concentration risk.
- Growing strategic alliances between domestic and international players further enhance innovation, expand market access, and strengthen global solution delivery capabilities.

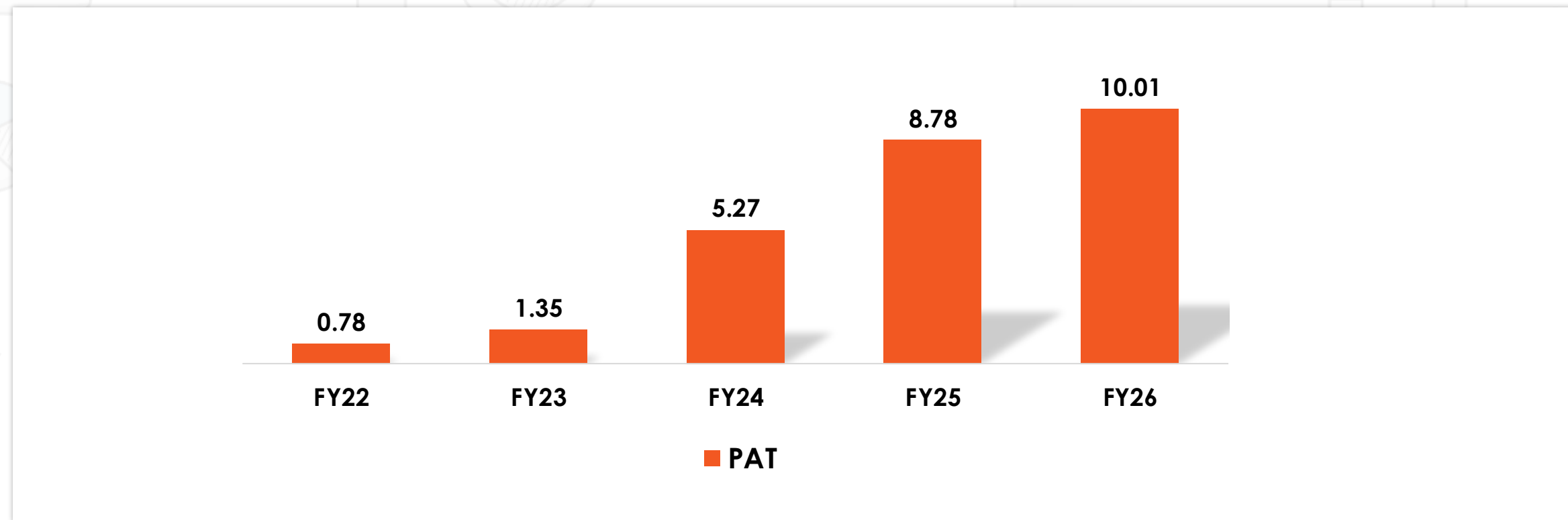
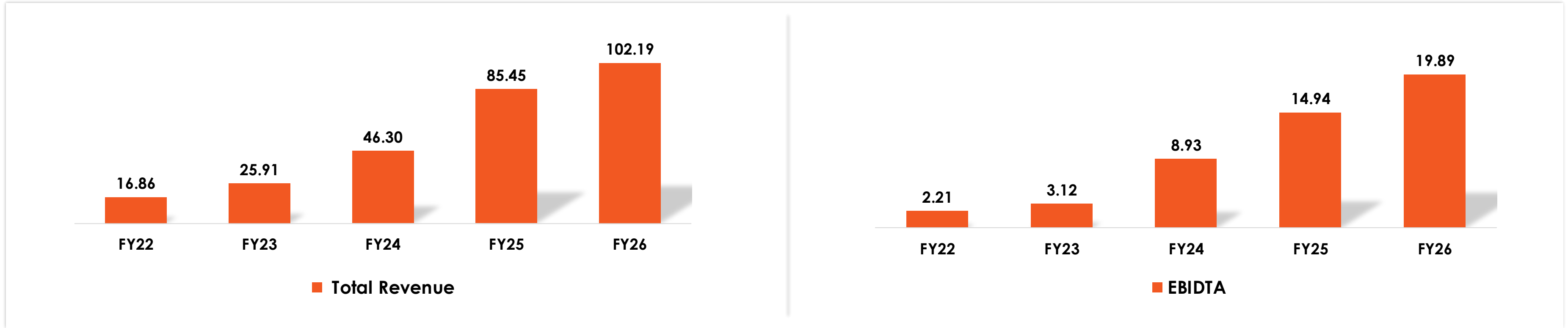
## Policy Support

- The Union Budget **FY27 reinforces India's AI ambitions** with **Rs. 2,000 crore** dedicated to accelerating adoption and infrastructure, alongside Rs. 500 crore for an AI Centre of Excellence in Education.
- Meanwhile, the IT Hardware **PLI schemes** have already driven over **Rs. 10,000 crore** in production, catalyzing investment and job creation.





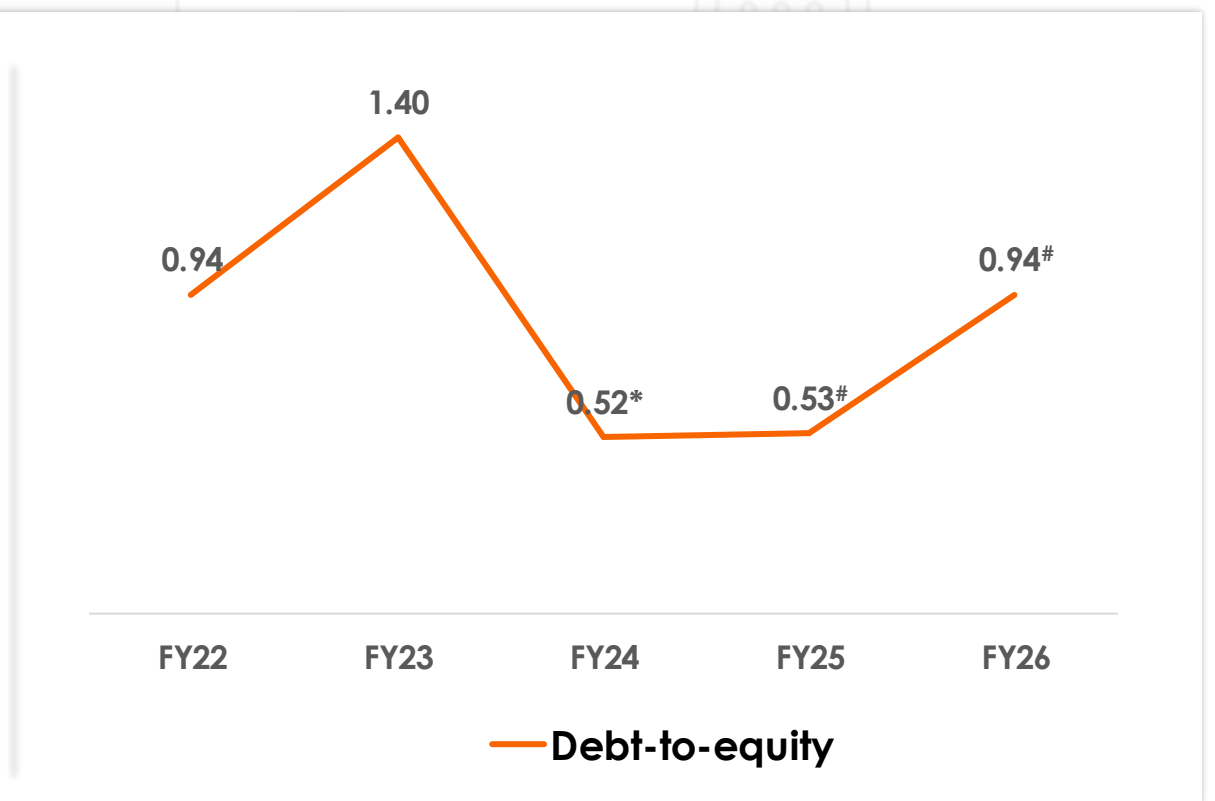
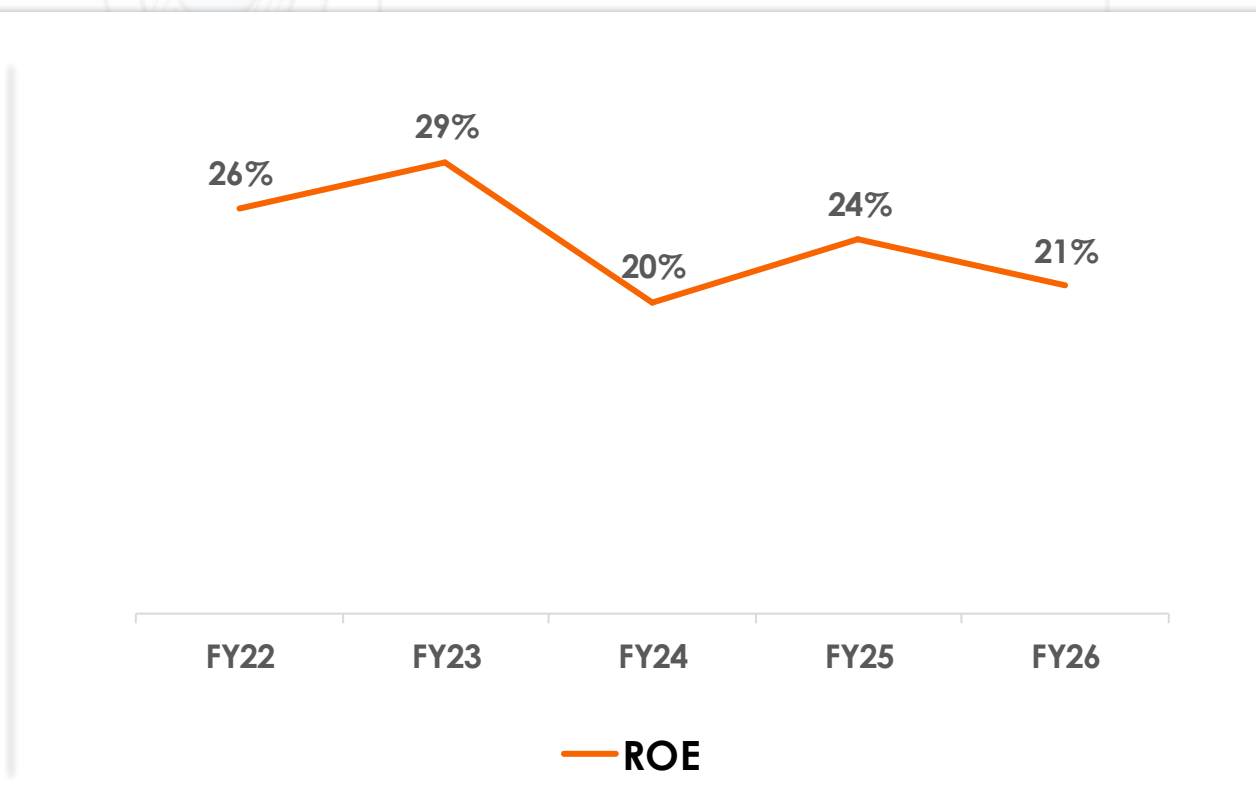
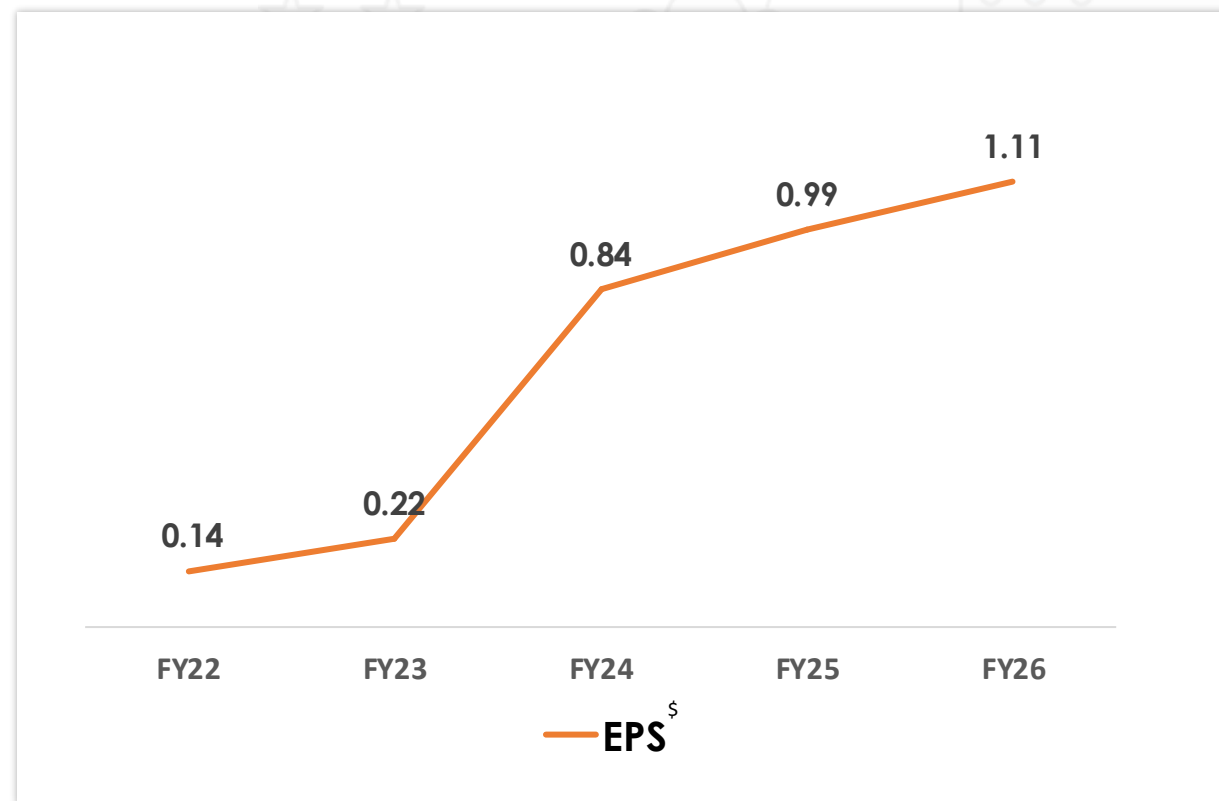
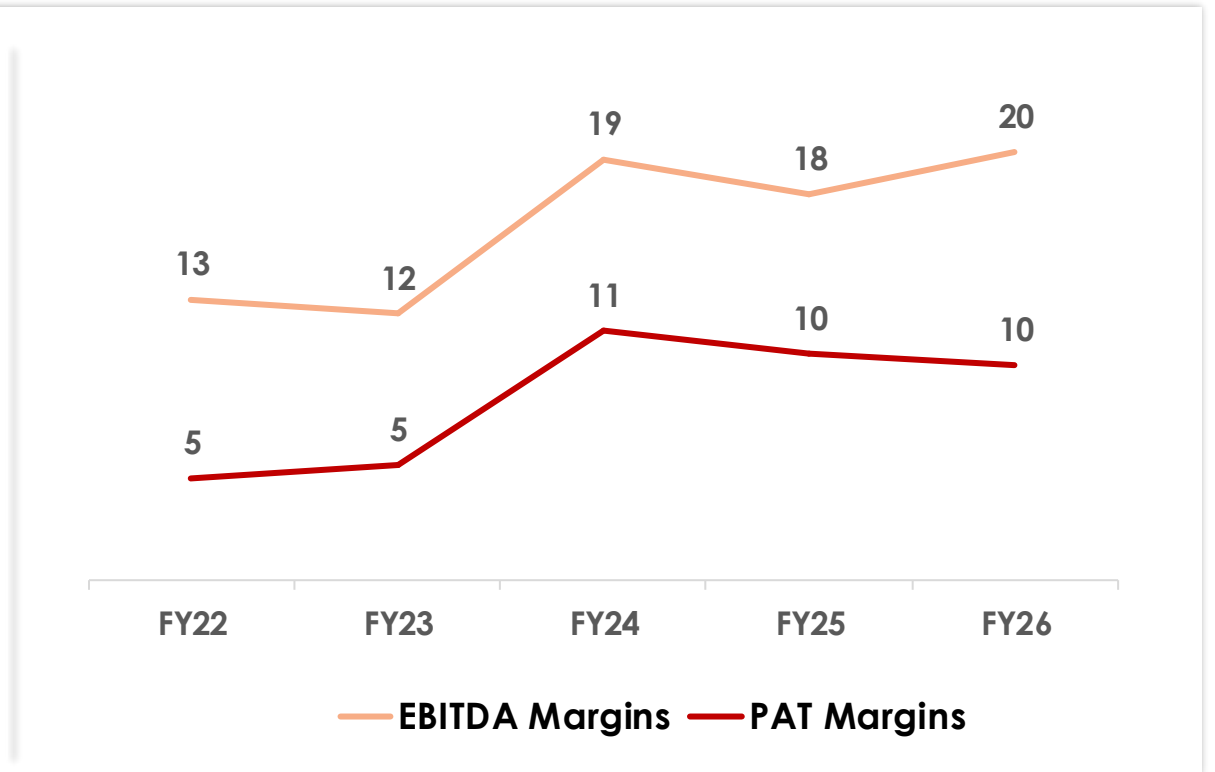
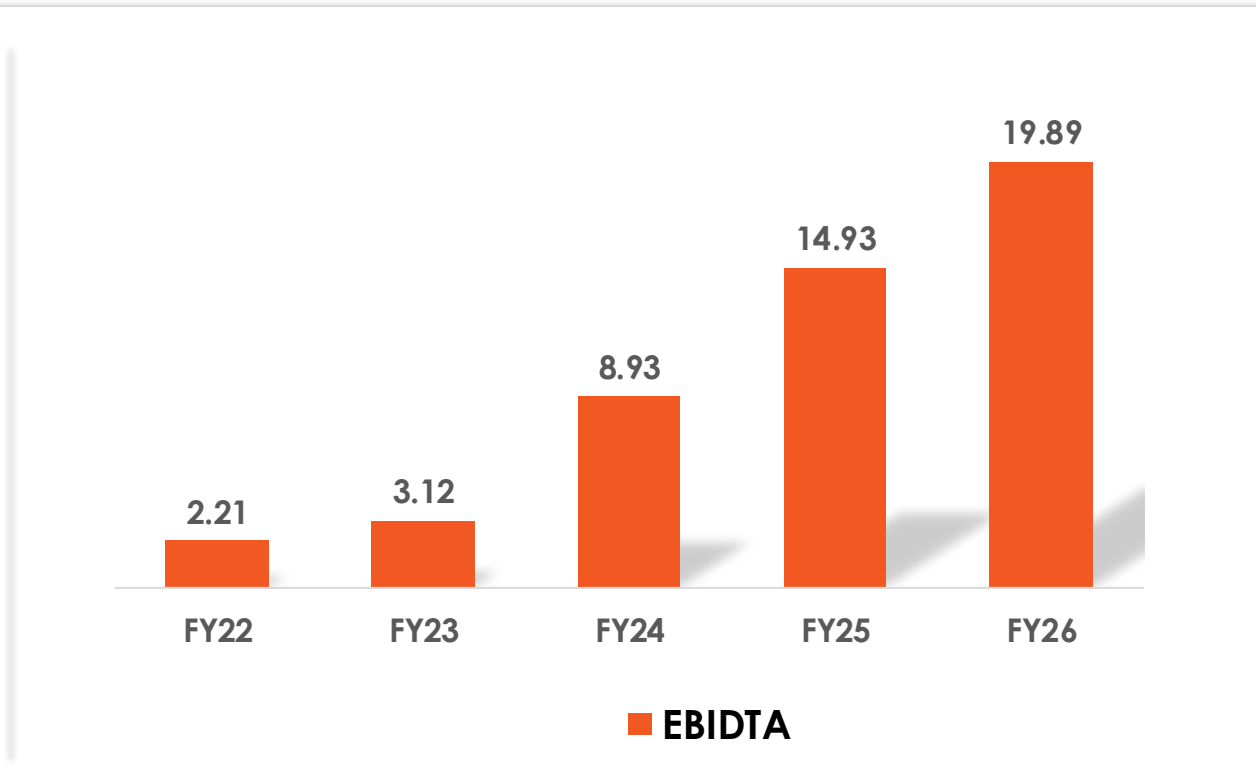
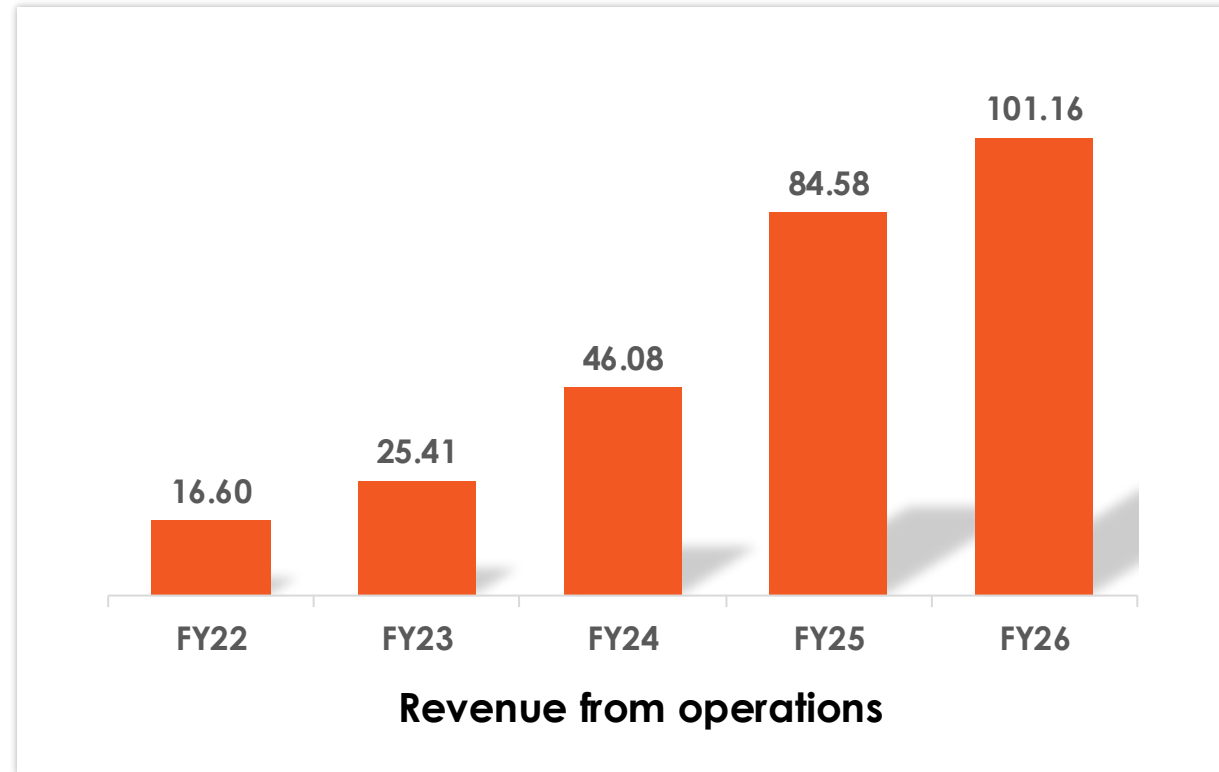
(in INR Crores)



# Strong Growth : Accelerated Financial Momentum

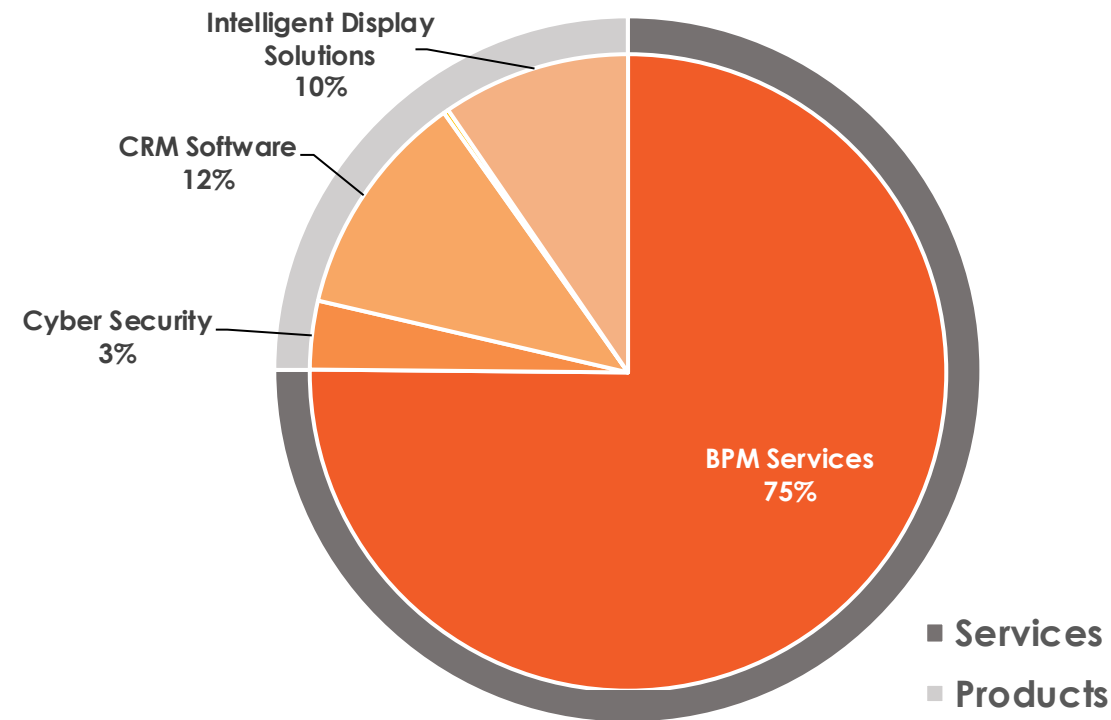


(in INR Crores except ratios & %)

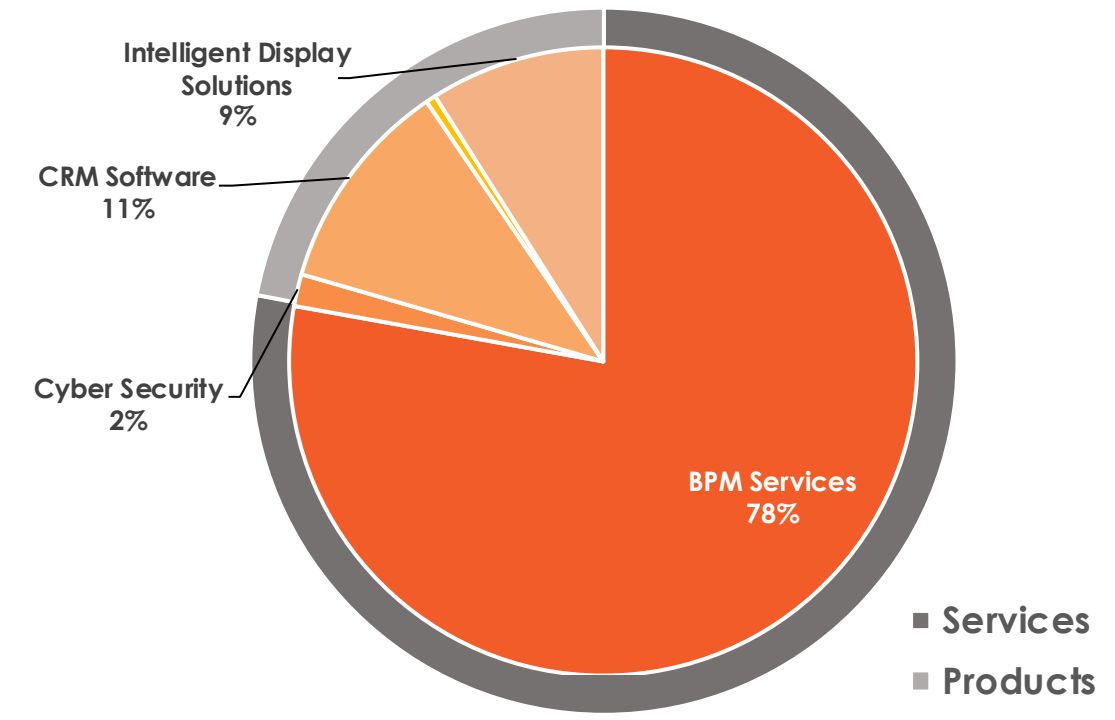


\* Adjusting unutilized IPO proceeds  
 # Due to recently acquired businesses  
 \$ after taking effect of Bonus and split.

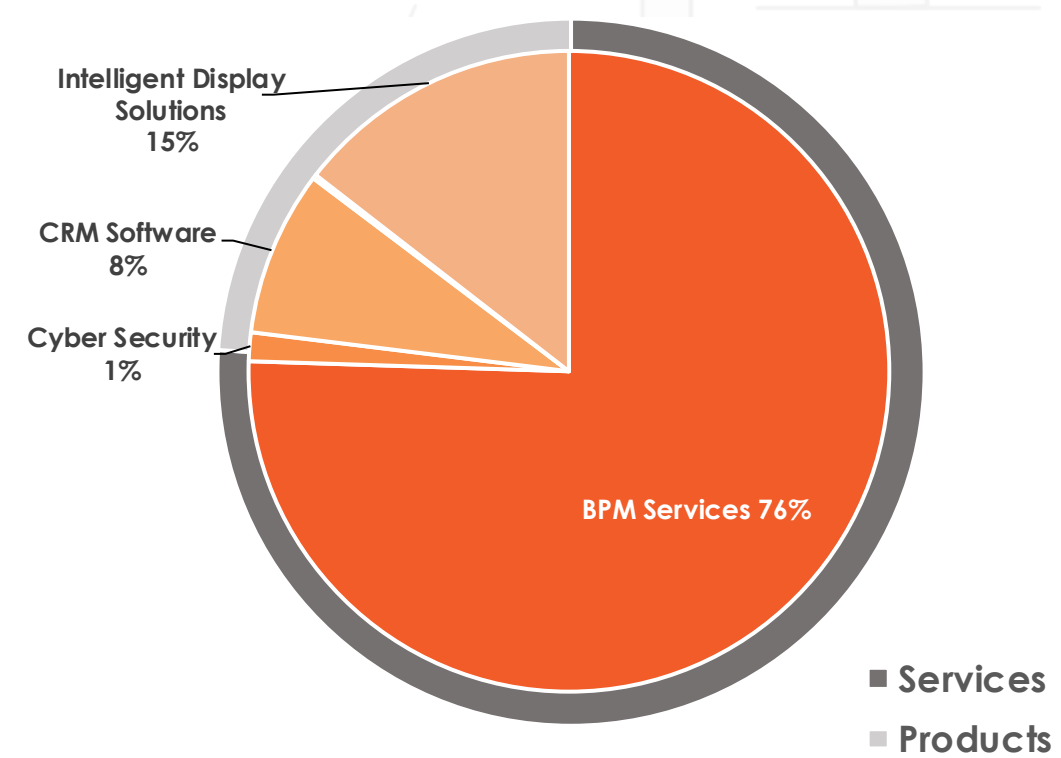
## Segment Revenue



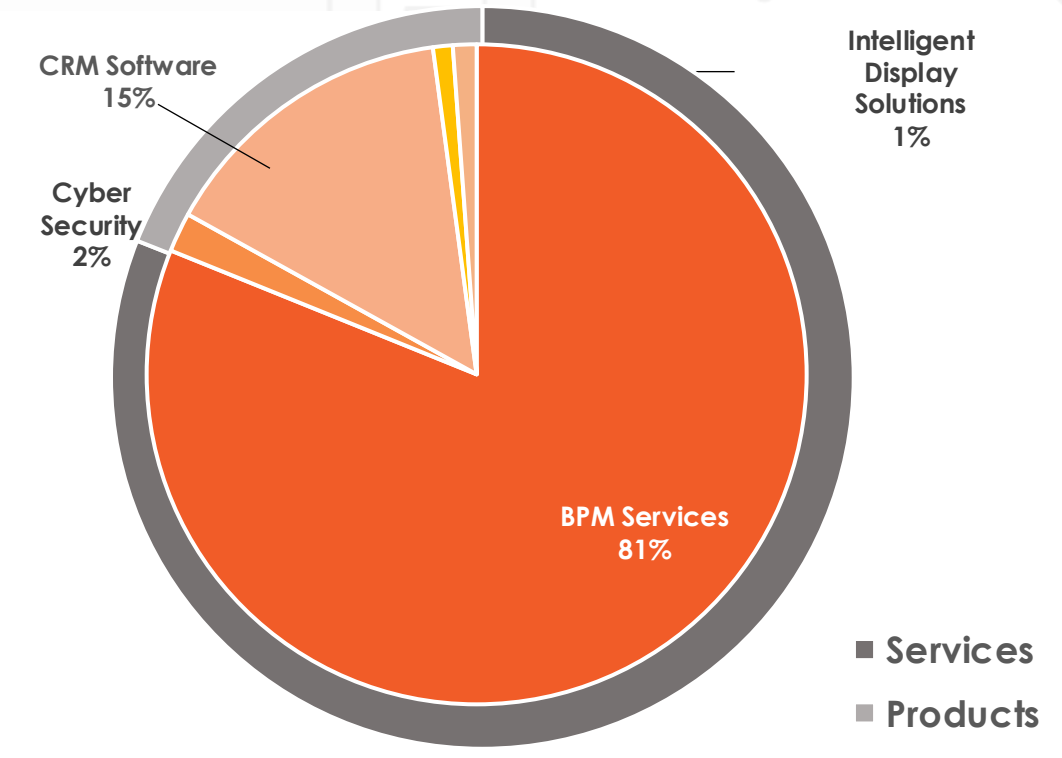
## Segment Assets



## Segment Liabilities



## Capital Employed



# Half Yearly Performance : Income Statement



(in INR Crores)

Particulars	H2FY26	H1FY26	H-o-H	H2FY26	H2FY25	Y-o-Y
Revenue From Operations	57.37	43.79	31%	57.37	38.46	49%
Other income	0.93	0.10		0.93	0.47	
Total Revenue	58.30	43.89	33%	58.30	38.93	49%
Expenses	48.71	33.59		48.71	31.67	
EBITDA	9.59	10.30	-6%	9.59	7.26	32%
<b>EBITDA Margin %</b>	<b>16.46%</b>	<b>23.47%</b>		<b>16.46%</b>	<b>18.65%</b>	
Profit before tax	6.65	6.84	-3%	6.65	5.35	24%
Tax Expense	1.36	2.12		1.36	1.33	
Profit after tax	5.29	4.72	12%	5.29	4.02	31%
<b>PAT Margin%</b>	<b>9.08%</b>	<b>10.74%</b>		<b>9.08%</b>	<b>10.33%</b>	

# Yearly Performance : Income Statement



(in INR Crores)

Particulars	FY22	FY23	FY24	FY25*	FY26*
Revenue From Operations	16.60	25.41	46.08	84.58	101.16
Other income	0.26	0.50	0.22	0.87	1.03
Total Revenue	16.86	25.91	46.30	85.45	102.19
Expenses	14.65	22.79	37.37	70.51	82.30
EBITDA	2.21	3.12	8.93	14.94	19.89
<b>EBITDA Margin %</b>	<b>13.12%</b>	<b>12.02%</b>	<b>19.28%</b>	<b>17.48%</b>	<b>19.47%</b>
Profit before tax	1.35	1.81	7.12	12.01	13.49
Tax Expense	0.48	0.46	1.85	3.23	3.48
Profit after tax	0.87	1.35	5.27	8.78	10.01
<b>PAT Margin%</b>	<b>5.14%</b>	<b>5.21%</b>	<b>11.39%</b>	<b>10.27%</b>	<b>9.79%</b>

\*This includes consolidated figures

# Yearly Performance : Balance Sheet



(in INR Crores)

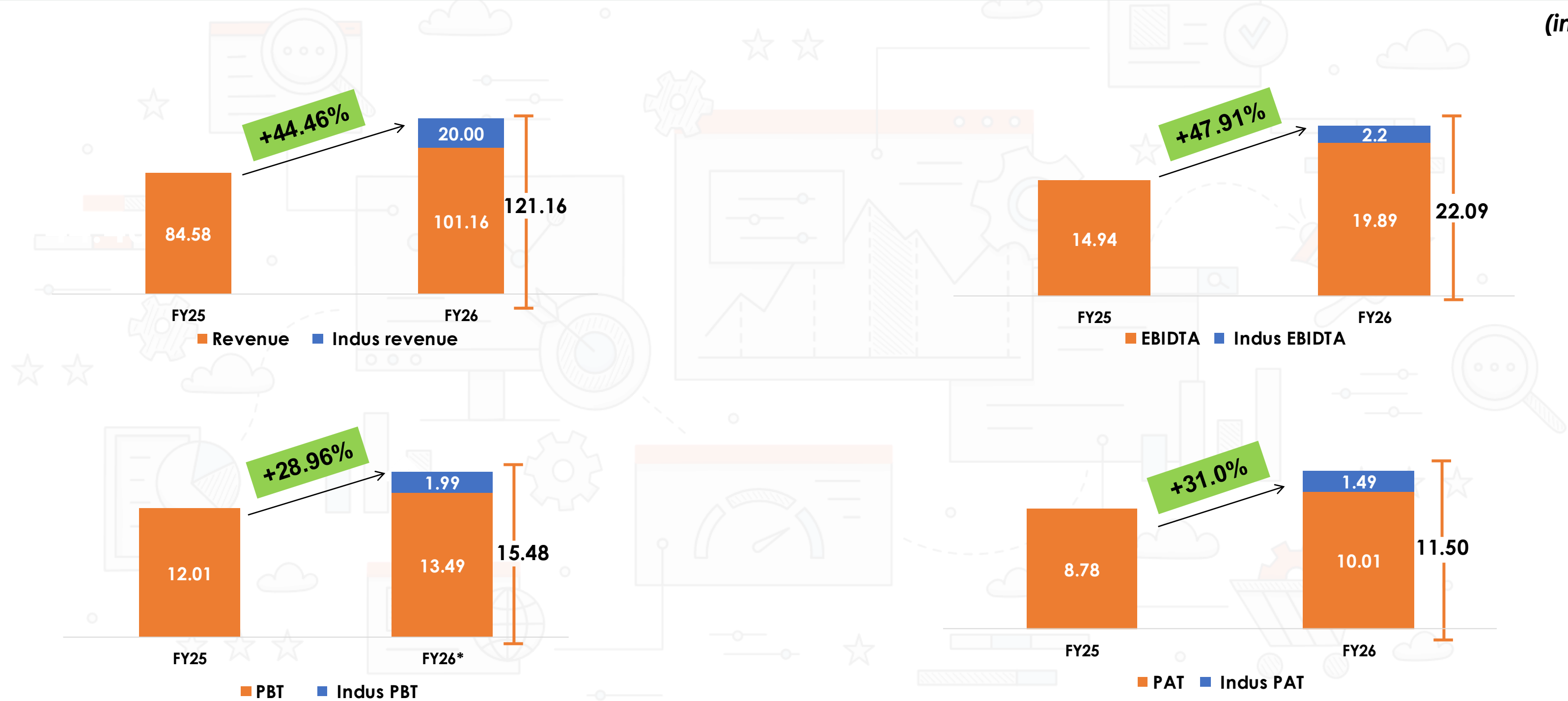
Particulars	FY22	FY23	FY24	FY25*	FY26*
<b>Shareholders' Fund</b>	3.30	4.5	25.86	34.49	44.13
<b>Minority Interest</b>	0.00	0.00	0.00	3.10	3.49
<b>Non-Current Liabilities</b>					
Long term borrowings	1.15	3.68	3.35	3.42	17.30
Deferred Tax Liability (Net)	0.00	0.00	0.00	0.00	0.90
Long term provisions	0.00	0.14	0.39	0.49	0.44
<b>Current liabilities</b>					
Short term borrowings	1.95	2.64	3.41	14.87	24.31
Trade payables	0.81	0.56	0.56	7.11	16.91
Other current liabilities	2.19	2.73	3.39	12.51	7.91
Short term provisions	0.01	0.00	0.68	0.23	-0.06
<b>Total</b>	<b>9.41</b>	<b>14.25</b>	<b>37.64</b>	<b>76.22</b>	<b>115.33</b>

Particulars	FY22	FY23	FY24	FY25*	FY26*
<b>Non current assets</b>					
Property, plant, equipment and intangible assets	2.29	2.51	2.43	19.59	27.80
Non-Current Investments	0.00	0.00	0.00	4.37	4.67
Deferred tax assets (net)	0.00	0.10	0.19	0.07	0.00
Other Non-Current Assets	2.38	2.67	3.05	4.50	2.82
<b>Current assets</b>					
Current Investment	0.00	0.00	0.00	0.02	0.03
Inventories	0.00	0.00	0.00	0.35	0.32
Trade receivables	0.38	4.88	11.82	26.39	46.07
Cash and bank balances	3.95	3.60	20.09	10.53	14.68
Short term loans and advances	0.02	0.00	0.02	0.18	1.46
Other current assets	0.39	0.45	0.04	10.22	17.48
<b>Total</b>	<b>9.41</b>	<b>14.25</b>	<b>37.64</b>	<b>76.22</b>	<b>115.33</b>

\*This includes consolidated figures

To provide a clearer view of the acquisition's strategic and financial impact, the FY26 vs FY25 financials presented below include the proforma full-year performance, unaudited of Indus Management Consultants, enabling a better assessment of the combined business going forward

(in INR Crores)



\*The above figures are presented on a pro forma basis and include the financial performance of Indus Management Consultants Pvt. Ltd.



Enser Communications Limited has incorporated Farmkeen Agritech Pvt. Ltd., a new entity, in the agri-tech space

The Platform enables:

Knowledge Sharing

Expert Consultation

Market Insights

Collaboration

Education & Learning



## How This Initiative helps Enser

75% Stake

Unlocks new growth opportunities

Diversifies Revenue Streams

Stronger Technology Ecosystem

Wider Stakeholder Engagement

Supports Rural Digitization

Strengthens Brand Positioning



01

**Indus Management Consultants Private Limited** provides corporate training, executive education, and comprehensive learning solutions across India and internationally. Its offerings include skill development, capacity building, and vocational, technical, managerial, and behavioral training. The company also specializes in recruitment, assessment, upskilling, and outsourcing trained personnel for diverse organizational needs.

Enser's acquisition of a 70% stake in Indus Management, deal marks Enser's entry into corporate training, skill development, and workforce outsourcing, strengthening its consulting presence while driving diversification, operational synergies, and leveraging its core expertise in human capital and training solutions.

## Expanding the company's business portfolio in -

Upskilling and workforce outsourcing services

Skill Development

Corporate Training

## Key Clients





01

**Growintelli Technologies Private Limited** marks a transformative acquisition for Enser, accelerating its evolution into a technology-driven enterprise. Growintelli significantly expands Enser’s high-growth capabilities. The integration strengthens regulatory readiness under DPDP 2025, enhances data protection frameworks, and unlocks new revenue opportunities in managed infrastructure and security services, positioning Enser as a scalable, future-ready, full-stack technology partner for modern enterprises.



Cybersecurity



IT Networking



IT Infa design and



Server, Storage & Cloud

## Key Clients



Hosted Email & Messaging Services

Cloud-Based Firewall Solutions

Vulnerability Assessment & Penetration Testing (VAPT)

Data Leak Prevention & Insider Threat Management (in partnership with Data Resolve)

DPDP-compliant digital solutions

Strengthened cybersecurity architecture

End-to-end data protection and governance support

Faster regulatory readiness across sectors

## Teckinfo

01

**Teckinfo Solutions**, a pioneer in voice, messaging, and communication solutions, offers advanced products such as cloud contact center software, helpdesk, lead management solutions, and other cutting-edge communication tools.

This acquisition strengthens Enser Communications Limited with advanced voice, messaging, cloud contact center, and lead management solutions. Its established communication technology capabilities expand Enser's digital portfolio, accelerate innovation, and enhance end-to-end customer engagement offerings across IT and BPM ecosystems.

### Key Clients - Teckinfo

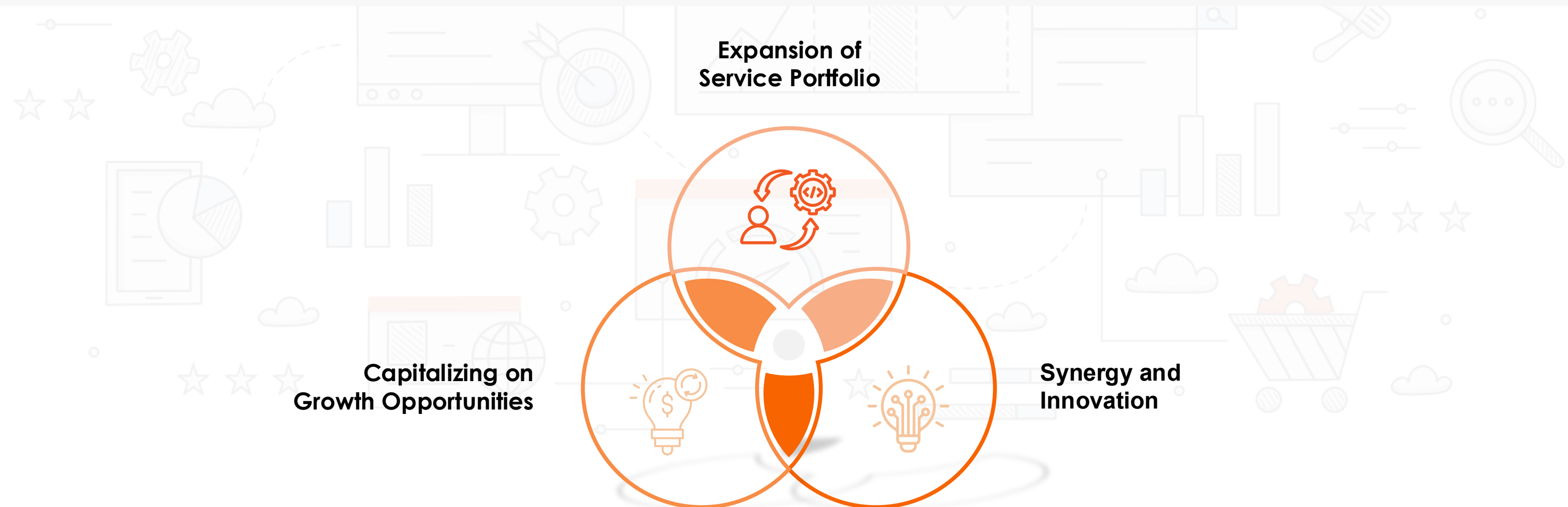




01

**IVRedge** is a forward-thinking technology company focused on cloud-based telephony and Internet Protocol Private Branch Exchange (IP PBX) solutions, specializing in voice, messaging, and communication services. Known for its agile approach and advanced solutions, IVRedge is dedicated to empowering businesses to navigate complex challenges with innovative strategies.

IVRedge Services Private Limited enhances Enser's presence in cloud-based telephony and IP PBX solutions, adding scalable, next-generation communication infrastructure. The acquisition supports deeper technology integration, strengthens cloud capabilities, and positions Enser to capture high-growth opportunities in enterprise communication and digital transformation markets.



01

Enser Communication Ltd.'s advanced display solutions, including IFPDs, Active LED Displays, and Video Walls, designed to deliver interactive collaboration and high-impact visual experiences for classrooms, corporate environments, and large display installations. It emphasizes Enser's end-to-end capabilities—from consultation and design to installation, integration, and ongoing support.

## Digital Signage Solutions



Digital Signage



LED Videowalls



Interactive Displays  
(Smart Board)



Digital Signage display

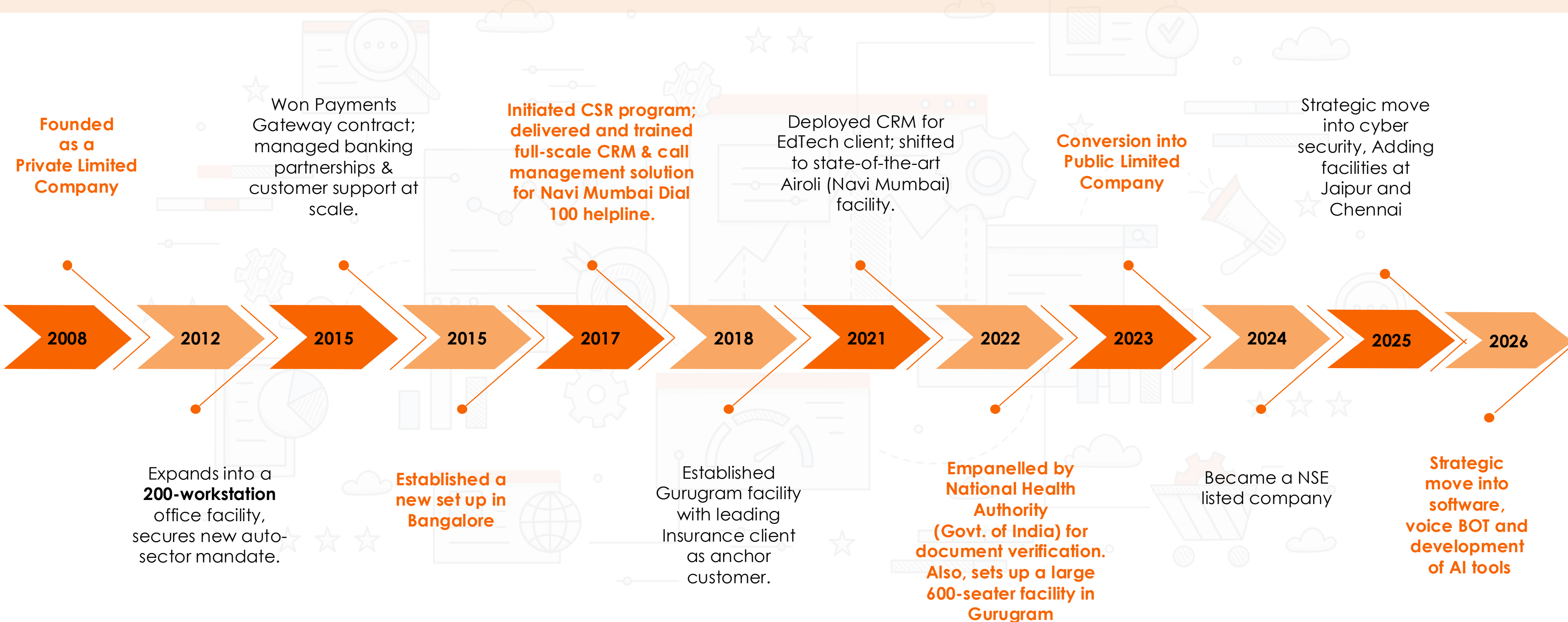


AI powered 4K UHD IFPD

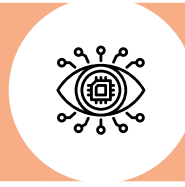


LED Videowall

## From a vision to a publicly listed AI & human intelligence leader



## Vision



**“Become an industry leader in AI-powered BFSI solutions by 2030, shaping the future of customer engagement and growth through tech and human resource expertise.”**

"We are architecting the future of BFSI by integrating AI into our core engagement strategies. Our roadmap to 2030 prioritizes scalable, intelligent systems that enhance human capability. We lead with precision, transforming operational complexity into high-value, tech-driven outcomes for long-term resilience."

## Mission



**“Empowering businesses to turn every customer interaction into an opportunity for lasting profitable growth.”**

"We are modernizing the BFSI industry by embedding automation and AI into our core delivery. We transform every touchpoint through data-driven optimization, prioritizing operational agility and cost-efficiency to provide partners with high-performance solutions that elevate experiences and drive growth."



**INTEGRITY**



**EXCELLENCE**



**DIVERSITY**



**INNOVATION**



**COLLABORATION**



**Mr. Rajnish Sarna**

He 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.



**Mr. Harihara Iyer**

He is 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.



**Ms. Gayatri Sarna**

She 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.



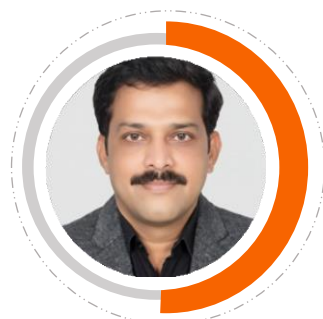
**Mr. Pradeep Phadke**

He is 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.



**Mr. Sunil Bhatia**

He 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.



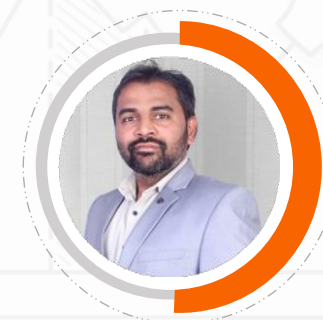
**Mr. Girish Devadiga** has over **27 years** of experience in sales and marketing leadership. He drives business development, client relationships, and key partnerships, enabling growth across domestic and international markets.



**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.



**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.



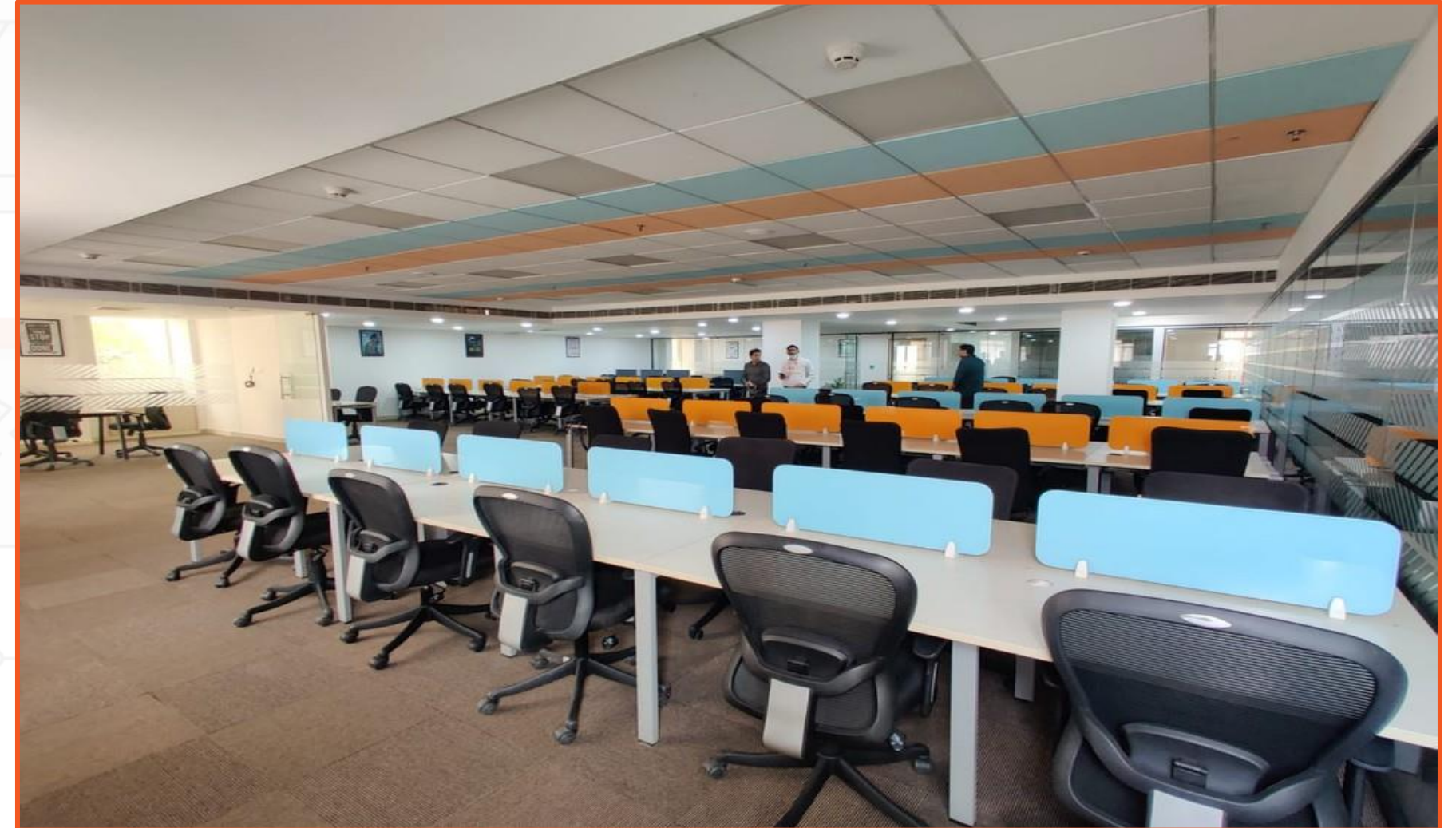
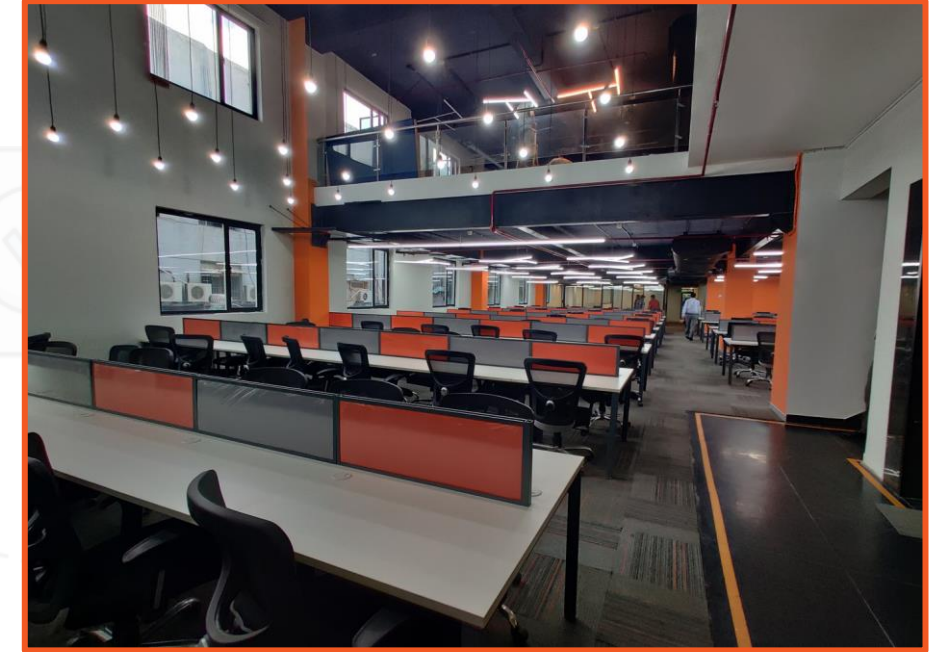
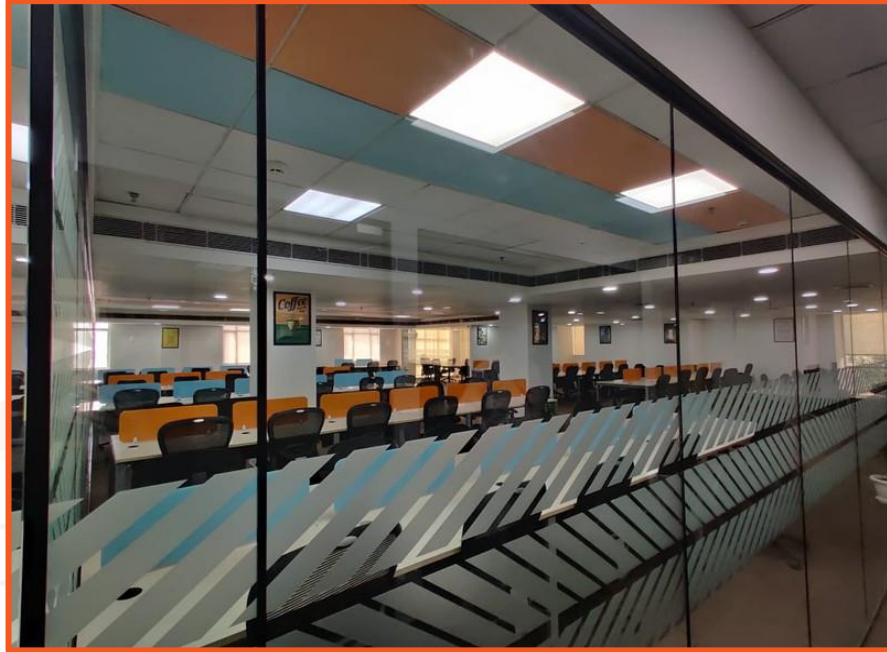
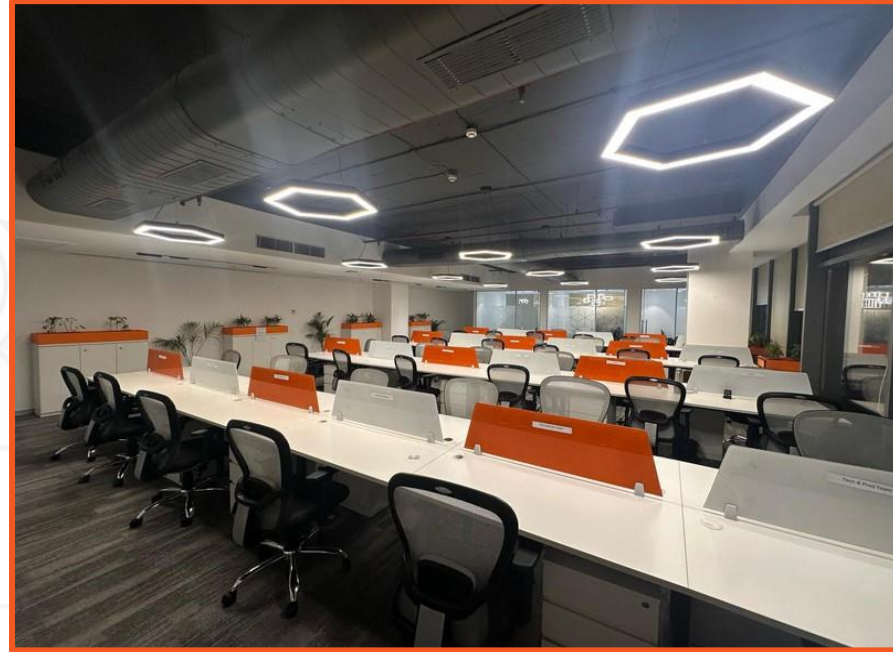
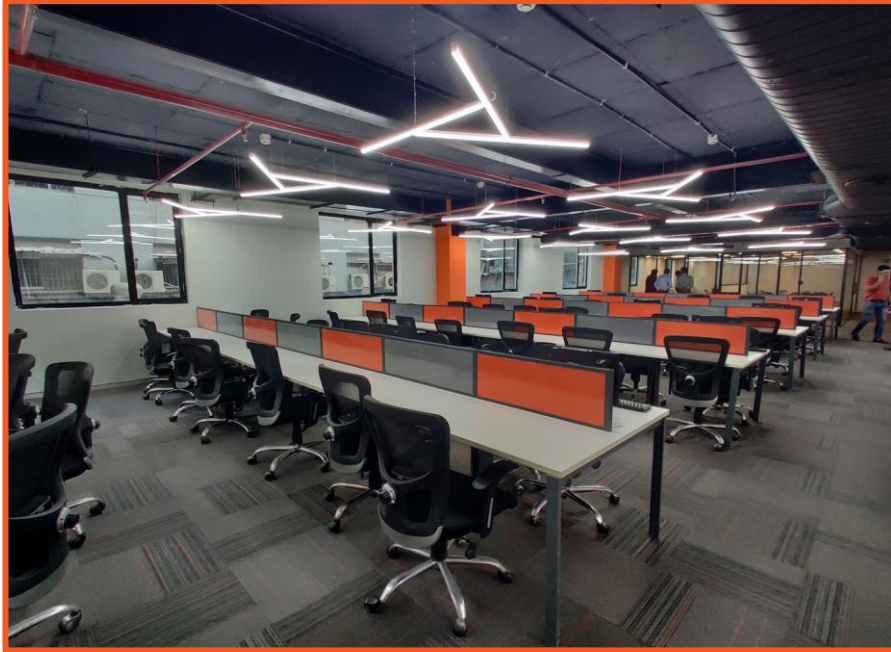
**Mr. Prathmesh Kambli** has **14 years** of experience across IT projects, data management, application development, system testing, and database administration. He leads IT implementation, infrastructure planning, and technology improvements that support operational scalability.

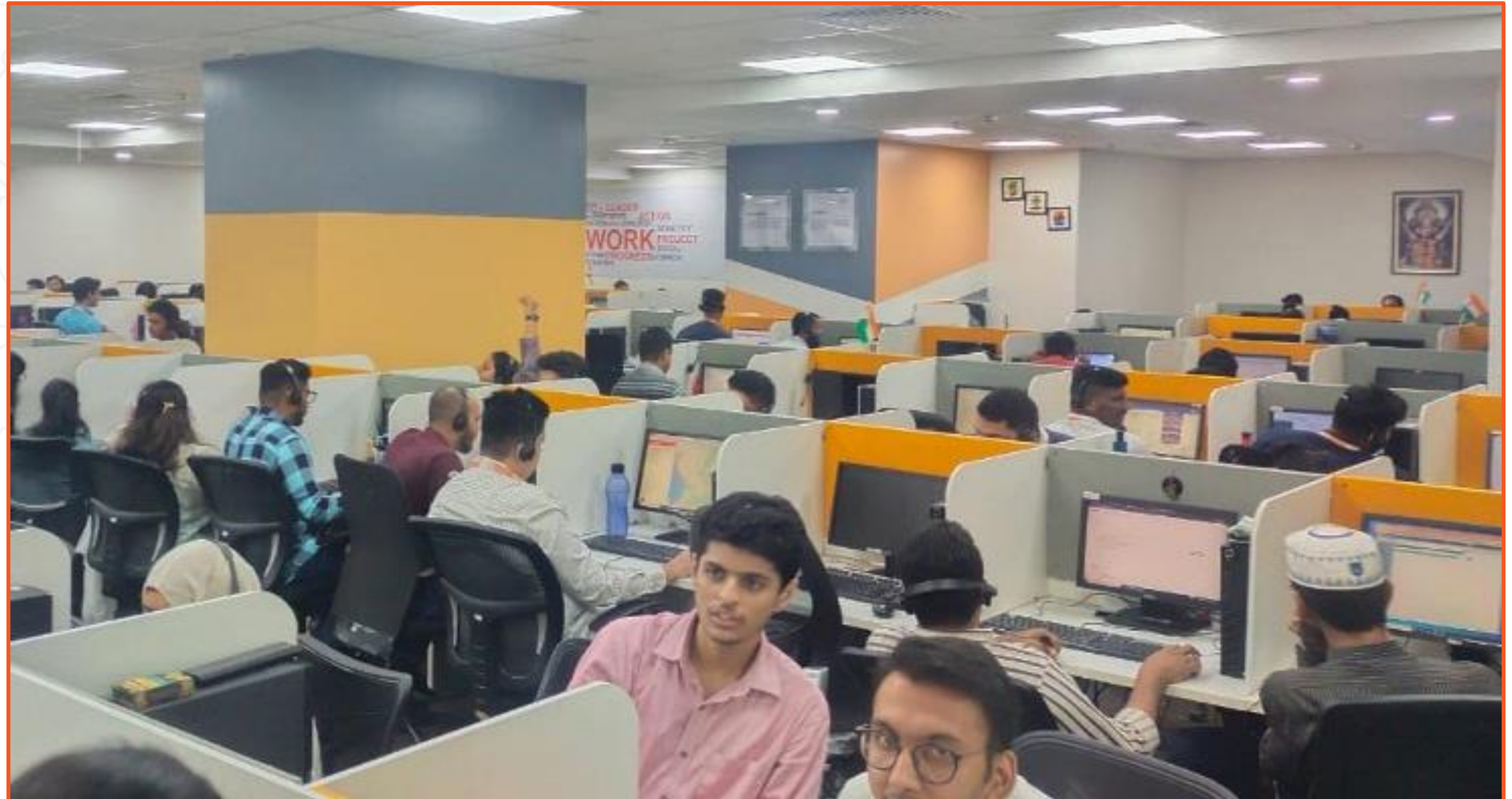
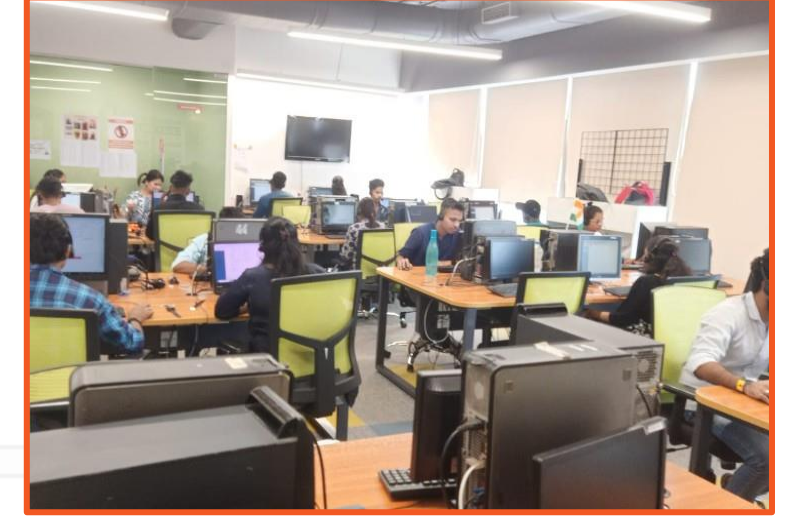
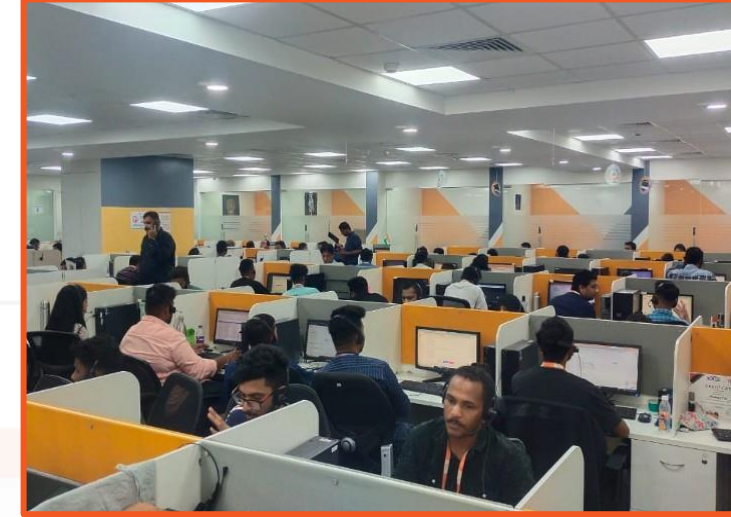
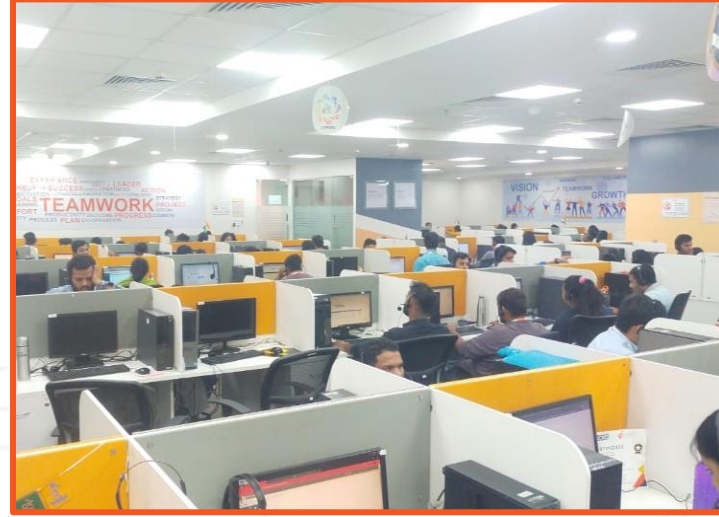


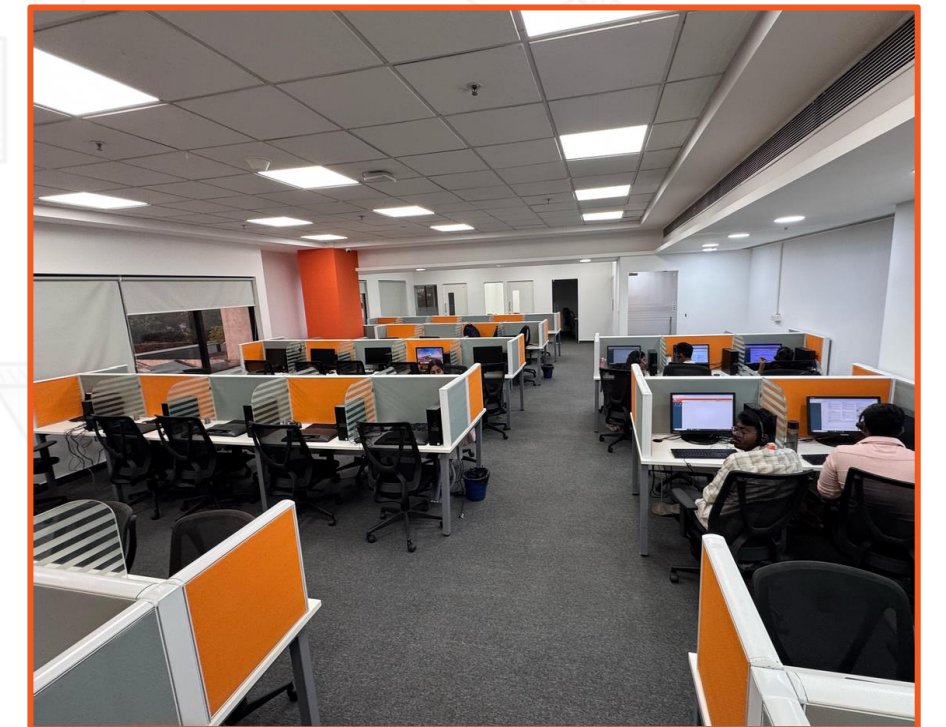
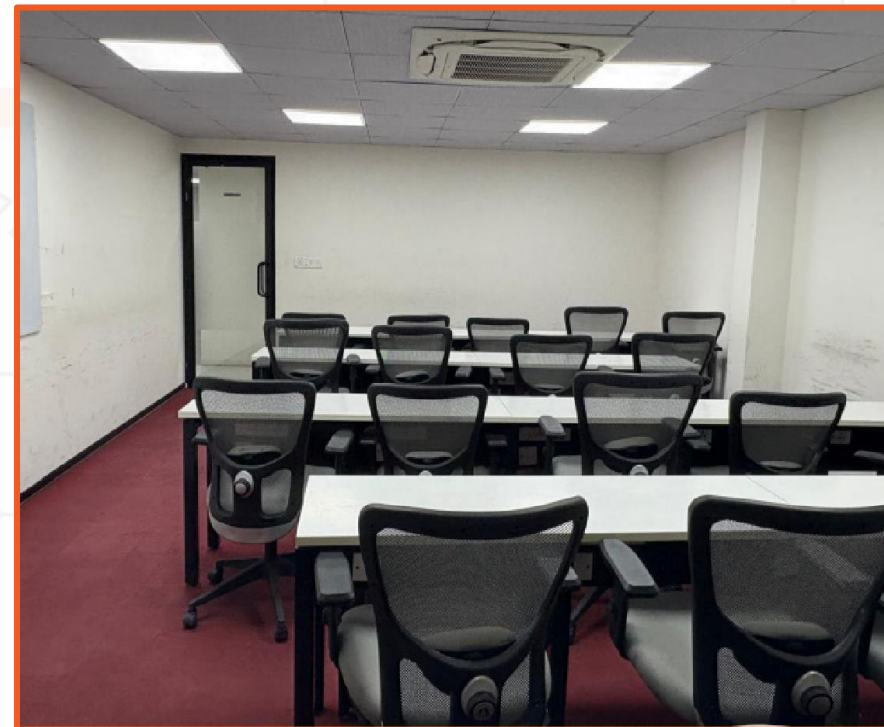
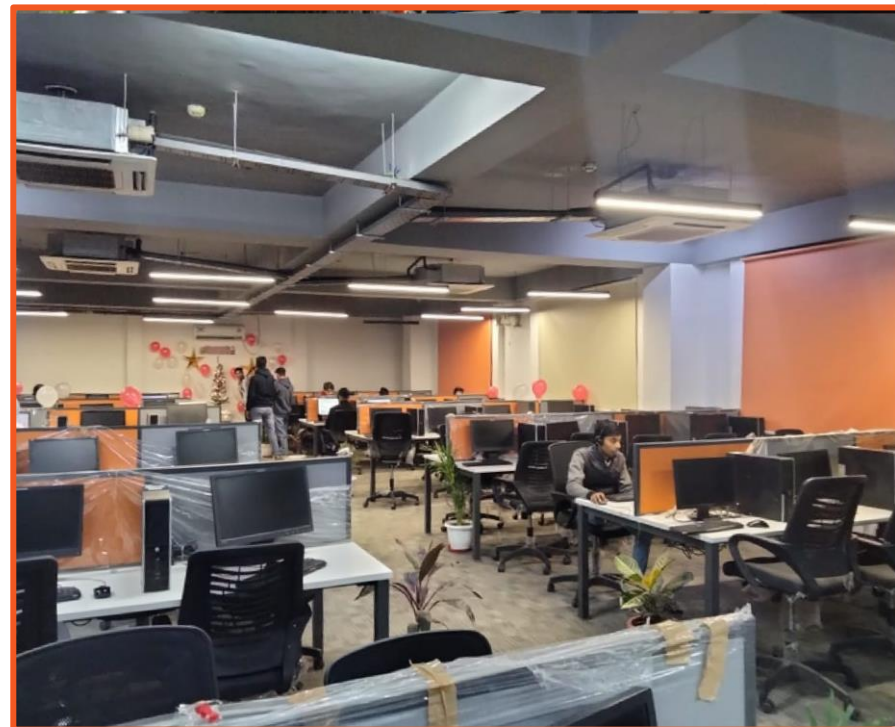
**Mr. Kunal Soni** has **15+ years** of experience in IT infrastructure, systems administration, cybersecurity governance, and consulting. He has a strong track record in designing and implementing information security frameworks aligned with business goals and regulatory requirements, ensuring robust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



**Ms. Alisha Saraswat**, is an Associate Member of the Institute of Company Secretaries of India (ICSI) with experience in corporate and securities law and handling compliances of a listed company. She oversees the Company's governance and compliance framework, including regulatory compliances, statutory obligations and corporate disclosures

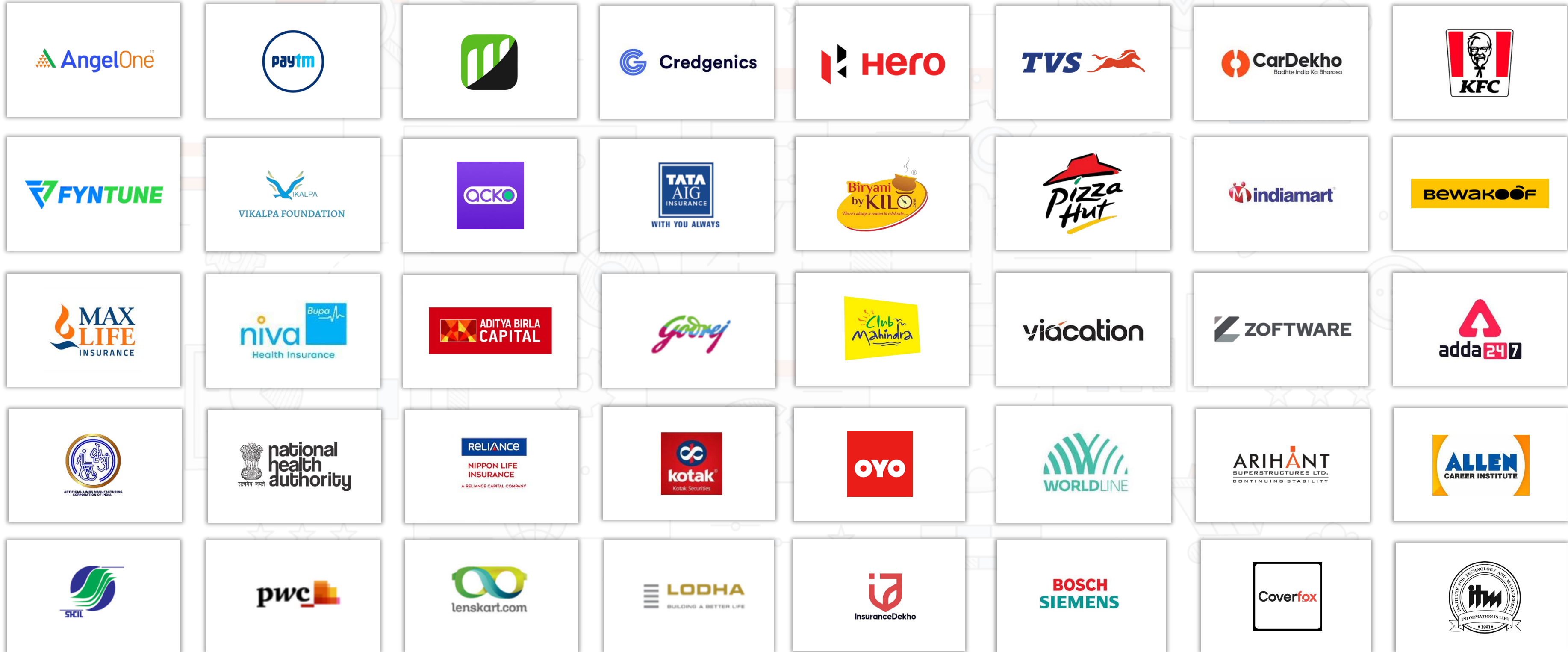






# Partnered up with leading businesses

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.



# THANK YOU

ENSER COMMUNICATIONS LIMITED  
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