Our intensity.
Your agility.

Ref: ITL/SE/2024-25/60

Date: February 13, 2025

To,

The Manager,
Corporate Relation Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Fort
Mumbai – 400001

Scrip Code: 532326

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor; Plot No. C/1
G Block, Bandra Kurla Complex, Bandra (East),
Mumbai – 400051

Symbol: INTENTECH;

Sub: Investor Presentation – Earnings conference call

Ref: Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/ Madam,

In terms of Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Investor Presentation relating to Quarterly and Nine-Months Financial Results for the Q3 & 9M of FY 2024-25 is being submitted. You can also find the Presentation on the website of the Company at the following web page:
https://www.in10stech.com/

This is for your information and records.

Thanking you,

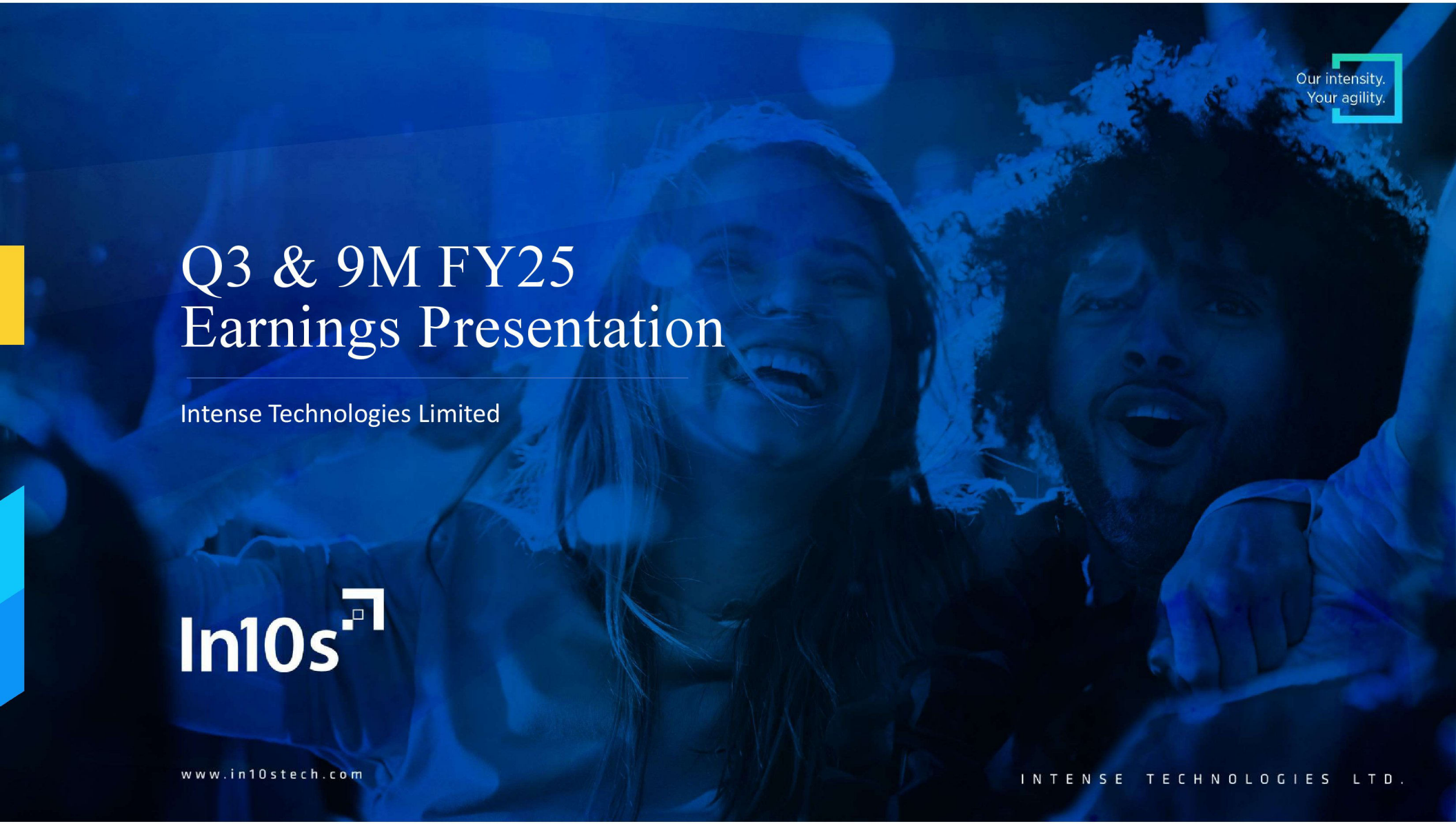
Yours Faithfully,

For **Intense Technologies Limited**

PODUGU PRATYUSHA
Digitally signed by PODUGU PRATYUSHA
Date: 2025.02.13 21:37:41 +05'30'

INTENSE TECHNOLOGIES LIMITED Hyderabad

Pratyusha Podugu
Company Secretary & Compliance Officer



Q3 & 9M FY25 Earnings Presentation

Intense Technologies Limited

In10s

www.in10stech.com

INTENSE TECHNOLOGIES LTD.

Safe Harbor

Our intensity.
Your agility.

Certain words and statements in this presentation concerning Intense Technologies Limited (Company) and its prospects, and other statements, including those relating to Company's expected financial position, business strategy, the future development of Company's operations, and the general economy in India, are forward- looking statements. Such statements involve known and unknown risks, uncertainties and other factors, including financial, regulatory and environmental, as well as those relating to industry growth and trend projections, which may cause actual results, performance or achievements of Company's, or industry results, to differ materially from those expressed or implied by such forward-looking statements. The company will not in any way be responsible for action taken based on such forward-looking statements and undertakes no commitment to update these forward-looking statements publicly, to reflect changed realities.

Our intensity.
Your agility.

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1. Q3 & 9M FY25 Financials

2. Company Profile

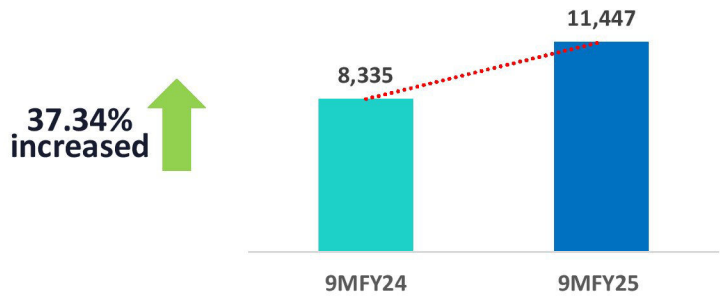
Our intensity.
Your agility.

Q3 & 9M FY25 Financial Highlights

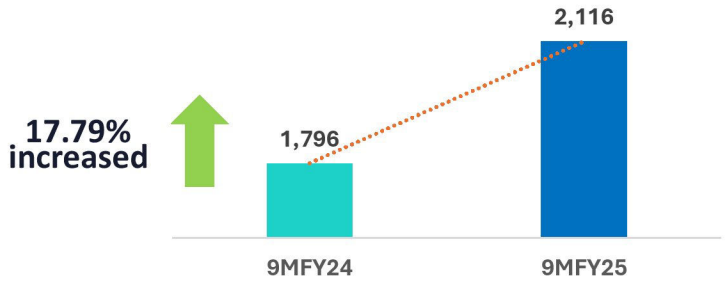
Our intensity.
Your agility.

Financial Highlights – Consolidated Financial Results – YTDFY25

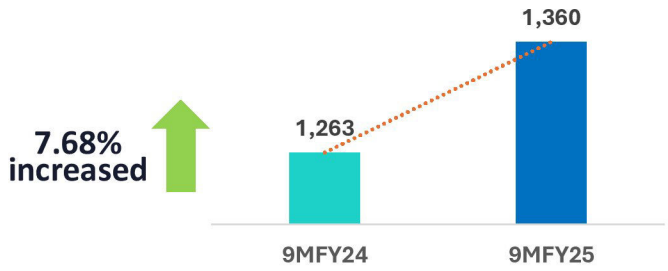
Revenues (in lakhs)



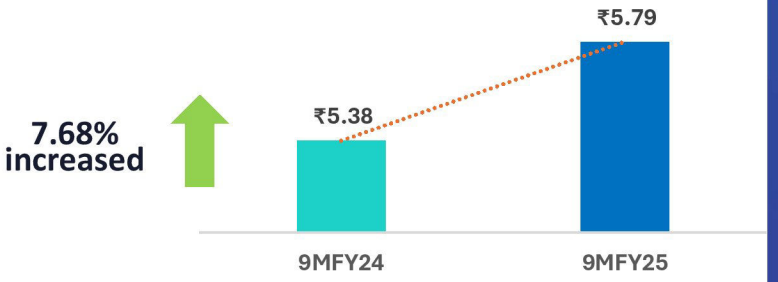
EBITDA (in Lakhs)



PAT (in Lakhs)



EPS (₹)



Financial Highlights – Consolidated Financial Results – Q3FY25

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Revenues (in lakhs)

FY 2024-25 Q3	FY 2023-24 Q3
3,326.31	2,714.09

EBITDA (in Lakhs)

FY 2024-25 Q3	FY 2023-24 Q3
488.43	629.63

PAT (in Lakhs)

FY 2024-25 Q3	FY 2023-24 Q3
308.64	430.36

EPS (₹)

FY 2024-25 Q3	FY 2023-24 Q3
1.31	1.83

Message from CMD's desk

Our intensity.
Your agility.

Mr. C K Shastri

Founder & CMD

Commenting on the results, Mr. C.K. Shastri, Managing Director of Intense Technologies Limited said,

"With over three decades of solid industry experience across BFSI, Telecom, and now in Government sectors, we are confident in our ability to drive sustainable growth and deliver transformational value to our clients. Expansion into international markets, combined with strategic investments in building a high-performing sales team, is already yielding positive results with green shoots of opportunities firmly in place and gaining traction.

Our strong focus on leveraging advanced capabilities in AI, Generative AI, and data management positions us to meet our clients' evolving needs with agility and innovation. We are confident that these strategic initiatives will unlock new avenues for growth and secure long-term revenue streams."

Message from Directors' desk

Our intensity.
Your agility.

Ms. Anisha Shastri

Executive Director

Commenting on the results, Ms. Anisha Shastri, Director of Intense Technologies Limited said,

"In the first three quarters, we've successfully surpassed last year's revenue. The strategic vision set forward two years ago under 'Project Butterfly' is progressing as planned, with green shoots such as Centralized Communications Hub, Transmission Services, Data Services, and Managed Services in the Government sector taking off successfully. These emerging opportunities are paving the way for sustained growth and long-term value creation for the company.

A key pillar of Project Butterfly was to strengthen our leadership team, and we have made significant strides in this area. We successfully onboarded seasoned professionals with deep industry expertise and extensive networks to head our growth and delivery teams. This includes the appointment of a Chief Revenue Officer (CRO) to drive growth and a Chief Customer Experience Officer (CCXO) to enhance operational excellence and delivery efficiency. Together, they will play a pivotal role in advancing our growth agenda and ensuring efficient service delivery for our clients.

Our state-of-the-art platforms continue to receive industry-wide recognition from leading global analyst firms such as IDC, Aspire, Celent, Omdia, and Gartner. These accolades validate our strong position and thought leadership in our key domains. We have successfully added three new logos in Q3, including a prominent life-insurance client.

As the world shifts to embrace AI-led automation, Gen AI, and data-driven technologies, we have strategically prioritized investments in AI to accelerate solution delivery. And improve customer experience. Our enhanced focus has allowed us to decrease implementation timelines, allowing clients to realize business value faster. This positions us as a trusted, future-ready partner committed to helping enterprises navigate evolving business needs with cutting-edge, AI-driven platforms."

Key Highlights of FY25-26

Our intensity.
Your agility.

Crossed last year's annual revenue
By Q3 FY'25

Strengthened Leadership team with experienced professionals

Green shoots are taking off

Streamlined team from 600 to 525, reinvesting strategically in Sales

Successfully added 3 new logos in Q3 FY'25

Transitioned from a Tech-driven to a Sales-driven powerhouse

Consecutively declared dividend for the 5th year

Recognized by the best

Our intensity.
Your agility.

CELENT

Recognized as **Luminary** in Customer Communication Management
for our excellence in solution capabilities and leading market presence

IDC

Recognized as a **Major Player** in the **IDC MarketScape:** Worldwide **Intelligent Customer Communications Management** 2024

IDC

Recognized as a **Major Player** in the **IDC MarketScape:** Worldwide **Automated Document Generation** 2024

OMDIA

Recognized in OMDIA Universe for Customer Communications Management

Quadrant Knowledge Solutions

Intense Technologies Achieves Leader Position in Quadrant SPARK Matrix for **Customer Communication Management**, 2024

ASPIRE LEADERBOARD

Named a **Leader** in **Interaction Experience Management (IXM)**. Recognized as **Business Automation and AnyPrem CCM Software Leader** in Aspire Leaderboard™ 2024 (seventh year in a row)

Winner of 'Excellence in IT Solutions' by SME-Empowering India Awards

Winner of SME Empowering India Awards 2024 for '**Excellence in IT Solutions**' presented by the Ministry of Textiles, Government of India

Gartner

Named in Gartner Market Guide as one of **Representative Vendors** of the CCM market

UniServe™ NXT Digital Suite Rated **Number One** by Customers - Gartner Peer Insights

Our intensity.
Your agility.

Gartner peerinsights™

Globally Ranked No.1 ★★★★★

Overall customer rating of 4.9/5 among CCM vendors featured in the **Gartner Peer Insights**

98%

of customers have rated us 4 and 5 on a scale of 5 and the service we deliver as **"outstanding"** with **excellent product functionalities**

4.8/5

Rating for our Product Functionalities

4.7/5

Rating for Evaluation & Contracting

4.8/5

Rating for the Service and Support provided by our product

Our intensity.
Your agility.

About Intense Technologies Limited

Our intensity.
Your agility.

4
Present across
4 continents

70+
Implementations across
the globe

50%
More than 50% market
Share in Insurance &
Telecom market

21+
awards and recognitions
From industry, Government,
media and analysts

Fortune 500s
Use our solutions
Globally

22
IP assets Copyrighted &
Patents filed

More than
1Bn notifications
a day
1Bn

25 billion USD
Process 25bn USD worth of
client revenue data

500
million statements
generated everyday

500+
Skilled workforce spread
across the globe

30+
Years of Enterprise Data
Management and BPM
experience packed in

Publicly listed on
NSE & BSE

Right platforms for high-potential applications

Our intensity.
Your agility.

Global

Customer communications management market to grow from

USD 2 bn in 2024 to USD 5 bn in 2032

Data quality tools market to grow from

USD 3.3 bn in 2020 to USD 7.5 bn in 2027

Data governance market is expected to expand from

USD 4 bn in 2023 to USD 20 bn in 2032

Global

Low code development platform market to grow from

USD 16 bn in 2024 to USD 62 bn in 2029

Global public cloud services market expected to reach

USD 1.34 tn in 2027

Global AI market expected to grow from

USD 621.2 bn in 2024 to USD 2,740.5 bn by 2032

Source: Mordor Intelligence, IDC, Fortune Business Insights, ET

Advanced technologies and platforms integrating data solutions in tandem with AI and cloud are emerging as the largest source of growth within IT

Our AI-powered Platforms & Services

Our intensity.
Your agility.

Platform for Results:

UniServe™ NXT Centralized Communication Hub

Everything you need to communicate effectively & cost-efficiently

- 360- Communication Agent Designer
- Reach – Centralized Communication Orchestrator
- Connect - Last Mile SMS/Email/WABA /RCS/Voice Bots

AI-Enabled Data Management Platform

Understand, score, enrich & remediate data and derive insights powered by chat gpt

- IDM - Data Management Hub
- 1Vu – Golden Record Creation

Low-code Application Development Platform

Build Enterprise-grade applications in record time with zero manual coding efforts.

- Process Automation
- Forms Automation
- Low code custom app development

Tech-Enabled Services :

Data Services

- Data Management
- Data Quality
- Golden Record Creation
- De-duplication
- Data Governance
- Process Automation

Talent as a Service

- Workforce Optimization
- Build-Operate-Transfer

Managed Services

- Solution Engineering
- Testing Services
- Product Engineering
- Infra Services
- Government Managed Services

For a Large Private Bank in India
Centralized Communication Governance

Our intensity.
Your agility.

About customer

The Customer

One of India's leading private sector banks. The company sells financial services to large and mid-sized companies, SMEs, and retail businesses, with a network of over 5100 domestic branches..

The Objective

To reduce operational cost leakages, streamline communications to minimize redundancy, and enhance governance and regulatory controls.

Problem – Solution – Result

Problem

- Increased cost of sending redundant communications
- Increased IT operation costs
- 250+ systems had siloed communications
- Lack of centralized visibility: Revenue leakages owing to disparate data and non-standardized reconciliation
- Penalty and fines due to non-adherence to regulatory reports of communications
- High TAT to deploy regulatory requirements

Solution

- Single source of billing for communication and seamless integrations with CRM, Fastag, transmission services, and more
- BPM-based process automation to optimize template approval workflow
- 8000+ templates developed so far
- Unicode-compliant application
- 100% compliance with RBI regulations

Results

- Improved cross selling and up-selling opportunities through transactional communications
- Communication personalization with omni-channel delivery
- Unified dashboard to track entire communication journey and improved visibility
- Centralized portal with governance

Impact delivered

Increased OpEx savings, revenue enhancement, and improved CX

85Cr

Operational cost savings of 85Cr with optimized customer communications

4X

Lead generation

6-8Cr

Unified platform for **6-8Cr** communications per day

Large Private Bank
Improving Data Quality for Enterprise Excellence

Our intensity.
Your agility.

About customer

The Customer

One of India's leading private sector banks, the company has over 8,883 domestic branches and 21,080 ATMs across 3,836 cities and towns pan-India. The company is India's largest private sector bank by assets and the world's tenth-largest bank by market capitalization as of May 2024.

The Objective

To enhance data management and integrity, improve customer experience, and operational efficiency. The bank sought to minimize errors, ensure the accuracy of datasets, and enable data-driven decision-making

Problem – Solution – Result

Problem

- Managing a vast customer base of 100 million+ & significant challenges in data handling
- Inability to differentiate existing vs. new customers
- Heterogenous products, services, and source systems
- Improper stakeholder management

Solution

- **Data Profiling**: Conducted thorough analysis of existing data sets to identify patterns, duplicates, inconsistencies, and anomalies
- **Data Score Cards:** Developed a scoring mechanism to assess the reliability of each data source, enabling prioritization of data-cleaning efforts
- **DQ Check:** Implemented automated data quality checks at various stages of data handling to catch errors proactively

Results

- 73 data elements covered and standardized over 5 key systems; improved CX due to improved data accuracy
- Streamlined operations, enabling better decision-making and service delivery
- Cross system data remediation helped to equalize the data across all systems; standardization with reference master helped in making similar LOVs across all systems
- Data Visualization and exception reports helped operations teams to easy identify and resolve the data quality issues

Impact delivered

50% Reduction
in Customer Abandonment

Reduction in Customer Abandonment Rates Across the Digital Journey

5% Revenue Enhancement

Post successful data quality transformation

21 Source Systems

Integrated for seamless data processing

Tax body of a Large Democracy
Delivering Digitized and Seamless Citizen Experiences

Our intensity.
Your agility.

About customer

The Customer

This tax body Is the major source of tax revenues to their Government.

The Objective

To triple taxpayer base by simplifying tax filing process and to adopt a system that enabled extremely easy change management of the forms

Problem – Solution – Result

Problem

- Network connectivity issues persist
- 20000+ regulatory rules to be applied dynamically creating a change management overhead
- Excessive dependency on database
- Filling ITR forms lacked compatibility with multiple devices

Solution

- All forms were developed by non-IT with zero coding experience using drag and drop & configurable features
- One-for-All: Built once using NXT for web, offline and mobile reducing change mgmt. efforts
- Set up a 150+ member strong team delivering e2e managed services in a complex domain in short timeframe during the pandemic

Results

- Easy change management by taxation experts instead of coders
- Filing process can be accessed even without connectivity
- Server-less architecture reduced the need for huge infra expenditure
- Compliance to Accessibility (GIGW) standards

Impact delivered

Outstanding citizen experience

63 days to 1 day
Reduced processing time from **63 days** to **1 day**

8.5Cr+
Users filed taxes using our low-code platform

85%
information is auto-filled reducing tax fraud possibilities

Our intensity.
Your agility.

Digital Business Demands New Architecture

In10s

Corporate Headquarters

Intense Technologies Limited

Unit # 01, The Headquarters, 10th floor,
Wing B Orbit by Auro Realty, Knowledge City, Raidurg,
RR District, Hyderabad 500019
e-mail: internationalsales@in10stech.com

Corporate Offices

INDIA | UK | USA | UAE

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