

Ref: ITL/SE/2025-26/10

**Date: May 19, 2025**

To,

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

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

Scrip Code: 532326

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 the Financial Results of the Company for the Q4 & 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**



**Pratyusha Podugu**

Company Secretary & Compliance Officer

Our intensity.  
Your agility.

# Q4 FY25 & FY25 Earnings Presentation

Intense Technologies Limited

In10s<sup>7</sup>

[www.in10stech.com](http://www.in10stech.com)

INTENSE TECHNOLOGIES LTD.

# Safe Harbor

Certain words and statements in this presentation concerning Intense Technologies and its prospects, and other statements, including those relating to Intense Technologies expected financial position, business strategy, the future development of Intense Technologies' 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 Intense Technologies, or industry results, to differ materially from those expressed or implied by such forward-looking statements. Intense Technologies 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.

**1. Q4 FY25 & FY25 Financials**

**2. Company Profile**

**Index**

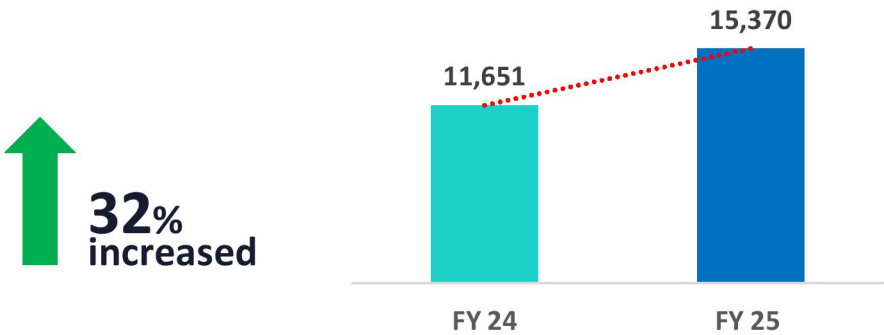


# Q4 FY25 & FY25 Financial Overview

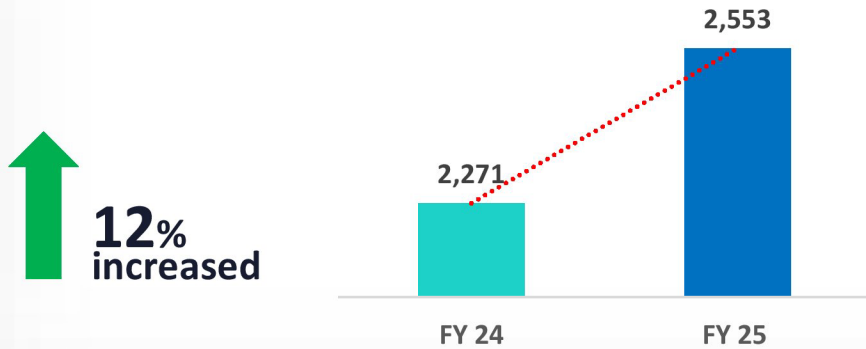
---

# Financial Highlights – Consolidated Financial Results – FY25

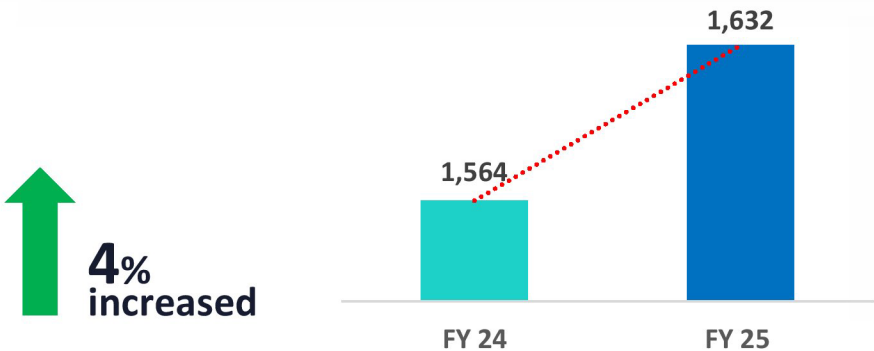
Revenues (in lakhs)



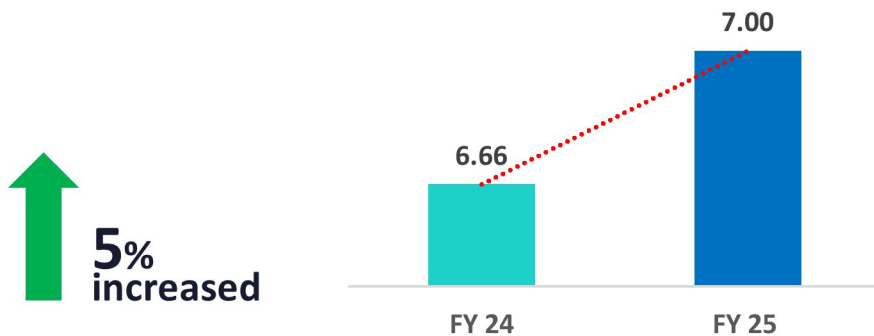
EBITDA and EBITDA Margin %



PAT & PAT Margin %



EPS





## Message from MD's desk



**Mr. C K Shastri,  
Chairman & Managing Director**

### **Commenting on the results, Mr. C.K. Shastri, Chairman & MD of Intense Technologies Limited said,**

“We’re proud to have delivered an impressive growth in consolidated revenues by 32% YoY basis along with 12%-year-over-year EBIDTA—an achievement that reflects our unwavering commitment to innovation, strategic investment, and creating lasting value for our clients and partners. Our focused investments in sales and marketing are clearly yielding results, reflected in a high-performing sales organization and stronger market penetration across key verticals, enabling us to unlock new revenue streams and deepen client relationships.

Our focus areas in Agentic AI and Gen AI capabilities are coming to empower clients to adapt in real-time, accelerate innovation, and drive long-term value. This shift not only accelerates innovation but also helps enterprises reduce operational complexity, shorten time-to-value, and unlock new opportunities for growth.

By aligning our operational strengths with evolving market demands, we are uniquely positioned to provide clients with predictable, cost-efficient, and outcomes-driven solutions that fuel growth and resilience.”



## Message from Directors' desk



**Mis. Anisha Shastri**  
**Executive Director**

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

“Over the past year, we have secured 20 new logos in BFSI and Government sector, reflecting the growing trust in our solutions and the operational strength we bring to our clients. Our efforts to expand global partnerships, enter new markets, and build stronger sales and leadership team are showing clear results. With new sales offices in Mumbai and the U.S., combined with a more focused go-to-market strategy, we are well-positioned to serve fast-growing international markets and deepen engagement across key verticals. These initiatives have already begun to yield promising opportunities in our pipeline. We’ve enhanced our leadership team by bringing in seasoned industry experts with strong pedigrees, extensive networks, and deep experience. This bolsters our ability to innovate and scale as we move into the next phase of growth. Additionally, our treasury initiatives are taking good effects, reinforcing financial discipline.

Our Agentic AI-driven Centralized Communications Hub is a one-stop shop for all communication needs. It automates and hyper-personalizes interactions across channels, boosting revenue, improving margins, and ensuring governance and compliance. Our Gen AI-powered Low-code Platform simplifies app development, cuts reliance on resources, speeds change management, and accelerates time-to-market.

We have secured a patent in large-scale data handling that significantly advances efficiency and intelligence in data processing. We’re also honored to be recognized by leading global analyst firms including IDC, Omdia, Quadrant, and Aspire for our solution strengths in Centralized Communications, CPaaS, and Low-code Platforms. These accolades are not just honors; they are a reflection of the strong IP backbone, execution rigor, and market relevance we bring to the table.

As we look ahead, we remain committed to scaling responsibly—investing in intelligent platforms, deepening client relationships, and driving outcomes that position us not just as a technology provider, but as a long-term strategic partner in enterprise and public sector transformation.”



# Key Highlights of FY24-25

Our intensity.  
Your agility.

## 20 New Logos

Onboarded 20 new customers in BFSI and Government, accelerating growth in core verticals



Strengthened Leadership Team with experienced professionals committed to transformative growth



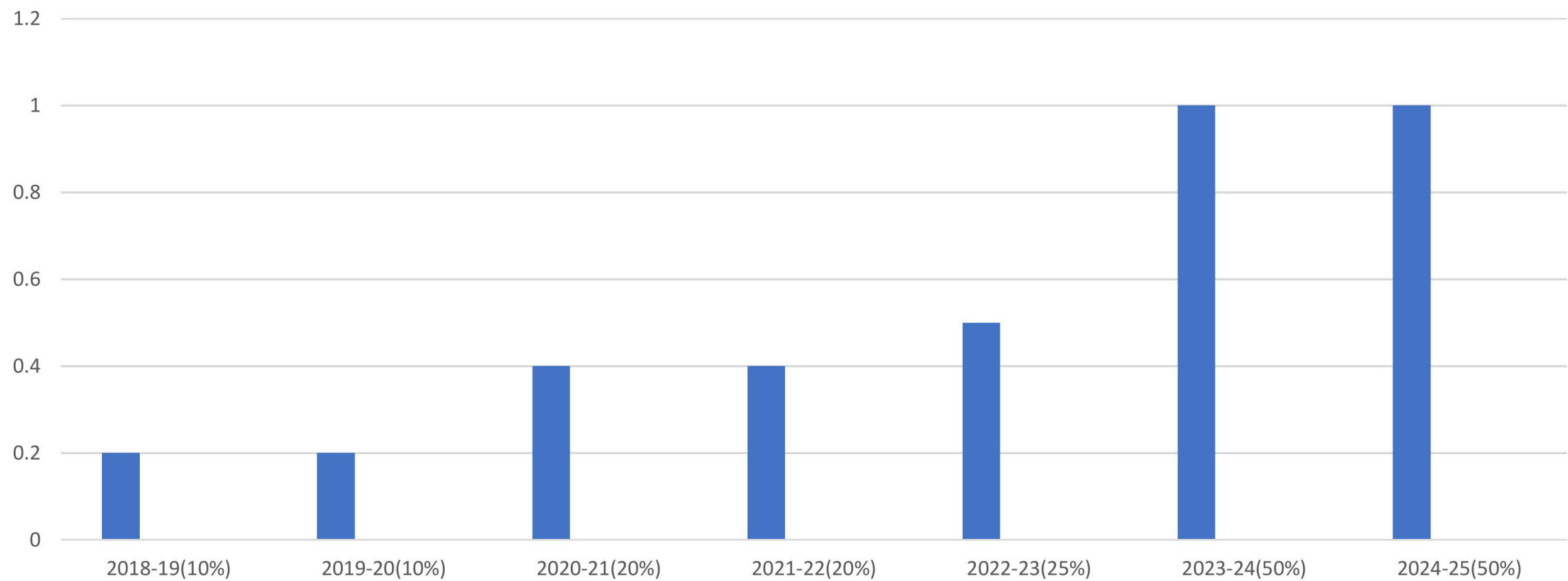
Green shoots are taking off and contributed significantly for FY 25 Revenue



Platform recognized in leadership positions by key analysts - IDC, Celent, Omdia, Quadrant, Aspire

Intense is pleased to announce the Dividend for the 7th consecutive year

YOY – Dividends History



# FY25 - Profit & Loss Statement - Consolidated

In ₹ Lakhs



In ₹ Lakhs

Particulars	FY25	FY24
Revenues	14,979.64	11,448.73
Other Income	390.67	202.38
<b>Total Income</b>	<b>15,370.31</b>	<b>11,651.11</b>
Operating Expenses	279.68	349.70
IT Infrastructure Cost	2,820.37	939.79
Employee Benefits Expenses	6,268.11	5,823.30
Professional, Consultants & Related Expenses	1,934.22	823.51
General Admin & Other Expenses	1,514.54	1,443.66
Total Expenditure	12,816.93	9,379.96
<b>EBITDA</b>	<b>2,553.38</b>	<b>2,271.15</b>
EBIDTA (%)	16.61%	19.49%
Finance Costs	26.15	38.79
Depreciation and Amortization	489.36	232.47
PBT	2,037.87	1,999.89
Tax	405.55	436.26
<b>Net Profit</b>	<b>1,632.31</b>	<b>1,563.63</b>
Net Profit Margin (%)	10.62%	13.42%
Other Comprehensive Income	57.92	160.50
Total Comprehensive Income For The Year	1,690.23	1,724.12

# Q4 FY25 - Profit & Loss Statement - Consolidated

In ₹ Lakhs

Our intensity.  
Your agility.

Particulars	FY25	FY24
Revenues	3,532.37	3,113.86
Other Income	62.99	93.64
<b>Total Income</b>	<b>3,595.36</b>	<b>3,207.50</b>
Operating Expenses	61.43	102.45
IT Infrastructure Cost	414.18	36.13
Employee Benefits Expenses	1,560.19	1,638.70
Professional, Consultants & Related Expenses	744.62	367.22
General Admin & Other Expenses	377.46	588.21
Total Expenditure	3,157.89	2,732.71
<b>EBITDA</b>	<b>437.47</b>	<b>474.79</b>
EBIDTA (%)	12.17%	14.80%
Finance Costs	6.98	8.33
Depreciation and Amortization	132.39	78.87
PBT	298.10	387.59
Tax	26.02	87.19
<b>Net Profit</b>	<b>272.07</b>	<b>300.40</b>
Net Profit Margin (%)	7.57%	9.37%
Other Comprehensive Income	(1.72)	61.31
<b>Total Comprehensive Income For The Year</b>	<b>270.35</b>	<b>361.71</b>

In ₹ Lakhs



# Balance Sheet - Consolidated

Our intensity.  
Your agility.

In ₹ Lakhs

Equities & Liabilities	FY25	FY24
Equity	466.16	469.35
Reserves	13,655.82	12,423.59
Non-Controlling Interests	-	-
<b>Net Worth</b>	<b>14,121.98</b>	<b>12,892.94</b>
<b>Non-Current Liabilities</b>		
Non Current Borrowings	15.65	16.31
Long Term Provision	754.02	660.06
<b>Total Non-Current Liabilities</b>	<b>769.67</b>	<b>676.37</b>
<b>Current Liabilities</b>		
Current Borrowings	7.91	8.45
Trade Payables	705.09	185.63
Other Current Liabilities	1,812.91	1460.85
<b>Total Current Liabilities</b>	<b>2,525.91</b>	<b>1,654.93</b>
<b>Total Liabilities</b>	<b>17,417.55</b>	<b>15,224.24</b>

Assets	FY25	FY24
<b>Non-Current Assets</b>		
Tangible Assets	264.11	310.21
Intangible Assets	1,647.95	1,486.75
Intangible Assets Under Development	450.00	527.45
Other Non Current Financial Assets	3,495.84	4,626.78
Deferred Tax Assets (Net)	136.70	135.22
Other Non Current Assets	262.08	181.96
<b>Total Non-Current Assets</b>	<b>6,256.68</b>	<b>7,268.38</b>
<b>Current Assets</b>		
Trade receivables	6,727.57	4,490.44
Cash & Bank Balance	2,543.42	1,838.09
Other Current Financial Assets	29.91	40.86
Current Tax Assets (Net)	1,183.56	1,129.41
Other Current Assets	676.42	457.06
<b>Total Current Assets</b>	<b>11,160.87</b>	<b>7,955.86</b>
<b>Total Assets</b>	<b>17,417.55</b>	<b>15,224.24</b>

# Cashflow Highlights - Consolidated



In ₹ Lakhs

Particulars	FY25	FY24
Cashflow from Operations	184.94	2,780.81
Cashflow from Investments	1,006.30	(2,297.10)
Cashflow from Financing	(485.90)	(86.80)
Net Cash Flow	705.33	396.91

# About Intense Technologies Limited



# 4

Present across  
4 continents

# 78+

Implementations across  
the globe

# 50%

Market Share in  
Telecom in India

Our intensity.  
Your agility.

# 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



# Our Customers and Partners

## BFSI



## Telecom



## Govt./Conglomerate



# Our Valued Partners



# Recognized by the best

**Gartner**



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

**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**

**CELENT**

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

**QKS Group**  
**SPARK Matrix™**

Recognized in QKS Group SPARK Matrix™ for Customer Communication Management for Third Consecutive Year

**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)



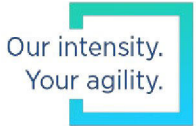
**Winner of 'Excellence in IT Solutions' by SME-Empowering India Awards**

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

**OMDIA**

Recognized in OMDIA Universe for **Customer Communications Management** and **CPaaS**  
Recognized as a **'Challenger'** in **Omdia Universe: No-Low-Pro AppDev Platforms, 2025**

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



**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 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 & Marketing Automation



Connect - Last Mile SMS/Email/WABA/RCS/Voice Bots

### AI-Enabled Data Management Platform

Understand, score, enrich & remediate data



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



# Centralized Communication Governance - One of India's leading private sector banks

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

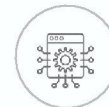
## Impact delivered

Increased OpEx savings, revenue enhancement, and improved CX



**\$10Mn+**

Operational cost savings of \$10Mn annually through optimized customer journey orchestration



**4X**

Lead generation



**60-80Mn**

Unified platform for **60-80Mn** communications per day

# Improving Data Quality for Enterprise Excellence - One of India's leading private sector banks

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

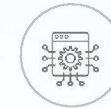
### Solution

- **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 easily 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



# Digital Business Demands New Architecture



**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](mailto:internationalsales@in10stech.com)

**Corporate Offices**

INDIA | UK | USA | UAE

[www.in10stech.com](http://www.in10stech.com)

