

Ref: ITL/SE/2024-25/29

**Date: August 06, 2024**

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 Quarterly Financial Results for the Q1 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**



**Pratyusha Podugu**

Company Secretary & Compliance Officer

Our intensity.  
Your agility.

# FY 2024-25 – 1<sup>st</sup> Quarter Earnings Presentation

Intense Technologies Limited

In10s<sup>7</sup>

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

INTENSE TECHNOLOGIES LTD.

# Safe Harbour

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. Q1 FY'25 Financial Highlights**

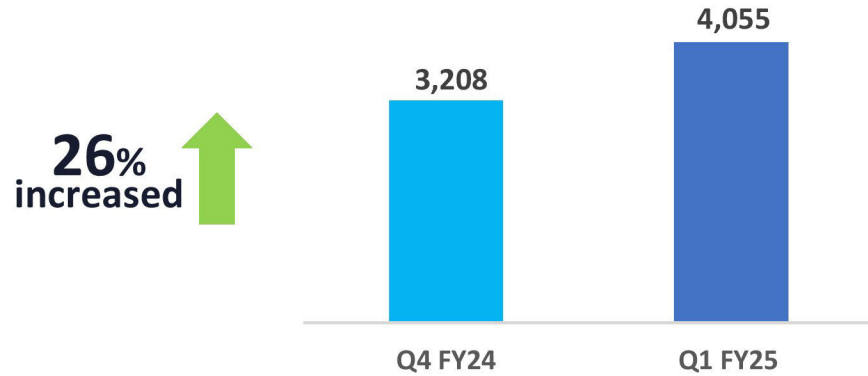
**2. Company Profile**

**Index**

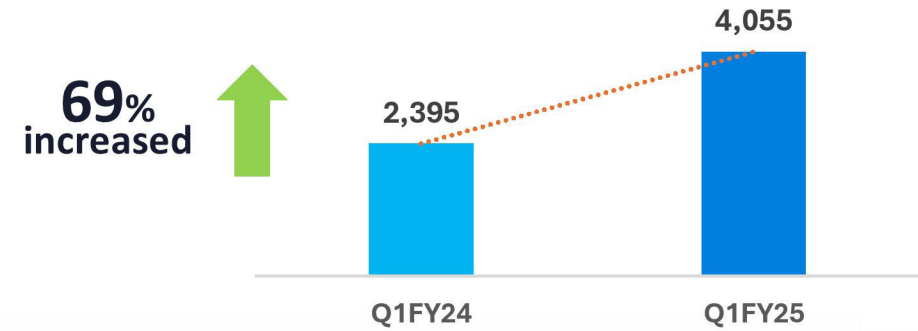
# Q1 FY'25 Financial Highlights

# Financial Highlights – Consolidated Financial Results – Q1FY25

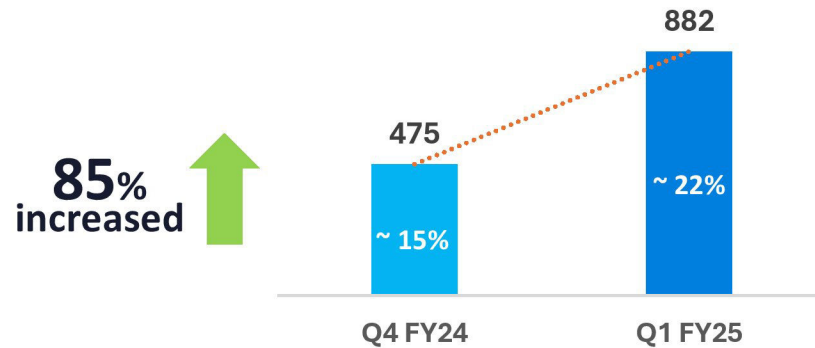
Q4FY24 Vs Q1FY25 - Revenues (in lakhs)



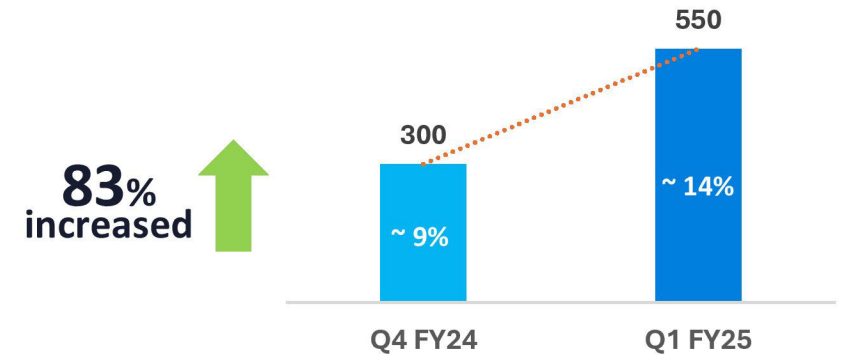
Q1FY24 Vs Q1FY25 – Revenue (In Lakhs)



Q4FY24 Vs Q1FY25 – EBIDTA & EBITDA Margin



Q4FY24 Vs Q1FY25 – PAT & PAT Margin



## Message from MD's desk



**Mr. C K Shastri**

**Founder & Managing  
Director**

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

“Clients are increasingly prioritizing AI-powered processes to augment productivity and profitability. Our platforms are powered by AI helping organization to achieve their business objectives. As BFSI specialists, we continue to engage large enterprises for their mission-critical requirements, often handling large volumes of data and heavy computation in order to produce actionable output. The Government vertical has also gained traction and is shaping up well, in line with our capabilities to service their needs.

We have, all marquee names as clients, with whom we enjoy deep professional relationships. Initiatives to up-sell and cross-sell our IP-rich solutions are yielding traction, and gradually this will show up in our performance in the form of stickier engagements.

In10s specializes in mission-critical assignments, helping customers to see results and outcomes rather than getting them to commit to incremental investments in software/hardware.”

## Message from Directors' desk



**Ms. Anisha Shastri**

**Whole Time Director**

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

“The strategic decisions taken by us under Project Butterfly have allowed us to cross INR 100 crore in revenue in FY24, underlining the success of our approach. As we look at the coming quarters, this initiative has enabled us to diversify our revenue streams to serve our enterprise customers better. As we leverage our capabilities and learnings across large projects, I am pleased at how the Government vertical has also seen healthy growth.

Business development initiatives are gaining foothold and translating into higher engagements within client relationships, as we had planned. I am glad to share that we have added two new clients in the Americas and have executed a new implementation for transmission services during the quarter. While discretionary spending continues to stay under pressure, in order to maintain the momentum, we are taking steps to use our cash reserves to invest in sale efforts. The quarter saw us adding a senior resource in the U.S., who will be engaging with clients in the Americas.

Our highly differentiated offerings around driving efficiencies through data management at scale, and our transformation capabilities, have positioned us well in this market, to grow.”



# About Intense Technologies Limited

# 4

Global presence  
across 4 continents

# 70+

Implementations across  
the globe

# 50%

More than 50% market  
Share in Insurance &  
Telecom market

Our intensity.  
Your agility.

# 15+

awards and recognitions  
From industry, Government,  
media and analysts

# Fortune 500s

Customers  
Use our solutions  
Globally

# 19

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

# Recognized by the best



2024

Recognized as a Challenger in Omdia Universe for Customer Communication Management



2023, 2022



Intense Technologies Achieves Leader Position in Quadrant SPARK Matrix for **Customer Communication Management**, 2023



2022, 2021 & 2020



Business Automation **Leader & Comprehensive** in Customer Communications & **Omni-channel Orchestration** in Aspire Leaderboard™ 2022 (fifth year in a row)



Best SME with Global Footprints 2021 by SME-Empowering India awards

Intense Technologies receives the Best SME with Global Footprints 2021



4 Patents filed :  
App no: #6529/CHE 2015; 5139/CHE/2014



2021 & 2019



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

# Intense rated number one by customers - Gartner Peer Insights 2023



**Globally Ranked No.1** ★ ★ ★ ★ ★

Overall customer rating of 4.9/5 among CCM vendors featured in the **2023 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

# FY2023-2024 - Key Highlights



Achieved the groundbreaking milestone of crossing **100 Cr in sales for the first time**



**Focused on expansion with no net-new headcount growth outside of Sales**

**Green shoots are taking off**

**Consecutively declared dividend for the 5<sup>th</sup> year**

**Streamlined team from 600 to 540, reinvesting strategically in Sales**

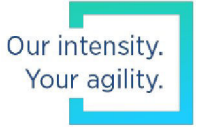


**Transitioned from a Tech-driven to a Sales-centric organization**

**Data project closed**

**25% Reduction in Days Sales Outstanding (DSO)**

# Platforms & Tech-enabled offerings



In10s' enterprise software credentials position it uniquely to positively impact clients on costs and revenues

In10s' engagement with large enterprise clients and government for Tech-enabled Services will drive both revenues and margins

## Platforms for Results

### UniServe™ NXT Marketing & Communication Hub



360-Communication Hub



Reach - Marketing Automation Hub



Connect-Transmission Services

### AI-Enabled Data Management



IDM - Data Management Hub



1Vu - Identity Management

### Low-code Application Development Platform



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



### Cloud Services

- Cloud Consulting Services
- Cloud Engineering
- Cloud Security and Compliance



### Talent as a Service (TaaS)

- Workforce Optimization
- Build-Operate-Transfer



### Managed Services

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

# Right platforms for high-potential applications

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**

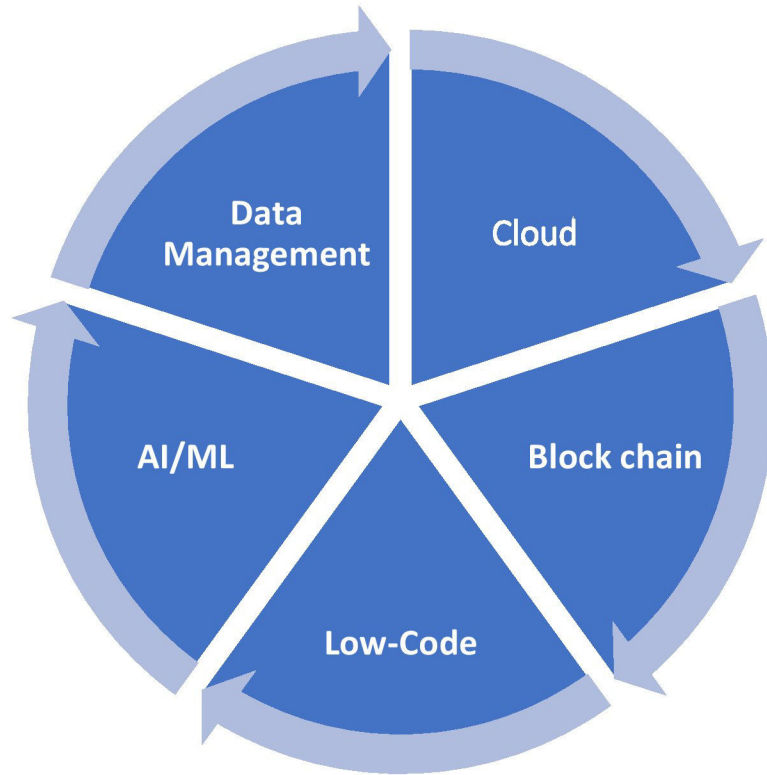
Global AI market expected to grow from  
**USD 621.2 bn in 2024 to USD 2,740.5 bn by 2032**

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

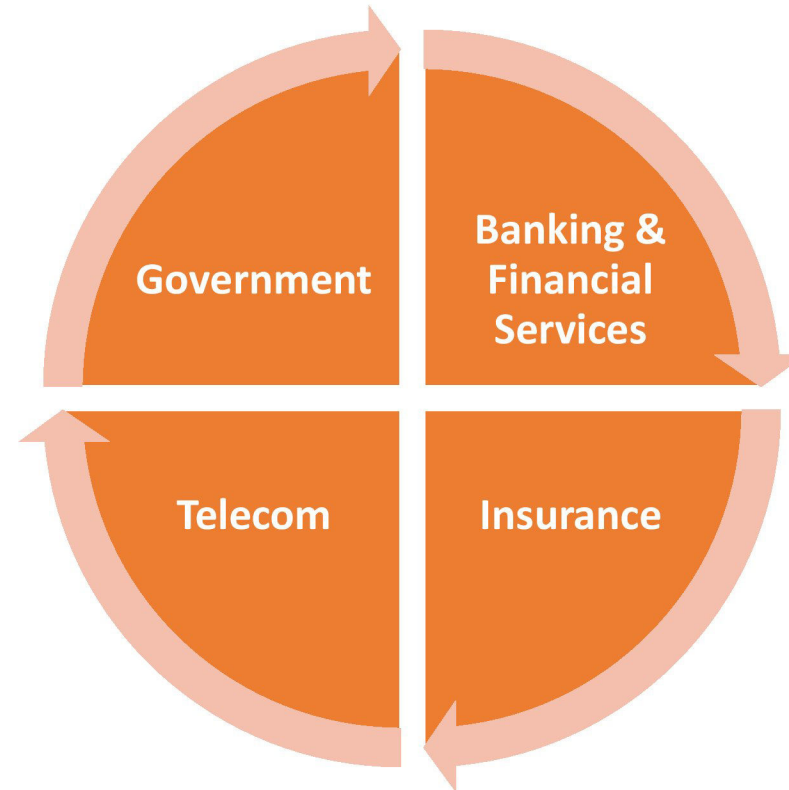
Advanced technologies and platforms integrating data solutions in tandem with AI and cloud are emerging as the largest source of growth within IT

# More than two decades of experience

## Technology Expertise



## Domain Expertise





# Delivering Seamless Citizen Experiences

## The Customer

The Income Tax Department of India is the major source of tax revenues to the Indian Government. Every citizen is mandated to file their returns with ITD every year.

## 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

## The Problem

- Network connectivity issues persist
- 20,000+ regulatory rules to be applied dynamically creating a change management overhead
- Excessive dependency on database
- Filing ITR forms lacked compatibility with multiple devices
- Need to redo multiple times

## The Solution

- Configurable UX: All forms were developed by non-IT with zero coding experience using drag and drop & configurable features
- BPM and rules engine: Complex field/cross-field/cross-module/form level validation were logically configured
- One-for-All: Built once using NXT for web, offline and mobile reducing change mgmt. effort
- Set up a 150+ member strong team delivering e2e managed services in a complex domain in very short timeframe during pandemic

## Results

- Easy change mgmt. 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: **Outstanding citizen experience**



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



**85 million** citizens file their taxes worth **USD 18 billion**



**85%** information is auto-filled reducing tax fraud possibilities

# Centralized Communication Governance to save millions

## 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 5,100 domestic branches.

## The Objective

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

## The Problem

- Increased cost of sending redundant communications
- Increased IT operation costs
- Customer dissatisfaction
- Revenue leakages owing to disparate data and non-standardized reconciliation
- Penalty and fines due to non-adherence to regulatory reports of communications

## The 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
- **8,000+** 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: **Increased OpEx savings, revenue enhancement, and improved customer experience**



Seamless integration of more than **250+** source systems



Operational cost savings of **85 Cr annually**



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

# Customer Onboarding and Engagement Journey

### The Customer

World's fastest growing green field 4G service provider which disrupted Indian telecom market and brought India to no 1 position in data usage.

### The Objective

Reduce/Automate O2A from 6 hours to 3 minutes.  
Single platform for onboarding, digital customer engagement and customer communications.

## The Problem / Opportunity

- To disrupt business by improving customer experience
- Reduce total cost of customer engagement by end to end automation
- Seamlessly integrate with multiple systems, processes and automate all business processes of customer lifecycle

## The Solution

- Responsive UX
- BPMN2.0 / xPDL workflow for process agility
- API gateway
- Notification @ 21k TPS
- Re-usable and micro-services components
- Supports multiple channels of delivery - email, SMS, Push, OBD

## Results

- End-to-end automation of business process
- Digital service innovator award for faster customer onboarding by TM Forum
- Integrated with 20+ applications

**Impact: Seamless and quick onboarding**



Reduced **O2A** from **6 hours** to under **3 minutes**



Onboarded **100 million** subscribers in **170 days**



**170 billion** communications sent in a year

# Digital Business Demands New Architecture

# In10s<sup>7</sup>

## 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)

## Other Locations

UK | USA | UAE

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

