

Ref: ITL/SE/2024-25/14

Date: May 21, 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, 5th 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 of the Earnings Conference Call held today i.e., May 21, 2024, relating to FY 2023-24 Annual financial results is being submitted. You can also find the Presentation on the website of the Company at the following web page:

<https://www.in10stech.com/Investors>

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.

FY24 Earnings Presentation

Intense Technologies Limited

In10s⁷

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.

AGENDA

Our intensity.
Your agility.

1

**Financial
Highlights**



2

**Company
Profile**



3

**Business
Offerings**



4

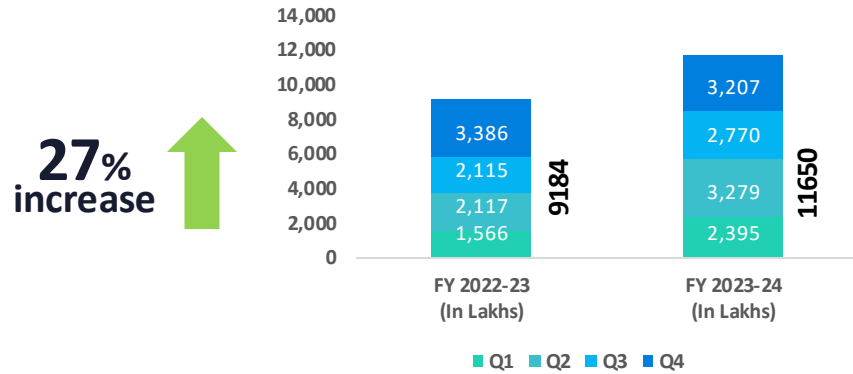
**Customer
Success Stories**



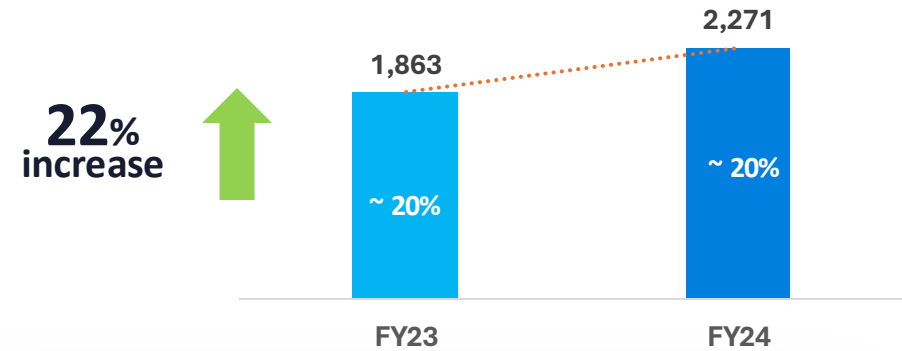
FY24 Financial Highlights

Financial Highlights – Consolidated Financial Results – FY 24

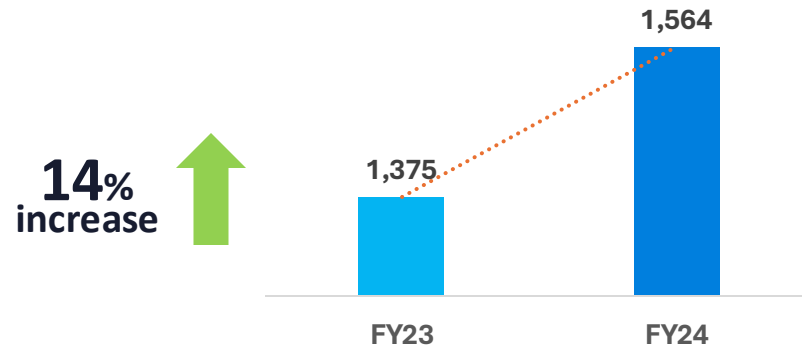
Revenues (in lakhs)



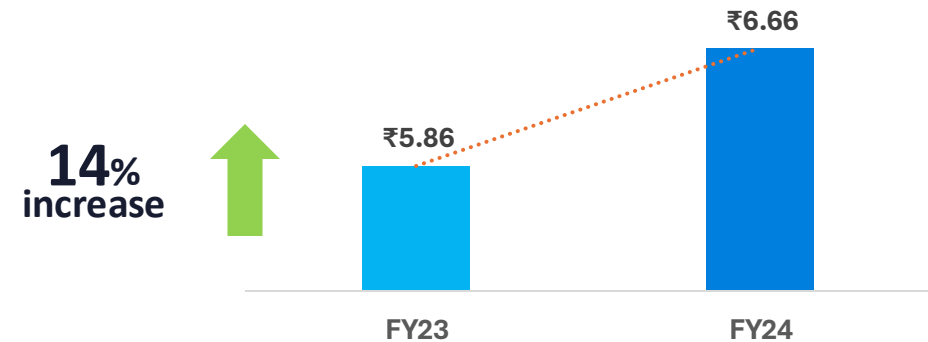
EBITDA and EBITDA Margin %



PAT & PAT Margin %



EPS



Message from MD's desk



C K Shastri

Founder & Managing Director

Commenting on the results, Mr. C.K. Shastri, Managing Director of Intense Technologies Limited said, "Intense Technologies has achieved remarkable success with Project Butterfly, delivering an impressive 27% increase in topline performance year-over-year. Our strategic focus on optimizing existing client relationships and capitalizing on cross-selling and up-selling opportunities has driven significant traction, particularly in the BFSI and Telecom sectors.

Intense is strategically positioned to capitalize on the next phase of IT industry evolution by placing data at the core of our product and service offerings, emphasizing scale, specialization, and technological expertise. With enterprises increasingly integrating AI-driven processes into their workflows, Intense offers robust capabilities to leverage large datasets, thereby enhancing customer engagement and driving digital transformation. Our commitment to data quality and governance underscores the pivotal role of data in modern business processes.

In the realm of enterprise communication, Intense excels in providing end-to-end IP-enabled Services, encompassing communication planning, design, and dissemination at scale. Our track record of delivering data services to enterprises exemplifies our expertise and commitment to client success. Moreover, our focused efforts on government projects involving the management of extensive datasets have yielded profitable momentum, albeit on a modest scale. Additionally, launching our core offering on the AWS marketplace as a SaaS solution has garnered significant customer interest, signaling promising growth prospects.

Throughout the year, our diligent measures to optimize operating expenses have yielded substantial gains, enhancing project cost management and receivables efficiency. With our innovative business approach, Intense Technologies continues to empower organizations to harness the full potential of their data assets."

Message from Directors' desk



Anisha Shastri

Whole Time Director

Commenting on the results, Ms. Anisha Shastri, Director of Intense Technologies Limited said, “Our investments are starting to pay off with positive outcomes emerging gradually. Intense is expanding partnerships with crucial existing clients to forge new and assured revenue channels. This quarter, we've acquired two new clients, and we've bolstered our business development prowess for more predictable results. By harnessing our intellectual property assets, we remain a fundamental facilitator of crucial projects. We take pride in broadening our scope to contribute to overall revenue growth and amplify operational efficiency.

Our forte lies in data—our IP revolves around managing and governing data to deliver tangible enhancements to customers, both in their daily operations and strategic endeavors. We're trailblazers in seamlessly integrating legacy and mainframe applications, specializing in vital systems such as billing, core banking, and insurance applications, which foster meaningful engagements with end-users. Our continuous focus on enhancing our expertise in data, analytics, AI, and communications governance ensures that our distinctive capabilities position us as the preferred choice.”

Key Highlights



Achieved a groundbreaking milestone by crossing **100 Cr for the first time**



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

Green shoots are taking off



Streamlined team from 600 to 540, reinvesting strategically in Sales



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

Date project closed

~20% Reduction in Days Sales Outstanding (DSO)

Recognized by the best



Recognized as a Challenger in Omdia Universe for Customer Communication Management



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



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

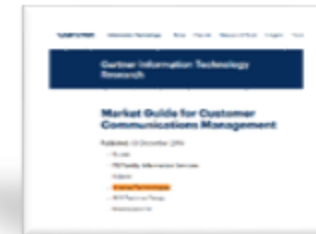


Best SME with Global Footprints 2021 by SME-Empowering India awards

Intense Technologies receives the Best SME with Global Footprints 2021



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



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

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

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 2740.5 bn by 2032

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

Business offerings powered by AI, Cloud, and Big Data

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

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



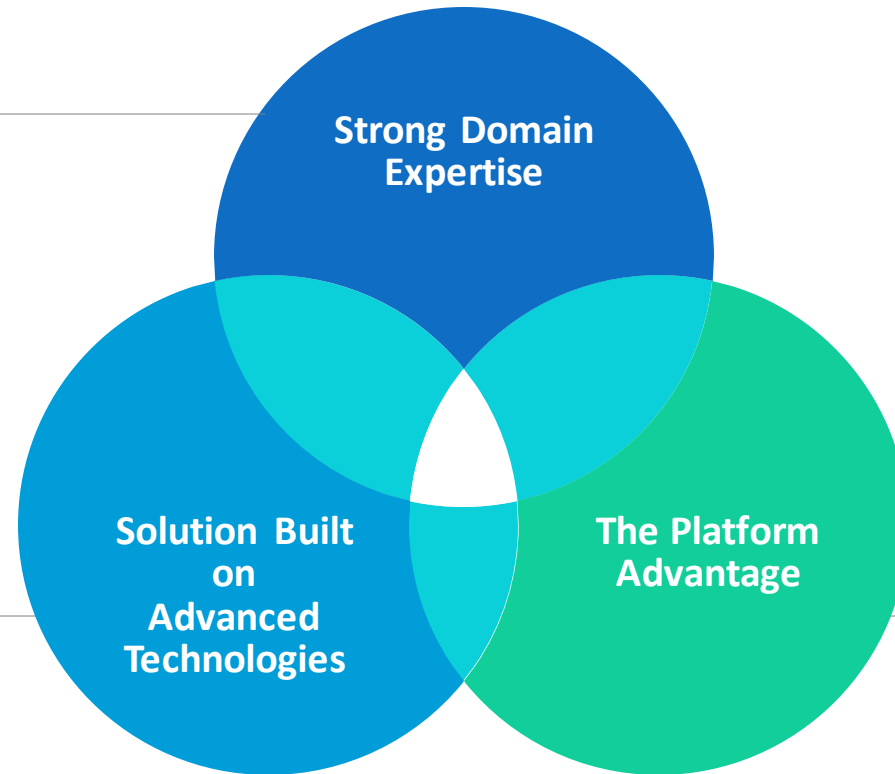
Managed Services

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

In10s offers differentiated customer centricity

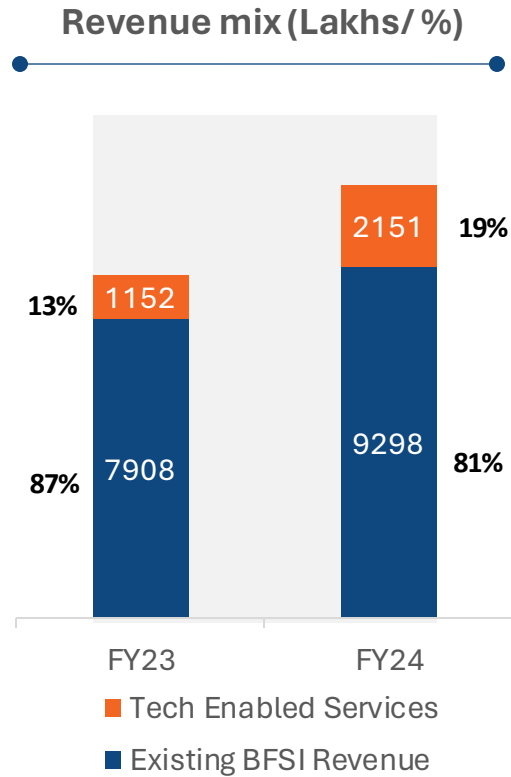
- Pre-built adapters and connectors
- Global telecoms, banks, insurance companies use our products
- Tried and tested for scale

- End-to-end automation using Low-code;
- Data virtualization to enable data privacy
- Video, interactive statements
- Patented layering technology
- Template import / export facility to lower TCO



- Award winning Portfolio
- Faster change management
- AI / ML, chat bots integration to virtual assistants for enhanced CX

Tech-enabled services driving product mix



Annuities margins range average 20%

Annuities grew 17.5% YoY, in FY2024

Annuities

- Mission critical role
- Revenue assurance with predictable growth
- High revenue and margin contribution

Tech-Enabled Services / Green shoots

- Multi-tier opportunities within existing enterprise relationships
- Rapidly scalable
- High revenue contribution

Tech Enabled Services first year growth at 86.7% YoY, in FY2024

Tech Enabled Services margins range from 6% for Government Project to 15% for Data, Cloud, TAAS & other services

- Leveraging NextGen technologies including AI/ML, Cloud services, Big Data analytics, In10s intends spearhead digital transformation of large enterprises
- In10s' Tech Enabled Services segment to drive multi-tier engagement to support mission critical projects while annuities underline revenue visibility

Interactive Customer Communications

The Customer

World's 5th largest bank with a m-cap of more than 5 lakh crore; Nationwide distribution network of 4,787 branches and 12,635 ATMs in 2,691 cities/towns.

The Objective

To send engaging and interactive communications across multiple channels to improve customer experience & engagement.

The Problem

- Multiple applications being used to send out multi-channel communications
- Low scope for personalization and clarity in statements

The Solution

- Sends consolidated statement through multi channel delivery
- Analytics and graphical representation on transactional data
- Personalized marketing messages
- Business intelligence derived from demographics, transaction history and customer feedback

Results

- Increased email penetration
- Improved revenues, reduced customer calls, customer churn
- Differential experience based on customer segmentation

Impact: Increased email penetration



15 million interactive statements per month



Approx. **3.9 cr emails, 31 lakh SMS** and **3.9 cr HTML 5** volumes are sent per year

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
- 20000+ 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 is **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**



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



85% information is auto-filled reducing tax fraud possibilities

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

- Seamless customer onboarding via physical and digital channels
- Data de-duplication engine to authenticate customer information and ensure a single customer identity
- Personalized and contextual messaging
- Auto-extraction of customer information from national database

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

Modernized Customer Communications

The Customer

Long-term life insurance provider with its headquarters in Mumbai, offering individual and group insurance. The client has about 400+ branches and presence in 980 cities and towns in India.

The Objective

A communication hub that can handle all customer communication related aspects such as designing and delivery through Print, Email, SMS, CRM, and Self-Care portal.

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

Reduced TAT for template creation and faster GTM of new products

Reduced the number of communications with respect to various products by sending a consolidated statement

Impact: Seamless and quick onboarding



Reduced **800** templates to **200**



Sends approximately **5 million** communications per month



More than **10 cr emails**, **6.2 cr print** and **3.8 SMS** volumes are sent every year

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: investorrelations@in10stech.com

Branches

UK | USA | SINGAPORE | UAE

www.in10stech.com

