

6<sup>th</sup> March 2025

To:

**National Stock Exchange of India  
Limited (Scrip Code: FSL)**  
Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex  
Bandra (East),  
Mumbai - 400 051

**BSE Limited (Scrip Code: 532809)**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Sub: Press Release**

This is to inform that Firstsource Launches Agentic AI Studio – Beyond Agentic Workflow.

A copy of the Press Release on the said matter is attached.

We request you to take the same on record.

Thanking you,

For **Firstsource Solutions Limited**

**Pooja Nambiar**  
**Company Secretary**  
**Encl.: A/a**

**Firstsource Solutions Ltd.**

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## Firstsource Launches Agentic AI Studio – Beyond Agentic Workflow

**Mumbai, India | March 6, 2025:** [Firstsource Solutions Limited](#) (NSE:FSL, BSE:532809), an RP-Sanjiv Goenka Group company, today announced the launch of its **Agentic AI Studio**, a solution designed to transform the future of work.

As part of the transformative [Firstsource reIAI](#) suite of AI-powered platforms, solutions, and services, the **Agentic AI Studio** revolutionizes human work by breaking it down into specialized tasks executed by AI-driven agents—each with a defined role and purpose. These intelligent AI task models work in harmony, seamlessly orchestrating processes for greater efficiency and precision. By adopting this unified approach, organizations can harness the power of collective intelligence, driving transformative innovation, operational excellence, and superior business outcomes—all while ensuring responsible AI deployment.

The Agentic AI Studio is a manifestation of Firstsource’s UnBPO™ directive - of integrating AI into operations and democratizing access, of reimagining the **Who** (employees, gig workers, AI agents), **How** (task allocation), and **What** (skills) is crucial for the future of work.

**Ritesh Idnani, MD & CEO, Firstsource**, shared, “The **Agentic AI Studio** marks a **defining moment** in our mission to deliver **transformative technology solutions** that drive **real business impact**. Aligned with our vision to **redefine the industry through UnBPO™** and **reimagine the future of work with an AI-first approach**, this initiative empowers customers with **deep-tech innovation** that accelerates transformation.

By revolutionizing both our business and our clients’ operations, **Agentic AI** enables us to deliver **meaningful innovation, enhance operational efficiency, and unlock scalable growth opportunities**. More than just bridging the gap between **innovation and real-world application, Agentic AI Studio** ensures **responsible, ethical AI deployment**, helping businesses navigate today’s **regulatory and operational complexities** with confidence.”

The Studio unifies a **comprehensive repository** of prebuilt, diverse, and multi-modal AI task models, AI agents, and agentic workflows tailored for **industry-specific solutions**. Designed to be **AI model family-agnostic**, it ensures flexibility and future-proofs enterprises against evolving technologies. It features 4 comprehensive sets of modules namely Xplore, Evaluate, Weave and Monitor, that offer a structured and responsible approach toward the Future of Work.

**Hasit Trivedi, Chief Digital & AI Officer, Firstsource**, added, “**Agentic AI** is a powerful paradigm, but a workflow engine alone isn’t enough to transform the future of work. True transformation requires a **structured reimagination of business processes**, breaking them down into **modular, atomic tasks** while redefining traditional roles.

Our **Agentic AI Studio** delivers a **unified approach** to this evolution—integrating **AI task models** with intelligent role management for AI agents. With Agentic AI Studio, we are accelerating the development of industry-specific agentic solutions that empower our customers to hit the ground running on day one and realize rapid value.”

### About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a global leader providing transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, Retail, and other diverse industries. With an established presence in the US, the UK, India, Mexico, Australia, South Africa, and the Philippines, we make it happen for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Our real-world practitioners work collaboratively to deliver future-focused outcomes.

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

### Media Contacts

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