



ENSER COMMUNICATIONS LTD.

(formerly known as Enser Communications Pvt. Ltd.)

CIN: L64200MH2008PLC182752

Date: August 07, 2025

To,
The Manager Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C/1, G Block,
Bandra - Kurla Complex, Bandra (East) Mumbai -400051

SYMBOL: ENSER
ISIN: INE0R9I01021

Dear Sir/Madam,

Sub: Submission of Press Release

"Enser Communications Gurugram Facility emerges as Core Growth and Innovation Hub, fueling the Next Growth Phase".

In terms of the requirement of Regulation 30 of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015, we are submitting herewith copy of the captioned Press Release for public dissemination and your record.

Copy of the Media Release is also available at www.enser.co.in

Kindly take it on your record and oblige.

Thanking you,

Yours faithfully,

for Enser Communications Limited
(formerly known as Enser Communications Private Limited)

Muskan (ICSI M. No. A62983)
Company Secretary and Compliance Officer

Encl: a/a



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Press Release

Enser Communications Gurugram Facility emerges as Core Growth and Innovation Hub, fueling the Next Growth Phase.

Gurugram, August 7, 2025 — Enser Communications Limited, a dynamic BPM and fast-growing digital services company, today announced the strategic evolution of its Gurugram delivery and innovation facility as a central pillar in the Company's nationwide service model.

Commissioned nearly a year ago and funded through proceeds from the Company's Initial Public Offering, the facility has successfully transitioned from its initial pilot mandate into a long-term, mission-critical asset aligned with Enser's broader technology and growth roadmap. It is now well-positioned to support the Company's next phase of scale and service evolution.

A Strategic Infrastructure Aligned to Execution Priorities

Conceived as a multi-functional hub, the Gurugram facility integrates operational scalability, advanced technology, and client-centric delivery. Key components include a dedicated AI Research Lab, focused on sentiment analysis, workload optimization, and workflow automation pilots; a centralized data core to enable real-time analytics, regulatory compliance, and platform stability; and infrastructure built to support over 600 FTEs, facilitating multilingual, omnichannel customer experience operations.

Spread across approximately 38,500 sq. ft., the facility is purpose-designed for sector-specific service delivery across fintech, edtech, and BFSI. The project was executed in line with the IPO's stated objective of infrastructure-led capacity expansion—demonstrating both capital discipline and operational alignment.

One-Year Review Reflects Operational Momentum

In its first full year of operations, the Gurugram facility has begun to contribute meaningfully across multiple performance metrics. It currently handles a significant share of client delivery volumes, enhancing load distribution and service consistency. Operational efficiency and team responsiveness have improved measurably, while the facility also serves as a live environment for piloting AI-driven process innovations.

Over the past year, the center has hosted many structured learning and upskilling programs, reinforcing Enser's commitment to a digital-first, future-ready workforce. Its modular and scalable architecture has supported vertical ramp-ups, resource mobility, and agile deployment across client programs.

Strategic Relevance in the Broader Expansion Model

The learnings and operational success at Gurugram are informing Enser's broader infrastructure and delivery strategy. The Company is actively exploring Tier-2 delivery locations to expand its national footprint with improved cost-efficiency, while continuing to invest in technology-led models that enable non-linear scalability. Additionally, Enser is deepening its capability in compliance-intensive, digital-first verticals, supported by enhanced platform readiness and process rigor.

Mr. Harihara Subramanian Iyer, Whole Time Director of Enser Communications, commented: "The Gurugram facility reflects our integrated approach to capacity, technology, and talent. It provides a strong foundation as we continue to evolve our delivery capabilities in line with client expectations and emerging sectoral dynamics. The facility has matured into a strategic enabler of sustained business momentum and is expected to play an increasingly pivotal role in supporting Enser's medium- to long-term growth ambitions—while reinforcing our position as a trusted partner in digitally driven, compliance-sensitive industries."



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Looking Ahead

The Company remains focused on enhancing sectoral depth and vertical specialization, replicating proven infrastructure models where strategically viable, and leveraging internal innovation to support agile, client-focused execution.

With a robust delivery ecosystem now in place, the Gurugram facility is poised to play a critical role in Enser's continued evolution as a technology-enabled, execution-focused enterprise serving high-growth sectors across India and beyond.

About Enser:

Enser Communications Limited is an emerging player of Business Process Management (BPM) Industry, offering cutting-edge solutions designed to enhance customer experiences and drive operational excellence ("Enser").

Enser helps its clients manage their Customer Life cycle using its Business Process Management Platform. Enser facilitate rich consumer engagement and understanding by crafting end-to-end consumer interaction solutions that are flexible and customized to deliver for our client's business objectives. Enser provides Customer Acquisition services, it is an automated, defined and optimized process for gaining new customers, from lead generation to conversion, aiming to enhance efficiency and effectiveness. Apart from this Enser provides Automated Premium Collection Engine, Integrated Voice recognition Response System, C-SAT Surveys, Cyber Security, CRM Development, Digital Signages, Interactive Flat Panel, Audio video solutions and other services to its customers.

Enser operates from its various facilities functioning from Mumbai, Gurugram, Bangalore, Jaipur and Chennai. Enser's BPM tech enabled platform integrates with voice, chat, email, IVRS, and other social media engagements for customer acquisition as well as customer service strategies, specializing in Client Interaction Management.

Enser, founded and led by industry stalwarts Rajnish Sarna and Harihara Iyer and a team of seasoned professionals, represents decades of collective experience, proven track record of driving innovation and delivering measurable results.

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For further information,
you may please visit www.enser.co.in
please contact Ms. Muskan | investors@enser.co.in

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