



ENSER COMMUNICATIONS LTD.

(formerly known as Enser Communications Pvt. Ltd.)

CIN: L64200MH2008PLC182752

September 15, 2026

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

Subject: Submission of Media Release

“Enser Communications Successfully Completes Trials of Proprietary AI-Powered Noise Cancellation Platform; Solution Ready for Commercial Deployment.”

Dear Sir/Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the Media Release titled “Enser Communications Successfully Completes Trials of Proprietary AI-Powered Noise Cancellation Platform; Solution Ready for Commercial Deployment” for your records and dissemination at your official website.

A copy of the same will also be uploaded on the Company’s website www.enser.co.in.

Kindly take it on your records and oblige.

Thanking you,

Yours Faithfully,
For Enser Communications Limited

Alisha Saraswat (M. No. A79732)
Company Secretary & Compliance Officer



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Media Release: Enser Communications Successfully Completes Trials of Proprietary AI-Powered Noise Cancellation Platform; Solution Ready for Commercial Deployment.

Gurugram, September 15, 2026: Enser Communications Limited (“Enser”), a technology-enabled Business Process Management (BPM) Indian company, today announced the successful completion of trials of its proprietary enterprise-grade AI-powered noise cancellation platform. Following successful validation in its operating environment, the solution is now ready for commercial deployment and onboarding of enterprise customers.

The solution, developed by Enser’s internal technical team, is designed to eliminate background and ambient noise in real time during customer interactions, enabling clearer communication between customers and agents. While simple in its proposition, the solution has the potential to deliver meaningful improvements in customer experience, agent productivity and operational efficiency across large-scale BPM and contact-centre environments.

Preparing for the Next Evolution of Customer Experience

The customer-interaction industry is undergoing a significant transformation driven by Artificial Intelligence, automation, analytics, digital platforms and increasingly intelligent customer journeys. **Enser views this changing environment as a significant opportunity to build the next generation of technology-enabled BPM capabilities.**

The Company believes that the future of customer experience will increasingly be shaped by the convergence of AI, automation, digital self-service and high-quality human interaction.

Particularly India, with its considerable linguistic, social, economic and digital diversity, presents a particularly large and evolving customer-interaction landscape. Customer requirements can vary substantially across geographies, demographics and levels of digital adoption, creating a continuing need for customer-engagement models that can combine digital convenience and automation with human understanding wherever required, and that why **Enser is positioning itself for this evolution by building technology capabilities that complement and strengthen its established human-led BPM operations.**

The newly commercial-ready noise cancellation platform is an example of this approach. By removing an important barrier to effective communication, the technology enables customers and agents to interact with greater clarity and effectiveness.

Technology-Enabled BPM as a Growth Platform

Enser has been progressively expanding its technology capabilities across customer interaction management, voice, chat, email, IVRS, social-media engagement, customer acquisition and customer-service processes, alongside capabilities in AI-enabled customer interaction, analytics, quality monitoring and automation.

The successful completion of the noise cancellation trials demonstrates Enser’s ability to identify operational challenges, develop technology-led solutions and take them through validation towards commercial deployment.



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The platform has the potential to:

- Improve the quality and consistency of customer interactions.
- Enhance agent productivity and operational efficiency.
- Reduce communication-related repetition and misinterpretation.
- Improve overall customer experience.
- Provide an additional technology-enabled offering to existing and prospective enterprise customers.
- Strengthen the technology layer supporting Enser's BPM delivery capabilities.

The Company intends to evaluate deployment opportunities across its existing customer base as well as with new enterprise customers.

Positioned for Industry Change

Enser believes that the BPM industry is entering a phase where technology adoption will increasingly determine scalability, efficiency and competitiveness and accordingly the Company has been preparing for this transition by investing in technology, developing internal capabilities and integrating technology into its operating model.

Enser's objective is not merely to adopt technologies as they become available, but to identify where technology can create meaningful value within customer-interaction processes and convert those opportunities into deployable solutions.

As enterprises increasingly adopt AI, automation and digital customer journeys, Enser believes this evolution will create opportunities for service providers capable of integrating technology with strong operational and domain capabilities.

With its existing BPM experience, customer relationships, operational infrastructure and growing technology capabilities, Enser believes it is well positioned to participate in this evolution and remain ahead of changing industry requirements.

The Company views the successful completion of the trials not merely as the launch of an individual product, but as another validation of its broader ability to innovate and develop technology-led solutions within its domain.

Human Expertise. Technology Intelligence. Customer Experience.

Enser believes that the future of customer experience will be defined by the effective convergence of people and technology.

AI and automation are changing how customer interactions are initiated, processed, analysed and resolved. At the same time, the requirement for understanding customer context, managing complex interactions and delivering trusted outcomes continues to evolve.

For Enser, the opportunity lies in bringing these capabilities together.

The Company's technology initiatives are designed to enhance the effectiveness, scalability and intelligence of its BPM operations while enabling it to participate in the broader technology-led transformation of the customer experience industry.





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Enser believes that its combination of technology readiness, BPM domain expertise, human capabilities and customer understanding provides a strong foundation for its next phase of growth.

The successful completion of the noise cancellation platform trials is another step in that direction and reinforces the Company's confidence in its ability to execute its technology roadmap, respond to changing industry requirements and pursue its stated growth objectives.

Enser remains focused on building a scalable, technology-enabled and sustainable customer experience business and creating long-term value for its customers, employees and shareholders.

About Enser

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

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 and other services to its customers.

Enser operates from its various facilities functioning from Mumbai, Gurugram, Bangalore and Jaipur. 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, 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 visit www.enser.co.in

Or contact

Ms. Alisha Saraswat | cs@enser.co.in

To schedule a live demonstration of the AI-powered noise cancellation platform, interested parties may reach out to Mr. Girish Devadiga at +91 9820662925.

Disclaimer: Certain statements and words in this document that are not historical facts are forward-looking statements. Such forward looking statements are subject to certain risks and uncertainties like government actions, local, political, or economic developments, technological risks, and many other factors that could cause actual results to differ materially from those contemplated by these forward-looking statements. Enser Communication Limited and any of its subsidiary or associate shall not be responsible in any way for any action taken based on such a statement.



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