



HRH NEXT SERVICES LIMITED
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Date: December 05, 2025

To,
National Stock Exchange of India Limited
"Exchange Plaza", C-1, Block G,
Bandra-Kurla Complex,
Bandra (East), Mumbai – 400 051

Dear Sir/Madam,

Ref: NSE SYMBOL: HRHNEXT

Sub: Investor presentation on the Un-Audited Financial Results of the Company for the Half-year ended September 30, 2025.

Pursuant to the provisions of Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Investor Presentation on the Un-Audited Financial Results of the Company for the half-year ended September 30, 2025.

The aforesaid presentation is also available on the Company's website at <https://hrhnext.com/>

Please take the same on your record.

Thanking you,

Yours faithfully

For HRH NEXT SERVICES LIMITED

ANKIT SANJAY SHAH
MANAGING DIRECTOR
DIN: 00218044



HRH NEXT SERVICES LIMITED

H1 FY2026 INVESTOR PRESENTATION



SAFE HARBOUR

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COMPANY OVERVIEW

HRH Next is one of India's leading **Business Process Management (BPM)** companies, specializing in **customer experience solutions** through voice and digital platforms. Established in 2007, the company has grown to become a trusted partner for leading brands across industries such as **telecom, BFSI, healthcare, e-commerce, government, and utilities**.

With a strong presence across **8 delivery centers in India**, HRH Next handles millions of customer interactions every month, combining **human expertise with AI-driven technology** to deliver efficient, empathetic, and multilingual support.

The company's vernacular AI division, **AINA**, further enhances its capabilities by providing **automated, intelligent, and emotion-aware communication solutions** in multiple Indian languages, driving both operational efficiency and customer satisfaction.

HRH Next's mission is to **transform customer engagement** by blending the best of people, processes, and technology to create **seamless, scalable, and personalized experiences**.

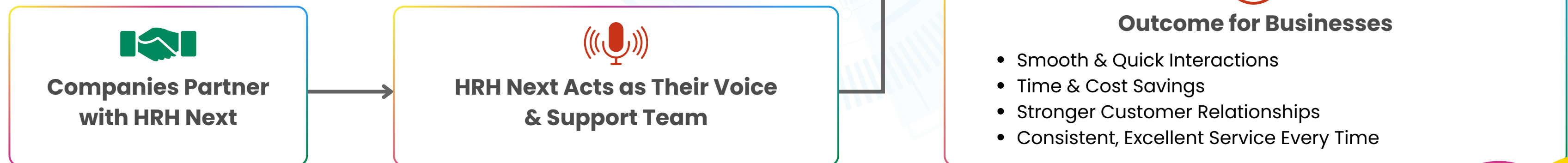


WHAT WE DO

HRH Next helps companies manage their customer interactions - whether it's through phone calls, chats, emails, or social media - by acting as their **voice and support team**.

When you call a brand for help or information, chances are, you're actually speaking to an **HRH Next representative** trained to represent that brand. Our team handles everything from **customer queries, complaints, and product support to sales, feedback, and service follow-ups** - ensuring every customer feels heard and valued.

We combine **human empathy with smart technology** to make each interaction smooth, quick, and meaningful. This helps businesses **save time, build stronger customer relationships, and deliver excellent service** - every single time.



GEOGRAPHICAL FOOTPRINT

Location	Support Teams	Associates	Total
Hyderabad	190	1150	1340
Coimbatore	86	584	670
Tumkur	30	176	206
Bangalore	34	202	236
Palakkad	17	173	190
Warangal	12	150	162
Nizamabad	9	60	69
Total Employee Strength	378	2495	2873

“

We aim to establish our presence across the Northern and Western regions.

”



OPERATIONAL HIGHLIGHTS

Onboarding 300 Gig Workers Across All Locations



01

What We Did

- Onboarded **300 gig workforce** focused on promising verticals (E-commerce, Tourism, Foodtech, Logistics).
- Strengthened our flexible, scalable workforce model.

Business Impact

- **30–40% faster deployment** during surge volumes.
- **Improved SLAs** due to readily available trained workforce.
- **Reduced fixed manpower cost** by shifting a portion of operations to a flexible gig structure.

Addition of 200 Seats in High-Potential Sectors



02

What We Did

- Expanded **250 seats** to support foodtech, telecom and fintech operations across regions.

Business Impact

- **Immediate revenue enablement** through increased delivery capacity.
- Unlocks around **₹5M annual revenue potential**.
- Better positioning for **mid/large enterprise deals** due to increased scale.

AI Monetization – Starting with Email Bots & Call Audits



03

What We Did

- **AI Email Bots** handling routine & semi-complex customer queries.
- **AI Call Audits** automating QM coverage, compliance checks, and insights.

Business Impact

- Email bots can realistically handle **25–35% of total email volume** without human touch.
- Human agents shift to higher-value interactions → **10–15% improvement in productivity**.
- AI call audits enable **100% call coverage** (vs. 2–5% manual sampling).
- Automated email handling reduces effort → **8–12% cost savings** at a process level.
- Faster email TAT (often **30–50% faster** for standard queries).
- Creates a sustainable, **high-margin tech revenue stream** alongside traditional seat-based billing.

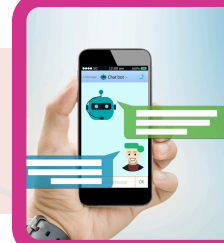
SERVICES PORTFOLIO

Inbound Call Service



Enhance efficiency and deliver seamless customer support using advanced technology, market insights, and modern service tools.

Chatbots



Enable instant, interactive support with AI-driven chatbots for real-time responses, personalized engagement, and scalable communication.

Omnichannel Support



Deliver a seamless, unified customer journey across live chat, email, social media, and phone, tailored to each touchpoint.

Predictive Analytics



Leverage real-time customer data and AI-powered insights to forecast trends, improve targeting, and customize offerings effectively.

Outbound Call Service



Boost customer engagement, drive sales growth, and improve brand loyalty through automated dialing and intelligent outreach systems.

Premium Vernacular Services



Deliver a native-language experience that ensures customer comfort, higher satisfaction, and a truly localized interaction.

SERVICES PORTFOLIO

Digital BPO



Drive faster processing, higher accuracy, and lower costs through digitally optimized workflows led by skilled professionals.

Speech Analytics



Unlock value from customer conversations with deep analysis, enabling improvement and service personalization.

Email Support



Streamline communications with personalized messaging, secure handling, and efficient management tools for improved organizational productivity.

Advisory & Consulting Services



Provide expert guidance to optimize BPO strategy, improve efficiency, and mitigate operational risks.

Document & KYC Services

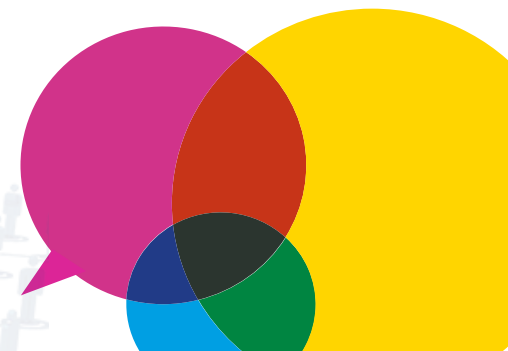


Ensure secure documentation, robust verification, and compliance-ready onboarding processes for your customers.

Digital Services



Gain real-time insights into customer behavior and preferences, allowing for tailored services and enhanced decision-making.



CLIENTELE











OUR TECHNOLOGY PARTNERS











INDUSTRIES WE SERVE

HEALTHTECH

- **15.2K** appointments per month
- **182.5K** annualized transactions
- **INR 80.0M** annualized revenue

EDUTECH

- **16.5K** student admissions per season
- **197.7K** annualized transactions
- **INR 840.0M** annualized revenue

FINTECH

- **1.1M** KYC applications processed per month
- **12.7M** annualized transactions
- **INR 1.3B** annualized revenue

E-COMMERCE

- **639.7K** orders processed per month
- **7.7M** annualized transactions
- **INR 3.1B** annualized revenue

RETAIL

- **29.8K** bookings per month
- **357.4K** annualized transactions
- **INR 44.9M** annualized revenue



FOODTECH

- **1.0M** food deliveries per month
- **11.6M** annualized transactions
- **INR 5.6B** annualized revenue

ENTERTAINMENT

- **5.6K** bookings per month
- **67.0K** annualized transactions
- **INR 6.4M** annualized revenue

TELECOM

- **97.8K** per month customer retention
- **1.2M** annualized transactions
- **INR 28.0M** annualized revenue

AUTOTECH

- **923.3K** inspections and visits per month
- **11.1M** annualized transactions
- **INR 27.4M** annualized revenue

TOURISM

- **304.9K** bookings per month
- **3.66M** annualized transactions
- **INR 2.9B** annualized revenue

AINA – THE VOICE OF INTELLIGENT CUSTOMER EXPERIENCE

AINA – Where Intelligence Meets Empathy.

AINA (Artificial Intelligence for the New Age) is HRH Next's **vernacular AI division**, transforming customer support with human-like empathy and intelligence. What AINA Delivers:



Real-Time Agent Assistance

Enhances executive performance and first-contact resolution.



Workflow Automation

Simplifies customer journeys and boosts process accuracy.



Automated Learning Systems

Personalize staff training and certification programs.



Voicebots & Chatbots

Provide **24/7 multilingual support** in diverse Indian languages.



Operational Analytics & Insights

Drive better **retention, revenue, and satisfaction.**



Automated Vernacular SMS

Instant personalized updates and communication in every Indian Language.



Automated Call Audits

Enhances executive performance and first-contact resolution.



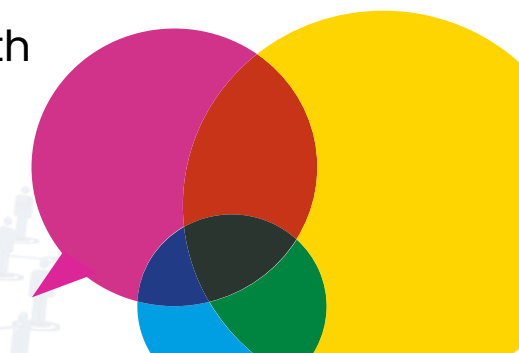
AI HR Video Bot Interviews

Assess communication, sentiment, and hiring efficiency.



Automated Legal WhatsApp

Automated legal notifications with precision and reliability.



AINA: TRANSFORMING OPERATIONS & PROFITABILITY



Enhanced Customer Experience & Operations

- Empathetic, multilingual AI improves **first-call resolution by 15–20%**.
- Agents handle **20–25% more queries per hour** with real-time AI support.
- Automated quality checks ensure **up to 99% accuracy** in compliance and sentiment.



Cost Optimization & Efficiency

- **5–7% reduction** in employee costs through automation of routine queries.
- **30% lower training costs** via AI-led live guidance and onboarding.
- **10–12% annual operational savings** with automated call routing and workflows.



Scalability & Market Expansion

- Serve **10–12% more clients** without increasing headcount.
- Add **5 new regional languages** to tap Tier-2 & Tier-3 markets.



Financial Impact & Value Creation

- **Topline growth:** +5–10% annually.
- **EBITDA margin improvement:** +1–2%.
- **Customer churn reduction:** – 2%, strengthening recurring revenue.

DEMAND DRIVERS



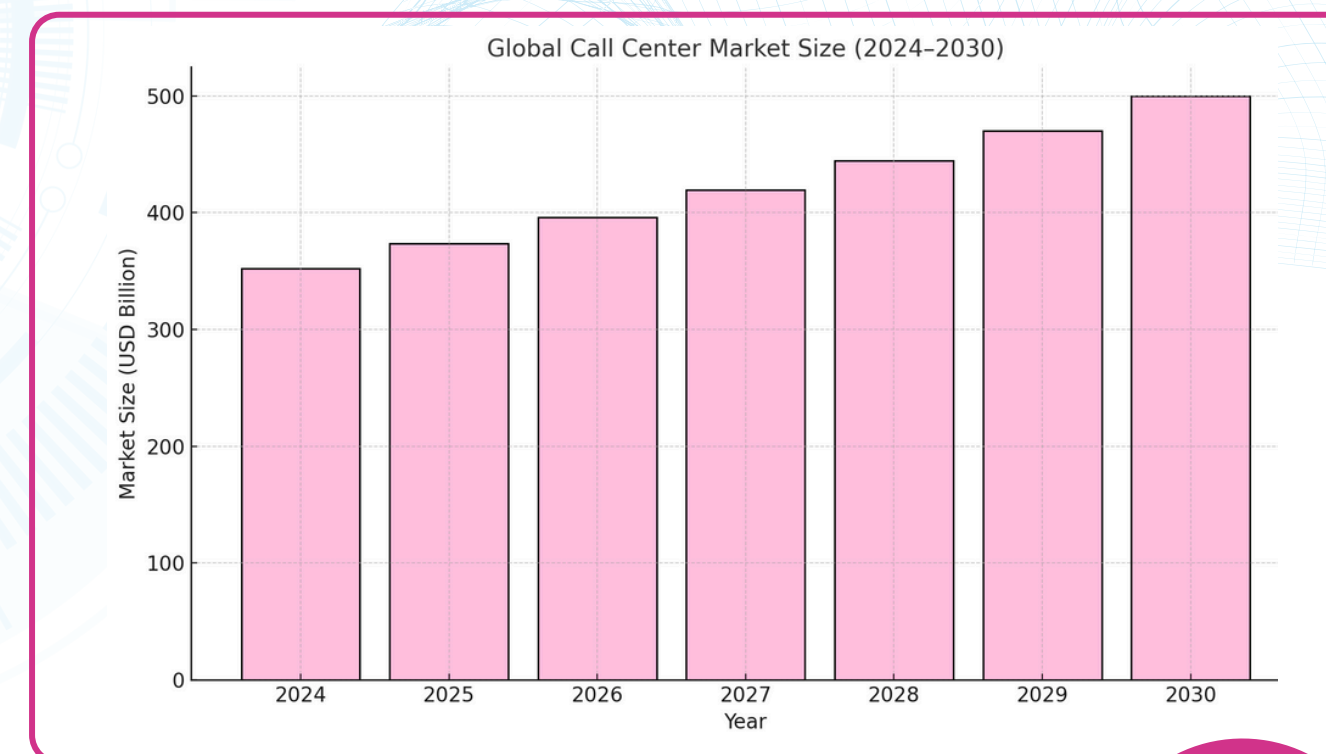
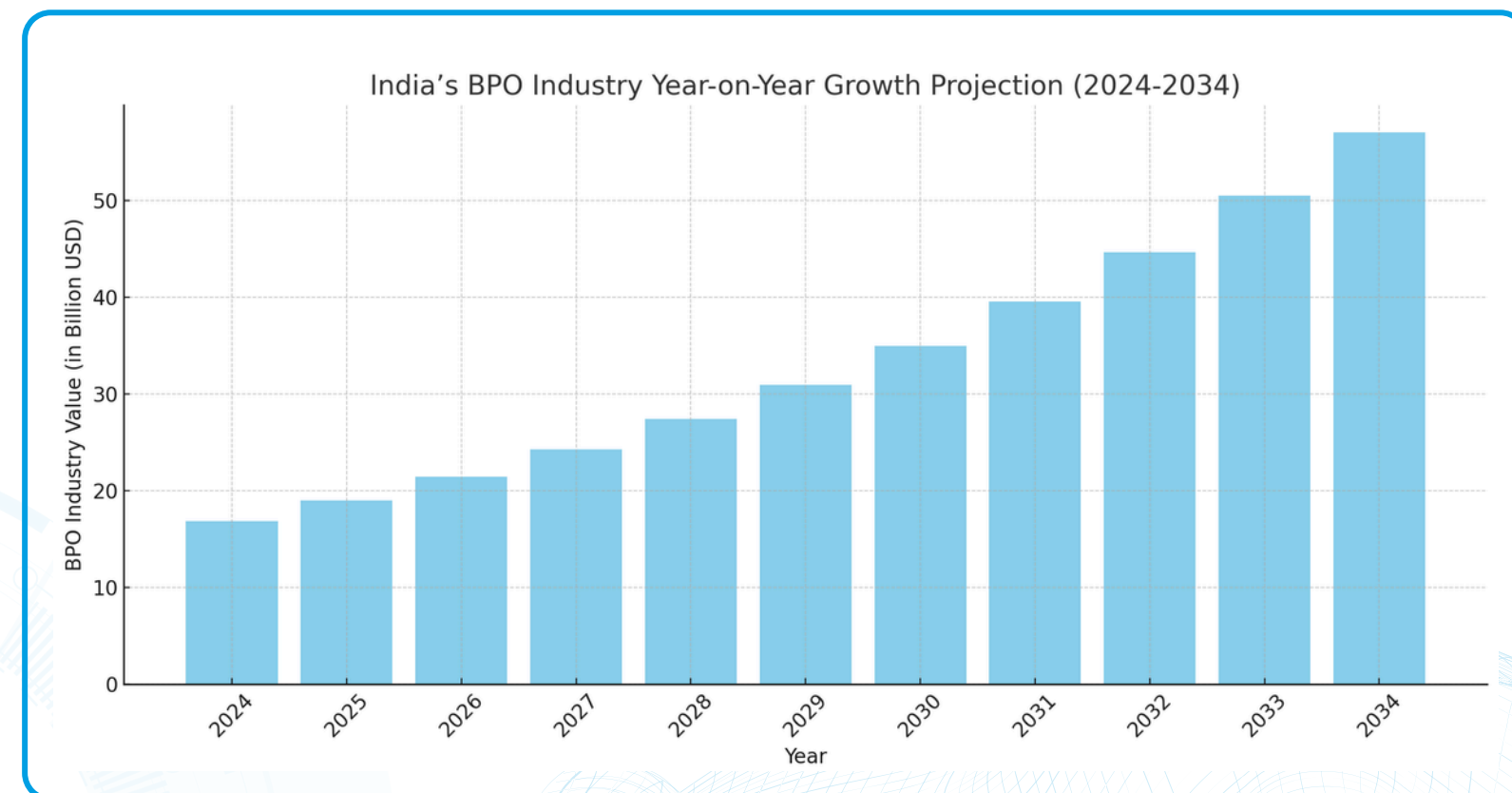
INDUSTRY OVERVIEW

India's **BPO industry** is experiencing strong growth driven by rapid digital transformation, widespread adoption of AI and automation, and increasing global demand for cost-effective outsourcing solutions. Valued at around **USD 16.8 billion in 2024**, the sector is projected to grow at a **CAGR of nearly 13%**, reaching approximately **USD 56.5 billion by 2034**. This expansion is supported by government initiatives, geographic diversification into Tier-2 and Tier-3 cities, and technological advancements such as robotic process automation and AI-powered customer service. The industry's focus on sustainability and upskilling, along with competitive operational costs, continues to strengthen India's position as a leading global outsourcing hub known for quality, scalability, and efficiency.

(Source: Expert Market Research)

The **global call center industry** is experiencing robust growth, with the market valued at approximately **USD 352.4 billion** in 2024 and projected to reach **USD 500.1 billion** by **2030**, reflecting a compound annual growth rate (CAGR) of **6.0%**. This expansion is driven by increasing demand for customer service and support across various sectors. The industry encompasses a range of services, including customer service, technical support, sales, and customer relationship management, typically provided by trained customer service representatives. The growth trajectory underscores the critical role call centers play in facilitating effective communication between businesses and consumers worldwide.

(Source: Global Industry Analysts, Inc, Research and Markets)



PROFIT & LOSS STATEMENT

(amount in Lakhs)

Particulars	H1 FY26	H1 FY25	YoY%	H2 FY25	HoH%
Revenue from Operations	3,223.65	2,903.51	11.00%	5,784.17	(44%)
Total Income	3,226.02	2,910.53	11.00%	5,860.48	(45%)
Total Expense	2,642.48	2,322.29	14.00%	4,942.12	(47%)
EBITDA	583.54	588.24	(1%)	918.36	(36%)
Interest	93.24	88.47	5.00%	193.90	(52%)
Depreciation	203.13	145.27	40.00%	326.44	(38%)
Profit Before Tax	287.17	354.50	(19%)	398.02	(28%)
Tax	78.78	150.25	(48%)	84.03	(6%)
Profit After Tax	208.39	205.74	1.00%	313.99	(34%)
EBITDA Margin	18.10%	20.26%	(11%)	15.88%	14.00%
PAT Margin	6.46%	7.09%	(9%)	5.43%	19.00%


BALANCE SHEET

(amount in Lakhs)

Particulars	H1FY26	H1FY25	H2FY25
Shareholders' Fund	3865.91	3558.76	3657.52
Borrowings	978.9	1598.65	951.2
Trade Payables	740.58	723.41	473.14
Other Liabilities	541.29	159.22	373.42
Total Liabilities	6126.69	6040.05	5455.28
Fixed Assets	2532.39	1726.34	2020.04
Trade Receivables	982.01	1308.89	1200.81
Short Term Loan & Advances	524.82	63.13	583.11
Other Assets	2087.46	2941.66	1651.3
Total Assets	6126.69	6040.05	5455.28

THANK YOU!



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Meeting Request

[Link](#)

