



HRH NEXT SERVICES LIMITED
CIN: L72200TG2007PLC052582
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Date: July 30, 2025

To,
Listing Compliance Department
National Stock of Exchange Limited (NSE),
Plot No. C1, Exchange Plaza
Block-G, Bandra Kurla Complex
Bandra (East), Mumbai - 400051 Maharashtra, India

Dear Sir / Ma'am,

Sub: Outcome of the meeting of the Board of Directors of HRH Next Services Limited ("HRH" or "the Company") held today i.e., July 30, 2025 under Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended ('SEBI Listing Regulations') with SEBI Circular No SEBI/HO/CFD/PoD2/CIR/P/0155 November 11, 2024

Ref: NSE Symbol - HRHNEXT

We wish to inform your esteemed organisation that the Board of Directors ("the Board") of the Company at its meeting held today i.e., Wednesday, July 30, 2025, has, inter-alia, considered and approved the following:

1. Launch of Dedicated Artificial Intelligence (AI) Division

The Board has approved the launch of a dedicated AI wing will focus on accelerating the integration of AI-powered solutions across HRH Next's customer experience (CX) and business process outsourcing (BPO) platforms.

The Key Highlights of the AI Initiative include:

- Launch of **AI vertical** to drive automation in client workflows
- Goal: Enable **25% process automation** by FY2026 through AI-led solutions
- Focus areas: **Voice AI, multilingual NLP, Agent Assist platforms, and AI analytics**
- Dedicated hiring and partnerships with AI and CX tech providers
- Pilot projects already live with select clients across telecom, BFSI, and e-commerce sectors
- AI Division to operate with a dedicated team of engineers, data scientists, and domain consultants

As part of our AI transformation journey, here are the focus areas where the Company is leveraging AI to enhance efficiency, automation, and customer experience namely:

1. Real-Time Agent Assist,
2. Voicebots & Chatbots,
3. Automated Call Audits,
4. AI-Powered LMS,
5. Data Analytics Operational Insights and
6. AI Video Interviews

These initiatives are expected to enhance efficiency, reduce operational costs, and enable scalable, intelligent engagement solutions for our clients—particularly in Tier 2 and vernacular-heavy markets.

2. Execution of Master Service Agreement with Skillzcafe Learning Solutions Private Limited

The Board has approved the execution of a Master Service Agreement with Skillzcafe Learning Solutions Private Limited for a period of one (1) year. Under this agreement, Skillzcafe will provide access to the LearnRush® Learning Management System (LMS) – AI Powered, along with hosting, maintenance, and other services critical for the Company's training and compliance needs.

The Board Meeting commenced at 05:30 P.M. and concluded at 07:15 P.M.

The details regarding the aforesaid agreement as required pursuant to the SEBI Listing Regulations read with SEBI Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated November 11, 2024 are set out in Annexure - I to this letter.

Thanking you

Yours Faithfully

For **HRH NEXT SERVICES LIMITED**

ANKIT SANJAY SHAH
MANAGING DIRECTOR
DIN: 00218044

Annexure-I

S. No.	Particulars of Disclosure	Disclosure
1.	Name of the party with whom the agreement is entered	Skillzcafe Learning Solutions Private Limited
2.	Purpose of entering into the agreement	Skillzcafe Learning shall provide access of LearnRush® Learning Management System (LMS) along with hosting, maintenance, and other services critical for the Company's training and compliance needs.
3.	Shareholding, if any, in the entity with whom the agreement is executed	NIL
4.	Significant terms of the agreement (in brief)	The Duration of Service Agreement is 1 (One) year.
5.	Extent and the nature of impact on management or control of the listed entity	NA
6.	Details and quantification of the restriction or liability imposed upon the listed entity	NA
7.	Whether, the said parties are related to promoter/promoter group/ group companies in any manner. If yes, nature of relationship	NA
8.	Whether the transaction would fall within related party transactions? If yes, whether the same is done at "arm's length"	NA
9.	In case of issuance of shares to the parties, details of issue price, class of shares issued	NA
10.	Any other disclosures related to such agreements, viz., details of nominee on the board of directors of the listed entity, potential	NA

	conflict of interest arising out of such agreements, etc.	
11.	<p>In case of rescission, amendment or alteration, listed entity shall disclose additional details to the stock exchange(s):</p> <p>i. name of parties to the agreement;</p> <p>ii. nature of the agreement;</p> <p>iii. date of execution of the agreement;</p> <p>iv. details and reasons for amendment or alteration and impact thereof (including impact on management or control and on the restriction or liability quantified earlier);</p> <p>v. reasons for rescission and impact thereof (including impact on management or control and on the restriction or liability quantified earlier).</p>	NA