

Ref: ITL/SE/2024-25/51

Date: November 06, 2024

To,

The Manager,
Corporate Relation Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Fort
Mumbai – 400001

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor; Plot No. C/1
G Block, Bandra Kurla Complex, Bandra (East),
Mumbai – 400051

Scrip Code: 532326

Symbol: INTENTECH;

Sub: Investor Presentation – Earnings conference call

Ref: Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/ Madam,

In terms of Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Investor Presentation relating to Quarterly and Half-Yearly Financial Results for the Q2 & H1 of FY 2024-25 is being submitted. You can also find the Presentation on the website of the Company at the following web page:

<https://www.in10stech.com/>

This is for your information and records.

Thanking you,

Yours Faithfully,

For **Intense Technologies Limited**



Pratyusha Podugu

Company Secretary & Compliance Officer

Our intensity.
Your agility.

Q2 & H1FY25 Earnings Presentation

Intense Technologies Limited

In10s⁷

www.in10stech.com

INTENSE TECHNOLOGIES LTD.

Safe Harbor

Certain words and statements in this presentation concerning Intense Technologies and its prospects, and other statements, including those relating to Intense Technologies expected financial position, business strategy, the future development of Intense Technologies' operations, and the general economy in India, are forward- looking statements. Such statements involve known and unknown risks, uncertainties and other factors, including financial, regulatory and environmental, as well as those relating to industry growth and trend projections, which may cause actual results, performance or achievements of Intense Technologies, or industry results, to differ materially from those expressed or implied by such forward-looking statements. Intense Technologies will not in any way be responsible for action taken based on such forward-looking statements and undertakes no commitment to update these forward-looking statements publicly, to reflect changed realities.

1. Q2 and H1 FY25 Financials

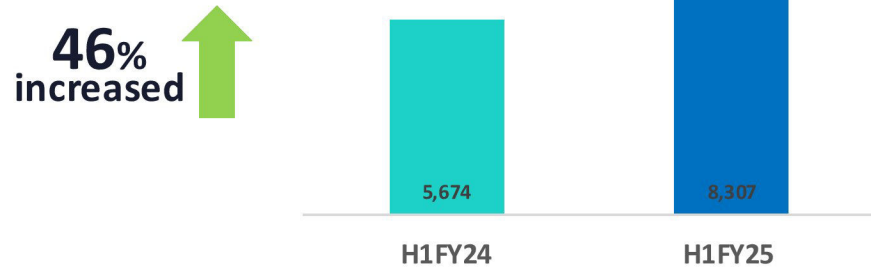
2. Company Profile

Index

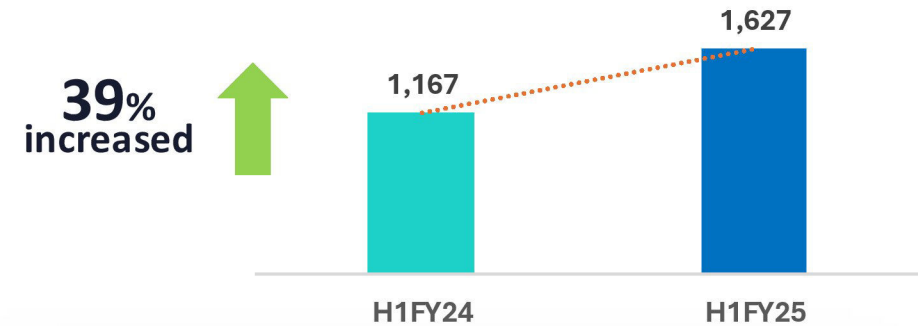
Q2 & H1FY25 Financial Highlights

Financial Highlights – Consolidated Financial Results – H1FY25

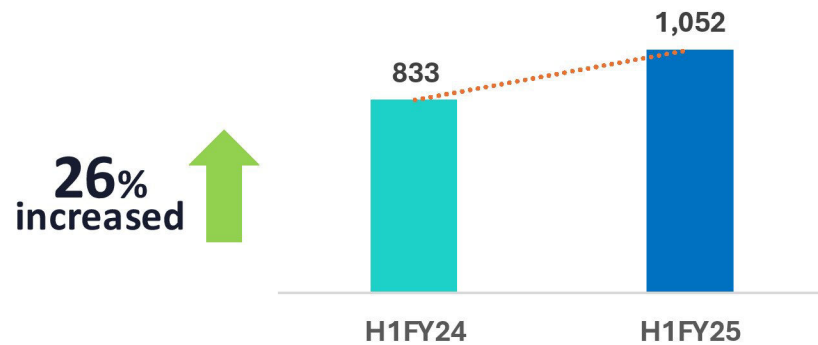
Revenues (in lakhs)



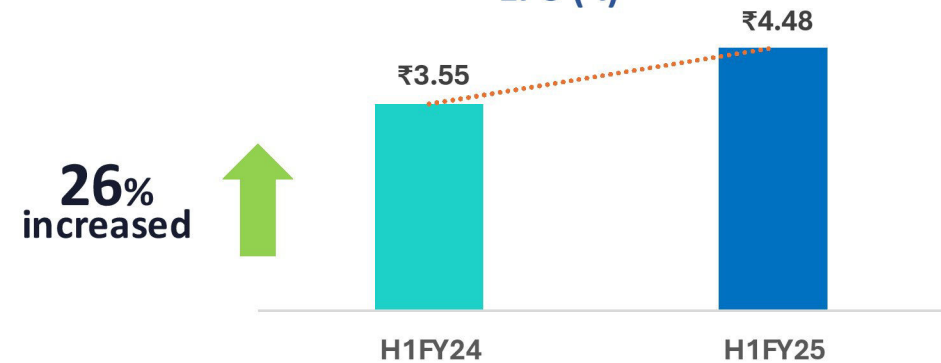
EBITDA and EBITDA Margin %



PAT & PAT Margin %

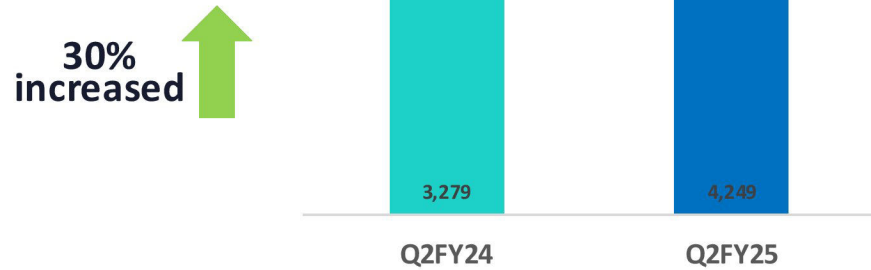


EPS (₹)

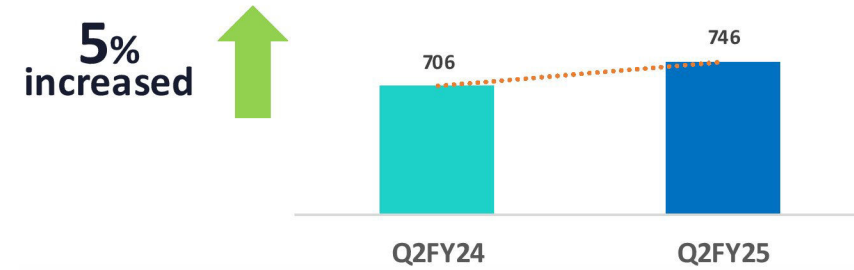


Financial Highlights – Consolidated Financial Results – Q2FY25

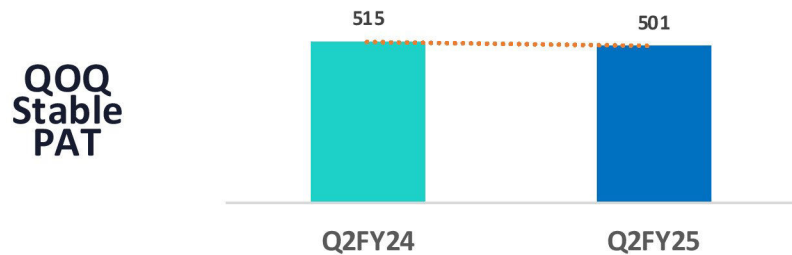
Revenues (in lakhs)



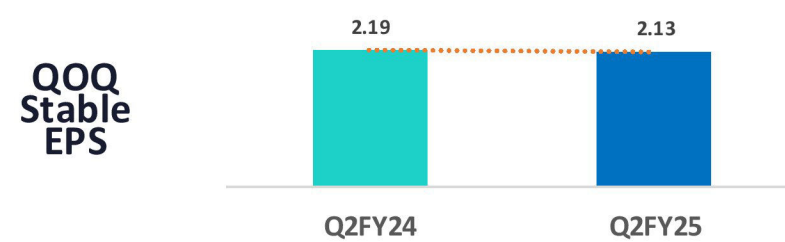
EBITDA and EBITDA Margin %



PAT (in Lakhs)



EPS(₹)



Message from MD's desk



Mr. C K Shastri

**Founder & Managing
Director**

Commenting on the results, Mr. C.K. Shastri, Managing Director of Intense Technologies Limited said,

“Our quarterly performance reflects the results of years of building strong IP and tailored use cases for large enterprise clients. We are pivoting towards projects with **predictable revenue streams**, enhancing core offerings with added features and functionalities, and targeting **increased wallet share**. We continue to deploy both internal and partner resources to bolster our business development efforts.

With the scale-up of the business, we've built a **healthy cash balance**, giving us confidence in our growth strategy. This is driving traction in partnerships that generate sustainable dollar revenues, advancing business development, and expanding our presence in government services. The emerging **ULB demand cluster** is particularly promising, and we are well-prepared to serve it. By integrating AI into our offerings, we are positioning ourselves to meet evolving enterprise needs, delivering better outcomes with greater efficiency. We've set a **strong run rate** and are confident of outperforming last year's results.”

Message from Directors' desk



Ms. Anisha Shastri

Whole Time Director

Commenting on the results, Ms. Anisha Shastri, Director of Intense Technologies Limited said,

“We remain focused on platform services across the BFSI, Telecom, and Government sectors, with our IP ownership enabling **differentiated offerings**. The progress from **Project Butterfly** is evident, as we strengthen client relationships, diversify revenue streams, and take on more **mission-critical** tasks. Our core annuity business is gaining traction, emphasizing expanding revenue through **usage-based pricing** models.

Managed services have seen a boost with recent price increases, contributing to topline growth, while international forays are enhancing both revenue and margins. Our **Data Services** continue to attract demand, leveraging advanced technology to solve complex business challenges. A sharper focus on **optimizing margins** through revenue transformation and cost control ensures we are well-positioned for sustained growth.”

Key Highlights of FY23-24

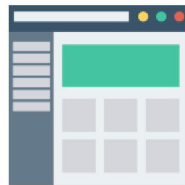


Achieved the groundbreaking milestone of crossing **100 Cr in sales for the first time**



Focused on expansion with no net-new headcount growth outside of Sales

Green shoots are taking off



Streamlined team from 600 to 540, reinvesting strategically in Sales



Transitioned from a Tech-driven to a Sales-driven powerhouse

Data project closed

25%

Reduction in Days Sales Outstanding (DSO)

Recognized by the best

CELENT

Recognized as **Luminary** in Customer Communication Management for our excellence in solution capabilities and leading market presence

OMDIA

Recognized in Omdia Universe for Customer Communications Management

Quadrant
Knowledge Solutions



Intense Technologies Achieves Leader Position in Quadrant SPARK Matrix for **Customer Communication Management**, 2023

ASPIRE LEADERBOARD



Business Automation and AnyPrem CCM Software Leader in Aspire Leaderboard™ 2024 (seventh year in a row)



Winner of 'Excellence in IT Solutions' by SME- Empowering India Awards

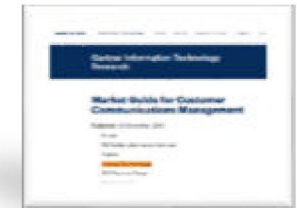
Winner of SME Empowering India Awards 2024 for **'Excellence in IT Solutions'** presented by the Ministry of Textiles, Government of India



Best SME with Global Footprints 2021 by SME- Empowering India awards

Intense Technologies receives the Best SME with Global Footprints 2021

Gartner



Named in Gartner Market Guide as one of **Representative Vendors** of the CCM market

Intense rated number one by customers - Gartner Peer Insights



Globally Ranked No.1 ★ ★ ★ ★ ★

Overall customer rating of 4.9/5 among CCM vendors featured in the **Gartner Peer Insights**.

98% ★ ✓

of customers have rated us 4 and 5 on a scale of 5 and the service we deliver as "outstanding" with **excellent product functionalities**

4.8/5 ★ ✓

Rating for our Product Functionalities

4.7/5 ★ ✓

Rating for Evaluation & Contracting

4.8/5 ★ ✓

Rating for the Service and Support provided by our product

About Intense Technologies Limited

4

Present across
4 continents

70+

Implementations across
the globe

50%

More than 50% market
Share in Insurance &
Telecom market

Our intensity.
Your agility.

18+

awards and recognitions
From industry, Government,
media and analysts

Fortune

500s

Use our solutions
Globally

21

IP assets Copyrighted &
Patents filed

More than
1Bn notifications
a day

1Bn

25 billion USD

Process 25bn USD worth of
client revenue data

500

million statements
generated everyday

500+

Skilled workforce spread
across the globe

30+

Years of Enterprise Data
Management and BPM
experience packed in

Publicly listed on

NSE & BSE

Right platforms for high-potential applications

Global

Customer communications management market to grow from
USD 2 bn in 2024 to USD 5 bn in 2032

Data quality tools market to grow from
USD 3.3 bn in 2020 to USD 7.5 bn in 2027

Data governance market is expected to expand from
USD 4 bn in 2023 to USD 20 bn in 2032

Global

Low code development platform market to grow from
USD 16 bn in 2024 to USD 62 bn in 2029

Global public cloud services market expected to reach
USD 1.34 tn in 2027

Global AI market expected to grow from
USD 621.2 bn in 2024 to USD 2,740.5 bn by 2032

Source: Mordor Intelligence, IDC, Fortune Business Insights, ET

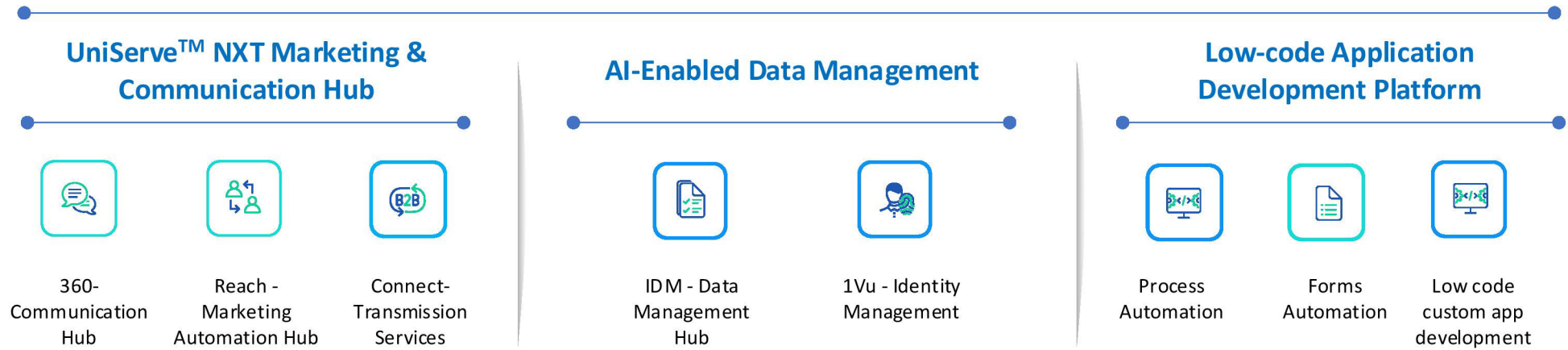
Advanced technologies and platforms integrating data solutions in tandem with AI and cloud are emerging as the largest source of growth within IT

Business offerings powered by AI, Cloud, and Big Data

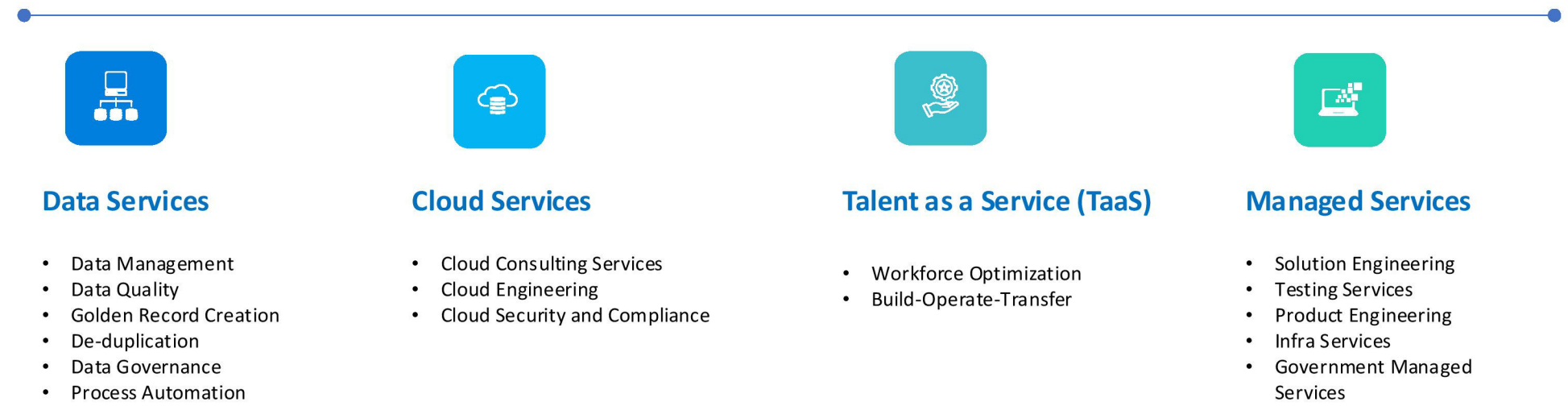
In10s' enterprise software credentials position it uniquely to positively impact clients on costs and revenues

In10s' engagement with large enterprise clients and government for Tech-enabled Services will drive both revenues and margins

Platforms

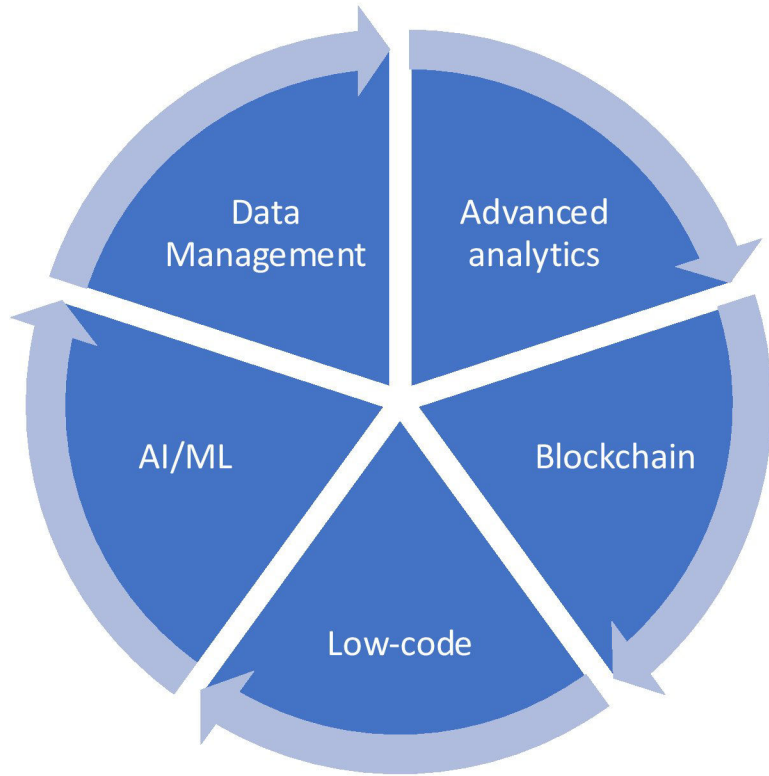


Tech-Enabled Services

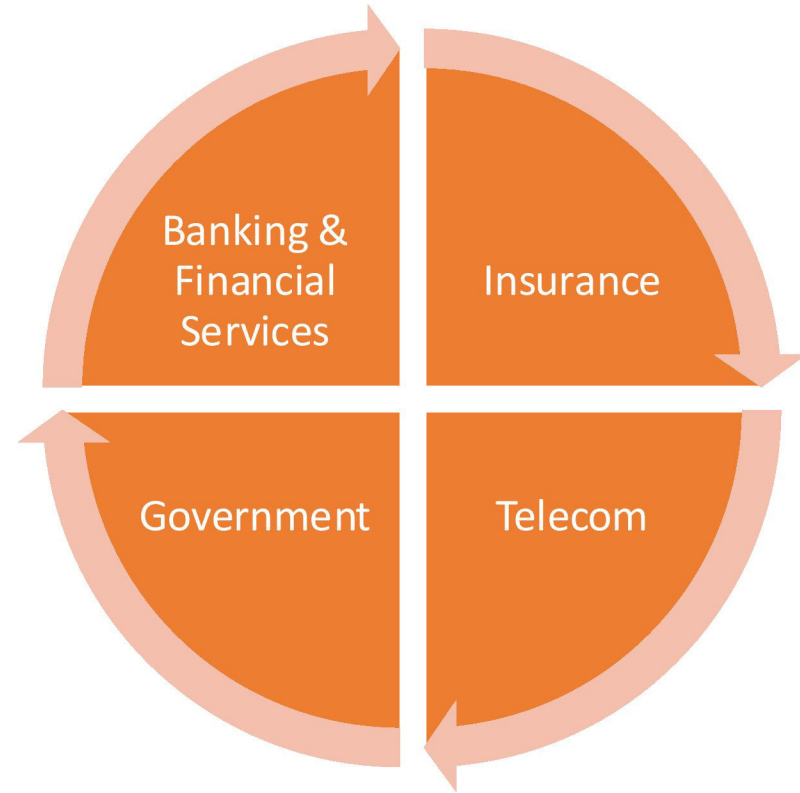


In10s offers differentiated customer centricity

Technological Expertise



Domain Expertise



Delivering Digitized and Seamless Citizen Experiences

About customer

The Customer

The Income Tax Department of India is the major source of tax revenues to the Indian Government, Every citizen is mandated to file their returns with ITD every year.

The Objective

To triple taxpayer base by simplifying tax filing process and to adopt a system that enabled extremely easy change management of the forms

Problem – Solution – Result

- Problem**
- Network connectivity issues persist
 - 20000+ regulatory rules to be applied dynamically creating a change management overhead
 - Excessive dependency on database
 - Filing ITR forms lacked compatibility with multiple devices

- Solution**
- All forms were developed by non-IT with zero coding experience using drag and drop & configurable features
 - One-for-All: Built once using NXT for web, offline and mobile reducing change mgmt. efforts
 - Set up a 150+ member strong team delivering e2e managed services in a complex domain in short timeframe during the pandemic

- Results**
- Easy change management by taxation experts instead of coders
 - Filing process can be accessed even without connectivity
 - Server-less architecture reduced the need for huge infra expenditure
 - Compliance to Accessibility (GIGW) standards

Impact delivered

Outstanding citizen experience



63 days to 1 day

Reduced processing time from **63 days** to **1 day**



85Mn+

Users filed taxes using our low-code platform



85%

information is auto-filled reducing tax fraud possibilities

Enhancing B2B Customer Experience Journey

About customer

The Customer

World's 8th largest Telecommunication company. Vodafone Global enterprise provides to over 150 corporate clients. Owns and operates networks in 16 countries, with partner networks in 44 further countries.

The Objective

Digital transformation of B2B customer experience by providing a unified self-service portal across lines of business.

Pre and Post Automation Journey

- Problem**
- Multiple systems in silos
 - Manual processes for:
 - Conglomerate billing
 - Purchase order
 - Financial reconciliation
 - Excel-based reporting
 - High disputes and DSO

- Solution**
- Consolidation of billing information across lines of business
 - Financial reconciliation using RPA
 - Automation of PO management - BPM
 - Real-time dashboard - Reports and Analytics
 - Single application for presentment, reporting & analytics

- Results**
- Reduced CapEx expenditure by de-commissioning 15 applications
 - High ROI of project in 6 months
 - Lower operations costs due to streamlining of multiple applications
 - Faster revenue realization

Impact delivered

OPEX savings



Saved 4Mn

Fixed Line: Saved **USD \$4.5M** in the **1st year**



20% Lower DSO

Reduced disputes, thus reducing DSO by **20%**

Empowering Enterprises with Centralized Communication Governance

About customer

The Customer

One of India's leading private sector banks. The company sells financial services to large and mid-sized companies, SMEs, and retail businesses, with a network of over 5100 domestic branches..

The Objective

To reduce operational cost leakages, streamline communications to minimize redundancy, and enhance governance and regulatory controls.

Problem – Solution – Result

- Problem**
- Increased cost of sending redundant communications
 - Increased IT operation costs
 - Customer dissatisfaction
 - Revenue leakages owing to disparate data and non-standardized reconciliation
 - Penalty and fines due to non-adherence to regulatory reports of communications

- Solution**
- Single source of billing for communication and seamless integrations with CRM, Fastag, transmission services, and more
 - BPM-based process automation to optimize template approval workflow
 - **8000+** templates developed so far
 - Unicode-compliant application
 - 100% compliance with RBI regulations

- Results**
- Improved cross selling and up-selling opportunities through transactional communications
 - Communication personalization with omni-channel delivery
 - Unified dashboard to track entire communication journey and improved visibility
 - Centralized portal with governance

Impact delivered

Increased OpEx savings, revenue enhancement, and improved CX



250+

Seamless integration of more than 250+ source systems



85Cr

Operational cost savings through streamlined communications



6-8Cr

Unified platform for **6-8Cr** communications sent per day

Improving Data Quality for Enterprise Excellence

About customer

The Customer

One of India's leading private sector banks, the company has over 8,883 domestic branches and 21,080 ATMs across 3,836 cities and towns pan-India. The company is India's largest private sector bank by assets and the world's tenth-largest bank by market capitalization as of May 2024.

The Objective

To enhance data management and integrity, improve customer experience, and operational efficiency. The bank sought to minimize errors, ensure the accuracy of datasets, and enable data-driven decision-making

Problem – Solution – Result

- Problem**
- Managing a vast customer base of **20 Cr+** presented significant challenges in data handling, leading to inconsistencies, duplicates impacting service delivery, and high operational risk
 - Poor quality of data due to lack of input validations or data migration due to mergers
 - Challenges with large volumes of data from multiple sources in **21 source systems** across **100** product lines

- Solution**
- **Data Profiling:** Conducted thorough analysis of existing data sets to identify patterns, duplicates, inconsistencies, and anomalies
 - **Data Score Cards:** Developed a scoring mechanism to assess the reliability of each data source, enabling prioritization of data-cleaning efforts
 - **DQ Check:** Implemented automated data quality checks at various stages of data handling to catch errors proactively

- Results**
- 73 data elements covered and standardized over 5 key systems; improved CX due to improved data accuracy
 - Streamlined operations, enabling better decision-making and service delivery
 - Cross system data remediation helped to equalize the data across all systems; standardization with reference master helped in making similar LOVs across all systems
 - Data Visualization and exception reports helped operations teams to easily identify and resolve the data quality issues

Impact delivered



260-270
Data Quality rules

Established to standardize data handling



Reduction
in data load time

Under **16 hours** for complete load and **20 mins** for daily incremental load



21 Source Systems

Integrated for seamless data processing

Digital Business Demands New Architecture



Corporate Headquarters

Intense Technologies Limited

Unit # 01, The Headquarters, 10th floor,
Wing B Orbit by Auro Realty, Knowledge City, Raidurg,
RR District, Hyderabad 500019
e-mail: internationalsales@in10stech.com

Corporate Offices

INDIA | UK | USA | UAE

www.in10stech.com

