Date: June 12, 2021

Symbol: NSE – INTENTECH; BSE Scrip Code: 532326

To

The Manager,
Listing Department / CRD
Bombay Stock Exchange 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

Dear Sir/Madam,

Sub: Press Release

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

Please see the enclosed copy of the Press Release on the Financial Results of the Company for the year ended March 31, 2021.

Thanking you

Yours faithfully,

For Intense Technologies Limited

TEJASWI KANUPURU Digitally signed by TEJASWI KANUPURU
Date: 2021.06.12 16:18:59 +05'30'

K. Tejaswi
Company Secretary

Encl: as above

Consolidated performance maintains robust traction

- *Revenue CAGR at 13% (FY19-FY21)*
- *EBITDA CAGR at 35% (FY19-FY21)*
- *PAT CAGR at 44% (FY19-FY21)*

FY21 Consolidated Revenues at Rs. 7,383 Lakh, EBITDA at Rs. 2,316 Lakh and EBITDA margins at 31.36%. PAT at Rs. 1,807 Lakh with 24.47% PAT Margin and EPS of Rs. 8.06 per share

FY21 Standalone Revenues at Rs. 6,994 Lakh, EBITDA at Rs. 1,510 Lakh with EBITDA margins at 21.59%

Dividend announced for 3rd successive year

- *Board of Directors recommends 20% dividend per equity share of FV Rs. 2/-*

Accelerated demand for digital solutions resulting in enhanced funnel-to-win ratio

Hyderabad – June 12, 2021 – Intense Technologies announced financial results for the quarter and year ended March 31, 2021.

<u>Annuity engagements</u>

- Deeper engagement within portfolio customers in telecom, banking and insurance domains for digital transformation of customer-centric business processes
- Long-term managed services contract on track and yielding good returns
- Densification of up-sell/cross-sell opportunities as digitization of customer experience became all-pervasive during the pandemic
- Enriched partnerships with system integrators enabling greater penetration in global markets

<u>Growth engagements</u>

- Mission-critical citizen services for large democracy gaining critical momentum
- New deals in insurance and banking sectors underline market share gains
- Marked foray into utilities vertical through strategic alliance with large private entity

<u>Corporate highlights</u>

- UniServe™ NXT recognized for being a low-code development platform, speeding up design and delivery of business automation
- Intense Technologies secures 4th consecutive 'Leader' status in the 2021 Aspire Leaderboard Business Automation grid

- Positioned as a 'Focused' vendor in the Overall Leaders for CCM, Communication Composition and Omni-channel orchestration grids in 2021 at a higher ranking compared to 2020
- Recognized as "The Most Admired Companies of the Year 2021" in a special edition feature by The Enterprise World
- Listed in the Gartner Market Guide, 2019 as one of Representative Vendors of the Customer Communications Management

Financial Results (Standalone):

Rs. Lakh	Q4 FY21	Q3 FY21	Q4 FY20	FY21	FY20	FY19
Total Revenues (incl. other income)	2,970.74	1,370.59	2,976.25	6,993.71	6,839.53	5,709.12
EBITDA (incl. other income)	993.60	150.81	450.3	1,510.13	1,218.02	1,246.86
Net Profit	736.10	75.15	331.8	1050.78	780.35	660.13
Basic EPS (Rs.)	3.28	0.34	1.51	4.69	3.48	2.95

Performance Review (Standalone)

New business wins, growing partnerships and improved wallet share amongst existing enterprise customers have translated to consistency in revenues and profitability streams. The Company's range of offerings including, Digital Business solutions UniServe NXT Digital Onboarding, Digital Engagement, UniServe NXT Digital B2B CX is driving deeper momentum within enterprises. Concurrently there is continuous engagement to enhance citizen services to ensure predictable services revenue.

Financial Results (Consolidated):

Rs. Lakh	Q4 FY21	Q3 FY21	Q4 FY20	FY21	FY20	FY19
Total Revenues (incl. other income)	3,093.55	1,416.72	3,110.48	7,383.19	7,027.69	5,801.82
EBITDA (incl. other income)	1,499.42	205.02	1,468.07	2,316.02	2,322.38	1,272.18
Net Profit	1,194.27	128.9	1,202.44	1,807.23	1,736.88	874.64
Basic EPS (Rs.)	5.33	0.58	5.37	8.06	7.75	3.91

Performance Review (Consolidated)

Robust performance during the fiscal was underlined by improved engagement with system integrators cross-border. With attractive implementations in advanced markets, the pricing model is auto-scaling while retaining higher share of annuity upsides. The company was able to show strong increment in profitability YoY on the back of growing engagement with SIs, involvement in digital citizen services projects and continued customer engagement. Given the rapid application development and service delivery capabilities of UniServe NXT, these trends are expected to rise.

Commenting on the performance during the period under review, C.K. Shastri, Chairman and Managing Director, Intense Technologies, said,

"The operating environment was upended by the pandemic in fiscal year 2021. The pandemic and the road to recovery has made it an imperative for businesses to enable their services, and enhance customer support and CX through digital channels, and we are geared for seizing this opportunity. During the year, we saw a notable shift in the domestic digital landscape led by many companies rethinking their digital strategy and those engaged with us already enhancing the scope of services. Our performance during FY21 captures new business wins and deeper engagements within Telecommunications, and BFSI, while strengthening traction in new verticals like Utilities and Government Services.

Combining strategies with System Integrators, we are set to penetrate global markets, explore multi-layered opportunities across enterprises and are determined to stay ahead in a customer-first, digital only world.

Our flagship UniServe NXT digital suite of solutions are the need of the hour for enterprises trying to reduce their IT operations costs due to complex legacy infrastructure, build competitive edge due to personalized CX. With right technology, low-code capabilities, amplified with digital workflows, AI, BPM, and Robotic Process Automation (RPA) our digital solutions have the agility to respond at the pace of change.

Our partners, system integrators provide speed, multidimensional capabilities while building new and better go-to-market solutions. Given that our engagements are broadening, we will demonstrate strength in our base business supported by our robust annuity pricing model. As businesses evolve into a digital society, I see more growth opportunities, and improved efficiencies from a fully integrated and trusted ecosystem."

About Intense Technologies

Intense Technologies Limited is a global enterprise software products company, headquartered in India with a strong and emerging presence in USA, LATAM, EMEA and APAC. Our enterprise software products are used globally by Fortune 500s for digital transformation of customer-centric business processes resulting in improved revenues, greater customer centricity and reduced operational expenses. We have customers in more than 45+ countries and have established ourselves as formidable players in the domains that we operate. We help onboard more than 2.5 million customers every day; we send more than 500 million communications in a day. Our solutions have been built for scale and have played a crucial role in enhancing Revenues, Customer experience and reduction in operations costs all our implementations. Intense Technologies has sales offices in Singapore, UAE, USA and UK.

NSE: INTENTECH; BSE: 532326; ISIN: INE781A01025; Bloomberg: INTEC IN

For further information, please contact:

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Forward-looking and cautionary statements

Certain words and statements in this release 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.