

Date: 16 September 2026

The Manager, Listing Department
National Stock Exchange of India Limited (NSE)
'Exchange Plaza', C-1, Block G, Bandra - Kurla Complex,
Bandra (E), Mumbai – 400 051.
Script Code: SERVICE

Dear Sir/Madam,

Sub: Investor Presentation

Pursuant to Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Investors Presentation.

The above information will also be available on the website of the Company at www.servicecare.in

You are requested to take same on record.

Thank You.

For **Service Care Limited**

Veena Girish Kulkarni
Company Secretary
M. No: ACS 69226

Service Care Limited

(Formerly known as Service Care Private Limited)

Registered Office: #653, 1st Floor, 2nd Main Road, Domlur, Bengaluru, Karnataka-560071

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CIN: L74900KA2011PLC058639 | **Email:** enquiry@servicecare.in | **Web :** www.servicecare.in



Service Care Limited

TRANSFORMING WORKSPACE AND EMPOWERING WORKFORCE

Investor Presentation
FY2025 - 26



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Company Overview

Integrated Workforce & Workspace Solutions Partner



Established in 1999, Service Care Limited is an integrated business services company offering workforce administration, facility management, and managed workspace solutions to enterprises across India.



The Company enables organisations to outsource their non-core operations, helping them improve efficiency, maintain regulatory compliance, and focus on their core business activities.



With a nationwide operational footprint and long-standing client relationships, Service Care Limited has developed a diversified portfolio of integrated business services.



The Company serves a wide range of industries, including Manufacturing, Healthcare, Infrastructure, Biotechnology, Aerospace, BFSI, Chemical Industry, Education, Retail, Engineering, and Hospitality.

At A Glance

₹93.7 Cr

Market capitalization

(As on 2nd Sept, 2026)

25+

Years of industry experience

250+

Customers served

91%

Customer retention

6400+

Peak workforce strength

NSE SME

listed
IPO completed 2023

15+ ISO & compliance certifications

VISION & MISSION STATEMENT

“

Our Mission & Vision is to relentlessly pursue excellence in driving efficiency and productivity for our partners by proficiently outsourcing and optimizing their essential business operations. Committed to creating an environment of desirability, we aim to cultivate a company that attracts and retains top talent, satisfies customers, and garners trust from investors, all while delivering exceptional value.

”

CORE VALUES



OUR JOURNEY

1999

Foundation

- Commenced operations with Facility Management Services, establishing a strong presence in enterprise support and workplace operations.

2013
2017

Capability Enhancement

- Achieved ISO certifications and expanded into Infrastructure projects across multiple domains.
- Commenced F&B Vertical.

2019

Portfolio Diversification

- Expanded into Healthcare and Aerospace.
- Introduced B2C services & recruitment vertical.

2021
2022

Industry Recognition

- Workforce strength surpassed 5,400+ associates.
- IT & contract staffing commenced.

2004
2011

Business Expansion

- Diversified into Manpower Outsourcing and Payroll Services.
- Incorporated as a private limited company.

2025
2026

Strategic Transformation

- We have been nominated for the ET Awards for MSME Women Entrepreneur – Medium Category.
- Outstanding Achievement Award for Business Excellence at AIAF National Seminar and Award recognition.
- Expanded Our Presence in North India.

2024
2025

Operational Scale

- Workforce 5400+.
- New Branch in the West.
- BFSI Recruitment Service Commenced.
- Managed Workspace Service Commenced.

2023

Growth & Recognition

- Successfully listed on the NSE SME Exchange.

LEADERSHIP TEAM



Shany Jalal

Chairman & Managing Director

Founder of Service Care Limited with 25+ years of entrepreneurial experience in workforce and workspace solutions. Led the Company's transformation from a proprietorship in 1999 to an NSE SME-listed enterprise in 2023. Recognized with multiple industry awards and an alumni of the Goldman Sachs 10,000 Women Program.



Anil Kumar M

Executive Director

A seasoned business leader with extensive experience in business expansion, operational excellence, and strategic growth. Expertise in scaling organizations, driving customer-centric innovation, and leading high-performing teams across multiple business functions.



Amit Kumar Rakhecha

Executive Director & CFO

An accomplished finance and business strategist with expertise in corporate finance, business development, large-scale deal structuring, and P&L management. Brings significant experience in staffing, technology services, sales strategy, and business transformation.

LEADERSHIP TEAM



Bharath Kumar Jain

Independent Director

A Fellow Chartered Accountant and MBA with extensive experience in financial strategy, corporate governance, business advisory, and regulatory compliance. Specializes in financial controls, benchmarking, and corporate consulting.



Ajay Kumar Bantia

Independent Director

A Fellow Company Secretary and Law Graduate with strong expertise in corporate governance, legal compliance, secretarial practices, and regulatory advisory. Advises companies across India on corporate and allied laws.



Pushpy B. Muricken

Pushpy B. Muricken

A Fellow Cost Accountant and Law Graduate with over a decade of experience in cost audits, financial advisory, taxation, internal controls, and business consultancy. Brings deep expertise across manufacturing and healthcare sectors.

ISO CERTIFICATIONS



Environmental Management
System (EMS)
ISO 14001:2015



Quality Management
System (QMS)
ISO 9001:2015



Occupational Health and
Safety Management
ISO 45001:2018



Food Safety Management
System
ISO 22000:2018



Social Accountability
System
SA 8000:2014



Information Security
Management System
ISO/IEC 27001:2013



Quality Management
Customer Satisfaction
ISO 10002:2018



Energy Management
Systems
ISO 50001:2018



Security and resilience Business
Continuity
Management Systems
ISO 50001:2018



Restriction of Hazardous
Substances Directive (RoHS)
RoHS 2011/65/EU



Event Sustainability
Management System
ISO 20121:2012



Quality Management
Customer Satisfaction (QMCS)
ISO 10002:2014



Facility Management
Systems
ISO 41001:2018



Hazard Analysis Critical
Control Point (HACCP)
HACCP



Social Responsibility
ISO 26000:2010



Learning Services Outside
Formal Education
ISO 29993:2017



Quality Management
Customer Satisfaction
ISO 10002:2018

AWARDS AND RECOGNITION



Certificate of Excellence
Award SCPL



Great Companies Women
Entrepreneur Award 2023



Payroll Outsourcing
Award SCPL



Nominated for the ET Awards for
MSME Women Entrepreneur –
Medium



KSMBOA Star Women Entrepreneur
of the Year (BE&A Awards 2015)



KSMBO Certificate 2015



Outstanding Achievement Award for
Business Excellence at AIAF National
Seminar and Award recognition.

PAN INDIA PRESENCE



Our Offices

- 📍 Bangalore
 - 📍 Pune
 - 📍 Chennai
 - 📍 Mumbai
 - 📍 Hyderabad
 - 📍 Gurugram
 - 📍 Karnal
 - 📍 Ahmedabad
- (Satellite Office)



Providing integrated workspace and workforce solutions across India with a **PAN-India** presence.

INTEGRATED BUSINESS SERVICES

Workspace Administration

workspace Administration helps enterprises build a flexible, compliant, and high-performing workforce by simplifying workforce operations and reducing the burden of managing non-core HR functions. This enables organizations to scale efficiently while enhancing operational agility and business continuity.

KEY SERVICES



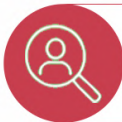
Contract Staffing Services

IT Contract Staffing, Project Solutions, Contractual & Temporary Staffing, IT Operations Center Staffing.



Staff Augmentation Services

IT Staff Augmentation, Long-Term Staffing, Industry-Specific Staffing, Project-Based Augmentation, Skill Based Staffing.



Recruitment Staffing Services

Talent Acquisition, Project-Based Recruitment Executive Search, Recruitment Process Outsourcing.



HR & Compliance Solutions

Hiring Services, Payroll Management, Statutory & Compliance Management, Onboarding & Offboarding Services, Central HR Service Desk, Compensation Management.



Workspace Administration

Workspace Administration enhances workplace efficiency and facility management, while **MWaaS** delivers integrated, technology-enabled infrastructure and operational solutions for predictable, performance-driven outcomes.

KEY SERVICES



Building & Facility Management

Building maintenance, fire safety, MEP service, lifts & elevators, planned & reactive maintenance, janitorial services, waste management and landscaping.



Hospitality & Workspace services

Food & pantry services, office refreshments, reception/front desk, vending, concierge and meeting room management.



Administrative & Support Services

Mailroom and document management, shipping & receiving support, janitorial material supply and other workplace support services.



Managed Workspace as a service (MWaaS)

End-to-End management of offices, schools and hospitals, covering infrastructure, facilities and technology-enabled solutions.



INDUSTRIES WE SERVE



Engineering
& EPC



Infrastructure &
Construction



Biotechnology



Chemical
Industry



Healthcare &
Hospitals



IT & ITES



Hospitality



Education



Retail &
Consumer



Aerospace



BFSI

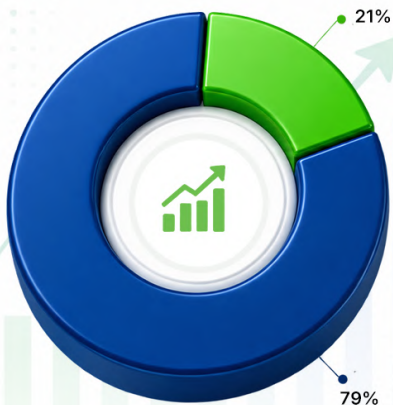


Automobile



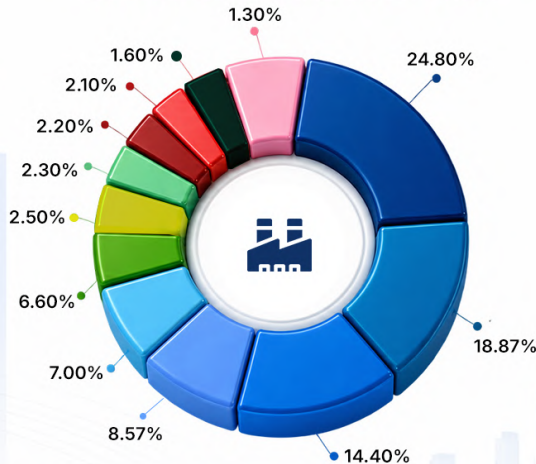
REVENUE COMPOSITION (FY2026)

SECTOR WISE REVENUE



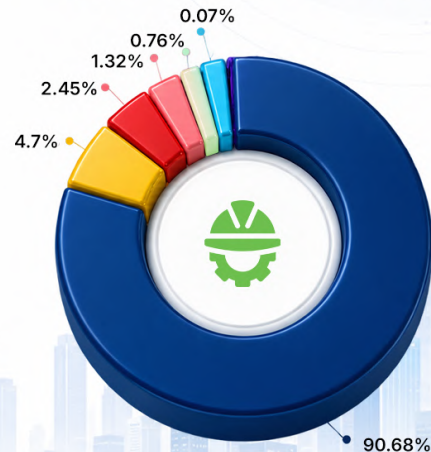
● Workspace ● Workforce

WORKFORCE- INDUSTRY MIX



● Banking & Finance ● EPC ● Healthcare ● Others
 ● IT/ITES ● Manufacturing ● Real Estate
 ● Chemical ● Automobile ● Business Service
 ● Biotechnology ● Pharmaceutical ● Education

WORKSPACE- INDUSTRY MIX



● EPC ● ITES
 ● Automobile ● Oil & Energy
 ● Manufacturing ● Engineering

KEY CLIENTS



OPERATIONAL SCALE & ESG IMPACT

Measuring the scale behind our service ecosystem.



5600+

ACTIVE ASSOCIATES

4,200+ Workforce

1,300+ Workspace

A diversified workforce supporting integrated service delivery.



2+ Lakh

SQ. FT. MANAGED

Workspace capacity managed across enterprise sites.



REVENUE PER ASSOCIATE (₹)

Overall | ₹28,723

Workforce | ₹29,627

Workspace | ₹25,828



ESG & PEOPLE DEVELOPMENT

52,000+ | Training Hours Delivered

500+ | Women Workforce Participation

20% | Green-Certified Sites

DRIVING GROWTH. CREATING OPPORTUNITIES.

KEY GROWTH DRIVERS



Growing Workforce Outsourcing

Enterprises are increasingly outsourcing workforce management to improve flexibility, optimize costs, and enhance operational efficiency.



Expanding Facility Management Market

Demand for integrated workplace services is rising across commercial real estate, manufacturing, healthcare, education, and infrastructure.



Digital Transformation

Businesses are accelerating investments in AI, automation, payroll digitization, and workforce analytics.



Infrastructure & Industrial Expansion

Government infrastructure projects, manufacturing growth, and GCC expansion continue to create long-term outsourcing opportunities.



MARKET OPPORTUNITY



The rapid expansion of corporate outsourcing, commercial infrastructure, manufacturing, healthcare, and Global Capability Centres (GCCs) is driving sustained demand for integrated workforce and workplace solutions.



At the same time, enterprises are increasingly adopting technology enabled service models to improve operational efficiency, compliance, and business agility.

KEY GROWTH DATA



Fastest Growing Market
Middle East and Africa

Largest Market
Asia Pacific

Market Concentration
Medium



Market Concentration
Medium

THE NEXT PHASE OF GROWTH

Building the Next Generation of Enterprise Services

From Service Provider to Integrated Solutions Platform

Three Strategic Growth Pillars



HCaaS

Human Capital
as a Service



MWaaS

Managed Workspace
as a Service



DPaaS

Digital Platform as
a Service



People



Workspace



Technology



Integrated
Enterprise Solutions

One Platform. Three Integrated Solutions. Endless Growth Opportunities.



HCaaS

Human Capital as a Service



Enables efficient workforce management by improving productivity, compliance, flexibility, and scalability while reducing administrative complexity.

Business Value

- Improved Workforce Productivity
- Flexible Talent Deployment
- Reduced Administrative Burden
- Regulatory Compliance
- Scalable Workforce Solutions



Workforce Lifecycle

01



Acquire

Staffing, Recruitment Outsourcing, Executive Search and Talent Acquisition.

02



Deploy

Employee Onboarding, Payroll Setup, Statutory Registrations and Compliant Workforce Deployment.

03



Manage

Attendance, Payroll, HR Administration, Compliance, Employee Support and Workforce Operations.

04



Develop

Training, Upskilling, Performance Management and Career Development.

05



Optimize

Workforce Analytics, Productivity Insights, Cost Optimization and Workforce Planning.



MWaaS

Managed Workspace as a Service



Delivers safe, efficient, and optimized Workspace through integrated operations that enhance employee experience and ensure business continuity.

Business Value

- Operational Excellence
- Optimized Workplace Performance
- Business Continuity
- Enhanced Employee Experience
- Sustainable Workplace Operations



Workspace Lifecycle

01



Design

Facility planning, Workspace layouts, smart building consulting, and infrastructure planning for efficient operations.

02



Build

Execution of fit-outs, engineering systems, security infrastructure, MEP installations, and Workspace commissioning.

03



Operate

Integrated Facility Management including housekeeping, engineering maintenance, technical services, security, hospitality, and energy management.

04



Administer

Vendor management, SLA monitoring, compliance, reporting, Workspace analytics, and continuous operational improvement.



DPaaS

Digital Platform as a Service



Delivers safe, efficient, and optimized workplaces through integrated operations that enhance employee experience and ensure business continuity.

Business Value

- AI-Driven Operations
- Process Automation
- Jobs Portal
- Digital Compliance
- Gig Platform



Digital lifecycle

01



Digitize

Convert manual HR, payroll, compliance, and facility operations into structured digital workflows.

02



Automate

Deploy AI, bots, workflow automation, and intelligent process management to reduce manual effort and improve accuracy.

03



Integrate

Connect HRMS, ERP, payroll, finance, and facility systems through APIs for seamless enterprise-wide data flow.

04



Optimize

Use analytics, dashboards, and AI-driven insights to improve productivity, compliance, decision-making, and operational efficiency.

HCX : BUILDING THE WORKFORCE PLATFORM OF TOMORROW

Connecting India's Workforce Ecosystem Through One Intelligent Digital Platform

The Human Capital Exchange (HCX) is Service Care Limited's proprietary digital ecosystem designed to connect employers, candidates, gig workers, and enterprise projects on a unified AI-enabled platform. It serves as the technology backbone for the Company's next phase of scalable growth.



Why HCX Matters

- AI-powered talent matching and workforce deployment
- Automated payroll, HR, and statutory compliance
- Employer self-service and workforce management portal
- Real-time analytics and operational dashboards
- Gig workforce marketplace with instant deployment capability



Strategic Value

- HCX transforms Service Care Limited into a platform-led enterprise.
- It combines technology, data, and recurring digital services.
- As platform adoption grows, network effects, customer retention, and scalable revenue opportunities strengthen.
- This strengthens the Company's long-term competitive position.

HCX: A CONNECTED HUMAN CAPITAL ECOSYSTEM

A Self-Reinforcing Platform Flywheel

At the center of Service Care Limited's digital strategy is HCX, which connects every participant in the workforce ecosystem. As more users join the platform, data intelligence improves, service offerings expand, and customer value compounds over time.

Four Connected Stakeholders



Candidates

Skilled professionals and job seekers looking for employment opportunities.



Employers

Enterprises, SMEs, GCCs, and organizations seeking workforce and workplace solutions.



Projects

Contract assignments, staffing mandates, managed services, and outcome-based engagements.



Gig Workers

Flexible professionals available for on-demand, project-based, and temporary assignments.

PLATFORM: A SELF REINFORCING GROWTH FLYWHEEL



STRATEGIC WHITE SPACE

One Partner. Three Capabilities. Endless Possibilities.

Most industry participants specialize in a single domain staffing, facility management, or technology. Service Care Limited differentiates itself by integrating all three into one scalable enterprise platform, enabling customers to simplify operations and build long-term strategic partnerships.

Why It Matters

- One strategic partner instead of multiple vendors
- Higher customer retention through integrated services
- Cross-selling opportunities across business verticals
- Greater operational efficiency for enterprise clients
- Higher lifetime value from every customer

CROSS-SELL STRATEGY

One Client. Multiple Solutions. Long-Term Value Creation.
Customer Growth Journey



Workspace Entry Recruitment • Staffing



Workspace Management Payroll • Compliance • HR



Workspace Services IFM • Hospitality • Managed
Workspace



Technology Platform (HCX) Analytics • Automation
• Digital Solutions



Higher Revenue Stronger Retention Recurring
Contracts • Long-Term Partnership

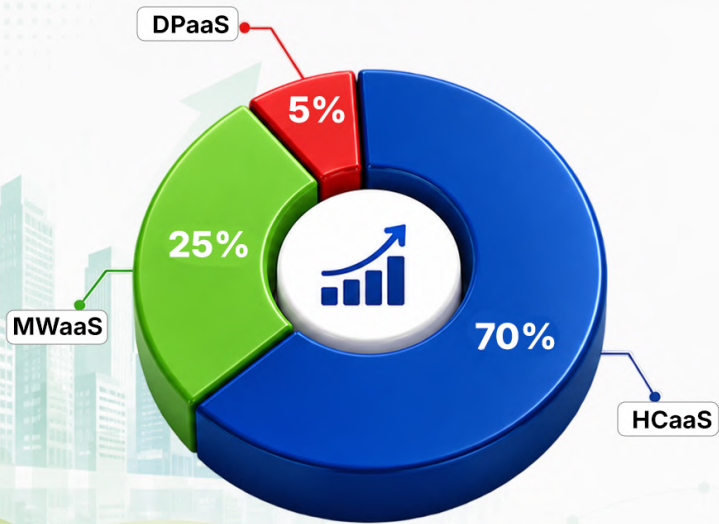
CROSS-SELL STRATEGY One Client → Multiple Solutions → Higher Value

Strategic Benefits

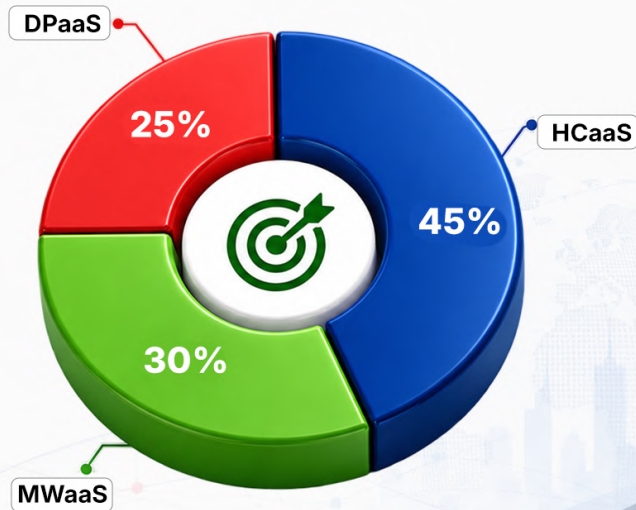
- **Higher Revenue Per Client** through multiple service engagements.
- **Stronger Client Retention** by becoming an integrated enterprise partner.
- **Lower Customer Acquisition Cost** by expanding services within the existing client base.
- **Scalable Recurring Revenue** driven by long-term contracts across multiple service lines.

TOWARDS A DIVERSIFIED REVENUE MIX

Revenue Mix - FY2026



Target Revenue Mix - FY2028



WHY SERVICE CARE LIMITED

1



Integrated Enterprise Services

Service Care Limited delivers **Workforce Administration, Workspace Administration, and Digital Platform solutions** through a single integrated business model, enabling clients to consolidate multiple service providers into one strategic partner.

2



Experienced Leadership & Proven Track Record

Backed by **25+ years of promoter experience**, the Company has built a strong reputation for operational excellence, customer trust, and sustainable business growth across multiple industries.

3



Long-Term Customer Relationships

A customer-centric approach and consistent service delivery have resulted in **91% customer retention**, reflecting strong client satisfaction and recurring business opportunities.

4



Technology-Led Transformation

The Company's **HCX digital platform** is driving the transition towards AI-enabled recruitment, payroll automation, workforce analytics, and compliance management, creating a scalable and asset-light growth model.

5



Cross-Selling Business Model

Service Care Limited's integrated service portfolio enables customers to adopt multiple solutions over time, increasing wallet share, strengthening customer stickiness, and generating diversified recurring revenues.

WHY SERVICE CARE LIMITED

6



Diversified Revenue Streams

The Company derives revenue from multiple business verticals, including Workforce Administration, Workspace Administration, Business Support Services, and emerging Digital Platform offerings, reducing dependence on any single service line.

7



Strong Compliance & Governance

Robust statutory compliance systems, internal controls, and governance practices ensure regulatory adherence, operational reliability, and long-term customer confidence.

8



Pan-India Execution Capability

With an expanding presence across key business hubs, Service Care Limited has the operational capability to deliver standardized, high-quality services to multi-location enterprises across India.

9



Asset-Light & Scalable Business Model

The Company's business model is built on long-term service contracts and technology-enabled operations, enabling efficient scalability with limited capital investment and strong operating leverage.

10



Future-Ready Digital Ecosystem

The strategic focus on HCX and Digital Platform as a Service (DPaaS) positions Service Care Limited to capitalize on the growing demand for AI-driven enterprise services, digital workforce management, and recurring platform revenues.

PROFIT & LOSS STATEMENT

(Amounts ₹ in lakhs)

Particulars	As on 31st March, 2026	As on 31st March, 2025
Revenue from Operations	19,339.34	18,901.02
Other Income	239.74	(41.69)
Total Income	19,579.34	18,859.33
Finance Costs	18.33	7.70
Depreciation & Amortisation	173.94	76.92
Total Expenses	19,047.81	18,658.32
EBITDA	723.8	285.63
EBITDA Margin	3.74%	1.51%
Profit Before Tax	531.53	201.01
Profit After Tax	501.92	201.47
Earnings Per Share (₹)	3.77	1.63



BALANCE SHEET STATEMENT

(Amounts ₹ in lakhs)

Particulars	As on 31st March, 2026	As on 31st March, 2025
Equity Share Capital	1,332.85	1,332.85
Other Equity	3,877.63	3,363.36
Long-Term Borrowings	36.19	47.29
Lease Liability	78.71	75.98
Long-Term Provisions	18.75	21.09
Short-Term Borrowings	11.10	10.15
Trade Payables	47.62	20.15
Other Financial Liabilities	1818.62	1854.9
Lease Liability	10.23	11.57
Provisions	100.21	88.75
Total Equity & Liabilities	7331.91	6826.09

(Amounts ₹ in lakhs)

Property, Plant & Equipment	1075.55	409.38
Capital Work-In-Progress	-	25.9
Non-Current Investments	2,574.91	3,289.83
Deposits	21.7	39.01
Deferred Tax Assets (Net)	37.22	40.53
Inventories	1.15	1.04
Trade Receivables	2684.55	2353.48
Cash & Cash Equivalents	455.23	353.23
Deposits	25.36	30.11
Current Tax Assets (Net)	423.12	209.33
Other Current Assets	33.12	74.25
Total Assets	7331.91	6826.09

THANK YOU



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REQUEST A MEETING
INVESTOR KIT