Ref: ITL/SE/2024-25/14

Date: May 21, 2024

To,

The Manager,	The Manager
Corporate Relation Department	Listing Department
BSE Limited	**National Stock Exchange of India Limited**
Phiroze Jeejeebhoy Towers	Exchange Plaza, 5th Floor; Plot No. C/1
Dalal Street, Fort	G Block, Bandra Kurla Complex, Bandra (East),
Mumbai – 400001	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 of the Earnings Conference Call held today i.e., May 21, 2024, relating to FY 2023-24 Annual financial results is being submitted. You can also find the Presentation on the website of the Company at the following web page:
https://www.in10stech.com/Investors

This is for your information and records.

Thanking you,

Yours Faithfully,

For **Intense Technologies Limited**

PODUGU
PRATYUSHA
Digitally signed by
PODUGU PRATYUSHA
Date: 2024.05.22
11:37:50 +05'30'

Pratyusha Podugu
Company Secretary & Compliance Officer

Intense Technologies Limited
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Telangana, India
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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.

In10s declares 27% YoY growth in topline revenue.

EBITDA grows 22% YoY.

In10s declares dividend for the 6th consecutive time; Dividend doubled to 50% in FY'24!

FY24
Financial Highlights

Our intensity.
Your agility.

AGENDA

1

Financial Highlights
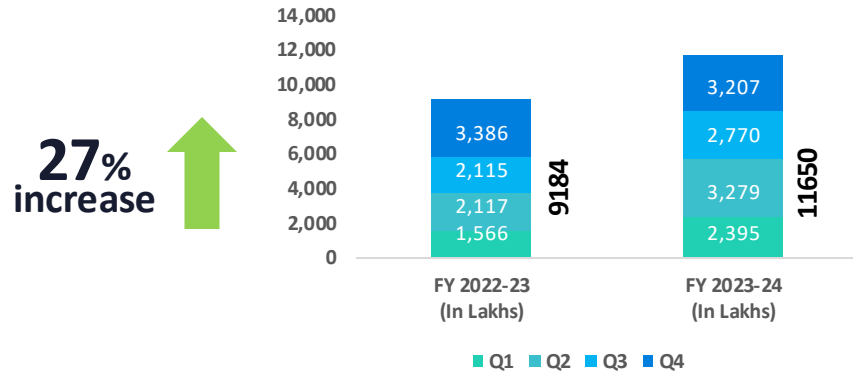
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Company Profile

3

Business Offerings

4

Customer Success Stories

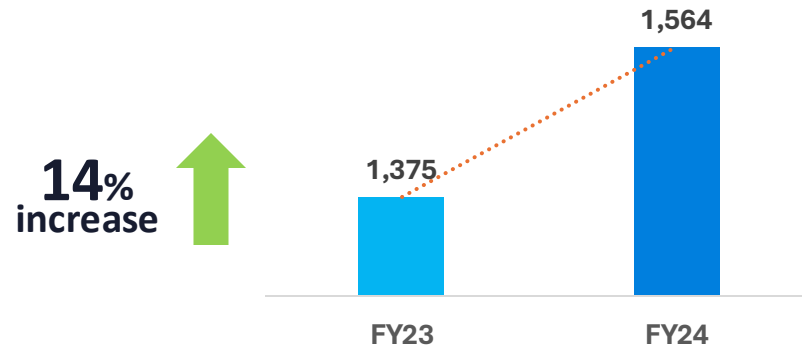# Financial Highlights – Consolidated Financial Results – FY 24

Our intensity.
Your agility.

Revenues (in lakhs)

27% increase

FY 2022-23 (In Lakhs)	FY 2023-24 (In Lakhs)
Q4 3,386	3,207
Q3 2,115	2,770
Q2 2,117	3,279
Q1 1,566	2,395
9184	**11650**

■ Q1 ■ Q2 ■ Q3 ■ Q4

EBITDA and EBITDA Margin %

22% increase

FY23: 1,863 ~ 20%
FY24: 2,271 ~ 20%

PAT & PAT Margin %

14% increase

FY23: 1,375
FY24: 1,564

EPS

14% increase

FY23: ₹5.86
FY24: ₹6.66
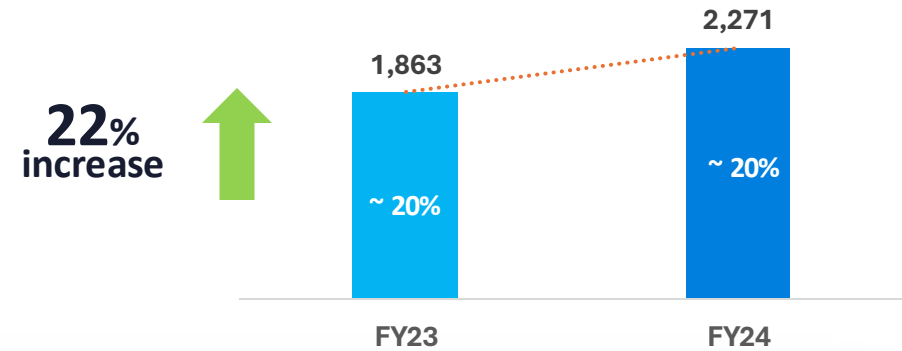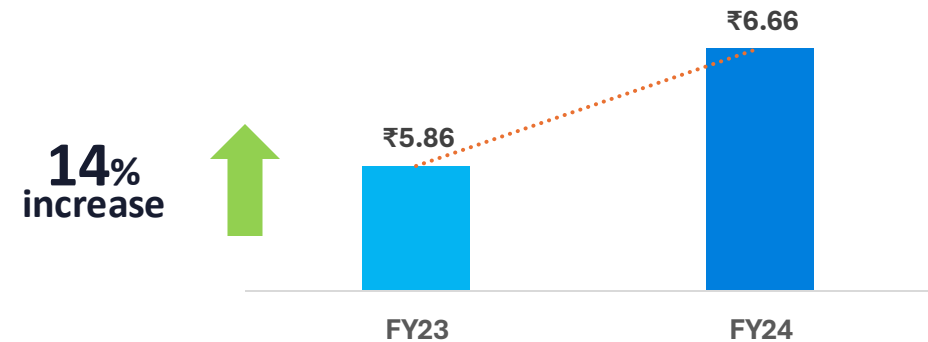
Message from MD's desk

C K Shastri
Founder & Managing Director

Commenting on the results, Mr. C.K. Shastri, Managing Director of Intense Technologies Limited said, "Intense Technologies has achieved remarkable success with Project Butterfly, delivering an impressive 27% increase in topline performance year-over-year. Our strategic focus on optimizing existing client relationships and capitalizing on cross-selling and up-selling opportunities has driven significant traction, particularly in the BFSI and Telecom sectors.

Intense is strategically positioned to capitalize on the next phase of IT industry evolution by placing data at the core of our product and service offerings, emphasizing scale, specialization, and technological expertise. With enterprises increasingly integrating AI-driven processes into their workflows, Intense offers robust capabilities to leverage large datasets, thereby enhancing customer engagement and driving digital transformation. Our commitment to data quality and governance underscores the pivotal role of data in modern business processes.

In the realm of enterprise communication, Intense excels in providing end-to-end IP-enabled Services, encompassing communication planning, design, and dissemination at scale. Our track record of delivering data services to enterprises exemplifies our expertise and commitment to client success. Moreover, our focused efforts on government projects involving the management of extensive datasets have yielded profitable momentum, albeit on a modest scale. Additionally, launching our core offering on the AWS marketplace as a SaaS solution has garnered significant customer interest, signaling promising growth prospects.

Throughout the year, our diligent measures to optimize operating expenses have yielded substantial gains, enhancing project cost management and receivables efficiency. With our innovative business approach, Intense Technologies continues to empower organizations to harness the full potential of their data assets."

Message from Directors' desk

Anisha Shastri
Whole Time Director

Commenting on the results, Ms. Anisha Shastri, Director of Intense Technologies Limited said, "Our investments are starting to pay off with positive outcomes emerging gradually. Intense is expanding partnerships with crucial existing clients to forge new and assured revenue channels. This quarter, we've acquired two new clients, and we've bolstered our business development prowess for more predictable results. By harnessing our intellectual property assets, we remain a fundamental facilitator of crucial projects. We take pride in broadening our scope to contribute to overall revenue growth and amplify operational efficiency.

Our forte lies in data—our IP revolves around managing and governing data to deliver tangible enhancements to customers, both in their daily operations and strategic endeavors. We're trailblazers in seamlessly integrating legacy and mainframe applications, specializing in vital systems such as billing, core banking, and insurance applications, which foster meaningful engagements with end-users. Our continuous focus on enhancing our expertise in data governance, AI, and communications governance ensures that our distinctive capabilities position us as the preferred choice."

Our intensity.
Your agility.

Key Highlights
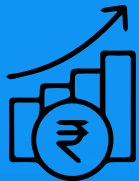
Achieved a groundbreaking milestone by crossing **100 Cr for the first time**

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

Date project closed

~20% Reduction in Days Sales Outstanding (DSO)

Recognized by the best

OMDIA
2024

Recognized as a Challenger in
Omdia Universe for
Customer Communication Management

Quadrant Knowledge Solutions
2023, 2022

LEADER

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

ASPIRE | LEADERBOARD
2022, 2021 & 2020

Business Automation **Leader**
& Comprehensive in
Customer Communications &
Omni-channel Orchestration
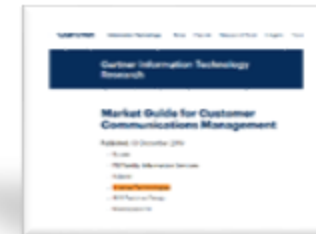in Aspire Leaderboard™ 2022
(fifth year in a row)

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

Intense Technologies receives the Best SME
with Global Footprints 2021

Ⓟ

4 Patents filed :
App no: #6529/CHE 2015;
5139/CHE/2014

Gartner.
2021 & 2019

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

Intense Rated Number One by Customers - Gartner Peer Insights 2023

Globally Ranked No.1 ★ ★ ★ ★ ★

Overall customer rating of 4.9/5 among CCM vendors featured in the **2023 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 Global presence across 4 continents

70+ Implementations across the globe

50% More than 50% market Share in Insurance & Telecom market

Our intensity. Your agility.

15+ awards and recognitions From industry, Government, media and analysts

Fortune 500s Customers Use our solutions Globally

19 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

INTENSE TECHNOLOGIES LTD 13

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 2740.5 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

Our intensity.
Your agility.

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

UniServe™ NXT Marketing & Communication Hub

360-Communication Hub

Reach - Marketing Automation Hub

Connect-Transmission Services

AI-Enabled Data Management

IDM - Data Management Hub

1Vu - Identity Management

Low-code Application Development Platform

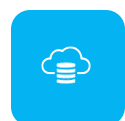Process Automation

Forms Automation

Low code custom app development

Tech-Enabled Services

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

Data Services

- Data Management
- Data Quality
- Golden Record Creation
- De-duplication
- Data Governance
- Process Automation

Cloud Services

- Cloud Consulting Services
- Cloud Engineering
- Cloud Security and compliance

### Talent as a Service (TaaS)

- Workforce Optimization

Managed Services

- Solution Engineering
- Testing Services
- Product Engineering
- Infra Services
- Government Managed Services
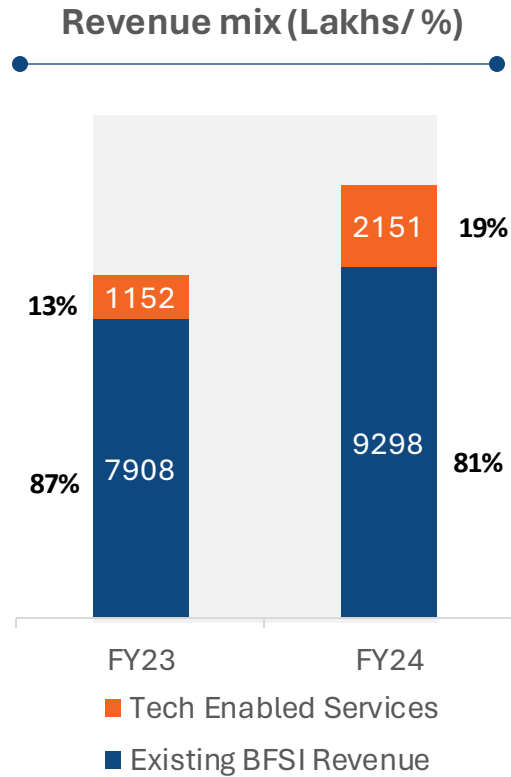
15

In10s offers differentiated customer centricity

- Pre-built adapters and connectors
- Global telecoms, banks, insurance companies use our products
- Tried and tested for scale

Strong Domain Expertise

Solution Built on Advanced Technologies

The Platform Advantage

- End-to-end automation using Low-code;
- Data virtualization to enable data privacy
- Video, interactive statements
- Patented layering technology
- Template import / export facility to lower TCO
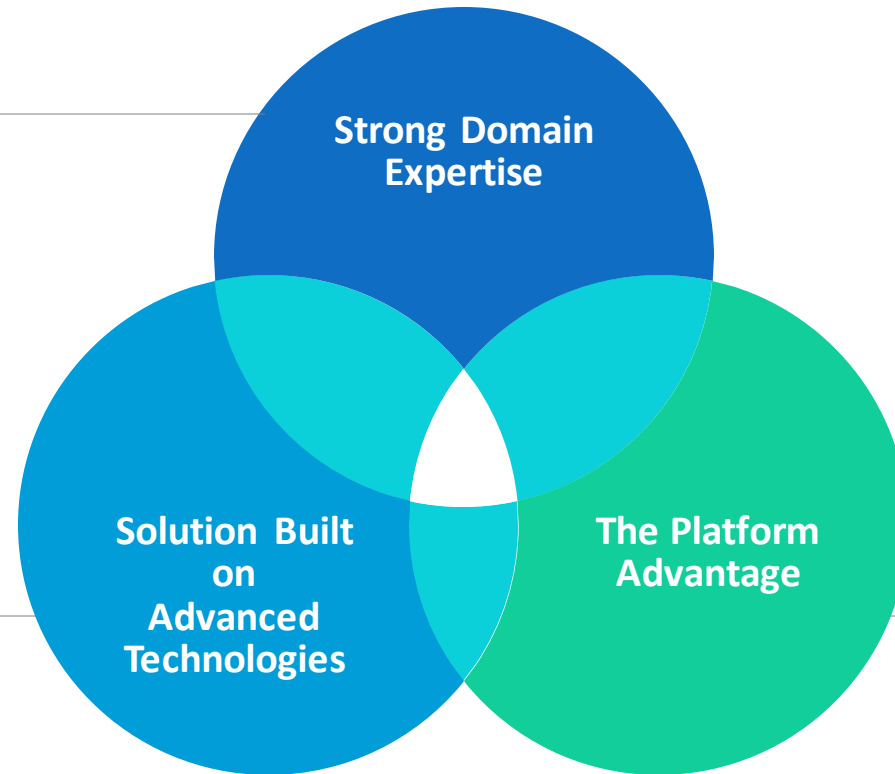
- Award winning Portfolio
- Faster change management
- AI / ML, chat bots integration to virtual assistants for enhanced CX

Tech-enabled services driving product mix

Revenue mix (Lakhs/ %)

Chart: Stacked bar chart
- FY23: Tech Enabled Services 1152 (13%), Existing BFSI Revenue 7908 (87%)
- FY24: Tech Enabled Services 2151 (19%), Existing BFSI Revenue 9298 (81%)

Legend:
- ■ Tech Enabled Services
- ■ Existing BFSI Revenue

Annuities margins range average 20%

Annuities grew 17.5% YoY, in FY2024

Annuities
- Mission critical role
- Revenue assurance with predictable growth
- High revenue and margin contribution

Tech-Enabled Services / Green shoots
- Multi-tier opportunities within existing enterprise relationships
- Rapidly scalable
- High revenue contribution

Tech Enabled Services first year growth at 86.7% YoY, in FY2024

Tech Enabled Services margins range from 6% for Government Project to 15% for Data, Cloud, TAAS & other services

- Leveraging NextGen technologies including AI/ML, Cloud services, Big Data analytics, In10s intends spearhead digital transformation of large enterprises
- In10s' Tech Enabled Services segment to drive multi-tier engagement to support mission critical projects while annuities underline revenue visibility

Interactive Customer Communications

The Customer
World's 5th largest bank with a m-cap of more than 5 lakh crore; Nationwide distribution network of 4,787 branches and 12,635 ATMs in 2,691 cities/towns.
.

The Objective
To send engaging and interactive communications across multiple channels to improve customer experience & engagement.

The Problem

- Multiple applications being used to send out multi-channel communications

- Low scope for personalization and clarity in statements

The Solution

- Sends consolidated statement through multi channel delivery

- Analytics and graphical representation on transactional data

- Personalized marketing messages

- Business intelligence derived from demographics, transaction history and customer feedback

Results

- Increased email penetration

- Improved revenues, reduced customer calls, customer churn

- Differential experience based on customer segmentation

Impact: **Increased email penetration**

15 million interactive statements per month

Approx. **3.9 cr emails**, **31 lakh SMS** and **3.9 cr HTML 5** volumes are sent per year

Delivering Seamless Citizen Experiences

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

The Problem

- Network connectivity issues persist
- 20000+ regulatory rules to be applied dynamically creating a change management overhead
- Excessive dependency on database
- Filling ITR forms lacked compatibility with multiple devices.
- Need to redo multiple times

The Solution

- Configurable UX: All forms were developed by non-IT with zero coding experience using drag and drop & configurable features.
- BPM and rules engine: Complex field/cross-field/cross-module/form level validation were logically configured.
- One-for-All: Built once using NXT for web, offline and mobile reducing change mgmt. Effort
- Set up a 150+ member strong team delivering e2e managed services in a complex domain in very short timeframe during pandemic

Results

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

Impact: **Outstanding citizen experience**

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

75 million citizens file their taxes worth **USD 18 billion**

85% information is auto-filled reducing tax fraud possibilities

Customer Onboarding and Engagement Journey

The Customer
World's fastest growing green field 4G service provider which disrupted Indian telecom market and brought India to no 1 position in data usage.

The Objective
Reduce/Automate O2A from 6 hours to 3 minutes.
Single platform for onboarding, digital customer engagement and customer communications.

The Problem / Opportunity

- To disrupt business by improving customer experience

- Reduce total cost of customer engagement by end to end automation

- Seamlessly integrate with multiple systems, processes and automate all business processes of customer lifecycle

The Solution

- Seamless customer onboarding via physical and digital channels

- Data de-duplication engine to authenticate customer information and ensure a single customer identity

- Personalized and contextual messaging

- Auto-extraction of customer information from national database

Results

End-to-end automation of business process

Digital service innovator award for faster customer onboarding by TM Forum

Integrated with 20+ applications

Impact: Seamless and quick onboarding

Reduced **O2A** from **6 hours** to under **3 minutes**

Onboarded **100 million** subscribers in **170 days**

170 billion communications sent in a year

Modernized Customer Communications

The Customer
Long-term life insurance provider with its headquarters in Mumbai, offering individual and group insurance. The client has about 400+ branches and presence in 980 cities and towns in India.

The Objective
A communication hub that can handle all customer communication related aspects such as designing and delivery through Print, Email, SMS, CRM, and Self-Care portal.

The Problem / Opportunity

- To disrupt business by improving customer experience
- Reduce total cost of customer engagement by end to end automation
- Seamlessly integrate with multiple systems, processes and automate all business processes of customer lifecycle

The Solution

- Responsive UX
- BPMN2.0 / xPDL workflow for process agility
- API gateway
- Notification @ 21k TPS
- Re-usable and micro-services components
- Supports multiple channels of delivery - email, SMS, Push, OBD

Results

Reduced TAT for template creation and faster GTM of new products

Reduced the number of communications with respect to various products by sending a consolidated statement

Impact: Seamless and quick onboarding

Reduced **800** templates to **200**

Sends approximately **5 million** communications per month

More than **10 cr emails**, **6.2 cr print** and **3.8 SMS** volumes are sent every year

Digital Business Demands
New Architecture

In10s

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: investorrelations@in10stech.com

Branches

UK | USA | SINGAPORE | UAE

Our intensity.
Your agility.