ENSER COMMUNICATIONS LTD.
(formerly known as Enser Communications Pvt. Ltd.)
CIN: L64200MH2008PLC182752

Date: November 24, 2026

To,

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C/1, G Block,
Bandra - Kurla Complex,
Bandra (East) Mumbai -400051

SYMBOL: ENSER
ISIN No.: INE0R9I01021

Subject : Investor Presentation H1FY27

Dear Sir/Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the detailed presentation titled "Intelligence in Every Interaction, Investor Presentation, H1FY27" for your records and dissemination at your official website.

A copy of the same will also be uploaded on the Company's website www.enser.co.in.

We request you to take the above information on your records.

Thank you,

Yours faithfully,
For Enser Communications Limited
ALISHA SARASWAT
Digitally signed by ALISHA SARASWAT
Date: 2026.11.24 16:54:15 +05'30'
Alisha Saraswat (M. No. A79732)
Company Secretary & Compliance Officer

Encl: As above

enser

Intelligence in *Every Interaction*



Investor Presentation H1FY27

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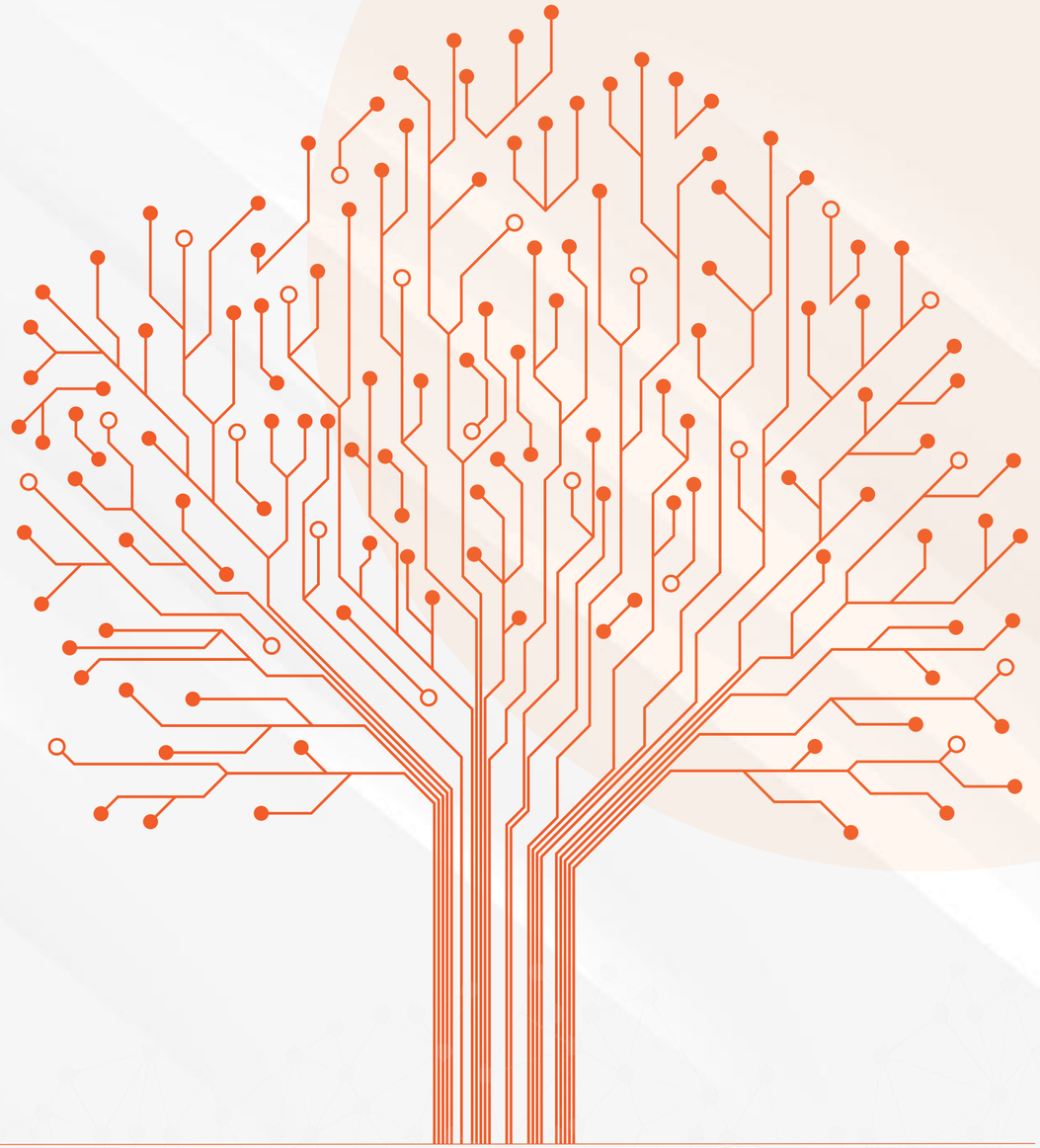


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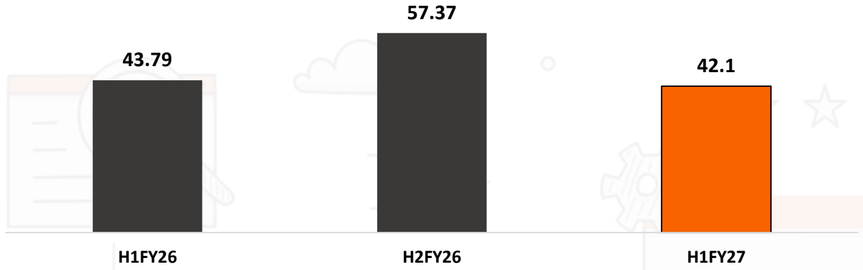
H1FY27 Updates & Business Overview



Half-Yearly Snapshot – H1FY27

(Rs. In Cr.)

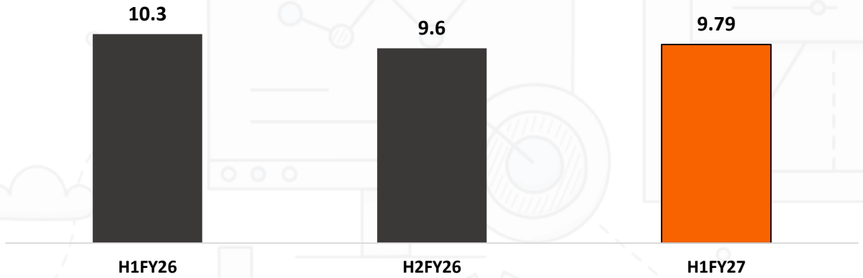
Total Revenue



-3.9% YoY

-26.6% HoH

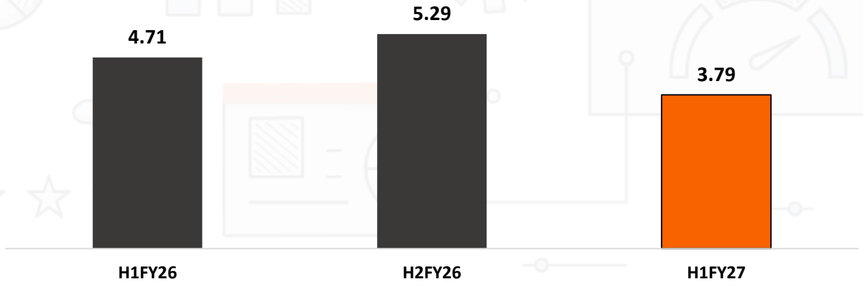
EBITDA



-4.9% YoY

2.0% HoH

PAT



-19.7% YoY

-28.5% HoH

H1FY27

EBITDA Margin

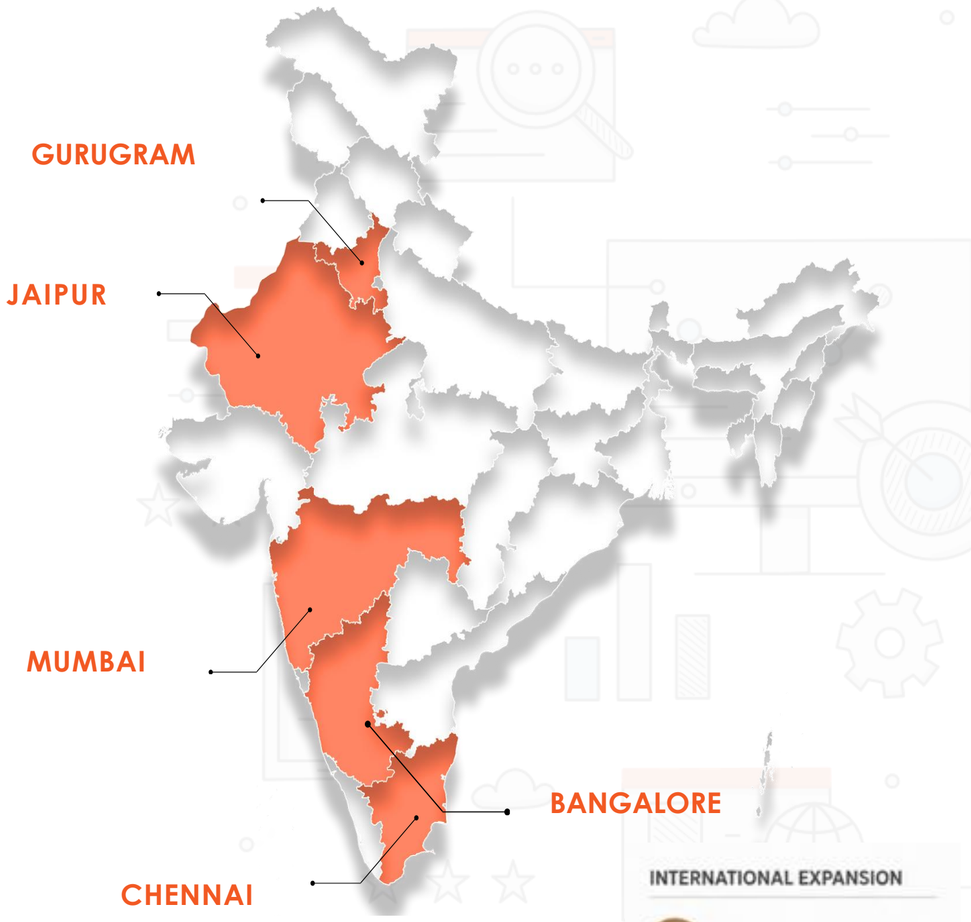
23.3%

PAT Margin

9.0%

Company Snapshot – Elevating the top and bottom lines for all our clients

Enser is a prominent player in AI-powered financial technology services, offering cutting-edge solutions to enhance customer experience and drive operational excellence.



INTERNATIONAL EXPANSION

- Dubai
- Proposed Philippines

17+
Years of Experience

1500+
Employees

100+
Clients Served

CORE SERVICE PORTFOLIO

Business Process Management
Workflow optimization & operations support

Customer Experience & Service
Acquisition, engagement & retention

Underwriting Services
Compliant, risk-informed processing

AI-Enabled Services
Automation & quality checks

Technology Infrastructure
Secure, resilient systems

Digital Marketing
Visibility, leads & performance

Business Model: AI at Scale, Human Expertise at the Core

Enser combines AI-enabled workflows and trained human teams to acquire, onboard and service customers for BFSI clients.

WHAT ENSER DOES

1 Acquire Customers
Lead generation and conversion support

2 Onboard & Underwrite
KYC, documentation and underwriting support

3 Service & Retain
Support, renewals and collections

Enabled by AI + Tech
Automation, QA checks, CRM / IVR integration

HOW ENSER DELIVERS

AI handles scale. Human teams handle judgment, compliance and conversions.

AI AUTOMATION LAYER

Automates repetitive, high-volume tasks to reduce cost and speed up execution.

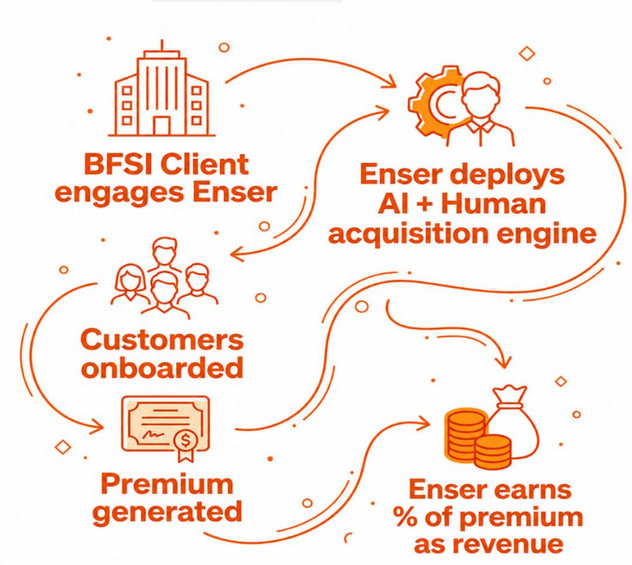
Examples: outreach automation | premium checks | AI quality checks

HUMAN EXPERTISE LAYER

Complex cases are escalated to trained agents so no leads are lost.

Examples: exception handling | compliance review | conversion closure

Together these layers manage the customer journey: Acquire → Onboard → Retain



END-TO-END EXECUTION

1. Discover	2. Integrate	3. Execute	4. Monitor	5. Optimize
Client objective	CRM / APIs / IVR	Acquire / onboard / service	QA / dashboards / compliance	Automation / improvement

Case Study : How Enser Helped Prevent a Potential ₹1 Cr Insurance Fraud

Enser's fraud-detection capability helps insurers identify high-risk cases before financial loss occurs

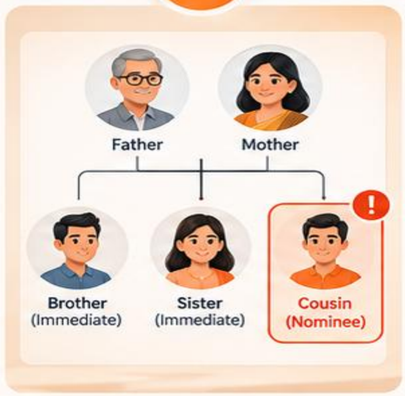
1



Policy / Claim Data Is Reviewed

Enser reviews customer and nominee information as part of the insurance workflow.

2



An Unusual Nominee Relationship Is Flagged

The system identifies that the nominee is a cousin rather than an immediate family member, creating an unusual pattern that warrants further review.

3



Additional Red Flags Are Identified

Further checks reveal inconsistencies around the nominee and the circumstances of the case, prompting deeper investigation.

4



Case Is Escalated for Investigation

The suspicious case is highlighted for manual review, allowing the insurer to investigate before processing the payout.

5



Potential Fraud Is Prevented

The investigation uncovers a suspected arrangement to split the insurance proceeds, helping the insurer avoid a potential loss of approximately ₹1 crore.

Our New Development : MuteX

The ONLY company in India to develop this software

Transforming Call Quality from Reactive Review to Real-Time Intervention

1



Customer Interaction Begins

An advisor connects with the customer for servicing, feedback, renewals or product discussions.

2



Conversation Is Monitored in Real Time

Enser's quality platform analyses both sides of the conversation for tone, language and compliance-related triggers.

3



Potential Issues Are Automatically Flagged

The system identifies predefined red flags such as inappropriate language, elevated voice levels or deviation from expected communication standards.

4



Quality Manager Is Alerted

High-risk interactions are immediately highlighted for review, allowing supervisors to intervene where required.

5



Faster Resolution & Better Control

Issues can be addressed quickly, improving customer experience, agent quality and overall process compliance.

Case Study : How Enser Uses AI-Led Monitoring to Improve Call Quality and Compliance

Our Strategic Pillars

Our transformation is anchored around three strategic priorities

Enterprise CX Innovation & Technology Expansion

AI-enabled Operations
Drive efficiency, quality and scale through AI and automation

Omnichannel CX
Deliver consistent, integrated experiences across all touchpoints

Speech Analytics
Unlock customer insights from every conversation

Automated Quality Monitoring
Enhance service quality with real-time AI-driven monitoring

Noise Cancellation Platform
Improve clarity and productivity for superior customer interactions

STRATEGIC PILLARS

Domestic Market Leadership & Strategic Moats

Indian Customer Understanding
Deep local insights to design rrelevant solutions

BFSI & Insurance Expertise
Strong domain knowledge and proven track record

Vernacular Capabilities
Ability to serve India's diverse customer base

Tier-2 Delivery
Scalable, cost-efficient and high-quality delivery

Human Advisory
Blend of people, process and technology for complex customer needs

Portfolio Optimization & Sustainable Value Creation

Quality of Revenue
Focus on profitable, high-quality client relationships

Productivity-led Margins
Drive efficiency and operating leverage

Compliance as Differentiator
Best-in-class governance and risk management

Account Pruning
Exit low-fit, low-margin accounts

Capital Discipline
Prudent capital allocation for sustainable growth

AI-Powered Chatbot Engineered for Scale

Enser's chatbot delivers **real-time premium calculations** with zero human intervention.

customer simply inputs their Policy number, Mobile number and the bot instantly surfaces the exact premium payable, dramatically reducing drop-off at the point of intent.

1

Customer Input

Basic details - entered via chat in seconds.

2

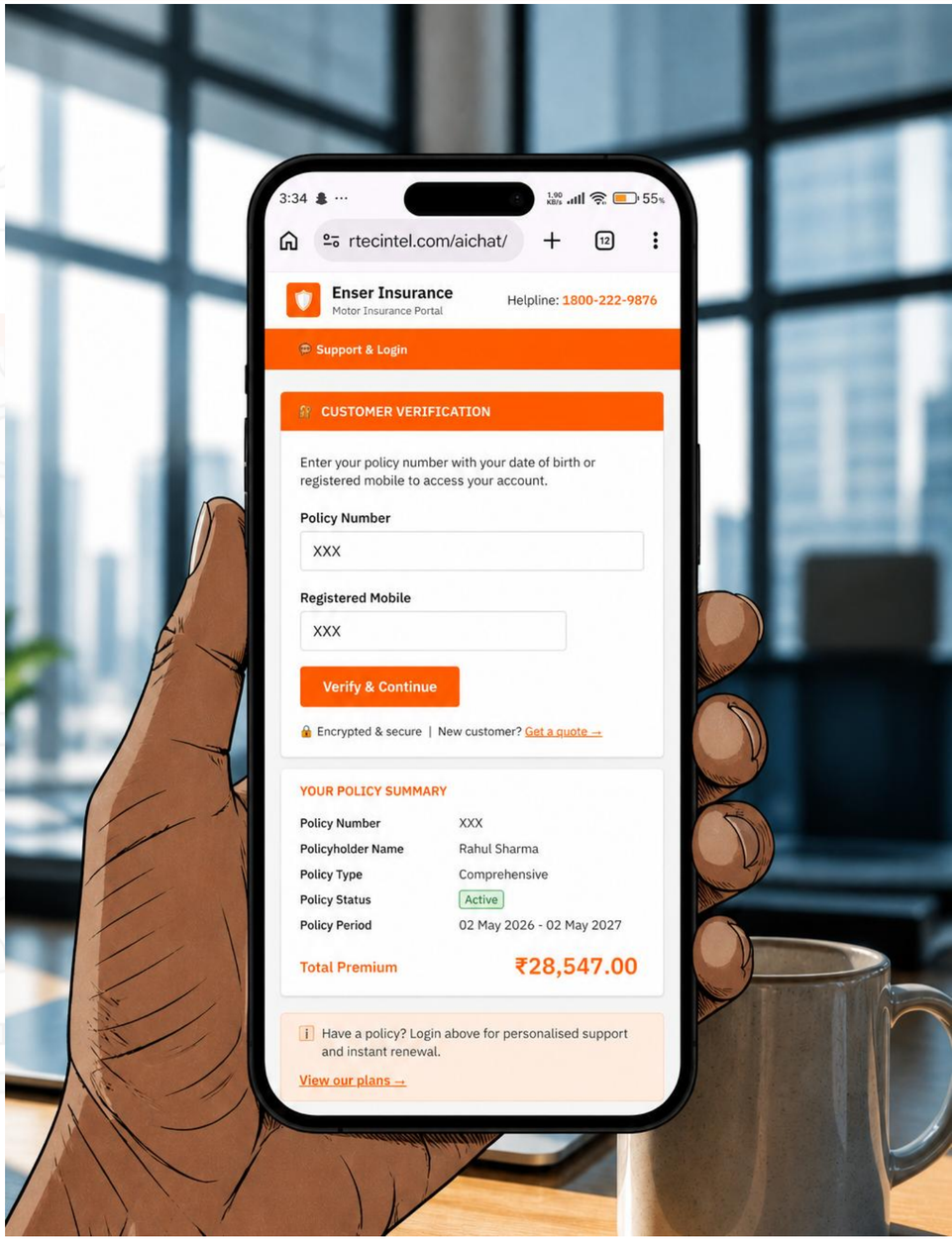
AI Processing

Engine cross-references underwriting parameters, risk tables, and insurer APIs in real time.

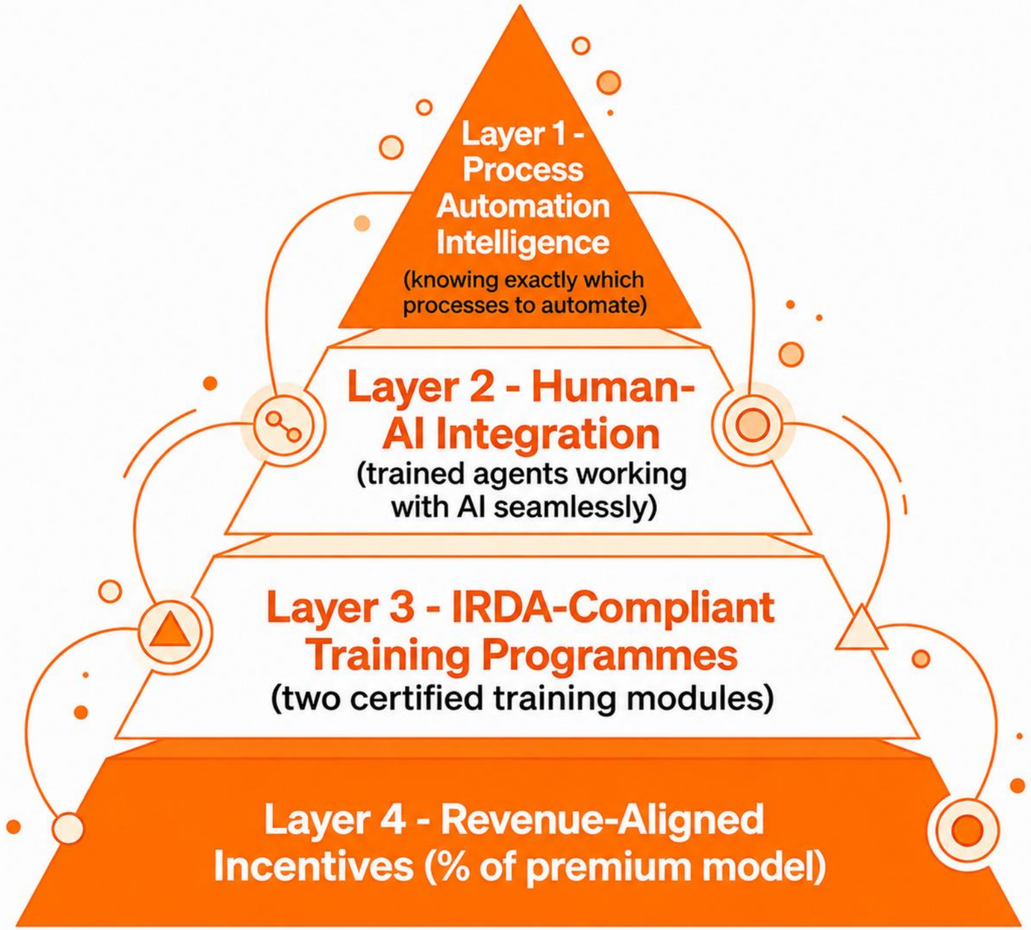
3

Instant Output

Precise premium quote delivered - no agent wait time, no callbacks, no friction.



Beyond Technology - Deep Domain Intelligence



Beyond Tech: Deep BFSI Expertise as a Competitive Moat

*Enser's core competitive advantage lies in its **institutionalised expertise across BFSI workflows**, enabling precise identification of processes best suited for automation while retaining human intervention where judgment is critical - creating a **clear differentiation from pure-play technology providers.***

- **Process Automation Intelligence with Human-AI Integration:** Automation is applied strategically to **optimize cost efficiency**, while human intervention is retained in high-value, decision-critical stages to maximise conversion outcomes.
- **Regulatory Expertise (IRDA-Compliant Training Programmes):** Built-in **IRDA-compliant training** frameworks ensure adherence to regulatory standards while maintaining high operational scalability.
- **Revenue-Aligned Incentives:** Aligns agent rewards directly with premium generation and business performance outcomes. Creates a high-performance culture that drives sustainable revenue growth and stakeholder value creation.

Switching Costs: Deep integration within client acquisition and onboarding workflows embeds Enser into core operations, creating significant **replacement barriers and long-term client stickiness**.

What we do for our clients: Delivering Operational Excellence

Enser designs and deploys intelligent, omni-channel customer engagement frameworks that transform how businesses connect with, serve, and retain their customers.

Intelligent MIS & Analytics

Deep-dive performance diagnostics across call volumes, service levels, and agent efficiency - delivering data-backed strategies to close operational gaps.

IVR & Self-Service Automation

Redesigned, customer-centric IVR flows and conversational bots that resolve high-frequency queries without human intervention - reducing cost-per-contact significantly.

Surge Capacity Management

Dynamic staffing models and real-time workforce scheduling aligned to demand forecasts - ensuring service levels are maintained even during peak load events.

Omni-Channel Bot Deployment

WhatsApp, IVR, and chat-bot integrations enabling seamless, 24/7 self-service journeys - from order tracking and payment status to complaint registration.

Quality & Coaching Programmes

Structured agent training, FCR tracking, and QA scoring frameworks that build consistent resolution quality and reduce repeat contact rates.

API & Systems Integration

Seamless backend connectivity - order management, payment gateways, and CRM systems enabling real-time, context-aware customer resolution across channels.

End-to-End Digital Marketing Solutions: Transforming Businesses Digitally

Enser enables client acquisition and engagement through integrated digital marketing solutions powered by technology and performance-focused execution aimed at enhancing brand visibility, customer engagement, and lead generation.

Search Engine Optimization (SEO)

Boosts search visibility through smart keywords and technical optimization, driving sustainable traffic growth.



Brand Strategy

Strategic brand positioning with a long-term roadmap and market-aligned communication to build lasting brand equity.



Social Media Advertising

SMO, SEM, and SMM enhance digital visibility through structured content, targeted campaigns, and platform-specific engagement, driving stronger customer reach.



Pay-Per-Click (PPC)

PPC advertising drives targeted visibility through keyword-based ads, attracting qualified traffic and delivering measurable results.



Growth Outlook



FY2030 : Growth frontier

Scale up cyber security vertical (Under Enser Brand)

Transitioning cybersecurity from a supporting service line to a **growth engine** by integrating advanced threat intelligence, manage detection and response, cloud security, identity governance, and regulatory compliance into a unified, platform-enabled solution stack. This moves us beyond reactive security toward **proactive, outcome-driven risk management partnerships** with enterprise clients.

- **Advance threat intelligence**
- **Identity Governance**
- **Cloud Security**
- **Regulatory Compliance**

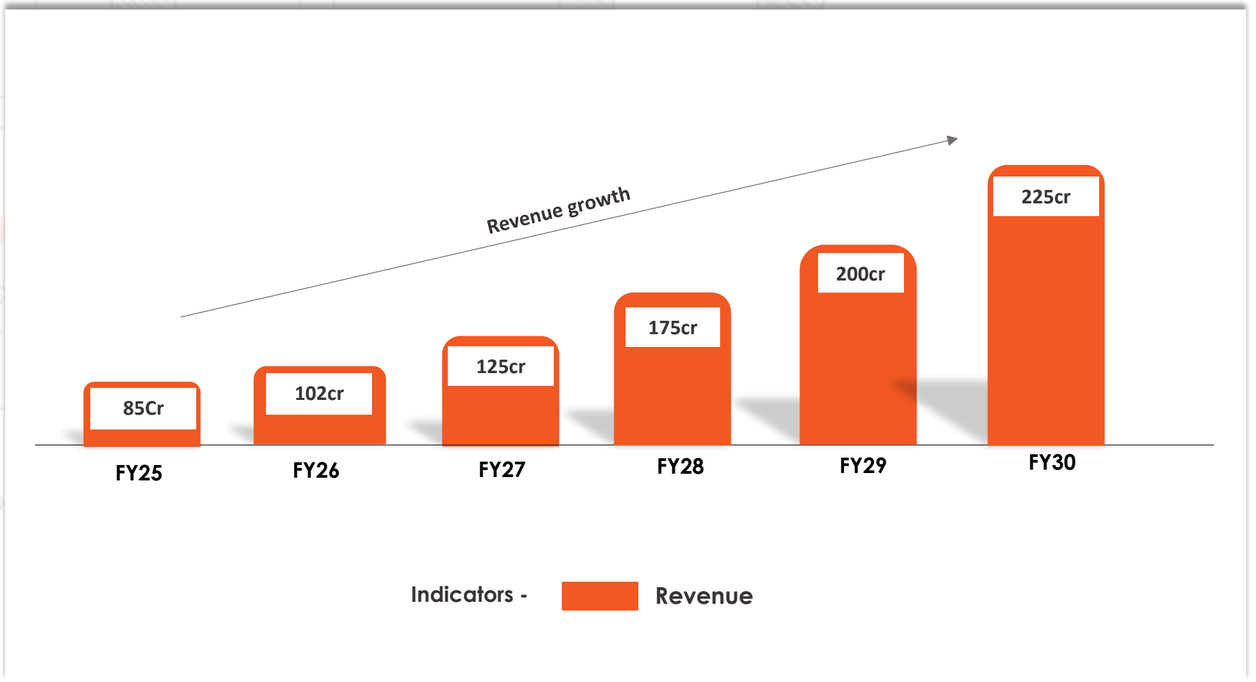
Integrated Go-to-Market

By leveraging established client relationships in core BPM and digital operations, systematically adding other solutions in Artificial Intelligence/ digital space.

Sector & Geographic Focus

Deepening focus in **financial services, healthcare, and technology** where regulatory complexity drives sustained demand. Geographic expansion in **Gulf Countries and South Asian Countries** with nearshore delivery maintains cost competitiveness.

Roadmap till FY2030



Our Growth Strategy : Smarter Systems, Smarter Outcomes - AI Integration

The Agentic AI framework optimizes manpower, improves operational efficiency, and expands margins through process discovery to continuous self-optimization. This creates a **compounding efficiency curve** - not a one-time automation gain and with Agentic AI systems continuously capturing performance data, identifying bottlenecks, and self-optimizing workflows.

Agentic AI : Impact Metrics & Financial Outcome

20 - 40%
Productivity Improvement

300 - 600
bps EBITDA Expansion

24/7
Execution Capability

Strategic Shift

From : Headcount-Driven Growth
To : AI - Augmented Scalable Model

- Revenue growth without proportional cost growth
- Structural margin expansion
- Sustainable competitive advantage

Agentic AI Value Engine

Discover & Prioritize
Identify high-volume workflows → Automation roadmap

Deploy AI Agents
Autonomous execution + decision support → Lower manual effort & hiring dependency

Optimize Workforce
Redeploy to higher-value roles → 20–40% productivity gain

Improve Operations
Faster TAT | Higher accuracy | 24/7 capability → Stronger SLA & compliance

PAT Target

AI-led revenue expansion (BFSI focus) + Subscription products + International markets

15% PAT Margin by 2030

New Products & Services Pipeline

AI Agents

Autonomous AI agents for task execution, decision support, workflow orchestration, and exception handling.

Designed with contextual reasoning, API integrations, continuous learning loops, and human-in-the-loop validation.

QMS (Quality Management System)

A proprietary quality management product that strengthens 360-degree client offering. Generates predictable monthly revenue streams and enhances operational stickiness across engagements.



Revenue model

Monthly recurring revenue, targeting commoditized delivery at scale.

Strategic fit

Complements AI and cybersecurity verticals to deepen client value.

International Expansion : Dubai & Philippines



Active market entry underway. **Dubai serves as a strategic gateway** to the Middle East and broader international markets, offering access to high-margin revenue streams and proximity to BFSI clients in the region.



Plan to initiate the Philippines opportunity in **FY 2026–27**. The Philippines offers a strong talent pool and cost-competitive delivery capabilities to support nearshore operations for global clients.

01 International market entry is a key lever for generating better margin-based revenues and accelerating the path to **20% PAT margin by 2030.**

02 **Expanding into North America and Europe** with nearshore delivery centers to improve client intimacy without compromising cost competitiveness..

Industry Overview

Growing Demand

- The AI market is expected to reach US$ 28.8 billion by 2025, while Global Capability Centres fuel tech hiring.
- With emerging technologies boosting employment and software products targeting US$ 100 billion in value, India is cementing status as innovation powerhouse.

Global Footprint

- The IT-BPM industry is well diversified across key sectors including BFSI, telecom, and retail, reducing concentration risk.
- Growing strategic alliances between domestic and international players further enhance innovation, expand market access, and strengthen global solution delivery capabilities.



Competitive Advantage

- India's technology sector is poised for a major leap, with revenues projected to reach **US$ 500 billion by 2030**.
- Strengthening this momentum, Prime Minister Narendra Modi **secured US$ 68 billion in Japanese investment commitments in August 2025**, alongside an economic security partnership spanning semiconductors, critical minerals, and artificial intelligence.

Policy Support

- The Union Budget **FY27 reinforces India's AI ambitions** with **Rs. 2,000 crore** dedicated to accelerating adoption and infrastructure, alongside Rs. 500 crore for an AI Centre of Excellence in Education.
- Meanwhile, the IT Hardware **PLI schemes** have already driven over **Rs. 10,000 crore** in production, catalyzing investment and job creation.

Source: https://www.ibef.org/industry/information-technology-india



Financial Highlights

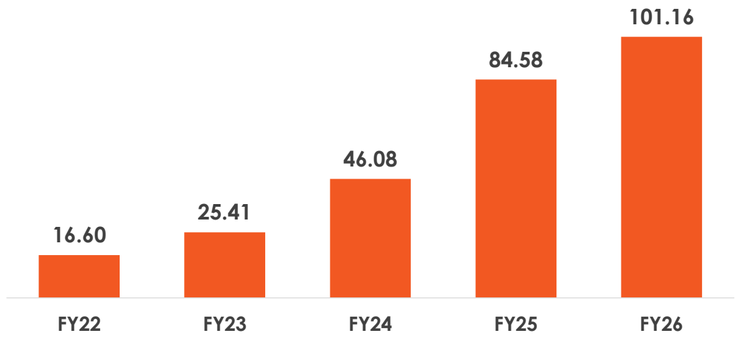
From Strong Base to Exponential Growth

Note: Our BPM business is seasonally H2-weighted – the second half of the year has traditionally delivered stronger volumes and revenue than the first half.

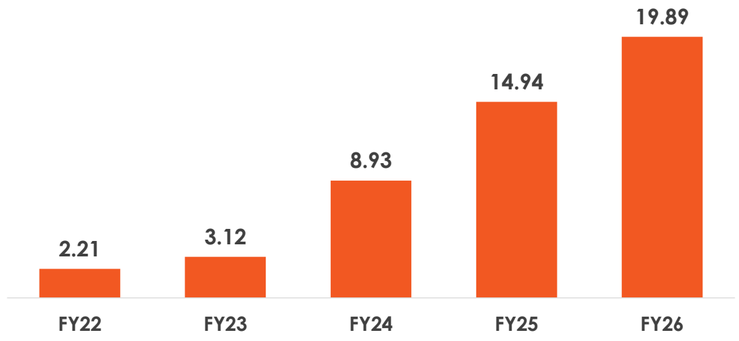
(in INR Crores)

Annual Performance (FY22 – FY26)

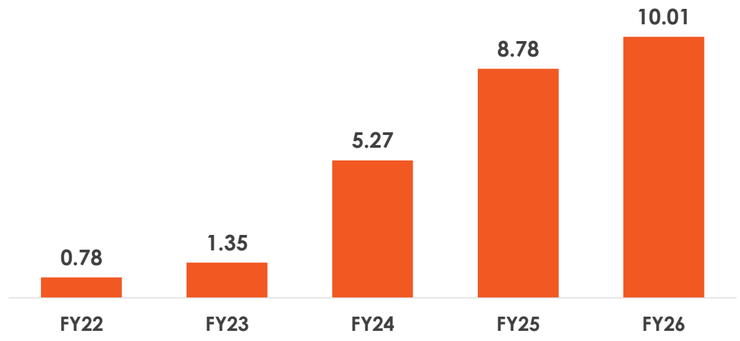
Revenue from operations



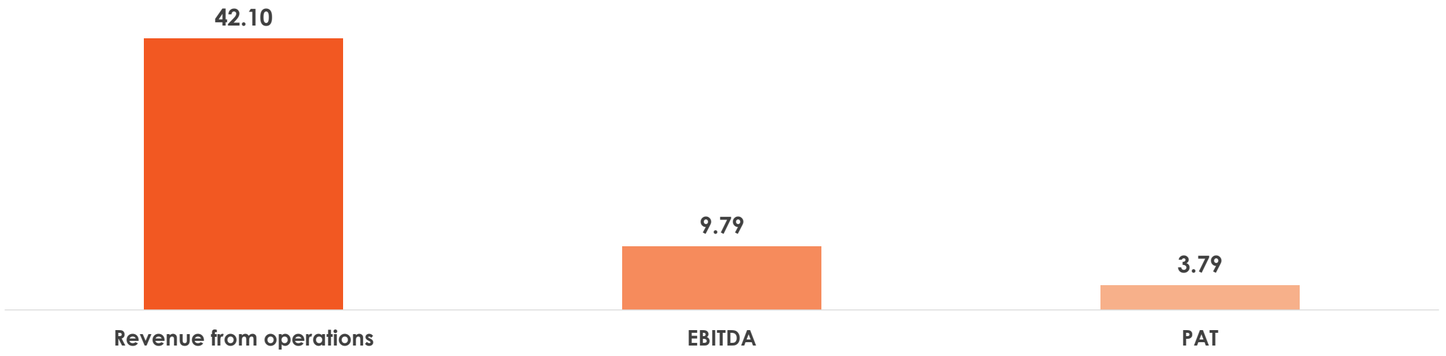
EBITDA



PAT



H1FY27 Performance



EBITDA Margin

23.3%

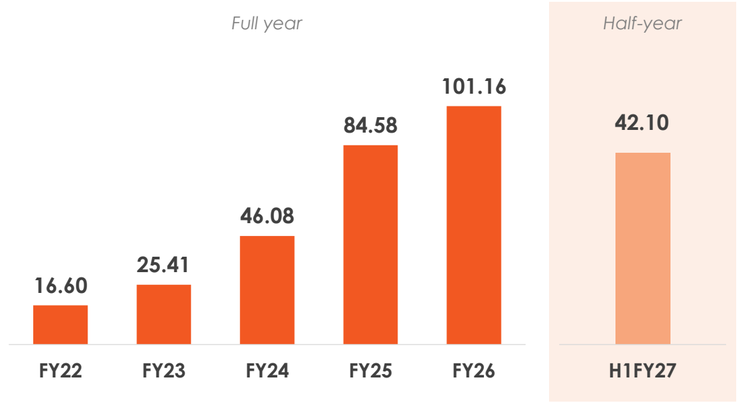
PAT Margin

9.0%

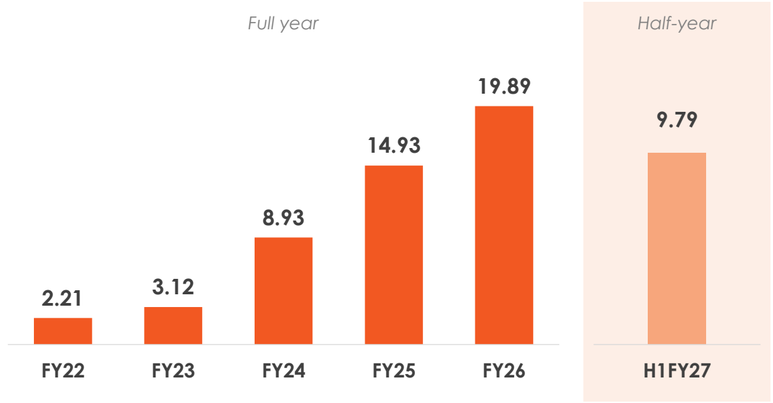
Strong Growth : Accelerated Financial Momentum

Note: Our BPM business is seasonally H2-weighted – the second half of the year has traditionally delivered stronger volumes and revenue than the first half.

(in INR Crores except ratios & %)

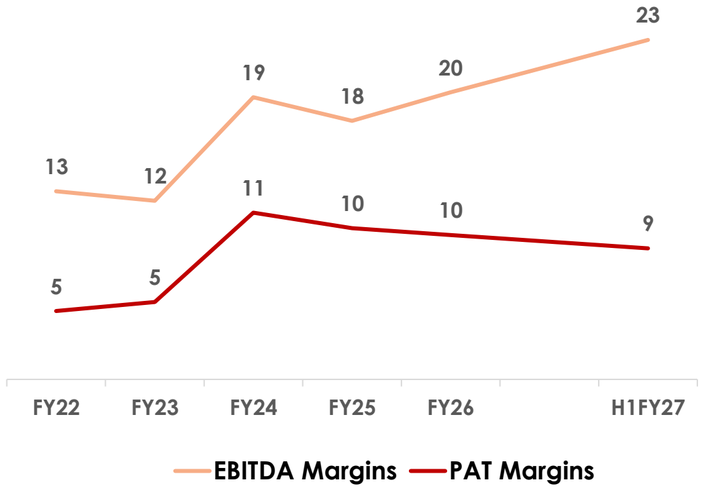


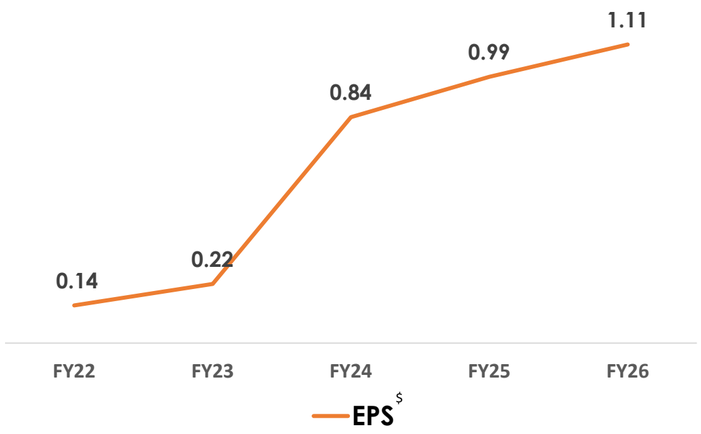
Revenue from operations

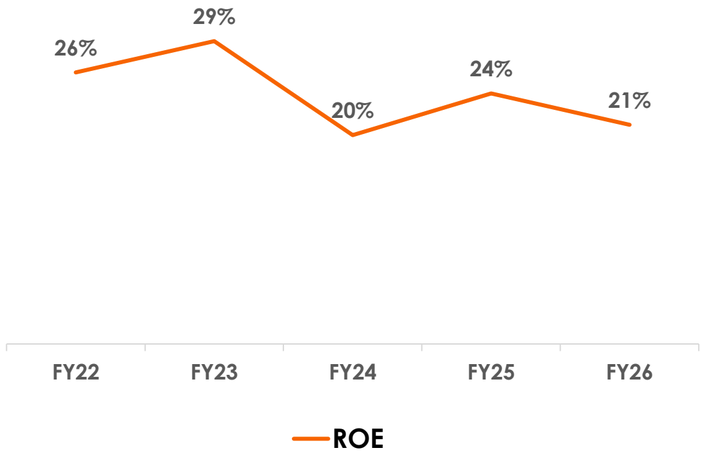


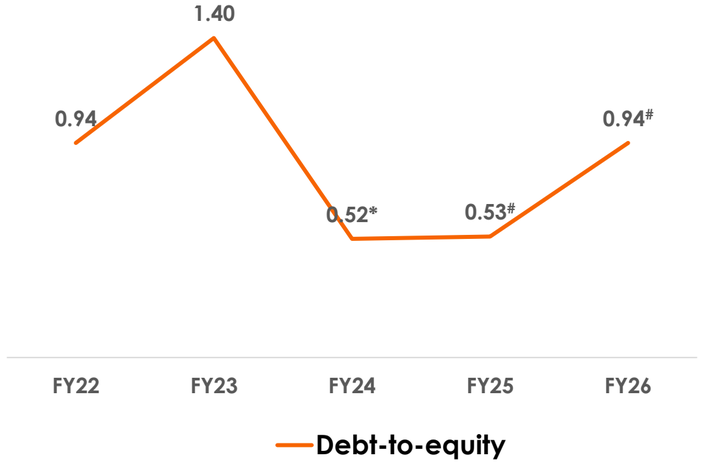
EBITDA

H1FY27 (six-month period) is plotted on a separate scale from full-year figures; values shown are actuals.





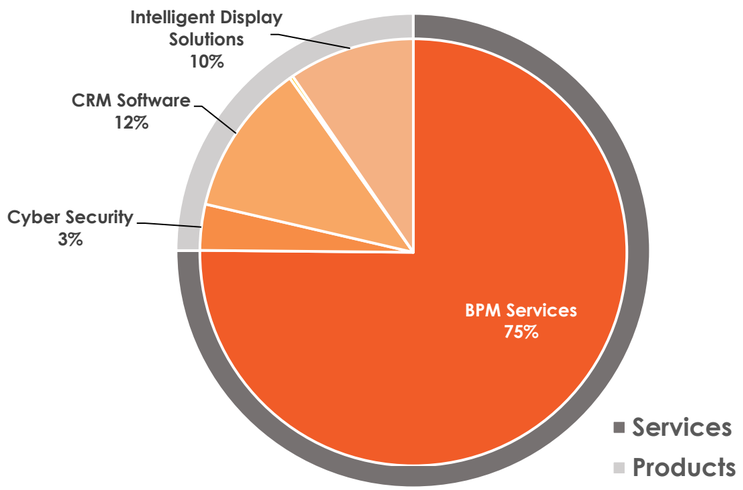




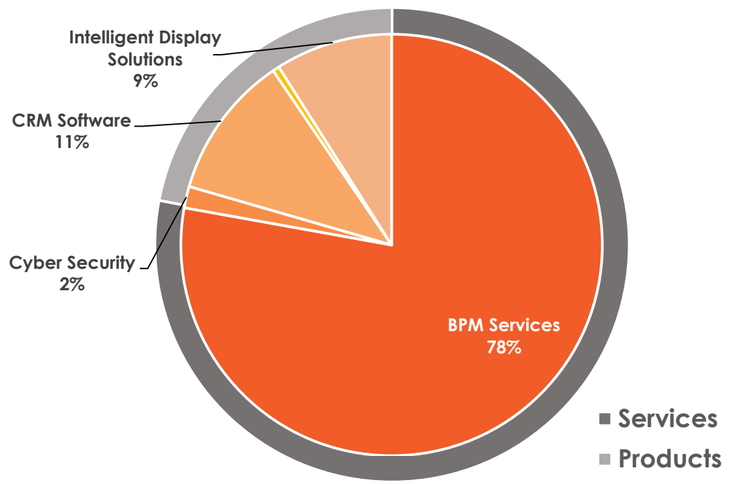
** Adjusting unutilized IPO proceeds*
 # Due to recently acquired businesses
$ after taking effect of Bonus and split.

Segmental Results (FY26)

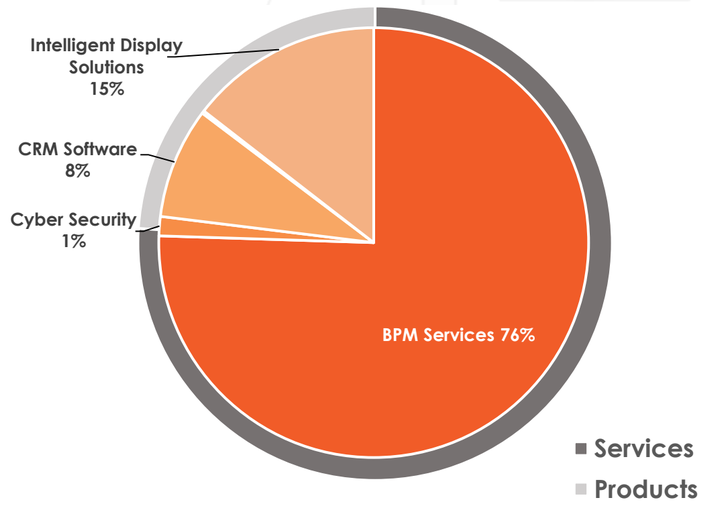
Segment Revenue



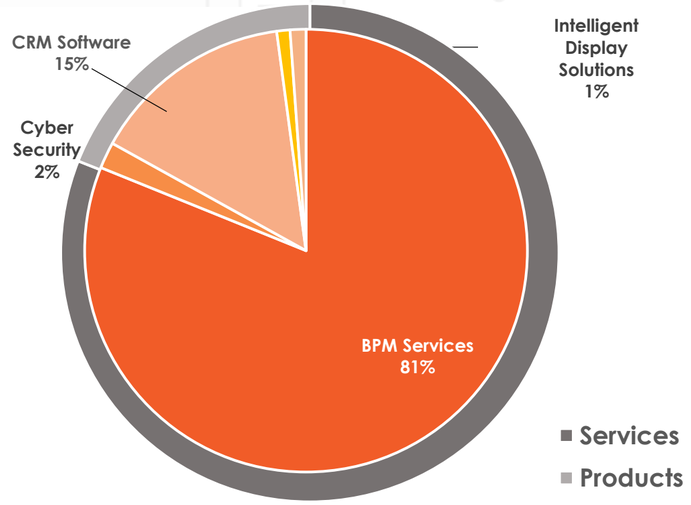
Segment Assets



Segment Liabilities



Capital Employed



Half Yearly Performance : Income Statement

Note: Our BPM business is seasonally H2-weighted – the second half of the year has traditionally delivered stronger volumes and revenue than the first half.

(in INR Crores)

Particulars	H1FY27	H2FY26	H-o-H	H1FY27	H1FY26	Y-o-Y
Revenue From Operations	42.10	57.37	-26.6%	42.10	43.79	-3.9%
Other income	0.28	0.93	-69.3%	0.28	0.10	172.7%
Total Revenue	42.38	58.30	-27.3%	42.38	43.89	-3.4%
Expenses	37.38	51.52	-27.5%	37.38	37.05	0.9%
EBITDA	9.79	9.60	2.0%	9.79	10.30	-4.9%
EBITDA Margin %	**23.3%**	**16.7%**	**6.54%**	**23.3%**	**23.5%**	**-0.26%**
Profit before tax	5.00	6.65	-24.8%	5.00	6.84	-26.8%
Tax Expense	1.21	1.36	-10.5%	1.21	2.12	-42.8%
Profit after tax	3.79	5.29	-28.5%	3.79	4.71	-19.7%
PAT Margin%	**9.0%**	**9.2%**	**-0.23%**	**9.0%**	**10.8%**	**-1.77%**

Yearly Performance : Income Statement

Note: Our BPM business is seasonally H2-weighted – the second half of the year has traditionally delivered stronger volumes and revenue than the first half.

(in INR Crores)

Particulars	FY22	FY23	FY24	FY25*	FY26*	H1FY27
Revenue From Operations	16.60	25.41	46.08	84.58	101.16	42.10
Other income	0.26	0.50	0.22	0.86	1.03	0.28
Total Revenue	16.86	25.91	46.30	85.45	102.19	42.38
Expenses	14.65	22.79	37.37	70.51	82.30	32.59
EBITDA	2.21	3.12	8.93	14.94	19.89	9.79
EBITDA Margin %	**13.12%**	**12.02%**	**19.28%**	**17.48%**	**19.47%**	**23.3%**
Profit before tax	1.35	1.81	7.12	12.01	13.49	5.00
Tax Expense	0.48	0.46	1.85	3.23	3.48	1.21
Profit after tax	0.87	1.35	5.27	8.78	10.01	3.79
PAT Margin%	**5.14%**	**5.21%**	**11.39%**	**10.27%**	**9.79%**	**9.0%**

*This includes consolidated figures

Yearly Performance : Balance Sheet

Note: Our BPM business is seasonally H2-weighted – the second half of the year has traditionally delivered stronger volumes and revenue than the first half.

(in INR Crores)

Equity & Liabilities	FY22	FY23	FY24	FY25	FY26	H1FY27
Shareholders' Fund	3.30	4.5	25.86	34.49	44.13	47.67
Minority Interest	0.00	0.00	0.00	3.10	3.49	3.73
Non-Current Liabilities						
Long term borrowings	1.15	3.68	3.35	3.42	17.30	23.72
Deferred Tax Liability (Net)	0.00	0.00	0.00	0.00	0.90	0.77
Long term provisions	0.00	0.14	0.39	0.49	0.44	0.62
Current liabilities						
Short term borrowings	1.95	2.64	3.41	14.87	24.31	20.19
Trade payables	0.81	0.56	0.56	7.11	16.91	5.53
Other current liabilities	2.19	2.73	3.39	12.51	7.91	7.15
Short term provisions	0.01	0.00	0.68	0.23	-0.06	0.62
Total	**9.41**	**14.25**	**37.64**	**76.22**	**115.33**	**110.00**

Assets	FY22	FY23	FY24	FY25	FY26	H1FY27
Non current assets						
Property, plant, equipment and intangible assets	2.29	2.51	2.43	19.59	27.80	28.89
Non-Current Investments	0.00	0.00	0.00	4.37	4.67	4.67
Deferred tax assets (net)	0.00	0.10	0.19	0.07	0.00	0.00
Other Non-Current Assets	2.38	2.67	3.05	4.50	2.82	1.98
Current assets						
Current Investment	0.00	0.00	0.00	0.02	0.03	2.41
Inventories	0.00	0.00	0.00	0.35	0.32	0.34
Trade receivables	0.38	4.88	11.82	26.39	46.07	38.66
Cash and bank balances	3.95	3.60	20.09	10.53	14.68	13.63
Short term loans and advances	0.02	0.00	0.02	0.18	1.46	1.86
Other current assets	0.39	0.45	0.04	10.22	17.48	17.56
Total	**9.41**	**14.25**	**37.64**	**76.22**	**115.33**	**110.00**

*This includes consolidated figures

Annexures



Building India's Integrated Agri-Digital Ecosystem

Enser Communications Limited has incorporated Farmkeen Agritech Pvt. Ltd., a new entity, in the agri-tech space

The Platform enables:

- Knowledge Sharing
- Expert Consultation
- Market Insights
- Collaboration
- Education & Learning



How This Initiative helps Enser

75% Stake	Unlocks new growth opportunities	Diversifies Revenue Streams	Stronger Technology Ecosystem
Wider Stakeholder Engagement	Supports Rural Digitization	Strengthens Brand Positioning	

Strengthening Tech Capabilities : Strategic Acquisitions (1/3)

GROW INTELLI
Grow Intelligently with us!

01

Growintelli Technologies Private Limited marks a transformative acquisition for Enser, accelerating its evolution into a technology-driven enterprise. Growintelli significantly expands Enser's high-growth capabilities. The integration strengthens regulatory readiness under DPDP 2025, enhances data protection frameworks, and unlocks new revenue opportunities in managed infrastructure and security services, positioning Enser as a scalable, future-ready, full-stack technology partner for modern enterprises.

- Cybersecurity
- IT Networking
- IT Infa design and
- Server, Storage & Cloud

Key Clients

دائرة الشؤون الإسلامية والعمل الخيري
Islamic Affairs & Charitable Activities Department

dfcuBANK ...with pleasure

iSON experiences

URSB UGANDA REGISTRATION SERVICES BUREAU

FINANCE trust BANK Putting Women First

SAN

Hosted Email & Messaging Services	Cloud-Based Firewall Solutions	Vulnerability Assessment & Penetration Testing (VAPT)	Data Leak Prevention & Insider Threat Management (in partnership with Data Resolve)
DPDP-compliant digital solutions	Strengthened cybersecurity architecture	End-to-end data protection and governance support	Faster regulatory readiness across sectors

Strengthening Tech Capabilities : Strategic Acquisitions (2/3)

Teckinfo

01

Teckinfo Solutions, a pioneer in voice, messaging, and communication solutions, offers advanced products such as cloud contact center software, helpdesk, lead management solutions, and other cutting-edge communication tools.

This acquisition strengthens Enser Communications Limited with advanced voice, messaging, cloud contact center, and lead management solutions. Its established communication technology capabilities expand Enser's digital portfolio, accelerate innovation, and enhance end-to-end customer engagement offerings across IT and BPM ecosystems.

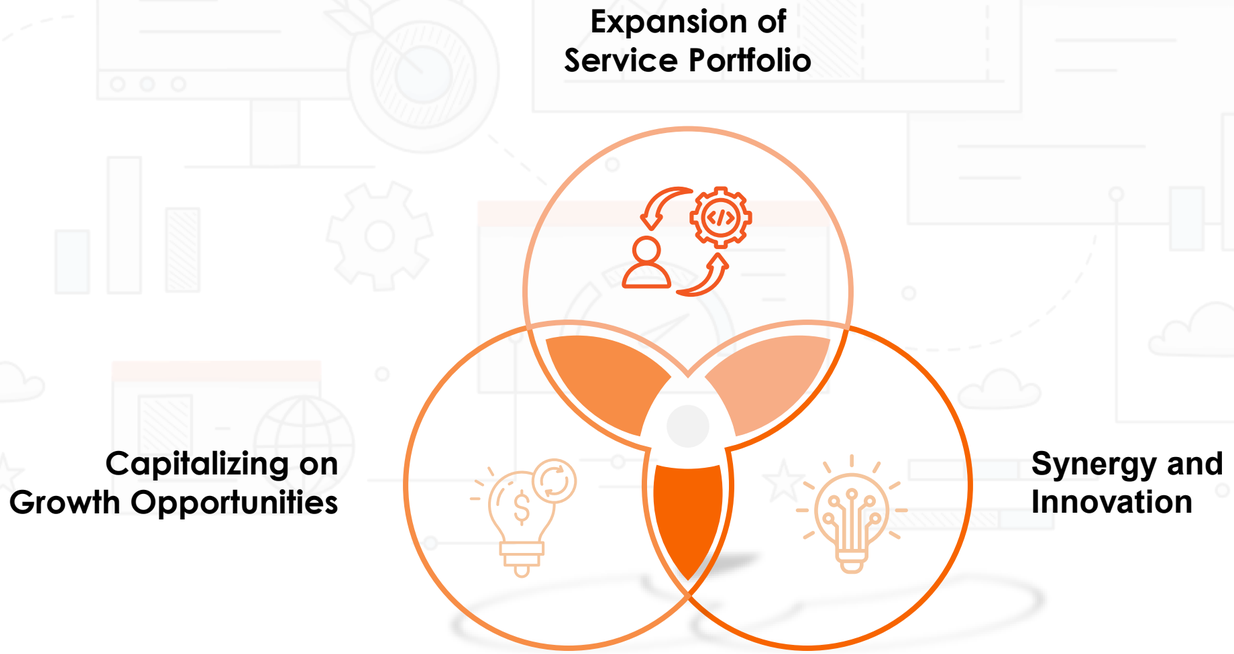
Key Clients - Teckinfo

Strengthening Tech Capabilities : Strategic Acquisitions (3/3)

01

IVRedge is a forward-thinking technology company focused on cloud-based telephony and Internet Protocol Private Branch Exchange (IP PBX) solutions, specializing in voice, messaging, and communication services. Known for its agile approach and advanced solutions, IVRedge is dedicated to empowering businesses to navigate complex challenges with innovative strategies.

IVRedge Services Private Limited enhances Enser's presence in cloud-based telephony and IP PBX solutions, adding scalable, next-generation communication infrastructure. The acquisition supports deeper technology integration, strengthens cloud capabilities, and positions Enser to capture high-growth opportunities in enterprise communication and digital transformation markets.



Strengthening Tech Capabilities : Entry into Digital Signage Solutions

01

Enser Communication Ltd.'s advanced display solutions, including IFPDs, Active LED Displays, and Video Walls, designed to deliver interactive collaboration and high-impact visual experiences for classrooms, corporate environments, and large display installations. It emphasizes Enser's end-to-end capabilities—from consultation and design to installation, integration, and ongoing support.

Digital Signage Solutions

- **Digital Signage**
- **LED Videowalls**
- **Interactive Displays (Smart Board)**



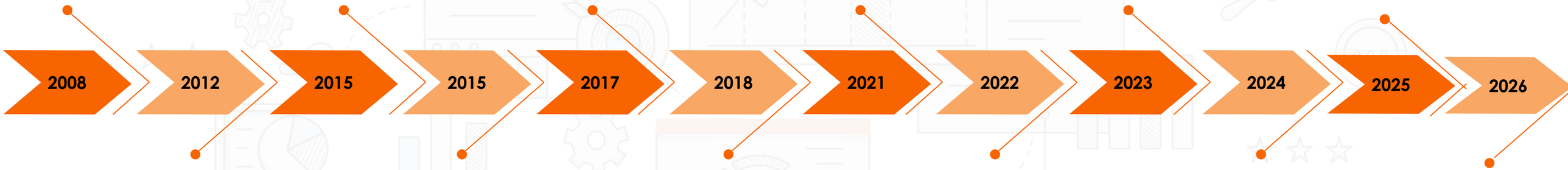
Digital Signage display


AI powered 4K UHD IFPD


LED Videowall

Our Journey : Key Milestones

From a vision to a publicly listed AI & human intelligence leader



2008 — **Founded as a Private Limited Company**

2012 — Expands into a **200-workstation** office facility, secures new auto-sector mandate.

2015 — Won Payments Gateway contract; managed banking partnerships & customer support at scale.

2015 — **Established a new set up in Bangalore**

2017 — **Initiated CSR program; delivered and trained full-scale CRM & call management solution for Navi Mumbai Dial 100 helpline.**

2018 — Established Gurugram facility with leading Insurance client as anchor customer.

2021 — Deployed CRM for EdTech client; shifted to state-of-the-art Airoli (Navi Mumbai) facility.

2022 — **Empanelled by National Health Authority (Govt. of India) for document verification. Also, sets up a large 600-seater facility in Gurugram**

2023 — **Conversion into Public Limited Company**

2024 — Became a NSE listed company

2025 — Strategic move into cyber security, Adding facilities at Jaipur and Chennai

2026 — **Strategic move into software, voice BOT and development of AI tools**

Defining Our Path : Vision, Mission & Values

Vision

“Become an industry leader in AI-powered BFSI solutions by 2030, shaping the future of customer engagement and growth through tech and human resource expertise.”

"We are architecting the future of BFSI by integrating AI into our core engagement strategies. Our roadmap to 2030 prioritizes scalable, intelligent systems that enhance human capability. We lead with precision, transforming operational complexity into high-value, tech-driven outcomes for long-term resilience."

Mission

“Empowering businesses to turn every customer interaction into an opportunity for lasting profitable growth.”

"We are modernizing the BFSI industry by embedding automation and AI into our core delivery. We transform every touchpoint through data-driven optimization, prioritizing operational agility and cost-efficiency to provide partners with high-performance solutions that elevate experiences and drive growth."

INTEGRITY | **EXCELLENCE** | **DIVERSITY** | **INNOVATION** | **COLLABORATION**

Board of Directors



Mr. Rajnish Sarna

He is a first-generation entrepreneur with over **35 years** of experience in building and scaling IT and ITES businesses. As the driving force behind Enser Communications, he has led its transition from a traditional BPM company to an AI-driven enterprise. His focus remains on innovation-led growth, expansion into new technology domains, and strengthening the company's long-term vision. He has been recognized with the 'Most Innovative IT/ITES Brand 2024' award and is a frequent speaker at major industry forums.



Mr. Harihara Iyer

He is co-founder of Enser Communications, brings over **23 years** of experience in conceptualizing and executing pioneering IT and ITES projects. Known for his strategic and operational expertise, he drives key initiatives in operations, technology, and process excellence. His strong administrative abilities and domain knowledge have contributed significantly to the company's evolution and sustained growth.



Ms. Gayatri Sarna

She has over **26 years** of experience in HR leadership, specializing in talent acquisition, organizational development, and performance management. She plays a central role in shaping a high-performance, people-centric culture aligned with the company's growth aspirations. Her focus is on building strong teams, strengthening employee capability, and driving HR excellence.



Mr. Pradeep Phadke

He is an alumnus of IIT Mumbai, brings over **45 years** of experience in operations, marketing, branding, and people development. He is regarded as a mentor in sales and communication strategy and contributes his extensive expertise to guide the company's long-term direction and governance.



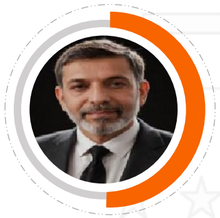
Mr. Sunil Bhatia

He is a B.Tech and MBA professional with **23 years** of experience in financial services. A certified ISO 27001 security expert, he offers strong insights into finance, compliance, and strategic business development. His expertise strengthens the company's governance, risk management, and regulatory framework.

Core Management Team



Mr. Girish Devadiga has over **27 years** of experience in sales and marketing leadership. He drives business development, client relationships, and key partnerships, enabling growth across domestic and international markets.



Mr. Punit Virmani brings over **30 years** of experience across Retail, Logistics, and BPM. He has led high-impact roles in Sales, Operations, and Business Excellence, and has spent the last 16 years in senior leadership positions. He oversees operational strategy, delivery excellence, and overall business performance.



Mr. Kunal Soni has **15+ years** of experience in IT infrastructure, systems administration, cybersecurity governance, and consulting. He has a strong track record in designing and implementing information security frameworks aligned with business goals and regulatory requirements, ensuring robust protection and compliance.



Mr. Rohan Shanbhag brings over **15 years** of operational experience. He manages day-to-day service delivery, workflow efficiency, team performance, and process optimization to strengthen operational excellence across the organization.

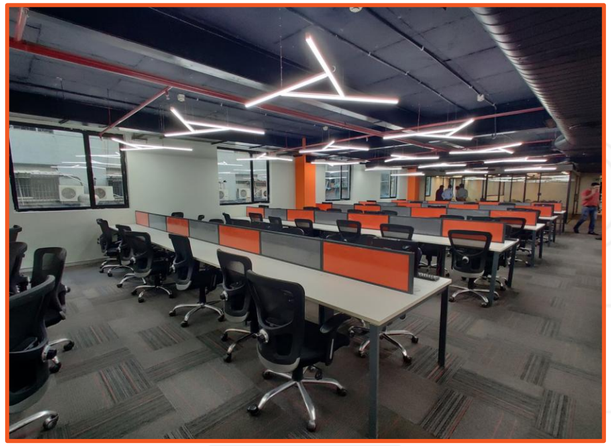
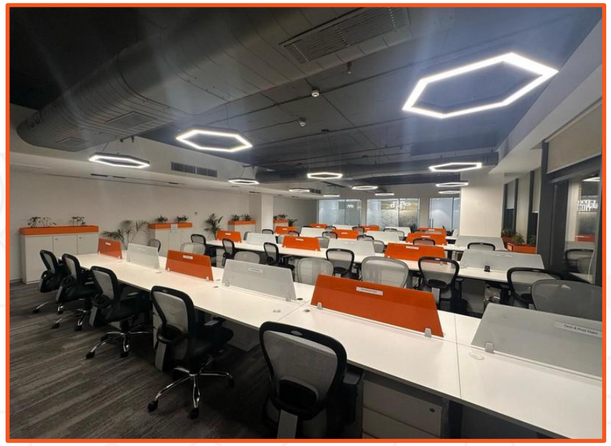
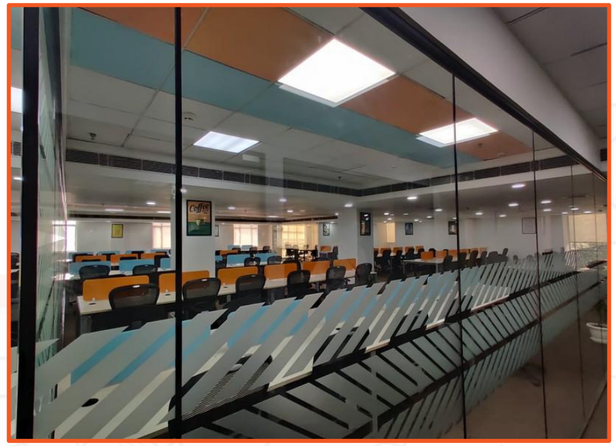


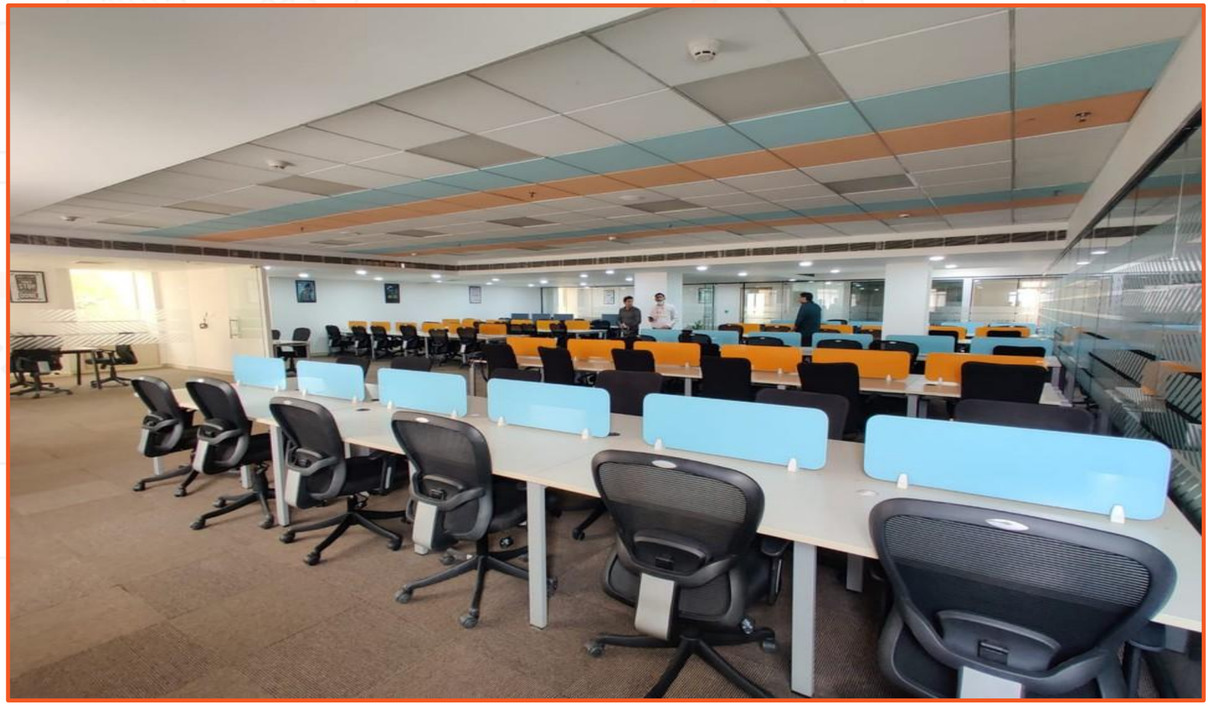
Mr. Prathmesh Kambli has **14 years** of experience across IT projects, data management, application development, system testing, and database administration. He leads IT implementation, infrastructure planning, and technology improvements that support operational scalability.



Ms. Alisha Saraswat, is an Associate Member of the Institute of Company Secretaries of India (ICSI) with experience in corporate and securities law and handling compliances of a listed company. She oversees the Company's governance and compliance framework, including regulatory compliances, statutory obligations and corporate disclosures

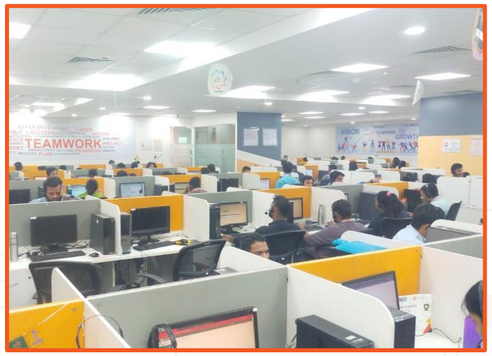
Enser Gurugram

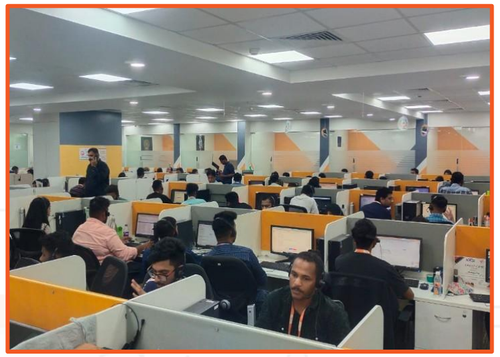




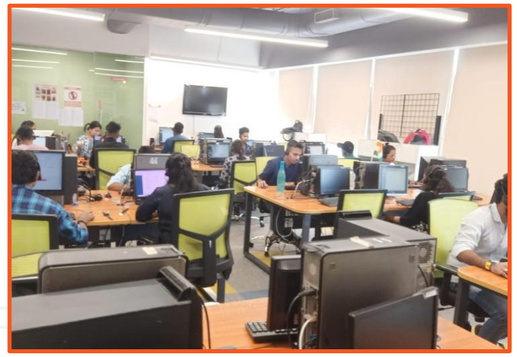



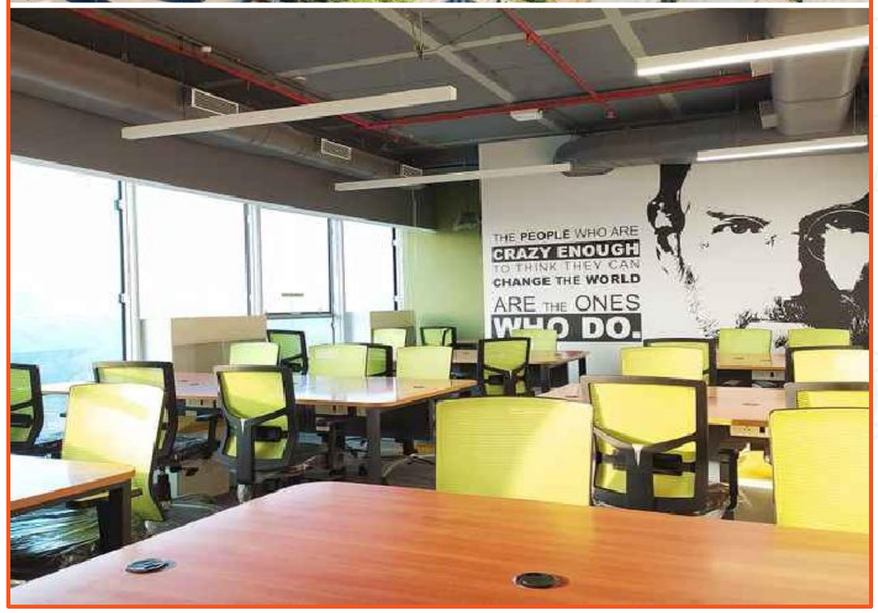
Enser Mumbai

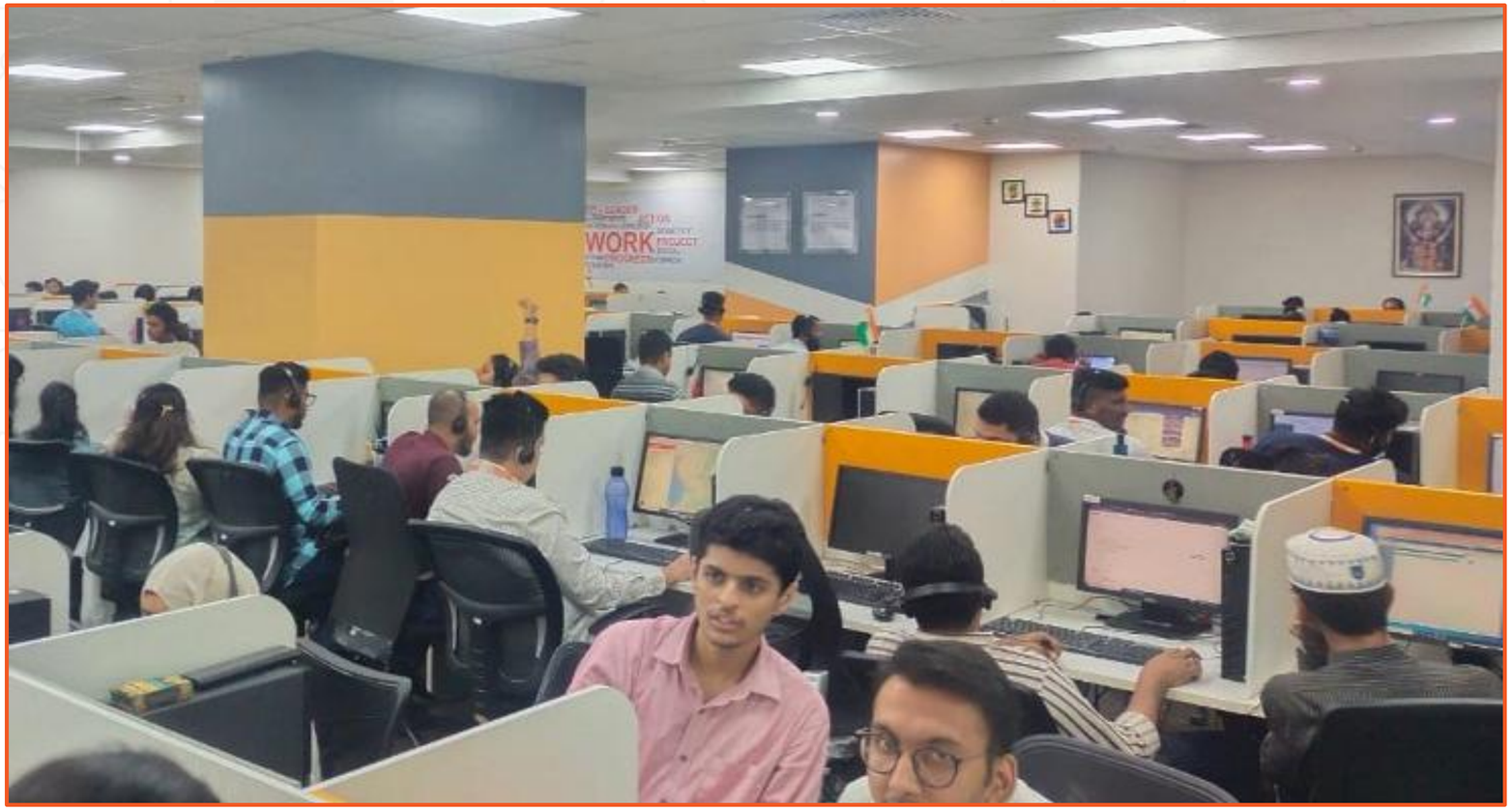






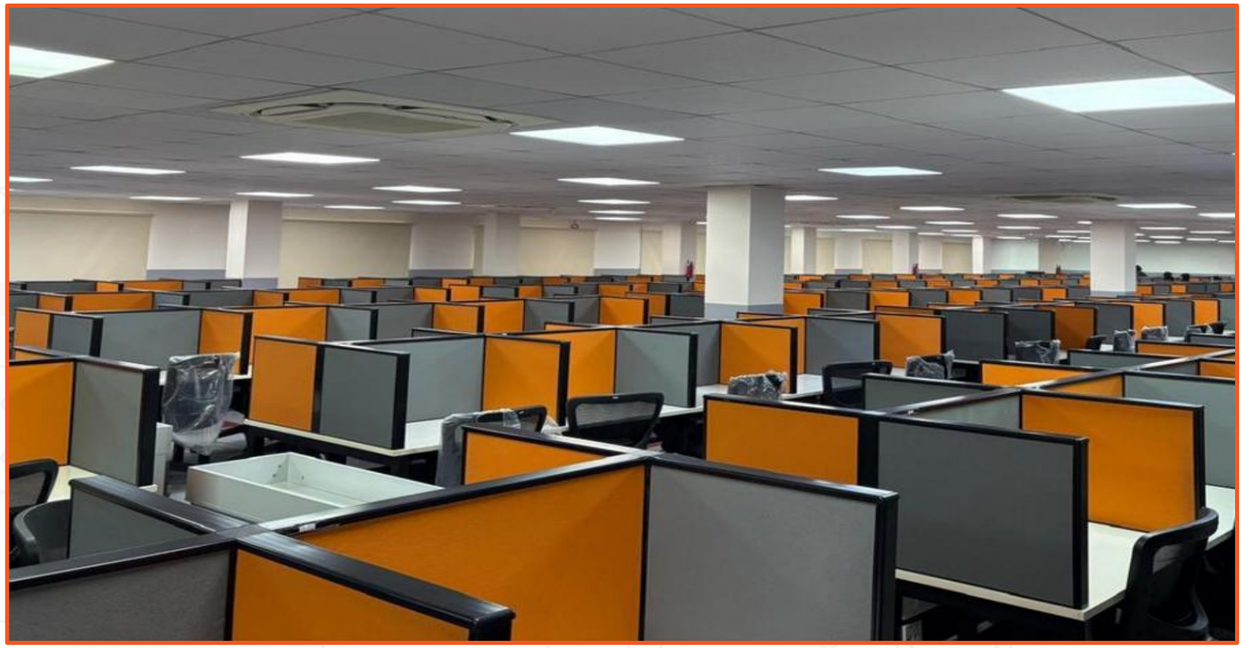


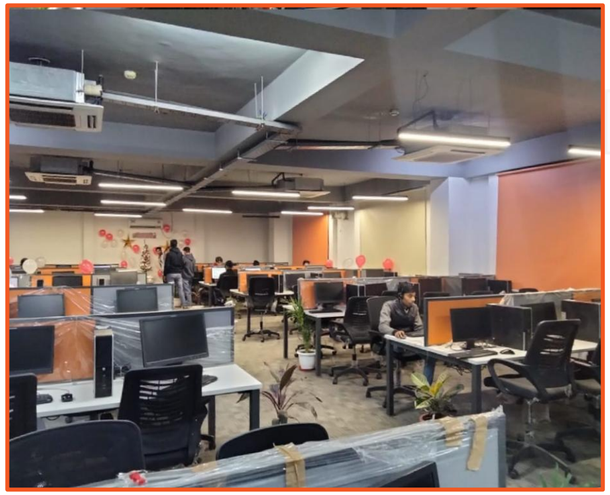


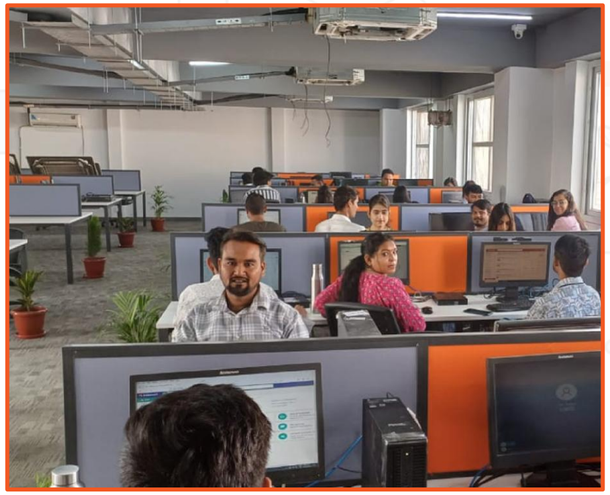


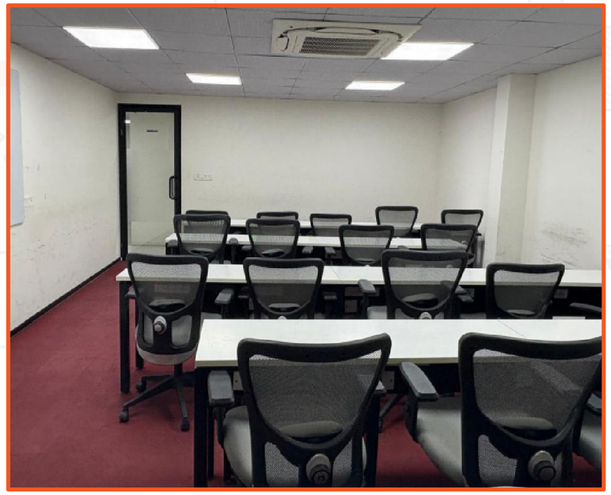
Enser Jaipur, Bangalore, Chennai

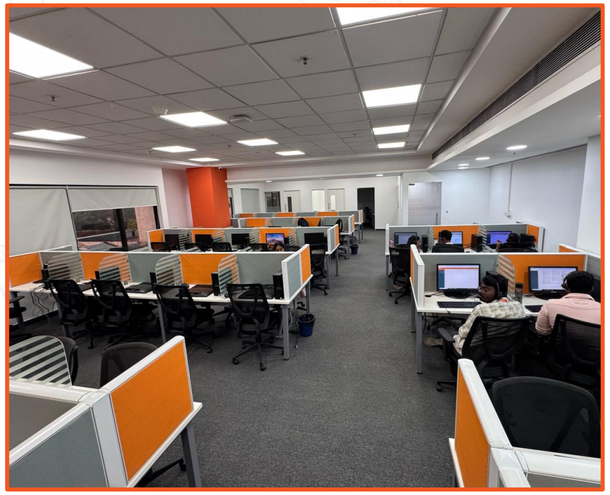






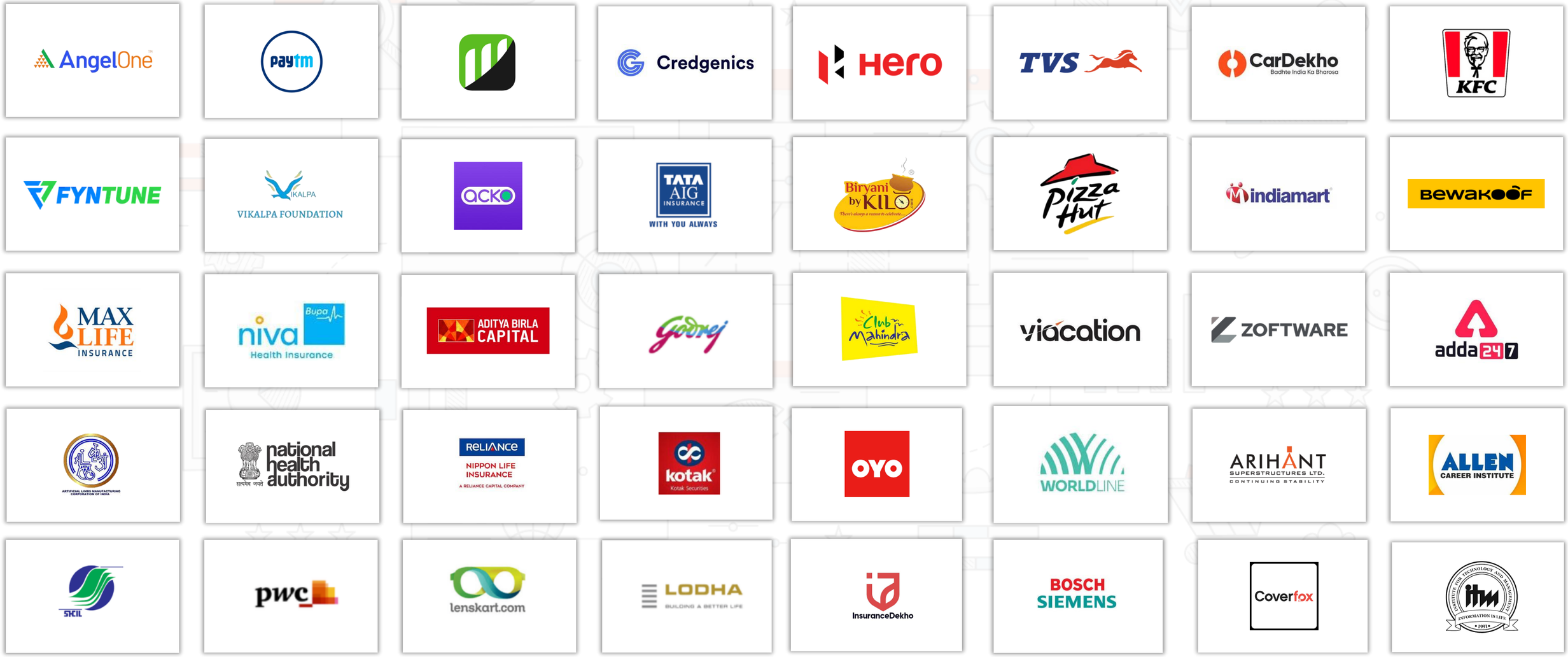






Partnered up with leading businesses

Enser is privileged to collaborate with esteemed clients across diverse sectors - including insurance, ed-tech, hospitality, e-commerce and government agencies - delivering tailored solutions that drive measurable impact.



THANK YOU

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