



GSTIN: 09AAECE2712N1Z1  
CIN: L74999UP2016PLC228280

# Exato Technologies Limited

(Formerly Known as Exato Technologies Private Limited)

June 2, 2026

To,  
Manager  
Listing Compliance Department  
BSE Limited  
Floor 25, P.J. Towers,  
Dalal Street, Mumbai-400001

**Sub: Submission of Investor Presentation for Q4 & FY26 Earnings Call on Audited Financial Results for the Quarter and Financial Year ended March 31, 2026**

**Ref: Exato Technologies Ltd (Scrip Code: 544626)**

**Dear Sir/Madam,**

Further to our earlier communication dated May 27, 2026 regarding the schedule of Q4 & FY26 Earnings Call to be held on **June 2, 2026 at 04:00 P.M.**, please find enclosed herewith the **Investor Presentation** on the Audited Financial Results of the Company for the Quarter and Financial Year ended **March 31, 2026**.

The aforesaid Investor Presentation is being submitted pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with Para A of Part A of Schedule III thereto, and shall be used during interactions with investors and analysts during the Earnings Call.

In accordance with Regulation 30(8) and 46(2)(o)(ii), the Presentation has been made available under the Investor Relations section of the Company's website at: <https://exato.ai/investor.html>.

Kindly take the above information on record.

Thanking you,  
Yours faithfully,  
For **Exato Technologies Limited**

**Geeta Jain**  
**Company Secretary & Compliance Officer**  
**Membership No. A13938**

**Place:** Noida  
**Encl.:** Investor Presentation



# Exato.ai

**EXATO TECHNOLOGIES LIMITED**

**INVESTOR PRESENTATION | Q4 & FY26**



OVERVIEW OF COMPANY

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# COMPANY SNAPSHOT

# COMPANY OVERVIEW



Exato Technologies Limited, **founded in 2016** and **headquartered in Noida**, specializes in digital transformation and **customer experience solutions**. By utilizing advanced technologies such as AI, Cloud, and Automation, Exato helps businesses create seamless, **intelligent customer experiences**.

The company offers **services in customer experience automation**, omnichannel communication, analytics, and custom software development, with **AI-powered solutions** for patient engagement, predictive insights, and automated billing. Deeply integrated with enterprise customers, serving 9 out of 10 leading Indian banks and building long-term relationships across industries.

Exato serves **industries** including **BFSI, Healthcare, IT/ITeS & BPO/KPO, Retail, Telecom, and Manufacturing**, delivering scalable and outcome-driven solutions to improve efficiency and agility across sectors.

With a strong **global presence**, Exato is recognized for its innovation, reliability, and measurable results, making it a **trusted partner for businesses worldwide** seeking transformative solutions.



**150+**

Clients



**100+**

Engineers



**4**

Subsidiaries



**10+**

Countries Served



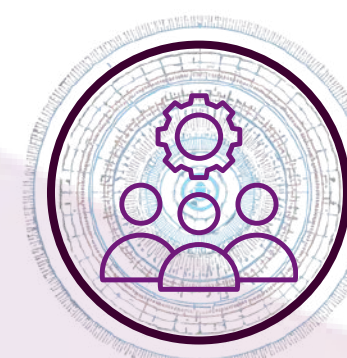
**6+**

Industries Served



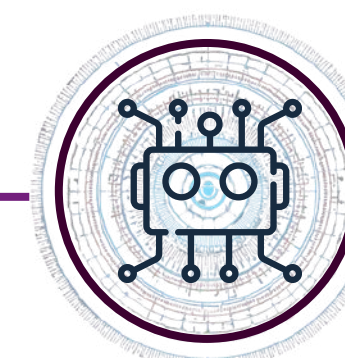
**97+**

Customer Retention



**140+**

Team Strength



**1,50,000+**

Agents Enabled

# A JOURNEY FROM VISION TO GLOBAL PRESENCE



Converted to **Exato Technologies Private Limited** to expand operations and onboard strategic clients.

Launched **ExatoIQ**, the in-house AI & analytics platform. Strengthened presence in enterprise automation and digital transformation.

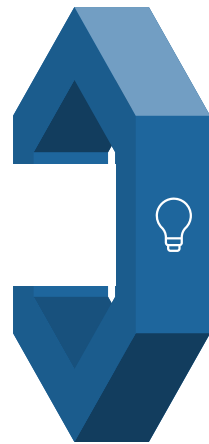
Set up **Exato.ai Pte. Ltd. (Singapore)** for APAC operations; expanded client base in BFSI and telecom sectors.

Successfully **listed** on the BSE SME platform in December 2025, raising **₹37.45 crore** through a highly successful IPO. The issue was **oversubscribed 947x** and delivered a **90%** listing gain, underscoring strong investor confidence.

2016



2018



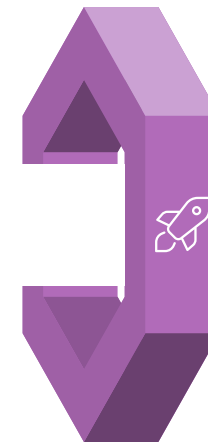
2019-20



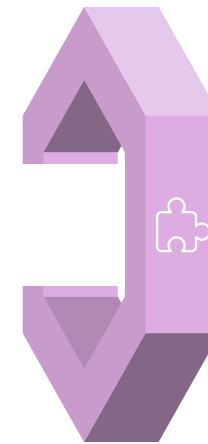
2021



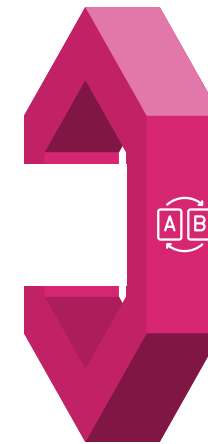
2022



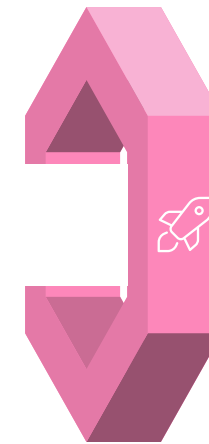
2023



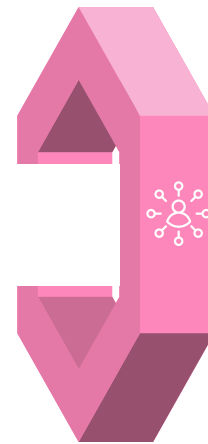
2024



2025



2026



Started as **Analytics Company**, bagged 10Cr Order in first year itself for Video Analytics from Mahindra defence for Rajasthan Safe City,

Established key delivery partnerships in **AI, CX, and Cloud domains**. Expanded development center in Delhi.

**Expanded globally with subsidiaries Exato.ai Inc. (USA) and Exato.ai Pte. Ltd. (Singapore)** to strengthen international presence.

Incorporated **Exato Infotech Pvt. Ltd.** in India for telecom solutions; expanded global reach, increased recurring revenue, and grew AI-based offerings.

Expanded into **Australia** with a **Wholly Owned Subsidiary**, taking Exato's enterprise **IT services** presence deeper into the Asia-Pacific region.

# VISIONARY BOARD STEERING STRATEGIC DIRECTION



**Mr. Appuorv K Sinha**  
**Promoter, Chairman & Managing Director**

An MBA from ICFAI University (2005) and a B.Sc. in Engineering from Magadh University, Mr. Sinha brings over 20 years of professional experience, with 18 years dedicated to Customer Experience (CX), Analytics, and Enterprise Technology. He has held senior leadership roles at renowned global organizations, including NICE and Wipro Technologies, where he led strategic business initiatives, channel partnerships, customer engagement programs, and technology-driven growth. As the driving force behind Exato Technologies Limited, he leads the company's overall strategy, operations, technology partnerships, and innovation agenda.



**Mrs. Swati Sinha**  
**Promoter & Whole-Time Director**

With a PGDBM from Indira School of Management Studies (2005), Mrs. Sinha has an extensive experience in Human Resources, Talent Strategy, and Recruitment. She is responsible for overseeing HR and Administration functions, and has been a key contributor to shaping the organizational culture, governance, and people strategy at Exato Technologies Limited.



# WELCOMING DR. MILIND RAMAN GODBOLE TO THE BOARD





Exato Technologies Limited is pleased to welcome Dr. Milind Raman Godbole to its Board as a Non-Executive, Non-Independent Director. A globally recognized operator and strategist, Dr. Godbole brings over three decades of experience scaling technology-enabled services businesses, executing turnarounds, and driving digital transformation across the US, EMEA, and India.







## DR. MILIND RAMAN GODBOLE

Non-Executive, Non-Independent  
Director

### PROFILE SNAPSHOT


-  **Most recent role:** Investor & Former CEO, Managing Director and Board Member, GeBBS Healthcare Solutions (an EQT portfolio company) since 2013; grew the business from \$12M → \$165M revenue (2,300 → 14,000 employees).
-  **Prior leadership:** President & COO, Aditya Birla Minacs Worldwide (2009–2013), scaling the APAC portfolio from 3,200 → 12,000 people; Chief Delivery Officer, Mphasis-HP (2007–2009); Chief Operating Officer, Mphasis (2000–2007), building the business from 10 → 13,000 employees globally.
-  **Recognition:** "India BPO Think Tank Visionary" (India 6 / 16), issued by SSON, 2011 – one of six visionaries shaping India's outsourcing industry.
-  **Education:** PhD in Technology Management, NMIMS (2024), specializing in AI, Business Process Modeling & Prescriptive Analytics; Master's in Electronics & Communications Engineering, Dr. Babasaheb Ambedkar Marathwada University (First Class).

### STRATEGIC VALUE TO EXATO

-  **Proven Scale-Up Operator :** A repeated record of taking businesses from early-stage to enterprise scale, directly relevant to Exato's growth ambitions.
-  **Turnaround & Transformation Expertise :** Deep experience turning around challenging businesses and using technology as a growth enabler, strengthening operational discipline and execution at the board level.
-  **AI & Digital Depth :** A doctorate focused on AI, prescriptive analytics, and business-process modeling, positioning him to guide Exato's technology and product strategy.
-  **Global Market Access :** Extensive Fortune 500 relationships built across global markets, supporting Exato's international expansion and credibility with enterprise stakeholders.



# LEADERSHIP TEAM



**MR. GOPINATH P BAILUR**

**Designation:**  
Chief Operating Officer (COO)

**Area of Expertise:**

- Technology Leadership
- IT Strategy
- Digital Infrastructure

**Years of Experience:**  
30+ years

**Strategic Highlight:**  
Drove operational scale and execution excellence.



**MR. NAVEEN KRISHNA**

**Designation:**  
Chief Revenue Officer (CRO), Global

**Area of Expertise:**

- Revenue & P&L Leadership
- Sales & Market Expansion
- AI-led CX Transformation

**Years of Experience:**  
30+ years

**Strategic Highlight:**  
Built and scaled global AI powered CX businesses.



**MR. MURALIDHARAN**

**Designation:**  
Chief AI Officer (CAIO)

**Area of Expertise:**

- AI & Digital Transformation
- Cloud & Enterprise Platforms
- Technology Innovation

**Years of Experience:**  
30+ years

**Strategic Highlight:**  
Built and scaled AI-powered platforms across global enterprises.

# VISIONARY LEADERSHIP



**MR.  
MUSTAQUEE  
M HASAN**



**Designation:**  
Chief Financial Officer



**Area of Expertise:**

- Financial Management
- Corporate Finance
- Compliance & Reporting



**MS. GEETA  
JAIN**



**Designation:**  
Company Secretary &  
Compliance Officer



**Area of Expertise:**

- Corporate Governance
- Regulatory Compliance
- Secretarial Practices



**MR. DINESH  
SINGH SLATHIA**



**Designation:**  
President - Revenue, Marketing &  
Strategic Alliances



**Area of Expertise:**

- GTM Strategy
- Sales and Business Development
- Global Market Expansion



**Years of Experience:**  
20+ years



**Strategic Highlight:**  
Former roles at Oracle, TCS, and  
Genpact

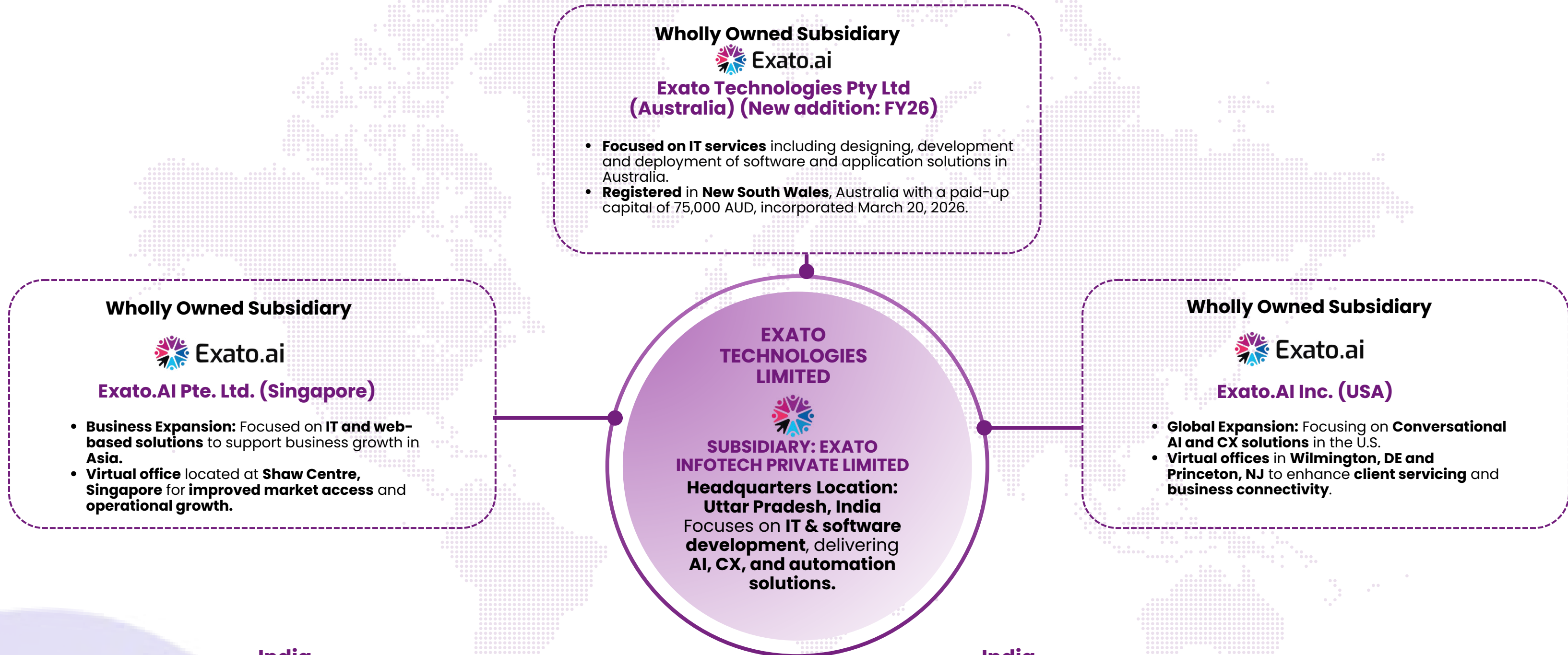


INTEGRATED SOLUTIONS

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# SOLUTIONS & GLOBAL PRESENCE

# BUSINESS STRUCTURE & SUBSIDIARY MAP



## India

- Operations based in **Noida** and **Mumbai**, providing development and support services.

## India

- **Chennai** serves as a **key hub** for delivering solutions to regional clients across Global markets.

## Global Delivery Hubs

AI & Automation Solutions

Customer Experience Solutions (CX)

Compliance-Driven Solutions

Managed Services (SaaS)

# COMPREHENSIVE SOLUTIONS WE OFFER



Continued investments in scalable AI-led CX, Analytics, and Infrastructure platforms, alongside advancement of proprietary AI, agentic workflows, and compliance-driven CX capabilities to drive differentiated global offerings.



# COMPREHENSIVE SOLUTIONS WE OFFER



## A1 CX as a Service (CXaaS)

**End-to-end management** of customer experience platforms, covering design, implementation, operations, and continuous optimization.

**Includes:**

- Omnichannel contact centers (voice, chat, email, WhatsApp)
- Customer journey design and experience optimization
- Ongoing platform monitoring and quality assurance

**Outcome:** Better customer satisfaction, lower service costs, predictable CX performance.

## A2 Conversational AI

**AI-powered virtual assistants** that handle customer interactions automatically and intelligently.

**Includes:**

- Chatbots and voice bots
- Natural language processing (NLP) and generative AI
- Multilingual and context-aware conversations

**Outcome:** 24x7 support, reduced agent workload, faster query resolution.

## A3 Automation as a Service

**Automation of repetitive customer service and business processes** using AI and RPA.

**Includes:**

- Workflow and process automation
- Back-office and service operations automation
- AI-driven quality and compliance monitoring

**Outcome:** Higher productivity, fewer errors, faster turnaround times.

## A4 Workforce Management

**Tools and analytics** to plan, schedule, and optimize service teams.

**Includes:**

- Agent forecasting and capacity planning
- Shift scheduling and performance tracking
- Real-time workforce analytics

**Outcome:** Optimized staffing, improved agent productivity, better service levels.

## A5 Cloud ERP

Modern **cloud-based enterprise** systems

**Includes:**

- Cloud ERP implementation and integration
- Process digitization across finance, operations, and supply chain
- Ongoing support and optimization

**Outcome:** Improved operational visibility, control, and efficiency

## B

## Unified Communications & Infrastructure

Reliable, **secure communication** and IT foundations for enterprises

**Includes:**

- Cloud-based communication platforms (UCaaS)
- Voice, messaging, video, and collaboration tools
- Network, IT infrastructure, and managed services
- Integration with CRM, ERP, and enterprise systems

**Outcome:** Always-on communication, scalability, and operational reliability.

## C

## ExatoIQ

Exato's **in-house suite of AI-powered tools** for **contact center** and customer experience optimization.

**Includes:**

- Intelligent connectors and system integrations
- Contact center optimization tools
- Automated dialers and campaign solutions
- Real-time monitoring and performance intelligence

**Outcome:** Scalable, data-driven CX with consistent service quality.

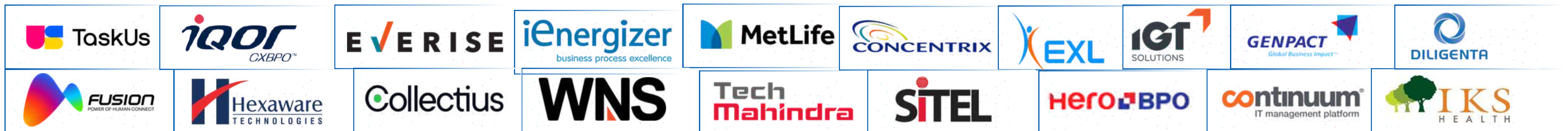
# MARQUEE CLIENTS



## BFSI



## BPO/KPO



## IT/ITES, Telecom Media & SP



## Others

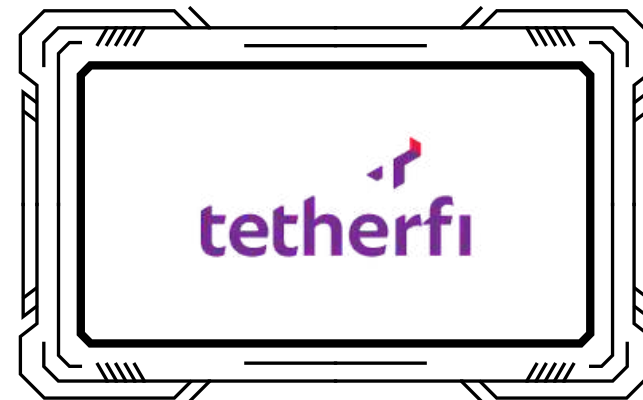


# STRATEGIC TECH PARTNERSHIP DRIVING INNOVATION



## TECHNOLOGY PARTNERS

Expanded strategic collaborations with global technology leaders and ERP partners, strengthening US ERP & CX ecosystem for larger joint GTM pursuits, while benefiting from a partner-led acquisition of an Agentic AI platform to enhance AI-driven CX and automation capabilities.



# DELIVERING MEASURABLE VALUE ACROSS KEY SECTORS



Exato Technologies Limited is **expanding its enterprise** footprint across **key sectors**, diversifying revenue through new **client acquisitions** and **deeper cross-sell, platform-led engagements** with existing marquee customers.

## Banking, Financial Services & Insurance (BFSI)

- Fraud prevention and risk analytics
- Hyper-personalized upsell and cross-sell models
- Compliance and governance analytics



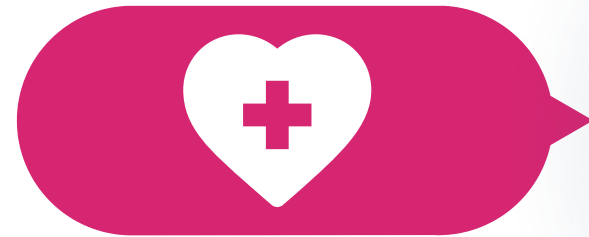
## Telecom

- Customer churn prediction
- Workforce management & optimization
- Omnichannel customer experience (CX) deployment



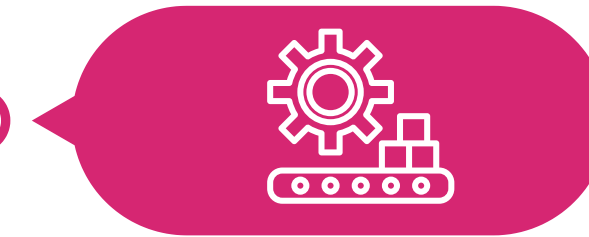
## Healthcare

- AI-powered patient engagement
- Predictive analytics for outcome management
- Automated billing and claims processing



## Manufacturing

- Supply chain optimization
- Contract management AI models
- Predictive analytics for SKU and revenue forecasting



## Retail

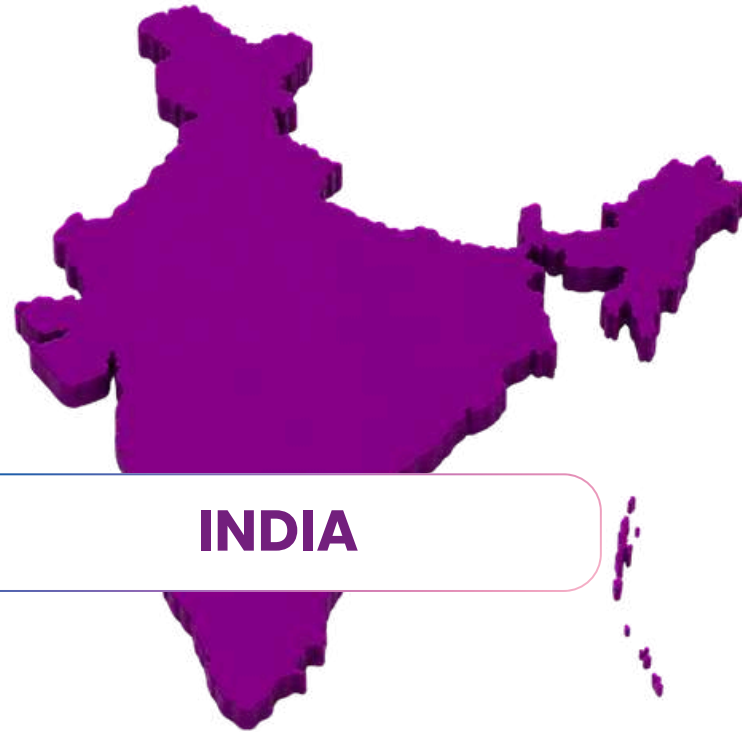
- Automated inventory & demand forecasting
- Customer loyalty and retention analytics
- Personalized AI product recommendations



## IT / ITes & BPO / KPO

- Contact center modernization
- Workforce analytics and performance monitoring
- Real-time sentiment analysis

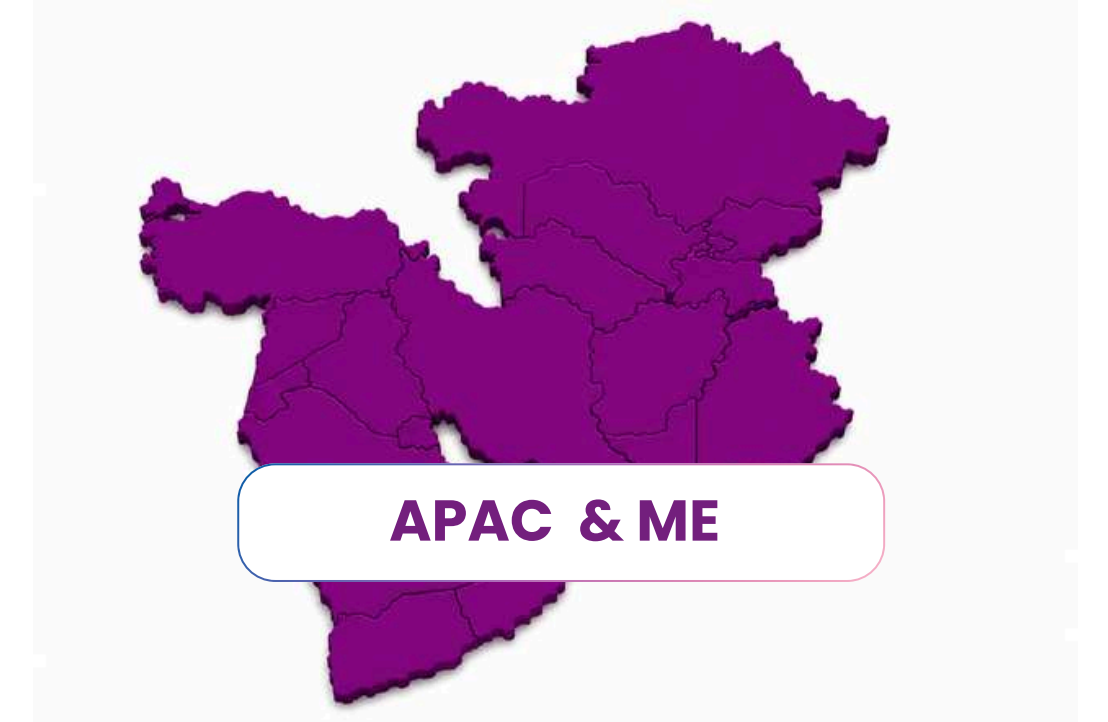
# EXPANDING OPERATIONS ACROSS STRATEGIC MARKETS



**INDIA**



**USA**



**APAC & ME**



**United Kingdom**



**Singapore**



**Australia**

**Global Expansion: Exato.ai is expanding operations across key international markets (India, UK & Middle East) and wholly owned subsidiaries (USA, Singapore & Australia), with Australia newly incorporated in March 2026.**



MARKET LANDSCAPE

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# INDUSTRY OPPORTUNITY & GROWTH STRATEGY

# STRATEGIC GROWTH ROADMAP



## “ Founder's Vision

We are building a future-ready enterprise driven by AI, Customer Experience, Analytics, and Automation. As global adoption of AaaS and CXaaS accelerates, we continue to strengthen our position through scalable platforms, strategic global partnerships, and industry-focused innovation across BFSI, Healthcare, Telecom, Retail, and IT/ITeS.

FY26 marked a year of strong execution, with Revenue from Operations increasing 35.23% YoY to ₹16,799.58 Lakhs and PAT growing 66.65% YoY to ₹1,608.88 Lakhs. Backed by an expanding global footprint and strategic partnerships, we remain well-positioned to capitalize on the growing AI and CX opportunity.

Through our AOP 2026 roadmap, we remain focused on accelerating AI-led innovation, scaling managed services, strengthening go-to-market capabilities, and building differentiated IP-led platforms including ExatoIQ and Agentic AI solutions — creating long-term value for customers, partners, and stakeholders.

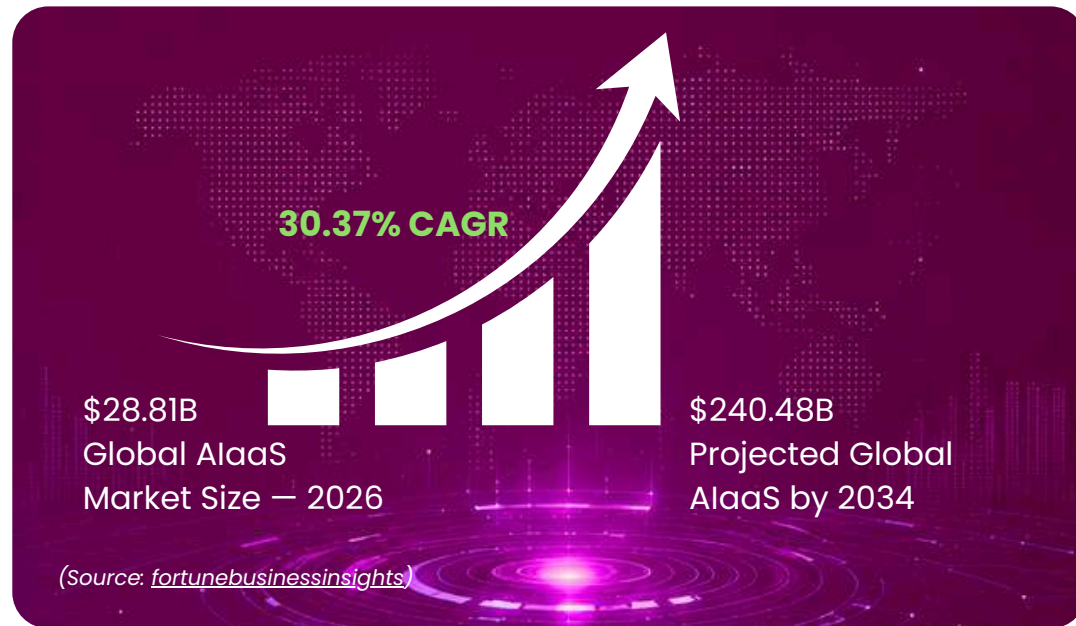
— Appuorv K Sinha  
Founder, Chairman & Managing Director



# AlaaS & CXaaS INDUSTRY OVERVIEW



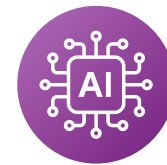
## GLOBAL AlaaS MARKET



## GLOBAL CXaaS & CXM MARKET



## MARKET DRIVERS



### AI going vertical

Industry-specific AI platforms for BFSI, healthcare, retail and telecom are replacing generic tools, driving faster and more compliant enterprise adoption.



### GenAI reshaping service delivery

Generative AI is shifting AlaaS and CXaaS from passive utilities to active engines of intelligent automation and personalised engagement.



### Omnichannel demand surge

Rising customer expectations for seamless, unified engagement across channels is driving enterprise investment in integrated CX platforms.



### Retention over acquisition

Customer acquisition costs in India have risen 30–40% since 2023; a 5% retention improvement can deliver 25–95% profitability uplift, making CXM a boardroom priority.



### Managed services momentum

Talent scarcity in specialised CX and AI roles, combined with subscription-based SaaS adoption, is accelerating demand for outsourced end-to-end managed delivery models.



### 15 Billion hours lost on hold

Enterprises are urgently deploying AI virtual assistants and automated contact centre solutions to eliminate service wait-time and cut operational costs.



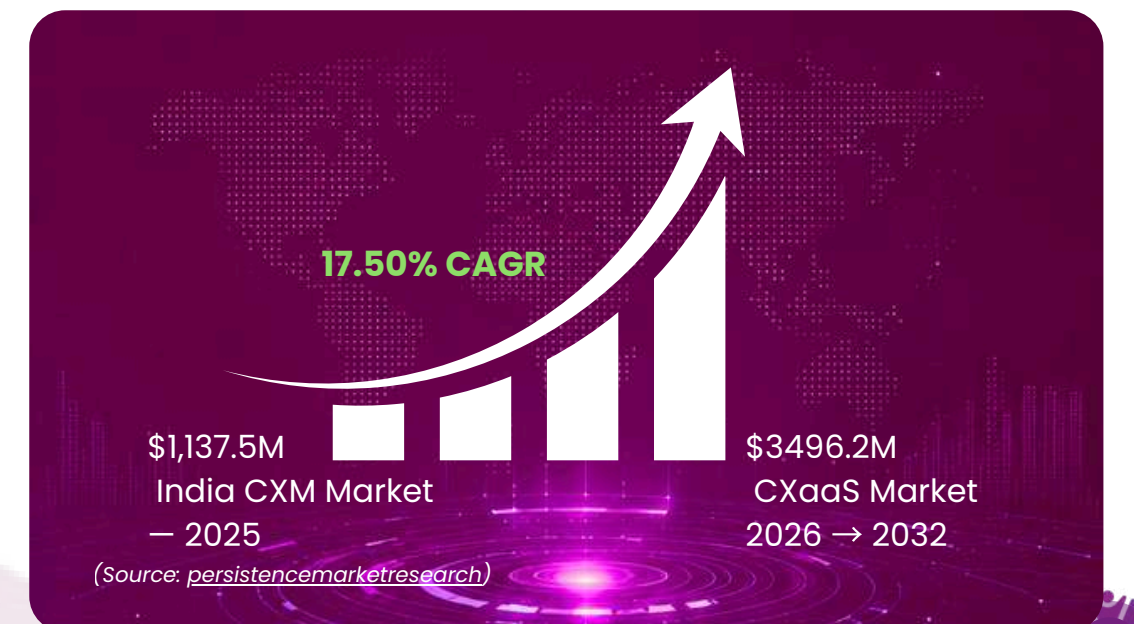
### 78–84% Indian consumers using AI

84% rely on AI for shopping recommendations and 78% use AI chatbots for financial decisions, reflecting deep consumer-level AI normalisation across key sectors.

## INDIA AlaaS MARKET



## INDIA CXM & KEY INSIGHTS



# EXATO TECHNOLOGIES LIMITED – POSITIONING, GROWTH & BENEFIT FROM INDUSTRY TRENDS



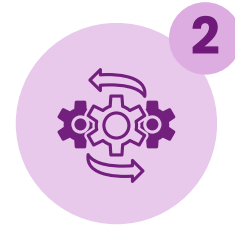
Strategically positioned at the intersection of AlaaS and CXaaS – where the highest-growth, highest-margin digital transformation is happening

## Where Exato Stands (2026)

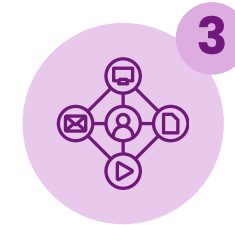
- A Customer Transformation Partner – delivering CXaaS, AlaaS, Unified Communications and Analytics as one integrated, outcome-driven stack.
- Serving 150+ enterprises across 10 countries spanning BFSI, Healthcare, Retail, Telecom and IT/ITeS.
- Present across India, USA, Singapore and Australia – with active expansion into new geographies.
- NICE Platinum Partner across South Asia, Middle East & APAC – the only such recognition in the region.



1 Industry Shift to Vertical AI  
Enterprises are moving away from generic tools toward sector-specific AI platforms – Exato's domain-focused deployments across BFSI, healthcare and retail place it exactly where this demand is landing.



2 Omnichannel as the New Standard  
Unified, seamless customer engagement is no longer optional – Exato's end-to-end omnichannel CX stack is built precisely for this transition.



3 Rise of Managed & Recurring Service Models  
Talent scarcity and capex constraints are pushing enterprises toward outsourced, subscription-based CX delivery – directly aligned with Exato's long-term managed service model.



4 GenAI Moving from Pilot to Production  
As enterprises scale GenAI beyond experimentation, demand for proven implementation partners is surging – Exato's Conversational AI and Exato IQ suite are production-ready and already deployed at enterprise scale.



5 Retention Becoming a Strategic Priority  
Rising customer acquisition costs are forcing enterprises to invest in intelligent retention – powering demand for Exato's analytics, sentiment analysis and loyalty-enabling CX platforms.

### Growth Outlook

- Non-linear scalability – platform and IP-led delivery model enables expansion across clients and geographies without proportional cost increases
- Deepening recurring revenue – growing share of long-term managed contracts building a stable, predictable revenue base.
- Global footprint expansion – dedicated sales presence now active in Australia and USA unlocking high-value enterprise markets beyond India.
- Proprietary IP as a moat – Exato IQ suite evolving into a differentiated, hard-to-replicate competitive advantage as AI adoption matures.
- Sector tailwinds sustaining demand – BFSI, Telecom, Retail and Healthcare accelerating AI-led CX investment – Exato's core verticals driving the next leg of growth.





DELIVERING CONSISTENT GROWTH

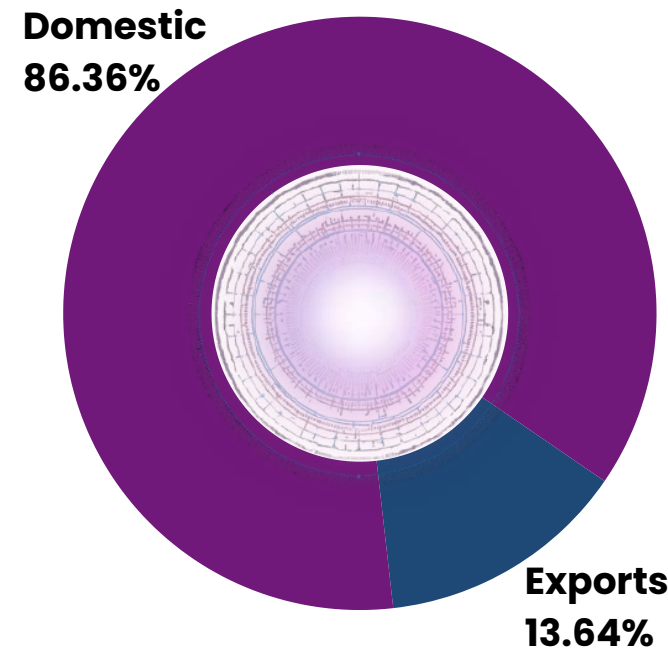
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# FINANCIAL PERFORMANCE

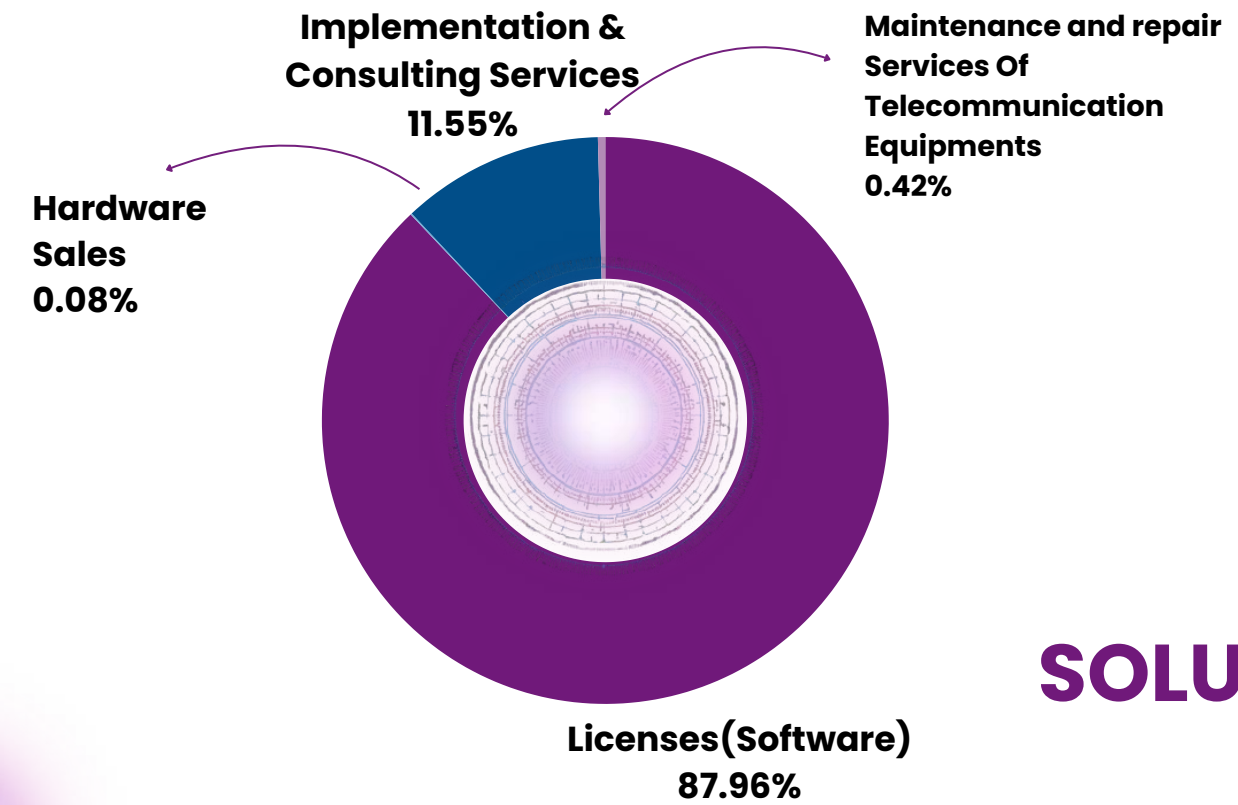
# REVENUE BIFURCATION – Q4FY26



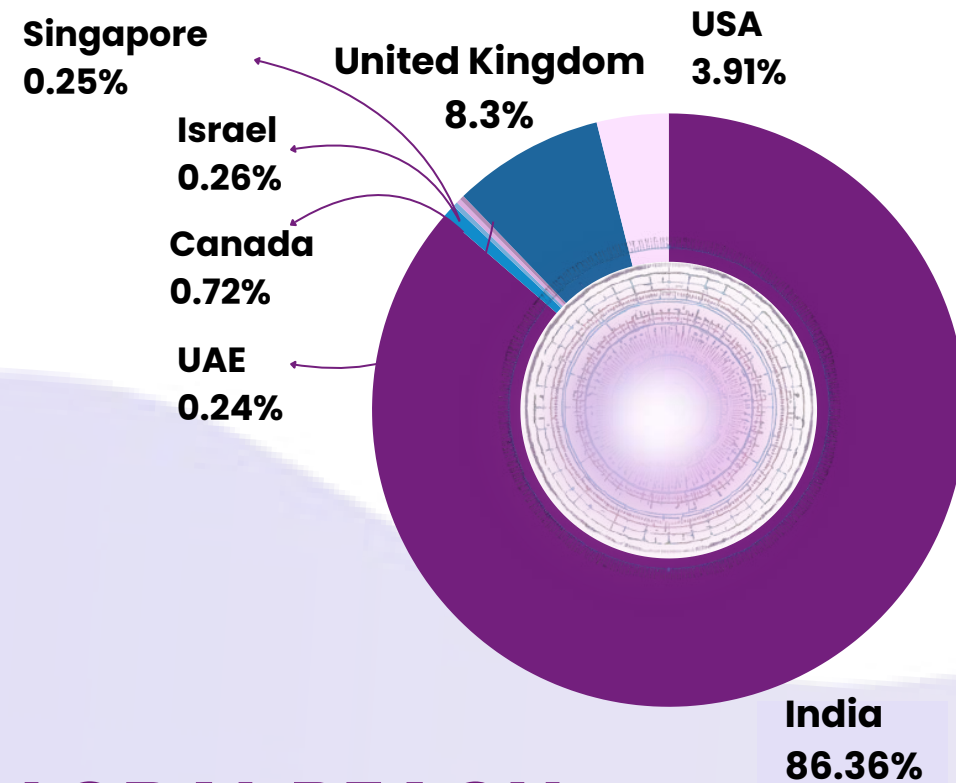
## REGION



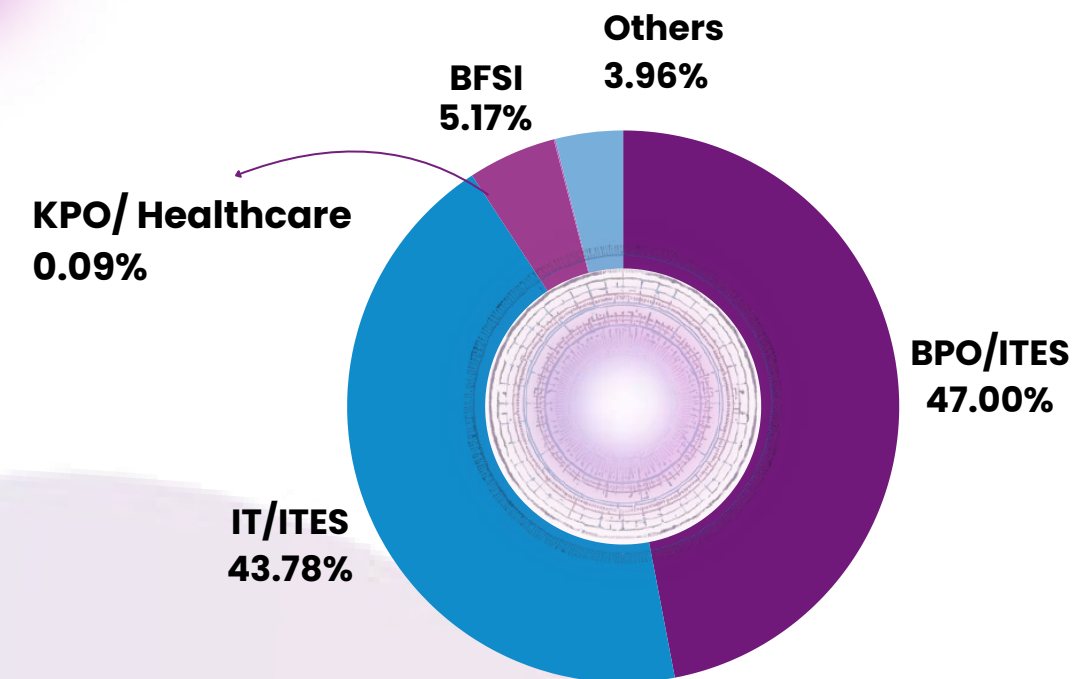
## SOLUTIONS



## GLOBAL REACH



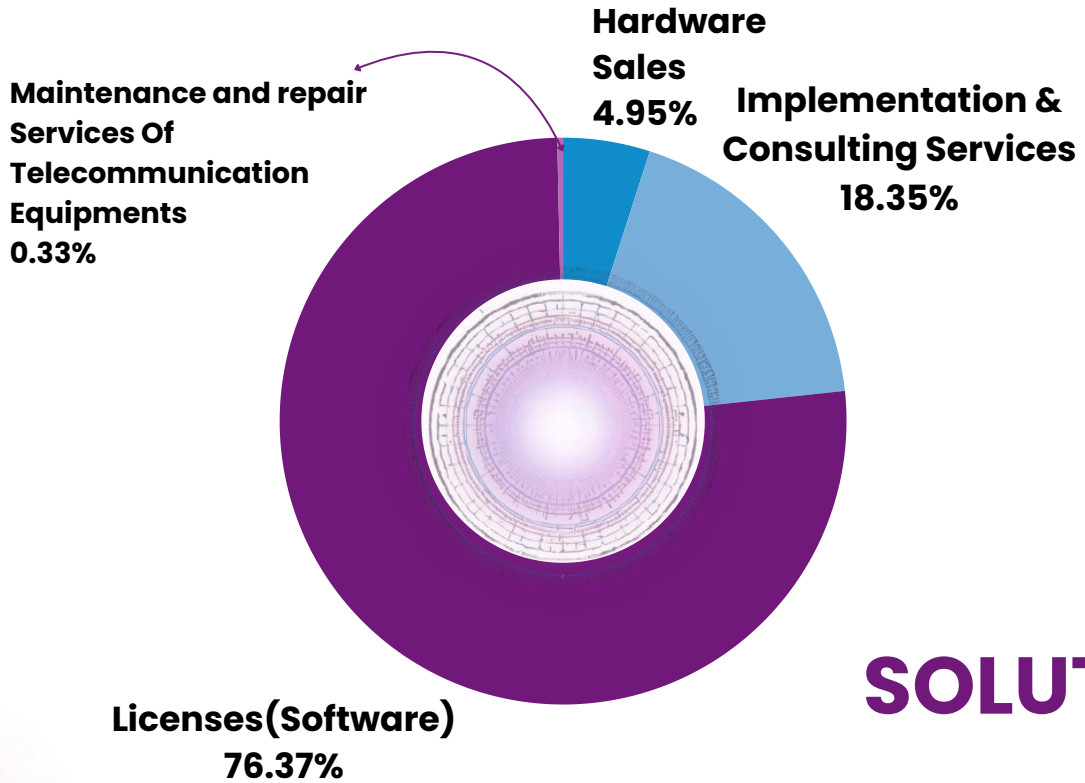
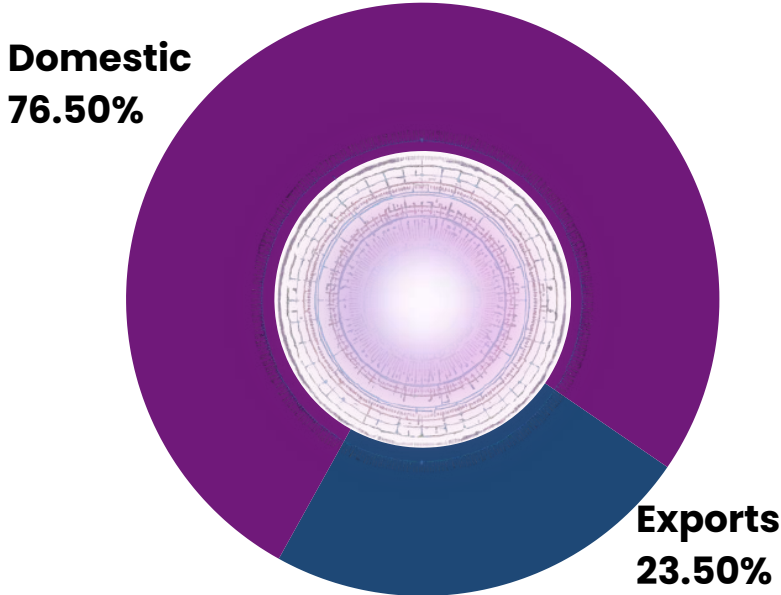
## SECTOR



# REVENUE BIFURCATION – FY26

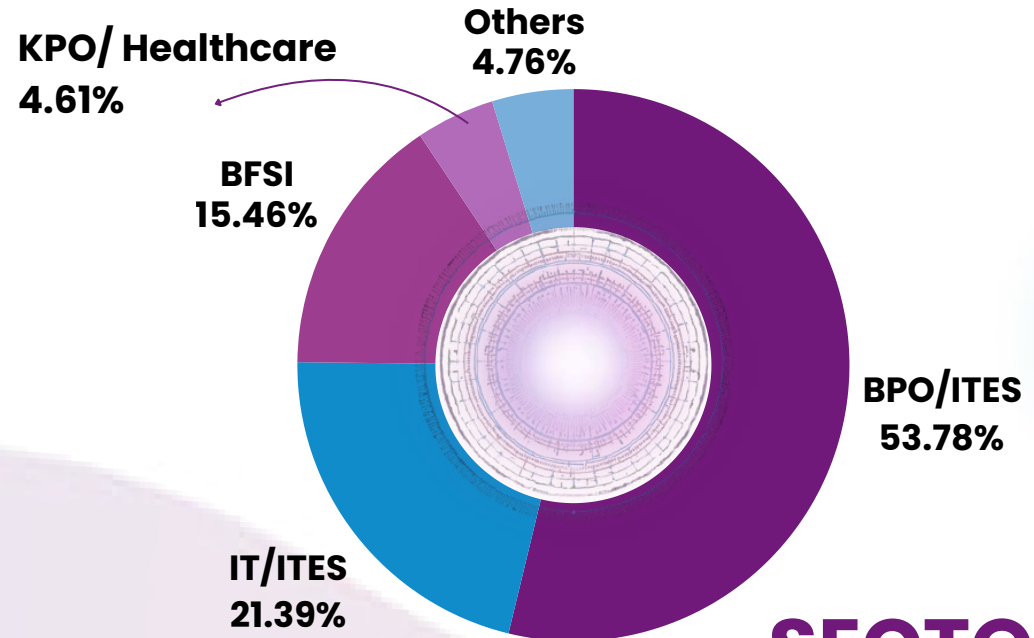
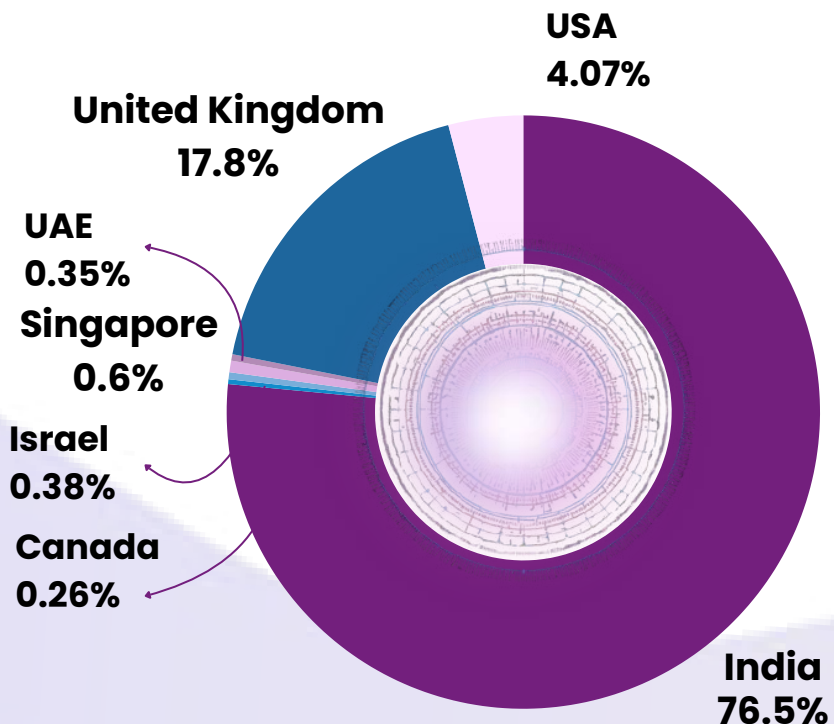


## REGION



## SOLUTIONS

## GLOBAL REACH



## SECTOR



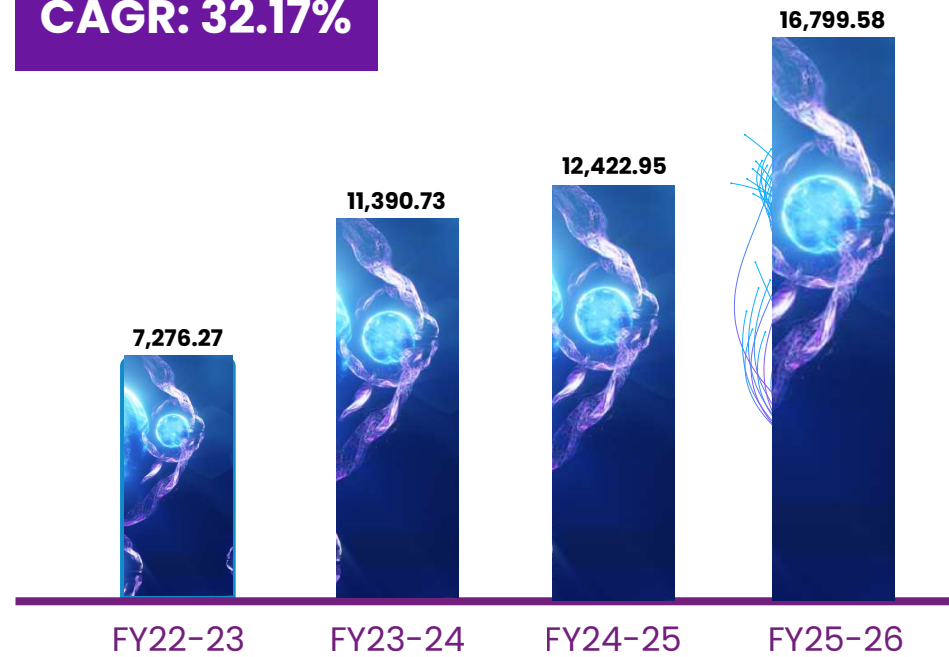
# FINANCIAL SNAPSHOT (4-YEAR TREND)

Figures are on a consolidated basis and are presented in ₹ Lakhs, unless stated otherwise.



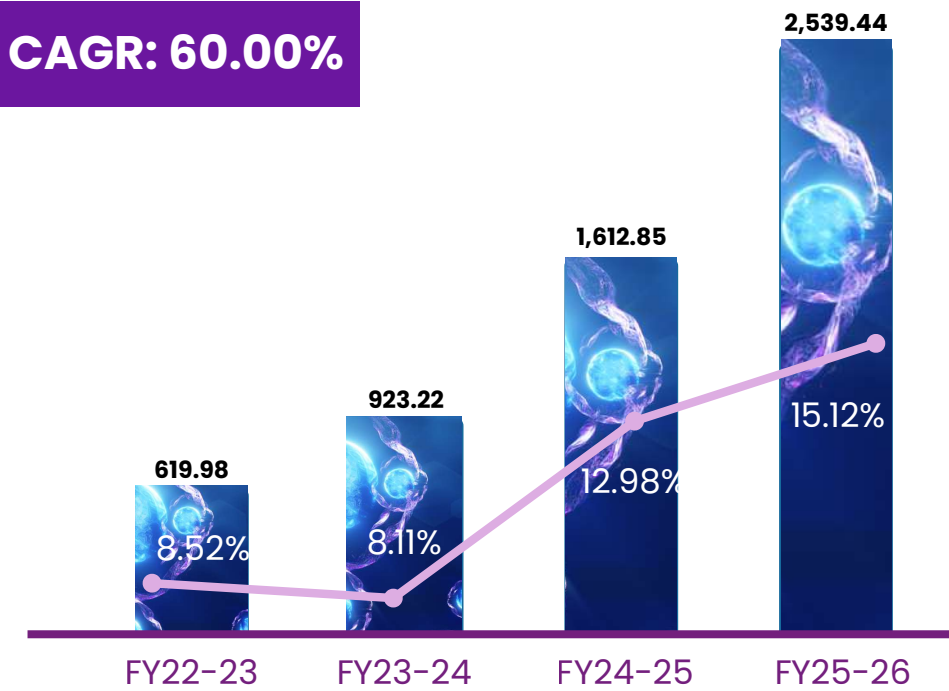
## REVENUE OF OPERATIONS

CAGR: 32.17%



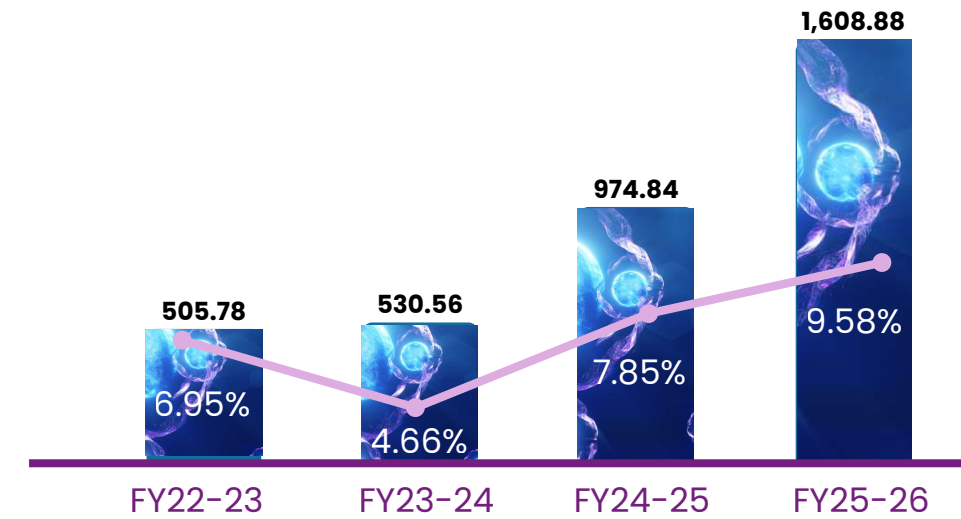
## EBITDA & MARGIN

CAGR: 60.00%

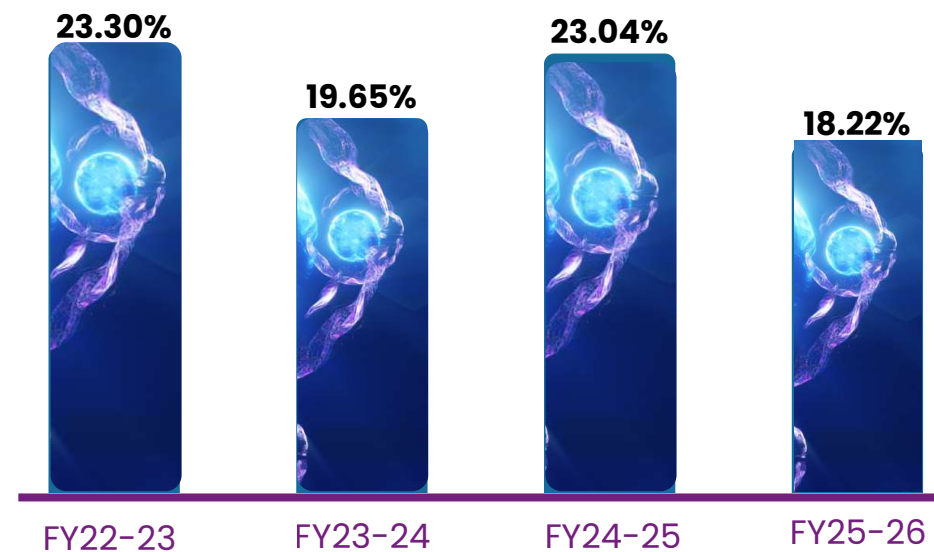


## PAT & MARGIN

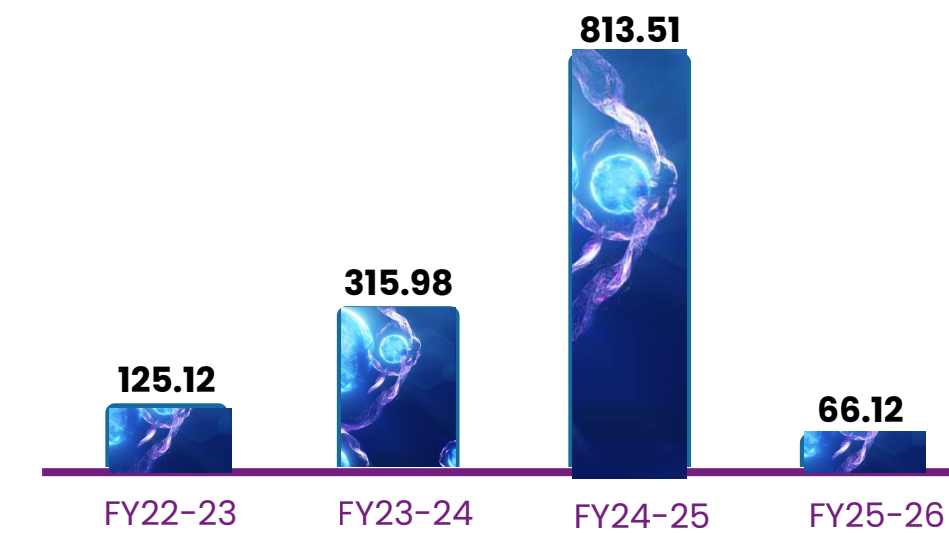
CAGR: 47.14%



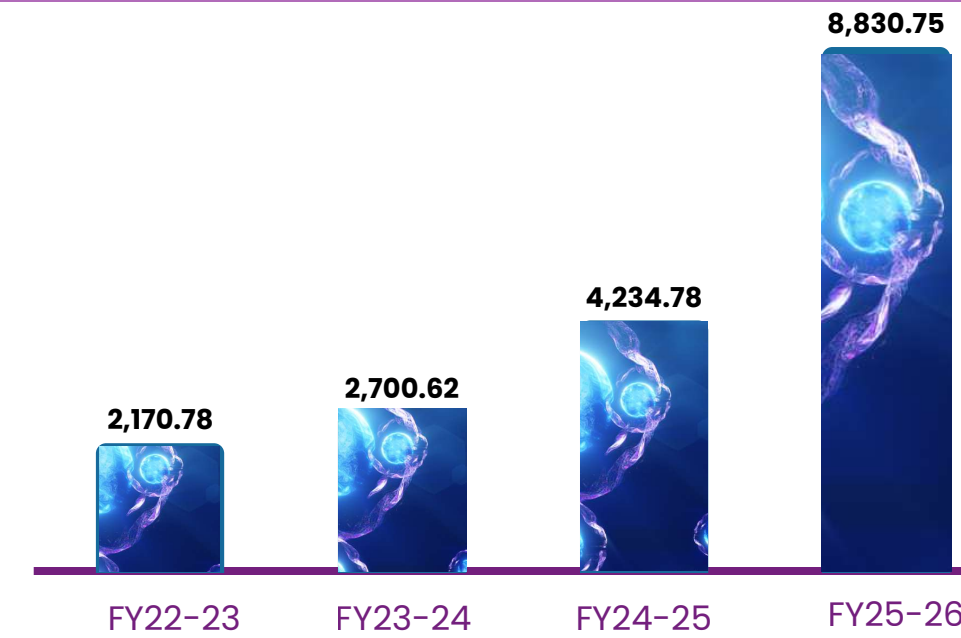
## ROE



## Long-term borrowings



## NET WORTH



# PROFIT & LOSS STATEMENT



Figures are on a consolidated basis and are presented in ₹ Lakhs, unless stated otherwise.

Particulars	Q4FY26	Q3FY26	QoQ%	FY26	FY25	YoY%
<b>Revenue from Operations</b>	<b>6,108.04</b>	<b>3,585.13</b>	<b>70.37%</b>	<b>16,799.58</b>	<b>12,422.55</b>	<b>35.23%</b>
Other Income	46.05	16.38	181.14%	103.10	193.07	(46.60%)
<b>Total Income</b>	<b>6,154.09</b>	<b>3,601.51</b>	<b>70.88%</b>	<b>16,902.68</b>	<b>12,615.62</b>	<b>33.98%</b>
Total expense	5,471.46	2,891.88	89.20%	14,363.24	11,021.40	30.32%
<b>EBITDA</b>	<b>682.63</b>	<b>709.63</b>	<b>(3.80%)</b>	<b>2,539.44</b>	<b>1,594.22</b>	<b>59.29%</b>
<b>EBITDA Margin</b>	<b>11.18%</b>	<b>19.79%</b>	<b>(43.54%)</b>	<b>15.12%</b>	<b>12.83%</b>	<b>17.79%</b>
Depreciation	20.75	20.33	2.07%	78.53	59.96	30.97%
Finance Cost	29.84	59.69	(50.01%)	188.16	197.19	(4.58%)
Prior period Item	-	-	-	(1.11)	21.86	-
Profit Before Tax	632.04	629.61	0.39%	2271.64	1358.93	67.16%
<b>Tax expenses</b>	<b>208.11</b>	<b>169.98</b>	<b>22.43%</b>	<b>662.76</b>	<b>393.48</b>	<b>68.44%</b>
<b>Profit After Tax</b>	<b>423.93</b>	<b>459.63</b>	<b>(7.77%)</b>	<b>1,608.88</b>	<b>965.45</b>	<b>66.65%</b>
PAT Margin	6.94%	12.82%	(45.86%)	9.58%	7.77%	23.23%

# BALANCE SHEET



Figures are on a consolidated basis and are presented in ₹ Lakhs, unless stated otherwise.

Particulars	FY26	FY25
<b>Shareholders' Funds</b>		
Share Capital	1,006.54	1.38
Reserves and Surplus	7,824.21	4,233.40
<b>Total Shareholders' Funds</b>	<b>8,830.75</b>	<b>4,234.78</b>
<b>Non-Current Liabilities</b>		
Long-term Borrowings	66.12	813.51
Long-term Provisions	210.84	157.92
<b>Total Non-Current Liabilities</b>	<b>276.96</b>	<b>971.43</b>
<b>Current Liabilities</b>		
Short-term Borrowings	2,038.88	2,356.11
Trade Payables – MSME	41.07	96.79
Trade Payables – Others	773.20	1,247.42
Other Current Liabilities	377.45	437.77
Short-term Provisions	2.18	180.07
<b>Total Current Liabilities</b>	<b>3,232.78</b>	<b>4,318.16</b>
<b>TOTAL EQUITY &amp; LIABILITIES</b>	<b>12,340.49</b>	<b>9,524.37</b>

Particulars	FY26	FY25
<b>Non-Current Assets</b>		
Property, Plant & Equipment	136.11	171.91
Intangible Assets	18.34	10.28
Intangible Assets under Development	2,840.00	1,566.25
Deferred Tax Assets (Net)	79.9	60.65
Other Non-Current Assets	351.25	133.5
<b>Total Non-Current Assets</b>	<b>3425.6</b>	<b>1942.59</b>
<b>Current Assets</b>		
Inventories	363.23	374.65
Trade Receivables	4,293.42	3,370.19
Cash & Cash Equivalents	1967.2	2568.5
Bank Balances Other than Cash & Cash Equivalents	2161.16	868.40
Short-term Loans & Advances	67.63	290.78
Other Current Assets	62.25	109.26
<b>Total Current Assets</b>	<b>8,914.89</b>	<b>7,581.78</b>
<b>TOTAL ASSETS</b>	<b>12,340.49</b>	<b>9,524.37</b>

# Q4 FY26 – STRATEGIC INVESTMENTS DRIVING FUTURE GROWTH



Q4 profitability was intentionally moderated to build organizational and commercial infrastructure ahead of the next growth phase.

## ORDER BOOK DETAILS



**66.65%**  
PAT



**7.77% → 9.58%**  
Net Margins Expanded

**₹600 Crore**  
Total Order Book

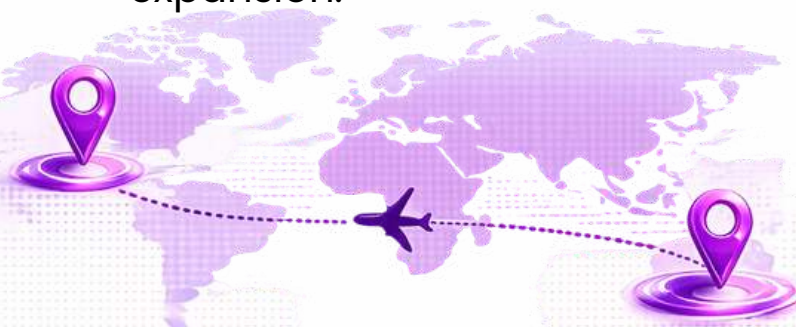
**₹221 Crore**  
Delivered  
(36.83%)

**₹379 Crore**  
Order in Hand  
(63.16%)



## Operationalization of Two New International Subsidiaries

- Established wholly owned subsidiaries in key international markets.
- Initial setup and readiness investments were undertaken during the quarter.
- These entities are focused on expanding customer relationships and growth opportunities.
- Expected to support future international revenue expansion.



## Induction of Senior Leadership Across Global Locations

- Added experienced leaders across revenue, operations, technology, and business development functions.
- Investments made to enhance organizational capabilities and global execution.
- Leadership team is now actively driving growth initiatives across regions.
- Strengthens the foundation for long-term scalable growth.



## Participation in Global Industry Events and Partner Engagements

- Increased participation in industry events, partner forums, and customer engagements.
- Focused on strengthening brand visibility and expanding market reach.
- Supported customer acquisition and pipeline-building efforts across international markets.
- Early benefits are reflected in business opportunities and order visibility.



## Order Deferrals and Strategic Entry into Hardware-Led Contracts

- Certain software and services orders were deferred due to customer timelines.
- Continued focus on expanding capabilities and diversifying revenue streams.
- Pursuing larger, long-term engagements, including hardware-led opportunities.
- Strengthens positioning as an end-to-end CX transformation partner.





BUILDING INDUSTRY CREDIBILITY

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# STRATEGIC INITIATIVES & CORPORATE MILESTONES

# ANNUAL OPERATING PLAN FOR FY-2027



Exato Technologies Limited successfully concluded its focused 3-day Annual Operating Plan (AOP), bringing together leadership teams across business units and geographies to align on the Company's next phase of growth, innovation, and execution roadmap.



The discussions focused on strengthening market positioning, accelerating AI-led innovation, enhancing operational execution, and sharpening go-to-market strategies across key geographies.



The AOP was further enriched by strategic insights from Dr. Milind Godbole and valuable perspectives from Sudhir Dhar. Strategic partners NiCE and Mitel also participated in roadmap discussions, reinforcing alignment towards shared growth objectives.



## Key Strategic Priorities Locked In



Building a stronger sales-first culture with clear accountability



Sharpening go-to-market strategy across key geographies



Accelerating AI-led innovation across offerings and operations

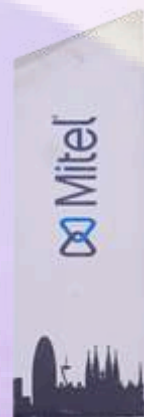


Creating a high-performance organization operating in synchrony

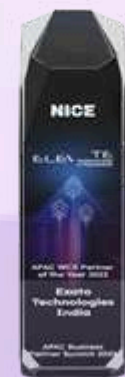
# AWARDS & RECOGNITION



## Partner of the year Spotlight



## Customer Success & Impact



## Innovation & Emerging Leadership



# EXATO AT NICE INTERACTIONS 2025



We were proud to participate as a **Platinum sponsor** and partner at **NiCE Interactions 2025**, a flagship event focused on the future of **customer experience (CX)** and **AI-driven** innovation. The event brought together industry leaders, CX professionals, technology partners, and enterprises to explore the latest in automated, **personalized customer service** and **intelligent workflow orchestration**.

At the event, we discussed our **expertise** in **CX modernization, cloud migration strategies**, and how integrated **AI ecosystems** can help enterprises scale, improve efficiency, and deliver exceptional customer experiences on a global scale.

We also showcased our collaboration with NiCE's **CXone Mpower platform** and **AI-orchestration** tools, highlighting success stories from global brands that have transformed their service outcomes, reduced costs, and enhanced customer engagement with the power of AI.



# EXATO'S PARTICIPATION AT KONECTA 2025 – ACCELERATE NOW



Exato was present as a Platinum Sponsor at the **Konecta Leaders Convention 2025** in Madrid, engaging with CX leaders from **26+ markets**.

Showcased Exato's AI-driven **CX stack**, spotlighting solutions around AI automation, workflow orchestration, experience analytics, and **next-gen customer engagement**.

Demonstrated how Exato's technology can align with **Konecta's strategic roadmap** (e.g., Katalyst 2028 vision), enabling smarter, unified enterprise experience systems.

Delivered **live interactions** and **demos** at the booth, generating interest and discussions around **joint innovation** and operational transformation opportunities.

Strengthened **go-to-market** alignment and partnership signalling between Exato, Konecta leaders, and **ecosystem partners like NiCE**.



# ACUMATICA PARTNER SUMMIT 2026 HIGHLIGHTS



Exato Technologies Limited Shines at **Acumatica Partner Summit 2026**.

Exato made a strong statement at the **Acumatica Partner Summit 2026** in **Seattle, USA**, highlighting its leadership in **cloud ERP solutions**.

The event underscored **Acumatica's role as a global leader** in empowering **mid-market businesses** through a **partner-centric ecosystem**.

Key discussions revolved around the **shift from traditional resellers to co-creators of digital transformation**, driven by **AI-powered solutions and industry-specific innovations**. These advancements are designed to accelerate **customer success** and foster growth in today's **digital-first world**.

Exato's active participation highlights its commitment to **ecosystem-led growth** and its continuous effort to provide **immense value to customers** in the evolving business landscape.



# EXATO AT NICE APAC BUSINESS PARTNER SUMMIT 2026



Exato was honoured with four prestigious awards at the NiCE APAC Business Partner Summit 2026, held in Busan, South Korea, recognising its outstanding performance and contribution across the Asia-Pacific region during 2025.



Recognised as APAC Partner of the Year 2025, reinforcing Exato's leadership in delivering AI-driven CX outcomes and building a future-ready partnership with NiCE.



Awarded APAC Enterprise New Logo Win 2025 and APAC WEM Partner of the Year 2025, reflecting strong new client acquisition and expertise in NiCE Workforce Engagement Management solutions.



Achieved Platinum Partner status under the NiCE 360 SUCCEED Global Program 2026 for the fifth consecutive year, underscoring Exato's consistent excellence in the NiCE ecosystem.



# DISCLAIMER

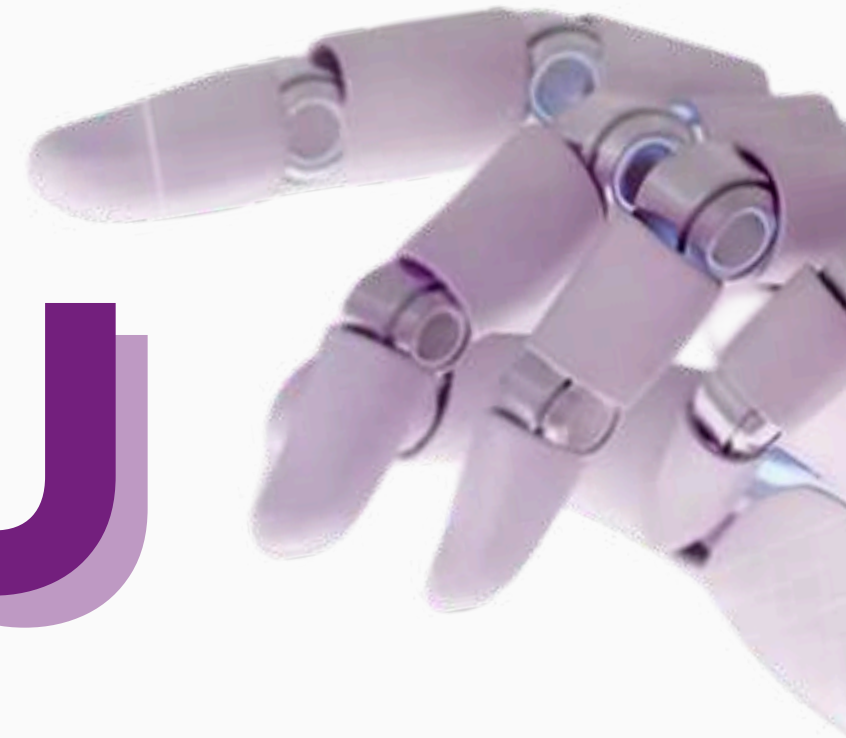


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# THANK YOU



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