

September 08, 2026

To,
BSE Limited
Phiroze Jeejeeboy Towers,
Dalal Street,
Mumbai – 400 001
BSE Security Code: 532528

National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra (East),
Mumbai – 400 051
NSE Symbol: DATAMATICS

Sub: Press Release

Dear Sir/Madam,

Please find attached a Press Release by the Company titled “**Leading Pet Care Company from the USA to Leverage Datamatics’ AI-Powered Voice Agent Solution to Enhance Customer Care**”.

Kindly take the above on your record.

For **Datamatics Global Services Limited**

Divya Kumat
President, Chief Legal Officer and Company Secretary
(FCS: 4611)

Encl.: a/a

Leading Pet Care Company from the USA to Leverage Datamatics' AI-Powered Voice Agent Solution to Enhance Customer Care

Mumbai, India, 8th September 2026: Datamatics, a global Digital Technologies, Operations, and Experiences company, today announced another interesting phase of its digital transformation engagement with a leading integrated pet care company from the USA; operating 30+ veterinary centres, grooming, day-care, boarding, and wellness services.

Building on an existing strong partnership, Datamatics will implement an AI-powered voice agent solution to further enhance the customer experience, streamline service delivery, and improve operational efficiency across the client's growing network.

"The solution will automate routine customer interactions, including answering frequently asked questions, appointment scheduling, prescription refill requests, and proactive customer reminders. Leveraging Google Cloud technologies and advanced conversational AI capabilities, the solution is designed to deliver scalable, intelligent, and seamless customer interactions across the client's growing network. It will also provide operational insights through call transcripts and analytics, enabling the client to continuously improve service quality while reducing administrative effort for its care teams."

"We look forward to this next exciting phase of partnership with the client on their digital transformation journey," **said Rahul Kanodia, Vice Chairman and CEO, Datamatics.** "Our continued engagement reflects a shared commitment to creating smarter, more connected customer experiences through AI. By automating routine interactions and simplifying service delivery, this solution will help the client improve responsiveness, enhance operational efficiency, and enable its teams to dedicate more time to delivering outstanding care."

The AI-powered voice agent solution is expected to improve response times, simplify appointment and prescription management, increase customer satisfaction, and create a scalable customer engagement model that supports the client's continued growth while delivering a seamless experience for pet owners.

About Datamatics:

Datamatics (BSE: 532528 | NSE: DATAMATICS) enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars including Digital Technologies, Digital

Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection. Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centres in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com.

For media queries, please contact:

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