HRH NEXT SERVICES LIMITED
CIN: L72200TG2007PLC052582
Reg. Off: G.J. House, 2nd Floor, 4-1-976,
Abid Road, Hyderabad-500001, Telangana
Cont. No: (040) 2475 4338, (040) 2475 4339
Email-Id: info@hrhnext.com
Website: www.hrhnext.com

Date: June 04, 2025

To,
National Stock Exchange of India Limited
"Exchange Plaza", C-1, Block G,
Bandra-Kurla Complex,
Bandra (East), Mumbai – 400 051

Dear Sir/Madam,

Ref: **NSE SYMBOL: HRHNEXT**

Sub: Investor presentation on the Audited Financial Results of the Company for the financial year ended March 31, 2025.

Pursuant to the provisions of Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Investor Presentation on the Audited Financial Results of the Company for the financial year ended March 31, 2025.

The aforesaid presentation is also available on the Company's website at **https://hrhnext.com/**

Please take the same on your record.

Thanking you,

Yours faithfully

For HRH NEXT SERVICES LIMITED

Ankit Sanjay Shah

Digitally signed by Ankit Sanjay Shah
DN: c=IN, st=Telangana, 2.5.4.20=904e51b453bc23c70ff49290b3de5fdcb0d92ec0b349dfb4987cabe34c91f6647, postalCode=500029, street=Beside BSG Model School , Domal Guda , Himayathnagar , Hyderabad, pseudonym=d41d8cd98f00b204e9800998ecf8427e, serialNumber=3cd69f76d206a04a7af28c859d4e7b13f71a937d0c7628ddd43927fe08359854, o=Personal, cn=Ankit Sanjay Shah
Date: 2025.06.04 18:43:48 +05'30'

ANKIT SANJAY SHAH
MANAGING DIRECTOR
DIN: 00218044

HRH Next

THE GOOD CALL



INVESTOR PRESENTATION

https://hrhnext.com

SAFE HARBOUR

This presentation and the accompanying slides (the “Presentation”), which have been prepared by HRH Next Services Limited (the “Company’), have been prepared solely for information purposes and do not constitute any offer, recommendation or invitation to purchase or subscribe for any securities, and shall not form the basis or be relied on in connection with any contract or binding commitment whatsoever. No offering of securities of the Company will be made except by means of a statutory offering document containing detailed information about the Company.

This Presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on the truth, accuracy, completeness, fairness and reasonableness of the contents of this Presentation. This Presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this Presentation is expressly excluded.

Certain matters discussed in this Presentation may contain statements regarding the Company’s market opportunity and business prospects that are individually and collectively forward-looking statements. Such forward-looking statements are not guarantees of future performance and are subject to known and unknown risks, uncertainties and assumptions that are difficult to predict. These risks and uncertainties include, but are not limited to, the performance of the Indian economy and of the economies of various international markets, the performance of the industry in India and world-wide, competition, the Company’s ability to successfully implement its strategy, the Company's future levels of growth and expansion, technological implementation, changes and advancements, changes in revenue, income or cashflows, the Company's market preferences and its exposure to market risks, as well as other risks. The Company's actual results, levels of activity, performance or achievements could differ materially and adversely from results expressed in or implied by this Presentation. The Company assumes no obligation to update any forward-looking information contained in this Presentation. Any forward-looking statements and projections made by third parties included in this Presentation are not adopted by the Company and the Company is not responsible for such third-party statements and projections. All Maps used in the Presentation are not to scale.

All data, information and maps are provided "as is" without warranty or any representation of accuracy, timeliness or completeness.

HRH NEXT: AT A GLANCE

HRH Next Services Ltd, headquartered in **Hyderabad**, is a leading premium provider of **vernacular contact center solutions**, catering to diverse industries across India. With operations spanning **8 locations**, the company specializes in delivering customized, language-driven customer experience services that transcend sector boundaries. Committed to innovation and efficiency, HRH Next has recently launched its **AI and Automation division**, aiming to elevate service standards and streamline operations through cutting-edge technology. Its workforce of over **2,548 employee strength**, proficient in multiple regional languages, enables deeper customer engagement. The company also offers **end-to-end CX services** including inbound/outbound support, digital engagement, and tech-enabled automation.

We are dedicated to delivering incomparable customer service through a variety of languages and platforms – all tailored to meet individual needs while remaining timely, satisfactory, and of the finest quality.

MISSION

To be the pinnacle in customer service excellence by providing individualized experiences that consistently exceed expectations.

VISION

21	Clients
2,548	Employee Strength
17	Years of Experience
11	Languages
7	Support Services
8	Sevice Delivery Centres

PROFILE OF MANAGEMENT



Ankit Sanjay Shah

Managing Director

MBA in Marketing from Maharishi Institute of Management | 15+ years of experience.
Founder of HRH Next, previously a Consultant at Deloitte and Ernst & Young. Spearheaded call center solutions for major brands and grew the organization from 20 to over 2000 employees. Recognized by the Indian School of Business through a dedicated case study on his entrepreneurial success.



Parikshit Pankaj Shah

Non-Executive Director

Co-founder of HRH Next | 20+ years of experience
Entrepreneur with leadership roles in Enterpi Software Solutions and Hind Electronics. Former BNI Capital Chapter Director and an active angel investor. Known for his strategic financial guidance and involvement in multiple successful startups.



Tara Sanjay Shah

Promoter

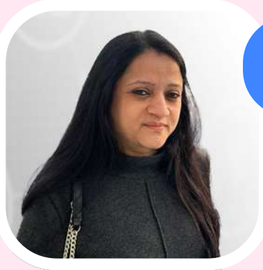
Background in Fine Arts | Expertise in Pottery
An accomplished artist and potter, Tara specializes in handcrafted ceramics that combine aesthetics and craftsmanship. Actively shares her knowledge and is passonate about promoting fine arts.



Gangadhar Sherla

Chief Financial Officer

13+ years of experience in Finance, Audit, Compliance
Adept at financial planning, audits, taxation, and commercial operations. Known for strategic debt recovery, statutory compliance, and leadership in financial governance at HRH Next since 2009



Trishla Shah

Whole-time Director

MBA in Finance | Proven leadership in business strategy
Focused on service excellence, compliance, and mentoring cross-functional teams. Known for driving innovation, aligning business goals, and implementing transformative solutions.
Engaged in volunteering and a strong advocate of wellness through badminton and fitness.

OUR HISTORY

1938

Initially established as HRH (Hyderabad Radio House), it quickly rose to prominence as a leader in the electronics industry.

1956

We launched India's first LPG distribution network, becoming a leading commercial supplier. Emerged as an award-winning telecom partner.

2007

HRH Next began with a mission to transform customer service in the domestic call center industry, later expanding to offer comprehensive contact center services for leading companies across various sectors.

2019

Started Operations in Coimbatore.

2023

Established into a customer engagement service provider across six locations (Hyderabad, Bangalore, Coimbatore, Warangal, and Nizamabad), serving leading enterprises and start-ups.

2024

Officially listed on the NSE. Launched in Tumkur and Palakkad

2025

A goal to create cutting-edge, seamless, and effortless, AI-driven customer experiences. With now presence in 8 locations and team of 2548 employees.

QUALITY CONTROL AND CERTIFICATIONS

This certification ensures that the company follows internationally recognized standards for managing information security



CERTIFICATE

This is to Certify that the Management System of

HRH NEXT SERVICES LIMITED

4-1-976, 2nd Floor, GJ House, Abids Main Road, Abids,
Hyderabad - 500001, Telangana, India

has been audited and found to comply with the requirements of:

ISO/IEC 27001:2022
(Information Security Management Systems)

For the Scope of activities described below:

Providing Business Process Outsourcing Services, Inbound / Outbound Services through Phone, Email, Chat, Social Media and Digital Channels, Business Support Services, Chatbot Support, Advisory and Related Consulting Services.

Applicable SoA: Ver. 1.0, Dated: 15/12/2024

Certificate No.: IN250321015

Date of initial registration	Date of this Certificate	Surv. audit on or before/ Certificate expiry	Recertification Due
21 March 2025	21 March 2025	20 March 2026	20 March 2028

Validity of this certificate is subject to successful completion of surveillance audit on or before due date, in case surveillance audit not conducted this certificate shall be suspended/cancelled.

Director

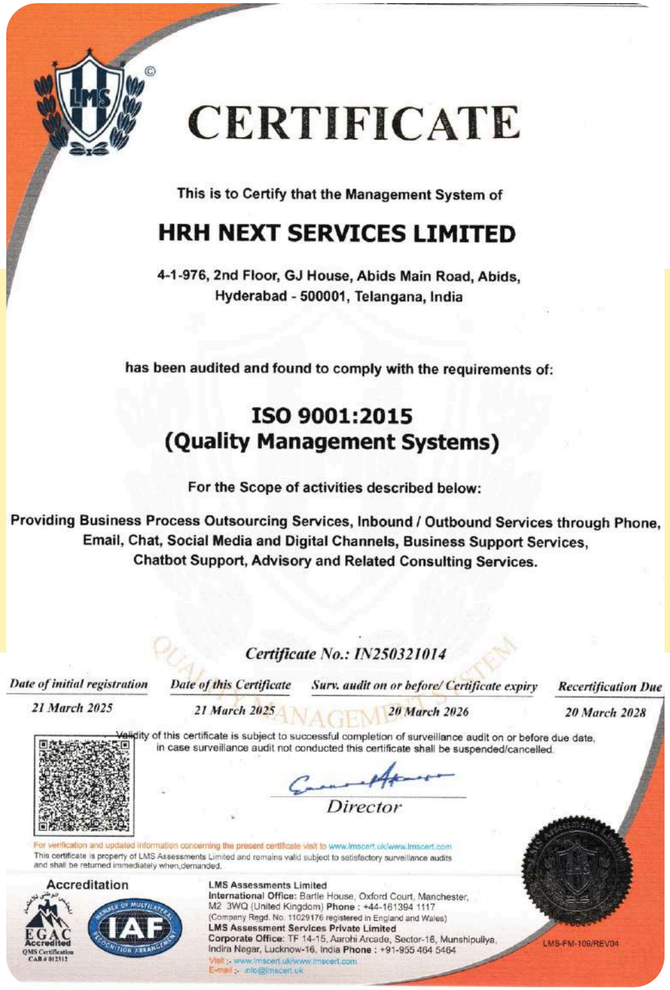
For verification and updated information concerning the present certificate visit to www.lmscert.uk/www.lmscert.com
This certificate is property of LMS Assessments Limited and remains valid subject to satisfactory surveillance audits and shall be returned immediately when demanded.

Accreditation

LMS Assessments Limited
International Office: Bartle House, Oxford Court, Manchester, M2 3WQ (United Kingdom) **Phone :** +44-7904864589
(Company Regd. No. 11029176 registered in England and Wales)
LMS Assessment Services Private Limited
Corporate Office: TF 14-15, Aarohi Arcade, Sector-16, Munshipuliya, Indira Nagar, Lucknow-16, India **Phone :** +91-955 464 5464
Visit :- www.lmscert.uk/www.lmscert.com
E-mail :- info@lmscert.uk

LMS-FM-109/REV04

This international standard certifies that a company has a robust quality management system in place



CERTIFICATE

This is to Certify that the Management System of

HRH NEXT SERVICES LIMITED

4-1-976, 2nd Floor, GJ House, Abids Main Road, Abids,
Hyderabad - 500001, Telangana, India

has been audited and found to comply with the requirements of:

ISO 9001:2015
(Quality Management Systems)

For the Scope of activities described below:

Providing Business Process Outsourcing Services, Inbound / Outbound Services through Phone, Email, Chat, Social Media and Digital Channels, Business Support Services, Chatbot Support, Advisory and Related Consulting Services.

Certificate No.: IN250321014

Date of initial registration	Date of this Certificate	Surv. audit on or before/ Certificate expiry	Recertification Due
21 March 2025	21 March 2025	20 March 2026	20 March 2028

Validity of this certificate is subject to successful completion of surveillance audit on or before due date, in case surveillance audit not conducted this certificate shall be suspended/cancelled.

Director

For verification and updated information concerning the present certificate visit to www.lmscert.uk/www.lmscert.com
This certificate is property of LMS Assessments Limited and remains valid subject to satisfactory surveillance audits and shall be returned immediately when demanded.

Accreditation

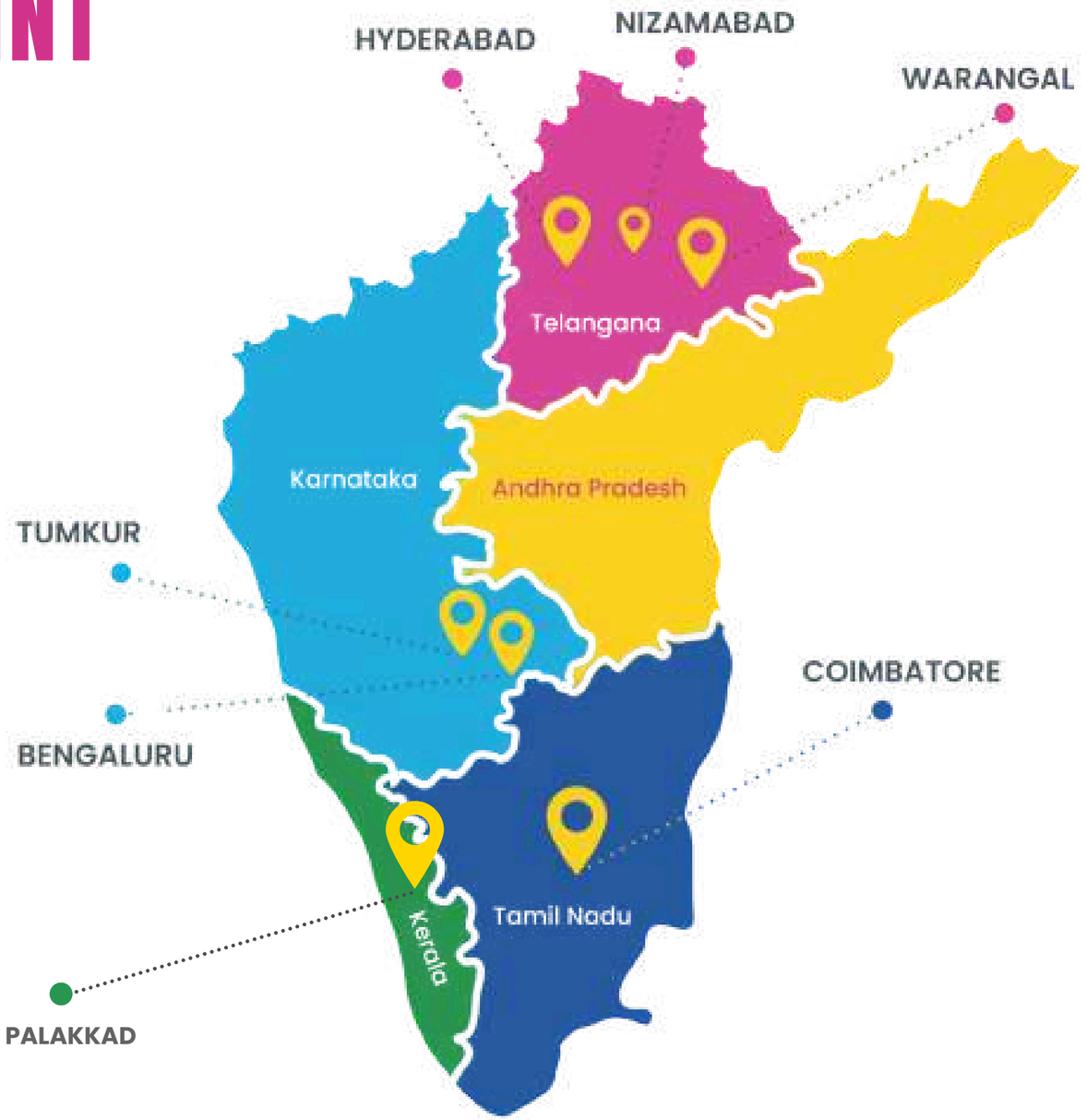
LMS Assessments Limited
International Office: Bartle House, Oxford Court, Manchester, M2 3WQ (United Kingdom) **Phone :** +44-161394 1117
(Company Regd. No. 11029176 registered in England and Wales)
LMS Assessment Services Private Limited
Corporate Office: TF 14-15, Aarohi Arcade, Sector-16, Munshipuliya, Indira Nagar, Lucknow-16, India **Phone :** +91-955 464 5464
Visit :- www.lmscert.uk/www.lmscert.com
E-mail :- info@lmscert.uk

LMS-FM-109/REV04

GEOGRAPHICAL FOOTPRINT

Location	Support Teams	Associates	Total
Hyderabad	190	867	1057
Coimbatore	86	584	670
Tumkur	30	176	206
Bangalore	34	202	236
Palakkad	17	173	190
Warangal	12	101	113
Nizamabad	9	103	112
Total Employee Strength	**378**	**2206**	**2584**

We aim to establish our presence across the Northern and Western regions.



SERVICES PORTFOLIO



Inbound Call Service

Enhance efficiency and deliver seamless customer support using advanced technology, market insights, and modern service tools.



Outbound Call Service

Boost customer engagement, drive sales growth, and improve brand loyalty through automated dialing and intelligent outreach systems.



Email Support

Streamline communications with personalized messaging, secure handling, and efficient management tools for improved organizational productivity.



Chatbots

Enable instant, interactive support with AI-driven chatbots for real-time responses, personalized engagement, and scalable communication.



Premium Vernacular Services

Deliver a native-language experience that ensures customer comfort, higher satisfaction, and a truly localized interaction.



Advisory & Consulting Services

Provide expert guidance to optimize BPO strategy, improve efficiency, and mitigate operational risks.



Omnichannel Support

Deliver a seamless, unified customer journey across live chat, email, social media, and phone, tailored to each touchpoint.



Digital BPO

Drive faster processing, higher accuracy, and lower costs through digitally optimized workflows led by skilled professionals.



Document & KYC Services

Ensure secure documentation, robust verification, and compliance-ready onboarding processes for your customers.



Predictive Analytics

Leverage real-time customer data and AI-powered insights to forecast trends, improve targeting, and customize offerings effectively.



Speech Analytics

Unlock value from customer conversations with deep analysis, enabling performance improvement and service personalization.



Digital Services

Gain real-time insights into customer behavior and preferences, allowing for tailored services and enhanced decision-making.

CLIENTELE

OUR TECHNOLOGY PARTNERS

Page 9

INDUSTRIES WE SERVE



HEALTHTECH

- **15.2K** appointments per month
- **182.5K** annualized transactions
- INR **80.0M** annualized revenue



EDUTECH

- **16.5K** student admissions per season
- **197.7K** annualized transactions
- INR **840.0M** annualized revenue



FINTECH

- **1.1M** KYC applications processed per month
- **12.7M** annualized transactions
- INR **1.3B** annualized revenue



E-COMMERCE

- **639.7K** orders processed per month
- **7.7M** annualized transactions
- INR **3.1B** annualized revenue



RETAIL

- **29.8K** bookings per month
- **357.4K** annualized transactions
- INR **44.9M** annualized revenue



FOODTECH

- **1.0M** food deliveries per month
- **11.6M** annualized transactions
- **INR 5.6B** annualized revenue



ENTERTAINMENT

- **5.6K** bookings per month
- **67.0K** annualized transactions
- **INR 6.4M** annualized revenue



TELECOM

- **97.8K** per month customer retention
- **1.2M** annualized transactions
- **INR 28.0M** annualized revenue



AUTOTECH

- **923.3K** inspections and visits per month
- **11.1M** annualized transactions
- **INR 27.4M** annualized revenue



TOURISM

- **304.9K** bookings per month
- **3.66M** annualized transactions
- **INR 2.9B** annualized revenue

UNIQUE SELLING PROPOSITION

1

Regional Language Expertise

Proficient in 11 Indian languages, enabling deep customer connection.

2

Multi-Location Operations

Presence in all southern states (8 delivery centres) with scalable delivery centers.

3

Integrated Training Ecosystem

Intensive learning paths for continuous employee development.

4

Strong Client Retention

High CSAT and long-term client partnerships across food-tech, telecom, E-Commerce, BFSI, and government sectors.

5

24x7 Omnichannel Support

Round-the-clock service via voice, chat, email, and social media.

OPERATIONAL HIGHLIGHTS OF THE YEAR

Gig Workforce Expansion:
Successfully deployed 1500 gig workers leading to 1cr 56L INR generation.

Regional Employment Initiatives:
Provided local employment by giving gig workforce in Hyderabad by 34.09%, Nalagonda by 51.78% and Nizamabad by 14.13% contributing to regional economic growth and community development

Increase Kannada Operations:
Signed up with a prominent E-commerce client with an initial team of 50 members for Kannada-language operations, enhancing localized customer support and broadening service offerings.

Rapid Scaling of Palakkad Food Tech Team:
Scaled the Palakkad team from 50 to 150 in less than 45 days, showcasing the organization's agility and operational efficiency in workforce management.

Infrastructure Expansion:
Expanded operational capacity by adding two additional floors in Coimbatore, raising the total seating capacity from 400 to 650. This strategic enhancement ensures readiness for future growth and improved team accommodation

FROM MANUAL WORKFLOWS TO EMBRACING AI

Call Audits

Manual, 2 - 3% audits | **Anthrpod.ai**

Key Features

100% audits, insights, sentiments dashboard

Impact

Full coverage, faster QA, better insights

Agent Assist

Manual tab switching | **Sarvam.ai**

Key Features

Multilingual bot, real-time AI responses

Impact

Faster handling improved CX

HR Interviews

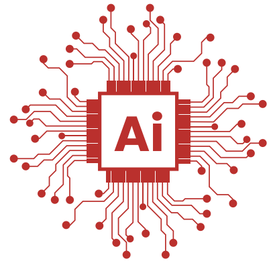
Internal ATS | **Ai.veda**

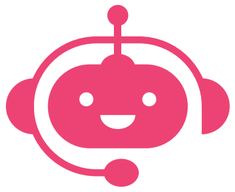
Key Features

Video bot, Sentiment & Fluency analysis

Impact

Consistent, faster screening





Employee Training

Manual sessions | **Learnrush.ai**

Key Features

Auto course builder, quizzes & games

Impact

Engaging, quick learning, personalized content

Online Enquiries

Google form to collect responses | **Reverienic.com**

Key Features

AI Chatbot for instant responses

Impact

Faster lead capture, 24/7 engagement

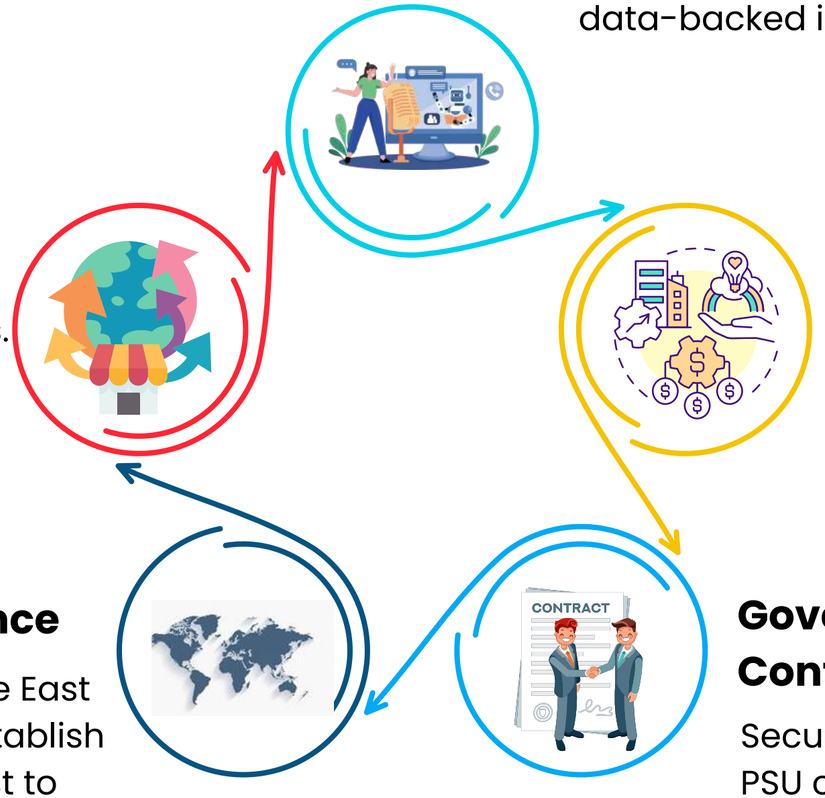
GROWTH PROSPECTS

AI-Enabled Service Offerings

Leverage AI-driven solutions to enhance customer experience, optimize operations, and deliver data-backed insights.

Sector Diversification

Diversify service portfolio by entering high-growth sectors like Banking, Insurance, Underserved & Financially excluded and electric vehicles.



PAN India – Tier 2 and 3 Market Expansion

Expand operations into underserved markets by leveraging vernacular capabilities and regional workflows.

Global Presence

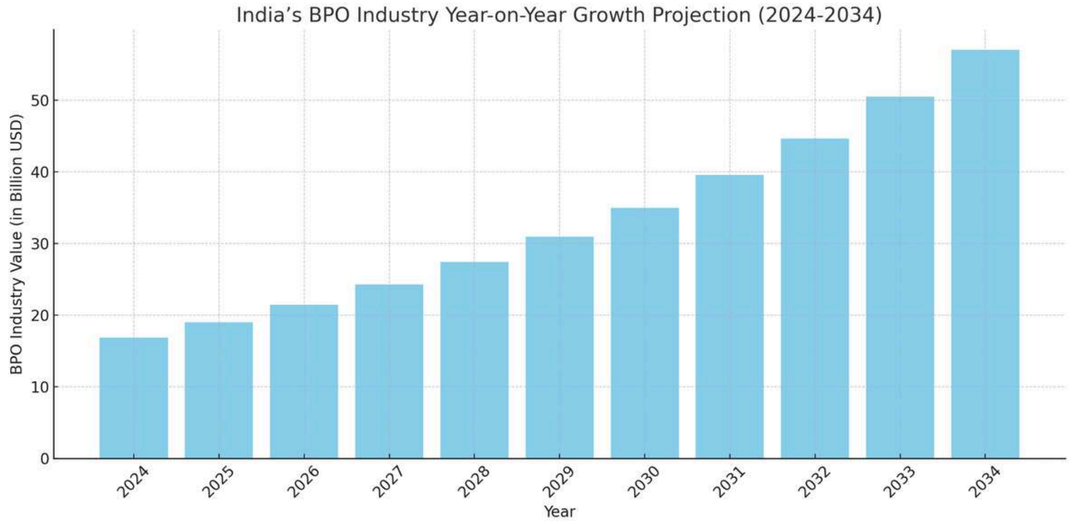
Establish Presence in Middle East to Explore Opportunities: Establish a foothold in the Middle East to access new markets and expand global service capabilities.

Government and PSU Contracts

Secure strategic government and PSU contracts to ensure stable, long-term revenue streams.

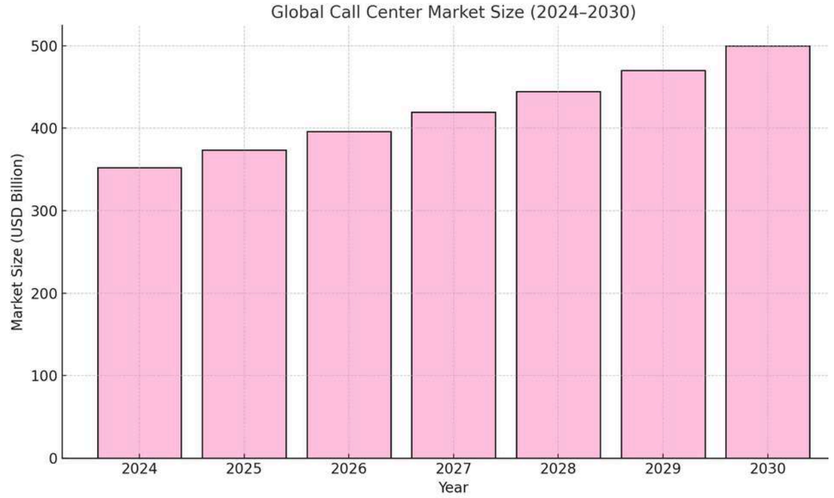
INDUSTRY OVERVIEW

India’s **BPO industry** is experiencing strong growth driven by rapid digital transformation, widespread adoption of AI and automation, and increasing global demand for cost-effective outsourcing solutions. Valued at around **USD 16.8 billion in 2024**, the sector is projected to grow at a **CAGR of nearly 13%**, reaching approximately **USD 56.5 billion by 2034**. This expansion is supported by government initiatives, geographic diversification into Tier-2 and Tier-3 cities, and technological advancements such as robotic process automation and AI-powered customer service. The industry’s focus on sustainability and upskilling, along with competitive operational costs, continues to strengthen India’s position as a leading global outsourcing hub known for quality, scalability, and efficiency.



(Source: Expert Market Research)

The **global call center industry** is experiencing robust growth, with the market valued at approximately **USD 352.4 billion** in 2024 and projected to reach **USD 500.1** billion by **2030**, reflecting a compound annual growth rate (CAGR) of **6.0%** . This expansion is driven by increasing demand for customer service and support across various sectors. The industry encompasses a range of services, including customer service, technical support, sales, and customer relationship management, typically provided by trained customer service representatives . The growth trajectory underscores the critical role call centers play in facilitating effective communication between businesses and consumers worldwide.



(Source: Global Industry Analysts, Inc, Research and Markets)

PROFIT & LOSS

(₹ in Lakhs)

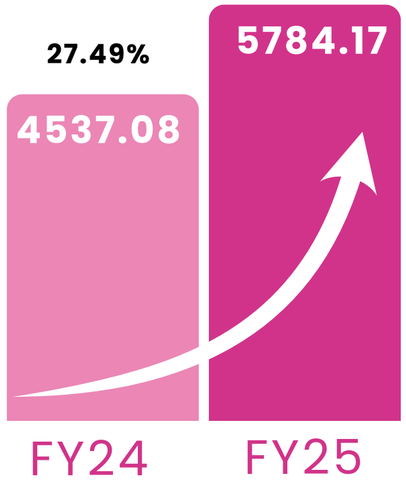
Particulars	FY25 (Audited)	FY24 (Audited)	YOY%
Revenue from Operations	**5,784.17**	**4,537.08**	**27.49%**
Other income	76.31	39.84	91.54%
Total income	5,860.48	4,576.92	28.04%
Total Expenditure	4,942.12	3,886.07	27.18%
EBITDA	**918.36**	**690.85**	**32.93%**
Depreciation	326.44	252.96	29.05%
Interest	193.90	156.10	24.22%
Profit before Tax	398.02	281.79	41.25%
Tax	84.03	97.53	(13.84%)
PAT	**313.99**	**184.26**	**70.41%**
EBITDA Margin	15.88%	15.23%	4.27%
PAT Margin	5%	4%	34%
EPS	**2.77**	**2.61**	**6.13%**

BALANCE SHEET

(₹ in Lakhs)

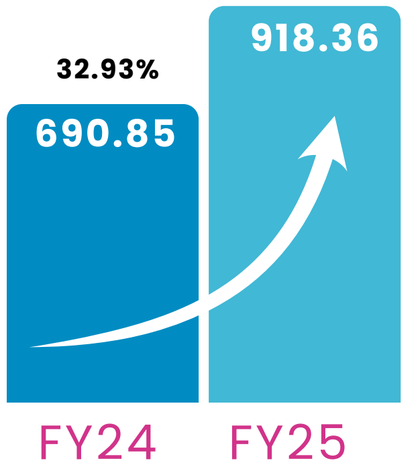
Particulars	FY 2024-25	FY 2023-24
Equity Capital	1,320.44	920.54
Reserves	2,337.08	1,177.80
Non Current Liabilities	751.00	445.68
Other Current Liabiities	1,046.74	1,169.24
Total Liabilities	**5,455.26**	**3,713.26**
Fixed Assets	2,020.04	1,463.79
Other Non Current Assets	15.00	38.87
Other Current Assets	3,420.22	2,210.63
Total Assets	**5,455.26**	**3,713.29**

KEY RATIOS



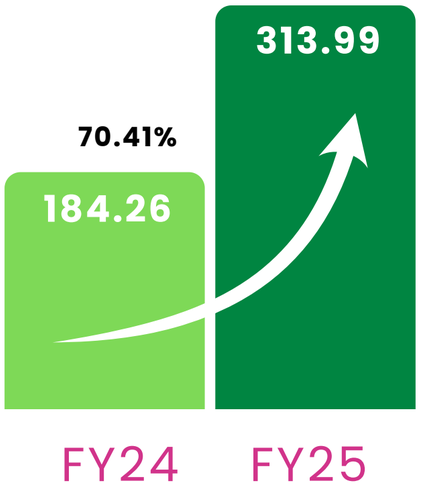
REVENUE

(₹ in Lakhs)



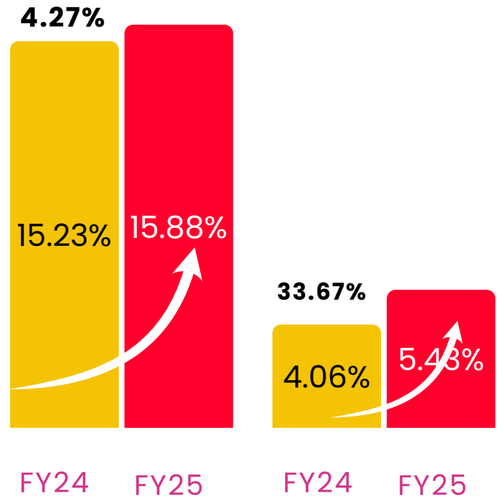
EBITDA

(₹ in Lakhs)



PAT

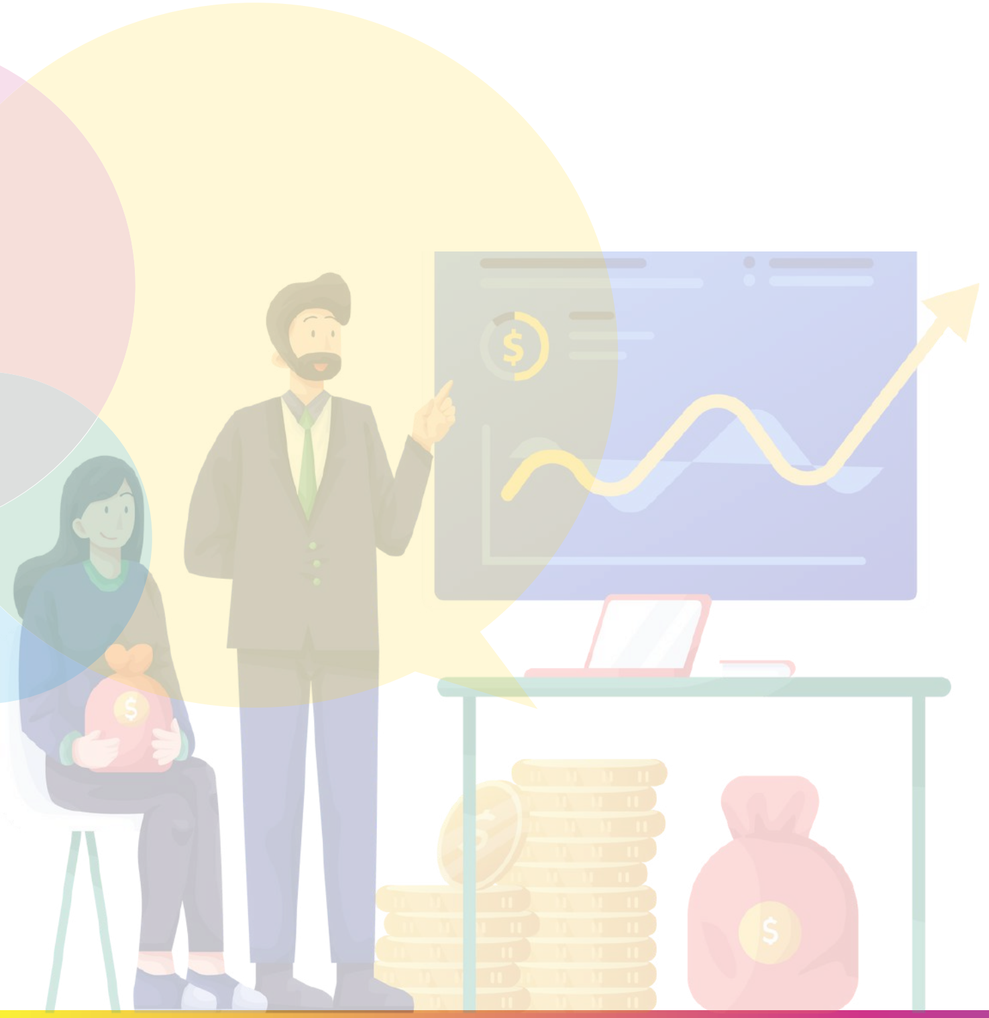
(₹ in Lakhs)



EBIDTA & PAT MARGIN

FINANCIAL ANALYSIS:

FY24 vs FY25



Revenue grew by 27.49%, signaling healthy expansion year-over-year.

EBITDA climbed by 32.93%, showing stronger core earnings growth.

PAT increased by 70.41%, indicating robust bottom-line performance.

EBITDA Margin improved from 15.23% to 15.88%, and PAT Margin rose from 4.06% to 5.43%, reflecting enhanced profitability and operational efficiency.

THANKYOU

HRH Next
THE GOOD CALL

ir@hrhnext.com

9553604777

C/o G.J. House, 2nd Floor, 4-1-976, Abids, Hyderabad - 1, Telangana, India

FINPORTAL
We Augment Your Wealth

Abhishek Bhutra | Himanshu Jain

+91 80006 85556 , +91 89051 81853

ir@finportalin.com