

15th September 2025

To:

**National Stock Exchange of India
Limited (Scrip Code: FSL)**
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (East),
Mumbai - 400 051

BSE Limited (Scrip Code: 532809)
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Press Release

This is to inform that Firstsource Appoints Kumaran Shanmuhan as Chief Strategy Officer.

A copy of the Press Release on the said matter is attached along with this letter.

We request you to take the same on record.

Thanking you,

For **Firstsource Solutions Limited**

Pooja Nambiar
Company Secretary
Encl.: A/a

Firstsource Solutions Ltd

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(CIN: L64202MH2001PLC134147)

Firstsource Appoints Kumaran Shanmuhan as Chief Strategy Officer

Mumbai, India – September 15, 2025: [Firstsource Solutions Limited](#) (NSE:FSL, BSE:532809), a leading global provider of business process management services and an RP-Sanjiv Goenka Group company, today announced the appointment of Kumaran Shanmuhan as their Chief Strategy Officer, effective September 15, 2025.

His appointment is a strategic step in advancing Firstsource's bold UnBPO™ vision - a transformative reimagining of outsourcing driven by expertise, technology, and outcome-oriented solutions. As Chief Strategy Officer, Kumaran will lead the development and execution of Firstsource's long-term strategic agenda. His mandate includes driving practical alignment between evolving market trends and business priorities, identifying high-impact growth opportunities, and embedding innovation. Collaborating closely with the CEO and executive leadership team, Kumaran will ensure that strategy translates into measurable outcomes, empowering Firstsource to deliver greater value to clients and sustain its competitive edge in a fast-evolving global market.

"As the industry undergoes a fundamental shift from labor arbitrage to technology-driven outcome-focused solutions, having a clear and bold strategy is critical to staying ahead of disruption," said **Ritesh Idnani, Managing Director & CEO, Firstsource**. "Kumaran's deep expertise in enterprise AI strategy, platform commercialization, and business transformation uniquely positions him to lead our strategic agenda. His ability to connect technology innovation with real-world business outcomes and go-to-market acceleration will be instrumental in advancing our UnBPO™ vision - where deep domain expertise, agile partnerships, and AI-powered solutions come together to deliver next-generation value for our clients. I am confident his leadership will accelerate our journey to becoming a true orchestrator of tech-led business transformation."

Kumaran brings over two decades of strategic leadership in technology, operations, and business transformation, with deep expertise in building and scaling consulting, product, platform, and go-to-market functions for high-growth SaaS and AI companies. He has a proven track record of driving high-impact growth, accelerating enterprise AI adoption, and generating tangible business outcomes. In his last role at Uniphore, Kumaran built and scaled the first AI consulting and industry solutions teams, fueling 70% year-over-year revenue growth and delivering significant new business. His ability to turn advanced AI technologies into scalable, high-value solutions aligns directly with Firstsource's UnBPO™ vision of technology-led, outcome-driven transformation.

"I am excited to join Firstsource at such a pivotal moment in its journey. The UnBPO™ approach is about challenging legacy thinking and delivering agile, tech-led solutions that create disproportionate value. I look forward to collaborating with our talented teams and partners to drive sustained growth and meaningful impact for our clients," said **Kumaran Shanmuhan, Chief Strategy Officer, Firstsource**.

Kumaran's appointment reflects Firstsource's strategic intent to lead in a future where relevance, agility, deep domain and technology-driven outcomes matter more than scale. His leadership will play a critical role in formalizing Firstsource as a trailblazer in reimagining outsourcing, ensuring the company remains at the forefront of the industry's transformation.

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a global leader providing business process solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, Retail, and other diverse industries. With a global footprint across US, UK, India, Philippines, Mexico, Romania, Turkey, Trinidad & Tobago, South Africa, and Australia, we 'make it happen' for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Our inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPO™ - our differentiated approach to reimagining traditional outsourcing - to deliver real-world, future-focused solutions that drive speed, scale, and smarter decision, turning transformation into tangible results for our clients. (www.firstsource.com)

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