

4th November 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 Strengthens UnBPO™ Vision with Strategic Investment in Lyzr.ai

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

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

Pooja Nambiar
Company Secretary
Encl.: A/a

Firstsource Solutions Ltd

1st Floor, Athena Towers, Mindspace Malad, Goregaon (W), Mumbai – 400 063 India
Tel: +91 (22) 6666 0888 | Fax: +91 (22) 6666 08887 | Web: www.firstsource.com

(CIN: L64202MH2001PLC134147)

Firstsource Strengthens UnBPO™ Vision with Strategic Investment in Lyzr.ai

Mumbai, India | November 04, 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 a strategic investment in **Lyzr.ai**, a cutting-edge enterprise AI agent infrastructure platform that enables organizations to build secure, reliable, and interconnected AI agents anchored by comprehensive knowledge bases, orchestration, and robust responsible AI governance.

This investment marks a significant milestone in advancing Firstsource's UnBPO™ vision – a bold reimagination of how work gets done by seamlessly blending human ingenuity with enterprise-grade, responsible AI. UnBPO™ embodies a transformative shift from traditional outsourcing and labor arbitrage toward technology arbitrage that enables organizations to become more adaptive, intelligent, and purpose driven.

Dr. Sanjiv Goenka, Chairman of RPSG Group and Firstsource, said, "Our partnership with Lyzr.ai is deeply aligned with Firstsource's UnBPO™ approach, accelerating the creation of future-ready organizations through secure, scalable AI agents designed for complex, regulated environments. As AI moves decisively from experimentation into production, success will belong to those who marry technological depth with responsible governance and clear business outcomes. Lyzr.ai exemplifies this balance — pioneering intelligent automation that amplifies human capability while upholding enterprise readiness and trust."

Siva Surendira, CEO of Lyzr.ai shared, "Firstsource has long been a pioneer in automating complex processes for the world's most regulated industries. Their deep expertise in banking and healthcare directly reflects why we built Lyzr: to provide a 100% private, full-stack agent infrastructure that enterprises can trust with their most critical data. This strategic partnership is a massive accelerant for our shared vision. Together, we will empower Fortune 500s to securely move AI from experimentation to production, reinventing their operations and building their central OGI - Organizational General Intelligence."

Lyzr.ai's agent infrastructure is already driving impactful use cases across diverse industries, including customer experience, healthcare claims negotiation, banking KYC, IT ticketing, and legal contract intelligence. These align directly with Firstsource's commitment to building practical, human-centered AI that generates real-world, measurable impact.

By embedding Lyzr.ai's agentic AI into its core operating model through UnBPO™, Firstsource is advancing outcome-driven, secure, and compliant automation of mission-critical, high-touch processes. The partnership embodies Firstsource's role as an orchestrator of ecosystem innovation, where responsible AI augments decision-making and fuels business transformation that is scalable, transparent, and sustainable.

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, they 'make it happen' for their clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Firstsource's inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPO™ - their differentiated approach to reimaging traditional outsourcing - to deliver real-world, future-focused solutions that drive speed, scale, and smarter decision, turning transformation into tangible results for clients. (www.firstsource.com)

About Lyzr.ai

Lyzr.ai is the full-stack agent infrastructure platform that enables enterprises to build, govern, and deploy a secure, autonomous AI workforce. Lyzr provides the "Third Way" for enterprise AI, combining the flexibility of open-source with the security of a managed platform, all within the customer's own environment to ensure 100% data privacy and IP ownership.

Media Contacts

Madhavi Behl

Firstsource Solutions

madhavi.behl@firstsource.com