

4th December 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 recognized as a Global Leader in Generative AI Services in ISG Provider Lens 2025.

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

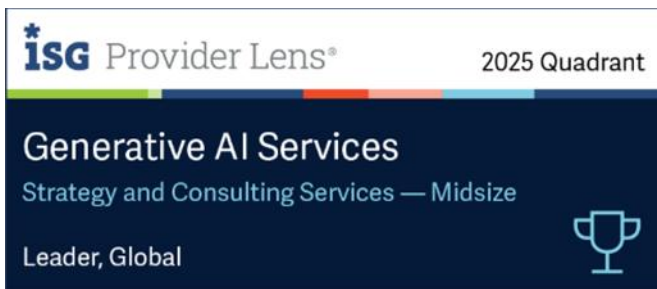
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(CIN: L64202MH2001PLC134147)

Firstsource recognized as a Global Leader in Generative AI Services in ISG Provider Lens® 2025

Mumbai, India | December 4, 2025: [Firstsource Solutions Limited](#) (NSE:FSL, BSE:532809), a leading global provider of business process management services and an RP-Sanjiv Goenka Group company, has been recognized as a **Leader in Generative AI Services by ISG Provider Lens® 2025 Generative AI Services Study**. Firstsource earned **Leader positions in both the Strategy & Consulting Services and Development & Deployment Services** quadrants for midsize companies, reflecting its ability to deliver scalable, responsible, and production-grade GenAI solutions for enterprises worldwide.

ISG's report highlights the growing demand for secure, repeatable, and outcome-driven GenAI platforms. Firstsource stands out for its **integrated end-to-end approach**—combining domain maturity, AI innovation, and robust enterprise-grade orchestration to help enterprises **move from pilots to industrialized adoption**. The company's modular GenAI platforms, such as its HealthTech platform and AI Coach, enable clients to validate, co-design, and rapidly scale GenAI use cases, particularly in regulated industries. The report also underscores how this end-to-end model supports organizations in moving from ideas to execution with confidence. By bringing together guidance, technology, and domain understanding, Firstsource enables **smoother adoption, responsible use, and scalable impact, helping enterprises innovate, adapt, and grow in an evolving AI landscape**.



Hasit Trivedi, Chief Digital & AI Officer, Firstsource, shared, “ISG’s recognition across both Strategy & Consulting and Development & Deployment reflects the work we’ve done to make GenAI real, responsible, and ready for scale. Our differentiated Agentic AI approach, with emphasis on redefining the future of work and work packages, continues to resonate with all stakeholders. Enterprises are moving beyond isolated experiments – they need **platformized, governed, and outcome-driven GenAI ecosystems** that enable true process and workforce reimagination.

Our reAI™ framework and UnBPO™ approach bring this to life by aligning advisory with in-production platforms to deliver **secure, repeatable, domain-aligned GenAI**. Our deep technology expertise follows inch-wide, mile-deep philosophy we apply across all our capabilities. Whether it’s agentic systems or vertical-native orchestration, our focus is on helping clients move from pilots to enterprise-wide adoption with confidence, speed, and measurable impact. This recognition reinforces our commitment to shaping pragmatic GenAI transformation across industries.”

Gowtham Kumar Sampath, Assistant Director and Principal Analyst, ISG, shared, “Firstsource’s leadership in verticalized GenAI consulting combines internal solution maturity, co-creation models, and outcome-driven frameworks, enabling clients to adopt agentic systems aligned with business goals and deliver measurable operational impact.

Its platform-grade modular agentic systems, vertical-native LLMs, and integrated observability layers position Firstsource as a mature orchestrator across regulated, document-intensive workflows.”

ISG’s recognition underscores Firstsource’s evolution toward an AI-native operating model, one where GenAI, governance, and deep-domain expertise come together to create adaptive, production-ready solutions.

To download a copy of the report, please visit: <https://www.firstsource.com/about/analyst-recognitions/isg-provider-lensr-names-firstsource-leader-generative-ai-services>

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 reimagining 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)

Media Contacts

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