Firstsource Solutions Reports First Quarter Fiscal 2027 Results

Revenue grew by 22.9% YoY; Ninth straight quarter of double-digit YoY revenue growth;
Reiterates 10%-13% FY27 constant currency revenue growth guidance

Mumbai, August 06, 2026: Firstsource Solutions Limited (NSE: FSL, BSE: 532809), a global intelligence partner and an RP-Sanjiv Goenka Group company, reported its consolidated financial results for the quarter ended June 30, 2026, according to IndAS.

Financial highlights for Quarter ended June 30, 2026

- Revenues at ₹ 27,249 million (US$ 288 million), up 22.9% YoY
- EBIT at ₹ 3,367 million or 12.4% of revenues, up 34.8% YoY
- Adjusted PAT* at ₹ 2,222 million or 8.2% of revenue; and reported PAT at ₹ 1,659 million
- Diluted EPS of ₹ 2.36

* Adjusted for exceptional charges of ₹ 563 million, net of tax, recognized during the quarter.

Dr. Sanjiv Goenka, Chairman - RPSG Group and Firstsource Solutions, commented, “This quarter's performance reflects more than the strength of our execution. It reflects the choices we have made over the last several years to position Firstsource for structural shifts in our industry rather than cyclical ones. As AI reshapes enterprise operations, our focus remains on building differentiated capabilities that create enduring value for our clients, our people and our shareholders. We will continue to pursue growth with discipline, investing where we see long-term opportunity, expanding our addressable markets through innovation, and remaining thoughtful in how we allocate capital. The opportunities before us are significant, and we believe Firstsource is well positioned to sustain profitable growth while strengthening its competitive advantage in the years ahead.”

Key Business Highlights:

- Signed four large deals in Q1FY27 - the sixth consecutive quarter with four or more large deal wins.
- Q1FY27 saw the addition of twelve new logos, including three strategic accounts.
- Notable deal wins in Q1 included:
  - We secured a large transformative deal with **a leading UK-based benefits and pensions administration provider** for end-to-end back-office transformation and resource optimization.
  - We won a large deal from **a leading academic medical center in the US** for insurance follow-up, denials management, and complex claims resolution. This is a new logo for us.
  - We expanded our relationship with **a leading public health system in the US** for patient contact center and self-pay early-out services.
  - We secured a new deal with **a US-based health insurance provider** for customer experience services.
  - We were selected by **a leading on-demand manufacturing marketplace in the US** to provide account servicing and customer experience services.
  - We also expanded our relationship with **a UK-based fiber broadband provider** for customer experience services, delivered from South Africa.
  - We won a large deal from **a leading international public transport and shared mobility operator** for customer service operations across Europe.
- In Q1FY27, Firstsource delivered broad-based progress across verticals. **Banking and Financial Services** added five new logos, with strong demand across collections and AI-led transformation. **Healthcare** added four new logos, supported by the steady rollout of AI across payer and provider operations. **Communications, Media & Technology** saw demand for AI-enabled, tech-led solutions and added two new logos. Our **Diversified Industries** maintained steady demand across Utilities and Retail and added one new logo.
- Closing headcount at the end of Q1FY27 stood at 36,875. Voluntary attrition rate was 27.5%[#].

#For employees in employment for more than 180 days

- **Recognitions:**
  - Named a Major Contender in Everest Group's Revenue Cycle Management (RCM) Intelligent Operations PEAK Matrix® Assessment 2026
  - Placed in ISG's Breakthrough 15 (US$1–3 billion tier) for Americas, moving up from the Booming 15 as revenues crossed US$1 billion
  - Recognized with four global employer brand awards, including one of India's Top 100 Best Companies to Work For from the Great Place To Work® and Top Inspiring Workplace honours across the UK, US and Australia

FY27 outlook:

For FY27, we expect our revenue to grow in the range of 10% to 13% in constant currency terms. We see our FY27 EBIT margin in 12.25% to 12.75% band.

—

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809), is a global intelligence partner to enterprises across healthcare, banking and financial services, communications, media, technology, retail, and utilities. Its inch-wide, mile-deep practitioners work collaboratively to reimagine business process management. With operations across the US, UK, India, Philippines, Mexico, Romania, Trinidad & Tobago, South Africa, and Australia, Firstsource combines over twenty-five years of domain expertise with an agent-first delivery model to design, build, and operate intelligent enterprise operations. Through its Intelligence That Operates promise—powered by Kairos, the operating system that makes it real—the company unifies consulting, implementation, and operations into a single full-stack engagement and underwrites outcomes, not effort, turning deep domain intelligence into a compounding operational advantage for the world's most regulated industries. (www.firstsource.com)

Media Contact

Madhavi.Behl@firstsource.com

Investors Contact

Investor.Relations@firstsource.com