



## ibex Today



**Bob Dechant**  
Chief Executive Officer

"ibex delivered another record-breaking quarter with revenue growth of 17% to \$164.4 million, our fifth straight double-digit growth quarter, and adjusted EPS growth of 11%, adding to the momentum we've amassed over the last two years. Our strong results were again anchored by our two performance pillars: driving new wins with key logos and continued market share gains driven by our ability to deliver the highest levels of operational excellence. Going forward, we will continue to define the new era of BPO 3.0 with a strategy designed to make ourselves even more valuable, more capable, and more essential to existing and new clients alike."

"To that end, we recently announced a landmark strategic partnership with Sierra.ai, the leading AI-powered customer experience platform. Through this partnership, ibex will integrate Sierra's market-leading AI technology with our best-in-class CX expertise, tech integration, and deep analytics to design and deploy scalable, end-to-end, AI-powered CX solutions. We are positioned to provide best-in-class service that leverages the strengths of both automated and human-powered support, providing a truly end-to-end orchestration of the customer experience. Since signing this partnership, our sales teams have already seen both the volume and velocity of deal opportunities accelerate with some decisive early wins. We believe this collaboration will be transformative for our business and set ibex truly apart from the rest of our industry."

### Q3 FY2026

<b>\$164.4m</b>	Revenue
<b>\$13.3m</b>	Net Income
<b>\$0.89</b>	Fully Diluted EPS
<b>\$22.0m</b>	Adjusted EBITDA
<b>\$13.6m</b>	Adjusted Net Income
<b>\$0.91</b>	Adjusted EPS

### Contact



**Taylor Greenwald**  
Chief Financial Officer  
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## About ibex.

ibex is a global leader in outsourced business services and AI-powered customer experience solutions, enabling the world's best brands to deliver truly differentiated experiences for their customers. Leveraging a global team of more than 36,000 human CX experts – powered by the best AI technology, decades of CX innovation, and deep business insights – ibex engineers seamless, end-to-end customer journeys from AI agents to human agents at scale across retail, e-commerce, healthcare, fintech, utilities, technology, logistics, and more. Discover more at [ibex.co](https://ibex.co) and connect with us on [LinkedIn](#).

## Compelling Track Record of Transformation and Differentiation: BPO 3.0

<b>Strong Financial Profile</b> Growth Leader, Strong EBITDA, EPS, Free Cash Flow	<b>17%</b> YoY Q3 Revenue Growth	<b>14%</b> YoY Q3 Adj. EBITDA Growth	<b>11%</b> YoY Q1 Adj. EPS Growth
<b>Leader in BPO 2.0</b> Top Performer with our Trophy Clients	<b>19%</b> Growth with Top 10 Clients		
<b>Best in Class Culture &amp; Client Partnerships</b> World class employee NPS, client NPS & client retention	<b>77</b> Employee NPS	<b>71</b> Client NPS	<b>&gt;98%</b> Client Retention
<b>Powerful AI Enabled Tech Stack</b> Award winning Wave iX technology	<b>400+</b> CX & AI Developers	<b>12</b> Awards won in FY25	
<b>Deep Analytics &amp; Business Insights</b> Top-Tier Business Insights & Quality Analyst Team	<b>800+</b> Data & QA Analysts		
<b>Defining the Market in End-to-End AI Solutions for CX</b> Strategic Partnerships with Sierra.ai, Maven AGI & Sanas	<b>BPO 3.0</b>		

## Key Highlights for Last 12 Months

- ✓ Record Revenue in Q3 of \$164m: 17% Growth, 11% adjusted EPS Growth
- ✓ Fifth straight quarter of double-digit revenue growth
- ✓ Seventh of our last eight quarters of double-digit adjusted EBITDA growth
- ✓ Eighth consecutive quarter of double-digit GAAP and adjusted EPS growth
- ✓ ~25% growth within our Top 10 clients over last 5 quarters
- ✓ 100% client retention for Q3 FY26; 99.9% revenue retention FY26
- ✓ 11 new clients wins through April FY26

## Q3 FY2026: Financial Highlights – US GAAP

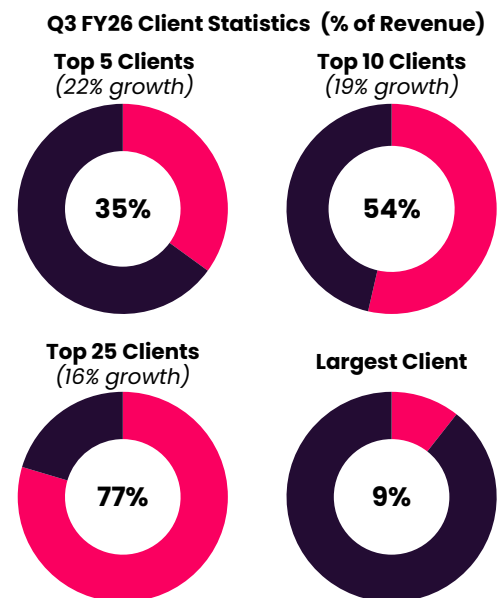
### Record Q3 Revenue and EPS

<p><b>Revenue</b> \$164.4m Q3 FY26 vs. \$140.7m Q3 FY25 16.8% YoY growth</p>	<ul style="list-style-type: none"> <li>• <b>Fifth straight quarter of double-digit growth</b></li> <li>• Growth in high margin HealthTech vertical (+53.7%), Technology vertical (42.6%), Travel, Transportation &amp; Logistics (+15.1%) and Retail &amp; E-commerce (+8.3%) partially offset by an expected decline in Telecommunications vertical (-23.1%) from prior year quarter</li> <li>• Continued growth in our digital acquisition business</li> </ul>
<p><b>Net Income</b> \$13.3m Q3 FY26 vs. \$10.5m Q3 FY25</p>	<ul style="list-style-type: none"> <li>• 14% revenue growth in our higher margin offshore regions vs. prior year quarter</li> <li>• 37% revenue growth in our onshore region driven by high margin digital acquisition business</li> <li>• Operating leverage gained from SG&amp;A expenses as they decreased to 16.7% from 19.2% of revenue in prior year quarter partially offset by \$0.8m severance expense</li> </ul>
<p><b>Fully Diluted EPS</b> \$0.89 Q3 FY26 vs. \$0.73 Q3 FY25</p>	<ul style="list-style-type: none"> <li>• <b>Eight consecutive quarters of double-digit growth</b></li> <li>• Strong Operating performance</li> <li>• Lower Tax rate of 16.6% versus 19.2% in prior year quarter, primarily attributable to changes in revenue mix across our taxable jurisdictions, and favorable discrete tax benefits in current year quarter</li> </ul>

## Q3 FY2026: Financial Highlights – Non-GAAP

<p><b>Adjusted EBITDA</b> \$22.0m Q3 FY26 vs. \$19.4m Q3 FY25</p>	<p><b>Seven of eight quarters of double-digit Adjusted EBITDA growth</b></p> <p>40 bps decrease in Adjusted EBITDA margin is driven by:</p> <ul style="list-style-type: none"> <li>▪ Temporary impact of work shifting from nearshore to offshore</li> <li>▪ Less positive impact from Deferred Training revenue</li> <li>▪ Partially offset by lower SG&amp;A expenses as a percent of revenue</li> </ul> <p>FY26 YTD adjusted EBITDA margin has improved 50 bps to 13.0%</p>	<p><b>Q3 YoY Adjusted EBITDA and Margin</b></p>
<p><b>Adjusted Net Income</b> \$13.6m Q3 FY26 vs. \$11.8m Q3 FY25</p>		
<p><b>Adjusted EPS</b> \$0.91 per share Q3 FY26 vs. \$0.82 per share Q3 FY25</p>		

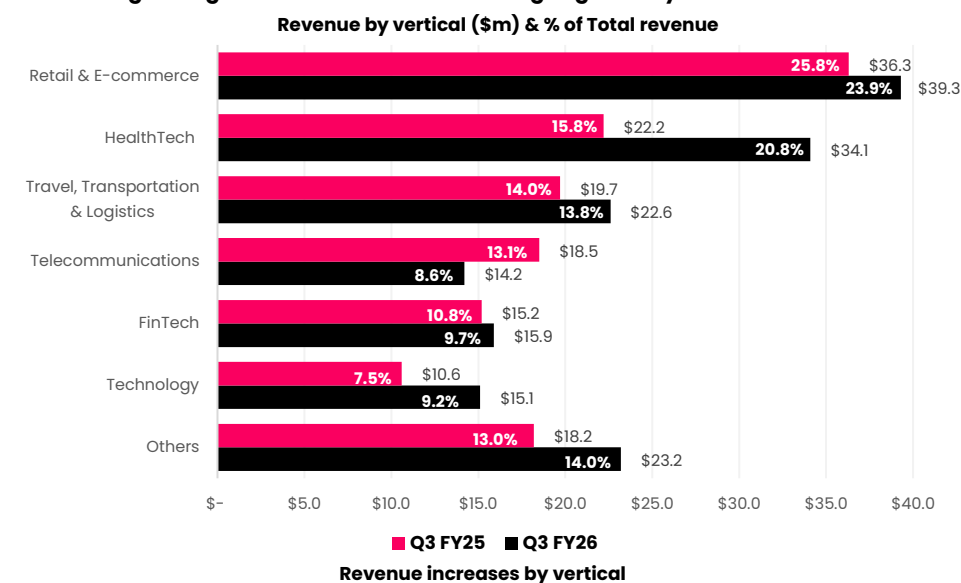
## Revenue: Model Client Diversification



70 clients > \$1M annualized revenue; up ~20% YoY

## Winning in Strategic Verticals

### Maintaining Strong Diversification while Growing Organically Across Vertical Markets



• HealthTech increased 53.7% YoY

• Technology increased 42.6% YoY

• Travel, Transportation & Logistics increased 15.1% YoY

• Retail & E-commerce increased 8.3% YoY

• FinTech increased 4.6% YoY

## Full Year 2026 Guidance

	Revenue	Adj. EBITDA	CapEx
<b>FY 26</b>	<b>\$638–642m</b> Up from \$620–630m	<b>\$82–84m</b> Up from \$80–82m	<b>\$25–30m</b> Up from \$20–25m