ibex Today



Bob Dechant
Chief Executive Officer

"ibex delivered a record-breaking start to fiscal 2027, with first quarter revenue growing 16% organically to $175.2 million. This performance marked our seventh straight quarter of double-digit growth, the highest adjusted EBITDA quarter in our history, and drove adjusted EPS growth of over 21%," said Bob Dechant, ibex CEO. "Our strong results reflect the significant differentiation we have built at ibex, enabling our new logo engine to win at an unprecedented rate while we consistently take market share away from our competition with our existing clients. We are also benefitting from our new vector of growth through our AI agent solution, powered by our strategic partnership with Sierra".

Q1 FY2027

$175.2m	Revenue
$14.8m	Net Income
$0.99	Fully Diluted EPS
$25.2m	Adjusted EBITDA
$16.4m	Adjusted Net Income
$1.10	Adjusted EPS

Contact



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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 40,000 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 and connect with us on LinkedIn.

Compelling Track Record of Transformation and Differentiation: BPO 3.0

Strong Financial Profile Growth Leader, Strong EBITDA, EPS	**16%** YoY Organic Revenue Growth	**29%** YoY Adj. EBITDA Growth	**21%** YoY Adj. EPS Growth
Pristine Balance Sheet Net cash position; strong free cash flow	**$35.0m** Net Cash	**$9.2m** FCF Q1 FY27	
Outperforming the Competition Market share gains driven by operational excellence	**4** New Client Wins(Q1 FY27)	**13%** YoY Growth with Top 10 Clients	
Best-in-Class Culture & Client Partnerships World class employee NPS, client NPS & Client Revenue Retention	**82** Employee NPS	**83** Client NPS	**99%+** Client Revenue Retention
Business Insights Enabling AI Agent Success Developing customer journeys for effective call containment & high CSAT	**4-6** Weeks to AI Deployment	**Resolution + CSAT**	
Defining the New Era of BPO with AI Agents Strategic Partnerships with Sierra	**10+** AI Agent Deployments	**5** Vertical Markets	

Key Highlights

Q1 FY27

- ✓ 16% Organic Revenue Growth
- ✓ Record Q1 Revenue of $175.2m
- ✓ 7th Straight Quarter of Double-Digit Organic Revenue Growth
- ✓ Record Adjusted EBITDA of $25.2m, at 14.4% margin, growing 150 bps vs. prior quarter
- ✓ 9 out of 10 quarters of Double-Digit EPS and Adjusted EPS Growth
- ✓ Record EPS of $0.99 and Adjusted EPS of $1.10
- ✓ Record Q1 Operating Cash Flow of $16.3m and Free Cash Flow of $9.2m
- ✓ Accelerating New Logo Engine
  - 9 New Client Wins in Q4 FY26
  - 4 New Client Wins in Q1 FY27
  - 4 New AI Agent Wins since quarter ended
  - 3 verbal wins for traditional BPO since quarter ended
- ✓ Significant market share gains with existing clients vs. prior year
  - Top 5: +14%
  - Top 10: +13%
  - Top 25: +18%

Client Net Promoter Score: 83
Employee Net Promoter Score: 82

Q1 FY2027: Financial Highlights – US GAAP

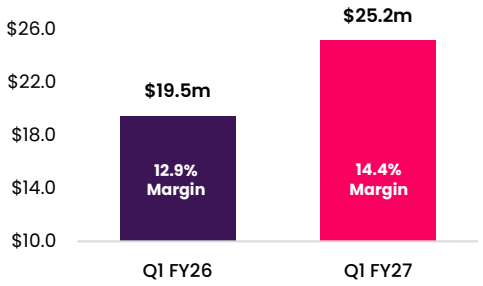
Record first-quarter results across key operating metrics

Revenue $175.2m Q1 FY27 vs. $151.2m Q1 FY26 +16% YoY growth	• **Seventh consecutive quarter of double-digit organic revenue growth** • HealthTech +40%, Travel, Transportation & Logistics +16%, Technology +10%, and Retail & E-commerce +9% with growth in our digital acquisition business and accelerating revenues in our AI Agent solutions • Onshore +37% driven by growth of our high margin digital acquisition business and in our higher margin HealthTech vertical; offshore +14%
Net Income $14.8m Q1 FY27 vs. $12.0m Q1 FY26 +23% YoY growth	• Continued revenue growth, particularly in our higher margin service offerings and regions • Operating leverage gained from SG&A expenses • Partially offset by an increase in income tax expense
Fully Diluted EPS $0.99 Q1 FY27 vs. $0.82 Q1 FY26 +20% YoY growth	• Q1 FY27 Tax rate of 19% versus 11% in the prior year quarter, primarily attributable to changes in revenue mix across our taxable jurisdictions, and favorable discrete tax benefits recognized during the prior year quarter

Q1 FY2027: Financial Highlights – Non-GAAP

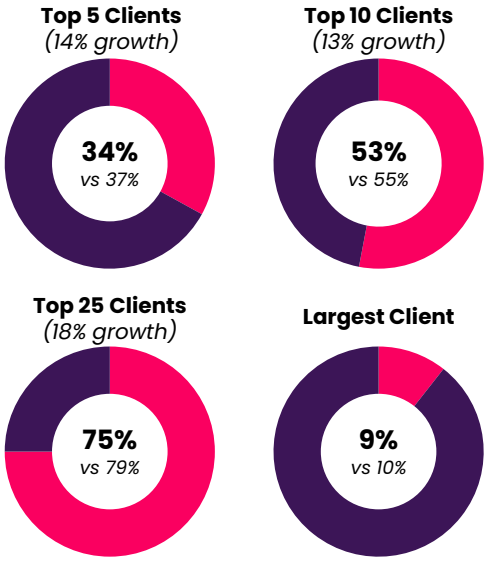
Adjusted EBITDA $25.2m Q1 FY27 vs. $19.5m Q1 FY26 29% YoY growth	• Record Adj. EBITDA, increased 29% and 150 bps YoY • 14% increase from our previous adj. EBITDA record of $22 million in Q3 FY2026 • Improvement in our Gross Profit Margin and a reduction in SG&A expenses as a percentage of revenue
Adjusted Net Income $16.4m Q1 FY27 vs. $13.1m Q1 FY26 25% YoY growth	
Adjusted EPS $1.10 per share Q1 FY27 vs. $0.90 per share Q1 FY26 21% YoY growth	

Q1 YoY Adjusted EBITDA and Margin



Revenue: Model Client Diversification

Q1 FY27 Client Statistics (% of Revenue)

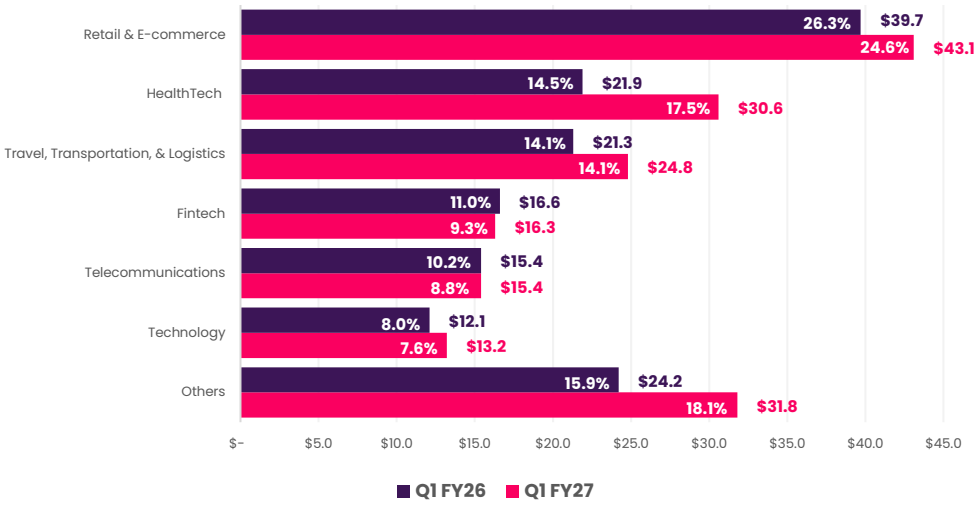


78 Clients: $1m+ Annualized Revenue (Up ~22% YoY)

Winning in Strategic Verticals

Great Diversification - Growing Across Key Vertical Markets

Revenue by vertical ($m) & % of Total revenue



Revenue increases by vertical

- HealthTech increased 40% YoY
- Technology increased 10% YoY
- Travel, Transportation & Logistics increased 16% YoY
- Retail & E-commerce increased 9% YoY
- Other vertical grew 31% YoY

FY2027 Guidance – Prior and Raised

	Revenue	Adj. EBITDA	CapEx
Prior	**$700 – 715m** *9% - 11% growth*	**$90 – 94m** *9% - 14% growth*	**$25-30m**

	Revenue	Adj. EBITDA	CapEx
Raised	**$720-735m** *12% - 14% growth*	**$96-99m** *17% - 20% growth*	**~$30m**