## ibex Today



**Bob Dechant**
Chief Executive Officer

"ibex delivered another record-breaking quarter with revenue growth of 12% to $164.3 million, our sixth straight double-digit growth quarter, capping off an amazing year with top-line organic growth of over 15%, and adjusted EPS growth of over 28%," said Bob Dechant, ibex CEO. "Our differentiation continues to shine, enabling us to win new trophy clients and outperform our competition operationally which leads to significant market share gains."

"Fiscal 2026 also marked a transformational step forward as ibex defined a new era of BPO, one powered by AI agents. Our strategic partnership with Sierra, a leader in conversational AI, has firmly strengthened our leadership position in this evolving market. To date, we have delivered more than 10 successful AI Agent implementations across five verticals. Momentum continues to build for these solutions, further separating us from traditional BPO providers."

### Q4 FY2026

| | |
|---|---|
| **$164.3m** | Revenue |
| **$8.7m** | Net Income |
| **$0.59** | Fully Diluted EPS |
| **$20.2m** | Adjusted EBITDA |
| **$12.7m** | Adjusted Net Income |
| **$0.85** | Adjusted EPS |

### FY2026

| | |
|---|---|
| **$644.1m** | Revenue |
| **$46.3m** | Net Income |
| **$3.13** | Fully Diluted EPS |
| **$82.4m** | Adjusted EBITDA |
| **$52.2m** | Adjusted Net Income |
| **$3.52** | Adjusted EPS |

### Contact



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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 35,000 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**<br>Growth Leader, Strong EBITDA, EPS | **15%**<br>YoY Organic Revenue Growth | **14%**<br>YoY Adj. EBITDA Growth | **28%**<br>YoY Adj. EPS Growth |
| **Pristine Balance Sheet**<br>Net cash position; strong free cash flow | **$30.9m**<br>Net Cash | **$31.2m**<br>FCF FY26 | |
| **Outperforming the Competition**<br>Market share gains driven by operational excellence | **17**<br>New Client wins(FY26) | **22%**<br>YoY Growth with Top 10 Clients | |
| **Best-in-Class Culture & Client Partnerships**<br>World class employee NPS, client NPS & Client Retention | **82**<br>Employee NPS | **71**<br>Client NPS | **>99%**<br>Client Revenue Retention |
| **Business Insights Enabling AI Agent Success**<br>Developing customer journeys for effective call containment & high CSAT | **4-6**<br>Weeks to AI Deployment | **Containment & CSAT** | |
| **Defining the New Era of BPO with AI Agents**<br>Strategic Partnerships with Sierra | **10+**<br>AI Agent Deployments | **5**<br>Vertical Markets | |

## Key Highlights

### Q4 FY26

- ✓ Record Q4 Revenue of $164.3m
- ✓ 12% Organic Revenue Growth
- ✓ 6th Straight Qtr. Double-Digit Revenue Growth
- ✓ 9 New Clients Wins
- ✓ Adjusted EPS: $0.85
- ✓ $22m Free Cash Flow
- ✓ Sierra Partnership announced

### Full Year 2026

- ✓ Full Year 2026 Revenue of $644.1m
- ✓ 15% Organic Revenue Growth
- ✓ 2 Years Straight Double-Digit Revenue Growth
- ✓ 17 Total Client Wins
- ✓ Adjusted EPS: $3.52
- ✓ Significant Embedded Base Market Share Gains
  - ✓ Top 5: +24%,Top 10: +22%, Top 25: +15%
- ✓ 99%+ Client Revenue Retention

**Client Net Promoter Score: 71**
**Employee Net Promoter Score: 82**

## Q4 FY2026: Financial Highlights – US GAAP

**Strong Q4 across many key Operating Metrics**

| | |
|---|---|
| **Revenue**<br>$164.3m Q4 FY26 vs.<br>$147.1m Q4 FY25<br>11.6% YoY growth | • **Sixth straight quarter of double-digit growth**<br>• HealthTech (+42%), Technology (+27%), Travel, Transportation & Logistics (+18%) and Retail & E-commerce (+7%) verticals with growth in our AI Agent solutions<br>• 15% revenue growth in our onshore region, driven by clients won and launched during FY 2026 and 14% revenue growth in our higher margin offshore regions |
| **Net Income**<br>$8.7m Q4 FY26 vs.<br>$9.6m Q4 FY25 | • Higher cost driven by training expenses related to new client wins, temporary impact of work transferring from nearshore to offshore delivery centers, and costs associated with higher fuel prices<br>• One-time expenses of $2.0m associated with lease terminations, severance expense and impairment losses |
| **Fully Diluted EPS**<br>$0.59 Q4 FY26 vs.<br>$0.66 Q4 FY25 | • Lower Tax rate of 10% versus 19% in prior year quarter, primarily attributable to changes in revenue mix across our taxable jurisdictions and discrete tax items |

## Q4 FY2026: Financial Highlights – Non-GAAP

**Adjusted EBITDA**
$20.2m Q4 FY26 vs.
$20.5m Q4 FY25

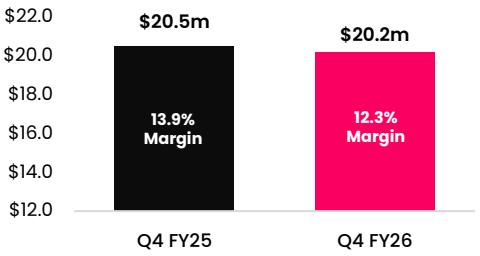
**Adjusted Net Income**
$12.7m Q4 FY26 vs.
$12.6m Q4 FY25

**Adjusted EPS**
$0.85 per share Q4 FY26 vs.
$0.87 per share Q4 FY25

Adjusted EBITDA flat YoY:

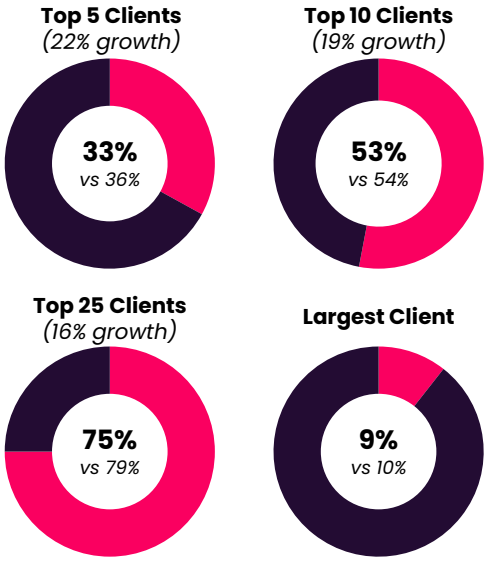
- Training costs related to new client wins
- Temporary impact of work transferring from nearshore to offshore as well as the impact of higher fuel prices
- Partially offset by lower SG&A expenses as a percent of revenue

**Q4 YoY Adjusted EBITDA and Margin**




## Revenue: Model Client Diversification

**Q4 FY26 Client Statistics (% of Revenue)**

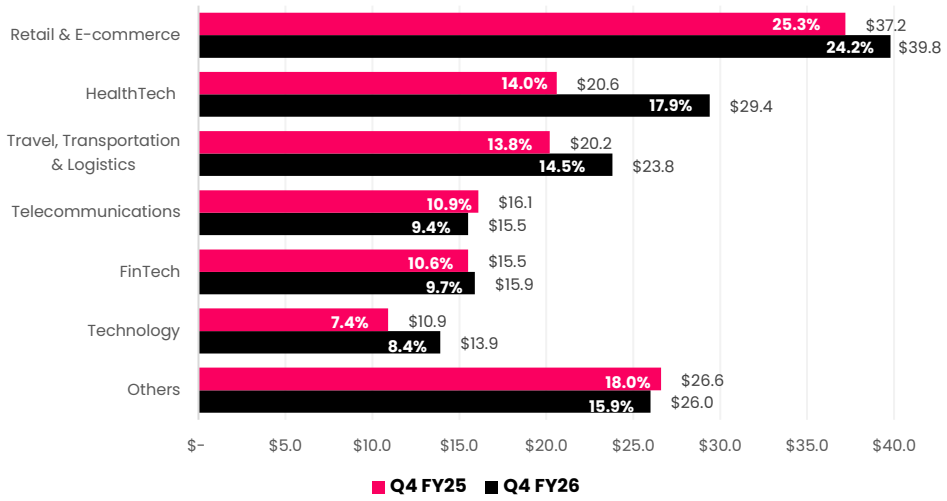



**77 Clients: $1m+ Annualized Revenue (Up ~26% YoY)**

## Winning in Strategic Verticals

**Great Diversification - Growing Across Key Vertical Markets**

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




**Revenue increases by vertical**

- HealthTech increased 42% YoY
- Technology increased 27% YoY
- Travel, Transportation & Logistics increased 18% YoY
- Retail & E-commerce increased 7% YoY
- FinTech increased 3% YoY

## Q1 & Full Year 2027 Guidance

| | Revenue | Adj. EBITDA | CapEx |
|---|---|---|---|
| **Q1 FY27** | **$168-170m**<br>*11% - 12% growth* | **$22-23m**<br>*13% - 18% growth* | Guidance not provided |

| | Revenue | Adj. EBITDA | CapEx |
|---|---|---|---|
| **FY27** | **$700-715m**<br>*9% - 11% growth* | **$90-94m**<br>*9% - 14% growth* | **$25-30m** |