

February 12, 2026

National Stock Exchange of India Ltd.,
Exchange Plaza, 5th Floor
Plot No:C/1, G Block
Bandra Kurla Complex, Bandra (E)
Mumbai – 400 051
Scrip: RAMCOSYS

BSE Ltd.,
Corporate Relationship Department
Phiroze Jeejeebhoy Towers
Dalal Street, Mumbai – 400 001
Scrip: 532370

Sub: Press Release

Please find enclosed the press release, titled “**Ramco Systems Introduces Chia, an Enterprise-Grade Conversational AI Agent for Better Customer Experience**” which is being released to the press from our end.

The aforesaid intimation is also being hosted on the website of the Company www.ramco.com.

Kindly take the same on record.

Thanking you,

For **RAMCO SYSTEMS LIMITED**

MITHUN V
COMPANY SECRETARY& COMPLIANCE OFFICER

Ramco Systems Limited

Corporate Office: 64, Sardar Patel Road, Taramani, Chennai 600 113, Tamilnadu, India.
Tel: +91 44 2235 4510 / 6653 4000, Fax: +91 44 2235 5704 | CIN : L72300TN1997PLC037550

Registered Office: 47, P.S.K. Nagar, Rajapalayam 626 108, Tamilnadu, India.

Global Offices: India | Singapore | Malaysia | Indonesia | HongKong | China | Vietnam | Macau | Japan | Philippines | Australia |
New Zealand | UAE | Saudi Arabia | USA | Canada | United Kingdom | Germany | Switzerland | Spain | Sudan | South Africa

www.ramco.com

Ramco Systems Introduces Chia, an Enterprise-Grade Conversational AI Agent for Better Customer Experience

Chennai, INDIA – February 12, 2026 – Global enterprise software company [Ramco Systems](#) today announced its entry into the Agentic AI product segment with the launch of [Chia](#), a conversational AI agent platform designed to redefine how enterprises engage with their customers. Chia is purpose-built for enterprises to reliably automate complex customer support interactions, reducing manual effort, response times, and operating costs, enabling businesses to deliver superior customer experiences at scale.

Part of Ramco's new AI-driven task automation suite, rTask, Chia delivers enterprise-grade conversational Agents that goes beyond answering queries to **reason, decide, and act**, executing end-to-end workflows across enterprise systems. This platform empowers organizations to shift from “human-in-the-loop” support models to a future of **exception-based human involvement**, where AI handles the heavy lifting. Chia does this by executing multi-step backend actions to resolve customer requests, integrating seamlessly with enterprise systems all while operating within defined goals, compliance policies, and guardrails.

At the heart of Chia is a **no-code AI Agent Foundry** that enables CX teams to design, configure, and deploy AI Agents using plain English instructions, without waiting for engineering cycles.

With Natural Language Workflow (NLW) capabilities, non-engineering teams can define AI logic such as refund eligibility, booking validations, or policy enforcement in simple English. The system then translates these rules into deterministic, action-taking AI behaviour, thereby preventing hallucinations. Organizations can deploy their first AI Agent in **weeks**, significantly accelerating time-to-value.

Key features of Chia include:

- **Natural Language Workflow Builder:** Design and update AI logics using plain English
- **Multi-Step Workflow Orchestration:** Manage and orchestrate multiple, specialized AI agents for complex, multi-step workflows
- **Omni-Channel Conversational Presence:** Engage users across email, chat, and messaging channels
- **Real-Time System Integrations:** Secure, real-time connectivity with enterprise systems (CRM, ERP, ITSM, HRIS) to execute tasks
- **Enterprise Knowledge Search:** Deliver accurate, grounded answers from trusted content
- **Multi-Lingual and Multi-Modal:** Ability to handle text, and visual inputs across diverse languages, with voice coming soon
- **Human-in-the-Loop Escalation:** Seamlessly hand off to support teams with context when needed
- **Enterprise-Grade Security and Privacy:** Protect sensitive data with role-based access, encryption, audit logs, and built-in compliance controls
- **Explainability and Workflow Logs:** Gain complete visibility into AI actions, making compliance reporting, auditing, and root-cause analysis effortless

Some of the industries that can benefit from Chia include:

- **E-commerce:** Automates orders, returns, refunds, and sales workflows to deliver faster, consistent resolutions, even during peak traffic
- **Travel and Hospitality:** Streamlines bookings, itinerary changes, cancellations, and guest support across channels during peak travel seasons
- **Technology and SaaS:** Automates onboarding, support, and account workflows while delivering accurate, contextual responses across the customer lifecycle
- **Financial Services:** Resolves high-volume queries with enterprise-grade security, accuracy, and regulatory compliance
- **Health and Wellness:** Automates scheduling, follow-ups, and wellness support with empathetic and compliant interactions
- **Media and Entertainment:** Manages subscriptions, content discovery, and customer support at scale during high-traffic events
- **Communications and Telecom:** Automates service, billing, and technical support with consistent, real-time customer experiences

- **Performance Dashboards:** Track deflection, CSAT, resolution metrics and knowledge gaps while uncovering customer intent to continuously improve support outcomes

Abinav Raja, Managing Director, Ramco Systems, said, “Chia addresses a rapidly growing global market need for AI systems that are not just conversational, but truly agentic, capable of reasoning, acting, and delivering measurable outcomes. As our first AI-native product, Chia marks a significant milestone in Ramco’s transformation journey. It is the beginning of a broader roadmap, with many more AI-native innovations planned across our portfolio. This launch is aligned with our vision to transform our entire platform to be AI-native, embedding agentic intelligence into every product we build. We believe the future of enterprise software is agentic by design, autonomous, adaptive, and continuously evolving, and we are committed to leading that transformation.”

Sandesh Bilagi, President & COO, Ramco Systems, said, “Customers today expect accuracy, speed, and seamless support across every touchpoint. Chia rises to this challenge by enabling enterprises to automate complex customer interactions with confidence and control. As Chia enables teams to deploy production-grade AI Agents in weeks, not months, organizations can modernize their support operations without lengthy implementation cycles, ultimately delivering faster and more consistent customer experiences.”

About Ramco Systems:

Ramco Systems is a world-class enterprise software product/ platform provider disrupting the market with its multi-tenant cloud and mobile-based enterprise software, successfully driving innovation for over 25 years. Over the years, Ramco has maintained a consistent track record of serving 800+ customers globally with two million+ users and delivering tangible business value in Global Payroll, Aviation, Aerospace & Defense, and ERP. Ramco’s key differentiator is its innovative product development approach through its revolutionary enterprise application assembly and delivery platform. On the innovation front, Ramco is leveraging cutting-edge technologies around Artificial Intelligence, Machine Learning, RPA, and Blockchain, amongst others, to help organizations embrace digital transformation.

For more information, please visit <https://www.ramco.com/ai/conversational-ai>

Follow Ramco on X [@RamcoSystems](https://twitter.com/RamcoSystems) and stay tuned to <https://www.ramco.com/blog>

For further information, please contact:

Hemanthkumar Kumaresan

+91 – 8056277842

hemanthkumar.kumaresan@ramco.com

Ramco Systems Limited

64, Sardar Patel Road,

Taramani, Chennai – 600 113

CIN - L72300TN1997PLC037550