

Fisent Technologies Realizes Over 365% Growth in Recurring Revenue in 2025 as Adoption of Applied GenAI Process Automation Accelerates

Customers Standardize on Fisent BizAI to Automate Unstructured Content Processing Across the Enterprise

TORONTO (January 22, 2026) – [**Fisent Technologies**](#), the leader in Applied GenAI Process Automation, reported exceptional progress in 2025 establishing itself as the enterprise standard for turning unstructured enterprise content into automated outcomes.

The company generated 206% year-over-year total revenue growth and 365% growth in licensing revenue. This expansion was underpinned by the deployment of Fisent BizAI with new and existing customers for additional use cases throughout the enterprise. On average, Fisent customers are currently running more than three implementations of Fisent BizAI, all with plans for more deployments in the year ahead. Customer enthusiasm for the Fisent solution is evidenced by a Net Revenue Retention (NRR) of 173% in 2025 and zero customer churn over the past three years.

Fisent's performance in 2025 demonstrated a powerful combination of growth at scale, market traction, and operational efficiency, with the company close to doubling its global team. The company continued its product leadership in the category with the release of Fisent's agentic "Actions Framework," the addition of self-serve configuration through the BizAI Studio, and deepened content-processing capabilities. This was supported by the successful completion of [\\$2 million in seed funding](#) from industry leaders such as Pegasystems and Cloudberry Ventures.

"2025 was the year Applied GenAI Process Automation became an imperative," explains Adrian Murray, Founder and CEO of Fisent. "As compared to the challenges with testing and trialing AI agents today, our customers are in production with Fisent BizAI implementations operating at scale across many use cases. Unlike AI applications that simply process data, we are transforming unstructured enterprise content to eradicate bottlenecks and unlock valuable enterprise outcomes. And we're just getting started."

Additional milestones achieved by Fisent in 2025 include:

Customer Deployments Across the Enterprise

- Serving customers across banking, lending, wealth management, and insurance industries that generate over \$30 billion in annual revenue
- On average, customers have at least 3 Fisent BizAI use cases in production
- 90% of customers brought at least 1 new use case into production in 2025
- All existing customers have identified additional use cases to be delivered in 2026
- Deployments automate outcomes across enterprise functions such as operations, finance, customer service, sales, legal and compliance

Product Innovation and Security

- Launched the new Fisent BizAI Studio, providing Fisent BizAI customers with a self-service environment and real-time visibility into use case performance.
- Introduced [BizAI Actions](#), a suite of specialized capabilities that work in concert to transform unstructured data into automated outcomes.
- Built a [confidence rating capability](#) that uses multiple techniques to determine predictive confidence, allowing organizations to automate repetitive expert decision-making with the same rigor and auditability as human-led processes.
- Enhanced its GenAI Efficacy Framework (GEF) to augment the testing and analysis of our customers' use cases pre-and post-production.
- Completed comprehensive penetration testing and a 2025 SOC 2 Type 2 audit with an expanded scope, ensuring Fisent BizAI meets the highest security and compliance standards for regulated industries.
- Deepened content processing and model evaluation capabilities strengthened the scalability and reliability of the platform.

Notable Customer Successes in 2025

- Maintained momentum in financial services as [AEGIS London](#), [CMG Financial](#), one of the world's largest wealth management firms, and multiple prominent banks selected Fisent BizAI to automate complex, human-dependent tasks.
- In manufacturing, [Westinghouse Electric](#) implemented Fisent BizAI in 2025 to streamline parts and equipment fulfillment for nuclear plants.

Industry Leadership and Recognition

- Recognized as one of the [2025 KMWorld 100 Companies that Matter Most in Knowledge Management](#) and named to the publication's [2025 KMWorld AI 100 list](#).
- Named [LaunchPad "Impact Award"](#) winner at PegaWorld 2025 for delivering the most significant and measurable business value in enterprise automation.
- Profiled in a research report by industry analyst firm [Deep Analysis](#) for its innovative approach to applying AI to process automation and included in industry reports from *IDC* and *Celent*.
- Featured in prominent industry press for its role in advancing AI-driven automation; publications include [Forbes](#), [Fortune](#), [ZDNET](#), [FinTech Futures](#), [Insurance Innovation Reporter](#), and [Finextra](#).

In 2026, Fisent will continue to expand its footprint through the conversion of its healthy pipeline of Fortune 500 companies, of which many will be leveraging Fisent BizAI as an enterprise solution. For many of these organizations, unstructured content processing represents the last mile of automation, leading to tens of millions of dollars in value unlock. By delivering high-precision results and seamless integration with legacy infrastructure, Fisent ensures companies can continue moving beyond AI experimentation and into full-scale production to unlock meaningful business outcomes.

About Fisent

Fisent turns unstructured enterprise content into automated outcomes. Fisent BizAI is a zero-retention agentic software solution that reliably understands and processes any content within complex enterprise workflows. By leveraging the power of GenAI models, Fisent's [Applied GenAI Process Automation](#) solution enables process automation of time-consuming repetitive tasks. It is production-proven with Fortune 500 customers including those in highly regulated industries such as banking, insurance, and wealth management. For more information, please visit: www.fisent.com.

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