

Intouch Insight Provides Software & Technology Update

OTTAWA, ON, Feb. 26, 2026 /CNW/ - [Intouch Insight Ltd.](#) (TSXV: INX) (OTCQX: INXSF) ("Intouch" or the "Company"), a leader in customer experience measurement solutions, today provided an update on its software and technology initiatives.

Intouch continues to advance its software-led offerings, with a focus on expanding SaaS capabilities, improving platform functionality, and supporting customer adoption across key verticals including grocery, QSR, and petro-convenience.

Key software updates include:

- Negotiating an agreement with a major North American Quick Service Restaurant (QSR) brand for a paid pilot of IntouchCheck®.
- Targeted investments in AI automation and intelligent workflows designed to improve efficiency and client outcomes.
- Progress in advancing unique capabilities related to enterprise and multi-location customer deployments.

Cameron Watt, President and Chief Executive Officer of Intouch Insight, stated:

"Software remains a critical component of our growth strategy and the confidence demonstrated in us by one of the largest QSR brands we believe is a testament to our SaaS potential. Our investments in this area are beginning to deliver results, and we remain focused on strengthening our platform, supporting customer adoption, and ensuring our technology scales efficiently as demand grows."

The Company emphasized that technology investments are being made with a long-term perspective and are expected to contribute to improved operating leverage as AI capabilities are integrated and adoption expands.

About Intouch Insight

Intouch Insight offers a complete portfolio of customer experience management (CEM) products and services that help global brands delight their customers, strengthen brand reputation and improve financial performance. Intouch helps clients collect and centralize data from multiple customer touch points, gives them actionable, real-time insights, and provides them with the tools to continuously improve customer experience. Founded in 1992, Intouch is trusted by over 300 of North America's most-loved brands for their customer experience management, customer survey, mystery shopping, mobile forms, operational and compliance audits, geolocation data capture and event marketing automation solutions. For more information, visit intouchinsight.com.

Certain statements included in this news release contain forward looking statements that are made of the date hereof, which by their nature are necessarily subject to risks and uncertainties and other factors that may cause actual results, performance or achievements of the Company to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. Such statements reflect the Company's current views with respect to future events, including the acquisition, future revenues and references to the Company's expansion and growth of the business and operations, and are based on information currently available to the Company and on hypotheses which it considers to be reasonable; however, management warns the reader that hypotheses relative to future events which are beyond the control of management could prove to be false, given that they are subject to certain risks and uncertainties. Please refer to the risks set forth in the Company's most recent annual

MD&A and the Company's continuous disclosure documents that can be found on SEDAR at www.sedar.com. The Company does not intend, and disclaims any obligation, except as required by law, to update or revise any forward-looking statements whether as a result of new information, future events or otherwise.

Neither TSX Venture Exchange nor its Regulation Services Provider (as that term is defined in policies of the TSX Venture Exchange) accepts responsibility for the adequacy or accuracy of this release.

SOURCE Intouch Insight Ltd.

View original content: <http://www.newswire.ca/en/releases/archive/February2026/26/c9676.html>

%SEDAR: 00007687E

For further information: For further information, please contact: Cathy Smith, Chief Financial Officer, csmith@intouchinsight.com, 613-270-7916

CO: Intouch Insight Ltd.

CNW 07:29e 26-FEB-26