

1POINT1TM

Growth | Technology | Outsourcing

INVESTOR PRESENTATION
NETCOM BCC ACQUISITION DEAL

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About One Point One Solutions



INTELLIGENT CX SERVICES

Redefining customer journeys by turning every interaction into a scalable, AI-powered brand experience.



HUMAN-TECH HARMONY

Bringing together AI innovation and industry know-how to create solutions that deliver real impact worldwide



AI-LED SCALING

Redefining customer journeys by turning every interaction into a scalable, AI-powered brand experience.

AGENTIC AI-POWERED BPM



20-40%

Enterprise Efficiency Gains



15 YEARS

Experience in CX Redesign



54%

Revenue Growth in FY'25



7+

Acquisition Planned in near term



AGENTIC AI AT SCALE

Custom-built platforms mastering real-world complexity through enterprise-wide workflows.



DOMAIN LED INTELLIGENCE

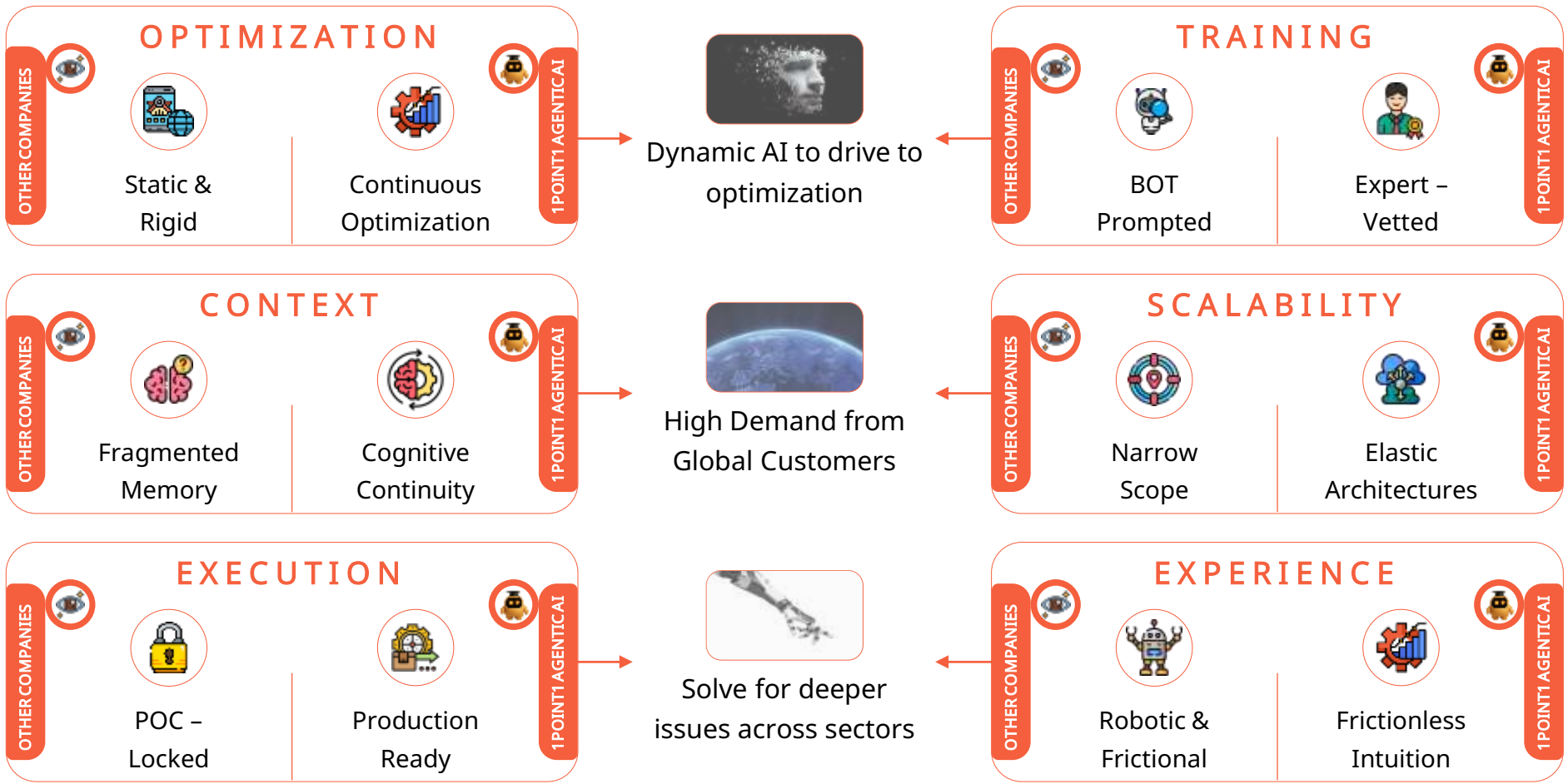
Our Gen-AI algorithms are trained by domain specialists to capture and solve for deeper issues



DATA HARMONIZE

Harmonizing fragmented legacy systems into a high-performance, AI-ready architecture.

Agentic AI – Driven by Efficiency, Defined by Results



Netcom (Costa Rica) Acquisition – December 2025

ABOUT COMPANY

- One of the largest BPM Companies in Costa Rica, with operations across Latin America
- Rich heritage of servicing some of the most prominent banks in that geography
- Strengthening our positioning and international language capability with local presence
- Focus to scale up high-value banking processes and improve operational outcomes

STRATEGIC ADVANTAGES



Creates our entry into LATAM region as a near-shore operator



Enhances the group's domain expertise in BFSI



Adds to our global capabilities (Ops held over 13 languages)



Enables cross-selling to a strong native customer base in LATAM

GLOBAL EXPERTISE



Onboarding & A/c Servicing



Collections Management



KYC & Verification Workflows



Fraud Monitoring



Credit Administration & CX

INTEGRATION ROADMAP



Assessment & Alignment



AI Integration – BFSI Services



AI Assisted Workforce Upskilling



Optimization and Scale

Netcom (Costa Rica) Financials

FINANCIALS – CY'24

REVENUE ₹ 227.06 CRORES

ADJUSTED
EBIDTA ₹ 52.13 CRORES

ADJ. EBIDTA
MARGIN 22.96%

Financial Reports



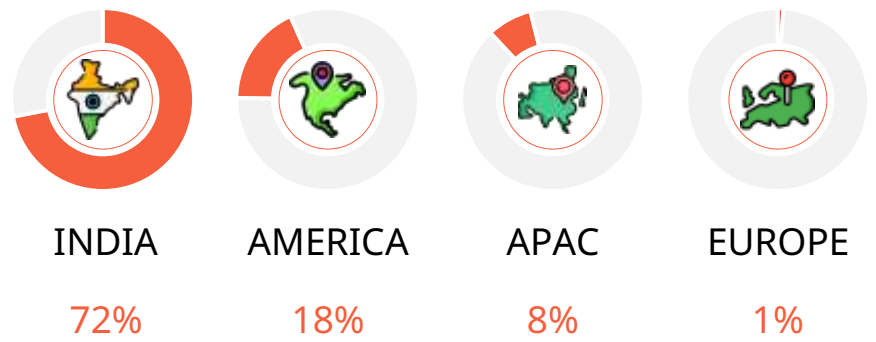
- The acquisition of Netcom will nearly double OPO's revenue base of Rs 270 Crores in FY25
- Netcom has good visibility of stable revenues for the near-term
- Our goal is to integrate AI into Netcom's operations & improve EBITDA margin from 23% to 25%+
- Netcom's domain expertise will help us optimize our AI for the BFSI sector

Broad Based Growth - Well-diversified Across Sectors & Geographies

During FY25, we launched an enterprise-wide transformation program anchored in 3 strategic pillars:

- Reimagine the BPM model through AI & Automation
- Embed digital-first, outcome-based service delivery
- Expand global footprint through inorganic growth

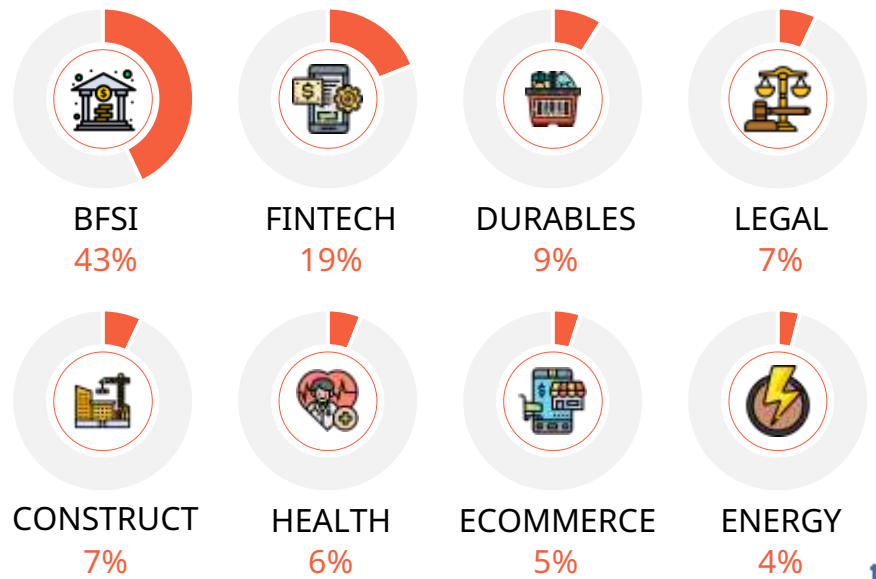
REVENUE BY GEO



FINANCIAL HIGHLIGHTS



REVENUE BY VERTICAL



What Drove Our Growth in FY25?

Domain-Centric AI Integration

- Custom-Built Lifecycle AI: Developed proprietary GenAI models tailored for the end-to-end customer lifecycle
- Value-Chain Automation: Leveraged predictive analytics to optimize workforce utilization and service speed.

"Outside-In" Journey Orchestration

- Customer-First Design: Reengineered the end-to-end journey using an "Outside-In" lens to solve for actual customer friction points
- Differentiated Solutioning: Moving beyond standard service delivery to outcome-based orchestration that drives brand loyalty

Value-Led Client Expansion

- Multi-Tower Scale: Successfully cross-sold integrated KPO and digital collection lines to top-tier BFSI and Retail clients.
- High-Value Concentration: Scaled the number of \$1.2M+ (10 Crore+) annual accounts through strategic partnership deepening.

Resilient Margin Optimization

- EBITDA Fortification: Maintained 25–30% margins despite heavy GenAI investment through rigorous cost discipline.
- Operational Levers: Activated efficiency levers, including automated shared services and aggressive nearshore-offshore expansion

Strategic Acquisitions

Our 2024 acquisition has already driven a 15% growth since integration

Signed term sheets in 2025 for two transformative acquisitions that will increase our global presence

Inorganic Expansion Strategy

Key Acquisitions (FY25)

ITCube Solutions Pvt. Ltd.

- Expanding our expertise in legal services, analytics, and IT
- Our 2024 acquisition has already driven a 15% growth since integration

Signed Term Sheets For:

- A U.S.-based healthcare RCM company
- An India-based business process advisory and transformation firm

Intended to increase our global revenue share, deepen vertical capabilities, and support entry into regulated, high-margin segments

What Do We Look For?

Focus on traditional CX companies in the US and Western Europe with strong enterprise client portfolios, \$50–150M topline, and high-volume customer operations

**18-20% EBITDA
businesses**

**Our GenAI
Optimization**

**25-30% EBITDA
over 2-5 years**

Intend to multiply revenues every time we make a new acquisition

Pipeline is already in place to make 2-3 acquisitions over the next 5 years

Why Do Customers Choose Us?

1POINT™



Outside-In Journey Design

Outcome-Obsessed: We reengineer the end-to-end journey to solve high-friction pain points, directly accelerating CSAT and NPS.

Frictionless Scale: Delivering "sticky" customer experiences that drive long-term brand loyalty and revenue growth.



Agentic Data Orchestration

Legacy Harmonization: Our platforms standardize fragmented data, transforming technical debt into a precise, future-ready AI asset.

Enterprise Precision: Ensuring compliance and consistency across complex, large-scale global operations.



Domain-Deep Solutioning

Expert-Vetted Logic: Specialist-led algorithms that solve deep industry nuances generic AI cannot touch.

Mission-Critical Depth: Combining elite industry talent with AI to resolve the "hardest 10%" of business problems.



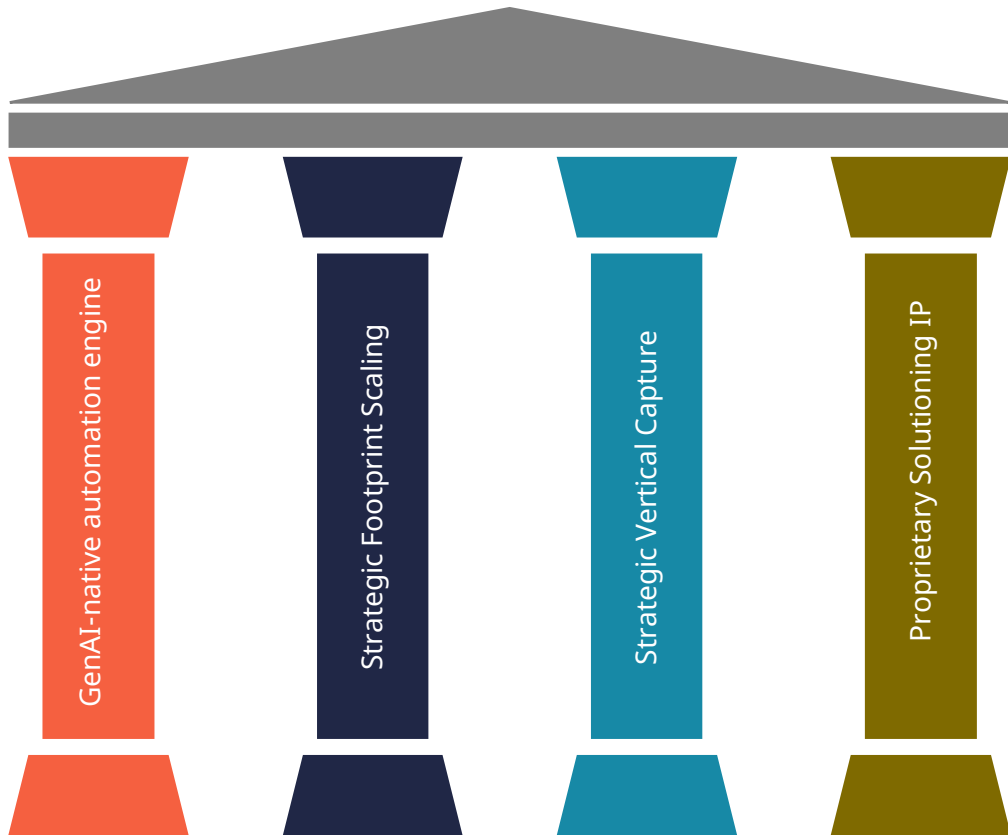
Strategic Value Engineering

Capital Efficiency: We don't just cut costs; we eliminate waste and maximize ROI through superior functionality.

Future-Ready Yield: Investing in high-performance outcomes that justify premium pricing through certain results.



Our Strategic Growth Pillars



Transform our delivery backbone into an AI-first engine that maximizes precision, speed, and margin at global scale

Strategic M&A to rapidly scale revenue while expanding our AI presence in the global markets

Capturing niche market leaders and migrating their legacy operations into our Agentic ecosystem to unlock latent value

Co-building deep-domain, high-margin automation modules with industry partners to ensure accuracy and adoption

Consolidated Profit & Loss Statement (Extract)

| Particulars (In Rs. Crores) | FY25 | FY24 | YoY Growth |
|---|--------------|--------------|--------------|
| 1. Revenue From Operations | 256.3 | 169.7 | 51.0% |
| 2. Other Income | 13.8 | 5.4 | 155.9% |
| 3. Total Income (1+2) | 270.1 | 175.1 | 54.2% |
| (A) Employee Benefits Expense | 149.3 | 90.2 | 65.6% |
| (B) Finance Costs | 6.7 | 4.9 | 35.4% |
| (C) Depreciation And Amortisation Expenses | 26.4 | 21.5 | 22.4% |
| (D) Other Expenses | 45.1 | 28.2 | 59.8% |
| 4. Total Expenses | 227.5 | 144.8 | 57.0% |
| 5. Profit Before Tax (3-4) | 42.6 | 30.3 | 41% |
| 6. Total Tax Expense/ (Credit) | 9.5 | 8.9 | 7.2% |
| 7. Profit For The Year (5-6) | 33.1 | 21.4 | 55.1% |
| 8. Other Comprehensive Income | 0.1 | -0.1 | -201.0% |
| 9. Total Comprehensive Income For The Year (7+8) | 33.2 | 21.3 | 55.9% |
| 10. Basic EPS (INR) | 1.39 | 1.06 | 31.1% |
| 11. Diluted EPS (INR) | 1.35 | 1.06 | 27.4% |

Consolidated Balance Sheet (Extract)

| Particulars (INR Cr) | FY25 | FY24 | YoY Growth |
|---------------------------------|--------------|--------------|---------------|
| Property, plant & equipment | 37.4 | 31.2 | 20.0% |
| Right to Use | 37.7 | 27.6 | 36.8% |
| Goodwill on Consolidation | 35.2 | 35.2 | 0.0% |
| Other Intangible Assets | 32.1 | 32.3 | -0.7% |
| Financial Assets - non current | 213 | 8.9 | 2295.3% |
| Deferred Tax Assets | 3.1 | 0.5 | 478% |
| Total non-current assets | 358.5 | 135.7 | 164.2% |
| Financial Assets- current | 89 | 89.3 | -0.5% |
| Other current assets | 53.3 | 27.9 | 91.3% |
| Total current assets | 142.3 | 117.2 | 21.3% |
| Total assets | 500.9 | 252.9 | 98.0% |

Takeaways

- Substantial increase in non-current fixed assets (investments)
- Other current assets also saw strong growth in FY25
- Right to use assets also saw improvement in FY25

| Particulars (INR Cr) | FY25 | FY24 | YoY Growth |
|--------------------------------------|--------------|--------------|---------------|
| Equity Share Capital | 52.5 | 42.7 | 22.9% |
| Other Equity | 352.5 | 96.9 | 263.6% |
| Total equity | 405 | 139.6 | 190.0% |
| Financial liabilities - non current | 47.1 | 46.6 | 0.9% |
| Provisions - non current | 3.2 | 2.3 | 40.7% |
| Other non-current liabilities | 1.6 | 2.5 | -37.4% |
| Total non-current liabilities | 51.9 | 51.4 | 0.8% |
| Financial liabilities - current | 32.9 | 42.1 | -21.7% |
| Other current liabilities | 8.2 | 18.1 | -54.6% |
| Provisions - current | 2.9 | 1.7 | 70.3% |
| Total current liabilities | 44 | 61.9 | -28.8% |
| Total equity and liabilities | 500.9 | 252.9 | 98.0% |

Takeaways

- Other equity increased following surplus and reserves growth
- Many current liabilities saw a contraction in FY25
- Current provisions saw an increase in FY25

Thank You!

[1Point1 Solutions](#) | AI-Powered BPM, CX,
Digital Transformation & Legal Support

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1POINT1™

About 1Point1 Solutions Limited

Founded in 2008, 1Point1 Solutions Limited (1Point1) is a publicly listed, India-headquartered customer experience and operations management company with over 16 years of delivery expertise. The company operates nine global delivery centres and employs more than 6,000 professionals, serving clients across the US, Europe, Asia, and India.

1Point1 offers services across Customer Experience Management, Digital Transformation and Automation, Finance & Accounting Outsourcing, Trust & Safety, Supply Chain and Operations Management, Creator Economy Support and Medical Records and Litigation Support, working with enterprises in banking and financial services, fintech, e-commerce, healthcare, manufacturing, legal, construction and more

Backed by strong operational expertise and a growing GenAI and automation stack, 1Point1 is building a globally integrated, AI-first BPM platform anchored in deep domain knowledge and a multi-shore delivery model.