

**AI-powered.
Designed to deliver outcomes.**

1Point1 Solutions
Trusted to Lead. Built to Deliver

Investor Presentation
May 27, 2026

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Company Overview

AI Powered Global CX-DX Partner
Engineered for Outcomes

Crossing Shores. Conquering Next.



Presence In
4 Continents



Headquartered In
Mumbai, India



AI powered with Hybrid
Intelligence Cx Dx



Omni
Channel

Our Approach – CX DX, Engineered



Big BPMs sell capacity. We engineer the conversation, the workflow, the intelligence and the outcome.

01 Engineer the Conversation CX LAYER

Every interaction — voice, chat, email, social, IVR, video — designed to eliminate, deflect or enrich. Noise compressed so the human moments matter

10–15% contact elimination · 10–13% deflection ·

02 Engineer the Workflow DX LAYER

Knowledge Management System, QA, WFM, CRM and dialer re-architected into one orchestrated stack — AI built into the seams, not bolted on top

15 – 25% productivity uplift per FTE

03 Engineer the Intelligence AGENTIC AI LAYER

ResolX - domain-trained agentic AI built inside live contact-centre operations. It reasons, acts and resolves; it does not just summarise

8–10× faster knowledge response

04 Engineer the Outcome GOVERNANCE + COMMERCIAL

Priced to outcome, not headcount. ISO / SOC2 / HIPAA / PCI DSS certified. Observability and human oversight built in by design

Client-defined outcome KPIs

Our Operational Experience & Capabilities



Omni Channel Experience



Voice



Social Media



Email



Web Chat



IVR

Domain Services



Healthcare



Retail & Consumer Goods



Energy Resource Utilities



Telecom



Travel Transport Hospitality

BFSI Services



Mortgages



Insurance



Capital Markets



Fintech



Retail & Commercial Banking

Sales

Telesales

Lead Generation

Cross Sell / Upsell

Sales Conversion

Sales Support

Originations

KYC

Welcome Calling

Data Administration

IB/OB Verification

Application Screening

Fraud Verification

Underwriting Support

Customer service

Billing / Premium / Claims

Inquiries

Complaint Management

Product Access & Use

Fraud Related Queries

Account Maintenance

Collections

Early / Late Stage

Skip Trace & Recoveries

Hardship Assistance

Legal Support

Agency Management

Credit Ops - Back office

Technical Issues

Technical helpdesk

L1/L2 support

Customer Service

Troubleshooting

Access Management

App Support

Vendor Support

Backoffice ops

Billing

Payments / Settlements

Exception Management

Account Maintenance

Chargeback

Disputes

Workforce Management

3500+ Full Time Employees Supported, Forecasting, Staffing, Scheduling, Real Time Management

Consulting

Customer Service, Collection Technical Helpdesk

Quality Management

Quality & Performance Management, CSAT & NPS Framework, Compliance Framework

Digital Transformation

Cloud Contact Center, Bots & Omnichannel, Platform AI & RPA

How We Transform Customer Experience

End-to-End



A single omni channel experience



Proactive & consistent service across touchpoints



Personalized experience across journey

*Indicative benefits basis our experience, this is subject to further validation of the given scope of opportunity

IPoint Way to Outcomes

Operational Excellence. Redefining Intelligent Automation



20-40%
Efficiency Gains For Our Enterprise Customers

THE CORPORATE JOURNEY

Digital Transformation & Global Impact



FY 2008 – FY 2016: Foundation & Recognition

- Scaled from a Mumbai startup to a national BPO leader
- Consistent award-winning performance
- Expanded operations across multiple cities



FY 2017 – FY 2018: Growth & Scale

- Successfully achieved SME public listing
- Scaled Mumbai operations significantly
- Grew client base with new logo additions



FY 2018 – FY 2019: Sector Expansion

-  NSE main board listing
- Our BFSI vertical grows by 40%



FY 2021 – FY 2022: Tech Transformation

- Evolved into a tech-forward omnichannel provider
- Expanded into new geographies



FY 2022 – FY 2024 Inorganic Growth Expansion

- March 2023 - Established One Point One USA Inc
- February 2024 - First acquisition ITCube Solutions Pvt. Ltd.
- Established a robust presence in global market

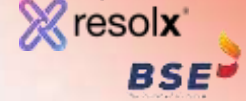


FY 2025 – FY 2026 AI-first Approach



- June 2025 - registered tech subsidiary 1POINT1 Technology Labs Pvt. Ltd.
- September 2025 - second acquisition ITNITY PTE Ltd through our subsidiary One Point One Singapore PTE Ltd.
- February 2026, third acquisition - Netcom BCC enabling Latam expansion

FY 2026 – FY 2027: Beyond & Thriving



- April 2026 - Successfully completed BSE listing
- May 2026 - Launched ResolX as the dedicated CX Agentic AI arm under 1Point1 Technology Labs Pvt. Ltd.





Awards & Recognition

The Feats that we define who we are!

POINT™

2024

Organisation

- Contact Center Excellence Award- 2024

AI

- Best AI/ML Driven Data Center Innovation – 2024

2025

Organisation

- Best Organization for Women Empowerment – 2025
- Leadership Award for Exceptional Training to the National Scheme (NATS 2025)

2026

Leadership

- CMD Akshay Chhabra Awarded Most Promising Business Leader of the Year 2026
- AI Leader of the Year – 2026

AI

- AI-Powered Analytics Solution of the Year – 2026
- Customer Experience AI Solution of the Year – 2026

People

- People First Award - 2026

Organisation

- CX Innovation Award - 2026
- Best Organization Development & Transformation – 2026

Yesterday's Achievements. Today's Momentum. Tomorrow's Legacy

Services Built to Deliver Powerful Outcomes

1POINT™



Outcome-Led Experience Management

Every interaction handled with precision - omnichannel, multilingual, 24x7



IT Solutions

Build, run, secure - L1/L2, infra, cloud, software products, data engineering



Records & Retrievals

Data indexing, chronology, automated billing summary, automated medial summary



Trust & Safety

Identity verification, proctoring, fraud & defaulter screening, ORM moderation



Finance & Accounting

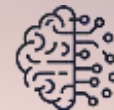
AP/AR, reconciliations, dispute management, order-to-cash, record-to-report



Unified by Purpose.
Powered by AI.

1POINT™

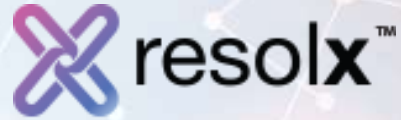
Integrated Intelligence
Measurable Outcomes.



AI at Core
Human at the Heart

One Partner. Connected Intelligence Across Every Enterprise Function.

Launched Today



Our Unique AI Stack
The Sovereign Ecosystem
for Infinite Scale

Resolution As A Service (RaaS)

Born Agentic. Not Pivoting.

ResolX is an integrated Agentic AI ecosystem engineered to execute complex, mission-critical customer operations for the Aviation, BFSI, Healthcare, and Automotive sectors. Moving beyond traditional automation, the platform replaces fragmented tech stacks with a unified suite that independently resolves queries, surfaces real-time expert data, and audits compliance. By shifting the industry standard from software licensing to guaranteed outcomes, ResolX empowers enterprises to eliminate technical debt, scale without proportional headcount and deliver a frictionless, white-glove experience 365 days a year.

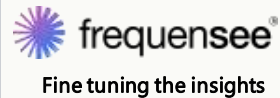
Deployed - 7 live Engagements

10 to 12 Active PoCs (Proof of Concepts)

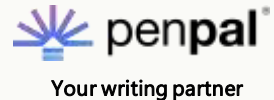
THE RESOLUTION SUITE & Still Counting...



Move beyond basic automation. Omvia is the agentic AI that transforms scattered touchpoints into a single, high-fidelity customer journey across all channels



Frequensee doesn't just listen; it decodes. Its transforms every interaction into two equivalent streams of value.



Penpal works alongside your team in real time. It reads what the customer needs & helps your agent say exactly the right thing, every time.



We empower your best communicators to perform like seasoned domain experts from day one.

Our AI Positioning



Four principles that define how we build AI

01

Utility Over Hype

Purpose-built tools designed for utility, not trends.

We don't build for trends; we build for the workflow. Each module in ResolX suite is made to solve specific operational frictions to make sure your team is spending less time searching and more time resolving.

02

Zero-Lag Customization

Immediate response to evolving client requirements.

Since we own the entire stack, we can customize, pivot and adapt the platform as per your business needs in real time. We go with the pace of your business and not a vendor's cycle.

03

Direct Value Transfer

Eliminating third-party overhead to maximise client ROI.

We will help you cut off the "middleman tax" as you will be saved from third party licensing fees and integration overhead, passing the efficiency of our proprietary stack directly to your bottom line.

04

Velocity as a Moat

Faster rollouts to keep your business ahead of the curve.

In "CX" you can't be late. As it is the same as being "wrong". Our approach allows us to deploy modules in days. This turns a strategic intent into an operational reality quicker than any pureplay tech vendor.

Reinventing Leading Airlines's Customer Service Using omvia

The Contract

In **2025**, we won a contract with a leading airline to improve the efficiency and outcomes of their after-sales and customer service

The Development

We developed an AI-powered customer service solution built to handle the full spectrum of airline customer interactions





Our Solutions

Our solution stack created a noticeable improvement in efficiency and is now live across voice and chat bots



Customer Challenges and Our Solutions

DELAYED ISSUE RESOLUTION

CHALLENGES

-  Issue Repetition
-  Fragmented Experience
-  Broken Case Continuity
-  Low FCR Impact

SOLUTION





-  Unified AI Resolution
-  Single Customer View
-  Unified Case Mgmt.
-  Omnichannel Resolution

LIMITED SELF-SERVICE

CHALLENGES





-  Policy Confusion
-  Self Service Gaps
-  Unclear Policies
-  Info Gaps, ↑ Cust Query

SOLUTION

-  AI Powered Assist
-  GenAI Policy Assistance
-  GenAI Based Assistants
-  AI Knowledge Channels

IRREGULAR OPERATIONS

CHALLENGES

-  Customer Uncertainty
-  Customer Anxiety
-  Flight Disruptions
-  Customer Confusion

SOLUTION

-  Real Time Transparency
-  Proactive Communication
-  Context Messaging
-  Proactive Notifications

SPECIAL & SENSITIVE NEEDS

CHALLENGES

-  Edge Case Complexity
-  Special Handling Gaps
-  Policy Familiarity Gaps
-  Special Need Complexity

SOLUTION

-  Policy Intelligence
-  Guided Case Handling
-  AI Assisted Compliance
-  Policy Intelligence

Value Delivered



Backlog Elimination

Resolved **30%** of inquiry emails backlog on Day 1 of migration



Query Containment

Projected **40%** reduction in voice traffic using GenAI self-service



Operational Efficiency

Drastically reduced data collection time to enable focus on high-value, complex cases


























Consistency In Policy

Guaranteed **uniform policy application** across all customer touchpoints, resulting in a better experience

Query Types Managed

Embedding Airline Domain Intelligence & behavior-driven design
Intelligence remains invisible while outcomes improve
Better resolutions, empowered agents, and empathetic, human-like experiences

 Website & App	 Tickets/Booking	 Travel Agent	 General	 Aircraft
 Check-In	 Digi-Yatra	 Boarding Pass	 Inflight	 Refund
 Cancellation	 Reschedule	 Medical Waiver	 Human Remains	 Travel Certificate
 First Fly Certificate	 GST Certificate	 E-Voucher	 Special Guests	 Car Rental
 Special Fares	 Escalation	 Baggage Policy	 Damage & Lost	 Equipment's

Strategic Outlook

Strong Organic Growth Levers, And Disciplined
M&A Strategy



Key Acquisitions

FY24 **ITCube Solutions Pvt. Ltd. (U.S)**

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

FY25 **ITNITY PTE Ltd (Singapore - HQ)**

- Provides AI solutions
- Integrated software and technical expertise with ResolX

FY26 **Netcom (Costa Rica - HQ)**

- Banking BPM specialist based out of Latin America
- Brings in deep BFSI domain expertise and a strong native customer base

Intend 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, \$50-60M topline, and high-volume customer operations

18-20% EBITDA
businesses

AI Optimization



25-30% EBITDA
over 2-5 years

Acquisitions are intended to build capabilities and scale while growing profitably (**focus on already profitable companies**)

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




Netcom (Costa Rica) Acquisition – FY26



ABOUT COMPANY

- One of the largest BPM Companies in HQ- Costa Rica with operations in Columbia, Panama providing a footprint to LATAM
- Acquisition is fully completed and Netcom has been integrated into the group

GLOBAL EXPERTISE

-  Onboarding & A/c Servicing
-  Collections Management
-  KYC & Verification Workflows
-  Fraud Monitoring
-  Credit Administration & CX

FINANCIALS – CY'25

Revenue	INR 225 Cr
EBITDA	INR 54 Cr
EBITDA Margin	24.5%

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

Q4 & FY26 Financial Results

**1point1 Continues Its Strong Growth Trajectory
With Continued Margin Expansion**

Management Commentary



We are closing the year with another strong quarter, reflecting the discipline of our execution and the clarity of our long-term strategic vision. Over the past year, we have expanded our global footprint and strengthened our technology capabilities and the feature. ResolX has already been successfully deployed for one of Netcom's banking clients in Latin America, marking a strategic milestone in both 1Point1's expansion into the LATAM region and the operational launch of its AI-first Resolution Suite.

We believe the next era of customer experience will be defined not by isolated AI deployments, but by intelligent ecosystems that can understand context, drive decisions, and execute seamlessly within complex operational environments. As enterprises move toward outcome-led transformation, the focus is shifting from process efficiency alone to intelligence-driven execution at scale. At 1Point1, we are building for that future by combining AI, domain expertise, and operational depth to create resilient, adaptive, and globally scalable customer operations models that deliver measurable business impact.



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Akshay Chhabra

Managing Director & Chairman

Q4 Revenue Growth



24.5% / 43.5%

(QoQ/YoY)

Q4 PAT Growth



18.9% / 17.6%

(QoQ/YoY)

Financial Summary

INR Crores, unless otherwise mentioned	Q4FY26	Q3FY26	QoQ Growth	Q4FY25	YoY Growth	FY26	FY25	YoY Growth
Total Income	99.71	81.27	22.70%	73.62	35.45%	331.03	270.17	22.53%
Revenue from Operations	96.20	77.30	24.46%	67.05	43.49%	313.38	256.36	22.24%
EBITDA	25.24	22.82	10.58%	18.84	33.98%	90.35	75.75	19.27%
PAT	10.27	8.64	18.92%	8.74	17.62%	38.21	33.16	15.23%
Other Comprehensive Income	-	-	-	-	-	5.32	0.11	-
Total Comprehensive Income	-	-	-	-	-	43.53	33.27	30.84%

- Total Income and Revenue for FY26 both increased by 22.5% and 22.2% respectively, indicating high demand from customers
- Total comprehensive income for FY26 has increased by 30.8% as a result of scaling operations and cost discipline
- PAT has grown despite an increase in employee benefit expenses (new labour code regulations) and a one-time M&A related expense in FY26

Consolidated Profit & Loss Statement (Extract)

Particulars (In Rs. Crores)	FY26	FY25	YoY Growth
1. Revenue From Operations	313.38	256.36	22.24%
2. Other Income	17.65	13.81	27.79%
3. Total Income (1+2)	331.03	270.17	22.53%
(A) Employee Benefits Expense	191.10	149.30	28.00%
(B) Finance Costs	8.37	6.70	25.03%
(C) Depreciation And Amortisation Expenses	28.61	26.38	8.45%
(D) Other Expenses	49.59	45.12	9.90%
4. Total Expenses	277.67	227.49	22.05%
(E) Exceptional Items	1.47	0.00	-
5. Profit Before Tax (3-4)	51.89	42.67	21.60%
6. Total Tax Expense/ (Credit)	13.69	9.52	43.82%
7. Profit For The Year (5-6)	38.21	33.16	15.23%
8. Other Comprehensive Income	5.32	0.11	-
9. Total Comprehensive Income For The Year (7+8)	43.53	33.27	30.84%
10. Basic EPS (INR)	1.45	1.39	
11. Diluted EPS (INR)	1.47	0.00	

Consolidated Balance Sheet (Extract)

Particulars (INR Cr)	FY26	FY25
Property, plant & equipment	52.60	37.41
Right to Use	55.03	37.68
Goodwill on Consolidation	315.96	35.24
Other Intangible Assets	23.50	32.13
Capital Work in Progress	72.93	0.00
Financial Assets - non current	69.89	213.05
Deferred Tax Assets	2.37	3.10
Total non-current assets	592.28	358.62
Financial Assets- current	209.45	88.92
Other current assets	35.09	53.32
Total current assets	244.54	142.24
Total assets	836.82	500.85

Particulars (INR Cr)	FY26	FY25
Equity Share Capital	52.59	52.50
Other Equity	394.02	352.48
Non-Controlling Interest	15.81	0.00
Total equity	462.42	404.98
Financial liabilities - non current	265.47	47.02
Provisions - non current	5.56	3.22
Other non-current liabilities	10.82	1.56
Total non-current liabilities	281.85	51.79
Financial liabilities – current	68.73	33.45
Other current liabilities	20.35	7.79
Provisions – current	3.48	2.85
Total current liabilities	92.55	44.09
Total equity and liabilities	836.82	500.85

THANK YOU