

A Global AI-powered Customer Experience and Enterprise Operations Company

1Point1 Solutions

Trusted to Lead. Built to Deliver

Investor Presentation

August 2026



Table of Contents

1POINTTM



Quarterly Highlights



Strategic Direction



Company Overview



ResolX – Our Unique AI Stack



Expanding Global Footprint



Sectoral Expertise



Value Differentiator



Service Suite

June 2026

Quarterly Highlights

Dual Engines Of Global Delivery & Agentic AI To
Drive Growth For FY27



Management Commentary

A Message From The Founder



Akshay Chhabra

Managing Director & Chairman

Q1FY27 marks a defining phase in our transformation as the strategic investments we have made, begin translating into business momentum.

Netcom has expanded our global delivery footprint and strengthened our capabilities across key international markets, while ResolX is accelerating our evolution from service delivery to AI-led, outcome-driven enterprise operations. Together, our global delivery engine and our agentic AI engine position 1Point1 Solutions to address a significantly larger market opportunity with differentiated capabilities spanning global delivery, intelligent automation and measurable business outcomes.

We believe a significant reset in Customer Experience is creating a new growth paradigm — one where success is defined not by service delivery, but by measurable business outcomes. Agentic AI is resetting the starting line, and we come to it with global scale, domain depth and two stock-exchange listings. 1Point1 is built to lead this transformation.

Q1 Revenue Growth

64.6% / 129.4%

(QoQ/YoY)

Q1 EBITDA Growth

56.0% / 91.5%

(QoQ/YoY)

Q1 PAT Growth

58.7% / 72.8%

(QoQ/YoY)

Financial Summary

Quarterly Financial Highlights

INR Crores, unless otherwise mentioned	Q1FY27	Q4FY26	QoQ Growth	Q1FY26	YoY Growth	FY26	FY25	YoY Growth
Total Income	161.9	99.71	+62.4%	74.50	+117.3%	331.03	270.17	22.53%
Revenue from Operations	158.3	96.20	+64.6%	69.01	+129.4%	313.38	256.36	22.24%
EBITDA	39.38	25.24	+56.0%	20.56	+91.5%	90.35	75.75	19.27%
PAT	16.31	10.27	+58.7%	9.44	+72.8%	38.21	33.16	15.23%
Other Comprehensive Income	3.47	3.22	-	(0.20)	-	5.32	0.11	-
Total Comprehensive Income	19.78	13.50	+46.6%	9.24	114.1%	43.53	33.27	30.84%

- Revenue increased by 129.4%, driven by the full integration of Netcom operations and growing demand for ResolX
- EBITDA increased by 91.5% as a result of increasing topline and AI-led efficiencies
- PAT has grown by 72.8% as a result of normalized business performance and AI-led efficiencies

Strategic Direction

From Strategy to Execution,
Engineering Value through Powerful Outcomes



Our Dual Engines of Growth

Combining Domain Expertise With Agentic AI, Accountable Together.

1POINT1™

1POINT1 SOLUTIONS

Deep Domain Expertise & Global Operations



Provides the global operations, domain expertise, human judgment and enterprise accountability



Leverages global CX and enterprise operations and delivery scale to upsell and cross sell to customers

+

RESOLX, A 1POINT1 COMPANY

Proprietary Agentic AI Platform



Provides the agentic AI and proprietary resolution orchestration - Resolution-as-a-Service



Leverages AI applications and workflows to drive product innovation and outcome-linked commercial models

Customers Pay For Resolutions & Measurable Outcomes – This Is How We Deliver Them

WHY ARE WE A PREFERRED PARTNER?

As automation increases, the revenue mix shifts toward higher-margin AI, orchestration and outcome-linked models, while human expertise moves toward more complex, judgment-led work. We offer proven enterprise workflows, delivered with one-point accountability.

Our Business Is Built On 4 Foundational Pillars

1POINT™

1POINT™



Built in Operations,

Not in a Lab

- Designed around live enterprise workflows and operational constraints

Proof Behind The Claims



Production deployments



Queries resolved end-to-end



Completion and hand-off accuracy

Domain Intelligence

That Knows the Workflow

- Combine domain workflows, compliance logic, escalation rules, decision pathways and human expertise

Proof Behind The Claims



Years and industries served



Workflow libraries



Language coverage

Accountable for

Resolution, Not Activity

- Engineered around completed outcomes, not efforts put in.
- Outcome-linked commercial structure

Proof Behind The Claims



Conversions & Retention



Recoveries & resolved cases



Turnaround time

Enterprise-Grade

Global Execution

- Provides the people, capability, multi-shore delivery and operational ownership required to run AI at enterprise scale.

Proof Behind The Claims



Countries and delivery sites



Employee and language scale



Regulated-industry references

AI-Powered CX DX, Expertly Engineered

Engineered Experiences. Measurable Outcomes.

1POINT™



Engineer the Conversation

CX Layer

- Voice to video
- Engineered to reduce effort
- Frictionless experience at scale
 - Improving CSAT
 - Accelerate resolution



10–15% contact elimination



10–13% deflection



10–15% AHT improvement



Engineer the Workflow

DX Layer

- Unified AI powered Ecosystem
- Integrated across platforms - KMS, QA, WFM, CRM & dialer
- Orchestrated for speed, precision and scale.



25–35% productivity uplift per FTE



30–40% TCO reduction



Engineer the Intelligence

Agentic AI Layer

- Domain-trained Agentic AI
- Resolution as a Service (RaaS)
- Unified stack for multi channel communication



40–60% of Tier-1 volume resolved autonomously



8–10× faster knowledge response using Agent Assist



Engineer the Outcome

Governance + Commercial

- Global certifications spanning technology, risk governance, and operational excellence
- Designed for transparency, control & human informed decision making



Up to 30% of fees indexed to client-defined outcome Proof Behind The Claims

How We Transform Customer Experience End-to-End

1POINT™



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

Company Overview

Global, AI-powered Customer Experience And
Enterprise Operations



Company Overview

1POINTTM



10 Global
Delivery
Centres

4 Continents



8000+ Experienced
Professionals

Listed in Stock Exchanges



AI Powered
CX DX



Headquartered
in Mumbai,
India

17 years strong with
100+ Clients



AI Resolution Suite



Built to solve, designed to outperform



frequensee

Fine tuning the frequency
of success



prowise



omvia

One path for every agentic
interaction.



penpal

Your writing partner

Service Suite



CX DX Management



Collections & Recovery



Trust & Safety



Finance & Accounting



Knowledge Process Management



IT Solutions



BFSI



HEALTHCARE



TRAVEL, TOURISM
& HOSPITALITY



CONSUMER
DURABLES



RETAIL &
ECOMMERCE



TELECOM



UTILITY



TECHNOLOGY

Our Subsidiaries ►



IT Cube

A 1POINT Company



A 1POINT Company

1POINTTM

Technology labs

Crossing Shores. Conquering Next.

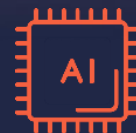
1POINTTM



Presence In
4 Continents



Headquartered In
Mumbai, India



AI powered with Hybrid
Intelligence Cx Dx



Omni
Channel

Corporate Journey

Engineered for Transformation & Global Impact

1POINT1™

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!

1POINT™

2026

2025

2024

Organisation

- Contact Center Excellence Award

AI

- Best AI/ML Driven Data Center Innovation

Organisation

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

Leadership

- CMD Akshay Chhabra Awarded Most Promising Business Leader of the Year – ET Edge
- AI Leader of the Year – Elets India AI Summit

AI

- AI-Powered Analytics Solution of the Year -Elets India AI Summit
- Customer Experience AI Solution of the Year - Elets India AI Summit

People

- People First Award – India HR Summit, Synnex

Organisation

- National Excellence Award for Outsourcing Services – National Prestige Awards, Insight Success
- CX Innovation Award – Gen & AgenticAI Conclave, UBS Forum
- Best Organization for Development & Transformation - L&D Summit, UBS Forum

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



Our Unique AI Stack
The Sovereign Ecosystem
for Infinite Scale

Resolution As A Service (RaaS)



ISO 42001 Certified

From Conversations to Resolutions

Powering Resolution-as-a-Service (RaaS) for enterprise customer operations.

We offer an operating and commercial model in which AI agents, workflows, enterprise systems, governed data and human experts are orchestrated by one accountable partner to complete an agreed customer or business outcome (service requests closed, payments recovered, a lead converted, claims processed, customers retained)

AI That Acts, Orchestrates & Resolves , Not Just Answers

Already Live, Not A Roadmap

-  7 Enterprise Clients
-  12 Live Deployments
-  ISO 42001 certified (AI management)
-  Aviation, BFSI, Healthcare, Automotive & More
-  First result in 6-10 weeks

Our AI Positioning

Four principles that define how we build AI

1POINTTM



Utility Over Hype

Purpose-built tools designed for utility, not trends.

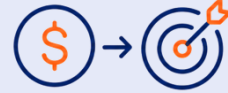
We don't build for trends; we build for the workflow. Each module in ResolX suite is made to solve specific operational frictions to make sure your team is spending less time searching and more time resolving.



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.



Direct Value Transfer

Eliminating third-party overhead to maximize 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.



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.

[Explore ResolX Case Studies](#)

Expanding Global Footprints

Compliance + Capability + Proximity



Strategic LATAM Expansion via Netcom BCC



\$33.37 Million acquisition of Netcom BCC establishes an immediate nearshore delivery presence in LATAM, Costa Rica being the hub delivery center

Strategic Value Drivers



Nearshore Delivery Footprint

- Establishes a strong nearshore operational footprint with 4 delivery centres across Costa Rica, Colombia and Panama



Specialized BFSI Domain Expertise

- Trusted banking outsourcing partner to Costa Rica's leading banks, delivering operational excellence, regulatory compliance and measurable business value, at scale
- Strengthens capabilities in highly regulated financial services segments through specialized workflows, including:
 - Collections & Recoveries
 - Digital Signatures
 - KYC Verification
 - Fraud Monitoring
 - Credit Administration



Bilingual Scalability catering to LATAM

- Spanish & English contact centre capabilities engineered to deliver measurable outcomes



AI-First Operational Synergy

- Accelerates growth through integration of **1Point1's proprietary GenAI-powered platforms** across Netcom's operations
- Enhancing compliance, quality assurance, productivity and customer outcomes.

ROI PROOF:



Proprietary AI Stack Integration



High-Tenure Native Talent Pool



End-to-End Workflow Ownership



Strict SLA & Compliance Alignment

Value Differentiator

Outpace. Outperform. Outlast.



How We Win Each Conversation

1Point1 Solutions delivers business outcomes, not just outsourced capacity

Metric	Legacy BPM Model		1Point1 Outcome Operations
 Scale Model	Headcount as proof of commitment. The bigger the team, bigger the invoice.	>	 800 to 8,000 - the team scales with the outcome, not the contract.
 Retention	Clients renew because switching costs are high, not because results are good.	>	 12 consecutive renewals - not because contracts lock clients in, but because outcomes keep them.
 AI Model	Rented AI layered on top of the same old process.	>	 ResolX: domain-trained, operation-native AI - built inside the workflow, not bolted on top of it.
 Commercial Model	We put our fee where our claim is.	>	 20% of our fee is at risk on every engagement. Our fees move with your outcomes, not our effort
 Speed to Value	6–18 months to first proof point - if it ever arrives.	>	 First measurable outcome in 6–10 weeks. Not a pilot. Not a dashboard. A result.

ROI PROOF: Delivering measurable business impact through higher productivity, lower cost-to-serve and faster time-to-value

Service Suite

From Capability to Accountability, Orchestrating
Customer Experiences across every touchpoint



One Partner. Seven Disciplines. Every Function, Engineered.

1POINTTM

One unified engine powered by Hybrid Intelligence that transforms every function into measurable outcomes



CX DX Management

- Hybrid Intelligence CX Delivery
- Omnichannel Engagement
- Multilingual Support
- Multi-Shore Operations
- Engineered for Cross-sell, Upsell & Retention



30% FCR lift



15% AHT cut



Collections & Recovery

- High-Trust Collections across buckets & products
- Engineered to protect books & not just chase payments
- Sustainable Recoveries



₹6,000+ Cr book under management



Trust & Safety

- Identity Verification
- Fraud Prevention
- Content Risk Management
- High-Risk Ecosystem Expertise
- Decision Accuracy at Scale



Already live - VKYC, proctoring, credit screening



Finance & Accounting

- Touchless Workflow Automation
- Risk & Compliance Governance
- Process Accuracy
- Operational Efficiency



60%+ touchless AP

25% DSO reduction



IT Solutions

- End-to-End Product Engineering
- UX & UI Design
- Application Development
- Data & Analytics
- Cloud Transformation
- Production-Ready Solutions



99.95% uptime



ISO 27001/SOC2



Knowledge Process Management

- Medical Expertise
- Legal Process Services
- Intellectual Property Support
- AI-Assisted Workflows
- Human Verification
- Quality-Assured Delivery



99.97% uptime



Subject matter experts



ResolX – Agentic AI

- Sovereign AI Ecosystem
- Resolution-Led Approach
- Unified Solutions for CX DX
- Live deployments for real business outcomes



25–35% productivity



40–60% Tier-1 autonomous

CX DX Management

1POINT™

Engineered to convert every conversation into revenue flow, eliminating leakage by design

? WHY US

- ✓ We run CX as a revenue engine, not a cost centre.
- ✓ Omnichannel customer experiences & digital solution suite engineered to acquire, cross-sell and retain customers while delivering consistent service.

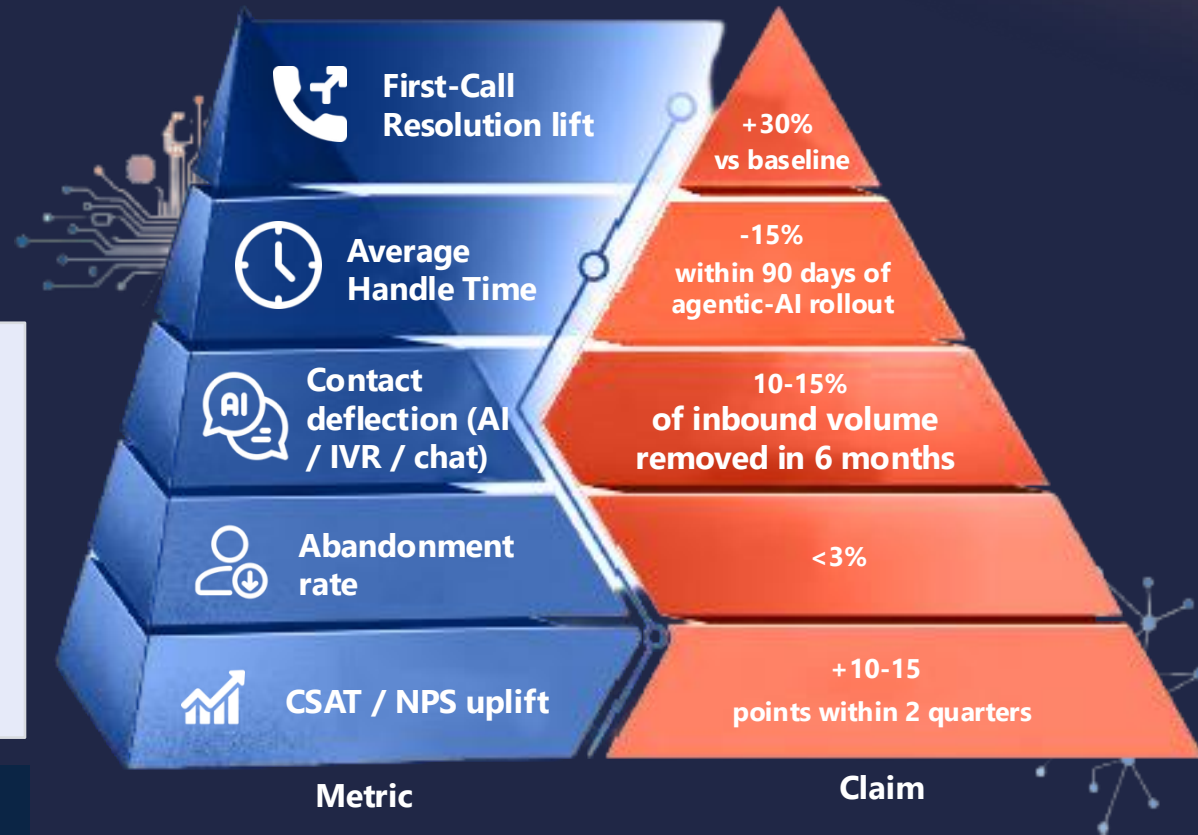
PROVEN IN THE PORTFOLIO

- Airline customer + agent support, voice & non-voice; live in 6 months
- 100,000+ transactions / month across onboarding, activation, banking ops
- Customer care, 7-year relationship
- Pre-sales: 275,000 outbound calls + 56,000 chats / month

ROI PROOF For every **unit** of fee, CX clients see **3x-4x** of measurable value, validated through sustained annual renewals.



PERFORMANCE & ROI CLAIMS



Collections & Recovery

Engineered for predictable recovery & not just chase payments

? WHY US

- ✓ Hybrid Intelligence model for high-trust, high-stakes functions across all delinquency buckets (1, 2, 3, and NPA) for banks, cards, and NBFCs using behavioral segmentation, channel intelligence and AI-prioritized contact strategies
- ✓ Global execution across regulated portfolios in India, US and LATAM (Costa Rica) leading public & private banks with deep multilingual operating capabilities

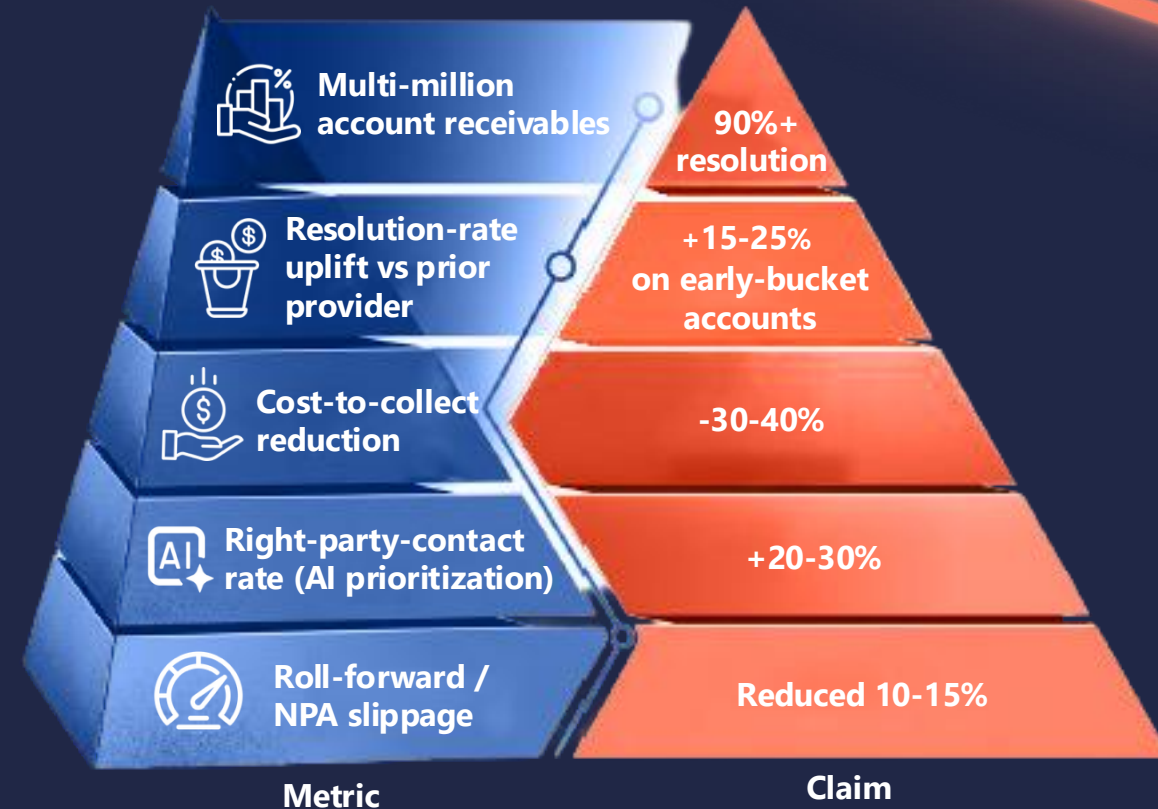
PROVEN IN THE PORTFOLIO

- Multi-million active customer accounts across complex, multi-bucket portfolios
- 1000 + FTEs managing upwards of 70,000
- AI powered recovery models for EMI & claims

ROI PROOF Our recovery operations safeguard lending portfolios worth thousands of crores, driving client renewals as recovered value is clearly reflected in their books.



PERFORMANCE & ROI CLAIMS



Trust & Safety

Engineered to secure every interaction, identity and outcome

1POINT™

? WHY US

- ✓ Trust & Safety demands high-precision execution where missed fraud alerts, identity errors, proctoring lapses or moderation failures can create significant downstream risk
- ✓ Our hybrid intelligence model combines domain-trained specialists with AI-powered automation and human validation to enhance accuracy, speed and consistency thereby safeguarding compliance, trust and business outcomes.

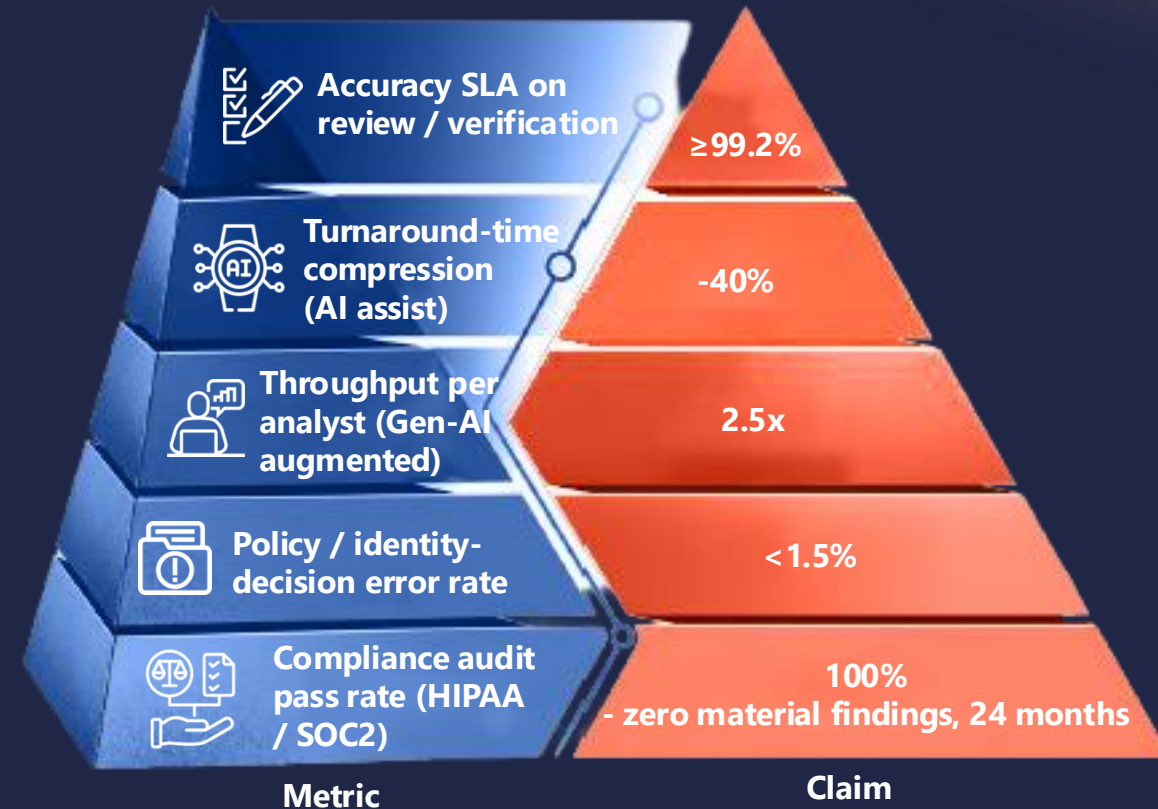
PROVEN IN THE PORTFOLIO

- Delivering large-scale review, verification & compliance operations with 100% audit-ready track record across regulated workflows for over 24 months
- Proven HIPAA / SOC 2 compliance
- Hybrid Intelligence-led review models
- AI – enabled workflows

ROI PROOF: Higher protection at lower cost, achieved through near-zero compliance findings and double-digit efficiency gains across every Trust & Safety engagement



PERFORMANCE & ROI CLAIMS



Finance & Accounting

Engineered for accuracy, compliance and accelerated financial performance

1POINT™

? WHY US

- ✓ Optimize Cash Flow & Working Capital by streamlining Accounts Payable, collections and DSO management to strengthen liquidity, vendor relationships and overall financial performance
- ✓ Drive Accuracy, Compliance & Control by combining deep domain expertise with process excellence to reduce operational risk & improve governance

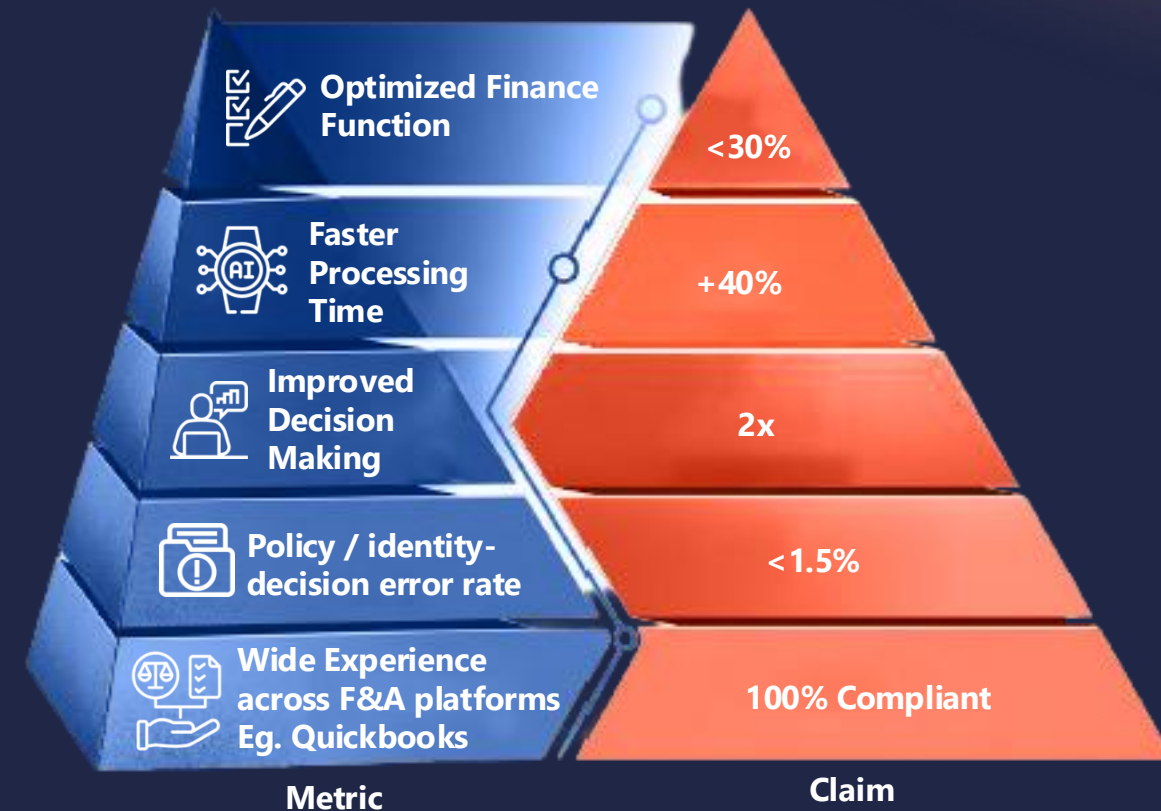
PROVEN IN THE PORTFOLIO

- Faster transition & stabilise high-volume F&A processes from multiple locations into a single, governed delivery model
- Strong control environment with standardised reconciliations, approval metrics and audit-ready documentation embedded in daily operations
- Order-to-cash, procure-to-pay & record-to-report towers for global and regional clients, not just transactional fragments
- Data-driven dashboards and analytics that turn finance operations into a decision engine

ROI PROOF: CFOs gain a more agile and controlled finance function which is operating 15–30% leaner while delivering faster closes, greater accuracy and deeper decision intelligence



PERFORMANCE & ROI CLAIMS



Knowledge Process Excellence (Medical, Legal & IP)

1POINT™

Engineered to ensure precision, compliance & uncompromised quality across every page & phrase

? WHY US

- ✓ Execute complex, judgment-heavy knowledge processes including end-to-end medical record retrieval, medico-legal summaries, litigation-ready chronologies and IP infringement reviews.
- ✓ Built for the US/North America market where legal exposure is high, accuracy and compliance are non-negotiable.



CLARIVA

Launched Clariva – AI-enabled medical record retrieval process with automated extraction and structuring, humans verifying critical outputs and quality assured at every step.



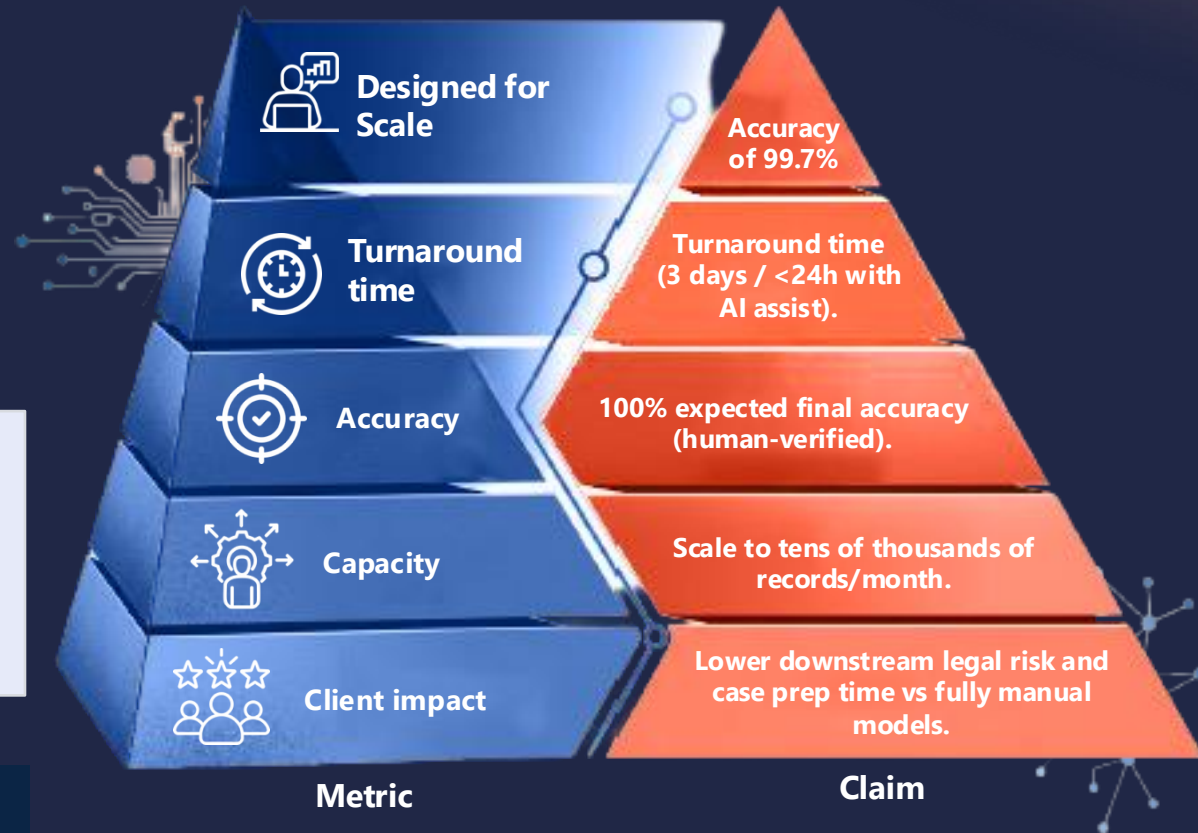
PROVEN IN THE PORTFOLIO

- 17k+ requests / 25k+ records per month; 8k+ invoices processed.
- 3-day turnaround on record organization and chronology.
- Medical professionals preparing summaries in standard formats.
- IP-infringement and other sensitive reviews.

ROI PROOF: Every error carries legal & financial exposure, we eliminate it at source while reducing cycle time and effort across every file, ensuring accuracy without operational drag



PERFORMANCE & ROI CLAIMS



IT Solutions

1POINT™

Engineered to built end-to-end digital products, combining consulting, design & analytics, not just isolated code

? WHY US

- ✓ Competing directly with software and outsourced dev providers, we own the full lifecycle from strategy to run ops and differentiate through production-first delivery
- ✓ Our differentiation lies in combining modern stacks with in-house accelerators like ITLytics, workflow engines and testing frameworks to deliver production-grade outcomes at scale for faster & lower-risk shipping.

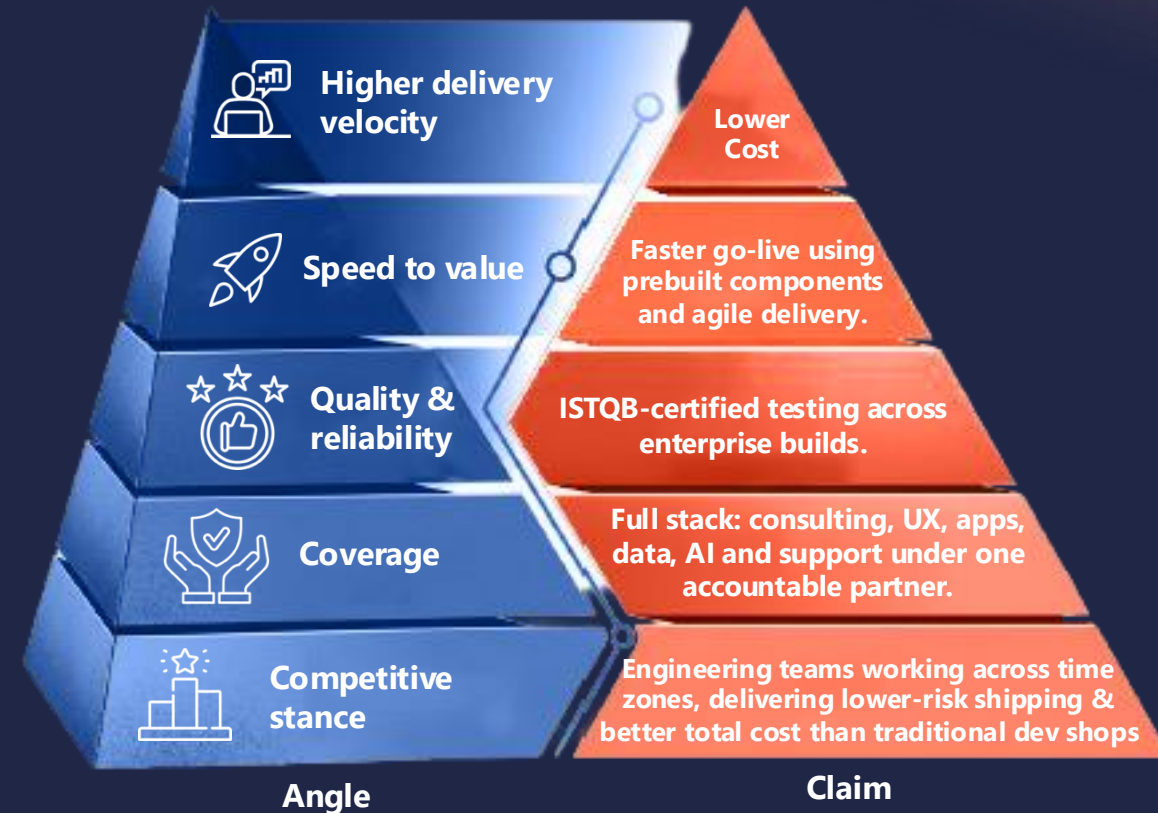
PROVEN IN THE PORTFOLIO

- Nearly two decades of experience in application development for startups and global enterprises, delivering end-to-end services from strategy to deployment and maintenance
- Strong expertise across Microsoft and modern stacks including SharePoint, Power Platform, React/Angular, native and cross-platform mobile, cloud and data engineering.
- In-house accelerators such as ITLytics, workflow engines, intranet portals and mobile frameworks that reduce time-to-market
- Integrated delivery engine combining testing, data/MDM, AI/ML and UX capabilities within a unified system

ROI PROOF: Your extended product engineering team across time zones with identical accountability, broader capabilities and better cost efficiency



POSITION & ROI CLAIMS



Built to solve, designed to outperform

? WHY US

- ✓ ResolX is an integrated Agentic AI ecosystem built to run mission-critical customer operations across Aviation, BFSI, Healthcare and Automotive.
- ✓ It replaces fragmented tech stacks with a unified suite that independently resolves queries, surfaces real-time expert insight and audits compliance, shifting the model from software licensing to guaranteed outcomes, eliminating technical debt while scaling without added headcount.

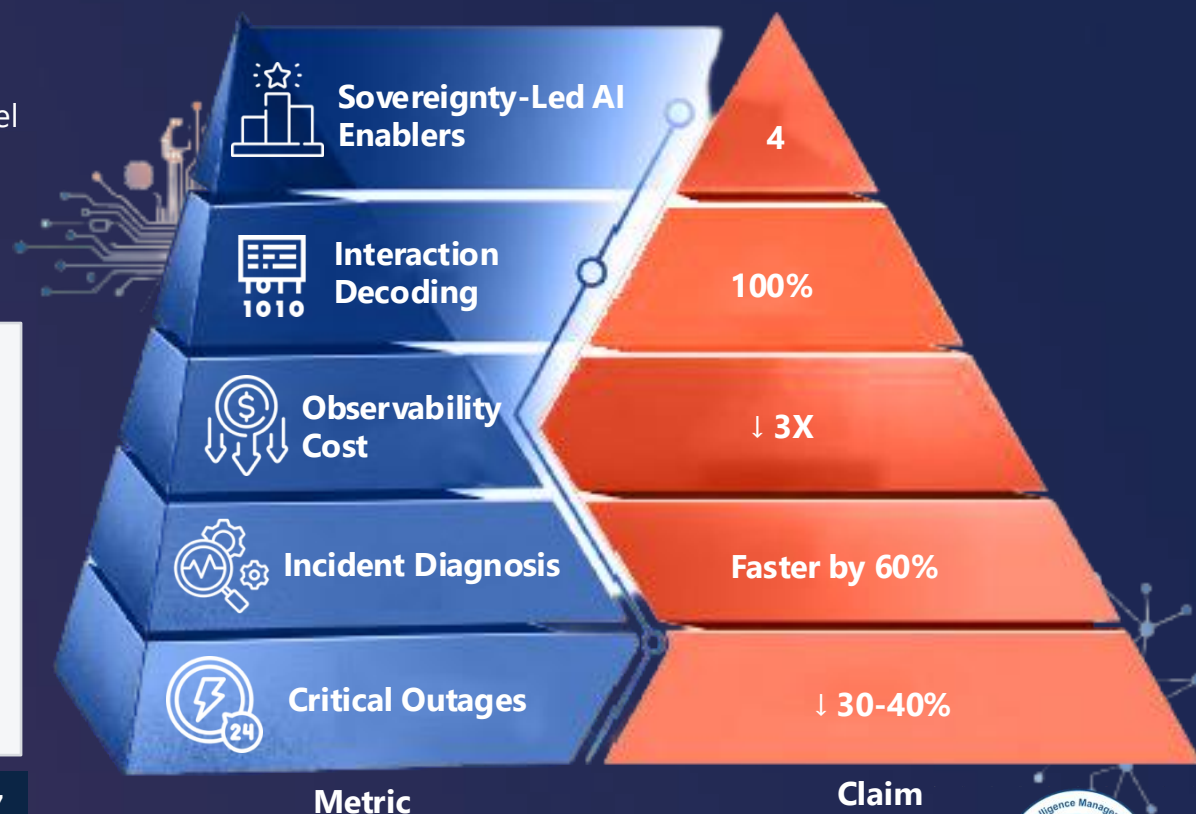
THE RESOLUTION SUITE & STILL COUNTING...

	omvia® Omvia - One path for every agentic interaction. Orchestrates customer journeys across every channel without losing context.
	frequensee Frequensee - Fine tuning the frequency of success. Surfaces competitor signals, coaching cues and failure patterns in real time.
	penpal® Penpal - Your writing partner Keeps tone, clarity and brand voice consistent across agents and languages.
	prowise® Prowise - An intelligent ally for every interaction. Surfaces precise knowledge live, cutting onboarding time and dead air.

ROI PROOF: ResolX isn't a roadmap item, it's live with 12 deployments across 7 enterprise clients spanning Insurance, Aviation, Banking, Automotive and Digital Assets



PERFORMANCE & ROI CLAIMS



Wired for Outcomes.

1Point1 combines human expertise, agentic AI, domain depth and global delivery to transform customer and enterprise operations. Through ResolX, our agentic AI platform, we move enterprises from conversations and transactions to measurable resolutions and business outcomes.

Thank You

1Point1 Solutions · Listed on NSE & BSE · Mumbai, India