

To,
The Manager
Listing Department,
National Stock Exchange of India Ltd
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai 400 051

Date: February 11, 2026

Security Code: ONEPOINT

Sub: Intimation of Inventors Presentation to be used during the Post Earnings Conference Call for Q3 FY 2025-26 under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")

Ref.: Regulation 30 (Disclosure of event or information) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

Pursuant to Regulation 30 read with Part A of Schedule III of the SEBI Listing Regulations and in continuation of our earlier intimation for Post Earnings Conference Call dated February 7, 2026, please find enclosed the Investors presentation to be used during the Post Earnings Conference Call scheduled on Wednesday, February 11, 2026 at 4 p.m. IST for Q3 FY 2025-26. Please note that **no unpublished price sensitive information (UPSI)** will be disclosed during this meeting and the discussion will be based on the enclosed Investor Presentation.

Request you take the same on your records.

Thanking you,
Yours faithfully,
For One Point One Solutions Limited



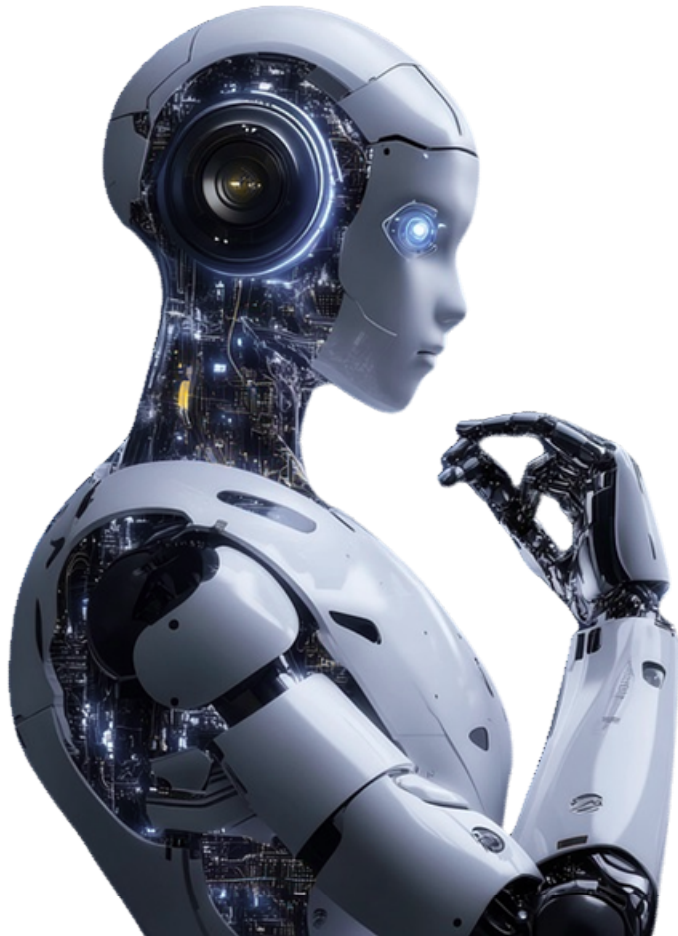
Pritesh Sonawane
Company Secretary and Compliance Officer
Place: Mumbai

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Corporate Office: C-42, TTC Industrial Area, MIDC, Village Pawane, Navi Mumbai, Maharashtra- 400 705.

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Mumbai. Gurgaon. Indore. Bangalore. Chennai



1POINT1TM

Growth | Technology | Outsourcing

Q3FY26 Investor Presentation

February 2026

Disclaimer

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Company Overview

About 1Point1 Solutions



Transforming CX through AI-as-a-Service (AlaaS) : Redefining the enterprise customer journey, turning every interaction into elevated brand experience with a scalable AI engine



Unmatched Synergy of Tech and Talent: Bringing together AI innovation and industry know-how to create solutions that deliver real impact worldwide



Scaling Smarter with AI: Strategic global expansions, powered by 1Point1's Enterprise AI solutions, enhance business efficiency, boost margins, and deliver unmatched value to partners

Our Differentiation



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



Unified Data Orchestration

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



Close-Loop Optimization

Continuous feedback integration to refine accuracy and decision logic over time

Revolutionizing the BPM industry using Agentic AI

20-40%

Efficiency gains for our enterprise customers

17 Years

Experience in Consumer Experience (CX) design

54%

Revenue growth FY25 after becoming AI-forward

7+

Acquisitions planned for medium-term



Company Overview

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9 Global Delivery Centres

4 Continents

6000+ Experienced Professionals

17 Years of Experience

70+ Marque Logos

CERTIFIED

ISO 9001:2015

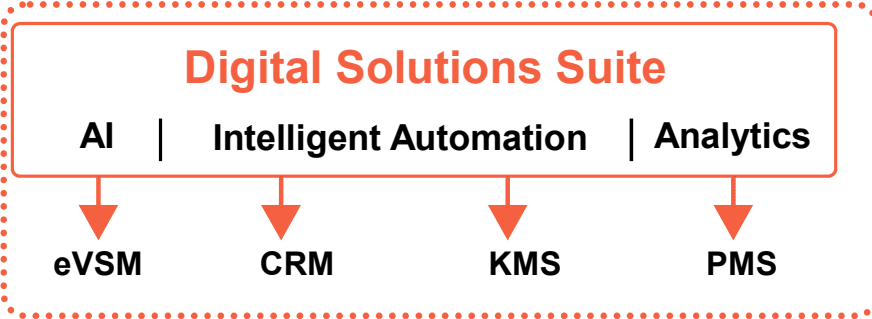
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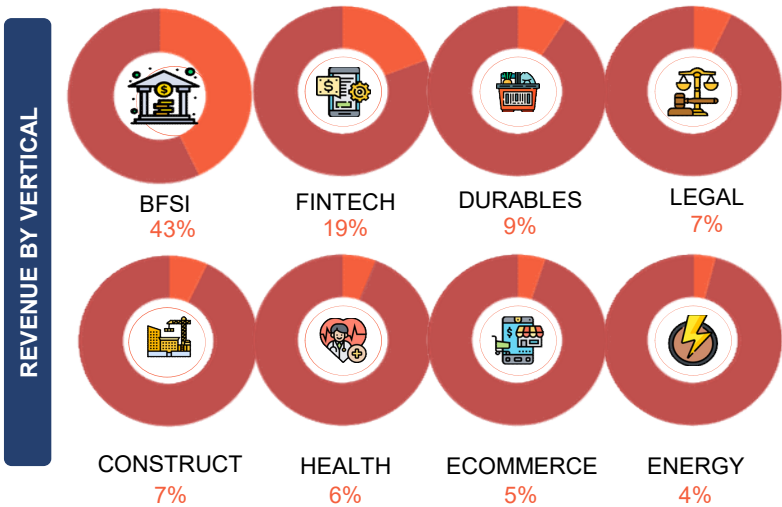
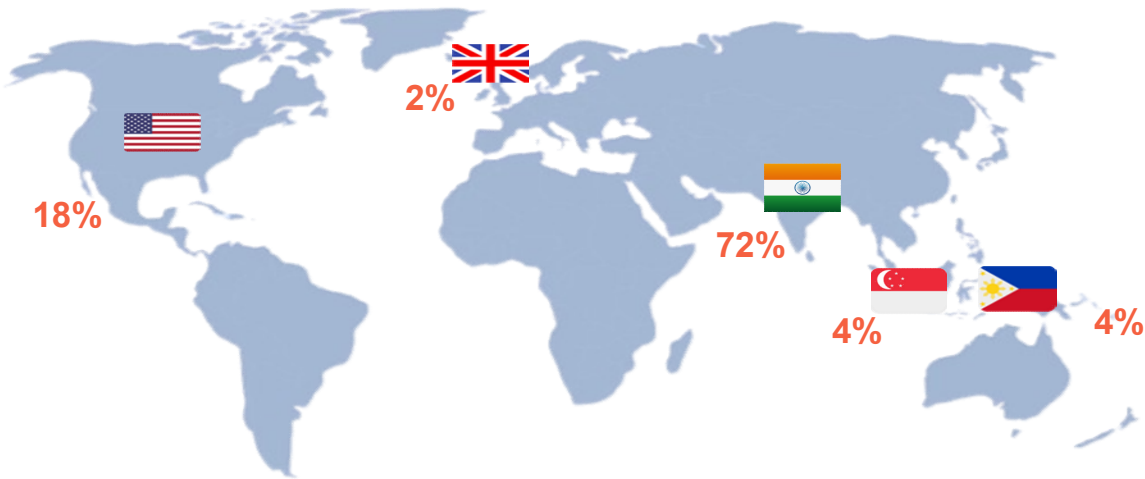
HIPAA COMPLIANT

CMMI level 3

PCI-DSS COMPLIANT



Country-wise Revenue Split



17 Years of Service Excellence



	2008 - 2017	2018 - 2022	2023 - 2024	2025
	Foundation & Recognition	Diversifying Sectors	International Expansion	Alignment with AI
Business Operations	Become BPO & KPO specialists	Expanded BFSI clientele; Omnichannel solutions	Established U.S. entity in Delaware & built a dedicated USA sales team	Brand refresh with AI-led domain specialists
Key Focus Areas	Developing business service and process excellence	Diversified into new verticals to reduce risk	Focus on acquiring global expertise & building a strong leadership team	Leveraged AI-led efficiencies to reinvent customer experience
Notable Events	Oct 2017 – Went public on NSE	2018 – Moved to the main board of NSE	Dec 2024 - Acquired ITCube Solutions (U.S)	Acquired Netcom Solutions (Costa Rica)

To know more visit: www.1point1.com

Service Offerings

1POINT™



Business Process Outsourcing

- Inbound & Outbound Calling
- Chat & Email Support
- Customer Service, Collections
- Call Quality & Analytics
- Finance & Accounting



Knowledge Process Outsourcing

- Medical Record Summary & Review
- Record Chronology / Reorganization
- Billing Summaries,
- Record Retrieval Support
- Recruitment & Sourcing Support



IT Services

- L1 Support
- Server & Network Management
- Security & Desktop Management
- Software Development & Products
- Data Analytics & Support & Maintenance



Technology & Transformation

- RPA & Intelligent Automation
- Gen AI, Dialer, ChatGPT,
- CRM, Desktop Analytics,
- Knowledge & Gamified Performance



Agentic AI Platform

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



Our AI Offering - Invisible Intelligence; Measurable Outcomes

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Beyond Automation → Human Intelligence (HI)

- Next evolution of AI isn't more automation
- It is where technology absorbs complexity so experiences feel seamless and human & not automated



AI as a Service, Not a Platform

- AI anticipates human needs and eliminates friction across high-volume, real-world processes.
- HI works quietly in the background, delivering speed, clarity and ease for customers and agents



Human Judgment, Augmented

- HI doesn't replace people
- it augments human decision-making, combining empathy, accuracy and adaptability at enterprise scale



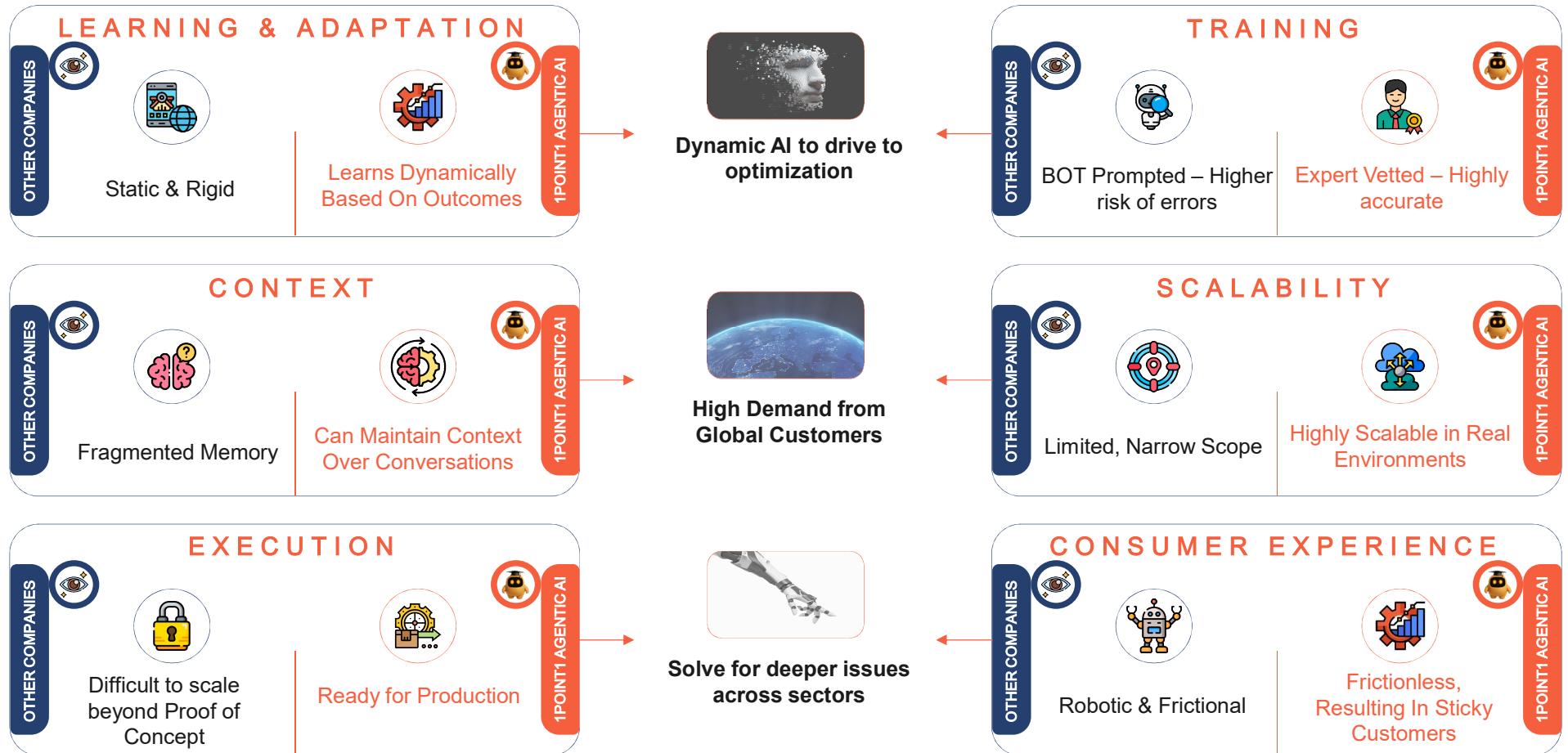
Domain-Embedded by Design

- Built with deep domain context & behavior driven design
- HI enables frictionless, human-like experiences even within legacy systems and regulated environments



Agentic AI – Driven by Efficiency, Defined by Results





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Case Study – Reinventing A Leading Airline’s Customer Service



Customer Challenges and Our Solutions

				
	DELAYED ISSUE RESOLUTION	LIMITED SELF-SERVICE	IRREGULAR OPERATIONS	SPECIAL & SENSITIVE NEEDS
CHALLENGES	<ul style="list-style-type: none">Issue RepetitionFragmented ExperienceBroken Case ContinuityLow FCR Impact	<ul style="list-style-type: none">Policy ConfusionSelf Service GapsUnclear PoliciesInfo Gaps, ↑ Cust Query	<ul style="list-style-type: none">Customer UncertaintyCustomer AnxietyFlight DisruptionsCustomer Confusion	<ul style="list-style-type: none">Edge Case ComplexitySpecial Handling GapsPolicy Familiarity GapsSpecial Need Complexity
SOLUTION	<ul style="list-style-type: none">Unified AI ResolutionSingle Customer ViewUnified Case Mgmt.Omnichannel Resolution	<ul style="list-style-type: none">AI Powered AssistGenAI Policy AssistanceGenAI Based AssistantsAI Knowledge Channels	<ul style="list-style-type: none">Real Time TransparencyProactive CommunicationContext MessagingProactive Notifications	<ul style="list-style-type: none">Policy IntelligenceGuided Case HandlingAI Assisted CompliancePolicy Intelligence

Case Study – Reinventing A Leading Airline’s Customer Service



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	 Damaged & Lost	 Equipment's

Awards & Recognition



- Best AI/ML Driven Data Center Innovation – ET Now
- Contact Center Excellence Award – BPO Innovation Summit
- Technology Innovators of the Year – World Innovation Congress
- Corporate Excellence Award



- Best Organization for Women Empowerment
- Skill India Foundation Leadership Award



- Customer Experience AI Solution of the Year Elats AI Summit
- AI-Powered Analytics Solution of the Year Elats AI Summit
- AI Leader of the Year Elats AI Summit

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Strategic Outlook

Growth Levers & Opportunity

Netcom (Costa Rica) Acquisition – December 2025



ABOUT COMPANY

One of the largest BPM Companies in HQ- Costa Rica with operations in Columbia, Panama providing a footprint to LATAM

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

FINANCIALS – CY'24

Revenue

INR 227 Cr

EBITDA

INR 52 Cr

EBITDA Margin

22.91%

Inorganic Expansion Strategy

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Key Acquisitions

FY25 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

FY26 Netcom (Costa Rica - HQ)

- Banking BPM specialist based out of Latin America
- Brings in deep 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



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Quarterly Performance

Q3 & 9M FY26



Akshay Chhabra

Managing Director & Chairman

“Our Q3 performance demonstrates steady execution of our strategic priorities across revenue growth, profitability, and global expansion initiatives. We continued to strengthen our technology-led BPM and automation capabilities, expanded key client engagements, and made progress on strategic partnerships and acquisition opportunities. The operational momentum, combined with disciplined cost management, underscores our commitment to delivering sustained value to clients, employees, and shareholders as we scale in priority markets

We have also been recognized for our technology at the ELATS AI Summit 2026, winning awards across 3 categories.

During the quarter, we also finalized the acquisition of Netcom, a leading BPM provider in Latin America with a mature customer base and deep banking capabilities.”

Five strategic wins this quarter **added INR 300 million** in ACV, with deals in transition across Banking, TTH, Insurance, Automotive, and EdTech, **integrating BPM delivery with GenAI solutions.**

Q3 Revenue Growth



9.1% / 17.7%

(QoQ/YoY)

Improved Profitability



11.3% / 19.9%

Q3 EBITDA/PAT (YoY)

Quarterly Financial Highlights

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INR Crores, unless otherwise mentioned	Q3FY26	Q2FY26	QoQ Growth	Q3FY25	YoY Growth	9MFY26	9MFY25	YoY Growth
Total Income	81.3	75.6	7.5%	70.4	15.4%	231.3	196.6	17.7%
Revenue from Operations	77.3	70.9	9.1%	65.7	17.7%	217.2	189.3	14.7%
EBITDA	22.8	21.7	5.2%	20.5	11.3%	65.1	56.9	14.4%
EBITDA Margin (%) ¹	29.5%	30.6%	-110 bps	31.2%	-170 bps	30.0%	30.1%	-10 bps
PAT	10.1	9.9	2.6%	8.4	19.9%	29.4	24.4	20.4%
PAT Margin (%)	13.1%	13.9%	-82 bps	12.8%	24 bps	13.5%	12.9%	64 bps
Extraordinary Items	1.5	-	-	-	-	1.5	-	-
Adjusted PAT	8.6	9.9	-12.3%	8.4	2.5%	27.9	24.4	14.3%
Adjusted PAT Margin (%) ²	11.2%	13.9%	-272 bps	12.8%	-165 bps	12.9%	12.9%	-5 bps

- Revenue from operations increased **9.1%** sequentially, driven by ramp-ups of programmes with both existing and new customers
- EBITDA and PAT both showed sequential and year-on-year growth off the back of cost discipline
- Q3 EBITDA Margin has decreased year-on-year since **we incurred high R&D expense over the course of FY26** to develop our AI suite.
- Extraordinary item of INR 1.5 crores in Q3 was a **one-time expense related to the new labour code regulations**

(1) EBITDA Margin = EBITDA/Revenue From Operations (2) PAT Margin = PAT/Revenue From Operations



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Historical Financials

Consolidated Profit & Loss Statement (Extract)

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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%

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

- 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
- 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

India's NSE listed Global BPM 17+ years of delivery experience with deep multi-domain expertise combining AI & Human Intelligence to deliver frictionless experiences at scale



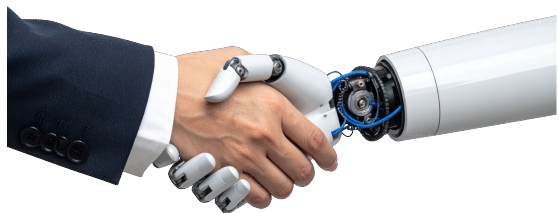
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About 1Point1 Solutions Limited

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.



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Transformative 2025 - 2026

Alignment with AI

Company Overview - OLD

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9 Global Delivery Centres

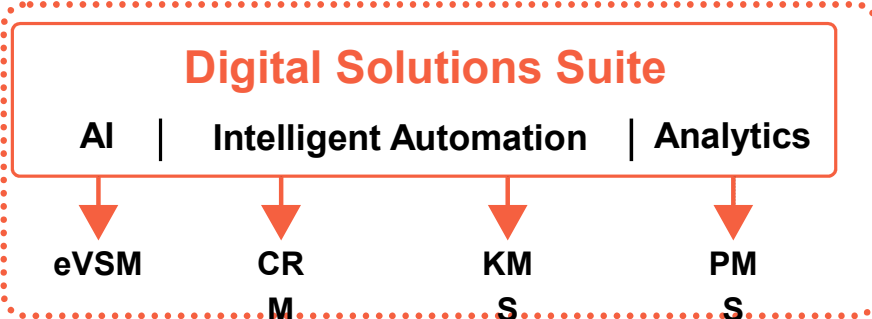
4 Continents

6000+ Experienced Professionals

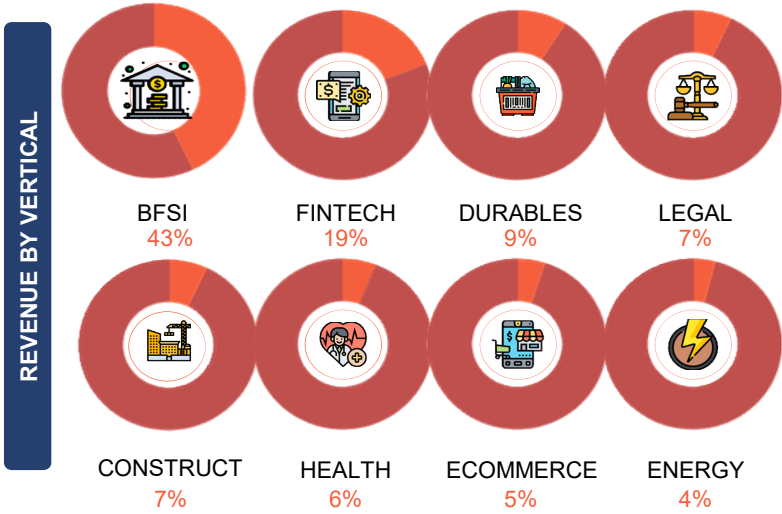
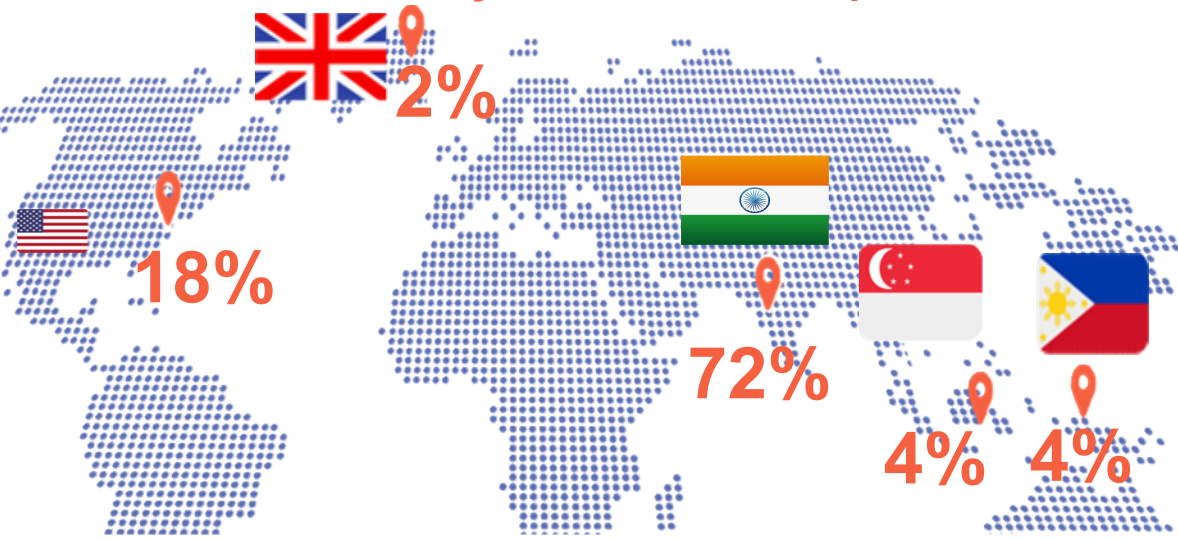
17 Years of Experience

70+ Marque Logos

CERTIFIED



Country-wise Revenue split



Broad Based Growth - Well-diversified Across Sectors & Geographies



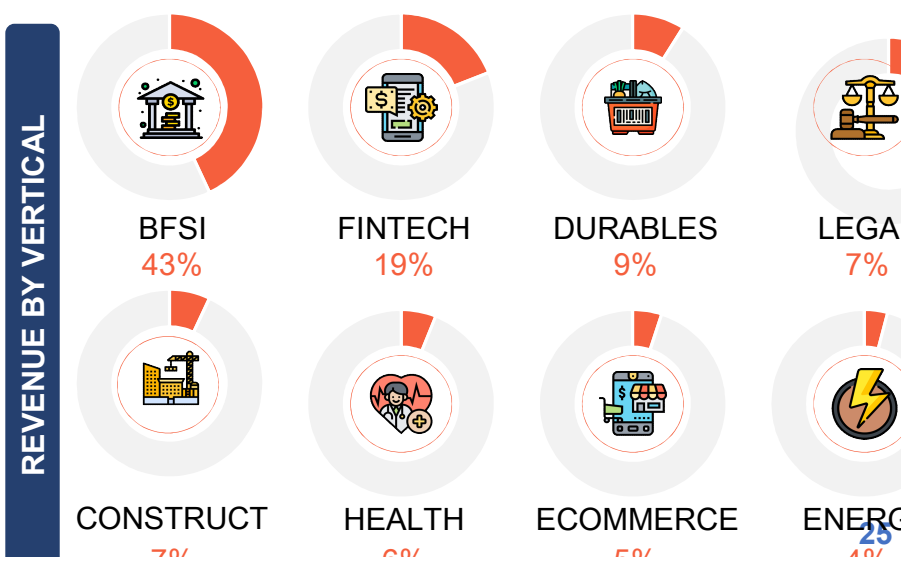
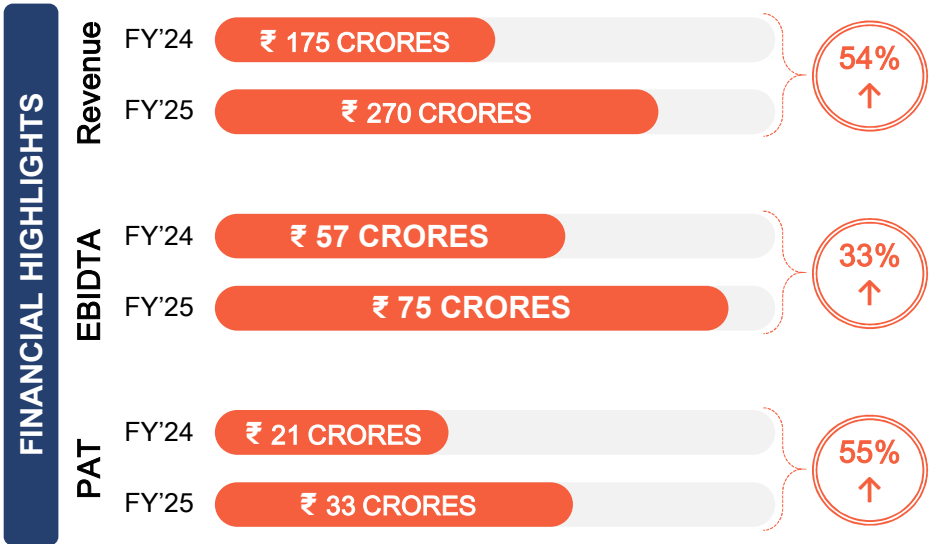
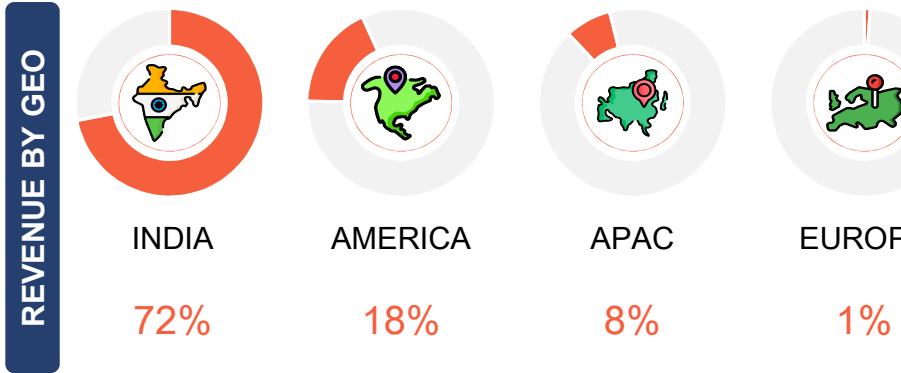
During FY25, we launched an **Enterprise-wide Transformation Program** anchored in **3 strategic pillars**:

- 1

Reimagine BPM model through AI & Automation
- 2

Embed digital-first, outcome-based service delivery
- 3

Expand global footprint through inorganic growth



Agentic AI – Driven by Efficiency, Defined by Results – Option 1

FEATURES	STANDARD AI BOTS	OUR AGENTIC AI
Autonomy	Low autonomy, Mostly reactive based on specific prompts	Proactive and Autonomous; Can take initiative & make decisions
Contextual Understanding	Limited awareness; May struggle with complex conversations	Deep understanding; Can maintain context over long conversations
Decision Making	Rule-based or limited to preprogrammed logic	Advanced decision-making capabilities; Can evaluate options
Task Execution	Perform simple, pre-defined tasks	Can plan, coordinate, and execute complex, multi-step tasks
Learning & Adaptation	Limited or no learning capabilities; performance is static	Continuous learning and adaptation over time
Personalization	Generic or limited personalization based on basic user data	Highly personalized interactions; can tailor responses and actions

What Advantages Does Agentic AI Carry For Our Business?

Autonomous AI agents to execute tasks



Significant margin expansion

Outcome-based track record



Pivotal in winning new accounts and growing wallet share in existing accounts

Technical expertise across a variety of sectors



Able to optimize for each vertical by understanding deeper issues

No Code AI



Empowers businesses to build custom AI solutions without needing to code

Deep Tech AI platforms for Code Generation



Rapid scaling & customization

Why Do Customers Choose Us?



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

Improved Service Experience

30% ↑

In First Call Resolution (FCR)

15% ↓

In Average Handle Time (AHT)

50% ↓

In Abandoned Rate (AR)

25% ↑

In IVR Containment Rate

40% ↓

In Call Volumes

~25-30% ↓

In Cost of Operations

~20-40% ↑

Overall Efficiency

Reinventing Customer Experience

1POINT™

Agentic AI-Powered BPM



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 knowledge 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



20–40%

Efficiency Gains



16 YEARS

Experience in CX Redesign



54% / 55%

Revenue / PAT Growth in FY'25



7+

Acquisitions 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

What Drove Our **Growth** in FY25?

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Domain-Centric AI Integration

- Developed proprietary GenAI models tailored for the end-to-end customer lifecycle along with predictive analytics to optimize workforce utilization and service speed

"Outside-In" Journey Orchestration

- Reengineered the end-to-end journey using an "Outside-In" lens to **solve for actual customer friction points**
- Focusing on outcome-based that drives **brand loyalty with end customers**

Unlocking Value in Existing Customers

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

Margin Resilience

- **Maintained 25–30% margins despite heavy GenAI investment through rigorous cost discipline**
- Activated efficiency levers, automated shared services and aggressive nearshore-offshore expansion

