

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

Date: February 12, 2026

Security Code: ONEPOINT

Sub: Intimation of Inventors Presentation 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 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Investor Presentation for your information. Request you to take the same on your records.

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



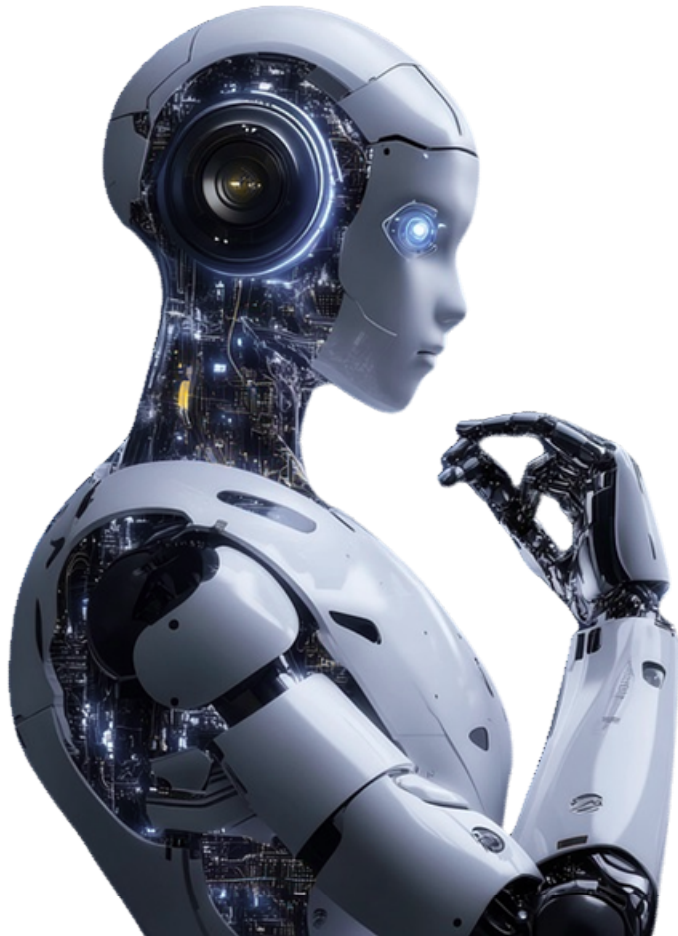
Pritesh Sonawane
Company Secretary and Compliance Officer
Place: Mumbai

ONE POINT ONE SOLUTIONS LIMITED

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

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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

1POINT1™

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

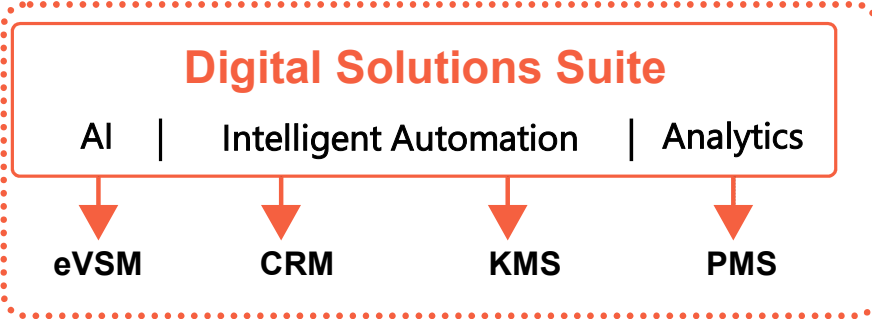
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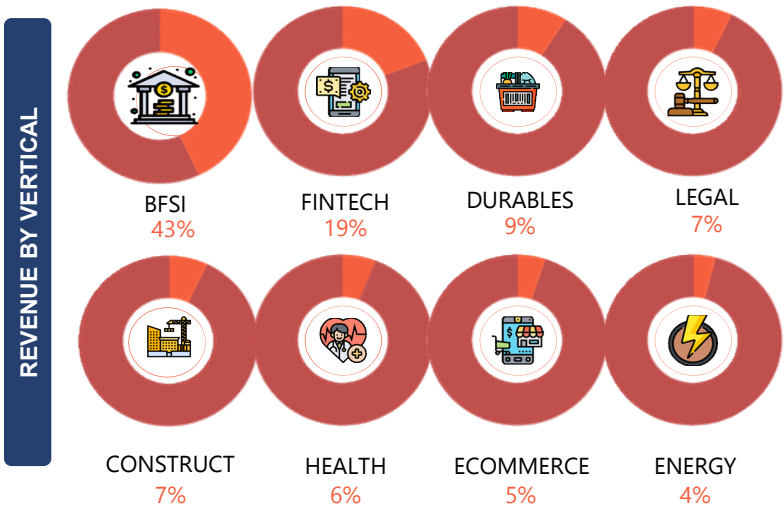
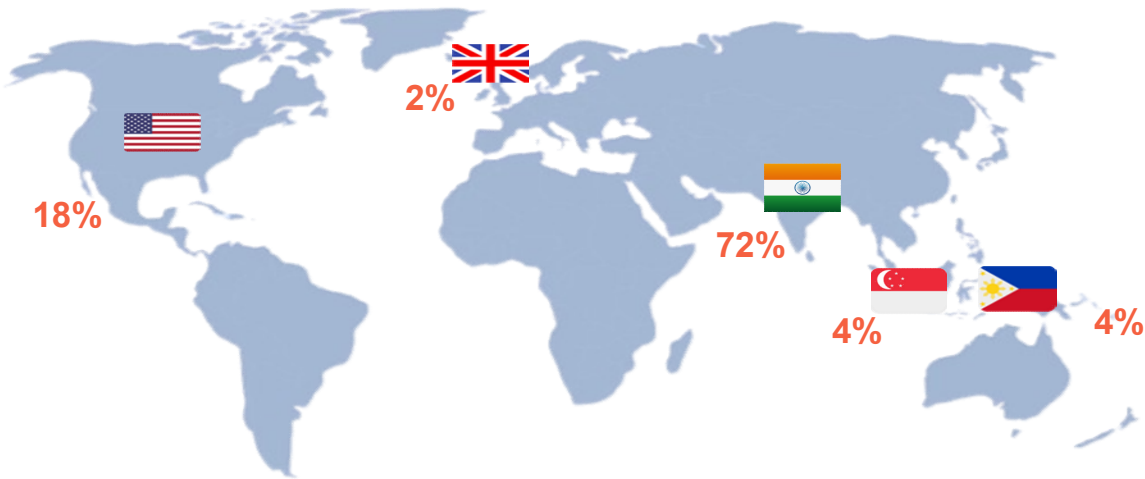
HIPAA COMPLIANT

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



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



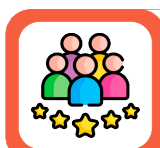
GLOBAL EXPERTISE

-  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% |

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*

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

| 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)

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| 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



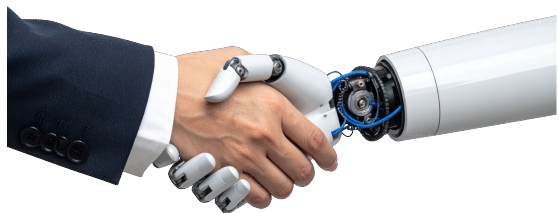
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About 1Point1 Solutions Limited

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.