

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.

T. 022 6687 3800 F. 022 6687 3889 CIN: L74900MH2008PLC182869 website: [www.1point1.com](http://www.1point1.com)

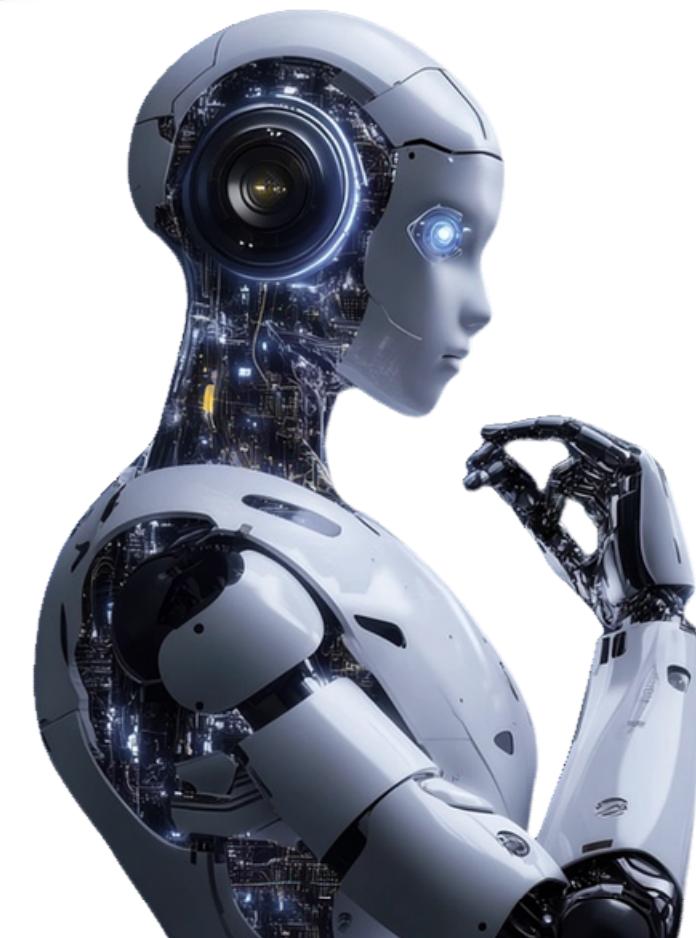
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Mumbai. Gurgaon. Indore. Bangalore. Chennai



**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

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

## 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



# Company Overview

1POINT<sup>TM</sup>

9 Global Delivery Centres

4 Continents

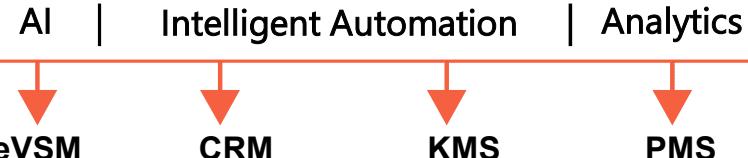
6000+ Experienced Professionals

17 Years of Experience

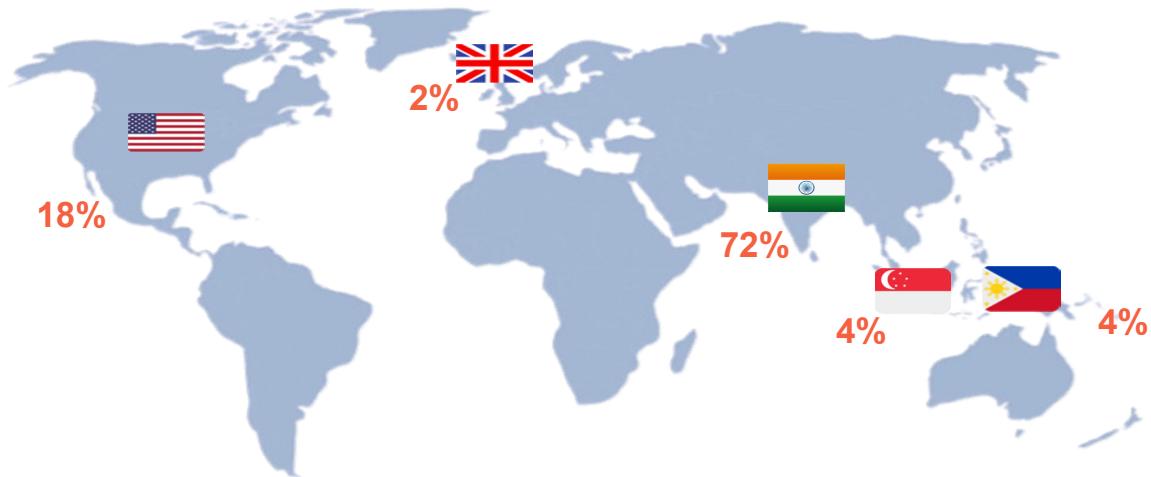
70+ Marque Logos



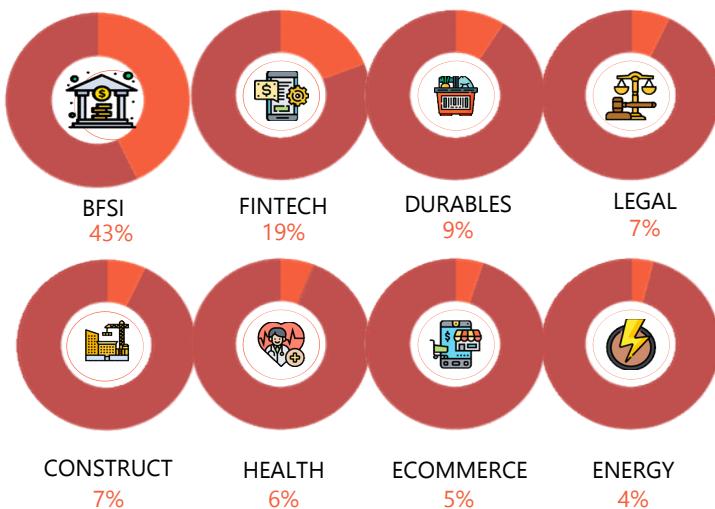
## Digital Solutions Suite



## Country-wise Revenue Split



### REVENUE BY VERTICAL



# 17 Years of Service Excellence

1POINT<sup>TM</sup>

	2008 - 2017	2018 - 2022	2023 - 2024	2025
Business Operations	Foundation & Recognition	Diversifying Sectors	International Expansion	Alignment with AI
Key Focus Areas	Become BPO & KPO specialists	Expanded BFSI clientele; Omnidigital solutions	Established U.S. entity in Delaware & built a dedicated USA sales team	Brand refresh with AI-led domain specialists
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](http://www.1point1.com)

# Service Offerings

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## 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.



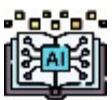
# Our AI Offering - Invisible Intelligence; Measurable Outcomes

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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

1POINT™

## 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 SOLUTION

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

Issue Repetition  
 Fragmented Experience  
 Broken Case Continuity  
 Low FCR Impact



### LIMITED SELF-SERVICE

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



### IRREGULAR OPERATIONS

Customer Uncertainty  
 Customer Anxiety  
 Flight Disruptions  
 Customer Confusion



### SPECIAL & SENSITIVE NEEDS

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

### CHALLENGES

### SOLUTION

### CHALLENGES

### SOLUTION

### CHALLENGES

### SOLUTION

### CHALLENGES

### SOLUTION

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

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

Real Time Transparency  
 Proactive Communication  
 Context Messaging  
 Proactive Notifications

Policy Intelligence  
 Guided Case Handling  
 AI Assisted Compliance  
 Policy Intelligence

# Case Study – Reinventing A Leading Airline's Customer Service

1POINT™

## 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

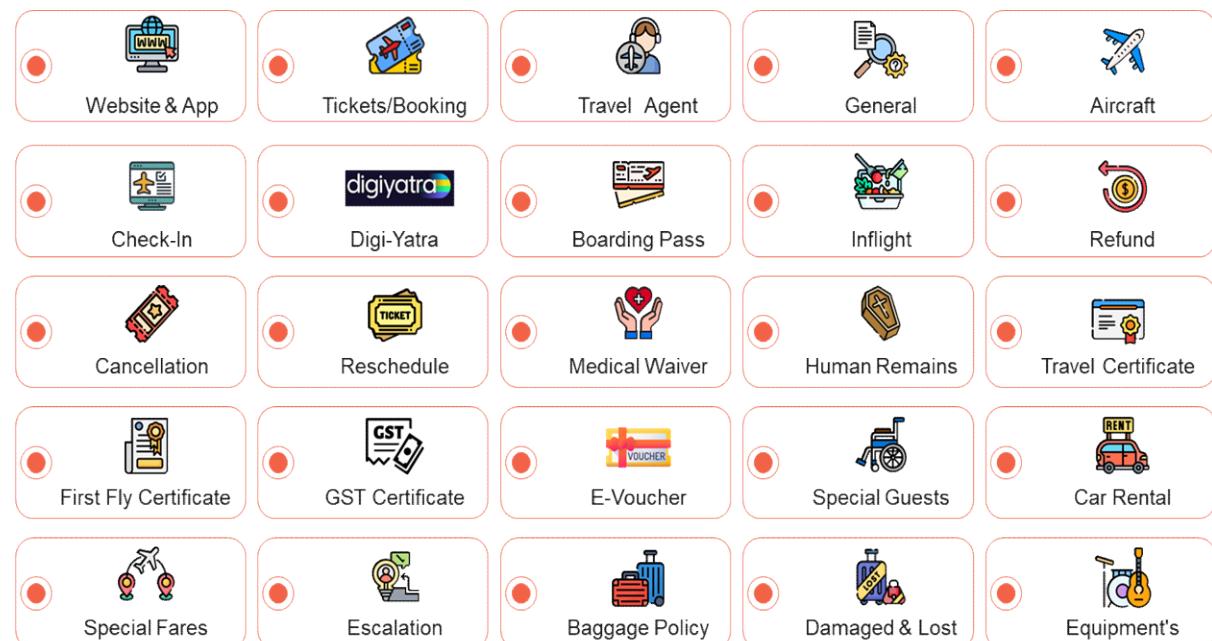
Guaranteed **uniform policy application** across all customer touchpoints, resulting in a better experience

## 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



## Awards & Recognition



Best AI/ML Driven  
Data Center Innovation – ET  
Now

Best Organization  
for Women Empowerment

Customer Experience AI  
Solution of the Year  
Elats AI Summit

Contact Center Excellence Award  
– BPO Innovation Summit

Skill India Foundation  
Leadership Award

AI-Powered  
Analytics Solution of the Year  
Elats AI Summit

Technology Innovators of  
the Year – World  
Innovation Congress

AI Leader of the Year  
Elats AI Summit

Corporate Excellence Award



# Strategic Outlook

## Growth Levers & Opportunity

A dark, semi-transparent background featuring a collage of various digital icons. These icons include a smartphone, a laptop, a tablet, a house, a shopping cart, a magnifying glass, a globe, a gear, and price tags. The icons are arranged in a scattered, overlapping manner across the center of the slide.

# Netcom (Costa Rica) Acquisition – December 2025

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## 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*



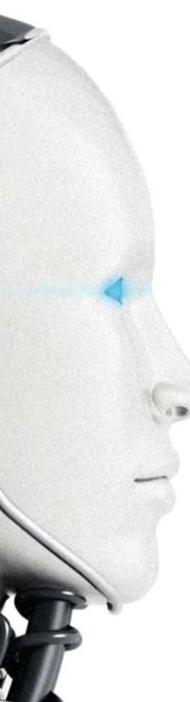
*Adds to our global capabilities (Ops held over 13 languages)*



*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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## Management Commentary

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**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
<b>Total Income</b>	81.3	75.6	7.5%	70.4	15.4%	231.3	196.6	17.7%
<b>Revenue from Operations</b>	77.3	70.9	9.1%	65.7	17.7%	217.2	189.3	14.7%
<b>EBITDA</b>	22.8	21.7	5.2%	20.5	11.3%	65.1	56.9	14.4%
<b>EBITDA Margin (%)<sup>1</sup></b>	29.5%	30.6%	-110 bps	31.2%	-170 bps	30.0%	30.1%	-10 bps
<b>PAT</b>	10.1	9.9	2.6%	8.4	19.9%	29.4	24.4	20.4%
<b>PAT Margin (%)</b>	13.1%	13.9%	-82 bps	12.8%	24 bps	13.5%	12.9%	64 bps
<b>Extraordinary Items</b>	1.5	-	-	-	-	1.5	-	-
<b>Adjusted PAT</b>	8.6	9.9	-12.3%	8.4	2.5%	27.9	24.4	14.3%
<b>Adjusted PAT Margin (%)<sup>2</sup></b>	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%
<b>3. Total Income (1+2)</b>	<b>270.1</b>	<b>175.1</b>	<b>54.2%</b>
(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%
<b>4. Total Expenses</b>	<b>227.5</b>	<b>144.8</b>	<b>57.0%</b>
<b>5. Profit Before Tax (3-4)</b>	<b>42.6</b>	<b>30.3</b>	<b>41%</b>
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%
<b>9. Total Comprehensive Income For The Year (7+8)</b>	<b>33.2</b>	<b>21.3</b>	<b>55.9%</b>
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%
<b>Total non-current assets</b>	<b>358.5</b>	<b>135.7</b>	<b>164.2%</b>
Financial Assets- current	89	89.3	-0.5%
Other current assets	53.3	27.9	91.3%
<b>Total current assets</b>	<b>142.3</b>	<b>117.2</b>	<b>21.3%</b>
<b>Total assets</b>	<b>500.9</b>	<b>252.9</b>	<b>98.0%</b>

Particulars (INR Cr)	FY25	FY24	YoY Growth
Equity Share Capital	52.5	42.7	22.9%
Other Equity	352.5	96.9	263.6%
<b>Total equity</b>	<b>405</b>	<b>139.6</b>	<b>190.0%</b>
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%
<b>Total non-current liabilities</b>	<b>51.9</b>	<b>51.4</b>	<b>0.8%</b>
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%
<b>Total current liabilities</b>	<b>44</b>	<b>61.9</b>	<b>-28.8%</b>
<b>Total equity and liabilities</b>	<b>500.9</b>	<b>252.9</b>	<b>98.0%</b>

### 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



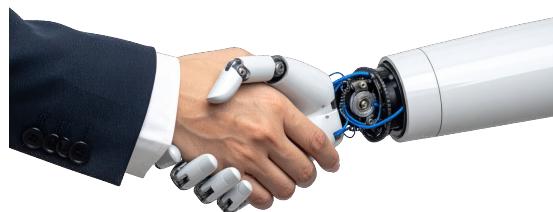
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## About 1Point1 Solutions Limited

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.

