

Date: August 25, 2026

To,

National Stock Exchange of India Ltd
Exchange Plaza, Plot No.C-1, G Block
Bandra Kurla Complex, Bandra (East),
Mumbai - 400 051
Security Code: ONEPOINT

BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001
Scrip Code: 544748

Sub: Intimation of Press Release regarding the Best Use of AI in Customer Service Award at the India CX Strategy & Summit 2026

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

Dear Sir/Madam,

Pursuant to Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are pleased to inform you that One Point One Solutions Limited has been honored with the 'Best Use of AI in Customer Service' award at the prestigious India CX Strategy & Summit 2026.

We are enclosing a copy of the Press Release detailing this achievement. The Press Release is also available on the Company's website at www.1point1.com.

We request you to kindly take the same on record.

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



Pritesh Sonawane
Company Secretary & Compliance Officer
Place: Mumbai

Encl.: As above

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

Reg. Office: Unit No. 501, 5th Floor, Naman Centre, G-Block, C-31, Bandra Kurla Complex, Bandra (E), Mumbai, Maharashtra, India, 400051.
Mumbai. Gurgaon. Indore. Bangalore. Chennai



ONE POINT ONE SOLUTIONS LIMITED WINS BEST USE OF AI IN CUSTOMER SERVICE AWARD AT INDIA CX STRATEGY & SUMMIT 2026

Mumbai, 25 August 2026 – One Point One Solutions Limited (NSE: ONEPOINT | BSE: 544748), a global AI-powered customer experience and enterprise operations company, has been awarded the **Best Use of AI in Customer Service** at the prestigious **India CX Strategy & Summit 2026**. The recognition underscores the company's continued focus on applying AI to transform customer experiences, improve operational performance, and deliver measurable business outcomes.

The award recognizes One Point One Solutions Limited innovative use of AI-led solutions to reshape customer engagement through faster response times, personalized interactions, intelligent automation, and scalable support models. By combining advanced AI capabilities with deep domain expertise and human intelligence, the company is helping enterprises deliver more seamless, consistent, and efficient customer experiences while driving greater operational value.

Over the past year, One Point One Solutions Limited has accelerated its investments in **conversational AI, intelligent automation, analytics, and digital transformation**, enabling organizations to respond to rapidly evolving customer expectations and operate more effectively in a digital-first environment. Its approach goes beyond automating individual interactions, using AI to enhance decision-making, streamline processes, and drive outcomes across the customer experience value chain.

Commenting on the recognition, **Akshay Chhabra, Chairman and Managing Director**, One Point One Solutions Limited, said, *"We are honored to receive the Best Use of AI in Customer Service award at the India CX Strategy & Summit 2026. This recognition validates our belief that the real value of AI lies not simply in automation, but in its ability to make customer experiences more intelligent, responsive, and outcome-driven. At One Point One Solutions Limited, we are combining AI, technology, domain expertise, and human intelligence to help enterprises reimagine how customer experience is delivered. We dedicate this achievement to our teams, whose expertise, commitment, and relentless focus on innovation continue to push the boundaries of customer experience transformation."*

The **India CX Strategy & Summit** brings together customer experience leaders, business executives, technology innovators, and industry experts to recognize excellence and explore the trends and technologies shaping the future of customer engagement.

The recognition further strengthens 1Point1 Solutions position as a partner for enterprises looking to scale AI-led customer experience transformation. As organizations move from AI experimentation to measurable business impact, One Point One Solutions Limited continues to focus on deploying AI where it can create tangible improvements in **customer experience, operational efficiency, and business outcomes**.

ABOUT ONE POINT ONE SOLUTIONS LIMITED:

Founded in 2008, One Point One Solutions Limited is a publicly listed, India-headquartered customer experience and operations management company with over 17 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.

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One Point One Solutions Ltd. 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, One Point One Solutions Limited is building a globally integrated, AI-first BPM platform anchored in deep domain knowledge and a multi-shore delivery model.

Disclaimer: *This press release contains “forward- looking statements” that is, statements related to future, not past, events. In this context, forward-looking statements often address our expected future business and financial performance, and often contain words such as “expects,” “anticipates,” “intends,” “plans,” “believes,” “seeks,” “should” or “will.” Forward-looking statements by their nature address matters that are to different degrees, uncertain. For us, uncertainties arise from the behaviour of financial Industry, from future integration of businesses; and from numerous other matters of national, regional and global scale, including those of a political, economic, business, competitive or regulatory nature. These uncertainties may cause our actual future results to be materially different from those expressed in our forward-looking statements. We do not undertake to update our forward-looking statements.*



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