AI-powered.
Wired for outcomes.

1Point1 Solutions

Trusted to Lead. Built to Deliver



Investor Presentation

November 2026

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Sustained. Scaled. Trusted

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Quarterly Highlights

Accelerating Organic Growth. Deepening Customer Relationships. Expanding AI. Strengthening Value.



Management Commentary

A Message From The Founder



This quarter, we witnessed a strong acceleration in organic growth, reflecting the strength and resilience of our business. New client additions and sustained renewals with improved margins are enhancing revenue visibility. A healthy pipeline of multi-year opportunities further strengthens our growth outlook. We are deepening engagement with existing clients through increased adoption of AI-led solutions across our CX operations, through our proprietary agentic AI platform - ResolX driving greater productivity and resolution efficiency. In parallel, Clariva creates new opportunities to monetise our domain expertise. Our focus remains on converting this momentum into sustained revenue growth, margin expansion, stronger returns on capital and long-term shareholder value."

Akshay Chhabra

Managing Director & Chairman

Q2 Revenue Growth	Q2 EBITDA Growth	Q2 PAT Growth
10.5% / 146.9%	15.1% / 108.6%	12.9% / 86.8%
(QoQ/YoY)	(QoQ/YoY)	(QoQ/YoY)

Financial Summary

Quarterly Financial Highlights

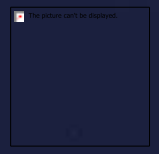
INR Crores, unless otherwise mentioned	Q2FY27	Q1FY27	QoQ Growth	Q2FY26	YoY Growth	H1FY27	H1FY26	YoY Growth
Total Income	178.2	161.9	10.1	75.5	135.9	340.1	150.1	126.7
Revenue from Operations	174.6	158.3	10.1	70.9	146.9	333.3	139.9	138.3
EBITDA	45.3	39.4	15.1	21.7	108.6	84.7	42.3	100.3
PAT	18.4	16.3	12.9	9.9	86.8	34.7	19.3	80.0
Other Comprehensive Income	2.0	3.5	-43.3	1.6	21.4	5.4	1.4	282.0
Total Comprehensive Income	20.4	19.8	3.0	11.5	77.6	40.2	20.7	93.9

- **Accelerating organic growth and a robust sales pipeline.**
- **Strengthening customer confidence and recurring revenue visibility through sustained renewals.**
- **Higher-margin, EBITDA-accretive renewals driving margin expansion and stronger earnings.**

- Revenue increased by 135.9%, driven by strong organic growth and accelerated deal momentum, paired with growing demand for ResolX
- EBITDA increased by 108.6% as a result of margin-accretive renewals
- PAT has grown by 86.8% as a result of normalized business performance and AI-led efficiencies

Accelerated Growth Across The Globe, Powered By Large Deals

Strong Broad-Based Growth From New Accounts & Renewals with Improved Margins Across Geographies



Secured INR 39.32 Crore Customer Experience Centre of Excellence Mandate from Leading Power Utility

- Engagement will deploy operational and domain capabilities alongside ResolX to enhance customer engagement, automate high-volume processes, strengthen analytics-led decision-making and improve service responsiveness
- The integration of AI and automation across a large-scale customer experience environment is expected to create opportunities for greater process efficiency, improved customer experience and scalable delivery.

Secured 3-year Enterprise Mandate With One Of The World's Largest Securities Depositories

- Multi-year engagement combines customer operations, digital contact centre infrastructure and automation
- Covers customer operations, an **Omnichannel Contact Centre as a Service (CCaaS) platform**, Customer Relationship Management (CRM), ticketing and email automation for contact data cleaning and creation

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Secured 3-Year Customer Experience Mandate with VRL Logistics Ltd

- Under the mandate, 1Point1 Solutions will deliver end-to-end customer support services for VTPL, aimed at enhancing passenger engagement, improving service responsiveness, and ensuring a seamless travel experience across the company's network.
- The engagement will be delivered from the company's Bengaluru delivery centre through a dedicated customer experience team focused on first-contact resolution, faster response times, operational excellence, and superior customer satisfaction

---

Secured a USD 10.8 Million 4-Year Contract with Costa Rica's National Training Institute

- The engagement will support contact centre operations across telephone and virtual channels to deliver contact centre and operational services supporting the INA Assistance Center and the National Employment Agency (Agencia Nacional de Empleo – ANE)
- The contract will be carried out over a 4-year period with approximately USD 2.7 million in annual revenue over this period

Enterprises Need Resolution, We Provide Solutions

Seeing Strong Demand For ResolX Solutions

omvia
One path. Every Interaction.

Automating Onboarding Journeys And Orchestrating Customer Interactions At Scale

3x Growth
AGENTIC BOTS DEPLOYED IN LAST 3 MONTHS

7
INDIAN LANGUAGES COVERED

- Tripled the number of live bots with strong pipeline of additional bots approved for deployment.
- Integration underway with a third-party collections platform, extending Omvia into recovery workflows.
- **Live with India's largest private sector life insurance company**

frequensee
Fine tuning the insights

Conversational Intelligence Now Progressing Across Insurance And Banking

4×
AUDIT COVERAGE

50%
FASTER FEEDBACK

24%
LOWER AHT

79 pts
CSAT UPLIFT

- Analyses conversations to identify service gaps, compliance signals and coaching opportunities.
- Case Study for a leading insurance company included 50% lower hold time, approximately 42% fewer bottom-quartile agents and 100% coaching coverage with personalised plans.

TAKEAWAY | ResolX Is Deepening Proven Deployments, Adding Workflows And Converting Successful Use Cases Into Repeatable Enterprise Adoption.

Expanding From Customer Experience Into Enterprise Operations

New Solutions Extend ResolX Across The Employee Lifecycle

HIRE — ASSESS — TRAIN — DEPLOY

rightfit

Right Talent For The Right Job

From Job Description To Evidence-backed Hiring Decision

- Live inside 1Point1 for mid-management and senior-leadership hiring, creating an internal enterprise proof point.
- Business use case: match resumes to roles, conduct structured voice interviews and generate evidence-backed candidate scorecards.
- Operational value: lower manual screening effort, standardised assessment evidence and faster shortlisting for complex roles.

nets

Nurture. Equip. Train. Succeed

From Classroom Training To Realistic Sales Rehearsal

- Deployment approved for life-insurance sales, taking NETS into a regulated, high-consequence selling environment.
- Business use case: realistic role-play, feedback after every attempt and repeated practice before employees engage real customers.
- Operational value: reduce training risk, improve sales readiness and create more consistent customer conversations at scale.

ENTERPRISE VALUE | Faster Hiring Decisions • More Consistent Assessment • Unlimited Risk-free Practice • Faster Workforce Readiness

STRATEGIC IMPLICATION - ResolX Can Now Participate Across The Operating Lifecycle: Recruit → Assess → Train → Support → Measure → Improve.

Monetising AI: From Operating Expertise to AI-led Revenue

Using Clariva, we have been able to create a tangible blueprint for converting domain knowledge into proprietary solutions, higher-value commercial models and repeatable enterprise use cases.

01 Operate
Apply healthcare domain expertise to a complex, repeatable enterprise workflow.

02 Codify
Convert operating knowledge into proprietary IP and AI-enabled orchestration.

03 Commercialise
Package the workflow as Clariva, a defined solution with measurable client value.

04 Scale
Replicate across clients and workflows through AI, orchestration and outcome models.



CLARIVA

CLARIVA: PROOF OF COMMERCIALISATION
AI-powered medical record retrieval and summarisation

CLARIVA: OPERATING PROOF POINTS

100k+
records / month & growing

3 days
record organisation

99.7%
accuracy

MONETISATION LEVERS

AI-assisted services	Productivity-led economics within existing delivery
Solution revenue	Commercialise proprietary workflow solutions
Orchestration models	Embed ResolX across multi-step enterprise processes
Outcome-linked revenue	Align pricing with measurable business results

Business Implication — **AI CAN CREATE VALUE TWICE**: Improve productivity and scalability in the services base → Create scalable, higher-value AI-led revenue streams

TAKEAWAY | Clariva Demonstrates A Repeatable Path From Domain-led Services To Proprietary IP, Commercial AI Solutions And Outcome-linked Growth.

...Resulting In External Recognition Across The Globe

1Point1 Solutions Wins Silver at WORLDCOB's THE BIZZ Awards 2026, Texas, USA

- Presented by WORLDCOB, a global business confederation, THE BIZZ Awards recognise organisations demonstrating excellence across leadership, innovation, quality, management practices, and business performance
- The company won a silver award for its contribution to the fields of automation and artificial intelligence and serves as the company's first Global award.
- The company's Chairman, Chief Executive Officer (Global Business) and Co-Founder of ResolX along with 3 leaders were also honoured individually across business leadership, technology, AI and innovation, international sales and marketing domains.

1Point1 Solutions Wins Best Use of AI Award at India CX Summit 2026, Delhi, India

- The award recognizes 1Point1 Solutions' innovative use of AI-led solutions to reshape customer engagement through faster response times, personalized interactions, intelligent automation, and scalable support models



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 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.

Where Domain Depth Meets Enterprise Execution

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

Engineer Every Interaction. Deliver Every Outcome.

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

Unassisted Care

Inbound

Cognitive channels to eliminate simple queries (NLP IVR, Chat BOT, Email BOT)

Assisted Care

New Channels
Live Chat, SMS Engagement

Case management, Persona based service, 360 view, auto call tagging, intuitive call tree & Next best action

Workflow Solution

Operational best practices (WFM, Quality Analysis, SLA Management)

Eliminate

Reduce inbound interactions, General information, Request, etc.

Deflect

Low Cost | Improved CSAT through ease of interaction

Enrich

Improved CSAT | Handle medium to complex queries

Potential Benefits:

~30-40% improvement in *TCO

10-15%	Contact Elimination
10-13%	Contact Deflection
10-12%	AHT/Ops Efficiency Improvement
8-10%	Improvement in FCR
10-5%	CSAT/NPS Improvement

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

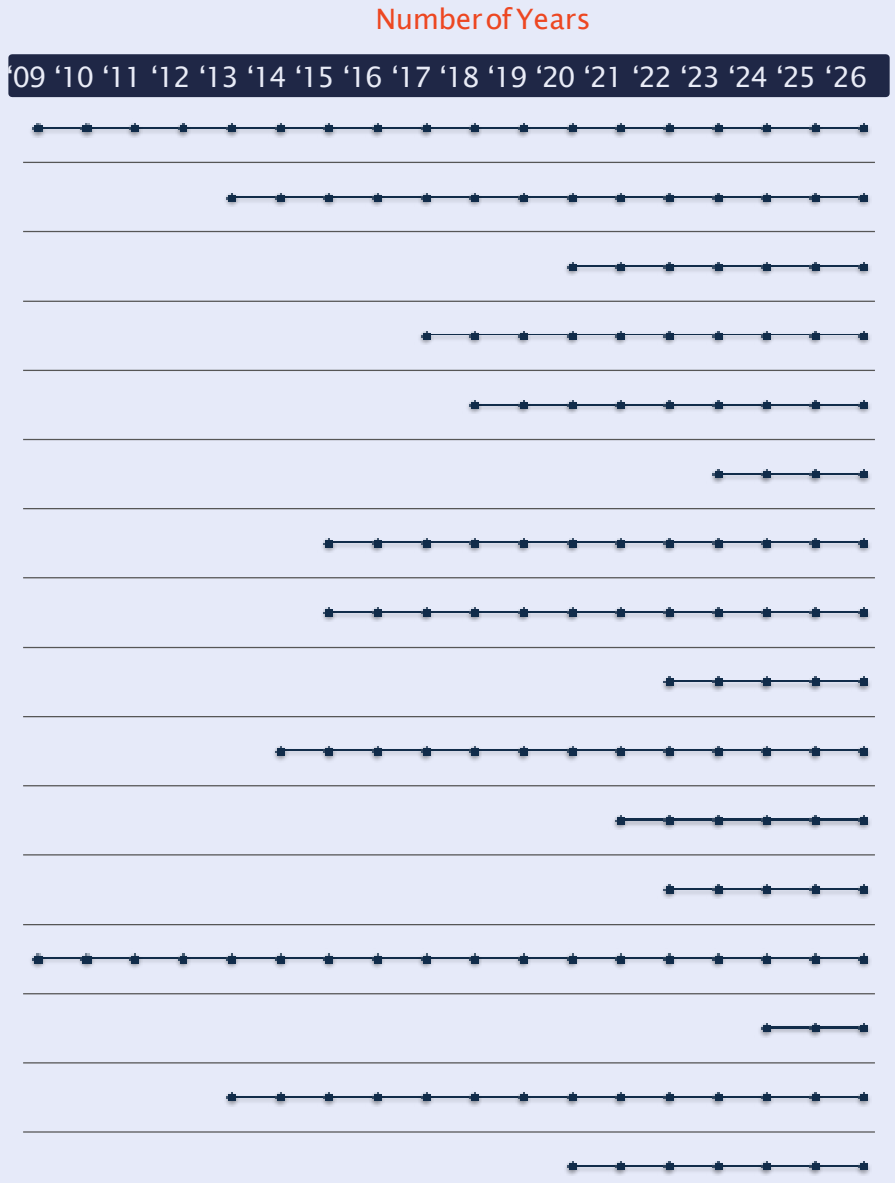
Sustained. Scaled. Trusted.

A Reputation forged through Consistent & Reliable Business Impact



Trusted to Lead. Built to Deliver.

Our Legacy Is Not What We Say, But What We Have Done



Clients	Clients	Renewals	Contracts
BFSI	31	10	33
Telecom	5	0	5
Healthcare	8	3	9
Utility	5	0	5
Retail & Ecommerce	3	0	5
TTH	5	2	7
Technology	8	0	8
Construction	4	4	4
Automobile	4	0	4
Consumer Durables	8	9	8
Legal	6	0	6
Manufacturing	5	0	5
Government	3	0	3
Logistics	3	0	3
Entertainment	2	0	2
Other	4	0	4

Company Overview

Global, AI-powered Customer Experience And Enterprise Operations

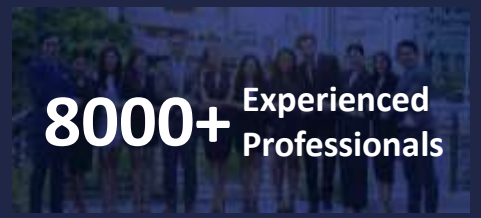


Company Overview

10 Global Delivery Centres

4 Continents

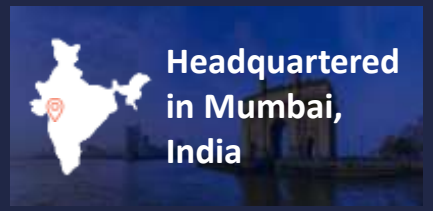
AI Powered CX DX



Listed in Stock Exchanges

NSE BSE

Market Cap. 2100 cr.



17 years strong with 100+ Clients

ISO 9001:2015 | ISO 27001 | SOC 2 TYPE 2 | HIPAA COMPLIANT | CMMI level 3 | COPC GMD CERTIFIED | ISO/IEC 27001 | ISO/IEC 42001 | Somos esencial COSTA RICA | ISO 18295-1 NYCE | PCI DSS COMPLIANT

AI Resolution Suite

resolx
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

rightfit
Right talent for the right job

nets
Nurture. Equip. Train. Succeed

Service Suite

- CX DX Management
- Collections & Recovery
- Trust & Safety
- Finance & Accounting
- Knowledge Process Management
- IT Solutions

Industry Coverage / Domain Depth

- BFSI
- HEALTHCARE
- TRAVEL, TOURISM & HOSPITALITY
- CONSUMER DURABLES
- RETAIL & ECOMMERCE
- TELECOM
- UTILITY
- TECHNOLOGY

Our Subsidiaries

IT Cube — A |POINT| Company

NETCOM — A |POINT| Company

|POINT| Technology labs

Crossing Shores. Conquering Next.



Presence In 4 Continents

Headquartered In Mumbai, India

AI powered with Hybrid Intelligence Cx Dx

Omni Channel

Corporate Journey

Engineered for Transformation & Global Impact

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

2024

Organisation

- Contact Center Excellence Award

AI

- Best AI/ML Driven Data Center Innovation

2025

Organisation

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

2026

Leadership

- **CMD, CEO - Global Business, Co-Founder of ResolX & 3 more Leaders honoured at WORLDCOB's, THE BIZZ Awards 2026, Texas USA**
- CMD Akshay Chhabra Awarded Most Promising Business Leader of the Year – ET Edge
- AI Leader of the Year – Elets India AI Summit

AI

India CX Summit 2026

- **Best Use of AI Award**

ELETS India AI Summit

- AI-Powered Analytics Solution of the Year
- Customer Experience AI Solution of the Year

People

- People First Award – India HR Summit, Synnex

Global

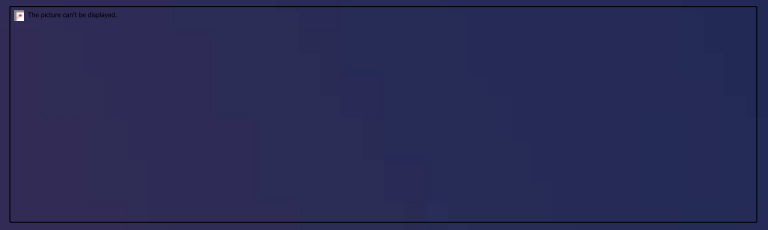
- **Silver award at WORLDCOB's THE BIZZ Awards**

Organisation

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

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

1POINT



Our Proprietary AI Stack
From Conversations to Resolutions

Resolution As A Service (RaaS)

ISO 42001 Certified

- 1Point1 Technology Labs

Born Agentic. Not Pivoting.

ResolX, a 1Point1 company, is the agentic AI platform powering Resolution-as-a-Service for enterprise customer operations. It brings together AI agents, proprietary resolution orchestration, enterprise workflows, systems and governed data, with human expertise where required, to complete defined customer and business outcomes. From closing service requests and processing claims to recovering payments, converting leads and retaining customers, ResolX moves beyond answering to delivering resolution.

Built and proven within 1Point1's own live operations, ResolX is engineered for real enterprise workflows and complex operational environments. It acts across systems, completes tasks, coordinates hand-offs and applies domain intelligence, compliance logic, escalation rules and decision pathways. With measurable resolution units, defined performance metrics and one-point accountability, ResolX delivers Resolution-as-a-Service — from conversations to global resolutions.

Deployed 14 Engagements Across 7 Enterprise Clients

THE RESOLUTION SUITE & Still Counting...

omvia **One path. Every Interaction.**	Move beyond basic automation. Omvia is the agentic AI that transforms scattered touchpoints into a single, high-fidelity customer journey across all channels
frequensee **Fine tuning the insights**	Frequensee doesn't just listen; it decodes. Its transforms every interaction into two equivalent streams of value.
penpal **Your writing partner**	Penpal works alongside your team in real time. It reads what the customer needs & helps your agent say exactly the right thing, every time.
prowise **An intelligent ally for every interaction**	We empower your best communicators to perform like seasoned domain experts from day one.
rightfit **Right talent for the right job**	Hiring enabler that helps enterprises identify, assess and hire the right talent faster, with greater confidence and fit.
nets **Nurture. Equip. Train. Succeed**	Voice coaching enabler that helps organisations build job-ready talent through realistic practice, personalised feedback and continuous skill development.

Our AI Positioning

Four principles that define how we build AI

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.

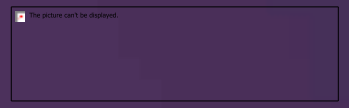
We will help you cut off the "middleman tax" as you will be saved from third party licensing fees and integration overhead, passing the efficiency of our proprietary stack directly to your bottom line.

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 Footprint

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

	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.**	**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 behind the outcomes we commit to.**	**Outcome-based incentives:** 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.

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

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

WHY US

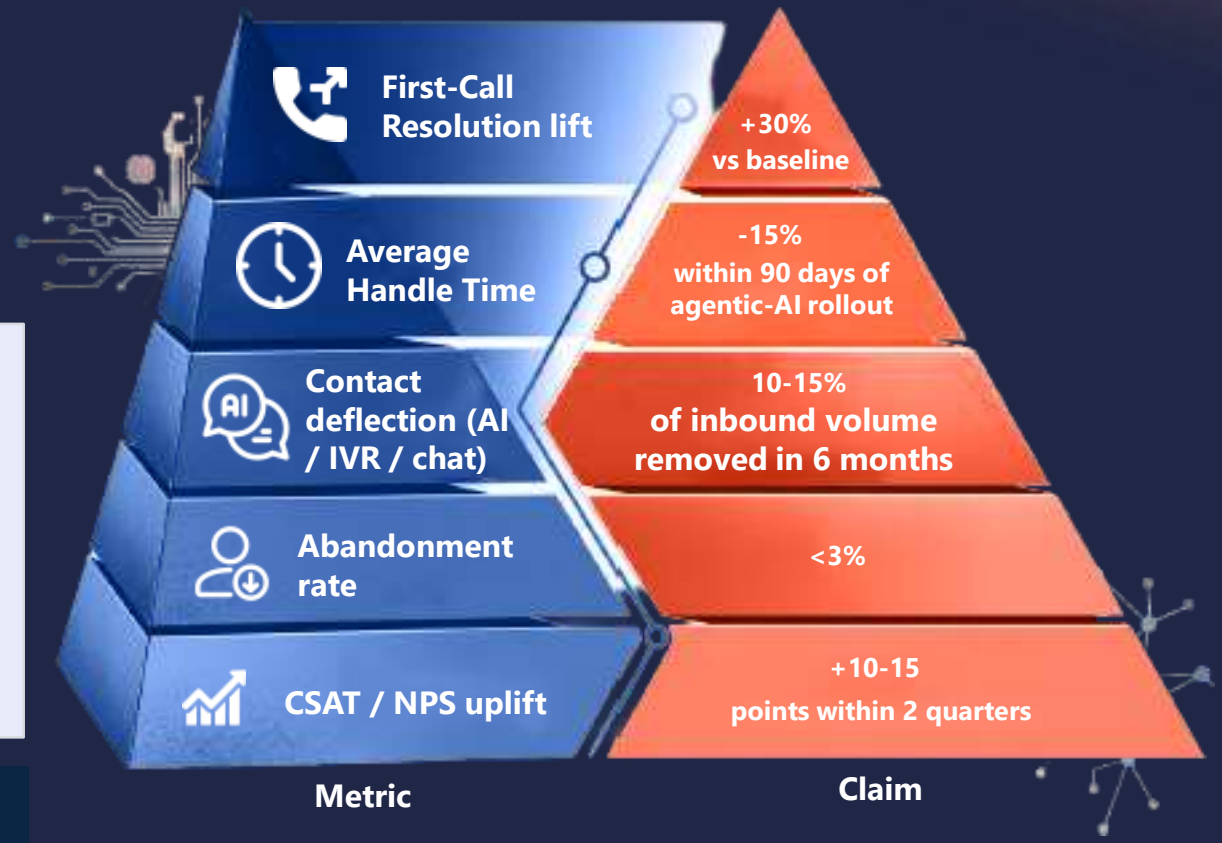
- We run CX as a revenue engine, not a cost centre.
- Omnichannel customer experiences & digital solution suite engineered to acquire, cross-sell and retain customers while delivering consistent service.

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

WHY US

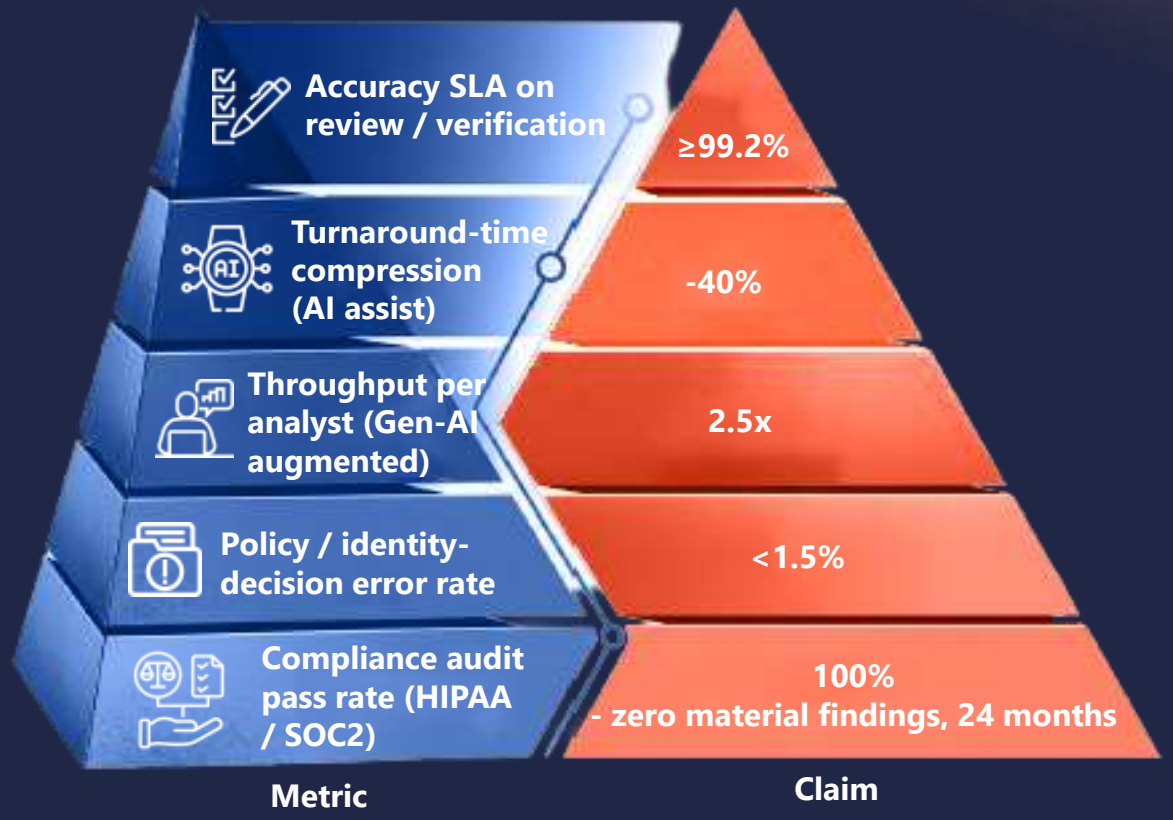
- Trust & Safety demands high-precision execution where missed fraud alerts, identity errors, proctoring lapses or moderation failures can create significant downstream risk
- Our hybrid intelligence model combines domain-trained specialists with AI-powered automation and human validation to enhance 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

WHY US

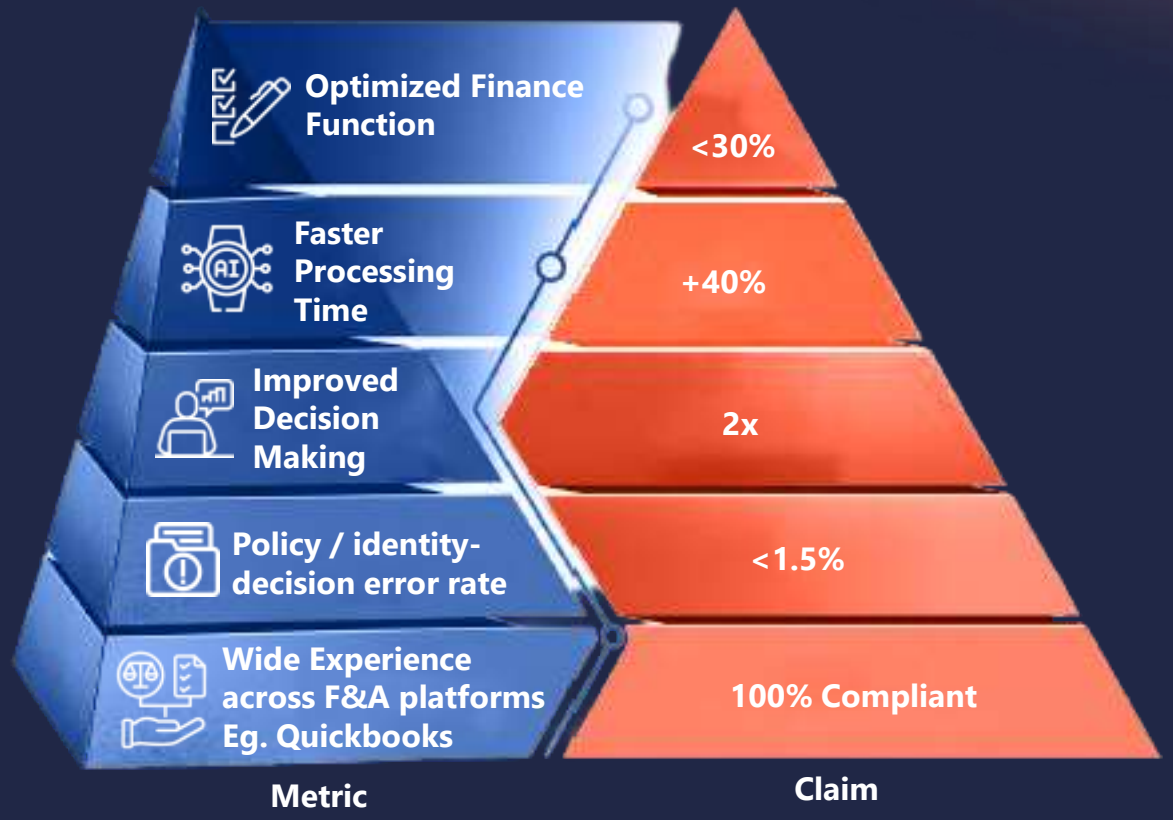
- Optimize Cash Flow & Working Capital by streamlining Accounts Payable, collections and DSO management to strengthen liquidity, vendor relationships and overall financial performance
- Drive Accuracy, Compliance & Control by combining deep domain expertise with process excellence to reduce operational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

Engineered to ensure precision, compliance & uncompromised quality across every record

WHY US

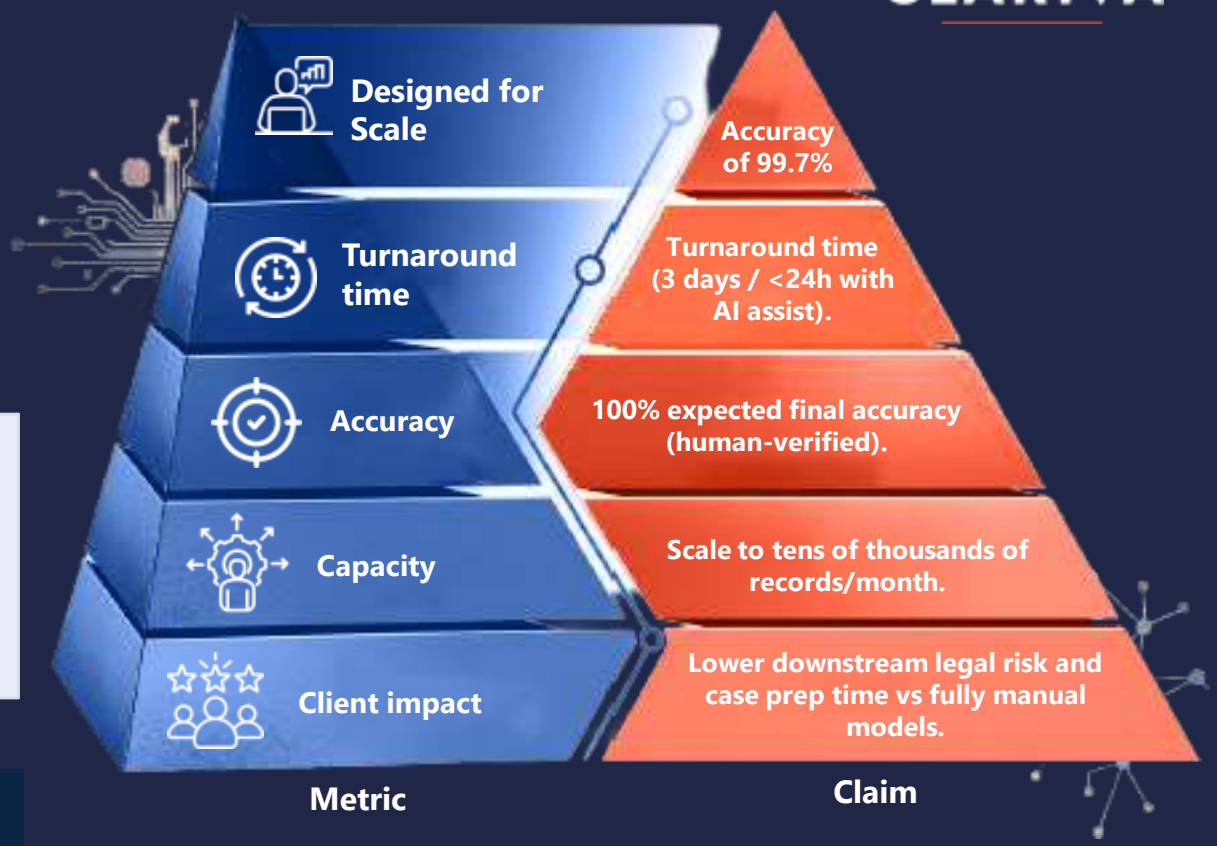
- Execute complex, judgment-heavy knowledge processes including end-to-end medical record retrieval, medico-legal summaries, litigation-ready chronologies and IP infringement reviews.
- Built for the US/North America market where legal exposure is high, accuracy and compliance are non-negotiable.
- AI-enabled medical record summary process where AI automates extraction and structuring, humans verify critical outputs and quality is assured at every step.

PROVEN IN THE PORTFOLIO

- 100k+ records per month & growing;
- Review of summaries done by Medical & Legal professionals.
- IP-infringement, Brand Protection 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

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



Agentic AI Suite -

Built To Solve, Designed To Outperform

WHY US

- ResolX is the agentic AI platform powering Resolution-as-a-Service for enterprise customer operations
- Proprietary resolution orchestration, built and proven first within 1Point1's own live operations, then deployed for enterprise clients.
- AI that acts, orchestrates and resolves, not just answers

THE RESOLUTION SUITE & STILL COUNTING...

Omvia — One path for every agentic interaction.
Orchestrates customer journeys across every channel without losing context.

Frequensee — Fine tuning the frequency of success.
Surfaces competitor signals, coaching cues and failure patterns in real time.

Penpal — Your writing partner
Keeps tone, clarity and brand voice consistent across agents & languages.

Prowise — An intelligent ally for every interaction.
Surfaces precise knowledge live, cutting onboarding time and dead air.

RightFit — Right talent for the right job
Hiring enabler that helps enterprises identify, assess and hire.

NETS— Nurture. Equip. Train. Succeed
Voice coaching enabler that helps organisations build job-ready talent.

PERFORMANCE & ROI CLAIMS



ROI PROOF: Live with 14 engagements across 7 enterprise clients spanning insurance, aviation, banking, automotive and digital assets

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