

Date: 23<sup>rd</sup> September 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 securing of Customer Experience Centre of Excellence (CoE) mandate valued at INR 39.32 Crores from a leading power utility Company.

**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 SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are pleased to inform you that One Point One Solutions Limited has secured a Customer Experience Centre of Excellence (CoE) mandate valued at INR 39.32 Crores from a leading power utility company.

The engagement will be delivered from the Company's Navi Mumbai and Indore delivery centres and will cover an integrated customer experience ecosystem comprising customer contact centre operations, Physical Experience Centres (PEC), back-office support and digital customer service functions.

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](http://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](http://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 SECURES INR 39.32 CRORE CUSTOMER EXPERIENCE CENTRE OF EXCELLENCE MANDATE FROM LEADING POWER UTILITY:

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**Mumbai, 23<sup>rd</sup> September 2026:** One Point One Solutions Limited (NSE: ONEPOINT | BSE: 544337), listed AI-powered customer experience and enterprise operations company, has secured a Customer Experience Centre of Excellence (CoE) mandate valued at INR 39.32 Crores from a leading power utility, further strengthening its enterprise order pipeline and expanding its presence in the critical infrastructure and utilities sector. The mandate represents a significant enterprise-scale engagement for One Point One Solutions Limited and reinforces the company's strategy of building large, integrated customer experience programs powered by technology, AI and operational expertise. The engagement will be delivered from the company's Navi Mumbai and Indore delivery centres and will cover an integrated customer experience ecosystem comprising customer contact centre operations, Physical Experience Centres (PEC), back-office support and digital customer service functions.

### **Expanding AI-Led Customer Experience Opportunity:**

Under the mandate, One Point One Solutions Limited will deploy its operational and domain capabilities alongside ResolX, its Agentic AI arm, 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, strengthening One Point One Solutions Limited positioning as enterprises increasingly transition from traditional outsourcing models towards technology-led, outcome-oriented customer experience operations. The multi-function nature of the mandate expands One Point One Solutions Limited engagement beyond conventional contact centre operations and demonstrates its ability to manage end-to-end customer experience ecosystems across physical, voice, digital and back-office channels.

Commenting on the mandate, **Akshay Chhabra, Chairman & Managing Director, One Point One Solutions Limited**, said, *"This INR 39.32 crore mandate is an important milestone in One Point One Solutions Limited's growth journey and reinforces the strength of our enterprise proposition. Large-scale engagements of this nature validate our ability to combine operational execution with technology and AI to address complex customer experience requirements. With ResolX adding an AI-led layer to our delivery capabilities, we are building a differentiated platform for enterprises looking to improve customer outcomes while driving greater efficiency and scalability. We remain focused on converting this capability into larger and deeper enterprise relationships across sectors and geographies."*

### **Strengthening Position in Critical Infrastructure and Utilities:**

The mandate further expands One Point One Solutions Limited's presence in the utilities and critical infrastructure ecosystem, a sector where customer service operations require scale, responsiveness, process discipline and increasing levels of digital engagement. It also aligns with the company's broader strategy of building a diversified enterprise customer base across BFSI, healthcare, retail, telecom, technology, travel and utilities, while increasing the technology and AI intensity of its customer experience offerings. The win adds to One Point One Solutions Limited growing portfolio of enterprise-scale mandates and supports its broader strategy of pursuing profitable growth through a combination of organic expansion, AI-led transformation and deeper customer relationships. With its integrated delivery capabilities and ResolX's AI-led automation and analytics platform, One Point One Solutions Limited is positioning itself to participate in the next phase of customer experience transformation where technology, human expertise and measurable business outcomes converge.

## ONE POINT ONE SOLUTIONS LIMITED

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**About One Point One Solutions Limited:**

Founded in 2008, One Point One Solutions Limited is a publicly listed, India-headquartered global AI-powered customer experience and operations management company with over 17 years of delivery expertise. The company operates 10 global delivery centers and employs more than 8,000 professionals, serving clients across the US, Europe, LATAM and India.

One Point One Solutions Limited 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

One Point One Solutions Limited 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.

**About ResolX:**

ResolX is the agentic AI innovation brand of One Point One Technology Labs Pvt. Ltd., a subsidiary of One Point One Solutions Limited, built to move enterprises from conversations to resolutions. Designed around Resolution-as-a-Service (RaaS), ResolX combines agentic AI, intelligent orchestration, enterprise workflows, governed data and human expertise to enable AI that acts, orchestrates and resolves, not simply answers. ResolX is the agentic AI platform powering Resolution-as-a-Service for enterprise customer operations.

ResolX brings intelligence into real-world enterprise operations across voice, chat, email and digital channels, addressing complex, domain-intensive and regulated workflows where AI must work alongside domain depth, human judgement and enterprise accountability. Backed by 1Point1's global delivery footprint and operational expertise, ResolX bridges the gap between AI technology and execution helping enterprises drive faster resolutions, greater productivity, improved efficiency and measurable outcomes at scale

**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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