

Human Connections. Smarter Outcomes.

AI Data Infrastructure Services including Annotation, Tele-Operations for Robotics -

A global customer experience (CX) and BPM company delivering agile, tech-enabled, and human-centric solutions for leading global enterprises.



- CUSTOMER EXPERIENCE (CX)
- AI-ENABLED OPERATIONS
- GLOBAL DELIVERY
- ENTERPRISE CLIENTS
- A STRONGER TOMORROW

ABOUT THE COMPANY

GLOBAL CX, POWERED BY PEOPLE AND AI

Fusion CX Limited (formerly Xplore Tech Services Private Limited), incorporated in 2004, is a global customer experience (CX) and business process management (BPM) company. It operates across 13 countries with 40 delivery centers, serving 197 enterprise clients, including 22 Fortune 1000 companies, across Telecom & Utilities, Healthcare, BFSI, Retail and HTT.

The company is evolving into an AI-first platform with proprietary solutions such as AI QMS, Voice AI and Mind Workplace, along with tools like Accent Harmonizer, to deliver scalable, outcome-based engagement for its clients.

KEY BUSINESS HIGHLIGHTS

SCALE, DIVERSITY, TECHNOLOGY.



Global Presence
13
Countries



Delivery Network
40
Service Centers



Enterprise Clients
197
(22 Fortune 1000)



AI-Powered Platform
AI QMS, Voice AI,
Mind Workplace,
Accent Harmonizer

FINANCIAL SNAPSHOT (₹ Cr)

STRONG GROWTH
WITH IMPROVING PROFITABILITY

Particulars	FY24	FY25	FY26	YoY Growth
Revenue from Operations	991.32	1,329.30	1,818.14	+36.8%
Total Operating Cost	916.91	1,154.26	1,521.96	+31.9%
EBITDA	74.41	175.04	296.18	+69.2%
EBITDA Margin (%)	7.5%	13.2%	16.3%	+310 bps
PBT	55.64	116.43	234.77	+101.6%
PBT Margin (%)	5.6%	8.8%	12.9%	+410 bps
PAT	36.26	74.40	169.84	+128.3%
PAT Margin (%)	3.7%	5.6%	9.3%	+370 bps
EPS (₹)	-	-	13.38	-

Note: Consolidated financials from company disclosures. Margins calculated on revenue from operations.

KEY METRICS / VALUATION

AS PER FY26



Market Cap
₹4,250 Cr
(Tentative)



P/E
25.0x



P/S
2.61x



P/B
8.46x



EPS (₹)
13.38



Dividend Yield
0.13%



Equity Share Capital
₹12.63 Cr



Face Value/Share
₹1.00

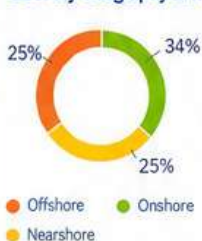
CLIENT & GEOGRAPHY MIX (FY26)

A GLOBAL FOOTPRINT, DIVERSE CLIENT BASE.

Customer Geography Mix



Delivery Geography Mix



Business Vertical Mix



KEY DEVELOPMENTS & INSIGHTS

EXECUTING THE NEXT PHASE.

- Delivered 36.8% revenue growth in FY26 with EBITDA margin of 16.3%.
- 56 enterprise wins in FY26 (31 new logos + 25 expansions), securing ~₹300 Cr ACV and ~₹1,200 Cr TCv.
- Proprietary AI stack (AI QMS, Voice AI, Mind WorkPlace) driving productivity and quality at scale.
- Expanding through accretive M&A; Annotera.ai and Roborax.ai to build AI data infrastructure business targeting ~₹600 Cr ARR by FY28.
- Well-positioned to benefit from global CX outsourcing tailwinds (TAM ~₹30.89 Tn by 2027, Everest Group).

MANAGEMENT TEAM

EXPERIENCED LEADERSHIP DRIVING GROWTH.



Leadership Team

Led by an experienced management team with deep expertise in CX, technology and global delivery.



Strong Client Relationships

Top 5 clients: 11.3 years average relationship.
Top 20 clients: 9.0 years average relationship.



Board Oversight

A balanced board with seasoned professionals supporting the company's growth journey.

COMPANY FACT BOX

Incorporated	2004	Key Verticals	Telecom & Utilities, Healthcare, BFSI, Retail, HTT
Registered Office	Kolkata, West Bengal	Proprietary AI Tools	AI QMS, Voice AI, Mind Workplace, Accent Harmonizer
Global Presence	13 countries	Listed Peers (ITFS)	~28x (vs. 18x for traditional IT services)
Delivery Centers	40		
Clients	197 (22 Fortune 1000)		