



Fusion CX Ltd IPO

Issue Date: 14 Oct 26– 16 Oct 26 Price Range: ₹ 275 to ₹ 289 Market Lot: 51 (based on upper band) Face Value: 1	Sector: BPO/KPO Location: Kolkata. Issue Size: ₹702
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Incorporated in 2004, **Fusion CX Limited** is a customer experience (CX) and business process solutions provider offering multichannel customer support through voice, email, chat, social media and messaging. The company also provides AI data infrastructure services, including data collection, data annotation, image and video labelling, and robotic teleoperations.

Fusion CX combines human expertise with technology and proprietary AI tools to deliver multilingual, omnichannel customer engagement, improve operational efficiency and automate customer interactions. Through its subsidiary, Omind Technologies, the company is developing AI-powered solutions for marketing, conversational AI, quality automation and workforce management.

As of June 30, 2026, Fusion CX operated **40 delivery centres across 13 countries**, supported customers in 28 languages and served 208 customers, including 22 Fortune 1000 companies. Its key industry verticals include telecom and utilities, healthcare and life sciences, high-tech and travel, banking, financial services and insurance (BFSI), and retail.

Key Strengths

- **Global Delivery Network:** Operates 40 delivery centres across 13 countries, enabling round-the-clock customer support across multiple time zones.
- **AI-Driven Technology:** Invests in proprietary AI tools and platforms to enhance customer engagement, automate processes and improve operational efficiency.
- **Proven Acquisition Track Record:** Has experience acquiring and integrating businesses to expand service offerings, customer relationships and growth opportunities.
- **Diversified Industry Presence:** Serves multiple industries, including telecom and utilities, healthcare, BFSI, retail, high-tech and travel.
- **Customer-Centric Approach:** Offers tailored, multilingual and omnichannel solutions to meet diverse customer requirements.
- **Experienced Management Team:** Benefits from experienced promoters, a diverse Board and management with industry knowledge, supported by a skilled workforce.

Objects of the Issue

- Repayment/prepayment, in full or in part, of certain outstanding borrowings availed by (i) Company; (ii) certain Subsidiaries (direct and certain step-down subsidiaries)
- Investment in step-down subsidiaries, Omind Technologies Inc. and Omind Technologies Pvt.Ltd., for upgrading IT tools i.e. Arya and MindVoice
- Pursuing inorganic growth through unidentified acquisitions and other strategic initiatives and general corporate purposes

Fusion CX Ltd Financials

Fusion CX Ltd.'s revenue increased by 37% and profit after tax (PAT) rose by 129% between the financial year ending with March 31, 2026 and March 31, 2025.

Amount in ₹ Crore

Period Ended	30-06-26	31-03-26	31-03-25	31-03-24
Assets	1367.85	1385.15	1143.25	768.02
Total Income	503.85	1851.83	1352.03	1021.53
Profit After Tax	55.7	169.84	74.31	36.26
EBITDA	95.09	329.87	197.78	104.62
NET Worth	610.84	552.46	354.58	270.15
Reserves and Surplus	607.01	547.97	345.76	258.54
Total Borrowing	238.13	266.86	306.73	210.61

Our Rating: (18 –Good)

Rating Procedure

	Criteria for giving points	Points	Out Off
Business Risk	Lesser risk higher points	3	5
Financial Risk	Lesser risk higher points	3	5
Market Risk	Lesser risk higher points	3	5
Objective of IPO	Growth & expansion gets more points	3	5
Price	Fair price will get more points	6	10
Total		18	30

A	21 & Above 21	Best to apply
B	18 to 20	Good
C	15 to 17	Average

D	11 to 14	Poor
E	10 & Below 10	Very Poor

Remarks: The issue is fully priced. Investors with medium-to-long-term view can subscribe Fusion CX Ltd IPO.

You can apply through Capstocks website EIPO link: <https://kyc.capstocks.com/ipo>

You can also apply by ASBA internet banking of your bank account.

Contact: 0471-4093333, 9847060019, email: helpdesk@capstocks.com

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