



IPO : Fusion CX Limited

October 2026

Snapshot

Fusion CX Limited is a global customer experience (CX) and business process solutions provider, established in 2004. The company offers customer support through voice, email, chat, social media and messaging channels, along with AI-driven solutions, data annotation, content moderation and digital transformation services. It serves clients across telecommunications, utilities, healthcare, life sciences, banking, financial services, insurance, retail and technology sectors. As of June 30, 2026, the company operated over 40 delivery centres across 13 countries, supporting multiple languages. Fusion CX also leverages proprietary AI platforms and strategic acquisitions to strengthen its service portfolio, improve operational efficiency and deliver scalable customer engagement solutions globally.

Company Vision

Fusion CX Limited aims to strengthen its position as a global customer experience and business process solutions provider by combining human expertise, technology and artificial intelligence. The company's service portfolio reflects a focus on delivering seamless customer interactions across voice, email, chat, social media and messaging platforms. By developing AI-enabled solutions and expanding its digital capabilities, Fusion CX seeks to support businesses in improving customer engagement, service quality and operational efficiency. Its presence across multiple countries and industries provides a foundation for serving diverse client requirements. The company's strategic direction centres on scalable, technology-driven customer experience solutions.

Growth Prospects

Fusion CX Limited has growth opportunities arising from increasing demand for outsourced customer experience services, digital transformation and AI-enabled customer support. Its presence across multiple countries, multilingual capabilities and experience in sectors such as telecom, healthcare, BFSI, retail and technology support business expansion. The company can strengthen its offerings through proprietary AI platforms, conversational automation, marketing technology and data annotation services. Its history of acquisitions also provides opportunities to expand geographical reach, customer relationships and service capabilities.

Opening Date	Wednesday, October 14, 2026
Closing Date	Friday, October 16, 2026
Price Band	Rs. 275 to 289 per share
Bid Lot	51 Shares
Issue Size	2,42,90,657 shares (aggregating up to Rs. 702 Cr)
Fresh Issue	1,73,01,038 shares (aggregating up to Rs. 500 Cr)
Offer for Sale	69,89,619 shares (aggregating up to Rs. 202 Cr)
Registrar	Kfin Technologies Ltd.

Key Financials

Amount in cr.	Jun-26	FY2026	FY2025	FY2024
Assets	1,368	1,385	1,143	768
Total Income	504	1,852	1,352	1,022
Profit After Tax	56	170	74	36
EBITDA	95	330	198	105
NET Worth	25	27	17	11
Reserves and Surplus	607	548	346	259
Total Borrowing	48	59	82	83

Risk Assessment

Fusion CX Limited operates in a competitive customer experience outsourcing industry where pricing pressure, technological changes and evolving client expectations may affect business performance. The company faces risks from employee attrition, talent shortages and the need to continually invest in AI and automation. Data privacy breaches, cybersecurity incidents and non-compliance with international regulations could also result in financial and reputational damage. Additionally, fluctuations in foreign exchange rates may affect profitability, while acquisitions can create integration challenges and unexpected costs. Client concentration remains another consideration, as changes in major customer relationships could affect revenue. These risks require effective execution, cost management and strong compliance controls.