20th Aug, 2024
Bangalore

To,
National Stock Exchange of India Ltd.
Exchange Plaza,
Bandra-Kurla Complex,
Bandra (East) Mumbai - 400 051

Sub: Intimation of investor presentation

Ref : Symbol : SERVICE

Dear Sirs,
In accordance with the applicable requirements and regulations of the SEBI LODR (Listing Obligations and Disclosure Requirements) Regulations, 2015, and other applicable regulations, if any, we hereby intimate the investor presentation attached herewith.

The referred presentation is indicative and subject to changes necessitated by unforeseen developments.

We request you to take the same on your record.
Thanking You,

Yours faithfully,
for Service Care Limited
AMIT KUMAR RAKHECHA
Digitally signed by AMIT KUMAR RAKHECHA
Date: 2024.08.20 13:33:14 +05'30'
Amit Kumar Rakhecha
CFO





ServiceCare™
Integrating Services

Service Care Limited

Investor Presentation
FY24

Disclaimer

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Company Overview

Service Care Limited: At a Glance

Incorporated in 2011, Service Care Limited (Service Care, The Company) is a company headquartered in Bengaluru. They also have two regional offices in Chennai and Hyderabad.

The Company specializes in providing WorkForce and WorkSpace Administration Services in various domain, including Integrated Facility Management, Business Services, staffing solutions, and payroll management.

Service Care serves a diverse clientele, spanning from Manufacturing, Engineering, IT, Government, healthcare, and many more. Throughout its journey, the company has been known for its reliability, innovative approach, and a strong presence in the market.

With the overall experience and market presence of more than 23 years of the promoters, service care has established its creditability with its customers and partners.



13+ Years
Of Existence

250+
Customer

6200+
Overall Employees

Workspace Division
3 States

Workforce Division
21 States

ISO Certified Trademark Registered

92%
Customer retention

FY24
Revenue - ₹ 192.45 Cr
EBITDA – ₹ 4.72 Cr
PAT – ₹ 4.36 Cr

FY24
ROE – 12.94 %
ROCE – 13.14 %

What Drives Us: Mission, Vision & Values



Transforming Workspace & Empowering Workforce

Vision & Mission

Our Mission & vision is to relentlessly pursue excellence in driving efficiency and productivity for our partners by proficiently outsourcing and optimizing their essential business operations. Committed to creating an environment of desirability, we aim to cultivate a company that attracts and retains top talent, satisfies customs, and garners trust from investors, all while delivering exceptional value.



The Journey of Service Care Limited

2011

- Incorporated as a Private Limited, the company began with Facility Management, later adding Manpower & Payroll services and expanding to a Chennai branch.

- **Contract with:**

2013

- Achieved ISO Certifications and initiated consultancy for guest houses, institutions, and service apartments.
- Padma Seshadri School FMS contract.
- L&T Road & Infra project.

- **FMS Contract with:**

2015

- Expanded into verticalized FMS & Manpower, secured Healthcare & Airspace FMS contracts, and initiated Event Management Services (RSSDI, Wedding, Conference).
- DDTC O&M and FMS contract.

- **Started Railway Project Contract Staffing For:**

2017

- Launched project-based Payroll, introduced B2C OTC services, and commenced Recruitment Services.
- Commenced Defense project;
- F& B vertical commenced;
- Hospital FMS management (Medway).

2019

- Acquired Services from Central Govt. & Banking (SBI)
- Started Manpower services for manufacturing segments
- Bangalore Airport T2 MP contract
- Ram Temple work MP subcontracting
- Company received the certificate of excellence from The CEO Magazine
- IIT Hyderabad MP Contracting.

- **Overall, 3,800 + Manpower**

The Journey of Service Care Limited

2020

- Company received the 10 Most Promising Payroll Outsourcing Service Provider by Silicon India.

2021

- Technical NoC technical centre
- Contract from Laurus Bio (biotech)
- Contracts with Education Segment (KC high, Byjus)
- New contract – JK fenner, Prestige constructions, Novoco, Ponpure Chem
- **Overall, 4,800 + Manpower**

2022

- Chola group FMS Contract
- Murugappa group FMS Contract
- Cumi – international Placements
- Healthcare (Mediassist) - IT Resourcing.
- **Overall, 5,500 + Manpower**
- **Overall 300+ SBI branches FMS**

2023

- Transformed from private to public with an IPO listing on NSE SME
- **Overall, 5,800+ Manpower**

2024

- Opened a new branch in Karnal, Haryana
- Launched banking recruitment vertical; acquired staffing from Kotak Life and Equitas Bank
- Started managed workspace services; 425-seater in Ranchi
- Expanded Managed FMS services
- Projects and Contracts:

FMS and guest house management for Cholamandalam Finance

Manpower project at Varanasi International Cricket Stadium

AIIMS project in Rewari (Madhya Pradesh)

Pragati Maidan project in Delhi

VIAL Bhogapuram Airport project

Energy Hydrocarbon IOCL Tankage project

- **Overall, 6,200+ Manpower**

Partnering with the Best: Our Clients

ServiceCare

Caters to a wide-ranging clientele, including Construction, Manufacturing, Infrastructure, Engineering & IT and many more

Top 10 customers contribute around 94% of the revenue

L&T Construction
Heavy Civil Infrastructure

L&T GeoStructure

Couchbase

KOBELCO

Larsen and Toubro

ADITYA BIRLA GROUP

JK Fenner

enventure

DÜRR

PASONA

ACC

ANDRITZ Separation

BESSEMER VENTURE PARTNERS

SAFRAN
AEROSPACE · DEFENCE · SECURITY

ASHOK LEYLAND

GEZE

illumifin

IDrive®

terawe

WENDT

LAURUS Labs
Knowledge . Innovation . Excellence

GETINGE

NATIONAL INSTRUMENTS

WARDEX PHARMACEUTICALS PVT LTD.

Partnering with the Best: Our Clients

ServiceCare

Caters to a wide-ranging clientele, including Construction, Manufacturing, Infrastructure, Engineering & IT and many more

Top 10 customers contribute around 94% of the revenue

flatworld solutions

Omega Healthcare
Excellence in Business Outsourcing

SBI

murugappa

Pon Pure Chemicals Group
catalyzing your growth

Nestlé

Zenith Software Ltd

aban
Aban Offshore Limited

ProSol
Unified workways

CUMI

L&T Energy Hydrocarbon

L&T Technology Services

TI India

TI India

Montra Electric
TIVOLT

Chola MS
General Insurance

equitas
Equitas Small Finance Bank

kotak life

L&T Realty

ANDRITZ

TVS

Chola
Enter a better life

PARRYS

PAN India Presence

Our Offices

- Bengaluru
- Chennai
- Hyderabad
- Karnal

For Workspace Division

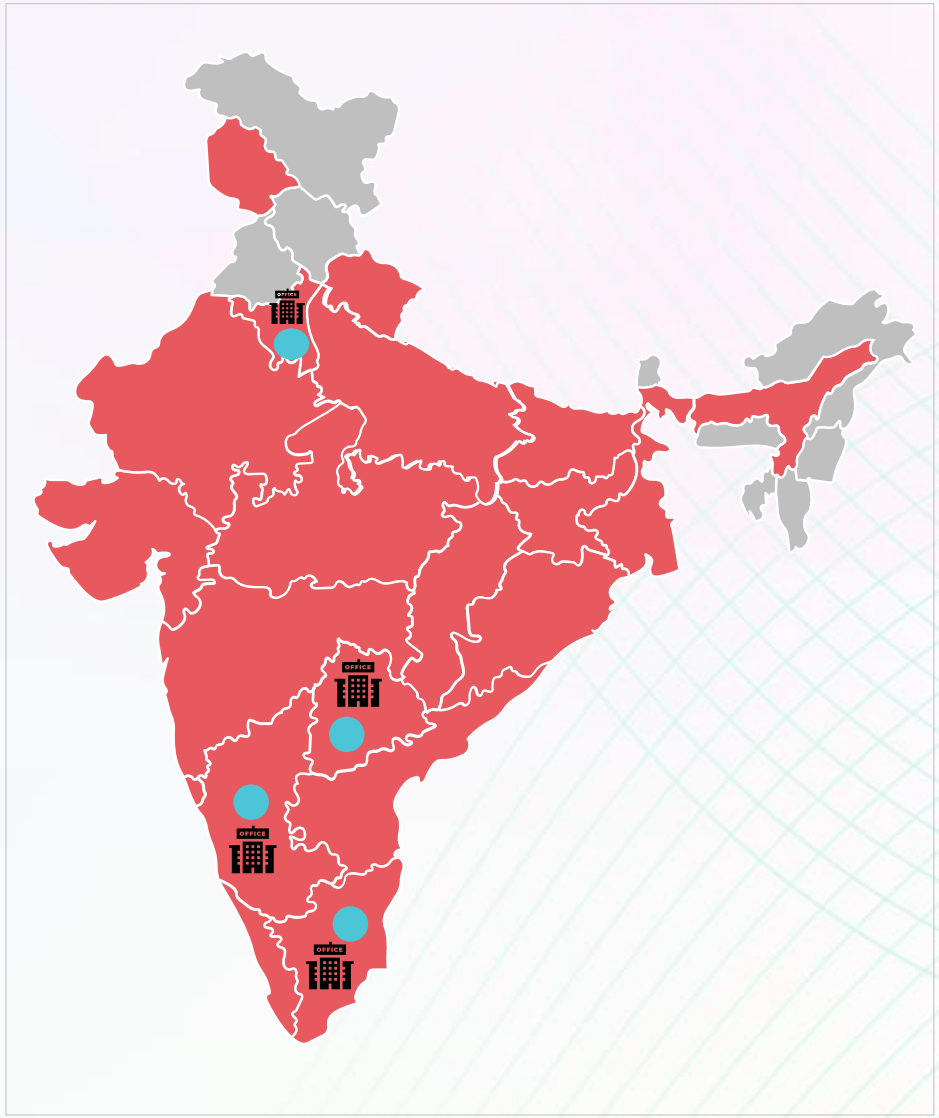
We provide services in 4 States

- Karnataka
- Tamil Nadu
- Telangana
- Haryana

For Workforce Division

We provide services in 21 States

- Karnataka
- Tamil Nadu
- Bihar
- Maharashtra
- Kerala
- Uttar Pradesh
- Andhra Pradesh
- Telangana
- Delhi
- Goa
- Odisha
- Haryana
- Chhattisgarh
- Madhya Pradesh
- Uttarakhand
- Gujarat
- Jharkhand
- West Bengal
- Assam
- Rajasthan
- Jammu & Kashmir



Our Competitive Strengths

Enduring Values of the company & Management Team

Core values form the bedrock of a company's culture, while the management team plays a vital role in shaping and maintaining them.

Integrity

The company and its management team are committed to honesty, transparency, and ethical behavior in all interactions.

Customer Focus

The company places a high value on understanding and meeting the needs of its customers. With a more than 90% of customer retention ratio on an average.

Innovation

The company embraces a culture of creativity and continuous improvement, constantly striving to develop new products and services that meet evolving customer needs.



Teamwork

The company values collaboration and teamwork, recognizing that success is achieved through the collective efforts of all employees.

Respect for Individuals

The company values diversity and inclusivity, creating a safe and supportive work environment for all employees.

Strong Statutory compliance policies

Statutory compliance ensures legal adherence, prevents penalties, and fosters seamless customer alliances.

Accountability

The company and its management team take responsibility for their actions and decisions, holding themselves accountable for achieving the company's goals and upholding its values.

Management Overview



Our Leadership: The Board



Mrs. Shany Jalal
Chairman & Managing Director

Shany Jalal, the entrepreneurial powerhouse behind Service Care Ltd., exemplifies determination, hard work, and business acumen—the essential ingredients of her successful venture. Her journey began in 1999 when she launched her company, initially focusing on janitorial services as a proprietor. Over two decades, she transitioned to incorporation and achieved the commendable milestone of becoming a public limited company listed on the NSE SME IPO in July 2023.
Shany Jalal has been honored with numerous accolades, including the Business Excellence & Achievement Award in 2015, the Company of the Year Award in 2019 by CEO Magazine, and the Women Entrepreneur of the Year Award in 2023 by Great Companies. Additionally, she received appreciation and a testimonial from the Chairperson for her outstanding service at the RSSDI 42nd Annual Conclave.
Moreover, Shany Jalal participated in the Goldman Sachs 10,000 Women program, in association with the Indian Institute of Management, an initiative aimed at fostering economic growth by providing women entrepreneurs worldwide with business and management education



Mr. Anil Kumar M
Executive Director

Anil Kumar is a dynamic individual known for seizing profitable opportunities and driving business growth through innovation. With a proven track record in optimizing profitability, refining operations, and enhancing customer service, he brings a wealth of experience in leading both Operational and Sales teams to success. Anil is a dedicated leader committed to organizational advancement, skilled in strategic planning, problem-solving, and effective communication. His expertise spans business principles, project management, and team leadership, thriving in collaborative settings with a tireless work ethic. He remains abreast of industry trends and technologies, ensuring his strategies are always forward-thinking. With meticulous attention to detail and strong organizational skills, Anil excels in managing multiple projects simultaneously, delivering exceptional results efficiently. Currently, he holds positions as Founder and Managing Partner at ProSol and serves as Executive Director at Service Care Limited. Previously, Anil contributed his expertise to leading organizations such as Dell, Acer, and Toshiba, overseeing Enterprise and Global Business alliances. text



Mr. Amit Kumar Rakhecha
Executive Director & CFO

Mr. Amit Kumar Rakhecha is an MBA (PGD) in Finance and marketing from MDU, Rohtak. He is an accomplished and well-versed Businessman with rounded experience from establishing new business units from ground zero, leading business units, driving revenue and P&L. He has done extensive experience in structuring large and complex deals at CXX level. His strengths are Building high energy teams, setting up robust processes, and finding optimal solutions to deliver business value. Amit has a Broad and in-depth knowledge on IT Products and services, and Staffing solutions and services. He believes in Alliances, managing competitive landscape, taking calculated risk, understanding of legal, operational, compliances and regulatory prerequisites. He has set up and is successfully running a few companies in India and Abroad. He is successfully Sustaining and Managing Biz Eco system Change. He has an expertise in Planning Sales & Go To Market Strategy, Running Large Sales Organizations and Verticalization of Business Units



Mr. Bharath Kumar Jain
Independent Director

Mr. Bharath Kumar Jain is currently the Fellow member of Institute of Chartered Accountants, a holder of Master's Degree in Business Administration from University of wales in the year 2013. He is Proficient in analyzing company performances, conducting benchmark study/trend analysis and using various business tools to assist the critical decision making. Proficient in designing and implementing financial systems to facilitate enhanced financial control and make the business process more robust. He is Currently working as Associate Director of K2D Multidisciplinary Service Private Limited, a PAN India company providing Corporate, legal, secretarial and taxation services also working as Partner of B K J & Company LLP a Practicing Chartered Accountant's firm.



Mr. Ajay Kumar Bantia
Independent Director

Mr. Ajay Kumar Bantia is a fellow member of Institute of Company Secretaries of India (ICSI) Law graduate from Karnataka State Law University. He is qualified to be appointed as an Independent Director by the Indian Institute of Corporate Affairs (IICA). He has completed his Bachelor of Commerce from Ramakrishnan Mission Vivekananda Evening College. He is also a Non-Executive Director in a Business Analytics Company and Designated Partner of AKB &Associates Company Secretaries LLP. The LLP is providing a wide gamut of Corporate Governance, Corporate Compliance and Secretarial Services to a wide network of clients across India, United States, Asia in matters relating to the Indian Company and Corporate Laws and allied Laws. He is an active speaker on Company Law at Student Forums and Educational Institutions. He has been part of the Committee involved in syllabus drafting of a leading Women's College in Chennai. The LLP plays a pro-active role in providing support to new ventures and existing companies looking to expand and grow.



Mrs. Pushpy B Muricken
Independent Director

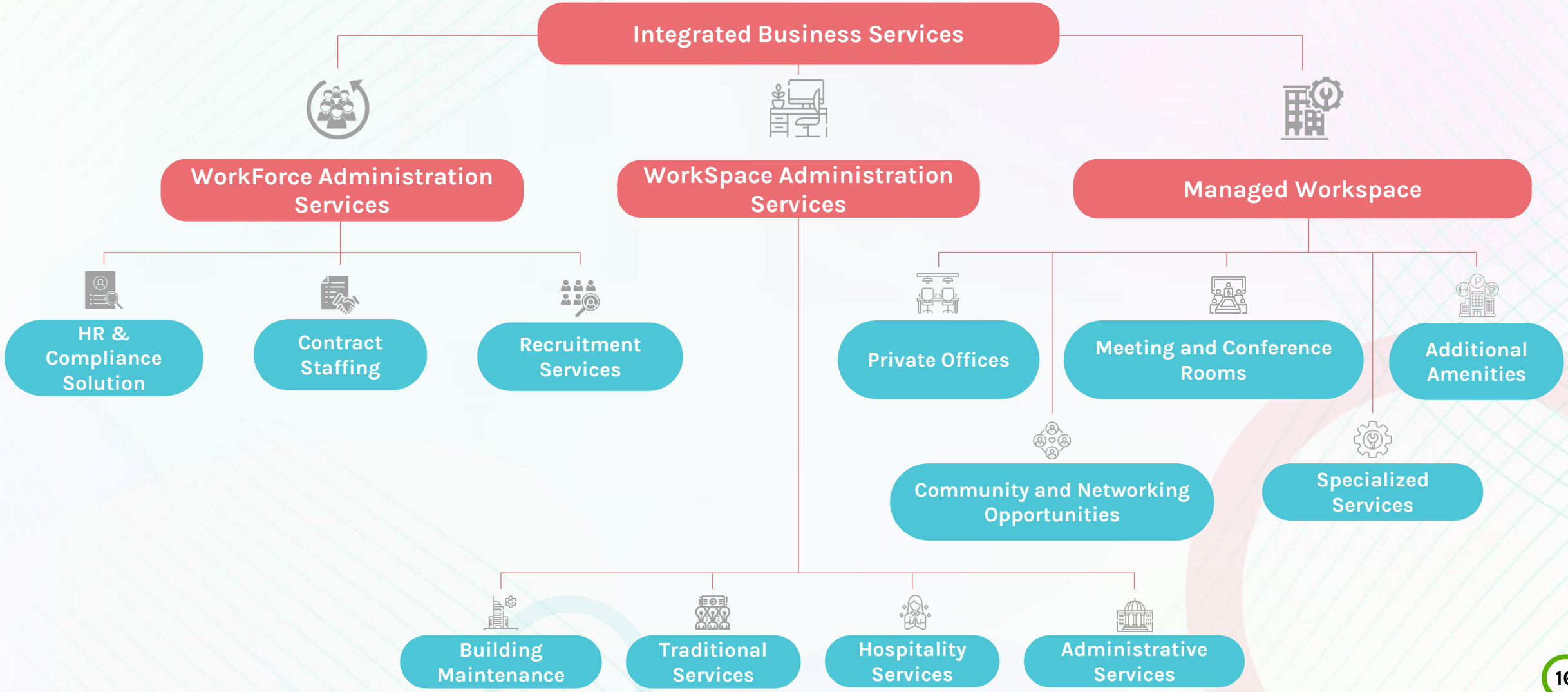
Pushpy Muricken is a practicing cost accountant and partner of PB Muricken & Associates. A practicing Lawyer till2007, her career spans across the fields of Finance and Law with an overall experience of 25 years. She is a fellow member of Institute of Cost Accountants of India and a law graduate from Mahatma Gandhi University. Her core area of specialisation is in the fields of Internal Audits, Pricing, Business consultancy – Strategy & Tax and Cost Audits. She currently serves as an Independent Director to the boards of Muthoot Microfin Ltd and Joy Alukkas India Ltd. Pushpy is also a non-executive director to Aiscape Global System Private Limited. She is also interested in academics and is an ongoing faculty with ICMAI. She is also part of the Board of studies, Commerce department of Nirmala college, Muvattupuzha as industry representative. Pushpy is passionate about empowering women entrepreneurs and is the co-founder of Women Entrepreneur Network Foundation, which has branches across Kerala. She is also a startup mentor and is part of several programms in the area of entrepreneurship.

Business Overview



We breathe WorkForce & WorkSpace Administration

Service Care provides expertise in Creating & Maintaining WorkSpace integrated services. They empower businesses with versatile, comprehensive, and lasting WorkForce solutions.



WorkForce Administration Services

HR & Compliance Solution

Hiring Services

Payroll Management

Statutory & Compliance Management

Onboarding & Offboarding Services

Central HR Helpdesk Services

Compensations Management

Employee Asset Management

Contract Staffing

IT Contract Staffing

Offshore Development Centre

Project Solutions

Contractual & Temporary Staffing

Manpower Contract Staffing

IT Operation Center Staffing

Hiring Services

Payroll Management

Statutory & Compliance Management

Onboarding & Offboarding Services

Central HR Helpdesk Services

Compensations Management

Employee Asset Management

Recruitment Services

Talent Acquisition

Project Based

Recruitment International

Executive Search

Recruitment Process Outsourcing

WorkSpace Administration

Hard FMS

Physical Space Management

Building Maintenance

- O&M – Planned & Reactive Maintenance
- External Building Maintenance
- Internal Building Maintenance
- Lifts & Elevator
- Mechanical & Electrical
- Plumbing & Civil
- Fire Safety System

Soft FMS

People & Upkeeping Management

Traditional Services

- Housekeeping
- Cleanroom
- Recycling
- Waste Management
- Landscaping
- Parking & Roads
- Laundry & Linen Service
- Pest Control
- EHS compliance
- Janitorial Materials

Hospitality Services

- Café/Restaurant
- Catering & Canteen
- Pantry Services
- Vending
- Office Refreshment Services
- Reception

Business Services

Administrative Services

- Concierge Services
- Reprographics & Copy Centers
- Mail Room Management
- Shipping & Receiving
- Document Management
- Conference
- Services/Meeting Room Management
- Space Planning
- Materials & Inventory Management

Managed WorkSpace

ServiceCare

Private Offices

- Fully furnished offices
- Customizable spaces
- Suitable for small to large teams

Meeting and Conference Rooms

- Fully equipped meeting rooms
- Board meetings
- Client presentations
- Training sessions
- Video conferencing

Additional Amenities

- High-speed internet
- Printing services
- Phone booths
- Break-out areas
- Cafeterias24/7 access
- Biophilic design elements
- Ergonomic furniture
- Dedicated zones for women

Community and Networking Opportunities

- Community-building events
- Networking opportunities
- Collaboration spaces

Specialized Services

- Assisted incubation for startups
- Tailored interior design
- Event spaces for business events and workshops

Service Care's Recent Developments

New Launch of Managed Office Spaces Across India

ServiceCare has launched its managed office spaces across India, beginning with a 425-seater facility in Ranchi. This expansion includes comprehensive Facility Management Services (FMS) to ensure seamless operations. ServiceCare aims to provide fully equipped, professional workspaces tailored to meet the diverse needs of businesses.

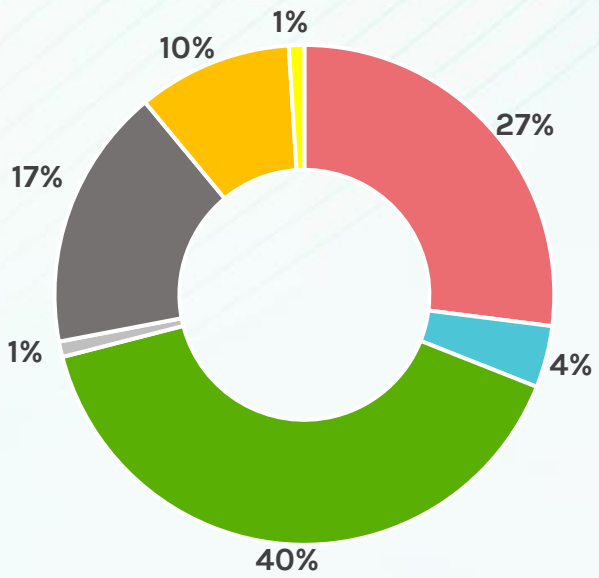
Banking Recruitment Service

The banking recruitment vertical commenced its operations, introducing new services to streamline the hiring process for financial institutions. Our services include comprehensive candidate assessments, specialized training, and placement strategies designed to connect top talent with leading banks and financial institutions.



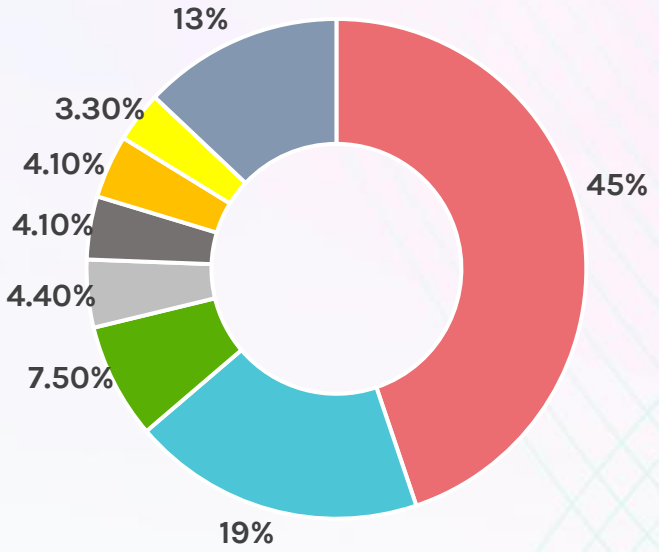
Segment Wise Revenue Breakup FY24

WorkForce Administration Services



- Infrastructure
- Engineering
- Manufacturing
- Corporates
- Technology
- Shared Services
- Services

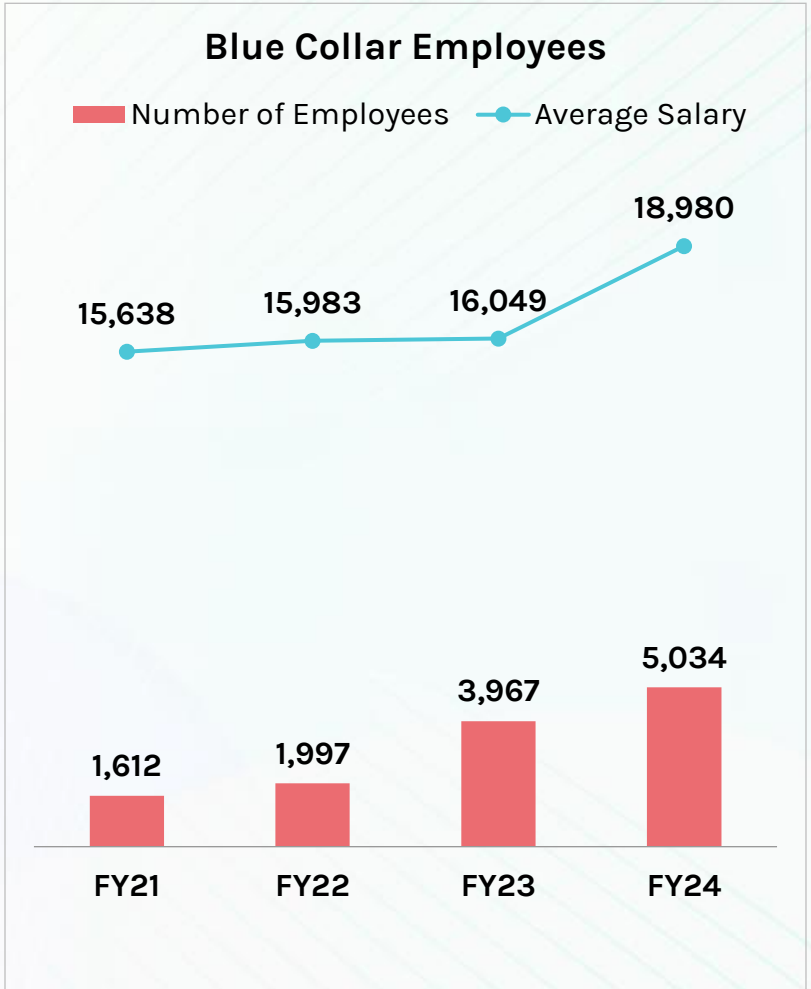
WorkSpace Administration Services

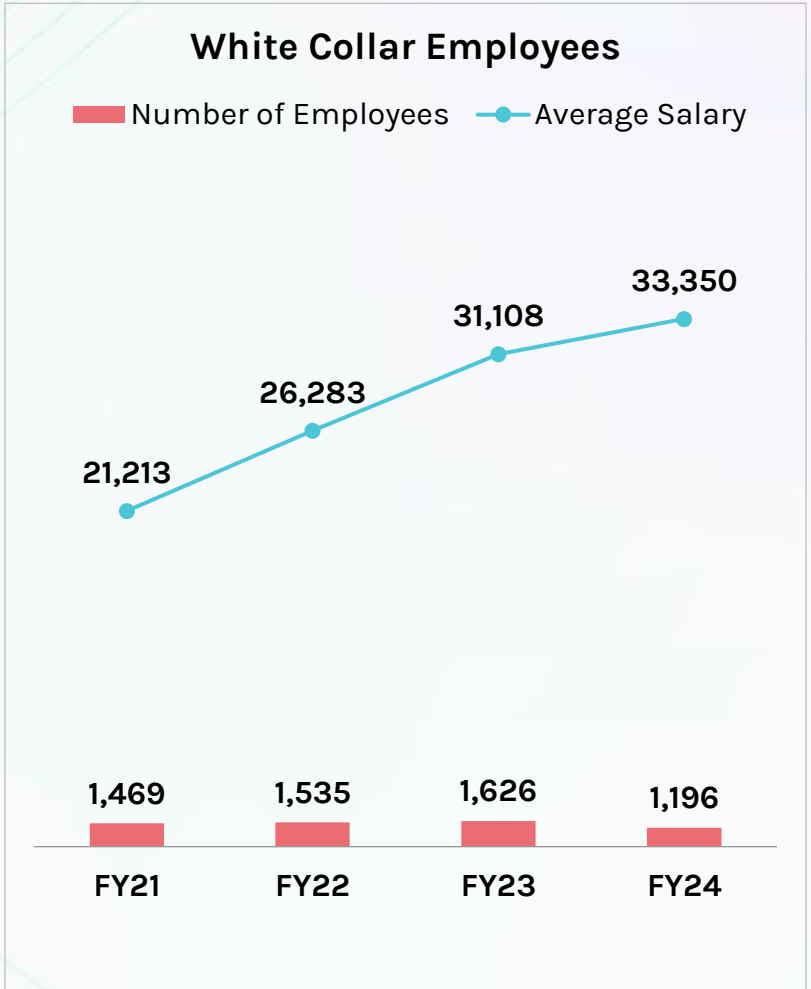


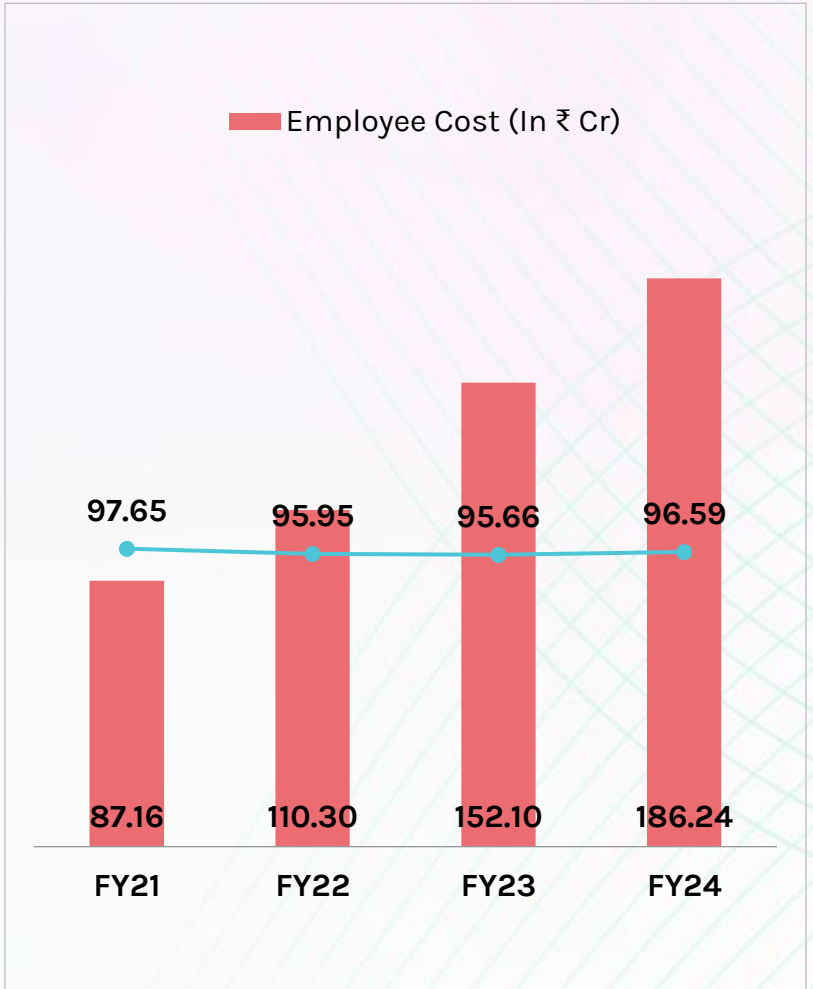
- Banking
- IT / ITES
- Infrastructure
- Education Technology
- FMCG
- Research Organisation
- IT / ITES
- Manufacturing

Employee Cost Analysis

At Service Care, we are committed to nurturing our employee's growth and development. We understand that their individual achievements pave the way for the company's collective advancement.









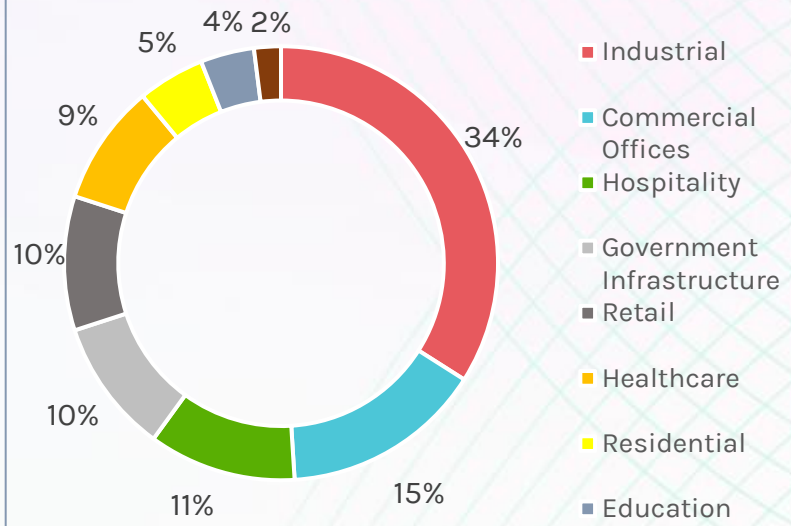
Industry Overview

India Facility Management Market Overview

India Facility Management Market was valued at USD 27.72 Billion in 2024 and is anticipated to project robust growth in the forecast period with a CAGR of 13.87% through 2030.

- Facility management (FM) market revenue is defined by end-user contracts for outsourced services, excluding in-house FM and small FM.
- The FM market will be pivotal from now until 2027 for adopting next-generation solutions.
- Integrated Facility Management (IFM) is projected to grow rapidly, with its market share increasing to 13.8% in 2027.
- Recent trends have shifted focus from total cost of ownership to integrating digital technology and services.
- The COVID-19 pandemic has accelerated the need for enhanced business productivity and user experience through next-generation solutions.
- Sustainability is now a central element of facility management strategies.
- Partnerships and collaboration are crucial for achieving growth and sustainability goals.
- Effective management of core performance data is essential for optimizing productivity, tailored to each customer's needs.

IFM: Well diversified market in terms of end customer

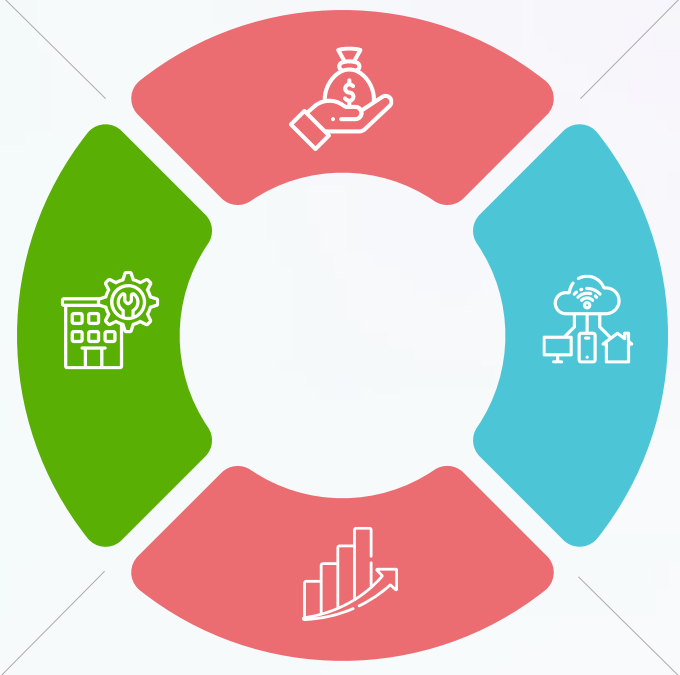


Source – *Frost & Sullivan* & *TechSciResearch*

Future of Facility Management

With the increasing cost of materials and labor, facility management companies are focusing on cost-effective solutions for providing services, further 80 propelling the market.

Moreover, numerous leading facility management companies are providing services in building automation, allowing facilities to be remotely monitored and managed from a central control system, which is acting as another growth-inducing factor.



The growing penetration of the Internet of Things (IoT) majorly drives the global market. This can be supported by the rising utilization of facility management (FM) to allow the digital transformation of operational processes and optimize production performance while enhancing efficiency and flexibility.

With the growing applicability of FM services across the banking, finance service, and insurance (BFSI), healthcare, education, residential, and education sectors, there has been a significant rise in the overall market across the globe.

Source – TechSci Research

Staffing Industry Growth Overview

- The staffing industry grew by 3.6% in Q3 FY24, reflecting strong demand for flexible workforce solutions.
- Overall, the industry saw a notable 16.4% year-on-year increase throughout 2023.
- Sectors such as e-commerce, retail, logistics, manufacturing, hospitality, and aviation significantly contributed to this rise in employment.
- By December 2023, the formal flexi workforce employed by ISF members reached 1.62 million individuals.
- General Flexi Staffing experienced a 3.8% quarter-on-quarter growth in Q3 FY24.
- IT staffing faced a marginal decline during the same period.
- ISF President Mr. Lohit Bhatia highlighted the industry's resilience and double-digit growth trend.
- The staffing sector plays a crucial role in driving economic activity and job creation.
- ISF remains dedicated to advocating for the recognition, fair treatment, and social security of temporary workers.
- The industry’s continued growth underscores its importance in the labor market and economic landscape.

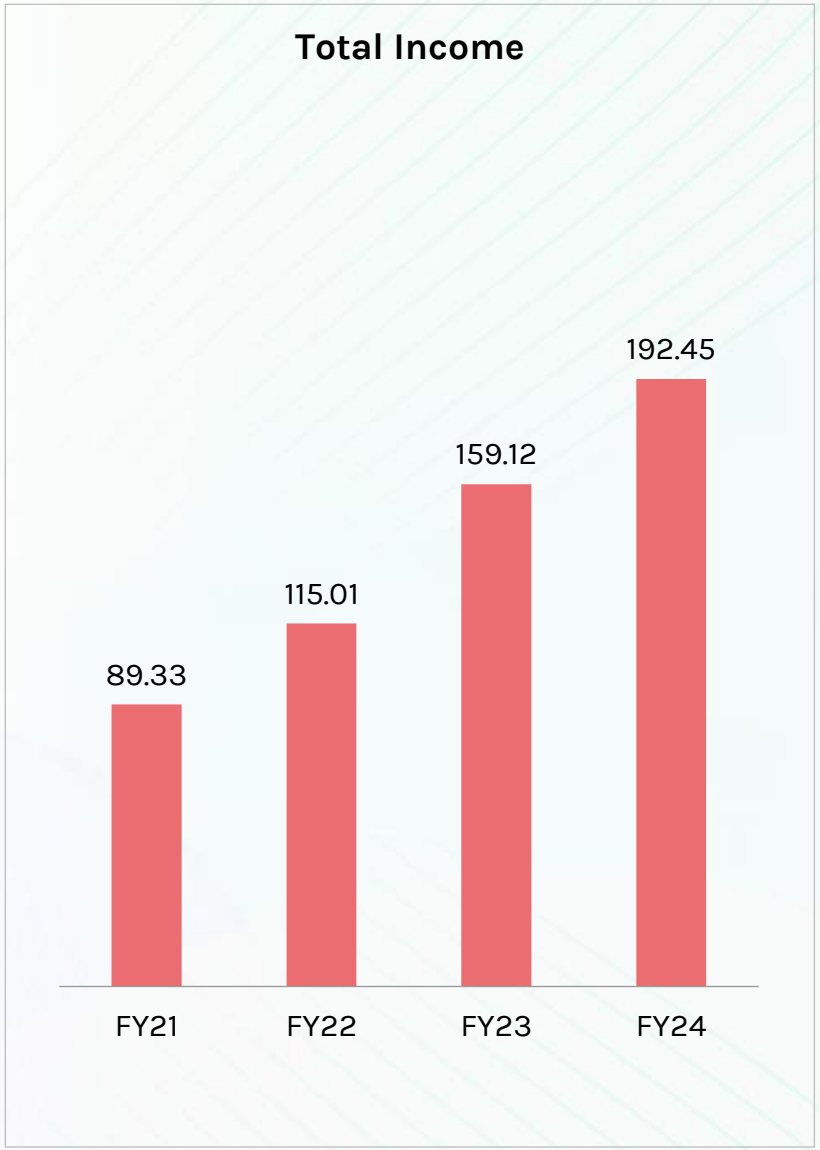
Source: ibef

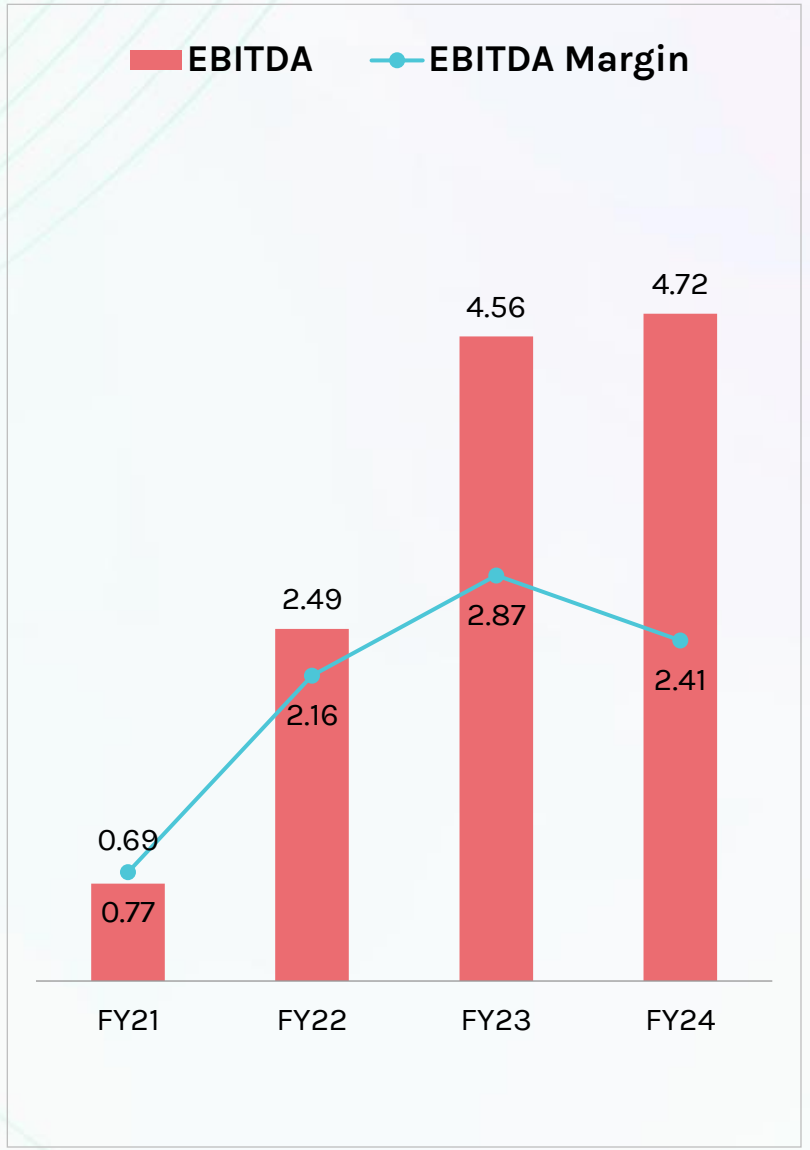


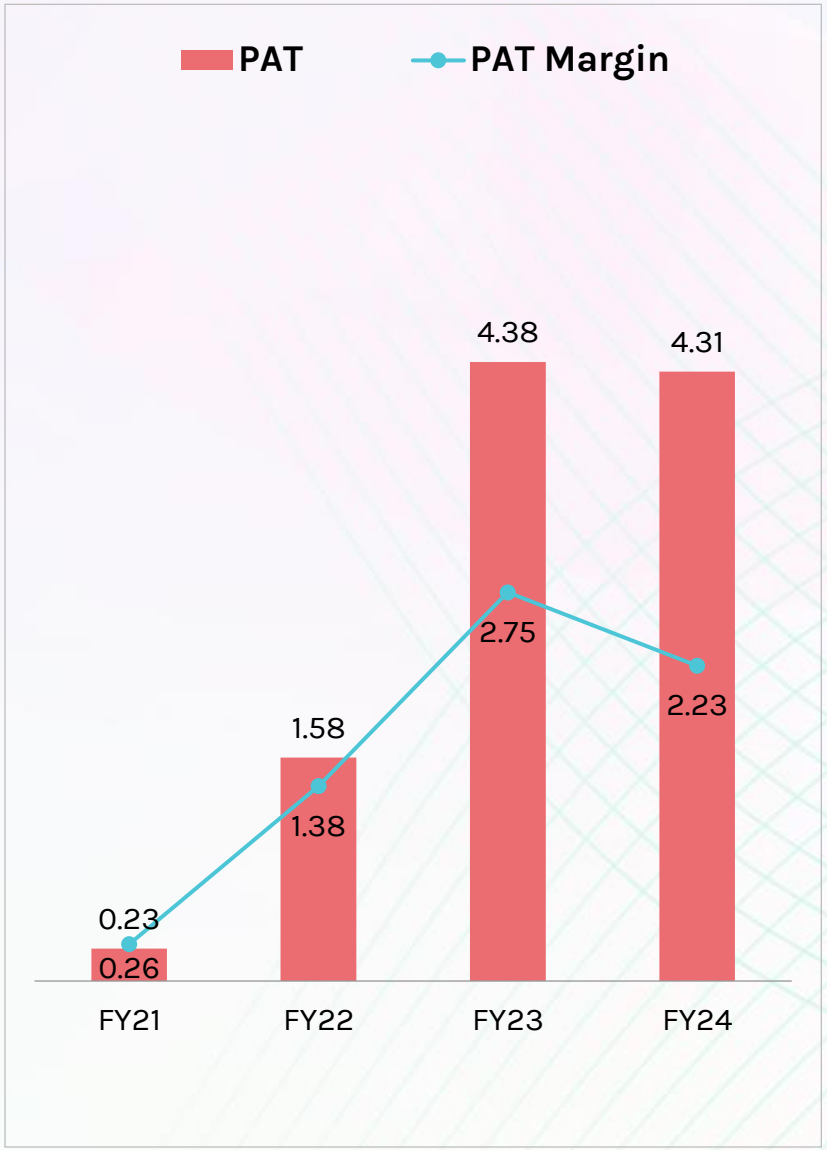


Financial Overview

Financial Performance In A Glance: Key Highlights And Metrics







All Amount In ₹ Cr & Margins In %

Profit & Loss Statement

In ₹ Cr

Particulars	FY24	FY23	FY22	FY21
Revenues	192.81	159.00	114.95	89.26
Other Income	0.75	0.12	0.06	0.07
Total Income	**193.56**	**159.12**	**115.01**	**89.33**
Employee Costs	1.22	152.10	110.30	87.16
Raw Materials Expenses	186.24	1.22	1.28	0.73
Other Expenses	1.38	1.24	0.95	0.76
Total Expenditure	188.84	154.56	112.53	88.65
EBITDA	**4.72**	**4.56**	**2.49**	**0.68**
Finance Costs	0.04	0.21	0.11	0.16
Depreciation	0.29	0.04	0.01	0.07
Profit Before Tax and Extraordinary items	**4.38**	**4.31**	**2.37**	**0.46**
Extraordinary Items	0.00	0.14	-0.02	0.00
Profit Before Tax	**4.38**	**4.17**	**2.39**	**0.46**
Tax	0.03	-0.21	0.81	0.23
PAT	4.36	4.38	1.58	0.23
Total Comprehensive Income	**4.36**	**4.38**	**1.58**	**0.23**

Balance Sheet

Equities & Liabilities	FY24	FY23	FY22	FY21
Equity	11.50	8.41	0.01	0.01
Reserves	22.20	4.39	6.41	4.57
Net Worth	33.70	**12.80**	**6.42**	**4.58**
Non Current Liabilities				
Long Term Borrowing	0.00	0.00	0.00	0.00
Deferred Tax Liabilities	0.00	0.00	0.00	0.00
Long Term Provision	0.00	0.18	0.00	0.11
Total Non Current Liabilities	**0.00**	**0.18**	**0.00**	**0.11**
Current Liabilities				
Short Term Borrowings	0.00	3.12	3.41	3.15
Trade Payables	0.17	0.05	0.12	0.13
Other Current Liabilities	20.33	11.03	13.55	12.03
Short Term Provision	0.66	6.53	0.76	0.21
Total Current Liabilities	**21.17**	**20.73**	**17.85**	**15.51**
Total Liabilities	**54.87**	**33.71**	**24.26**	**20.20**

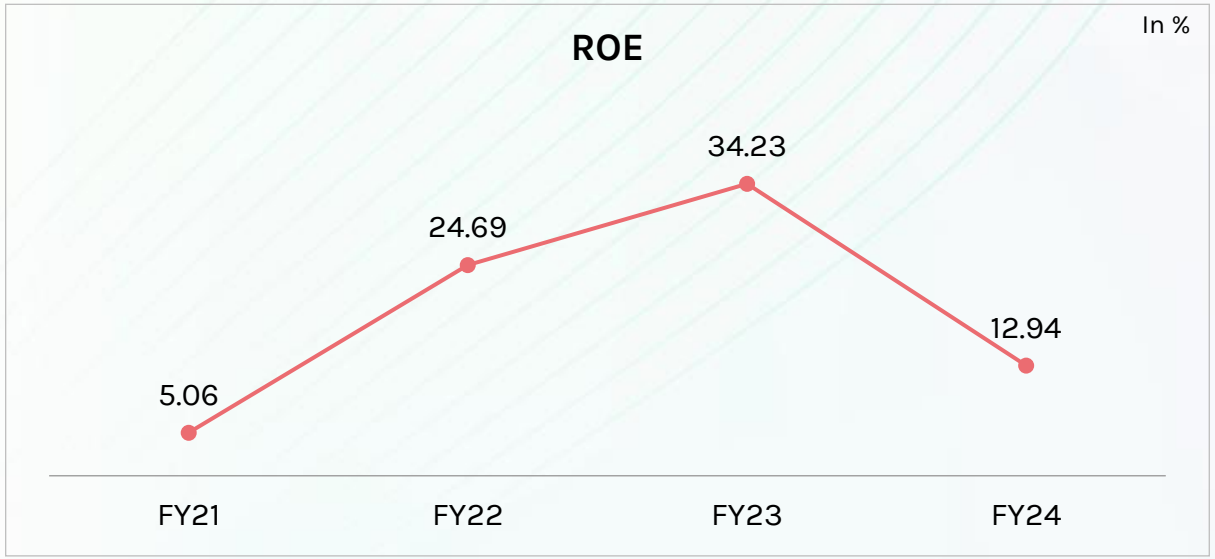
Assets	FY24	FY23	FY22	FY21
Non Current Assets				
Fixed Assets	2.65	0.22	0.32	0.16
Deferred Tax Assets (Net)	0.31	0.33	0..12	0.08
Other Non Current Assets	20.06	0.92	0.64	0.53
Total Non Current Assets	**23.02**	**1.47**	**1.09**	**0.76**
Current Assets				
Inventories	0.05	0.00	0.00	0.00
Trade Receivables	23.72	22.63	17.00	13.17
Cash & Bank Balance	5.43	7.94	3.06	2.98
Short Term Loans & Advances	0.00	0.00	0.00	2.99
Other Current Assets	0.58	1.66	3.10	0.28
Total Current Assets	**31.84**	**32.24**	**23.17**	**19.43**
Total Assets	**54.87**	**33.71**	**24.26**	**20.20**

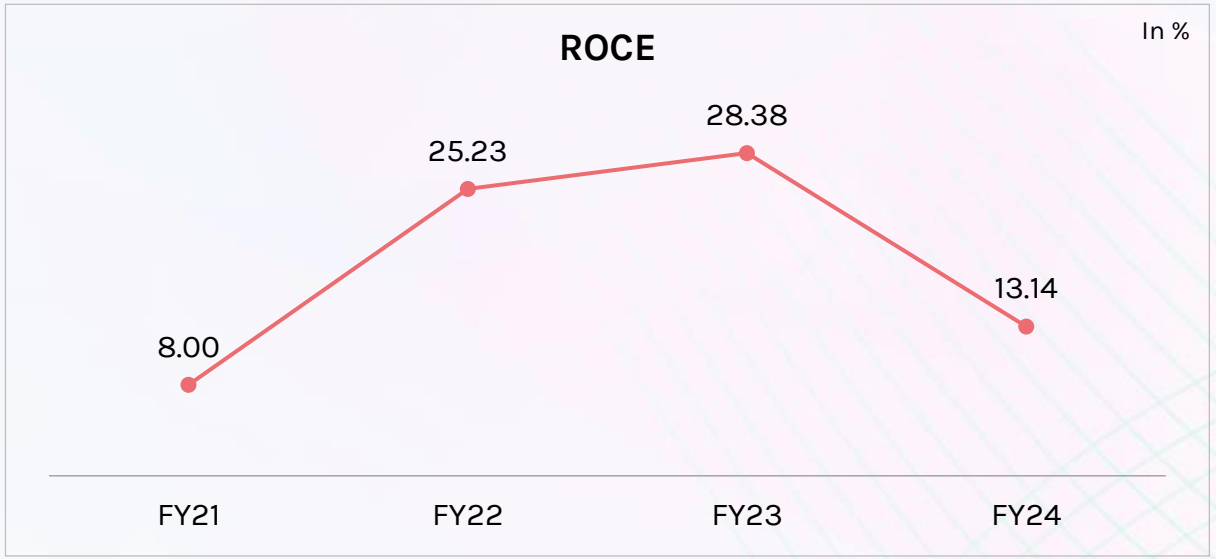
Cash Flow Statement

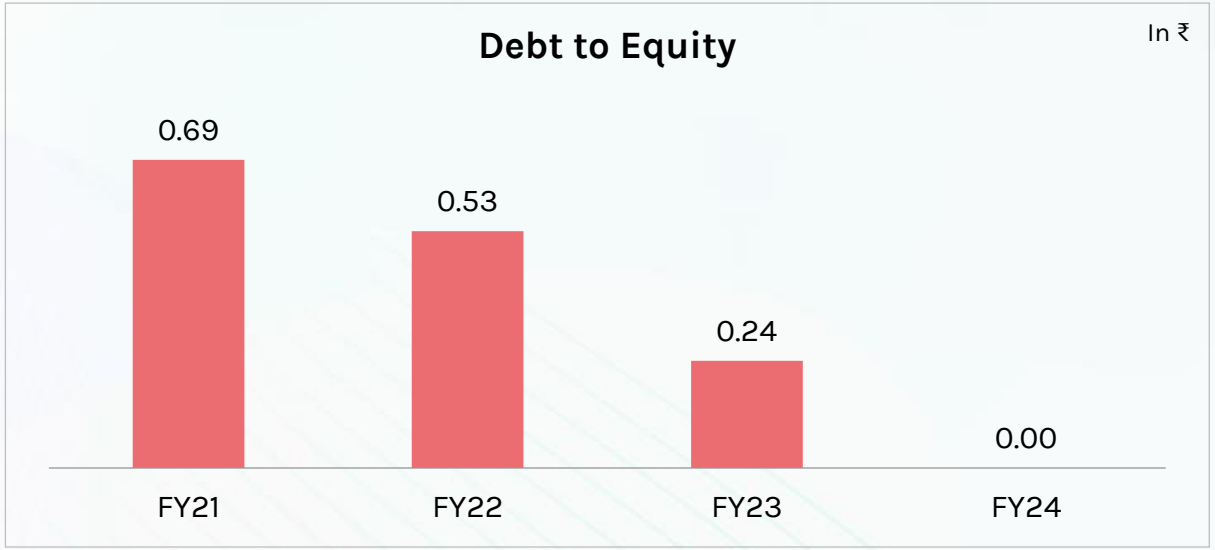
In ₹ Cr

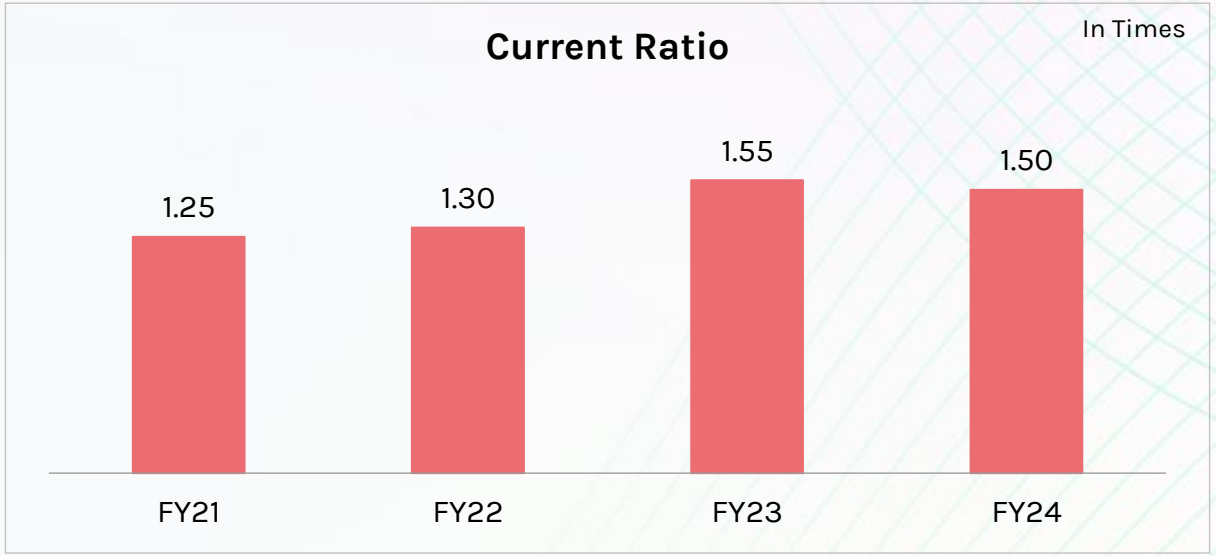
Particulars	FY24	FY23	FY22	FY21
Cashflow from Operations	**5.70**	**2.86**	**0.29**	**2.87**
Cashflow from Investments	**-21.65**	**0.02**	**-0.21**	**0.00**
Cashflow from Financing	**16.54**	**2.00**	**0.00**	**-0.06**
Net Cash Flow	0.60	4.88	0.08	2.81
Opening Cash Balance	4.83	3.06	2.98	0.18
Closing Cash Balance	5.43	7.94	3.06	2.98

Assessing Financial Health: Key Ratios

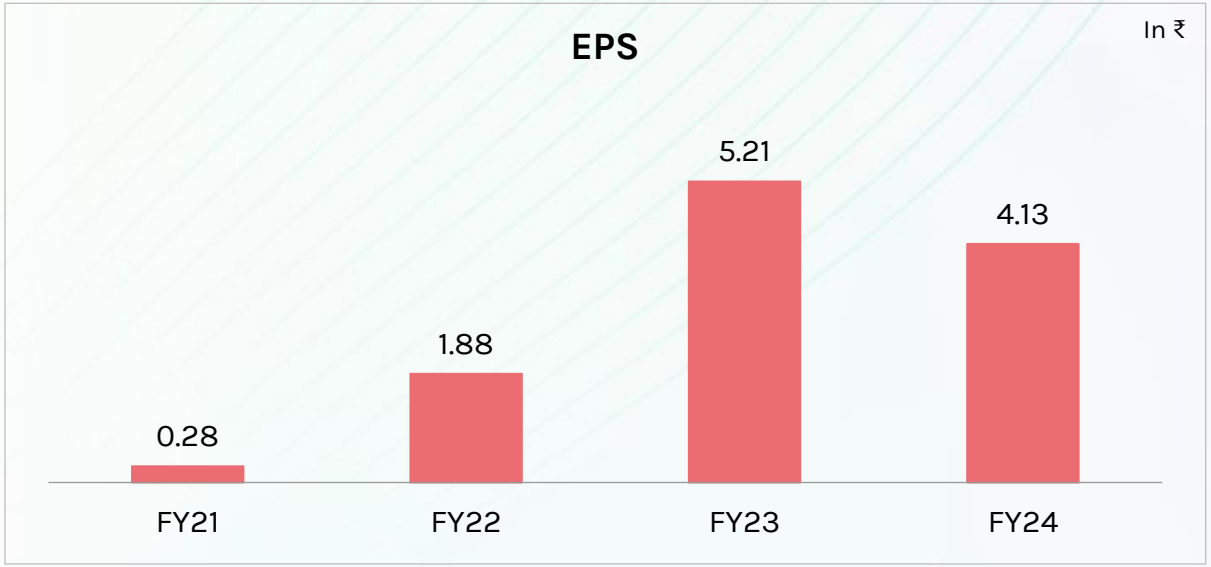


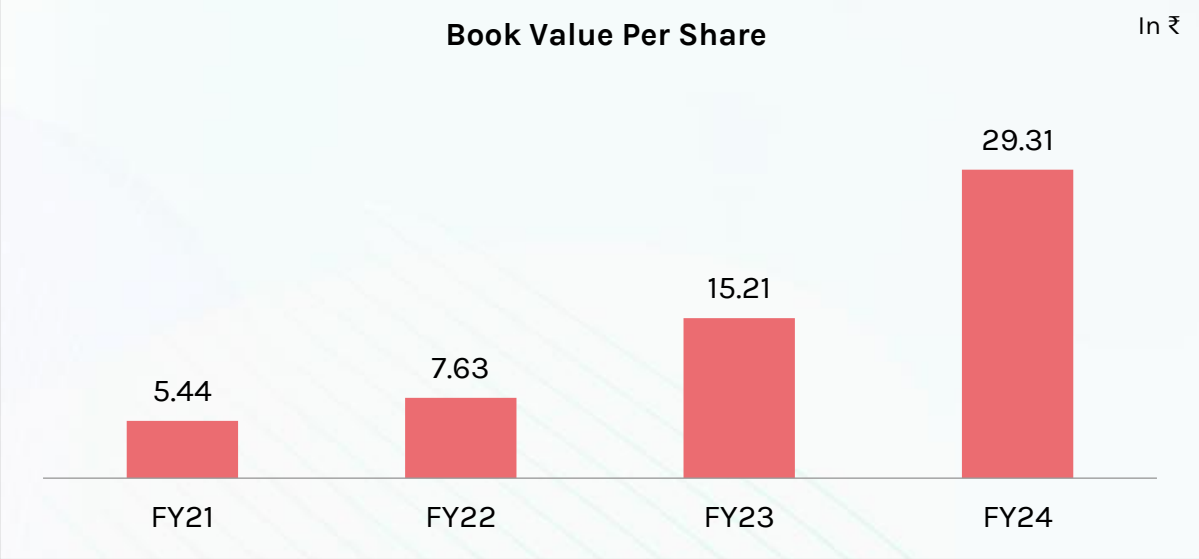


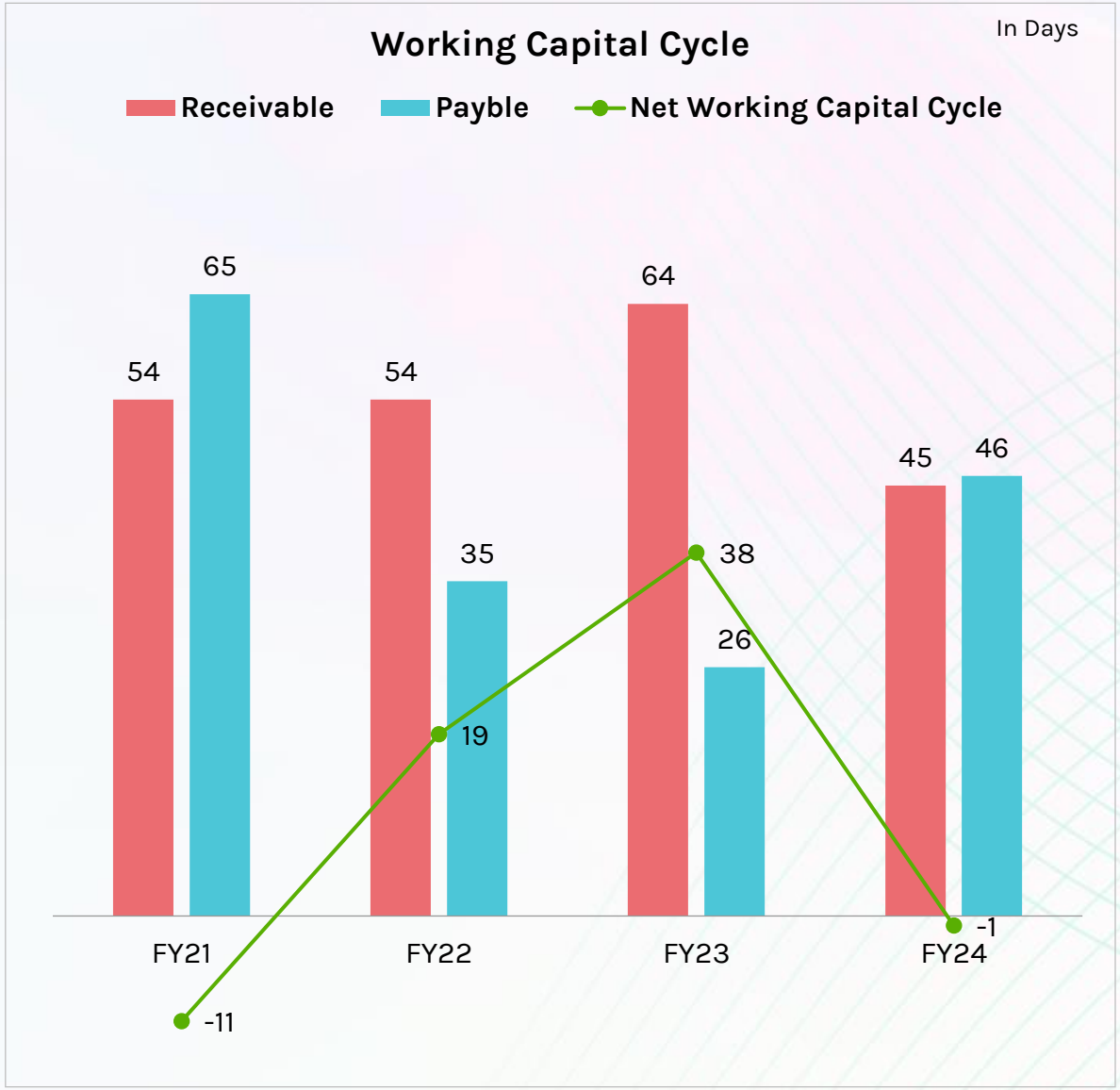




Assessing Financial Health: Key Ratios

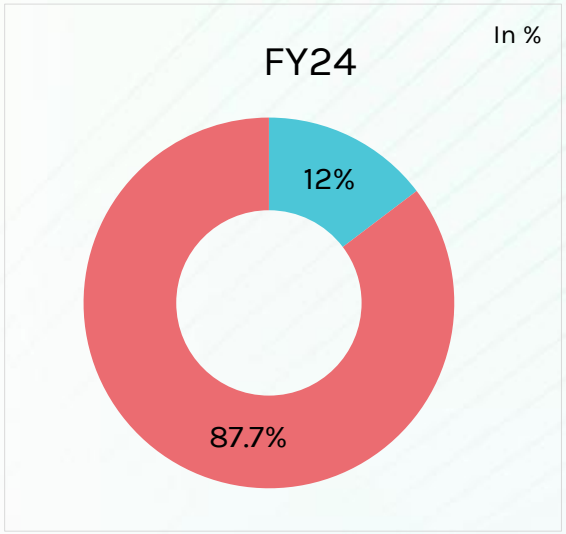


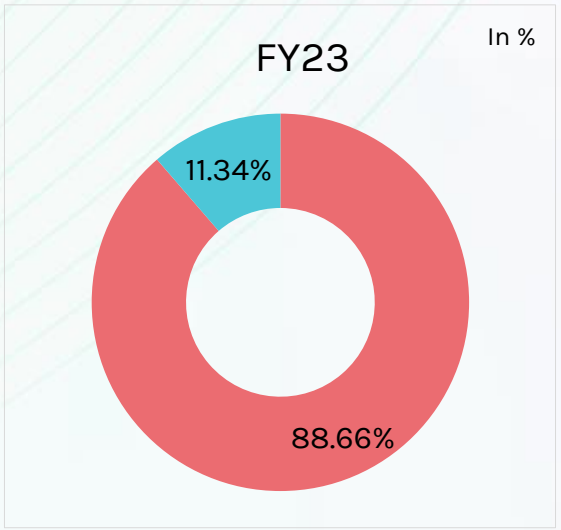


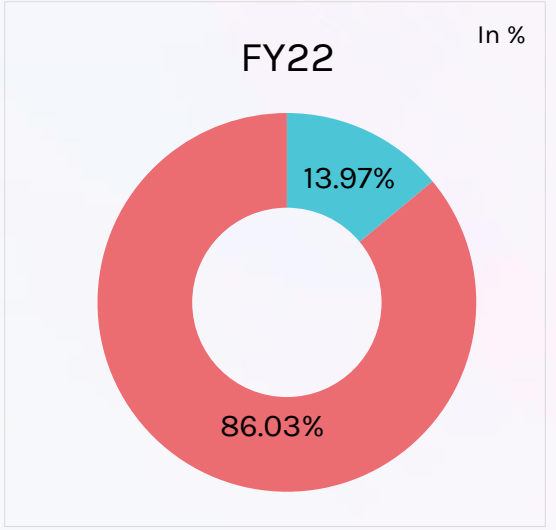


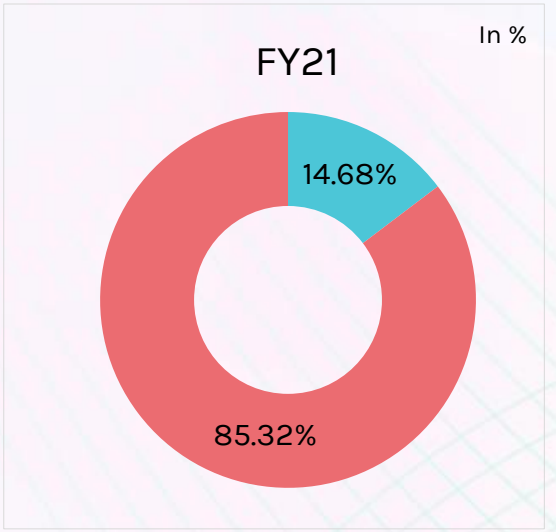
Note – EPS & Book Value are adjusted for bonus

WorkSpace & Workforce Breakup







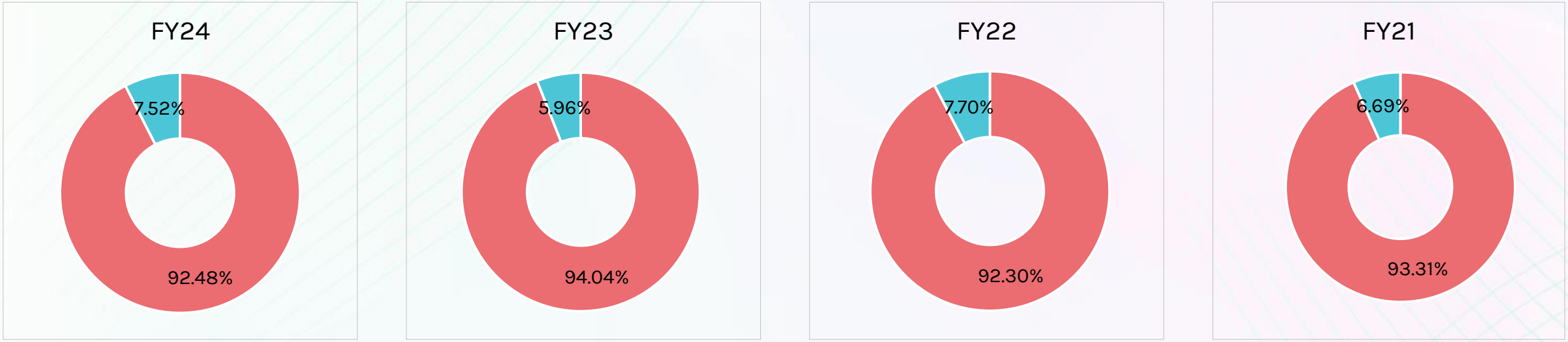


WorkSpace Administration Services WorkForce Administration Services

(In ₹ Cr)

Segment	FY24	FY23	FY22	FY21
WorkSpace Administration Services	23.71	18.04	16.06	13.10
WorkForce Administration Services	168.72	141.08	98.90	76.16
Total	**192.45**	**159.12**	**114.96**	**89.26**

Key Clients Continue To Drive Revenue Growth



(In ₹ Cr)

Particulars	FY24	FY23	FY22	FY21
Top 10 Customers	177.97	149.63	106.09	83.29
Other Customers	14.43	9.48	8.86	5.97
Total	**192.45**	**159.12**	**114.96**	**89.26**



The Way Ahead

Navigating Our SWOT Landscape

Strength

- Specialized services with dedicated account management
- Direct contracts for better control and accountability
- Full compliance with statutory and government norms
- Strong employee satisfaction and retention for stability
- Timely statutory compliance and in-house teams for accountability
- Innovating constantly to meet evolving needs
- Expertise in workforce and workspace solutions
- Diverse clientele, reliable, and innovative approach.

Weakness

- Prioritizing labor retention and maintaining a pool of skilled field workers
- Educating customers about the value of precision cleaning services in Facility Management Systems (FMS)
- Strategically expanding geographic presence for market influence
- Ensuring efficient cash flow management to support rapid business growth
- Implementing technology integration and automation in operational processes for improved efficiency

Opportunities

- Projected 25% year-on-year growth in the Facilities Management market.
- Rising awareness and modernization boosting the FMS industry's development.
- Increasing demand for FMS services due to evolving WorkSpace needs and geographic expansion.
- Strategic participation in events and exhibitions to enhance market presence.
- Shifting market trend towards valuing professionalism over cost, opening new opportunities.

Threat

- International Facility Management companies dominating contracts and outsourcing to unorganized sector
- Unorganized small players negatively impacting the market.
- Industry highly price-sensitive, placing demands on cost-effective solutions.
- Ongoing labor turnover a significant challenge for both FMS and manpower contracting.
- Emphasis on maintaining high quality workmanship and skill levels.

Our Growth Plan - Micro Level

Growth Matrix

Services	Revenue	Profitability	Geography	Allied Service	Brand Building	Technology	Go-To-Market
FMS (WorkSpace)	Acquire new business Focus on Govt & Biz Alliance with Global IFMS companies Satellite office in industry Hub's	Profitable allied service to focus Increase OTC Biz Induct B2C & Property Management biz Catering & Canteen management contract	Expand to all Metro's Phase wise in 2023 Branch operation with States Satellite offices within Industrial hubs	Explore of Aquiring allied Services like Security services, Pest control, BMS ecosystem.	Invest on branding. Digitally Marketing and sponsorship. Service Vehicle Branding CSR activities ATL & BTL Activities	Invest on Janitorial Machineries for soft & Hard Services Automation Software Development to steamline FMS operations	Industry Relevant Talent to be acquired across the verticals Sales Leaders, Branch Managers and Technology team to inducted
Manpower & Staffing (WorkForce)	Visible growth of 30% for existing customer. Capital infusion required IT Staffing biz shared to be increased Contract Staffing to other verticals	IT Contract Staffing to increase Profitable Projects With Allied Service to be focused Profitable Projects With Allied Service to be focused RPO Process to be focused	PAN India Sales SPoC and Project SPoC to be Inducted for incremental biz and project control IT enabled Service Project to be Focused Through Alliance	PAN India Sales SPoC and Project SPoC to be Inducted for incremental biz and project control IT enabled Service Project to be Focused Through Alliance		Talent pool management Software's. Infrastructure to support IT service contracting.. Noc/SoC, Cloud enabled infra for project contracting	

Over the next 3-5 years, we are gearing up for a strategic expansion across India, targeting key regions: the West in Mumbai, the North in Delhi-NCR, and the East in Kolkata. Alongside our domestic growth, we are ambitiously setting our sights on global markets. We're currently exploring opportunities to introduce our workforce-related services in the Middle East, Europe, and the US.

Annexures

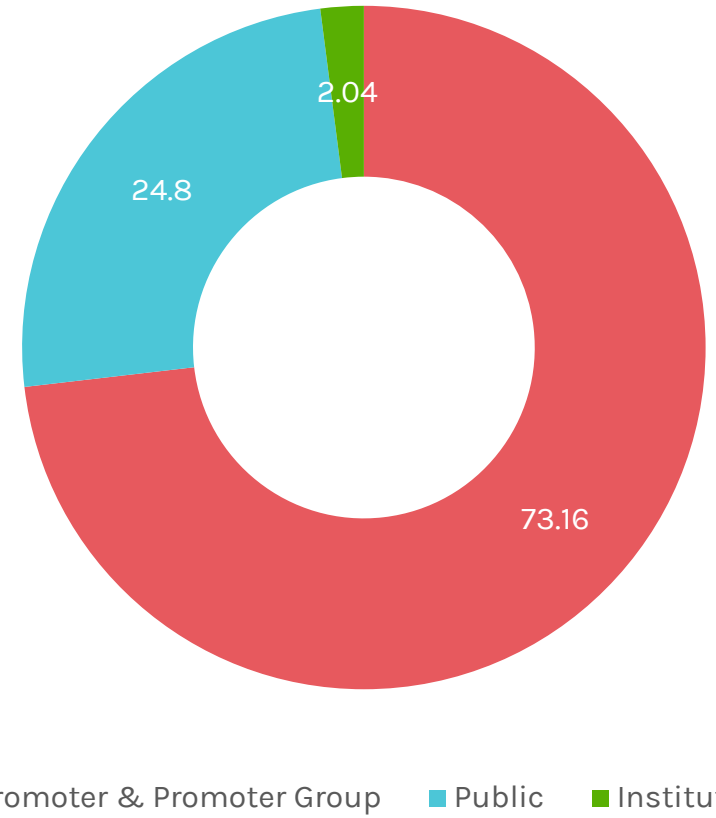
Stock Information

As on 07-08-2024

NSE Symbol	SERVICE
ISIN	INE0P1Q01015
Share Price (₹)	65.75
Market Capitalization (₹ Cr)	75.60
No. of Shares Outstanding	1,14,98,500
Face Value (₹)	10.00
52 Week High (₹)	74.00
52 Week Low (₹)	56.00

Shareholding Pattern

As on 31-03-2024







Thank You

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