1POINT™ BUSINESS PROCESS PARTNERS

To,
The Manager
Listing Department,
National Stock Exchange of India Ltd
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai 400 051

Date 22nd May 2024

SECURITY CODE: ONEPOINT

SUB: Intimation of Analyst / Institutional Investor Meeting under regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

In compliance with regulation 30 read with Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we would like to inform that the management of the Company would be meeting with '**INCRED AIF'** on **Friday, 24 May 2024 at 11:00 am**. We are enclosing herewith Investor Presentation that will be used for discussion during the one-to-one meeting.

No Unpublished Price Sensitive Information (UPSI) will be shared during the one-to-one-meet.

We request you to take this information on your record.

Thanking you,
Yours faithfully,
For One Point One Solutions Limited

PRITESH SANJAY SONAWANE
Digitally signed by PRITESH SANJAY SONAWANE
Date: 2024.05.22 15:17:16 +05'30'

One Point One Solutions Ltd. Navi Mumbai

Pritesh Sonawane
Company Secretary and Compliance Officer
Place: Mumbai
Membership No. A34943

ENCL: Investor Presentation

INVESTOR MEETING

1POINT™

March 2024

ABOUT US..



About One Point One Solutions

12+
Years of Experience

5,600+
Experienced Professionals

50+
Marquee Logos

CERTIFIED

ISO 9001:2015 · ISO 27001 · SOC 2 TYPE 2 · HIPAA

- EUROPE - *10%*
- APAC - *20%*
- AMERICA - *30%*
- INDIA - *40%*

₹ 1000 Cr
Market Capitalization

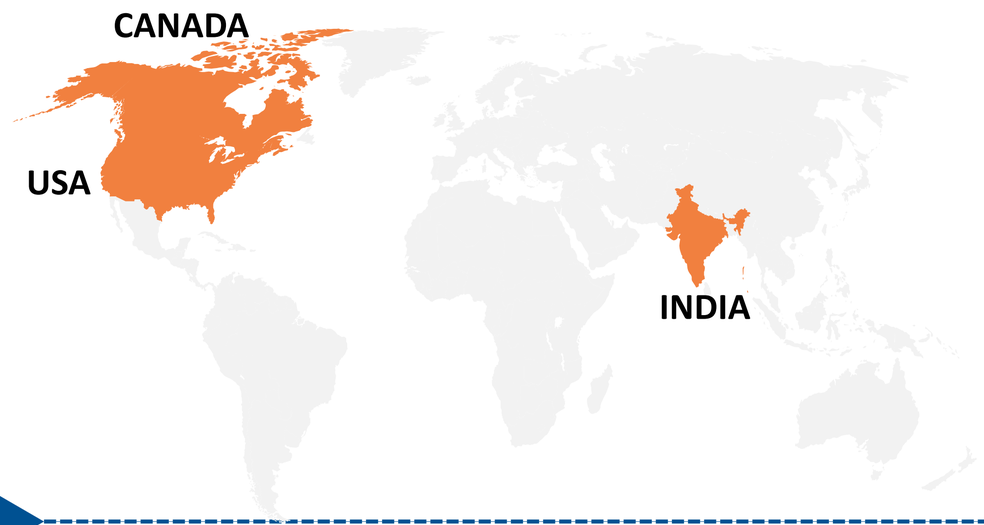
AWARDS

12th Edition BPO Innovation Summit & Awards 2023

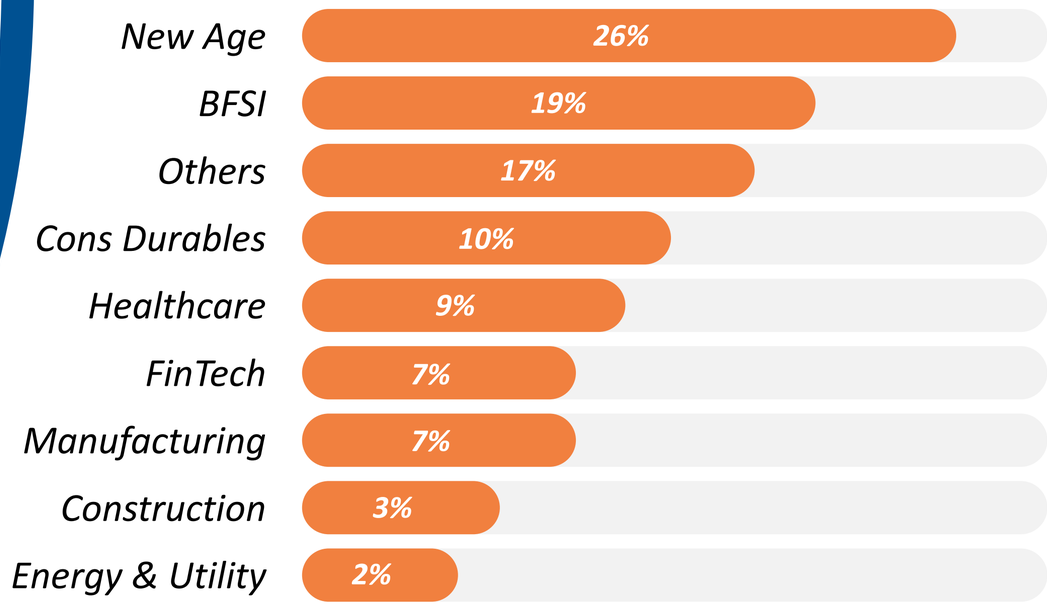
6
Delivery Centers in India*

TOOLS
eVSM, CRM, KMS, PMS & More…

OUR PRESENCE



CLIENTS ACROSS INDUSTRY VERTICALS



** - Mumbai, Bangalore, Chennai, Gurgaon, Indore & Pune*

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Client Canvas



AMERICAS

COMPEX
Tomorrow's Solutions TODAY

the matrix companies
a Charles Taylor Company

construct connect

HEARTLAND WATER TECHNOLOGY

VICTORIA
BC, CANADA

LTI
Let's Solve

Cincinnati Children's

EnSight TECHNOLOGIES

SAINT-GOBAIN

PohlmanUSA

REALPAGE
OUTPERFORM

STEVENSON LUCHIES & LEGH



EUROPE

zooplus

SANDVIK Coromant

NHS

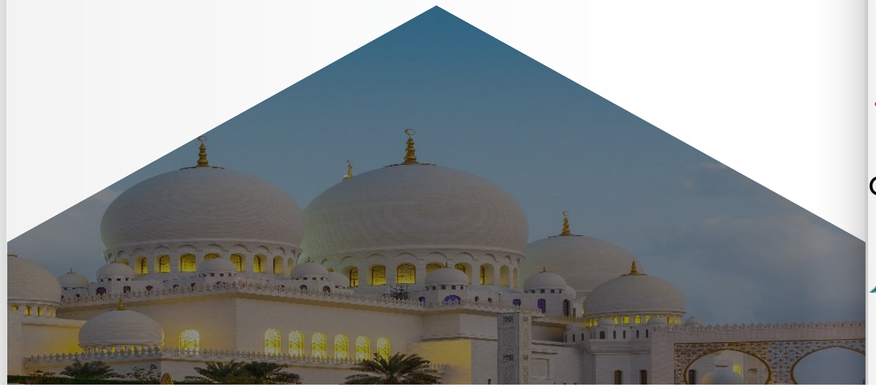
سدرة للطب
Sidra Medicine

EVANTEK
DRIVING INNOVATION

plexus

Split-Vision
experience the advantage

ASIA PACIFIC





INDIA

SBI Life

SBI card

kotak
Kotak Mahindra Bank

ICICI Bank

LIC MUTUAL FUND

UNITY
Small Finance Bank

ICICI PRUDENTIAL
MUTUAL FUND

CRED

Star Union Dai-ichi
Life Insurance

Edelweiss Tokio life

Chola MS
GENERAL INSURANCE

Razorpay

Pay Nearby

DMI FINANCE

Abbott

TATA DIGITAL

TATA nexarc

TATA
TATA TELESERVICES LIMITED

Domino's Pizza

Popeyes

HONG'S KITCHEN

SHREE RENUKA SUGARS

Shapoorji Pallonji

Gynoveda
ayurveda for women's health

foxtale

HEALTHSPRING
FAMILY HEALTH EXPERTS

Godrej

Electrolux

Jaguar

hindware

Essel GROUP

TVS

BRIDGESTONE
Your Journey, Our Passion

DRDO

icegate
Customs National Trade Portal, CBIC

SUN MOBILITY

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Offerings in a Nutshell



1 BUSINESS PROCESS OUTSOURCING

Inbound & Outbound Calling, Chat & Email Support, Sales, Originations, Customer Service, Collections, Technical Helpdesk, Call Quality & Analytics, Finance & Accounting

2 KNOWLEDGE PROCESS OUTSOURCING

Medical Record Summary & Review, Record Chronology / Reorganization, Billing Summaries, Record Retrieval Support, Recruitment & Sourcing Support

3 IT SERVICES

L1 Support, Server & Network Management, Security & Desktop Management, Software Development & Products, Data Analytics, Support & Maintenance

4 TECHNOLOGY & TRANSFORMATION

RPA, Intelligent Automation, Gen AI, Dialer, ChatGPT, CRM, Desktop Analytics, Knowledge & Gamified Performance Management System

5 ANALYTICS

Completely domain-independent platform, which extracts valuable insights from different data sources to analyze data and create reports

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Offering Portfolio (1/2)

BUSINESS PROCESS OUTSOURCING

SALES
- Tele sales
- Lead Generation
- Cross sell / Upsell
- Sales Conversion
- Sales Support

ORIGINATIONS
- KYC & Welcome Call
- Data Administration
- IB/OB verification
- Application screening
- Fraud verification
- Underwriting support

CUST. SERVICE
- Billing/Premium/Claim Inquiries
- Complaint Mgmt.
- Product Access & Use
- Fraud related queries
- Account Maintenance

COLLECTIONS
- Early / Late Stage
- Skip Trace & Recoveries
- Legal & Tech Support
- Agency Management
- Credit Ops - Back office

TECH HELPDESK
- L1/L2 support
- Customer Service
- Troubleshooting
- Access Management
- App support
- Vendor support

BACK OFFICE
- Billing
- Payments/Settlements
- Exception Mgmt.
- Account Maintenance
- Charge Back
- Disputes

ACCOUNTING
- Accounting & Bookkeeping
- Record Chronology, Indexing & Bookmarking
- Records & Data Mgmt.

KNOWLEDGE PROCESS OUTSOURCING

LITIGATION
- New Order Entry
- Authorization
- Subpoena Preparation
- Legal Documents
- Follow-up calls
- Invoice processing
- Payment
- Records Receipt Processing
- Records Indexing

RECRUITMENT
- Qualifications
- Content Creation
- Content Evaluation
- Job Posting
- Response Received
- Resume Screening
- Online Assessment
- Phone Screening
- Interview Appointment Scheduling

REIMBURSE*
- Travel & Tolls
- Lodging & Meals
- Business Calls
- Fuel & Laundry
- Int Travel Insurance
- Miscellaneous

RECORDS
- Data Mining, Processing & Validation
- Document Packaging, Format Conversion & Verification

CONTRACTS
- Database Mgmt.
- Reminders & Follow up
- Invoice Processing
- Approval
- Vendor Balance Reconciliation

INFORMATION TECH SERVICES

DEVELOPMENT
- App Development
- App Re-engineering
- Dynamics AX & CRM
- Software Application maintenance

PRODUCT
- Focused on ISVs & startups to churn their software product/app
- Enhancing existing solutions & offering support

MS DYNAMICS
- Implementation
- AX escalation & project turnarounds
- Migration from older versions to D365
- BI services

INTELLIGENCE
- Microsoft-based BI
- Power BI dev-express
- Experience with the healthcare industry & Open-source Analytics
- Data warehousing

PORTAL
- Intranet solutions
- Internet websites
- Integration with LOB applications

UI / UX
- Improving user journeys
- Revamping legacy systems
- User research

DESIGNING
- Design Research
- Conceptualization & Synthesis
- Design & Development
- Deployment

** Reimbursement Management*

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Offering Portfolio (2/2)

TECHNOLOGY & TRANSFORMATION

CONTACT CENTER AS A SERVICE	SECURED AUTHENTICATION	CONVERSATIONAL AI	DESKTOP ANALYTICS	2-WAY COMMUNICATION	SOCIAL MEDIA ANALYTICS
Contact Centre on Cloud	*Enhanced Capability across channels*	*Speech enabled Interactive Voice Response (IVR)*	*Desktop Process adherence to Workflow*	*Multi Channel options to get serviced*	*AI driven Customer Experience Analytics*

CUSTOMER RELATIONSHIP	DIGITAL EXTRACTION	AUTOMATED QA	EMAIL MANAGEMENT	KNOWLEDGE MANAGEMENT	SURVEY TOOL
Communication across all channels	*Enhance Productivity*	*Automated Call Quality Monitoring*	*Intelligence Driven Automated Email Mgmt. Solution*	*Intelligent Search Solution*	*Customer Feedback Across All Channels*

ANALYTICS

ITLytics	DATA EXTRACTION	INTEGRATION	DATA VISUALIZATION	TAILORED DASHBOARDS	PREDICTIVE ANALYSIS
Proprietary Analytics Product	*Semi/Unstructured sources that draws Actionable Insights*	*Easy Integration with ERPs & Legacy Solutions*	*Visualization in form of reports & dashboards*	*Dashboard for audiences (Ops Team, Analyst, Senior Mgmt.)*	*Further Predictive Analytics/forecasting provided*

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Industries Segments & Penetration

INDUSTRIES/SERVICES	BUSINESS PROCESS OUTSOURCING	KNOWLEDGE PROCESS OUTSOURCING	IT SERVICES	TECHNOLOGY & TRANSFORMATION	ANALYTICS
New Age	✓		✓	✓	✓
Banking & Financial Services	✓		✓	✓	✓
Insurance	✓		✓	✓	
Consumer Durables	✓			✓	
Healthcare	✓	✓	✓	✓	✓
FinTech	✓			✓	✓
Manufacturing			✓	✓	✓
Construction		✓	✓	✓	✓
Energy & Utility	✓			✓	
Travel, Tourism & Hospitality	✓			✓	✓

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Building Next-Gen Customer-Centered Enterprise



A

OPERATIONAL RIGOR

Employee Performance Enhancement through engaging fun activities, that fosters strong relationships, bring forth a sense of ownership and create positive work culture

B

GENERATIVE AI & CHATGPT

Customers are demanding support that effectively balances quick responses with personalization and automation with a human touch

C

INTELLIGENT AUTOMATION & RPA

Intelligent Assistance to boost employee productivity, quality, compliance and happiness. Powered by AI.

D

VOICE ANALYTICS

Generative AI embedded Live Agent Assistance and QA Automation for solving agent and process level efficiencies

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ACQUISITION STRATEGY



Acquisition Strategy



IDENTIFICATION STRATEGY

- Presence in Philippines/LATAM
  - Indian Companies with 90%+ International Presence additional verticals or strong domain experience or Heavy AI usage

MERGER & ACQUISITION MODEL

- Acquire majority stake
  - Remaining stake to be acquired at an agreed multiple to fuel growth & keep us agile
    - Cash + Equity in 1P1 & Equity in Own company
  - No Turn Around Story; Only looking at organizations with EBIDTA 18-25%
- All the Current Targets are debt free

INTEGRATION STRATEGY

- No Leadership profile change in any of the acquiring companies
- Improve Bottom Line by Infusion of Technology & Transformation
- Strengthen Sales Offering & create a Unified Sales + Solution + Transition Team for uniform experience to our clients

NIMBLE | RESILIENT | DOMAIN DEPTH | HUMAN CAPITAL | MULTI SERVICE | BESPOKE

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WAY FORWARD



Way Forward



GLOBAL NETWORK DELIVERY MODEL (GNDM)

Delivery Centers across India (Offshore), Philippines (Offshore), LATAM (Nearshore), Southeast Asia & Europe (Onshore)

FULL STACK SERVICE PLAYER

Full Service Play across IT Services, BPO, KPO, RPA & Intelligent Automation, Transformation, Generative AI & ML, Analytics

IMPROVE OPERATIONAL EFFICIENCY

Backward Integration of Technology & Transformation to drive efficiency & improve bottom-line

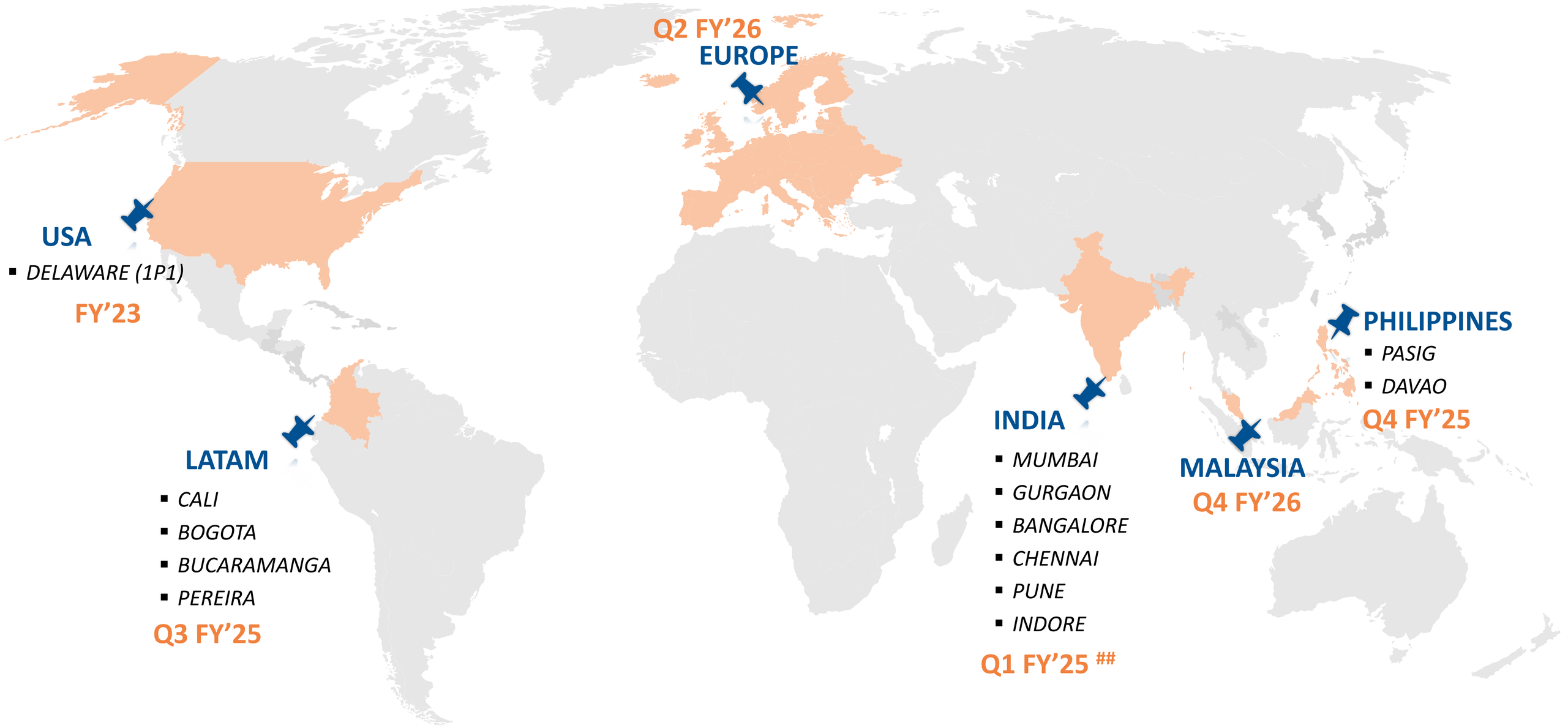
Create WOW experience for clients deepening our relationships & footprint

TARGET GLOBAL CLIENTS

Continue expanding our base to focus on large customers with presence in multiple geographies & strong domain experience

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Our Global Delivery Footprint By FY'27



- Technology Services Company

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Thank you.

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