1POINT™ BUSINESS PROCESS PARTNERS

To,
The Manager
National Stock Exchange of India Ltd
Exchange Plaza, Plot No.C-1, G Block
Bandra Kurla Complex, Bandra (East),
Mumbai - 400 051

Date 12 February 2024

Security Code: ONEPOINT

Sub: Investor Presentation on financial results for quarter ended 31 December 2023.

Ref.: Regulation 30 (Disclosure of event or information) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith revised Investor Presentation on financial results for quarter ended 31 December 2023 for your information and records.

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

PRITESH SANJAY SONAWANE
Digitally signed by PRITESH SANJAY SONAWANE
Date: 2024.02.12 17:21:56 +05'30'

One Point One Solutions Ltd. Navi Mumbai

Pritesh Sonawane
Company Secretary & Compliance Officer
Place: Mumbai

INVESTOR PRESENTATION

Q3 FY’24

1POINT™

Key Financial Highlights

Q3 FY24 V/S. Q3 FY23

TOTAL INCOME



Q3 FY'24
42.11 Cr

35.54 Cr
Q3 FY'23

EBIDTA



Q3 FY'24
15.08 Cr

8.18 Cr
Q3 FY'23

EBIDTA MARGIN



Q3 FY'24
35.8%

23%
Q3 FY'23

NET PROFIT



Q3 FY'24
5.97 Cr

2.14 Cr
Q3 FY'23

EPS



Q3 FY'24
0.30

0.11
Q3 FY'23

9M FY24 V/S. 9M FY23

TOTAL INCOME



Q3 FY'24
121.86 Cr

105.52 Cr
Q3 FY'23

EBIDTA



Q3 FY'24
41.23 Cr

25.46 Cr
Q3 FY'23

EBIDTA MARGIN



Q3 FY'24
33.8%

24.1%
Q3 FY'23

NET PROFIT



Q3 FY'24
14.72 Cr

5.84 Cr
Q3 FY'23

EPS



Q3 FY'24
0.75

0.31
Q3 FY'23

All Amounts in INR

Company Overview



About 1Point1 Solutions

OUR VISION

To be the most dynamic and profitable partner for business management services, revolutionizing the future of BPM through technology

CERTIFICATIONS

ISO/IEC 27001:2013 | ISO 9001:2015 | SOC 2 TYPE 2 | HIPAA

12th Edition BPO Innovation Summit & Awards 2023

10th Edition BPO Innovation Summit & Awards 2022

12+ *Years of Experience*	**40+** *Clients*
5000+ *Professionals*	**05** *Locations*
55+ *Processes*	**200 Mn+** *Transactions*
10+ *Languages*	**Publicly** *Listed*

INDIA'S FASTEST GROWING ITES COMPANY

1POINT1

Deep, Long-Term Customer Relationships

NEW AGE

TATA DIGITAL
TATA nexarc
POPEYES
Domino's Pizza
HONG'S KITCHEN
HEALTHSPRING FAMILY HEALTH EXPERTS
Gynoveda ayurveda for women's health
foxtale
magicpin

BANKING & FINANCIAL SERVICE

SBI card
kotak Kotak Mahindra Bank
ICICI Bank
LIC MUTUAL FUND
UNITY Small Finance Bank
ICICI PRUDENTIAL MUTUAL FUND

INSURANCE

SBI Life
Star Union Dai-ichi Life Insurance
Edelweiss Tokio life
Chola MS GENERAL INSURANCE

RETAIL

Godrej | APPLIANCES
Godrej | LOCKING SOLUTIONS AND SYSTEMS
Godrej MATERIAL HANDLING
Godrej interio
Jaguar experience bathing
Electrolux
hindware
Greenlam LAMINATES
mi

FINTECH

Razorpay
CRED
Pay Nearby
DMI FINANCE

AIRLINE + UTILITY

flybig
SUN MOBILITY

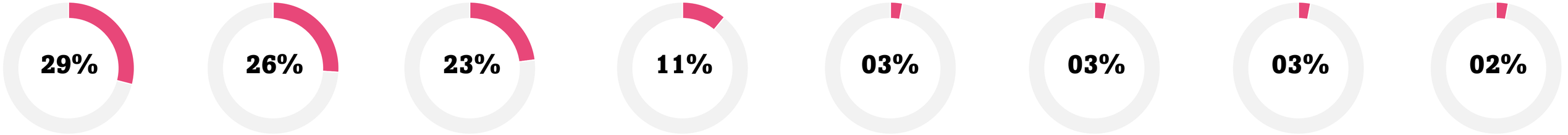
TELECOM & DTH

TATA
TATA TELESERVICES LIMITED

GOVERNMENT

icegate Customs National Trade Portal, CBIC
Partnered with Infosys

CLIENT SPLIT ACROSS SECTORS



Our Team





AKSHAY **CHHABRA**

Chairman & Managing Director

Akshay Chhabra, Managing Director, One Point One Solutions said, “We are delighted to declare good growth rates in our overall profitability of the company. This is on account of our continuous efforts to re-orient our business portfolio towards BFSI and now to become an IT services company where in our BPM services are well integrated as an optimal offerings for our clients for better delivery of services at optimal cost.

We are proud to have raised sizable amount of funds for deploying in to our overseas expansion besides pursuing our in-organic growth so as to deliver good growth rates in the next three years.

We would emerge as a full-fledged IT services company with an integrated BPM solutions offered, after our successful completion of acquisitions through in organic route. ”

Key Management Team



Akash Karnik

Chief Operating Officer



Sunil Kumar Jha

Chief Financial Officer



Ashwini Rao

Chief Human Resource Officer



Samit Chakravarthy

Chief Technical & Information Officer



Rajiv Desai

Global Delivery Head



John Kennedy

Vice President Sales USA



Sridevi C.P

Quality & Process Excellence Head



Karishma Khoja

Training & Strategy Head



Sourabh Saxena

India Delivery Head



Col. Vijay Shad

Administration & Compliance Head

Core Offerings



Service Portfolio

Omni Channel Experience

Voice | Social Media | Email | Web Chat | IVR

DOMAIN SERVICES

Healthcare

Energy Resource Utilities

Travel Transport Hospitality

Retail & Consumer Goods

Telecom

BFSI SERVICES

Mortgages

Capital Markets

Retail & Commercial Banking

Insurance

Fintech

SALES

- Telesales
- Lead Generation
- Cross sell / Upsell
- Sales Conversion
- Sales Support

ORIGINATIONS

- KYC
- Welcome Calling
- Data Administration
- IB/OB verification
- Application screening
- Fraud verification
- Underwriting support

CUSTOMER SERVICE

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

COLLECTIONS

- Early / Late Stage
- Skip Trace & Recoveries
- Hardship Assistance
- Legal Support
- Agency Management
- Credit Ops - Back office
- Technical Issues

TECHNICAL HELPDESK

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

BACKOFFICE OPS

- Billing
- Payments / Settlements
- Exception Management
- Account Maintenance
- Charge Back
- Disputes

Workforce Management
3500+ Full Time Employee's supported
Forecasting, Staffing, Scheduling, Real Time Mgmt.

Consulting
Customer Service, Collections
Technical Helpdesk

Quality Management
Quality & Performance Mgmt., CSAT &
NPS Framework, Compliance Framework

Digital Transformation
Cloud Contact Centre, BOT's & Omni channel, Platform AI & RPA

1POINT

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

Financials



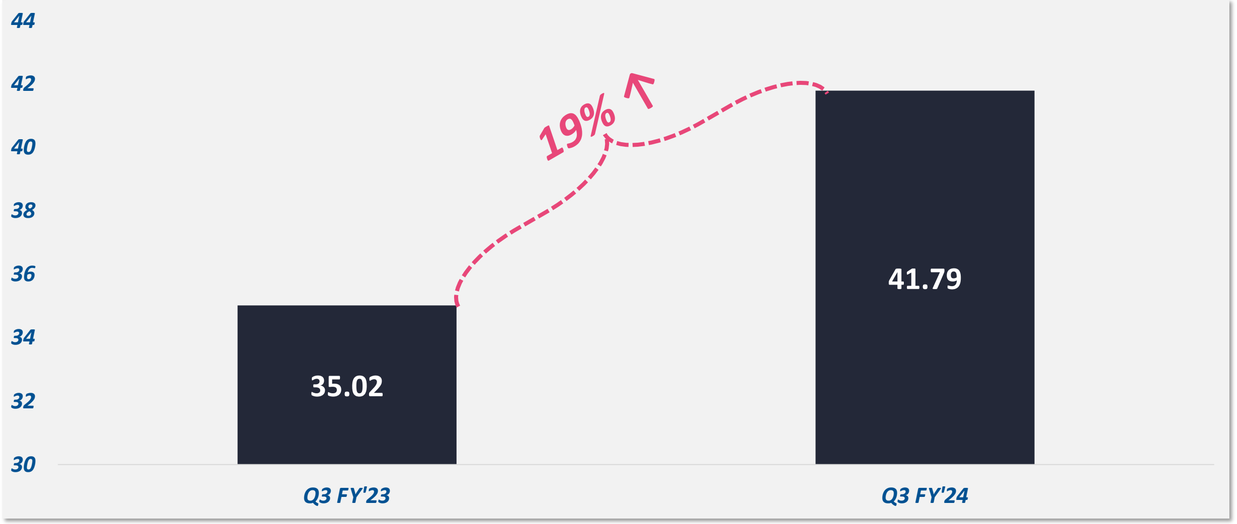
Profit & Loss Statement for Q3 & 9M FY24 (Consolidated)

Particulars (INR CR.)	Q3FY24	Q3FY23	YoY%
Revenue from Operations	41.79	35.02	19.3
Other Income	0.31	0.51	
Net Income from Operations	**42.11**	**35.54**	18.5
Total Expenditure	27.02	27.36	
EBITDA	**15.08**	**8.17**	84.5
EBITDA Margin (%)	35	23	1282bps
Depreciation	5.57	4.06	
Profit Before Interest Tax	**9.50**	**4.11**	131
Interest	1.12	1.14	
Profit Before Tax	**8.37**	**2.96**	182.5
Tax	2.40	0.82	
Profit After Tax	**5.96**	**2.13**	179.5
Profit After Tax Margin (%)	14.2	6	817bps
Earnings Per Share (Rs)	**0.30**	**0.11**	162.8

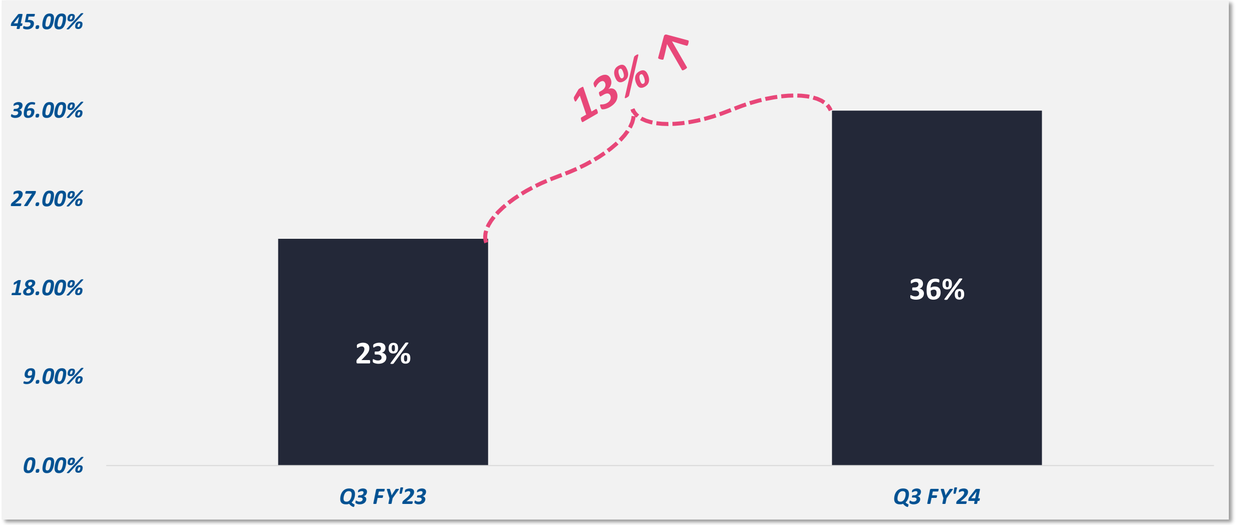
Particulars (INR CR.)	9M-FY24	9M-FY23	YoY%
Revenue from Operations	117.40	104.57	12.3
Other Income	4.45	0.94	
Net Income from Operations	121.86	105.51	15.5
Total Expenditure	80.63	80.06	
EBITDA	41.23	25.45	62
EBITDA Margin (%)	33.8	24.1	971bps
Depreciation	15.86	13.62	
Profit Before Interest Tax	25.37	11.84	114
Interest	4.07	3.77	
Profit Before Tax	21.30	8.07	163.9
Tax	6.57	2.23	
Profit After Tax	14.72	5.84	152.3
Profit After Tax Margin (%)	12.1	5.5	655bps
Earnings Per Share (Rs)	0.75	0.31	141.6

Q3FY24 Financial Highlights

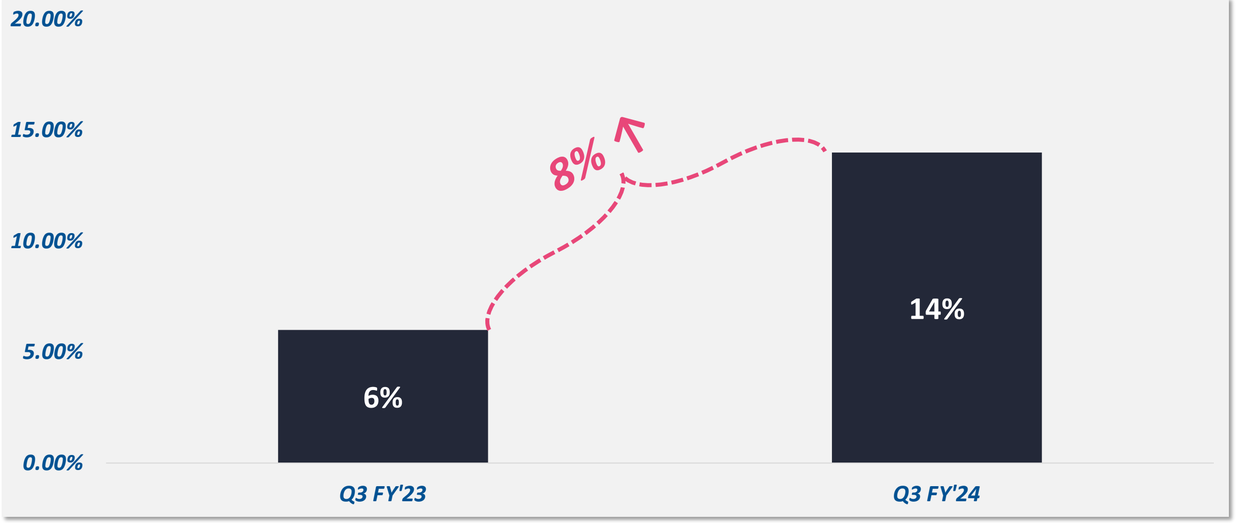
REVENUE (INR CR.)



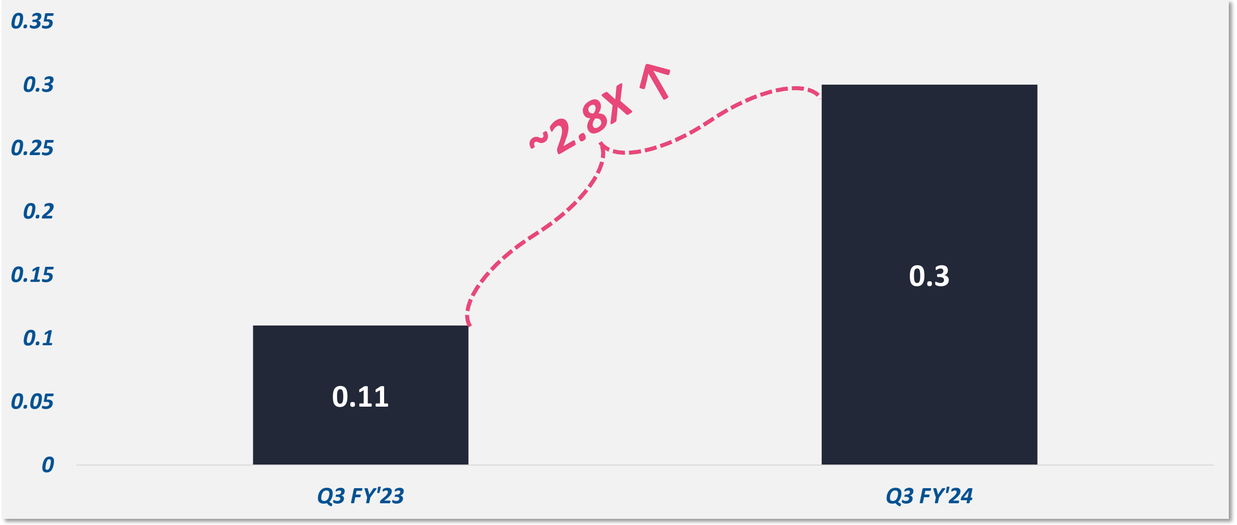
EBIDTA MARGIN



PAT MARGIN



EPS



Key Operational Highlights for the Quarter

NEW CLIENT ACQUISITION

In the current quarter, we proudly Onboarded - **Tata Digital Limited, Foxtale & VLCC** as a new addition to our clientele, and we anticipate substantial growth in near times

CLIENT EXPANSION

During this quarter, we experienced a significant upswing in operational growth & business engagement with two esteemed clients, **Razorpay & Jubilant Foodworks Ltd**, underlining expansion in our business operations

CLIENT CONTRACT SIGNINGS

We are pleased to announce execution of contracts with several new clients in **E-commerce & BFSI**. These partnerships are scheduled to commence in Q4FY24, underscoring our dedication to advancing our future growth initiatives.

IMPROVED SEAT REALIZATION

We are delighted to share a notable **5% enhancement** in our avg seat realisation for current quarter compared to previous quarter, attributed to annual price increase in key accounts

SALES STRATEGY (INDIA MARKET)

Strategic recruitment from competition, substantial digital marketing investments, dedicated inside sales teams, and targeted drip marketing outreach poised to revolutionize **customer engagement and drive exponential sales growth**

US BUSINESS UPDATE

US operations have experienced a **remarkable surge** in market traction, driven by strategic initiatives in Account-Based Marketing programs, robust digital marketing campaigns, & leveraging network of dedicated sales teams

The Journey Ahead..



Transforming from a Local to a Global Player

INORGANIC

ORGANIC

ACQUISITION

Acquisition to right set of companies to expand the footprint & offerings

+

TRANSFORMATION

Penetrated deep into digital space to meet the growing demands of Gen Z / Millennials

+

OPERATIONS

Benefits delivered to client using traditional levers

INNOVATIONS

Voice Analytics, CRM, Dialer Next Gen Knowledge Mgmt. Tool& Gamification Tool

+

PROCESS EXCELLENCE

Lean Six Sigma, Standardization, Consolidation, Removal of NVA's

END RESULTS

IT + BPS Synergy

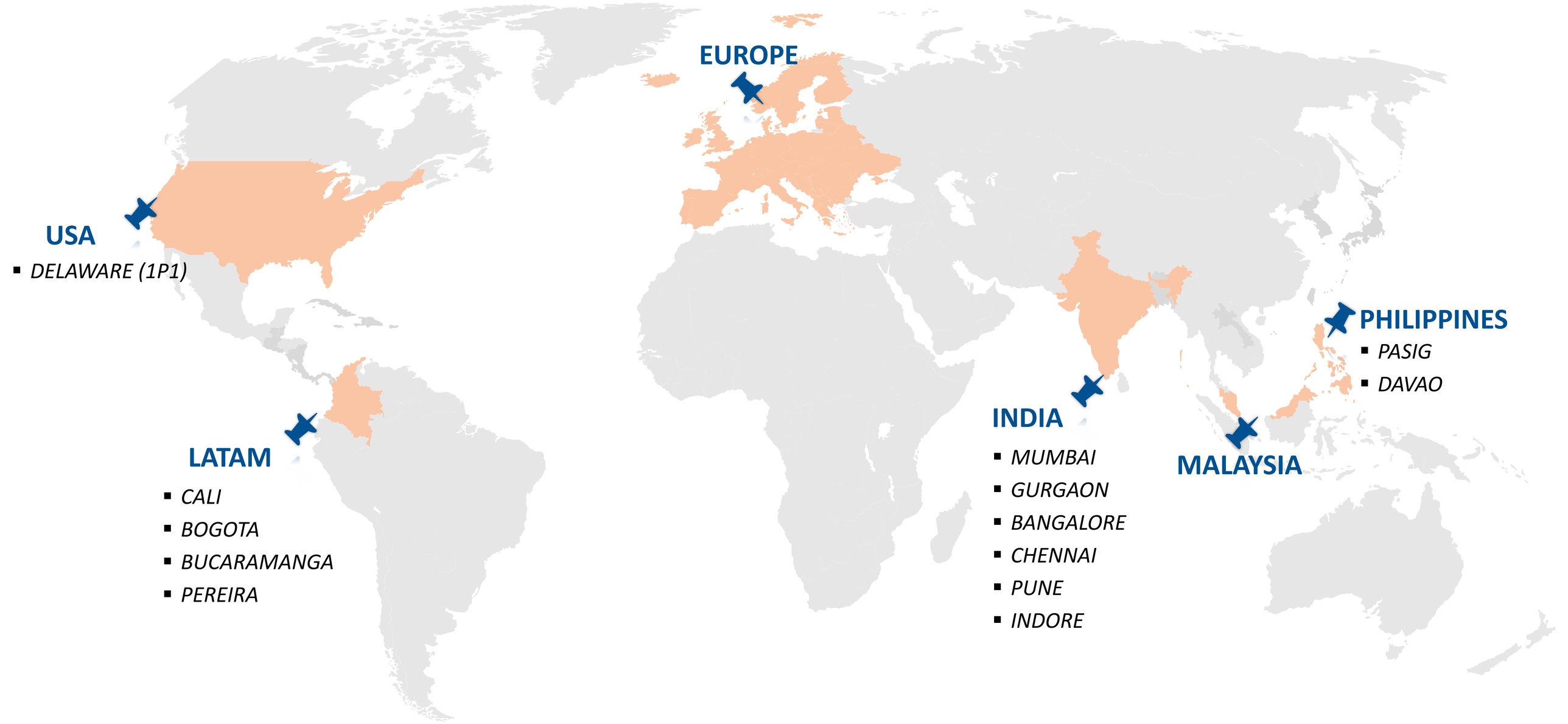
Location Expansion

Leading Tech Solution

Improved Offering

A GLOBAL PLAYER IN ITS TRUE ESSENCE

Our Global Delivery Footprint By FY'27



Disclaimer

This presentation may contain certain forward-looking statements relating to One Point One Solutions Limited (hereinafter referred to as “One Point One” or “1Point1” or “Company”) and its future business, development and economic performance. These statements include descriptions regarding the intent, belief or current expectations of the Company, its subsidiaries and associates and their respective directors and officers with respect to the results of operations and financial condition of the Company, subsidiary or associate, as the case may be. Such forward-looking statements are not guarantees of future performance and are subject to known and unknown risks, uncertainties and assumptions that are difficult to predict. Company assumes no obligation to update or alter forward-looking statements whether as a result of new information, future events or otherwise. Any forward-looking statements and projections made by third parties included in this presentation are not adopted by the Company and the Company is not responsible for such third-party statements and projections.

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Thank you.

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