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: 21st August 2023

Security Code: ONEPOINT

Sub: Investor Presentation on Q1 of 2023-24

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 Investor Presentation for your information and records.

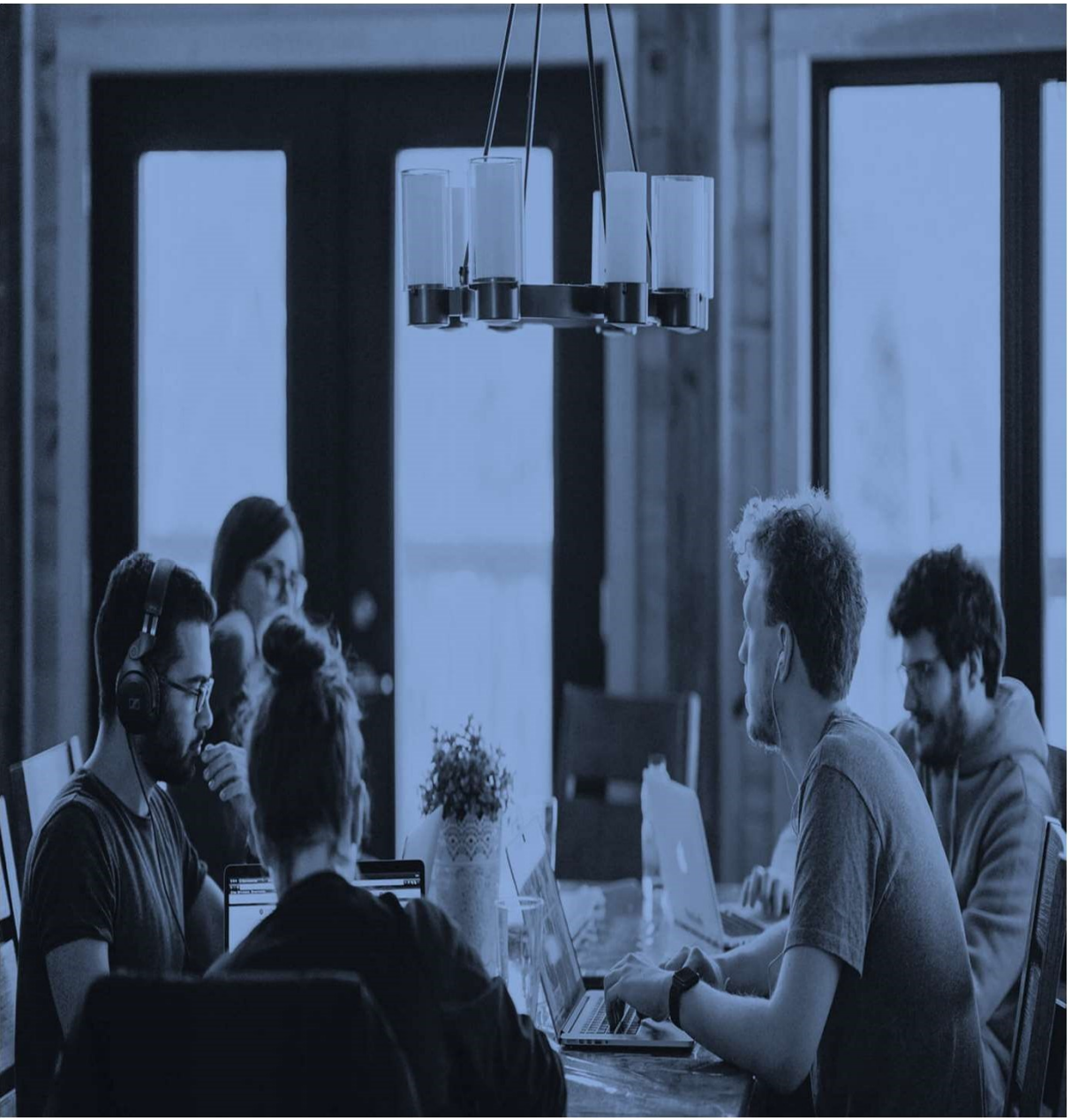
Thanking you,
Yours faithfully,
For One Point One Solutions Limited

PRITESH SANJAY SONAWANE
Digitally signed by PRITESH SANJAY SONAWANE
Date: 2023.08.21 19:21:49 +05'30'

One Point One Solutions Ltd. Navi Mumbai

_____

Pritesh Sonawane
Company Secretary & Compliance Officer
Place: Mumbai



One Point One Solutions Ltd

Business Process Partners

“The innovative I.T.E.S company”

Investor Presentation

August - 2023

Refer to disclaimer

AGENDA

1. About us
2. Our Core Offerings
3. Industry Opportunity
4. Our Team
5. Quarter Highlights & Way Forward
6. Annual Financial Highlights



OUR **VISION**

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

OUR **MISSION**

To continually add value for clients and shareholders by nurturing our talent pool.

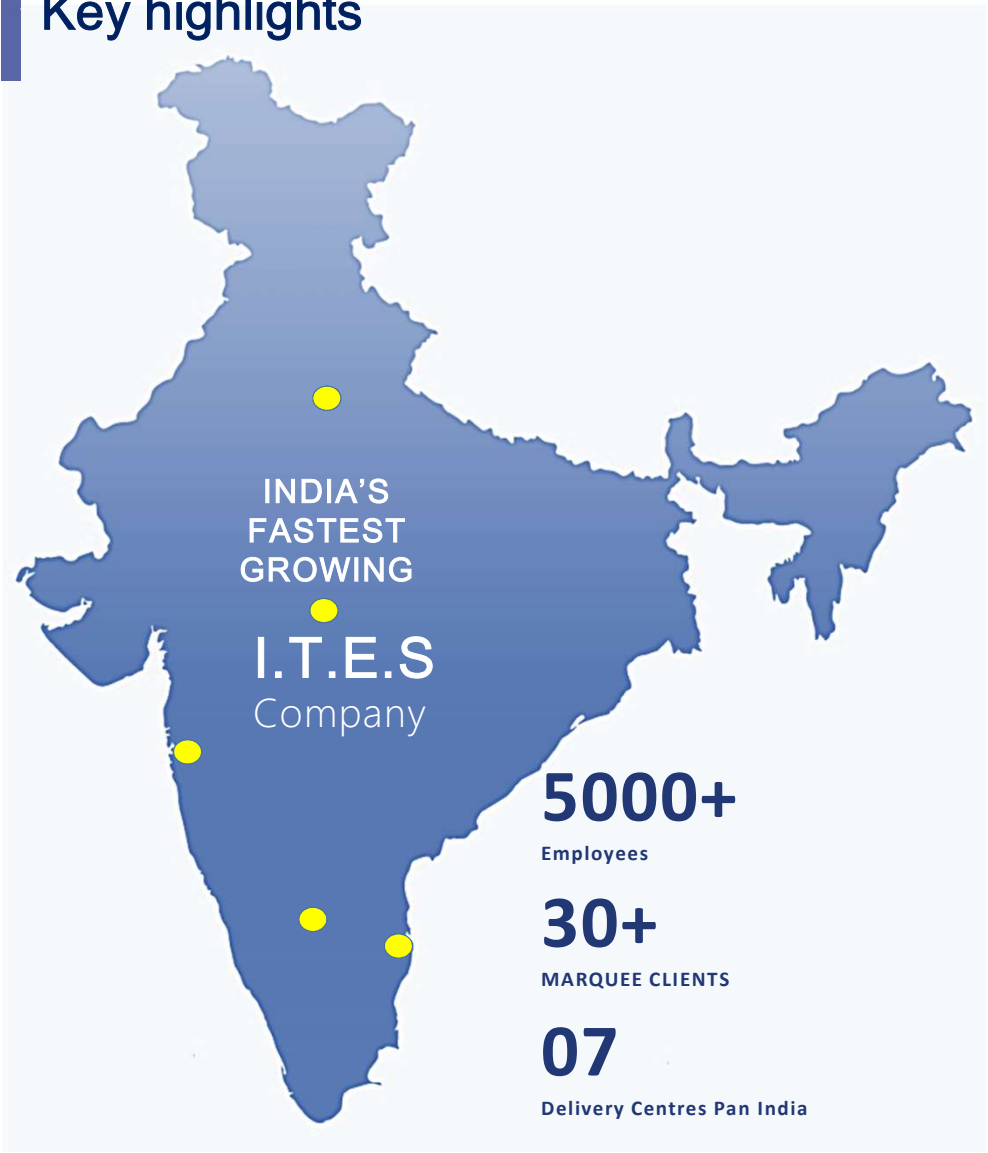
Our Revolution is Constant Evolution

We are pushing our boundaries. Walking on the edge of tomorrow. Challenging ourselves to innovate and create. There is a shift in who we are. A change in how we communicate.

A transformation that is constant. That drives us to crest the wave. Adapting to what faces us. Changing to encompass the unknown. Evolving to the next


1POINT1
About Us

Key highlights



5000+
Employees

30+
MARQUEE CLIENTS

07
Delivery Centres Pan India

200Mn
transactions a year

In **12**
regional languages

Compliant
with ISO 9001:2015 &
ISO/IES27000:2013

45+
Unique processes

NSE
Publicly Listed BPO

2,200seats
Navi Mumbai - 1 location

1,300seats
Gurgaon - 1 location

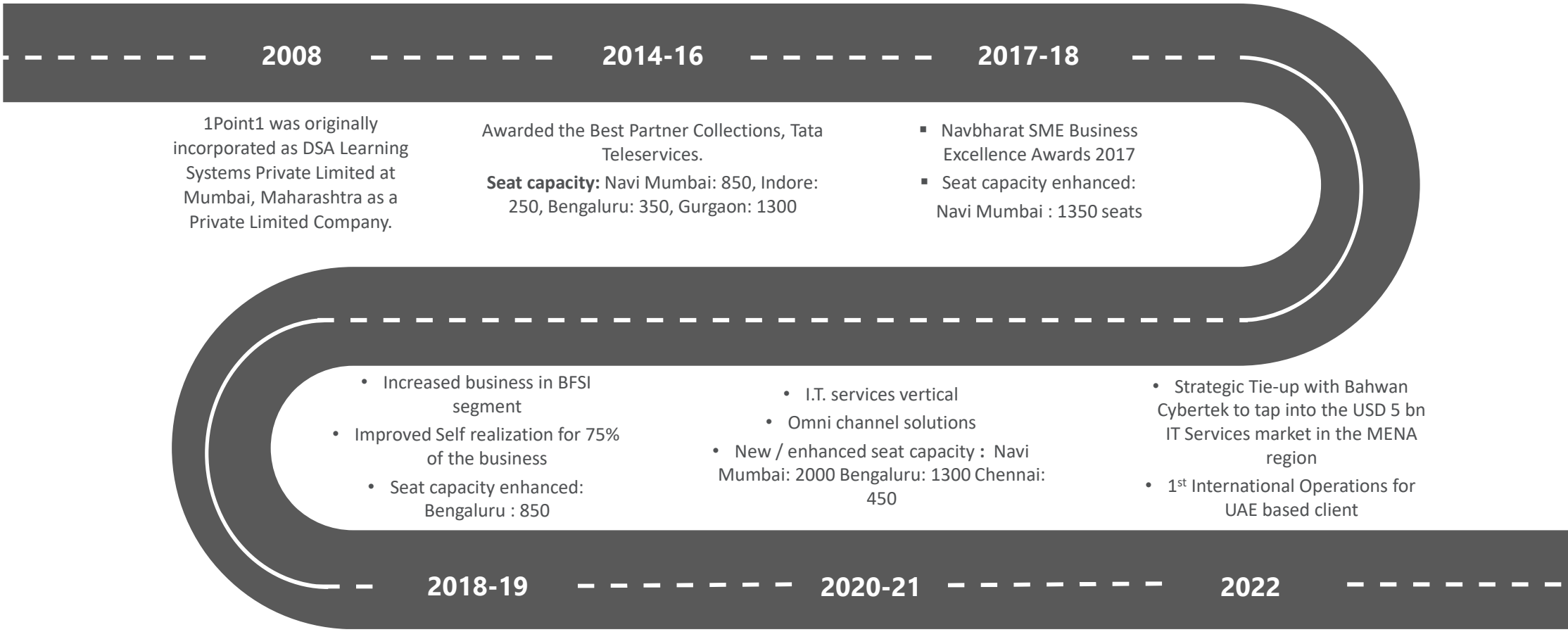
450seats
Chennai - 1 location

1,300seats
Bengaluru - 3 locations

250seats
Indore - 1 location

+5500seats
Total

Our Journey


INCORPORATION
2008
1Point1 was originally incorporated as DSA Learning Systems Private Limited at Mumbai, Maharashtra as a Private Limited Company.
AWARDS SEAT ADDITION
2014-16
Awarded the Best Partner Collections, Tata Teleservices.
Seat capacity: Navi Mumbai: 850, Indore: 250, Bengaluru: 350, Gurgaon: 1300
ON THE GROWTH PATH
Listed on NSE Emerge Platform
2017-18
Navbharat SME Business Excellence Awards 2017
Seat capacity enhanced:
Navi Mumbai : 1350 seats
NEW GROWTH SECTORS
Company moves to Main Board of NSE
2018-19
Increased business in BFSI segment
Improved Self realization for 75% of the business
Seat capacity enhanced:
Bengaluru : 850
NEW GROWTH DRIVERS
2020-21
I.T. services vertical
Omni channel solutions
New / enhanced seat capacity : Navi Mumbai: 2000 Bengaluru: 1300 Chennai: 450
International Operations
2022
Strategic Tie-up with Bahwan Cybertek to tap into the USD 5 bn IT Services market in the MENA region
1st International Operations for UAE based client


POINT
Our Services

Evolving Trends & our Delivery Model



Digital First Approach| Touchless CX



Responsive to anticipatory CX



Empathetic & Personalized CX



Purpose over profit | CX reimagined for sustainability



Immersive Experiences AR/ VR



AI powered insightful & real time consumer data



Hybrid Working Models



Multi-skilled CX Talent

Focus on delivering evolved CX that uses the power of data & technology to deliver relevant, seamless & empathetic experience

Operations Life Cycle Management



	Our Practice	What it means to our clients ?
1	Ability to quickly ramp up based on business needs	Scalable model to support business growth
2	Scorecard based tracking to ensure service levels & SLA's are met	Dashboard view of SLA's & KPI's No surprise framework
3	Reduce variation in performance	Robust capacity management
4	Retention management, RnR & Fun@work	Ensure knowledge is retained within the unit for achieving business goals
5	Operational, Tactical & Strategic to ensure alignment with objectives	3 tiered governance structure to succeed on business objectives
6	Lean/ Six Sigma / Process improvement projects to eliminate, deflect & improve overall process	Focus on continuous improvement projects & efficiency by best practices

Capabilities – Customer Experience Management

Omni Channel Experience

Voice | Social Media | Email | Web Chat | IVR

5000+	12	40+	200+mn	55+
Associates	Years of Experience	Engagements	Transactions	Unique Processes

Domain Services

Energy Resource Utilities | Travel Transport *Hospitality* | Healthcare | Retail & Consumer *Product Goods* | Telecom

BFSI Services

Retail Banking | Commercial Banking | Capital Markets | Mortgages | Insurance | Fintech

Sales	Originations	Customer Service	Collections	Bank Office Operations	Complaints Management
Tele Sales Lead Generation Cross Sell / Upsell Sales Conversion Sales Support	KYC Welcome Calling Data Administration IB/OB verification Application Screening Fraud Verification Underwriting Support	Billing/Premium/Claims Inquiries Complaint Management Product Access & Use Fraud Related Queries Account Maintenance Technical help-desk support	Early / Late Stage Skip Trace Recoveries Hardship Assistance Legal Support Agency Management Credit Operations - Back office Technical Issues	Billing Payments/ Settlements Exception Management Account Maintenance Charge Back Disputes	Document complaints Categorize complaints : Product / Process, Regulatory, Contact Centre related Track resolution & update

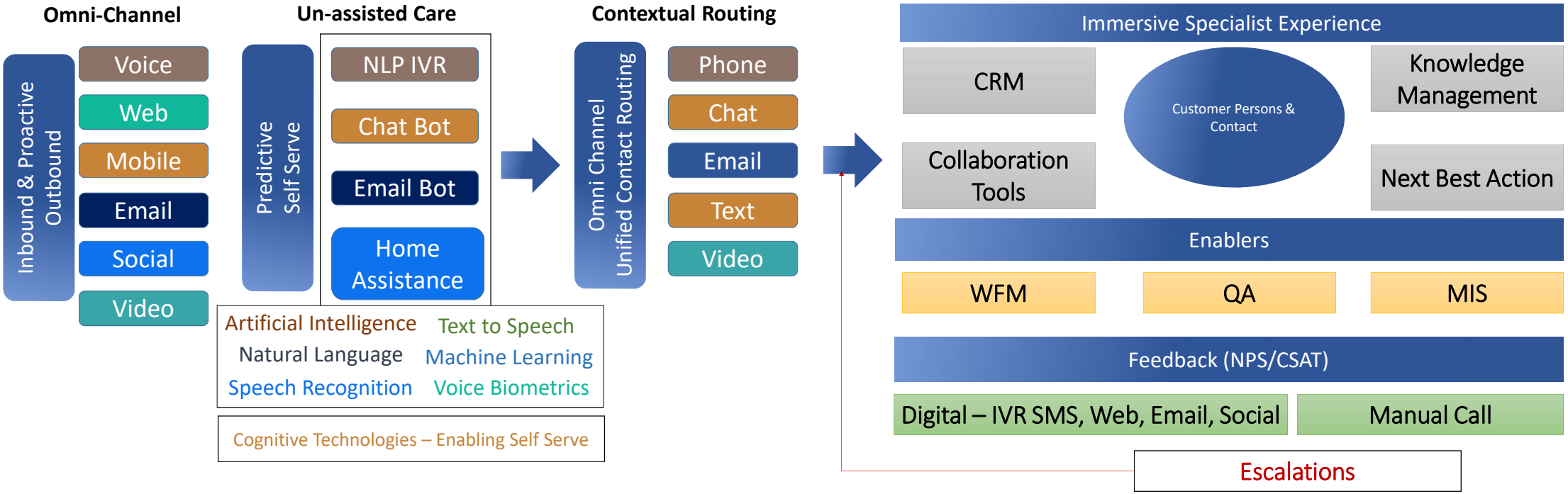
Workforce Management
3500+ Full Time Employee's supported
Forecasting, Staffing, Scheduling
Real Time Management

Consulting
Customer Service
Collections
Technical Helpdesk

Quality Management
Quality & Performance Management
CSAT & NPS Framework
Compliance Framework

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

Vision for Future ready Customer Experience Centre



Proactive, Contextual, Intelligent, Right Action – Right Time, Right Channels

Enabled by Best-in-Class Frameworks

Workforce Management | **Quality Management** | **Performance & SLA Mgmt.** | **Customer Exp.** | **Compliance**

AVAYA, Genesys, LIVEPERSON, Zendesk, twilio, CallMiner, salesforce, Microsoft Dynamics, NICE, aws, Google Cloud, servicenow

Our Pillars for Superlative Customer Experience



Cloud Contact Centre Solutions



CRM Capabilities



Domain Expertise



Automation & Transformation



Analytics

Customer experience to embrace new strategies

Accelerated Digital Transformation proposition

- Consulting and design led
- Business outcome aligned ready to use digital solution
- Contextualised solutions

New Work Models

- Anytime Anywhere wok models
- Hybrid model emerging as the new normal

Empathetic & Personalized CX

- CX reimagined or sustainability
- New digital solutions to drive hyper-personalization
- Agent of the future
- Cloud Contact Centre

Innovation

- Speedy, collaborative innovation for customers in agile workspaces
- Strong alliance & Partner ecosystem

Delivery Transformation

- Library of assets and acceleration to drive transformation
- New customer KPI to redefine success, aligned to true drivers of customer success

Talent Transformation

- Talent Transformation
- “Universal Agent” model
- Preparing future ready agents
- Digital and other training programs

Approach to Enhance Customer Experience

Unassisted Care

Inbound

Cognitive Channels to Eliminate Simple queries (NLP IVR, Chat BOT, Email BOT)

Assisted Care

New Channels

Live Chat, SM Engagement,

Case Management, Persona based Service
360 view, Auto Call tagging, Intuitive Call tree & Next best action,
Workflow solution

Operational Best Practices [WFM, Quality Analysis, SLA Management

Eliminate

Reduce Inbound Interactions General Information, Requests, etc.

Deflect

Low Cost | Improved CSAT through ease of interaction

Enrich

Improves CSAT | Handle medium to complex queries

Potential Benefits : ~30-40% improvement in *TCO
10-15% Contact Elimination
10-13% Contact Deflection
10-12% AHT / Operational Efficiency Improvement
8-10 % Improvement in FCR
10-15% CSAT/NPS Improvement

A Single Omni-channel Experience

Positive & Consistent Service Across Touchpoints

Personalised Experience Across Journey

*Indicative benefits basis our experience, this is subject to further validation of the given scope of opportunity.

Indicative Suite of Technological Interventions*

Contact Centre as a service
(Contact Centre on Cloud)



Secured Authentication
(Enhanced Capability across channels)



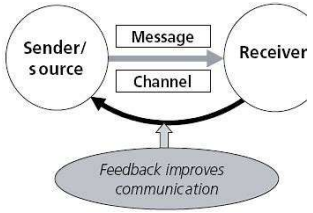
Conversational AI
(Speech enabled IVR)



Desktop Analytics
(Desktop Process adherence to workflow & procedures)



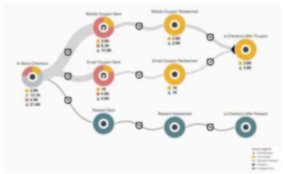
2-Way Communication Platform
(Multi channel options to get serviced)



Social Media Analytics
(AI driven Customer Experience Analytics)



Customer Journey
(Integrated Customer Journey Monitoring)



Digital Extraction Suite
(Enhance Productivity)



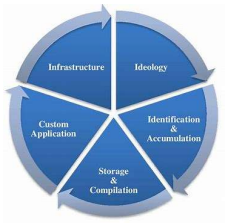
Automated Quality Assurance
(Automated Call Quality Monitoring)



Email Management
(Intelligence Driven automated email management solution)



Knowledge Management
(Intelligent Search Solution)



Survey Tool
(Customer Feedback)



*The above list is indicative and not exhaustive

Our Collaborative Approach for Program Success



Domain Depth & Process Management

End to end contact centre experience of 12+ years with 5K+ specialist servicing clients with robust quality management and workforce management to support the engagement

Implementation Readiness

1Point1 delivery centre to be leveraged for training, ramp-up and BCP. Agreed Technology solution for addressing inbound / outbound calling requirement

Transition & Service Delivery

40+ transitions successfully completed involving captive to vendor and Vendor to Vendor transitions

Our Transition methodology has a robust governance plan to review the progress via sprint & tollgates at every juncture

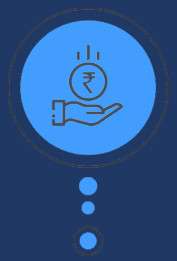
Robust Governance & Quality Assurance

Deployment of Program management team for end-to-end planning, transition, stabilization & project transformation

Benchmark industry KPI's/SLA's and commitment to Quality delivery

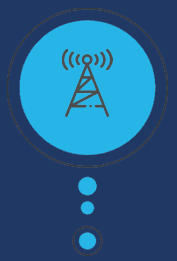
Industries Served

BANKING & FINANCE



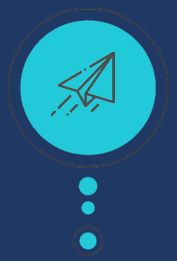
- New Accounts
- Balance Inquiry
- Stop Payment Request
- Lead Generation

TELECOM



- Customer Service
- Complaint Management
- Collections
- Online Lead Management

TRAVEL & HOSPITALITY



- Ticketing
- Hotel Reservations
- Holiday Packages

INSURANCE



- Welcome Calling
- Claims Registration
- Renewals
- Lead Generation

DTH



- Customer Service
- Complaint Management
- Package Upgrade
- VAS Services
- Subscription Renewals

E-COMMERCE



- Order Booking
- Content Management
- Delivery Status
- Refund Processing
- Competition Mapping
- Complaint Management

CONSUMER DURABLES



- Customer Service
- Complaint Management
- Product Installation
- Technical Assistance
- Home Visit Appointment

HEALTHCARE



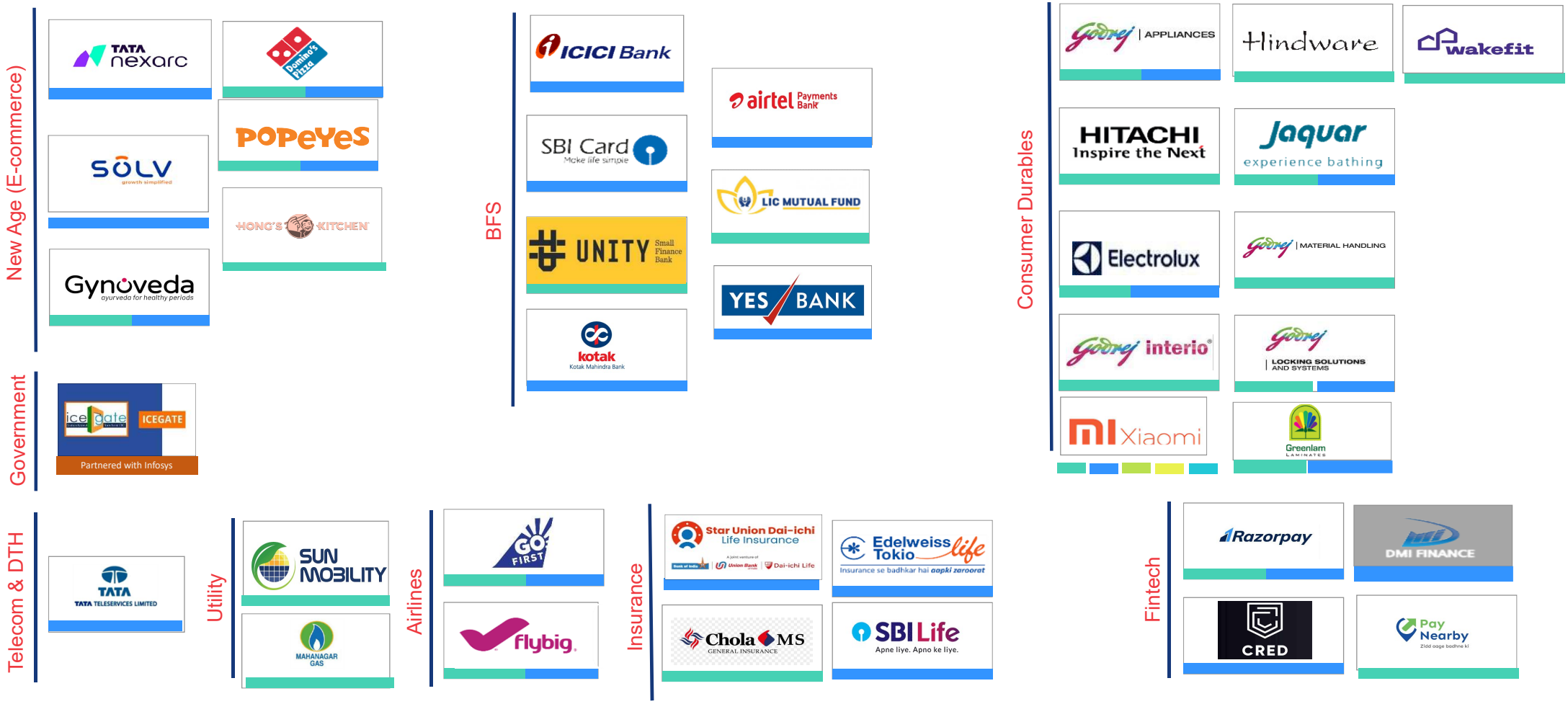
- Claim Status
- Claims Registration
- Lead Generation
- Manage OPD Appointments
- Health & Fitness Management

AIRLINE



- Reservations
- INOP (Irregular Operations)
- Cancellations
- Rescheduling
- Customer Service (Voice, Email & Social Media)

Key Clients – BPM Services



LEGEND

INBOUND | OUTBOUND | SOCIAL MEDIA | EMAIL | BACK OFFICE | MANPOWER

Partnering with the Government

National Career Service
Right Opportunities, Right Time

NATIONAL CARRER SERVICE (NCS)

A national ICT based portal to connect the opportunities with the aspirations of youth and facilitate registration of job seekers, job providers, skill providers, career counsellors, etc. The portal should provide job matching services in a highly transparent and user friendly manner.

N·S·D·C
National Skill Development Corporation

NSDC- NATIONAL SKILLS DEVELOPMENT CORPORATION

It was set up by Ministry of Finance as Public Private Partnership (PPP) model. NSDC acts as a catalyst in skill development by providing funding to enterprises, companies and organizations that provide skill training. It also develops appropriate models to enhance, support and coordinate private sector initiatives.

INDIAN EMPLOYMENT EXCHANGE

IEE understands skilled manpower is proportional to productivity. IEE provides us national pool of qualified personnel across domain and sectors. Their auto-select mechanism does the perfect matchmaking of the most suitable candidate for the given job requirement.

DDU-GKY
Deen Dayal Upadhyaya Grameen Kaushalya Yojana
Empowering India • Powering the World

DEEN DAYAL UPADHAYAYA GRAMEEN KAUSHALYA YOJNA (DDU-GKY)

DDI-GKY is the placement led skill training initiative of the Ministry of Rural Development (MoRD)

We support Government's noble initiative by partnering with various training centres under DDU-GKY.

PMKVY
प्रधानमंत्री कौशल विकास योजना
PRADHAN MANTRI KAUSHAL VIKAS YOJANA

PRADHAN MANTRI KAUSHAL VIKAS YOJNA (PMKY)

PMKY is the flagship scheme of the ministry of Skill Development and Entrepreneurship implemented by the NSDC. 1Point1 hires this industry trained youth to secure a better livelihood.

NATIONAL APPRENTICESHIP TRAINING SCHEME
NATS

NATIONAL APPRENTICESHIP TRAINING SCHEME

NATS in India is a one year program for all of the students. It gives technical qualifications to the youth of the country. The program gives practical knowledge and skills that are required in their field of work.

MKCL

MAHARASHTRA KNOWLEDGE CORP LTD. (MKCL)

MKCL is a semi-government public limited company working closely with Maharashtra Govt. & private sector employers to educate masses through "On the Job" training.


Industry
Opportunity

Key highlights of BPM Inustry

1 51%

LEADING INDIA'S ECONOMIC RECOVERY

- Relative share to India's GDP
- 51% relative share in services exports

2 445K

HIGHEST EVER HIRING

- Technology industry workforce
- 4,45,000 net new hires

3 2500+

3RD LARGEST TECH START-UP HUB IN THE WORLD

- Number of tech start-ups
- 2,500+ new start-ups; 42 new unicorns

4 10,000

INCREASED FOCUS ON INNOVATION

- Tech patents filed during 2015-2021
- ~ 10K patents filed at the end of 2021 by top 5 Indian tech firms

5 30-32%

DIGITAL REVENUE ACCELERATION

- Digital Revenue Acceleration
- 1.6 Mn digital skilled employees, 32% share of employee base

6 150+

STRENGTHENING DIVERSITY, EQUITY & INCLUSION

- Strengthening Diversity, Equity & Inclusion
- Talent from 150+ nationalities

Source: NASSCOM REPORT 2022

Overview of BMP Industry

India – home to skilled manpower

- There is a presence of skilled manpower, as India is home to 4.14 Mn IT-BPM professionals.
- India is third largest Unicorn hub globally with a total valuation of USD 168 Bn.

6.26% CAGR for 2021-26 for BPM

The business process management market was valued at USD 3.38 billion in 2020, and it is expected to reach a value of USD 4.78 billion by 2026.

IT Hardware Rs.3 Trillion in 4 years

- Domestic value addition is expected to rise from the current 5-10% to 20-25% in 5 years.
- 24% share of the total FDI Equity inflow



8% Contribution to GDP

- The industry is the largest employer within the private sector, employing 3.9 Mn people.
- India's IT-BPM industry amounts to 55% of the global outsourcing market size.

Growing interest in BPM

Due to its potential to increase productivity and significantly reduce costs. These are generic software systems driven by specific process designs that enact and manage the operational business processes.

Global Tech spend at $ 3.65 Tn

India has 1.23 Bn mobile phones and 7,705 Mn internet users. Data consumption in India is among the highest and cheapest in the world.

Market & Opportunities - India

Growing Demand

- In FY22, the Top 3 Indian IT companies in India are expected to have offered 1.05 lakh jon opportunities due to increasing demand for talent.
- India's IT and Business services market is projected to reach US$ 19.93 bn by 2025.
- According to Gartner Estimates, IT spending in India was forecasted to be US$ 81.89 bn in 2021 and further increase to US$ 101.8 bn in 2022, a 24.31% YoY increase.

Global Footprint

- Indian IT firms have delivery centers across the world.
- IT & BPM industry is well diversified across verticals such as BFSI, Telecom and Retail.
- Increasing strategic alliance between domestic and international players to delivery solutions across the globe.

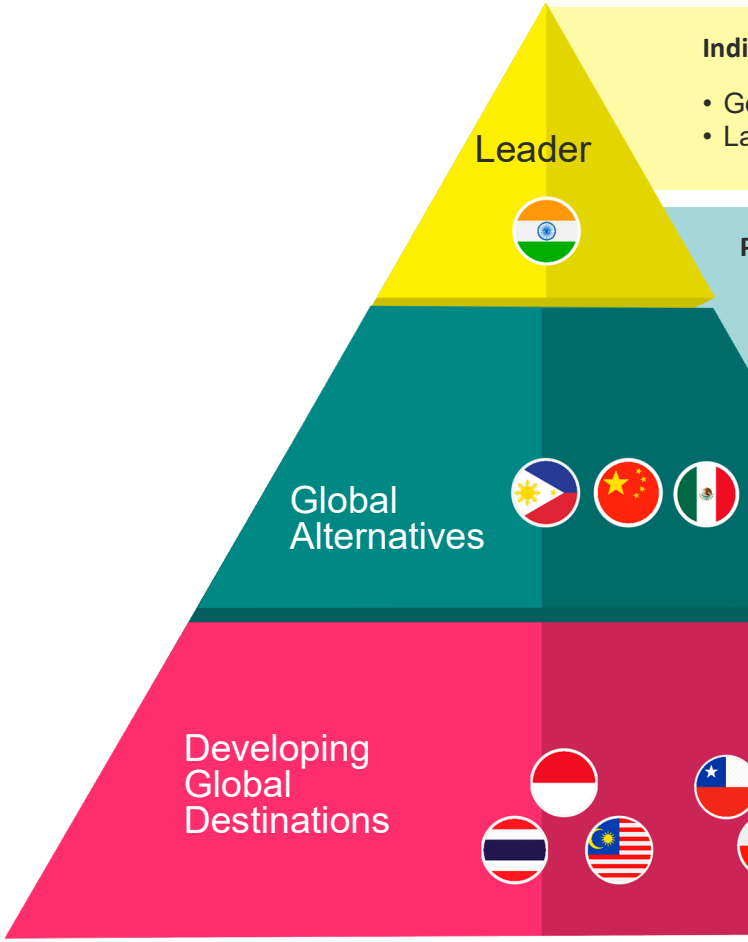
Competitive Advantage

- In FY21, India ranked third worldwide with 608,000 cloud experts across all verticals, including technology.
- The computer software and hardware sector in India attracted cumulative FDI inflows worth US$81.31 bn between April 2000 and December 2021.

Policy Support

- In the Union Budget 2022-23, the allocation for IT and Telecom sector stood at US$ 11.58 bn
- The government introduced the STP scheme, which is a 100% export oriented scheme for the development and export of computer software, including export of professional services.

Market & Opportunities – India vs Global



India is the world leader in the IT-BPM sector

- Good IT/ITES infrastructure and service capabilities
- Large talent pool

Philippines is a strong participant in the BPM sector, particularly in voice BPM

- High adaptability to Western culture
- Competitive advantage: language and service orientation

China is another major IT-BPM destination, especially for IT/ITES services

- Despite the language barrier, a huge labor resource and good infrastructure attract foreign investment

Mexico emerged as an alternative IT-BPM destination

- The largest spender in IT market because of its proximity to the United States

Poland Brazil and Chile are strong regional participant

- Poland: nearshore IT-BPM with multi language capability
- Brazil and Chile: strong among LATAM countries

Southeast Asia is a potential growth destination for the IT-BPM sector

- Financial attractiveness
- Good infrastructure
- Comparatively weak IT/ITES service capabilities

Market & Opportunities - Sectoral

1 B.F.S.I.

- Regulatory changes and norms such as Basel III, Solvency II, the SOX Act, and the US Patriot Act increase regulatory compliance cost.
- Growing number of digital customers
- Outsourcing of both transactional finance and accounting (F&A) processes and non-transactional financial functions.
- Increased application of automation due to rapid advances in technology.

2 ECommerce

- High capital investment is a concern for budding Unicorn providers that strive to optimize Capital Expenditure and reduce operating expenses.
- Growth in mobile communications led to a drop in public switched telephones and voice revenue volumes
- Outsourcing activities shifting from transactional processes to network operations, content bundling and solutions
- Value-added services such as content and next-generation communication services

3 Healthcare

- Regulatory reform and changes in the healthcare system worldwide.
- Hiring and training IT talent not the core business of healthcare service providers.
- Free up internal resources for core business purposes
- Electronic medical records (EMR) digitizing patient medical records
- Software-oriented architecture improving the performance of applications


1POINT
Our Team



AKSHAY **CHHABRA**

Chairman & Managing Director

Akshay Chhabra is the founder and promoter of 1Point1 Solutions Ltd. As a young engineer, Akshay strode off the beaten path and let his entrepreneurial instincts take over. 1Point1He holds a degree of B.E. (Electronics Engineering) from the University of Mumbai. He is the guiding force behind the strategic decisions of our company and has been instrumental in planning and formulating the overall business strategy and developing business relations of our company.

As the CMD of 1Point1, he focuses on technology-driven innovation to build efficiencies and surge ahead in the BPM space. Moreover, his understanding of business finance readies the company to take on new challenges in a dynamic market.

A key area for him is the identification of new business opportunities and transforming them into real-life conversions. Akshay's leadership is invaluable in aligning the company with its strategic vision fostering the cognitive company culture at 1Point1 Solutions Ltd.

"Increasing capacity utilization and service offerings, New Client addition will propel us to a +30-40% CAGR over the next 3-5 years"

Key Management Team (1/3)



AKASHANAND KARNIK

Chief Operating Officer

Over a career spanning 15 years, Akash led BPMs to 10X growth, built brands and grew the domestic market.

He has headed business operations and sales for India in companies such as D&B, E-Serve and GTL. Besides business development, Akash holds wide experience in building Customer-Lifecycle Management solutions across verticals like BFSI, Telecom, Airlines, E-Commerce, and Consumer Durables.

Akash is an engineer with a post-graduation in Business Management.



SUNIL KUMAR JHA

Chief Financial Officer

Formulating the financial plans of The company on its roadmap to growth

Sunil Kumar Jha is an Chief Financial Officer of the Company. He is a qualified Chartered Accountant from the Institute of Chartered Accountants of India.

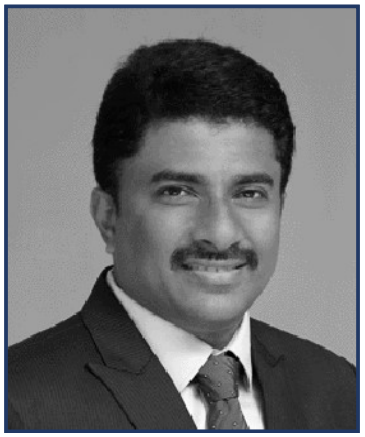


SAMIT CHAKRAVARTY

Chief Information & Technology Officer

Samit Chakravarty's propensity for innovation has brought various technical developments to life. He manages the company's systems-related requirements including the work network, the customised CRM and the in-house dialler.

In addition, he has taken up the virtualisation of all company assets to provide consistent and scalable software services delivery, business intelligence and security systems. Samit is a B.Sc graduate from Mumbai and a successful GNIIT-ian. His experience is spread across Telecom Networking, Switching, Routing & CRM Development.



K.S. SRIKUMAR

Chief Sales & Strategy Officer

Srikumar is a seasoned executive with an enviable track record of over 27 years delivering transformational business value to clients and internal teams alike. In this assignment, Sri is vested with growing the customer base, solutions and geographical footprint of 1Point1 in line with its strategic business and growth goals.

Sri has led operations, business development and growth efforts for marquee players in the ASEAN Telecom and BPO space managing Voice and non-voice streams delivering gazelle results. He has pioneered BPO solutions in the Indian Media sector and in addition implemented high value Client lifecycle management solutions for clients in over 11 industry verticals.

Key Management Team (2/3)



RAJIV DESAI

GLOBAL DELIVERY HEAD - BFSI

15+ years of experience in Customer Experience Management across BFSI and Domain. Effectively balancing dynamic customer workload, adherence to service levels, and transforming business leveraging technology solutions have been the key focus areas. Has prior experience in setting up offshore / onshore contact centre's and managing large transitions. He has done his MBA in Finance and B.E Computer Technology from Mumbai University



ASHWINI KUMAR RAO

CHIEF HUMAN RESOURCES OFFICER

A passionate people leader having over 24+ years of experience in Human Resources, CLCM (Customer Life Cycle Management), Sales & Distribution, Channel Management, Organized Retail Store Operations, Customer Support, Call Centre Operations and Services Marketing, holding two MBAs to his credit, in HR and Marketing. He has been instrumental and extremely focused on adding value to the business through various HR interventions. He has worked in a spectrum of industries like Organized Retail Industry , Telcom, FMCG.

Key Management Team (3/3)



ABHIJEET **DUTTA**

Vice President
Operations



VIKAS **TALIKOTI**

Vice President
Operations



ABDUL **AZEEM A**

Asstt. Vice President
Operations



VISHAL **BUDHWANI**

General Manager
Operations


1POINT
Quarter
Financial
Highlights

Key Operational Highlights for the quarter

	Q-o-Q	Y-o-Y
Net Income Growth	3.9%	14.8%
EBITDA Growth	9.9%	48.4%
Profit After Tax Growth	46.4%	141.7%
Earnings per share*	40.8%	132.5%

Performance Highlights

- During the quarter the company has added logos in fast growing BFSI and consumer segments
  - India's leading, Department for Promotion of Industry and Internal Trade (DPIIT), certified branchless banking and digital payments Network Company
  - India's leading new age private sector Bank that offers banking solutions for retail, MSME and corporate clients
  - Large private-sector Bank which has over 1500 branches and caters to 7.5 million customers. It has total advances of over Rs. 200,000 crore. Company will handle the collection portfolio for the Bank's growing credit card segment.
  - India's leading sleep and home solutions company. Under the terms of the agreement, the company will provide a range of BPM services, including customer support and order management
- Strengthens sales team by appointing John F Kennedy and Matthew Rupe to spearhead the growth strategy in the United States
  - Kennedy has over 20 years of experience in striking deals in countries, such as the United States, United Kingdom, Philippines, Brazil, India, Mexico, and Canada. Prior to this, he worked with Hinduja Global Solutions as Vice President (Business Development). He had held the position of Director of Sales at Datamark Inc in Texas

Quarter Financial Highlights (Consolidated)

Particulars (INR Lacs)	Q1FY24	Q4FY23	Q1FY23	YoY%	QoQ%	FY23	FY22	YoY%
Revenue from Operations	3,572.9	3,568.0	3,475.3	2.8%	0.1%	14,025.5	13,168.7	6.5%
Other Income	451.4	303.3	30.1	1,398.3%	48.4%	398.5	701.1	-43.2%
Net Income from Operations	**4,024.4**	**3,871.2**	**3,505.4**	**14.8%**	**3.9%**	**14,424.0**	**13,869.8**	4.0%
Total Expenditure	2,743.6	2,704.5	2,642.4	3.8%	1.4%	10,712.5	10,349.0	3.5%
EBITDA	**1,280.8**	**1,166.8**	**863.0**	**48.4%**	**9.9%**	**3,711.5**	**3,520.8**	5.4%
EBITDA Margin (%)	31.8%	30.1%	24.6%	+721 bps	+171 bps	25.7%	25.4%	+35 bps
Depreciation	522.3	548.8	493.2	5.9%	-5.0%	1,911.5	2,219.8	-13.9%
Profit Before Interest Tax	**758.5**	**617.9**	**369.8**	105.1%	23.1%	**1,800.0**	**1,301.1**	38.4%
Interest	149.9	141.1	127.6	17.5%	6.2%	517.9	763.1	-32.1%
Profit Before Tax	**608.6**	**476.8**	**242.3**	151.2%	28.1%	**1,282.2**	**537.9**	138.3%
Tax	176.5	181.4	63.4	178.2%	-1.9%	403.2	196.6	105.1%
Profit After Tax	**432.2**	**295.5**	**178.8**	**141.7%**	**46.4%**	**879.0**	**341.4**	157.5%
Profit After Tax Margin (%)	10.7%	7.6%	5.1%	+564 bps	+311 bps	6.1%	2.5%	+363 bps
Earnings Per Share (Rs)	**0.22**	**0.16**	**0.10**	**132.5%**	40.8%	**0.47**	**0.18**	164.6%


1POINT
Annual
Financial
Highlights

Annual Financial Highlights – Profit & Loss

	Standalone (INR Lacs)				Consolidated (INR Lacs)	
Particulars (INR Lacs)	**FY18**	**FY19**	**FY20**	**FY21**	**FY22**	**FY23**
Revenue from Operations	11,562.3	14,595.9	12,508.6	10,160.1	13,168.7	14,025.5
Other Income	15.2	26.3	35.7	725.3	701.1	398.5
Net Income from Operations	**11,577.5**	**14,622.2**	**12,544.3**	**10,885.4**	**13,869.8**	**14,424.0**
Total Expenditure	9,604.2	12,127.0	9,653.8	9,330.7	10,349.0	10,712.5
EBITDA	**1,973.3**	**2,495.5**	**2,890.5**	**1,554.7**	**3,520.8**	**3,711.5**
EBITDA Margin (%)	17.0%	17.1%	23.0%	14.3%	25.4%	25.7%
Depreciation	748.7	1,355.6	2,703.9	2,646.9	2,219.8	1,911.5
Profit Before Interest & Tax	**1,224.6**	**1,139.5**	**186.6**	**-1,092.2**	**1,301.1**	**1,800.0**
Interest	247.0	58.8	891.6	926.8	763.1	517.9
Profit Before Tax	**977.6**	**1,080.8**	**-705.0**	**-2,019.0**	**537.9**	**1,282.2**
Tax	166.9	184.6	-656.3	-673.2	196.6	403.2
Adjusted Profit After Tax	**810.7**	**896.2**	**-48.7**	**-1,345.8**	**341.4**	**879.0**
Adjusted Profit After Tax Margin (%)	7.0%	6.1%	-0.4%	-12.4%	2.5%	6.1%
Exceptional Items	-	-	-1,849.8	-	-	-
Reported Profit After Tax	**810.7**	**896.2**	**-1898.5**	**-1,345.8**	**341.4**	**879.0**
Reported Profit After Tax Margin (%)	7.0%	6.1%	-15.1%	-12.4%	2.5%	6.1%
Earnings Per Share (Rs)	**6.84**	**3.57**	**-7.57**	**-0.72**	**0.18**	**0.47**

Annual Financial Highlights – Balance Sheet (Standalone)

Particulars (INR Lacs)	FY2019	FY2020	FY2021	FY2022	FY2023
EQUITY AND LIABILITIES					
EQUITY					
(i) Equity share capital	1,671.7	2,507.5	2,507.5	3,761.2	3,761.1
(ii) Other equity	5,646.7	2,881.9	1,532.7	627.0	1,480.4
LIABILITIES					
Non-current liabilities					
(i) Financial Liabilities					
- Borrowings	53.1	31.5	316.4	177.5	70.7
- Other financial Liabilities	-	53.6	60.0	65.9	72.3
- Lease Liability	-	8,023.7	8,007.1	2,646.2	2,825.4
(ii) Provisions	26.2	37.9	47.4	66.7	86.27
(iii) Other non-current liabilities	-	26.6	20.5	14.3	8.19
(iv) Deferred Tax liabilities	80.2	-	-	-	-
Current liabilities					
(i) Financial Liabilities					
- Borrowings	919.1	1,313.3	1,648.0	1,297.1	1,750.9
- Lease Liability	-	-	-	1,201.3	1,212.1
- Trade Payables	669.9	522.2	643.1	368.5	438.3
- Other current financial liab	1,298.1	1,101.0	949.0	903.1	929.4
(ii) Other current liabilities	275.9	357.7	901.9	688.0	809.9
(iii) Provisions	-	18.7	22.3	29.8	54.3
TOTAL EQUITY & LIABILITIES	**10,640.8**	**16,875.6**	**16,655.8**	**11,846.7**	**13,499.3**

Particulars (INR Lacs)	FY2019	FY2020	FY2021	FY2022	FY2023
ASSETS					
Non-current assets					
(i) Property, plant & equipment	3,909.9	3,194.5	2,410.0	2,006.3	1,687.2
(ii) Right to use	187.1	7,735.4	7,497.6	3,521.6	3,932.16
(iii) Goodwill on Consolidation					
(iv) Intangible Assets	715.3	1,133.7	746.1	589.7	1,137.29
(v) Capital Work in progress	2,024.4	-	-	-	-
(vi) Financial Assets					
- Investments	50.0	50.0	50.0	50.0	50.0
- Other Financial Assets	399.7	427.4	458.3	557.0	761.85
(vii) Deferred Tax Assets	-	582.5	1,257.1	1,066.9	709.26
Current assets					
(i) Financial Assets					
- Trade receivables	2,825.1	2,710.0	2,678.0	2,534.4	3,882.13
- Cash and cash equivalents	66.0	18.2	50.8	43.2	34.49
- Bank balances other than above	-	300.0	131.0	144.5	210.46
- Other Financial Assets	232.8	-	7.2	57.8	29.81
(ii) Other current assets	230.5	723.9	1,369.8	1,275.1	1,064.74
TOTAL ASSETS	**10,640.8**	**16,875.6**	**16,655.8**	**11,846.7**	**13,499.3**


POINT
Way
Forward

Key Growth Drivers

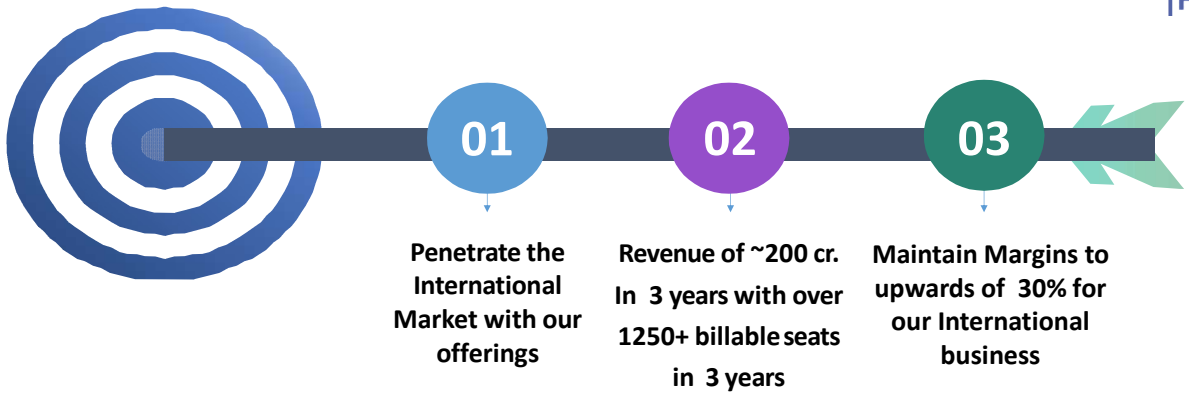
01	Domestic Capacity Utilisation	FY22 64%	FY23-24 100%	The Company is aiming to reach 100% capacity utilisation of current 5500 seats in Domestic business by end FY23.
02	Target Global Clientele	Initiated	FY23/24 10%	Initiation of international business by FY23/24 and target at least 10% utilisation starting end FY23.
03	I.T. Services as a Profit Centre	Currently NIL	To grow at 30-35% p.a.	Company to ramp up revenues from (new) IT Services vertical expected to grow at 30-35%.
04	Increase High Margin Billable Hours	International + Domestic Business	Opportunity to scale up	Increase share of higher revenue / margin contributing clients in domestic and international geography.
05	Growth Rate for the next 3-5 years	Historical 11% CAGR 2015-2022	Targeted +30-40% CAGR 2022-2027	We are targeting a 30-40% CAGR on all fronts namely Revenue, EBITDA and PAT for the next 3-5 years (base year: FY22).
06	Increase share of Government Business	Revenue share 2% in FY22		Looking to increase share of revenue from high margin government business from 2% in FY22 to 15% by FY24

International Strategy

Geographies Targeted

USA

Australia



Target Audience

Small & Medium Enterprises across all industries that can benefit from a BPO

Our Strategy

- Appoint Sales Consultant
- Register with Market Research firms who can position us as BPM partners
- Work with Lead Generation companies in the respective Geo's

Our Verticals

- Banking & Financial Services
- Insurance
- Logistics
- Travel Transport Hospitality
- Energy Resource Utilities
- Healthcare
- Retail & Consumer Product Goods
- Telecom
- Fintech / New Age

Our Offerings

- Onboarding
- Sales
- Customer Service
- Collections
- Bank Office Operations
- Retention
- Complaints
- Dispute Management
- Workforce Management
- Quality Monitoring
- Consulting
- Transformation

How will we enable our growth in the International Market?

1

Appoint Sales Consultant & Strategictie-ups

- Samir Sawant appointed for Australia
- Sales Team shortlisting in progress

Strategic Partners On-boarded

BDO

Bahwan CyberTek

2

Partner with Lead Generation & Research firms

Partnerships in WIP

Evolve BPM

AVASANT

Future Partnership envisioned

ISG

NelsonHall

Everest Group RESEARCH

3

Onshore Office setup completed. Apply for Licenses
Participate in symposiums

- Setup Offices in USA and Australia to support sales and host clients
- Apply for Collections Licenses for both the geo's
- Participate in various symposiums for brand awareness

4

India Support Structure Created

Presales, Bid-Management, Transition, Training & Quality teams in place for proactive and reactive pitches

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.

This presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this presentation. This presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this presentation is expressly excluded.

This presentation and its contents are confidential and should not be distributed, published or reproduced, in whole or in part, or disclosed by recipients directly or indirectly to any other person

Get In Touch With Us

One Point One Solutions Ltd

Pritesh Sonawane, Company Secretary & Compliance Officer

Tel: +91-22-6687 3800 | Email: pritesh.sonawane@1point1.in

www.1point1.in

KAPTIFY® CONSULTING

Strategy & Investor Relations | Consulting

Tel: +91-845 288 6099 | Email: contact@kaptify.in

www.kaptify.in