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 11th September 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 '**ITI Mutual Fund'** on **Thursday, 12 September 2024 at 03:00 pm.** 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No Unpublished Price Sensitive Information (UPSI) will be shared during the one-to-one-meet.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: 2024.09.11 17:18:53 +05'30'

One Point One Solutions Ltd. Navi Mumbai

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

ENCL: Investor Presentation

Overview & Insights

1POINT™

Company Overview

12+
Years of Experience

5,600+
Experienced Professionals

50+
Marquee Logos

CERTIFIED

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

CLIENT SPLIT %

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

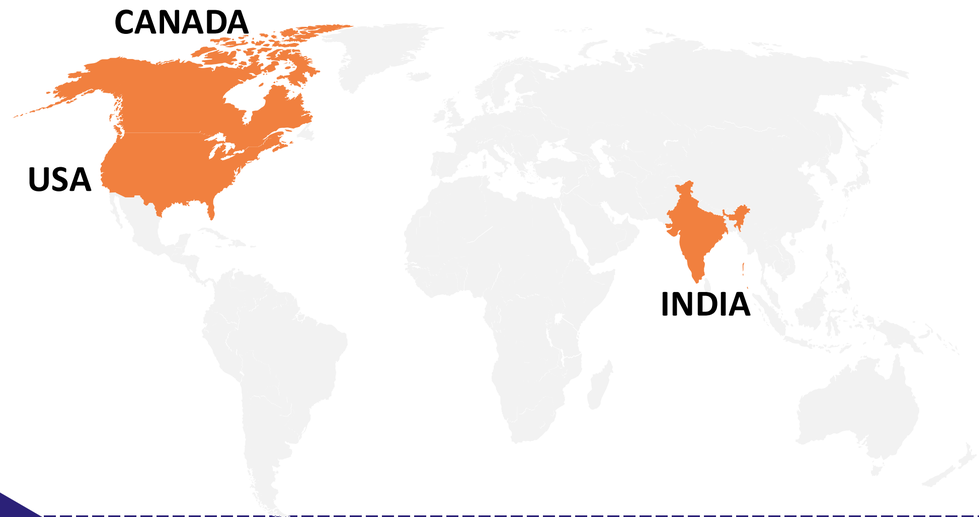
~ ₹1300 Cr
Market Capitalization

6
Delivery Centers in India*

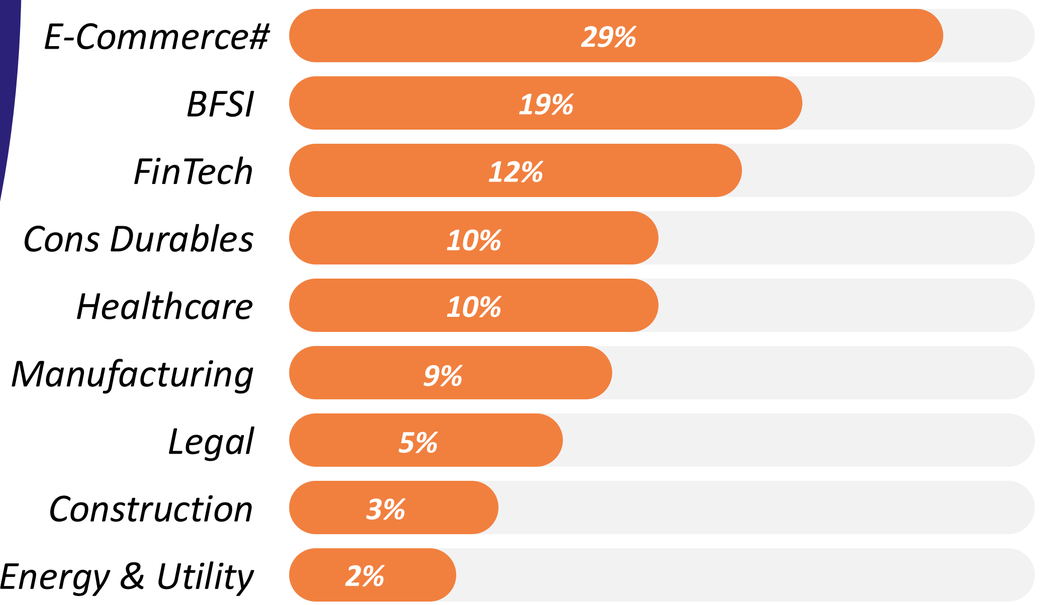
SEATS
5000+ Seats across India*

TOOLS
eVSM, CRM, KMS, PMS & More…

OUR PRESENCE



CLIENTS ACROSS INDUSTRY VERTICALS



** - Mumbai - ~2000 seats, Bangalore - ~1300 seats, Chennai - ~500 seats, Gurgaon - ~1100 seats, Indore - ~250 seats & Pune - ~250 seats*

 # - Including TTH

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

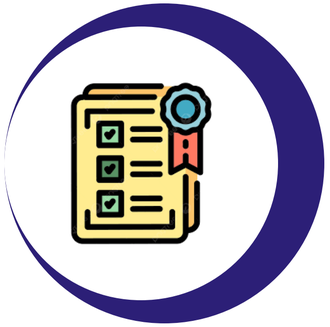
Completely domain-independent platform, which extracts valuable insights from different data sources to analyze data and create reports

Framework for a Consultative, Outcome Oriented Engagement

ENTERPRISE OBJECTIVES

CUSTOMER EXPERIENCE | **ENTERPRISE PRODUCTIVITY** | **BUSINESS GROWTH**

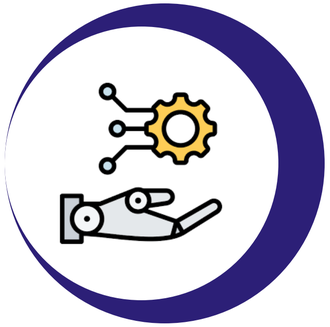
OUR LEVERS



Standardization & Optimization



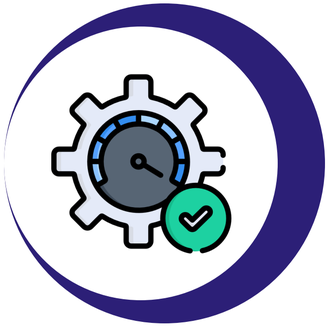
Tactical Automation



Tech + Transformation



Generative AI



Operations Optimization



Self Service Capabilities

FOCUSSED TRANSFORMATION OUTCOMES

Personalization	*Launch of New Products & Services*	*Closer Partner Relationships*	*Predictive & Proactive Customer Reach*	*Automated Process Mining*
Optimized Workflows	*Simplified Business Processes & Services*	*Improvement insights & Decision Making*	*Enabling client & market Self Service*	*Digital Humans*
Faster Response to Customer	*Improved Quality & reduced manual actions*	*Improved Integration with systems*	*Simplified, connected front & back office*	*Anywhere Operations*

POINT

Our Vision

THE PAST


Domestic BPO


35 Clients


~3500 FTEs

CURRENT


Digital First BPO + KPO


Tech + Transformation


IT Services


Analytics & Gen AI


Sales Team (United States)

IT Cube — Making IT Your Competitive Advantage
Acquired

CCW CUSTOMER CONTACT WEEK
Vegas

CCW CUSTOMER CONTACT WEEK
New Orleans

The FUTURE


*Global Network Delivery Model***


300+ Clients


20,000+ FTEs


Global Organization


Revenue ↑


Next Gen Cust. Experience

*** - India + LATAM + Malaysia + Philippines + Europe*

Journey in International Expansion

APPOINTMENT OF GTM Strategic PARTNER

- *Brand Building & Positioning*
- *Marketing*
- *Organic Lead Generation*

CUSTOMER CONTACT WEEK 2024

Las Vegas

- *Visibility in largest outsourcing expo*
- *150+ Unique Client introductions*
- *400+ Connections*

CUSTOMER CONTACT WEEK 2024

New Orleans

- *15 one-on-one meetings*
- *Understanding requirements of Strategic Buyers*
- *Improve Value Proposition*





















Ongoing M&A Pursuits



LATAM

750+
EMPLOYEES

~20
CLIENTS

5
DELIVERY CENTERS



MEXICO

900+
EMPLOYEES

10+
CLIENTS

4
DELIVERY CENTERS



MALAYSIA

2,300+
EMPLOYEES

20+
CLIENTS

3
DELIVERY CENTERS



EUROPE

10,000+
EMPLOYEES

200+
CLIENTS

40+
DELIVERY CENTERS



INDIA

2,000+
EMPLOYEES

50+
CLIENTS

~3
DELIVERY CENTERS

OUR JOURNEY HAS BEGUN TOWARDS BECOMING A TRULY GLOBAL ENTERPRISE

Disclaimer

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Thank you.

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