

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

Date: 7th March 2018

Security Code: ONEPOINT

Sub: Intimation for Investor Presentation.

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. This investor presentation shall be made available to the analyst and fund managers during New India Conclave 2018 to be held on 7th March 2018 at Trident Hotel, Bandra Kurla Complex, Mumbai.

This is for your information and records.

Thanking you,

Yours faithfully,
For One Point One Solutions Limited



Pritesh Sonawane
Company Secretary and Compliance Officer
Place: Mumbai



ONE POINT ONE SOLUTIONS LTD

(Formerly One Point One Solutions Pvt. Ltd.)

Registered Office : 904, Real Tech Park, Plot No.39/2, Sector 30A, Opp. Vashi Railway Station, Vashi, Navi Mumbai 400 703, INDIA
T. 022 6687 3800 F. 022 6687 3889 CIN. U74900MH2008PLC182869 www.1point1.in

Mumbai . Gurgaon . Indore . Bangalore



A HORIZON SO INVITING, YOU WILL LEAVE BEHIND THE SHORES YOU KNEW

INVESTOR PRESENTATION

1POINT1TM

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INTRODUCING

A SERVICE PROVIDER IN BUSINESS PROCESS MANAGEMENT

OURS IS A RS. 95 CRORE COMPANY.

DOMAIN KNOWLEDGE WITH
PROCESS EXCELLENCE

INSPIRING LEADERSHIP

FINANCIAL STABILITY

EXEMPLARY HR PRACTICES

SUCCESSFUL RELATIONSHIPS
WITH CLIENTS

ISO-CERTIFIED I.T. PLATFORM WITH
CUTTING-EDGE SOLUTIONS

From 2014, we've been bringing transformations to India's most loved companies. We believe in the never-ending pursuit of excellence and go beyond traditional measurement metrics to truly immerse ourselves in our client's endeavour to improve customer centricity. This leads us to design unique and ingenious operating models that foster growth and manage cost, risk and compliance across industry verticals.

By combining our best practices with state-of-the-art technology, along with industry veterans, we furnish most of the elements of the IT-BPM value chain. Our customised platforms and systems cater to industries such as Telecom, BFSI, Travel, Teleshopping and E-Commerce, Healthcare, Retail and Manufacturing.

By providing both front-end and back-office solutions, we let our customers leverage our technical expertise in a growing digital environment. The following key differentiators consolidate our position as a long-term partner of choice.

1POINT1

35
UNIQUE
CUSTOMERS

5-6L
VOICE CALLS
PROCESSED DAILY

95
Cr REVENUE

05
LOCATIONS

75
BUSINESS
PROJECTS

1.5L
IVR*
TRANSACTIONS

*INTERACTIVE VOICE RESPONSE

4,200
EMPLOYEES
ON AVERAGE

COMPANY HIGHLIGHTS



OUR BUSINESS

BUILDING THE PATH TO SUCCESS THROUGH SCALABILITY AND STABILITY



SCALABLE

In the present digital climate, our industry is showing more promise than ever before. As a young company, we are appropriately placed to tackle the ongoing market disruption.

Our adaptive technology is an enabler for large-scale industries and can tackle unprecedented volumes of transactions. We merge our domain knowledge with our youthful energy to cater to changing trends and innovate breakthroughs in our clients' markets.

STABLE

Low capital requirements coupled with consistent revenue generation has led to a steady CAGR of 18.87% between 2015 and 2017.

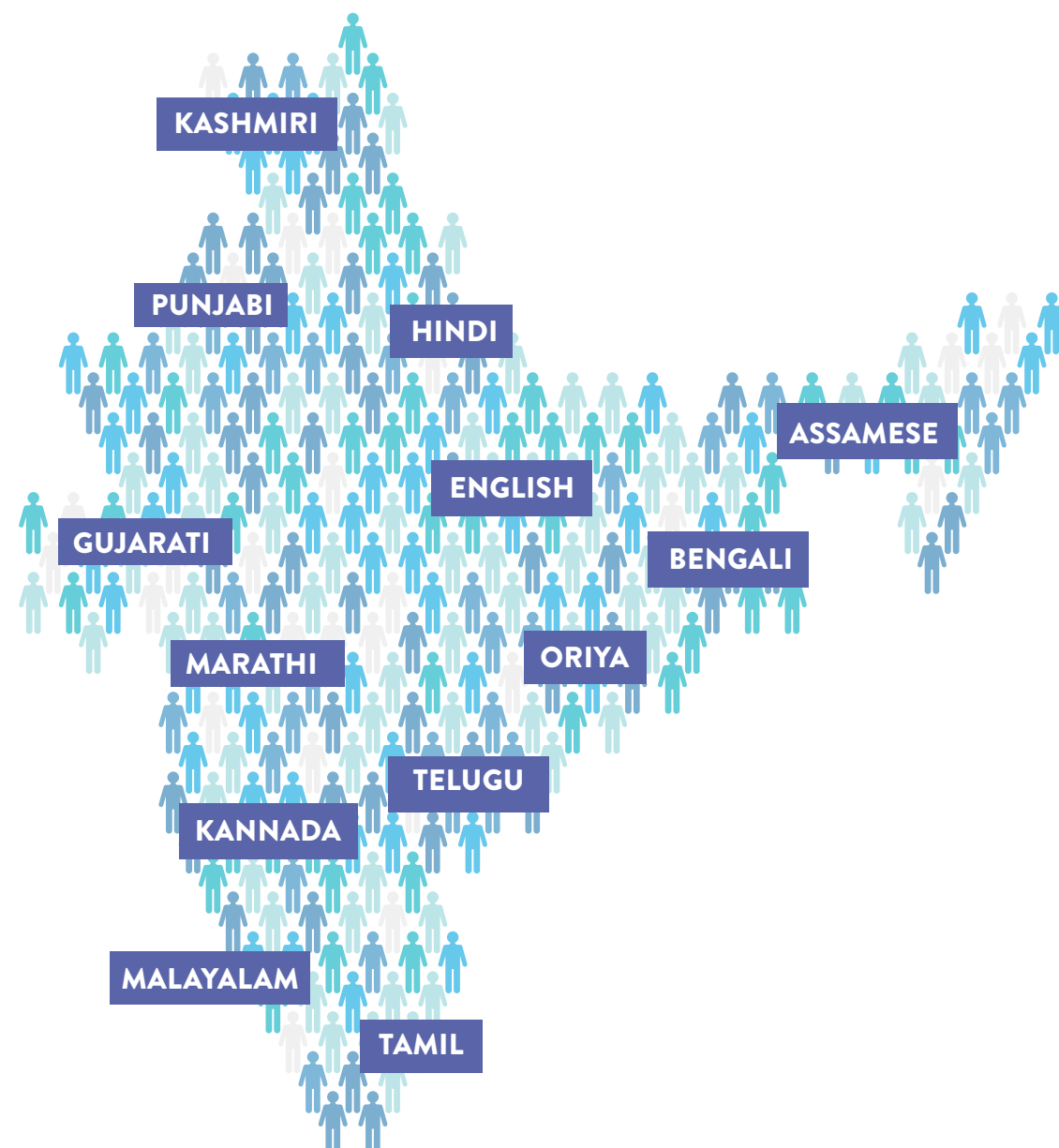
This has been augmented by the long-term contracts we have created with a clear visibility for YoY renewals.

These factors create a strong foundation for a stable business model.

WE SERVICE BUSINESSES IN 13 INDIAN LANGUAGES

CREATING SMILES ONE CALL AT A TIME
OVER THE LENGTH AND BREADTH OF INDIA.

Our multilingual workforce processes close to 5-6 lakh transactions a day to deliver on our challenging promise. Our customer management system allows for customised solutions for individual clients and we endeavour to achieve excellence, so that clients receive the support they need to focus on their core competencies.



SERVICES



BPM SERVICES

CONTACT CENTER

- CUSTOMER SERVICE
- SALES & LEAD GENERATION
- COLLECTIONS
- APPLICATION / TRANSACTION PROCESSING
- INVOICE PROCESSING
- SMS & EMAIL MANAGEMENT
- WEB CHAT SERVICES



TECHNOLOGY SERVICES

1. KNOWLEDGE MANAGEMENT

- PROCESS MAPPING & DOCUMENTATION
- DESIGNING & IMPLEMENTING KNOWLEDGE
- STORAGE, ACCESS & MAINTENANCE

2. APPLICATION DEVELOPMENT

- BESPOKE OR CUSTOM SOFTWARE
- ERP IMPLEMENTATION & MAINTENANCE
- APPLICATION CONSULTING

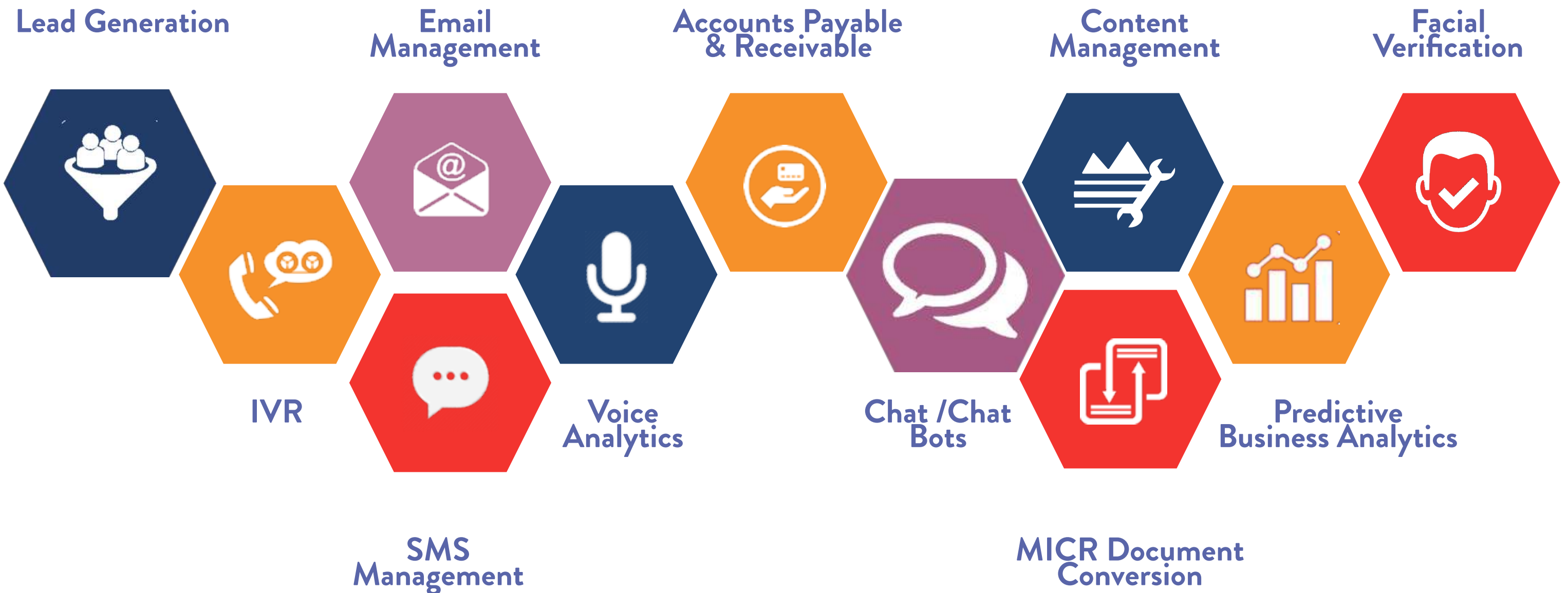


CONSULTING SERVICES

PROCESS CONSULTING

- PROCESS MAPPING & DOCUMENTATION
- CAPACITY MODELLING
- TRANSACTION QUALITY MONITORING & IMPROVEMENT
- BENCHMARKING
- PROCESS REENGINEERING

Our services leverage our automated sub process solutions, big data, business analytics, mobility, cloud delivery and industry-specific processing services. We work to ensure that our wide bouquet of customer insight based services are available across industries and geographies, allowing us to be true partners in our clients' growth and success.



1



TELECOM



ACQUISITION MANAGEMENT

1. INBOUND & OUTBOUND ACQUISITION
2. CROSS SELL - UP SELL 3. LEAD GENERATION
4. CAF & CHEQUE / CASH PICK UP
5. CAF PROCESSING



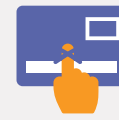
RETENTION MANAGEMENT

1. SAVES / WIN BACK
2. PLAN INFORMATION & UPDATES
3. DISPUTE / BILLING RESOLUTION
4. VAS SERVICES



SERVICE MANAGEMENT

1. TELEVERIFICATION
2. INFORMATION REQUEST
3. SERVICE REQUEST 4. WELCOME CALLS
5. ORDER TAKING 6. VAS REQUESTS
7. TECHNICAL SUPPORT



RECEIVABLE MANAGEMENT

1. PAYMENT REMINDER CALLS (PRE-DUE DATE)
2. OVER DUE COLLECTIONS (VARIOUS BUCKETS)
3. CREDIT LIMIT / EXPIRY

2



CONSUMER DURABLES & FMCG



MARKETING MANAGEMENT

1. CSAT SURVEYS 2. PRODUCT SURVEYS
3. DEALER INTERVIEWS 4. KEY UPDATES & BENEFITS 5. EMPLOYEE SURVEYS
6. FRANCHISE SURVEYS 7. MAILER MANAGEMENT



SERVICE MANAGEMENT

1. SERVICE CALLS 2. GENERAL ENQUIRY
3. WELCOME CALLS 4. SUPPORT CALLS
5. DEALER HELPDESK 6. CLOSE LOOP MANAGEMENT
7. SR TRACKING



SALES MANAGEMENT

1. CROSS SELL - UP SELL 2. AMC SALES
3. AMC RENEWALS
4. AFTER SALES MANAGEMENT

3



E-COMMERCE & TELESHOPPING



ORDER MANAGEMENT

1. INBOUND & OUTBOUND ORDER TAKING
2. CONVERT QUERY INTO ORDERS 3. PROCESS 100% MISSED CALLS 4. ORDER PROCESSING PRIORITISED BASED ON MEDIA BLIT 5. FULFILLMENT



SERVICE MANAGEMENT

1. ORDER CONFIRMATION 2. SHIPMENT TRACKING & STATUS 3. PROCESS REFUND REQUESTS
4. PRODUCT INFORMATION REQUESTS
5. FAILED TRANSACTIONS PROCESSING
6. RFD (READY FOR DISPATCH) PROCESSING



SALES MANAGEMENT

1. CROSS SELL - UP SELL
2. INFORM CUSTOMERS ABOUT NEW PRODUCTS
3. SENDING PROMOTIONAL ALERTS
4. ANALYSIS ON FAST MOVING GOODS, DEMOGRAPHICS etc. TO PGM SLOTTING AND RUN TIME



RETURNS MANAGEMENT

1. ORDER VERIFICATION PROCESSING
2. PRODUCT REPLACEMENT PROCESSING
3. INVENTORY REPLENISHMENT ON SYSTEM
4. SR CLOSURES

4



BFSI



ACQUISITION MANAGEMENT

1. CROSS SELL - UP SELL 2. UPGRADE CUSTOMERS ON DIFFERENT PRODUCTS
3. UPGRADE CUSTOMER TO DIFFERENT SERVICES
4. ON BOARD NEW CUSTOMERS



VERIFICATION MANAGEMENT

1. KYC
2. TRANSACTION VERIFICATION
3. VERIFY FAILED TRANSACTION
4. KEY UPDATE VERIFICATION



RECEIVABLE MANAGEMENT

1. PRE-DUE DATE CALLING
2. COLLECTION ON ALL BUCKETS
3. SKIP TRACING
4. LEGAL CALLING



SERVICE MANAGEMENT

1. WELCOME CALLS
2. CARD ACTIVATION CALLS
3. ALERT REQUESTS 4. OVL CALLS
5. SERVICE CALLS



UNIFIED DESKTOP

1. All platforms merged to one desktop
2. Unified solution for Email/ Chat/ Social Media
3. Customer trails across platform



CHAT/ EMAIL PLATFORM

1. Chat Bots
2. Chat Web
3. Blended solutions for multi-channel support for Chat, Email & Telephony
4. Flexible Email Response Management



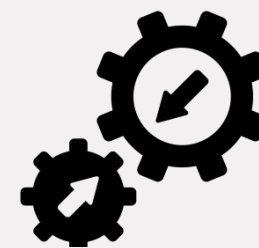
SOCIAL MEDIA INTEGRATION

1. Unified CRM to Facebook, Twitter and other channels
2. Behavior analytics
3. Base management System



TELEPHONY SOLUTION

1. Flexible & agile Systems
2. Unified telephony services – Inbound/ Outbound/ Voice Recording



API INTEGRATION

Unified CRM Solution

KEY ACHIEVEMENTS

1


2014
Best Partner Collections,
TATA Teleservices

2


2015
ISO 9001:2008 &
ISO/IES 27001:2013

3


2016
Best Partner, Wonderchef

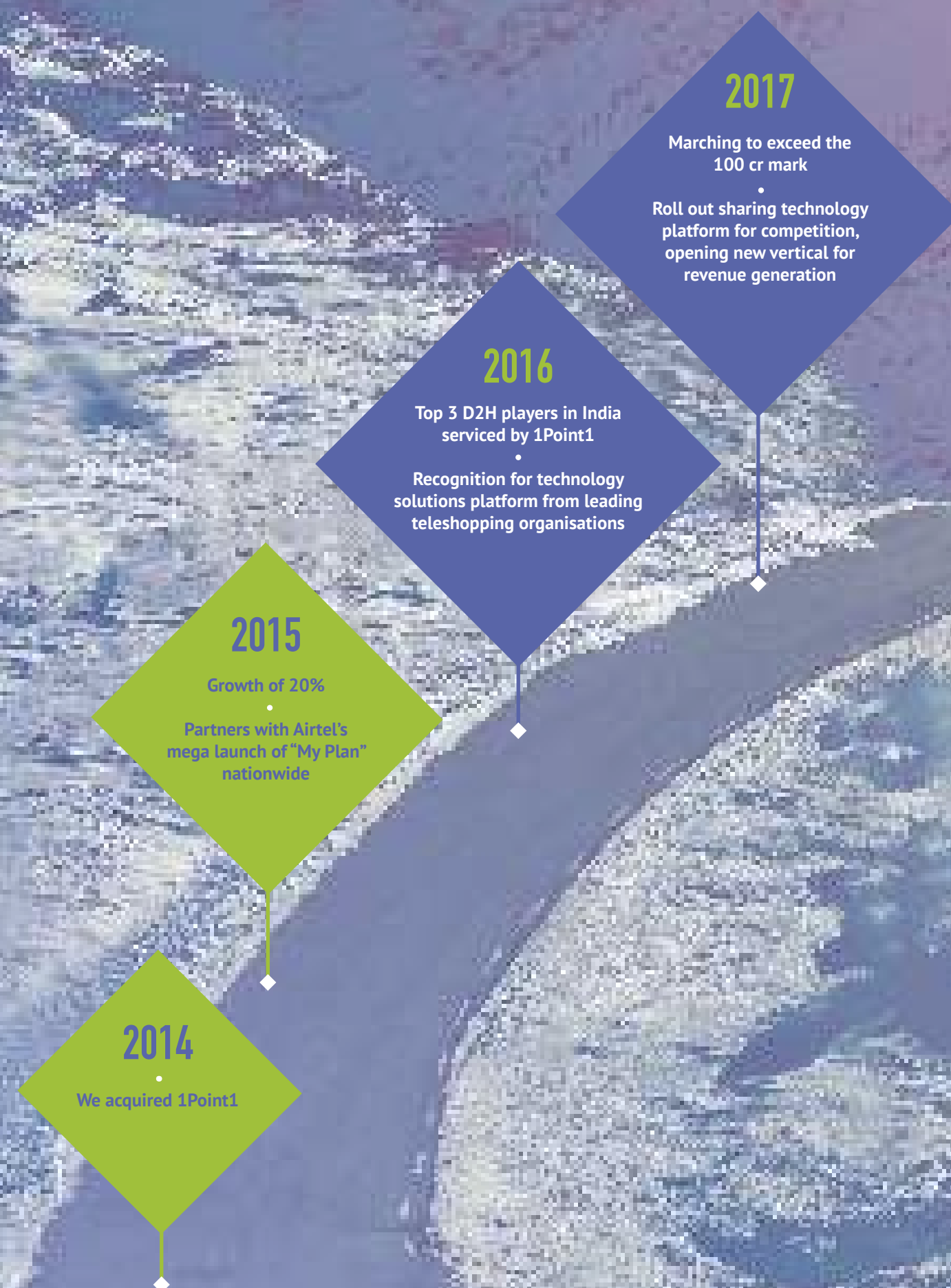
4


2017
Winner, Champions Contest,
TATA Teleservices

5


2017
Navbharat SME Business Excellence

KEY MILESTONES



OUR INDUSTRY



BLAZING A BRIGHT FUTURE

NASSCOM IT-BPM INDUSTRY REPORT 2017 FOR INDIA

1

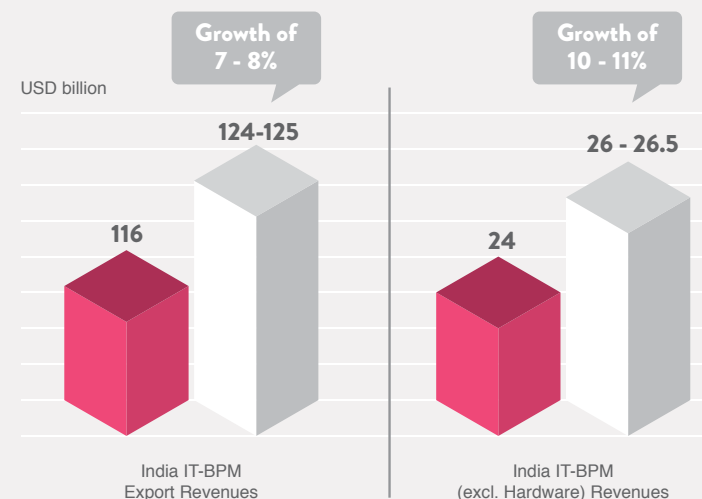
INCREASED REVENUES FOR IT-BPM AT GROWTH RATES OF 8% AND ABOVE.

FY 18 - KEY TRENDS

- Financial services revival with Fed increasing rates
- Higher growth in digital
- Legacy business improvement
- Increased automation based projects driving deals
- Indian market growth driven by enterprise digital adoption

THE SKILL IMPERATIVE

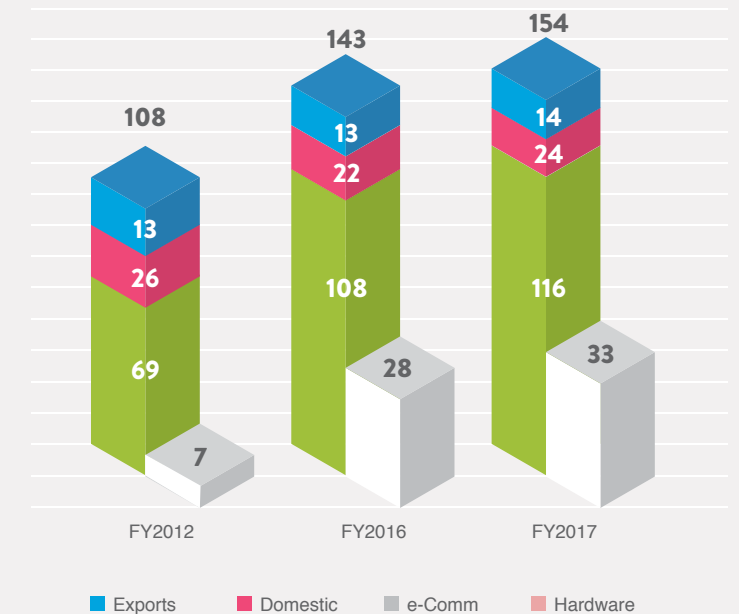
- Net hirer adding 1.3 - 1.5 lakh jobs
- Decoupling of revenue and headcount growth – non linear growth
- Technology skills demand in other sectors to grow at a higher rate
- Focus on reskilling and academic partnerships



2

FUTURE-READY INDUSTRY WITH GAINS OF OVER USD 60 BN IN THE PAST 5 YRS.

- USD 11 billion incremental revenue added in FY 2017. Consistent performance - added over USD 60 billion in last 5 years
- Exports - largest export sector for the country; exports doubled over the last 6 years. Expanding base - in FY 2017, grew 7.6% vis-à-vis India's merchandise exports (3.1%) & invisibles (2.1%)
- Domestic market: Fastest growing tech market in APAC; grew over 11% (in INR) in 2016-17
- Significant impact on the economy
 - Export revenue equivalent to 20% of forex reserves
 - FDI shares of the sector >7% of total FDI inflows



3

GROWING CLIMATE OF PROGRESSIVE POLICIES

The GoI has adopted several policies to become a trillion \$ digital economy by 2022. Digital India will call for more BPM companies. Examples of such policies include the digitisation of records, the launch of govt. helplines and smart city initiatives.

4

ENTERPRISES ARE ZEALOUSLY LEADING THE DIGITAL AGENDA

2/3rds of all public-sector banks are set to move from the contemporary system to easy online and CC services within the next 5 years.

5

THE DIGITAL ECONOMY IS A READY ENABLER FOR THE GROWTH OF IT-BPM

E-Commerce growth coupled with increased availability of data for trade shall result in higher customer service bookings for online and offline services. Growth for emerging sectors for retail B2B increases the need for more customer transactions in India.



THE TEAM



**AKSHAY
CHHABRA**
CMD
(Chief Managing Director)

MULTI-SPECIALIST
LEADERSHIP WITH A
CUMULATIVE EXPERIENCE OF
OVER 100 YEARS

DRIVING STRATEGIC INNOVATION THROUGH IT-BPM LEADERSHIP

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.

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.



ARJUN BHATIA

INVESTOR & DIRECTOR

A BUSINESSMAN AND INVESTOR DIRECTOR AT 1POINT1.

As a key investor, Arjun does not participate directly in the day-to-day running of the organisation, but his expertise and valuable insight is always made available to the company. Arjun is based in Mumbai, where he manages a camera rental business that caters to the Bollywood industry.



AKASHANAND KARNIK

WTD

(Whole Time Director)

DELIVERING RADICAL BUSINESS OUTCOMES

Akashanand Karnik, also known as Akash, is a hands-on leader whose game-changing strategies have delivered radical business outcomes for 1Point1. In his second stint as a WTD, he has built the company's diversified customer base and continues to develop customer-centric innovations.

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

CFO

(Chief Financial Officer)

A SPECIALIST AT FINANCE FOR IT-BPM, SUNIL IS THE CHIEF STRATEGIST IN FORMULATING THE FINANCIAL PLANS OF THE COMPANY ON ITS ROADMAP TO GROWTH.

Sunil Kumar Jha is a Chartered Accountant with a decade's experience in finance and accounts for the sector. At 1Point1, his functions include formulation and execution of finance and accounts strategy, including finance control, financial planning and accounting.

Sunil has served as Senior Manager, Business-Commercial for Reliance Communication Ltd. He qualified from the Institute of Chartered Accountants of India and is a science graduate from Magadh University. His previous work experience also includes Spanco, Simplex and Sunil Ispat.



SAMIT CHAKRAVARTY

CITO

(Chief Information Technology Officer)

AS CHIEF INFORMATION AND TECHNOLOGY OFFICER, SAMIT BELIEVES IN THE POWER OF PROCESS-DRIVEN INNOVATION TO DRIVE EFFICIENCY AND INTEGRATION WITHIN THE ORGANISATION.

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

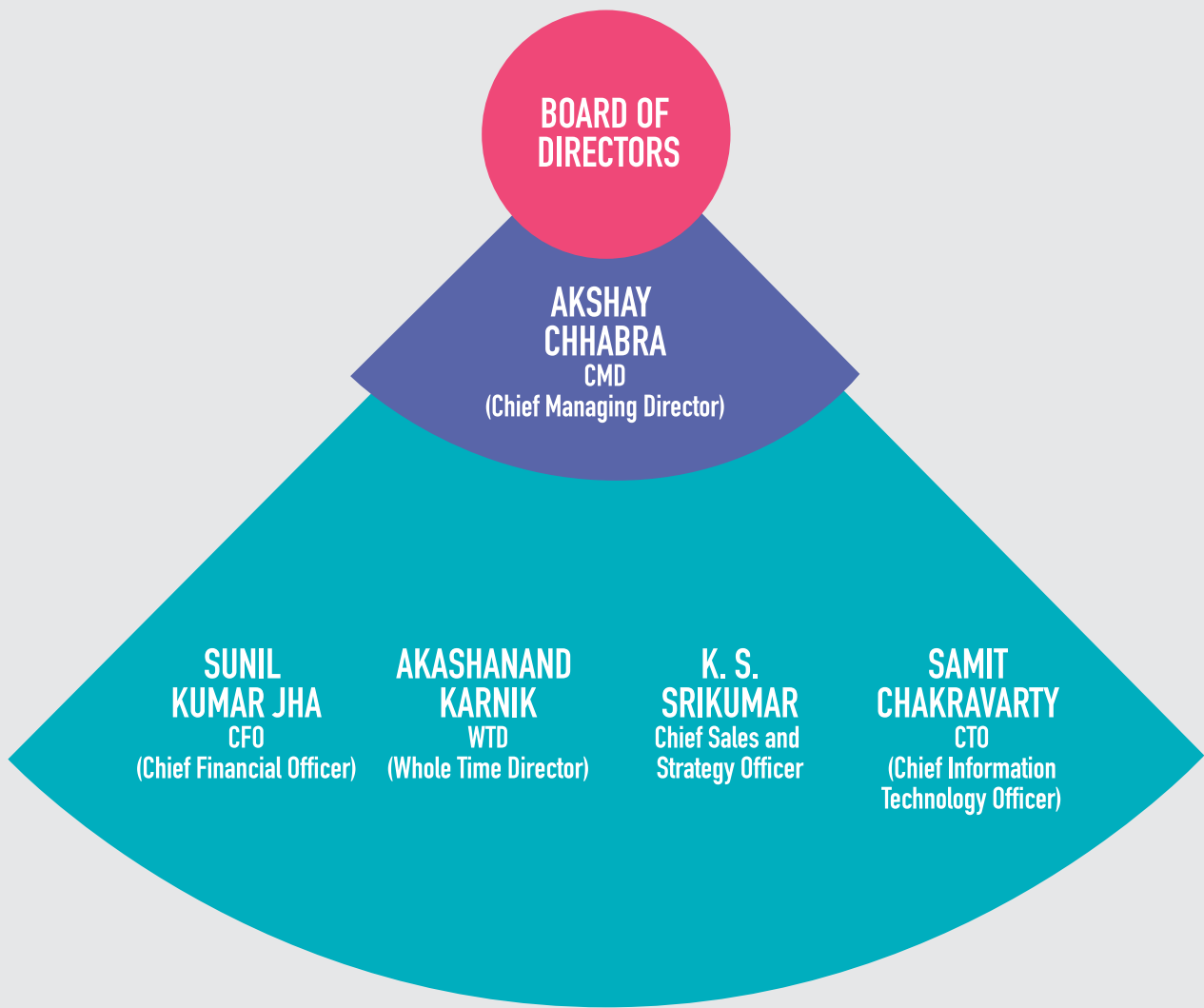
Chief Sales and Strategy Officer

SRIKUMAR ALSO KNOWN AS SRI, 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. Sri was the Executive Vice President of Ison BPO and also worked with Vertex Customer Management before joining 1Point1.

ORGANISATIONAL STRUCTURE



ORGANISATIONAL MATRIX





KNOW OUR FINANCIALS

SUMMARY FINANCIALS
& KEY RATIOS

FINANCIAL SNAPSHOT / BALANCE SHEET

(All figures in INR millions)

EQUITY AND LIABILITIES	FY 14	FY 15	FY 16	FY 17*	Jun-17*
SHAREHOLDER'S FUND					
(A) SHARE CAPITAL	0	5	5	10	10
(B) RESERVES AND SURPLUS	0	23	57	164	182
	0	28	62	174	192
NON-CURRENT LIABILITIES					
(A) LONG-TERM BORROWINGS	-	64	131	230	257
(B) DEFERRED TAX LIABILITIES (NET)	-	1	9	38	38
(C) LONG-TERM PROVISIONS	-	0	0	1	1
	-	65	140	269	296
CURRENT LIABILITIES					
(A) SHORT-TERM BORROWINGS	-	-	-	63	46
(B) TRADE PAYABLES	0	29	11	26	17
(C) OTHER CURRENT LIABILITIES	0	50	70	14	38
(D) SHORT-TERM PROVISIONS	0	40	42	41	44
	0	119	123	144	144
TOTAL (A)	1	213	325	587	632

*On Consolidated basis

ASSETS

(All figures in INR millions)

	FY 14	FY 15	FY 16	FY 17*	Jun-17*
NON-CURRENT ASSETS					
(A) FIXED ASSETS					
(I) TANGIBLE ASSETS	-	11	36	241	224
(II) INTANGIBLE ASSETS	-	-	71	57	53
(III) CAPITAL WORK-IN-PROGRESS	-	-	-	-	-
(B) GOODWILL ON CONSOLIDATION	-	-	-	1	1
(C) NON-CURRENT INVESTMENTS	-	-	-	-	-
(D) LONG-TERM LOANS AND ADVANCES	-	24	32	47	49
(E) OTHER NON-CURRENT ASSETS	-	-	-	-	-
		35	139	346	327
CURRENT ASSETS					
(A) CURRENT INVESTMENTS	-	-	-	-	-
(B) INVENTORIES	-	-	-	-	-
(C) TRADE RECEIVABLES	0	152	173	208	276
(D) CASH AND BANK BALANCE	0	25	5	12	4
(E) SHORT-TERM LOANS & ADVANCES	0	1	6	3	10
(F) OTHER CURRENT ASSETS	-	-	3	18	14
	1	178	186	241	304
TOTAL (B)	1	213	325	587	632

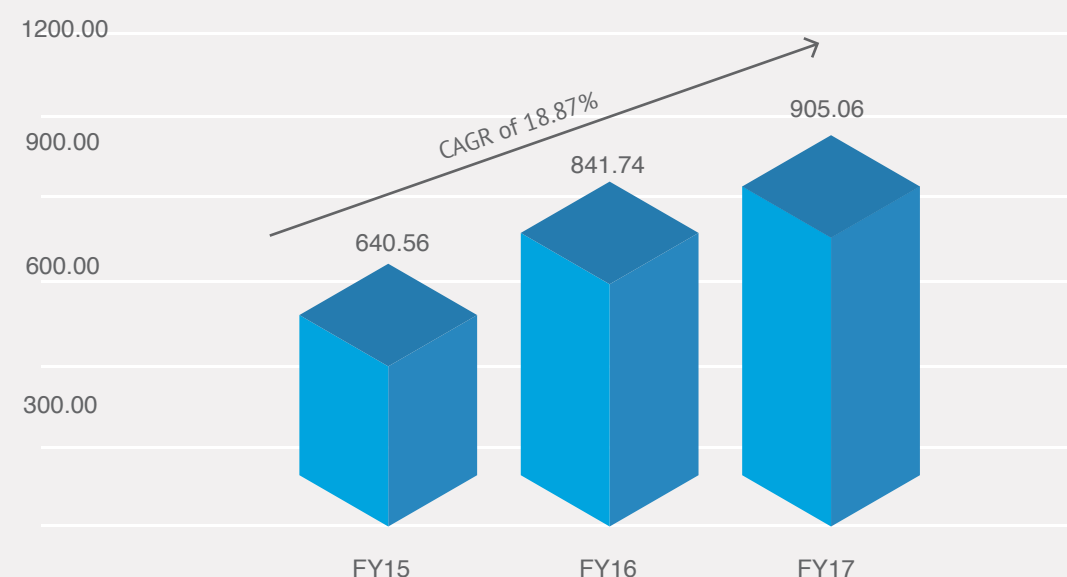
*On Consolidated basis

INCOME STATEMENT (All figures in INR millions)					
PARTICULARS	FY 14	FY 15	FY 16	FY 17*	Jun- 17*
REVENUE FROM OPERATION	0.37	640.56	841.72	958.29	275.24
OTHER INCOME	-	-	0.02	0.10	0.01
TOTAL REVENUE	0.37	640.56	841.74	958.39	275.25
EBITDA	0.07	36.54	69.24	161.24	57.83
EBITDA MARGIN (%)	19.60%	5.70%	8.23%	16.82%	21.01%
DEPRECIATION	-	0.96	5.19	43.05	25.16
EBIT	0.07	35.58	64.05	118.19	32.67
INTEREST	-	0.98	14.53	23.33	6.82
PROFIT BEFORE TAX	0.07	34.61	49.51	94.85	25.85
PBT Margin (%)	19.60%	5.40%	5.88%	9.90%	9.39%
NET TAX EXPENSES	0.02	11.23	16.38	32.18	8.53
PROFIT / (LOSS) FOR THE PERIOD / YEAR BEFORE SHARE OF	0.05	23.38	33.13	62.68	17.32
PROFIT / (LOSS) FOR THE YEAR, AS RESTATED	0.05	23.38	33.13	62.68	17.32
PAT MARGIN (%)	13.24%	3.65%	3.94%	6.54%	6.29%

*On Consolidated basis

FINANCIAL SNAPSHOT / CASH FLOW STATEMENT (All figures in INR millions)					
PARTICULARS	31-MAR-14	31-MAR-15	31-MAR-16	31-MAR-17*	30-JUN-17*
A. CASH FLOW FROM OPERATING ACTIVITIES					
PROFIT BEFORE TAX AND EXCEPTIONAL ITEM	0.07	34.61	49.52	94.86	25.84
OPERATING PROFITS BEFORE WORKING CAPITAL CHANGES	0.07	36.60	69.42	161.49	58.16
NET CASH FLOW FROM/(USED IN) OPERATING ACTIVITIES	0.11	(7.62)	37.83	66.71	8.42
B. CASH FLOW FROM INVESTING ACTIVITIES					
CAPITAL EXPENDITURE ON FIXED ASSETS, INCLUDING CAPITAL ADVANCES	-	(11.95)	(101.11)	(226.97)	(4.51)
OTHERS	-	(23.98)	(8.09)	(4.89)	(0.01)
NET CASH FLOW FROM/(USED IN) INVESTING ACTIVITIES	-	(35.93)	(109.17)	(231.86)	(4.50)
C. CASH FLOW FROM FINANCING ACTIVITIES					
PROCEEDS FROM ISSUE OF SHARE CAPITAL	0.10	4.90	-	50.00	-
PROCEEDS OF LONG-TERM BORROWINGS	-	64.18	66.58	89.65	27.49
PROCEEDS OF SHORT-TERM BORROWINGS	-	-	-	54.59	16.32
FINANCE COSTS	-	(0.98)	(14.53)	(23.33)	(6.82)
NET CASH FLOW FROM/(USED IN) FINANCING ACTIVITIES	0.10	68.10	52.05	170.91	4.35
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	0.21	24.56	19.29	5.76	8.57
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	-	0.21	24.76	6.67	12.43
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	0.21	24.76	5.48	12.43	3.86

*On Consolidated basis



REVENUE

(All figures in INR millions)

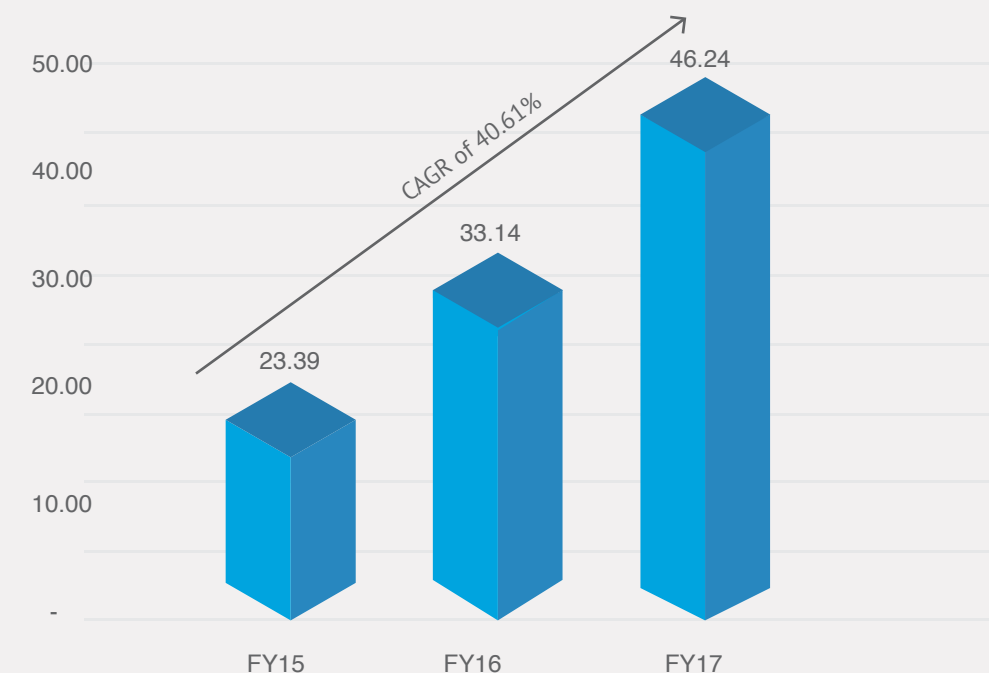
YEAR

FY15
FY16
FY17

REVENUE

640.56
841.74
905.06

CAGR: 18.87%



PAT

(INR in millions)

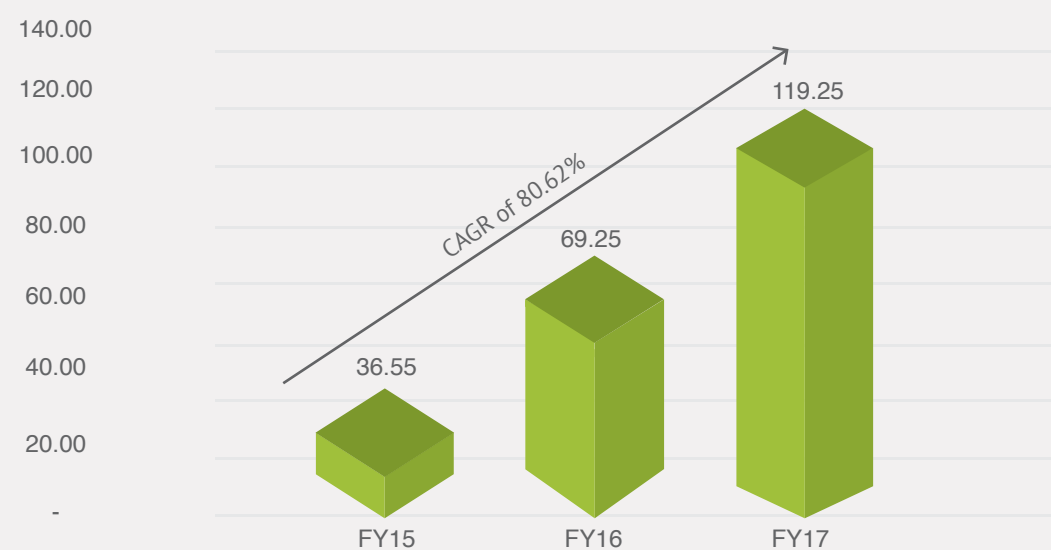
YEAR

FY15
FY16
FY17

PAT

23.39
33.14
46.24

CAGR: 40.61%



EBITDA

(INR in millions)

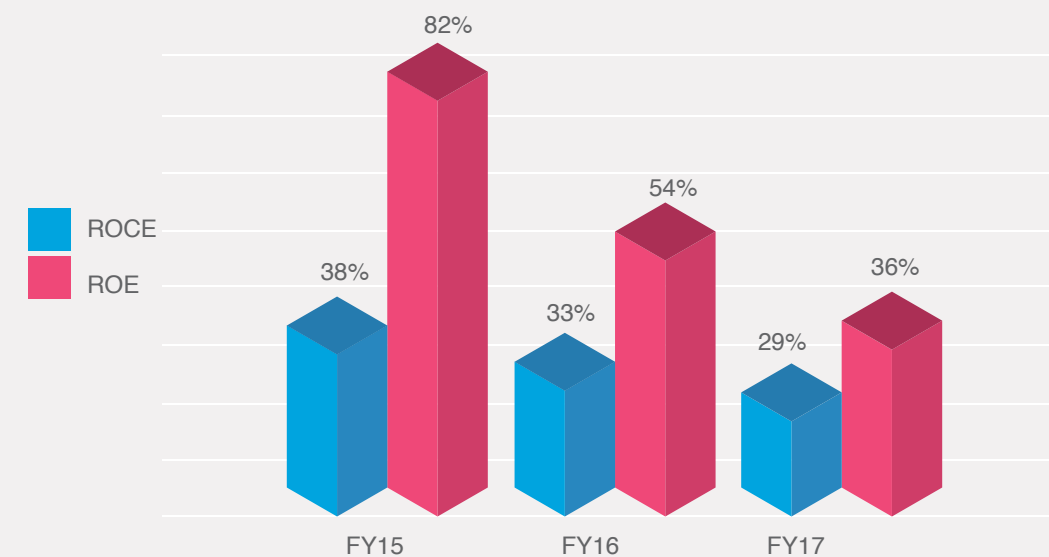
YEAR

FY15
FY16
FY17

EBITDA

36.55
69.25
119.25

CAGR: 80.62%



ROCE

(INR in millions)

YEAR

FY15
FY16
FY17

ROCE

38%
33%
29%

ROE

82%
54%
36%

The background image shows a close-up of a hand placing a coin on top of a stack of coins. A small green plant with two leaves is growing out of the stack. The scene is bathed in a warm, golden light, suggesting a sunrise or sunset. The overall composition is symbolic of investment and growth.

UNCODE YOUR INVESTMENT

INVESTMENT RATIONALE

BE A PART OF THE NEW-AGE GROWTH STORY



WHY 1POINT1?

STABLE
REVENUE WITH
CONSISTENT
CASH FLOW

MISSION
CRITICAL
APPLICATIONS
FOR CLIENTS

CORE VALUES
OF RESPECT,
INTEGRITY,
INNOVATION,
TRUST, AND
EXCELLENCE

PROVEN CAPABILITY
TO PROCESS A
HIGH VOLUME
OF MULTIPLE
TRANSACTIONS
SIMULTANEOUSLY

POWERED
BY AN
UNMISTAKABLE
TECHNOLOGICAL
EDGE AND
INFRASTRUCTURAL
BACKBONE

A STRONG BASE
FOR THE SALE
OF ADDITIONAL
INTEGRATED
TECHNOLOGIES.

CATEGORY LEADERSHIP AS
PREFERRED THIRD-PARTY
SERVICE PROVIDER FOR THE
ENTIRE D2H INDUSTRY

RENEWABLE
CONTRACTS
—
STRONG
RELATIONSHIPS
—
DIVERSE
CLIENT BASE



GAIN A COMPETITIVE ADVANTAGE WITH AN EXECUTABLE GROWTH STRATEGY TOWARDS ACHIEVING NEW TARGETS

1

EXPAND CLIENT-BASE TO INCLUDE NEWER TERRITORIES

Leverage existing customers to younger and upcoming business verticals like F&A, H.R.O., and technology solutions.

Engage customers for all-under-one-roof strategy, create more exit barriers and increase realisation of revenue per customer.

2

PURSUE STRATEGIC ACQUISITIONS

Corner market-share on complementary and innovative products.

Targeted and systematic expansion.

3

DEEPEN RELATIONSHIPS THROUGH INTEGRATED PRODUCTS AND SERVICES

A versatile state-of-the-art technology platform enriched by multiple value-added services drives complex integration from the client's side, creating a natural exit-barrier.

The platform also supports seamless transitions from online to mobile, social and physical channels.

4

STRENGTHEN AND EXTEND SOLUTION PORTFOLIO

Utilise data science to generate a differentiated customer experience.



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