

To,  
The Manager

Date: 3<sup>rd</sup> December 2024

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

**Security Code: ONEPOINT**

**Sub:** One Point One Solutions Limited - 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 for your information and records.

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



Pritesh Sonawane  
Company Secretary & Compliance Officer  
Place: Mumbai

**ONE POINT ONE SOLUTIONS LIMITED**

(Formerly known as One Point One Solutions Pvt. Limited)

**Corporate Office:** C-42, TTC Industrial Area, MIDC, Village Pawane, Navi Mumbai, Maharashtra- 400 705.

T. 022 6687 3800 F. 022 6687 3889 CIN: L74900MH2008PLC182869 website: [www.1point1.in](http://www.1point1.in)

**Reg. Off:** T-762, 6<sup>th</sup> Floor, Tower-7, International Infotech Park, Above Vashi Railway Station, Vashi, Navi Mumbai, Maharashtra -400 703.  
Mumbai. Gurgaon. Indore. Bangalore

**ONE POINT ONE SOLUTIONS  
INVESTOR PRESENTATION**

**DECEMBER 2024**



# Flow of Presentation



# About One Point One Solutions



**12+**  
Years of  
Experience



**5,600+**  
Experienced  
Professionals



**50+**  
Marquee  
Logos



**CERTIFIED**



CLIENT SPLIT %

INDIA - 40%

AMERICA - 30%

APAC - 20%

EUROPE - 10%



**₹ 1,600+ CR**  
Market  
Capitalization



**6**  
Delivery Centers\*  
in India



**SEATS**  
5000+ Seats\*  
across India

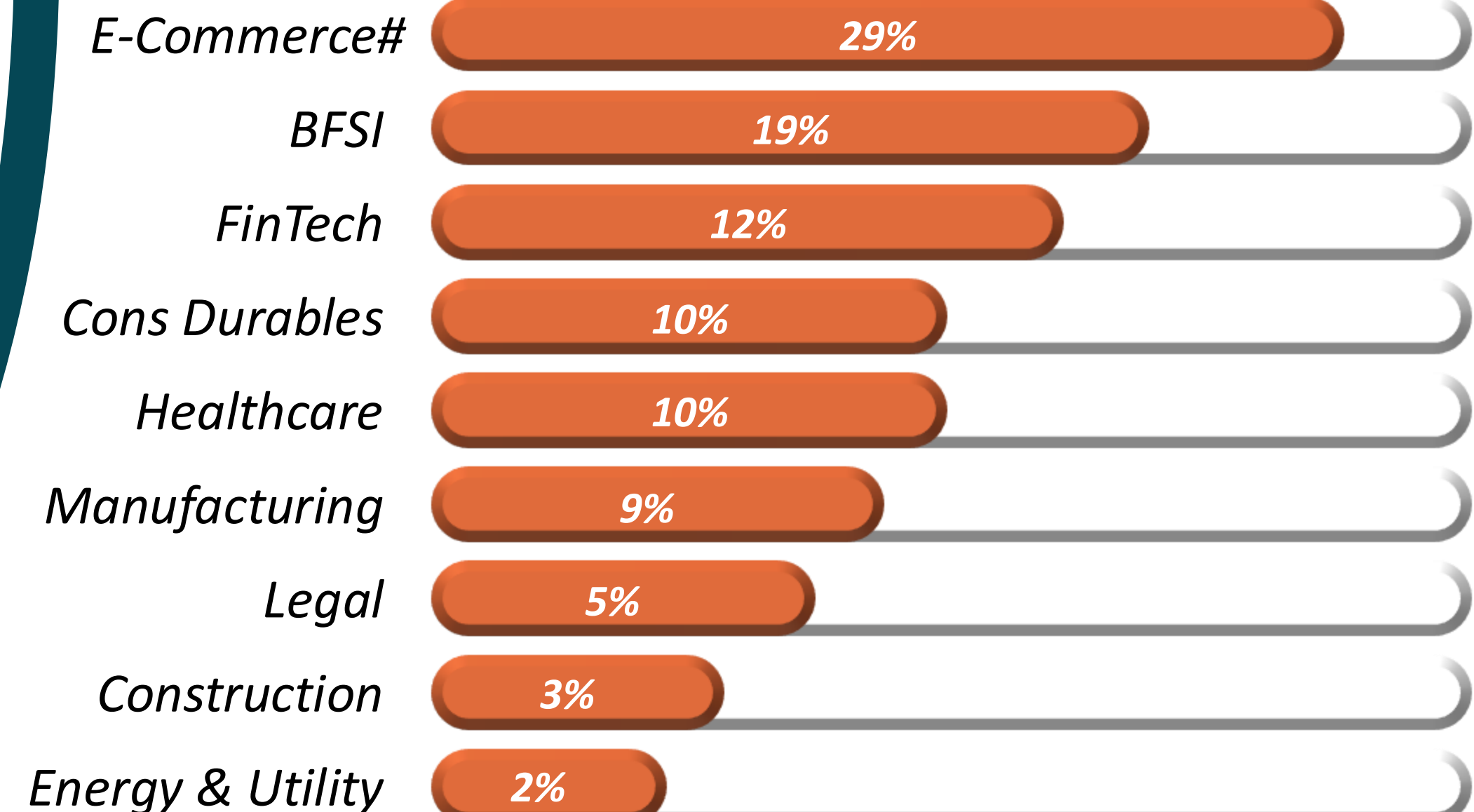


**TOOLS**  
eVSM, CRM, KMS,  
PMS & More...

## OUR PRESENCE



## CLIENTS ACROSS INDUSTRY VERTICALS



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

# Our Service Offerings

## BUSINESS PROCESS OUTSOURCING

1

*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*

*Confidential*

# Our Evolution

## PREVIOUS FINANCIALS

QUARTER ENDED – 30<sup>th</sup> SEPTEMBER 2023

REVENUE ₹ 41.01 CRORES

EBITDA ₹ 14.83 CRORES

PROFIT ₹ 5.93 CRORES

QUARTER ENDED – 30<sup>th</sup> JUNE 2023

REVENUE ₹ 38.74 CRORES

EBITDA ₹ 11.31 CRORES

PROFIT ₹ 2.83 CRORES

YEAR ENDED – 31<sup>st</sup> MARCH 2023

REVENUE ₹ 144.24 CRORES

EBITDA ₹ 37.12 CRORES

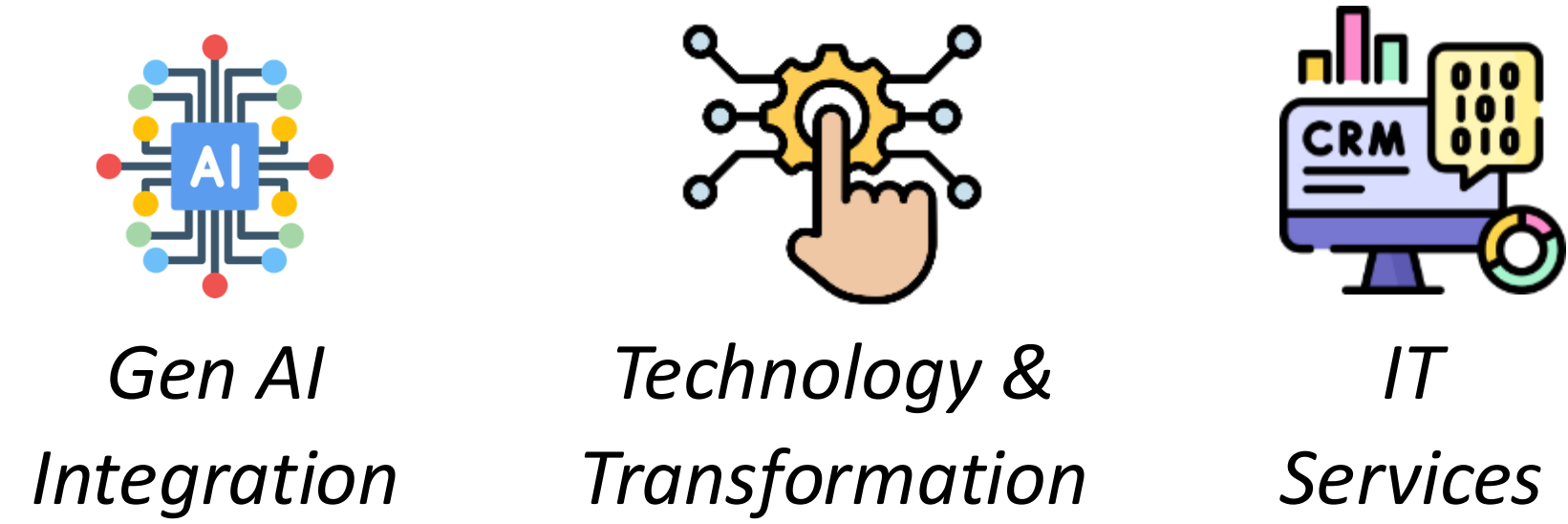
PROFIT ₹ 8.79 CRORES

## OUR ACHIEVEMENT

### NEW LOGO'S ADDED



### NEW OFFERINGS



## CURRENT FINANCIALS

QUARTER ENDED – 30<sup>th</sup> SEPTEMBER 2024

REVENUE ₹ 64.01 CRORES

EBITDA ₹ 18.56 CRORES

PROFIT ₹ 8.38 CRORES

QUARTER ENDED – 30<sup>th</sup> JUNE 2024

REVENUE ₹ 62.13 CRORES

EBITDA ₹ 17.84 CRORES

PROFIT ₹ 7.60 CRORES

YEAR ENDED – 31<sup>st</sup> MARCH 2024

REVENUE ₹ 175.15 CRORES

EBITDA ₹ 56.75 CRORES

PROFIT ₹ 21.38 CRORES

# Suite of Digital Solutions

## Conversational AI

**Inbound Calls**  
Accept call from the customers & drive free flowing customer conversations

**Outbound Calls**  
Dial out calls to customers for onboarding, verification, reminders, payment follow ups, & scheduling appointment, etc.

**What can you Achieve?**

- Zero Waiting Time For Customers
- Integrate Voice AI with your system
- Cross-channel Communication
- Conversational Knowledgebase

**Leads To**

- Reduce Operational Cost
- Improved accuracy
- Improved resolution time
- Improved CSAT

Intelligent Virtual Assistant on voice are available across

And many more...

**Smart Features**

- Fail-Safe
- Transcript Management

- Context Management
- Live Agent Connect

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## Omni Channel & Multi Purpose

<p><b>CLOUD DEPLOYMENT</b></p> <p>Cloud delivery that ensures contact center adapts to your needs, with no downtime for upgrades or maintenance, ability to turn up features as needed and no up-front capital investment</p>	<p><b>INTEGRATION &amp; API</b></p> <p>Out of the box integrations CRMs, Salesforce, RightNow, Microsoft Dynamics, ServiceNow, Zendesk, WFMs, Verint, Aspect, Monet Rest APIs for custom integrations</p>	<p><b>REDUCED COMPLEXITY</b></p> <p>Manage Platform and make changes easily without relying on vendor to make costly changes.</p>	<p><b>UNBEATABLE SCALABILITY</b></p> <p>As an enterprise grows it is important to handle that volume, respond to its changes and have high headroom for uninterrupted growth.. Up to 10000 concurrent agents per tenant</p>
<p><b>OMNI CHANNEL</b></p> <p>Blended Omni-connected engagement reduces customer effort and allows customer to use the channel they are most comfortable with</p>	<p><b>QMs ACROSS ALL CHANNELS</b></p> <p>Call recording, customizable interaction scoring, screen-sharing and screen capture help supervisors provide feedback on agent performance</p>	<p><b>PROACTIVE ENGAGEMENT</b></p> <p>Powerful outbound communication capabilities, Automated predictive dialing, SMS engagement, trigger-based Automation</p>	<p><b>SELF SERVICE ORCHESTRATION</b></p> <p>AI and customer data driven self service flow</p>

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## RPA Capability - From Cost to Revenue focus

**LEGENDS**

- Transaction Processing
- Reporting & Compliance
- Insights

**Revenue Focused**

**FUTURE STATE**

**Cost Focused**

**CURRENT STATE**

RPA + Intelligent Automation + BPR/BPM

**OPTIMISED STATE**

Artificial Intelligence Technologies

**Workforce Transformation**

– Move up the value chain

**THE "TRUSTED DIGITAL WORKFORCE FOUNDATION"**

Operating Model | Governance, Risk, Control | Operational Excellence | Change Management

1. Leverage RPA, intelligent automation and BPR/BPM to create capacity and optimize current state
2. Invest in select long term Artificial Intelligence enabled solutions to help create the "Data Driven Intelligent Enterprise"

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## Experts in E2E Medical Documentation Management

**PROCESSES MANAGED**

<p>New Order Entry</p>	<p>Authorization &amp; Subpoena Preparation</p>	<p>Serve Legal Documents</p>	<p>Expediting/ Follow-up calls</p>
<p>Invoice Processing / Payment</p>	<p>Records Receipt Processing</p>	<p>Medical Records Indexing &amp; Value Add</p>	<p><b>LEGENDS</b></p> <p>I IT Services    B Back Office</p> <p>C Call Center</p>

**KEY HIGHLIGHTS**

<p>Healthcare and Construction vertical contribute major revenues</p>	<p>More than 10 Customers being serviced since last 15 years</p>	<p>Client mining led to more than 3X business over last 5 years</p>	<p>6 million pages processing per year for medical summary records, translating to revenues of \$1.5Mn/year</p>
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## AgentNex – Realtime Agent Live Assistance

Empowers agent with right answers thru KMS integration

Integrates with any dialer to live stream a call

Auto Updates the post call work

With LLM prompts agent through generative AI for next Q to ask

FEATURES	VALUE
<p><b>REALTIME NEXT BEST ACTIONS</b></p> <p>Intelligently generated prompts based on ongoing conversations by analyzing the conversation in real-time to suggest valuable insights &amp; right questions</p>	<p>AHT reduction by 40%</p>
<p><b>CUSTOMER SENTIMENT</b></p> <p>Emotional intelligence, understanding helping agents respond to the tone of user sentiment through out the conversation</p>	<p>Reduce data intake errors to 0</p>
<p><b>AUTO SEARCH FOR DOCUMENTS</b></p> <p>Enables agents to search and retrieve pertinent documents, manuals, or knowledge base articles, instant access to the most up-to-date information</p>	<p>Reduce cost of operations by 30%</p>
<p><b>ID &amp; V</b></p> <p>Automated Identity Verification Process streamlines &amp; accelerates identity verification during customer interactions.</p>	<p>Increase CSAT</p>
<p><b>DISPOSITIONS &amp; ACW</b></p> <p>Automated process of logging call details, updating customer records, and applying appropriate disposition tags ensures auto after call process</p>	<p>Higher First Call Resolution by 70%</p>

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## Accent Neutralization

**WITH ACCENT NEUTRALIZATION**

<p><b>17%</b></p> <p>Avg. increase in sales efficiency</p>	<p><b>50%</b></p> <p>Increase in conversion rates</p>	<p><b>0</b></p> <p>Times asked to speak to different agent</p>	<p><b>21%</b></p> <p>NPS Improvement</p>
<p><b>18%</b></p> <p>Avg. decrease in AHT</p>	<p><b>96%</b></p> <p>Agent Adoption Rate</p>	<p><b>22%</b></p> <p>Avg. CSAT Score Boost</p>	

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# Ongoing M&A Pursuits

BPM



BPM + Tech



BPM + Tech + AI



F&A, Healthcare



Healthcare



AI



LATAM

MALAYSIA

EUROPE

INDIA

USA

CANADA

 **750+**  
EMPLOYEES

 **2,300+**  
EMPLOYEES

 **10,000+**  
EMPLOYEES

 **2,000+**  
EMPLOYEES

 **850+**  
EMPLOYEES

 **20+**  
EMPLOYEES

 **10+**  
CLIENTS

 **20+**  
CLIENTS

 **200+**  
CLIENTS

 **50+**  
CLIENTS

 **~15**  
CLIENTS

 **~15**  
CLIENTS

 **2**  
CENTERS


 **3**  
CENTERS


 **40+**  
CENTERS


 **~3**  
CENTERS

 **2**  
CENTERS


 **1**  
CENTER

 **\$ 22+ MN.**  
REVENUE

 **\$ 20+ MN.**  
REVENUE

 **\$ 370+ MN.**  
REVENUE

 **\$ ~16 MN.**  
REVENUE

 **\$ 23+ MN.**  
REVENUE

 **\$ 2+ MN.**  
REVENUE 



# Who We Want To Be

## PRODUCT CO.LIFECYCLE

FINDING YOU

SIGNING YOU UP

GETTING ONBOARDED

KEEPING HAPPY &  
ENGAGED

MAKING YOU AN  
ADVOCATE

## CLIENT LOCATIONS



UNITED STATES



UNITED KINGDOM



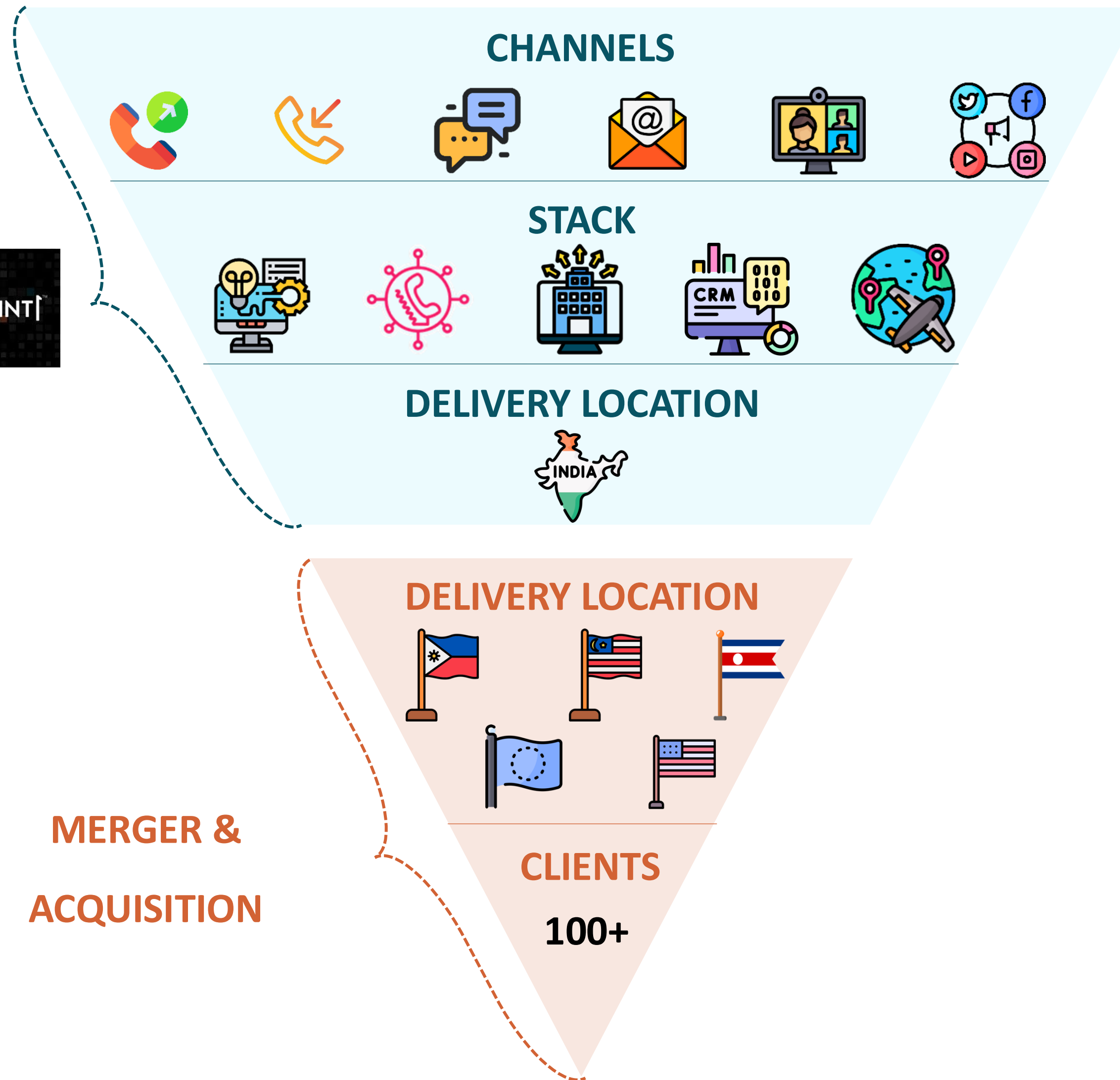
AUSTRALIA



EUROPE



INDIA



NIMBLE

RESILIENT

DOMAIN DEPTH

HUMAN CAPITAL

MULTI SERVICE

BESPOKE

# 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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1POINT<sup>1</sup>

THANK  
YOU

