

To,
The Manager

Date 10 February 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: 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 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 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

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

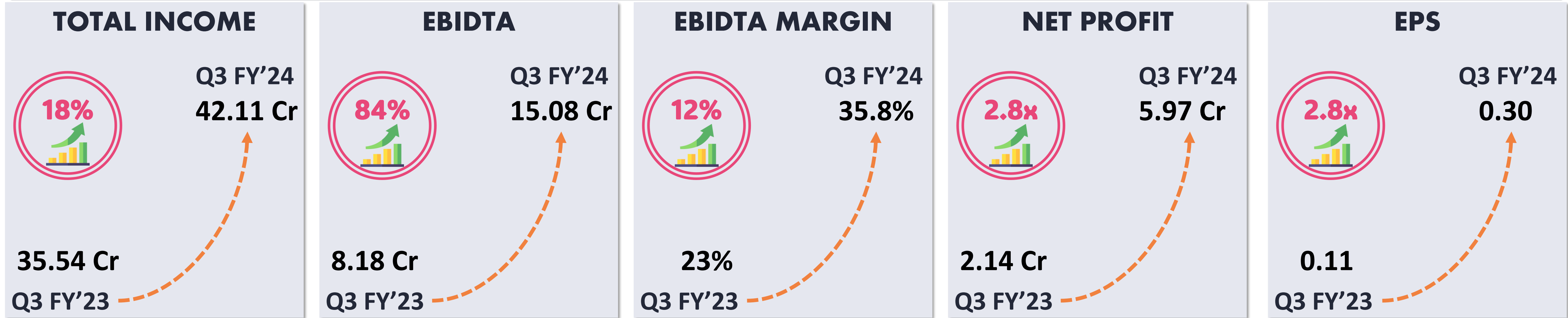
INVESTOR PRESENTATION

1POINT↑™

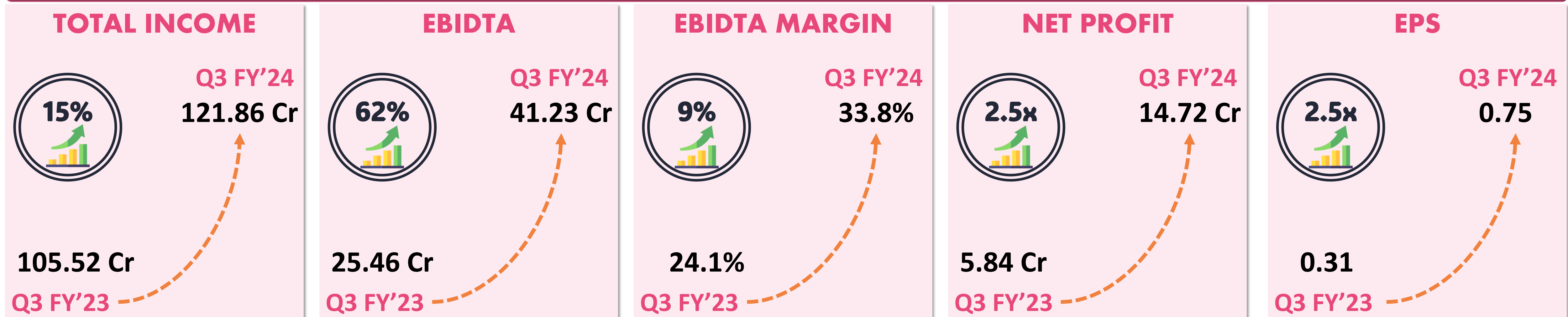


Key Financial Highlights

Q3 FY24 V/S. Q3 FY23



9M FY24 V/S. 9M FY23



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



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

Deep, Long-Term Customer Relationships

NEW AGE

BANKING & FINANCIAL SERVICE

INSURANCE

RETAIL

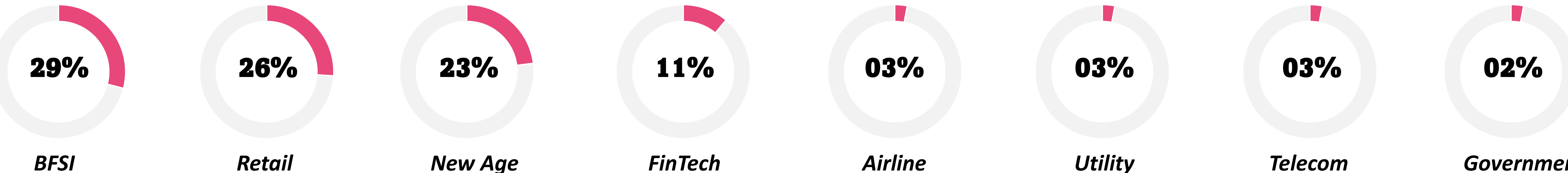
FINTECH

AIRLINE + UTILITY

TELECOM & DTH

GOVERNMENT

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

Building Next-Gen Customer-Centered Enterprise



OPERATIONAL RIGOR

A

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



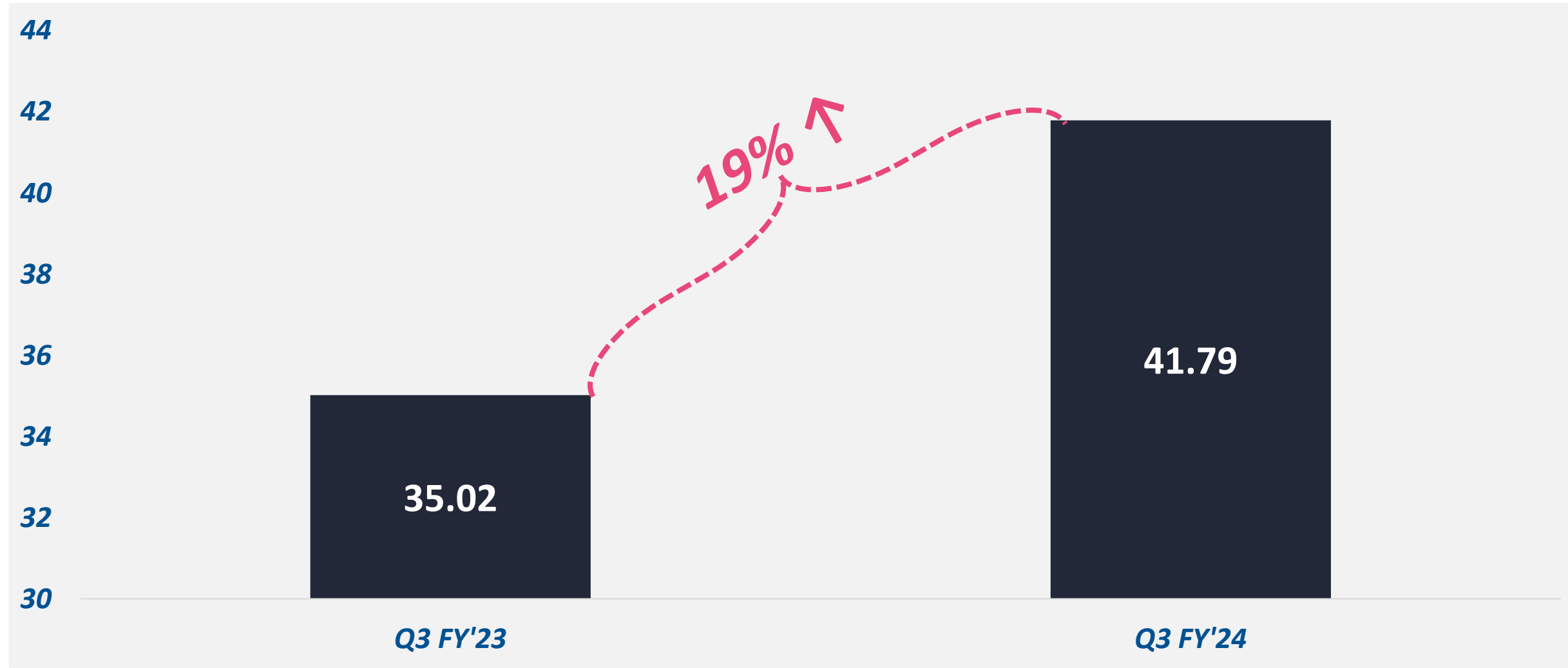
Profit & Loss Statement for Q3 & 9M FY24 (Consolidated)

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 

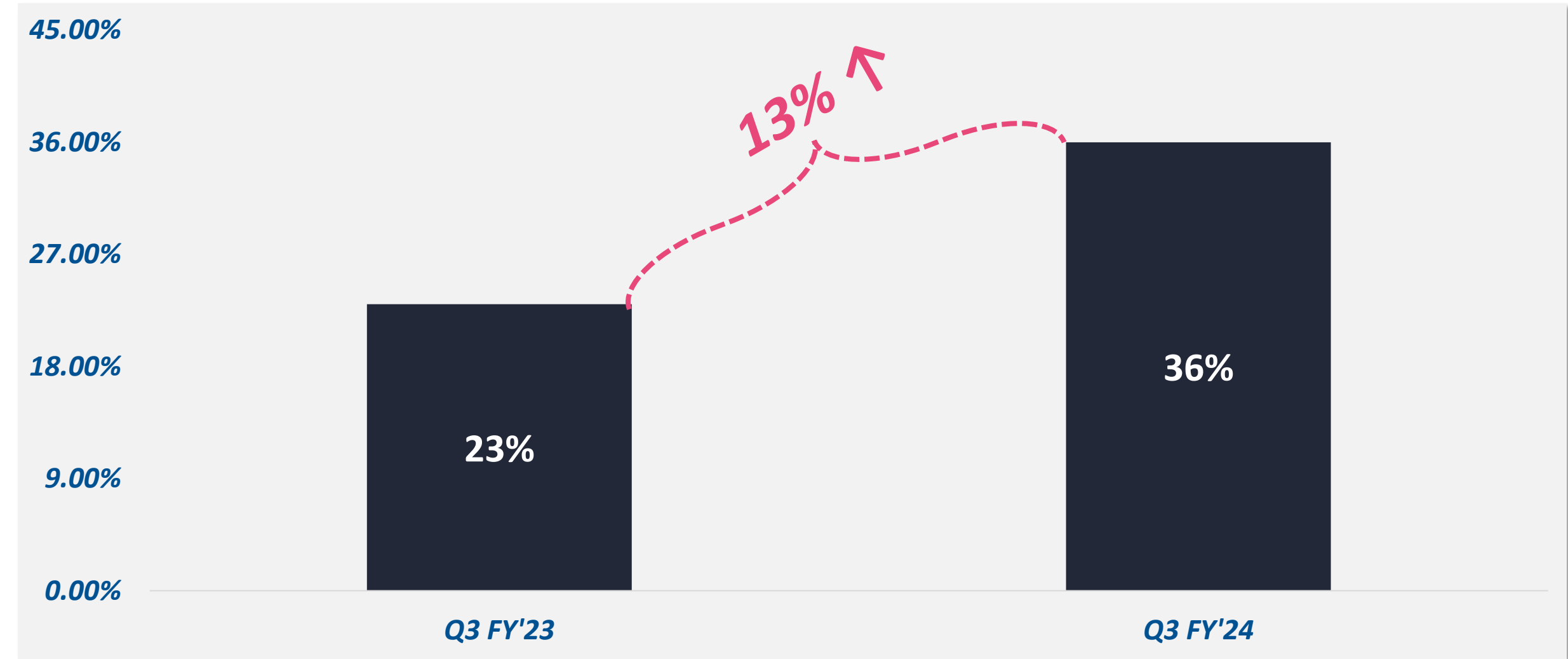
Particulars (INR CR.)	9M-FY24	9M-FY23	YoY%
Revenue from Operations	117.40	104.57	12.3 
Other Income	4.45	0.94	
Net Income from Operations	121.86	105.51	15.5 
Total Expenditure	80.63	80.06	
EBITDA	41.23	25.45	62 
EBITDA Margin (%)	33.8	24.1	971bps 
Depreciation	15.86	13.62	
Profit Before Interest Tax	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

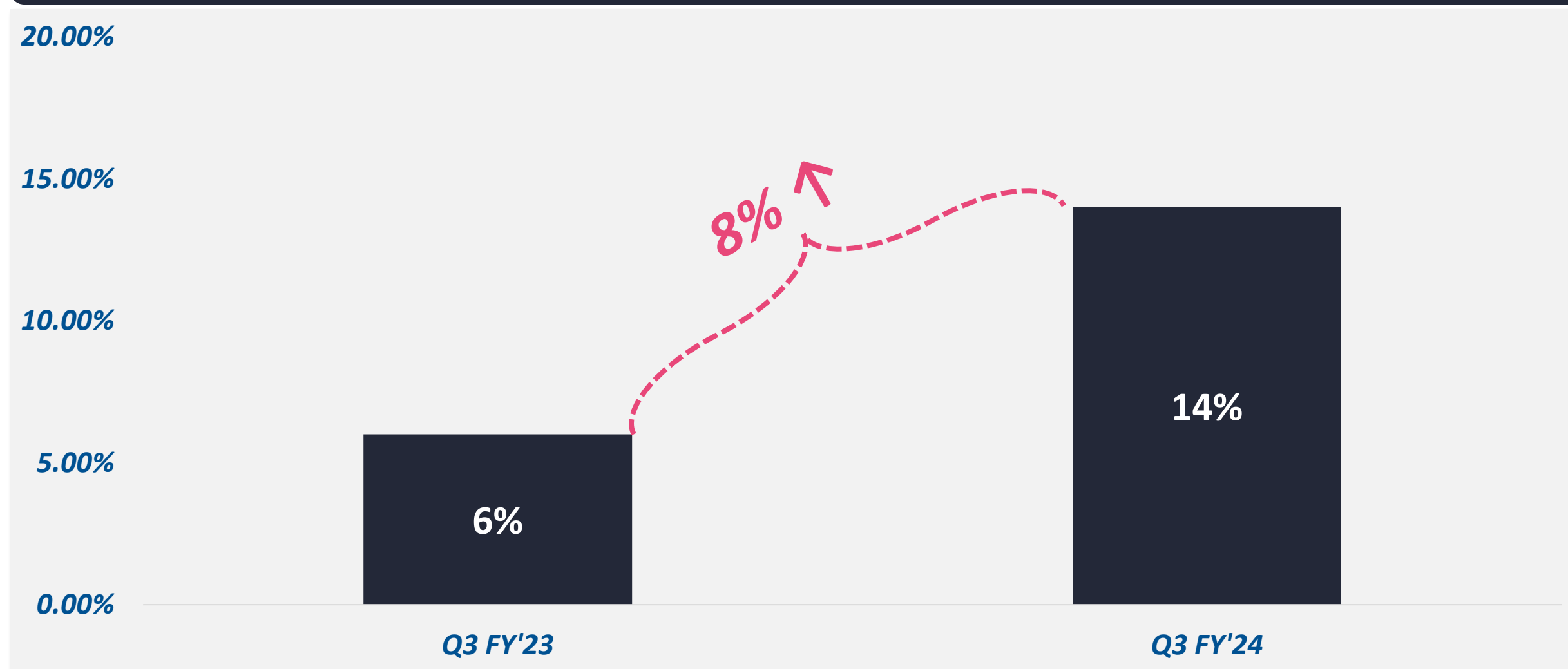
REVENUE (INR CR.)



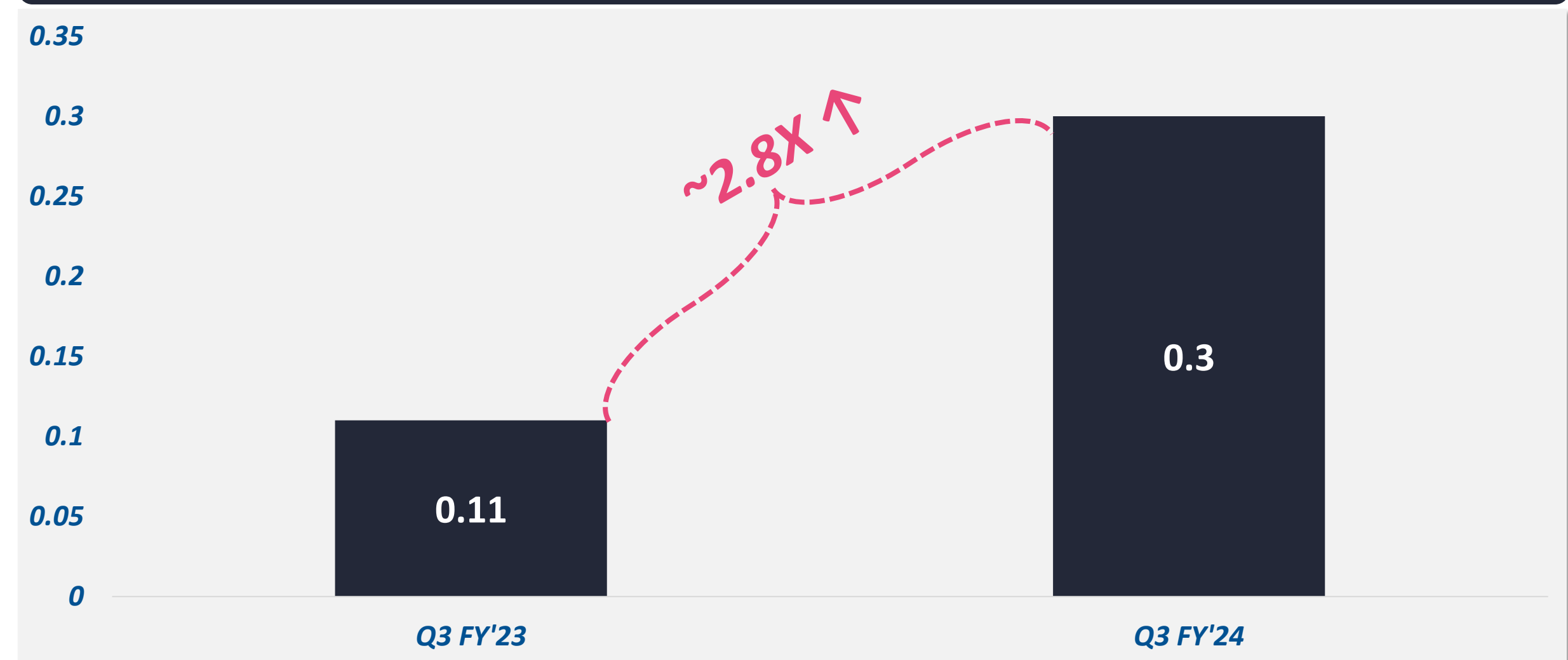
EBIDTA MARGIN



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

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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