

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: 11<sup>th</sup> November 2023

**Security Code: ONEPOINT**

**Sub:** Investor Presentation on Q2 of FY 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 on Q2 of FY 2023-24 for your information and records.

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



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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. Banglore

# Investor Presentation

1POINT<sup>↑</sup>





# 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.



# About One Point One Solutions

 <p><b>12+</b> Years of Experience</p>	 <p><b>5,000+</b> Professionals</p>	<p><b>SERVICES OFFERED</b></p> <ul style="list-style-type: none"> <li> Voice</li> <li> Chat</li> <li> Email</li> <li> IVR</li> <li> Social Media</li> </ul> <p>Experience Omni channel CX</p>	 <p><b>55+</b> Unique Processes</p>	 <p><b>200 Mn+</b> Transactions</p>
<p><b>40+</b> Happy Clients</p> 	<p><b>05</b> Delivery Locations</p> 		<p><b>10+</b> Languages</p> 	<p><b>Publicly</b> Listed</p>  

**Our Footprint**

 <b>INDIA</b>	+	 <b>USA</b>	+	 <b>PHILIPPINES</b>
<p><b>MUMBAI</b></p>  1200+  14  2200+	<p><b>BANGALORE</b></p>  1100+  13  1300+	<p><b>CHENNAI</b></p>  140+  3  450+	<p><b>GURGAON</b></p>  1100+  14  1300+	<p><b>INDORE</b></p>  170+  2  250+

 FTE
  Client
  Seats

## CERTIFICATIONS



10<sup>th</sup> Edition  
**BPO Innovation**  
 Summit & Awards 2022



# Customer Experience Management Capability

## 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

# Our Client Canvas

## NEW AGE



## INSURANCE



## UTILITY



## BANKING & FINANCIAL SERVICES



## FINTECH



## TELECOM & DTH



## CONSUMER DURABLES



## AIRLINE



## GOVERNMENT





# Indicative Suite of Technological Interventions\*



## Contact Center 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*



## 2-Way Communication Platform

*Multi channel options to get serviced*



## Social Media Analytics

*AI driven Customer Experience Analytics*



## Customer Relationship Mgmt.

*Communication across all channels*



## Digital Extraction Suite

*Enhance Productivity*



## Automated Quality Assurance

*Automated Call Quality Monitoring*



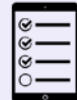
## Email Management

*Intelligence Driven automated email mgmt. solution*



## Knowledge Management

*Intelligent Search Solution*



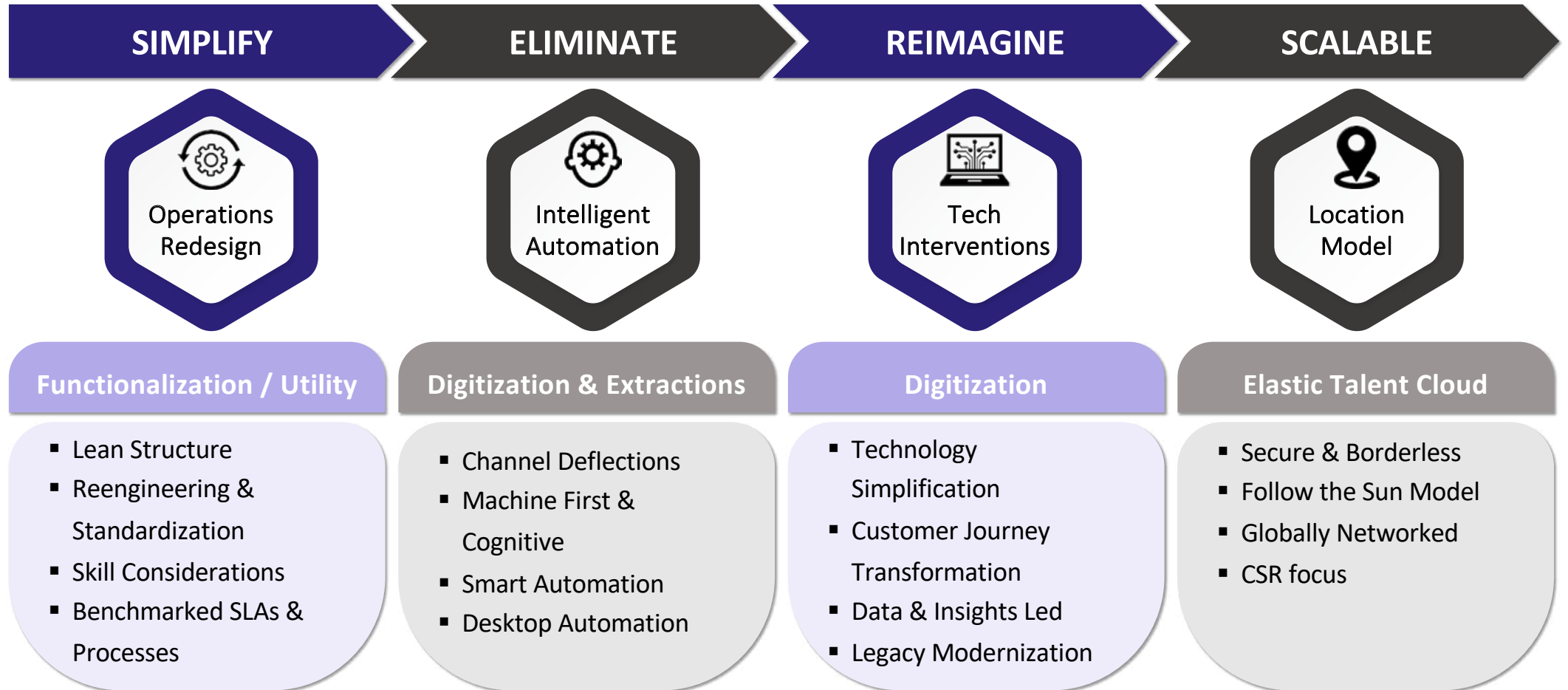
## Survey Tool

*Customer Feedback*

*\*The above list is indicative and not exhaustive*

# 4 Key Levers to drive & deliver future of Ops using Transformation

## Business Operations Reimagined





# 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 ”

# Our Leaders



**Akash Karnik**  
*Chief Operating Officer*

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.



**Sunil Jha**  
*Chief Financial Officer*

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



**Samit Chakravarthy**  
*Chief Technical & Information Officer*

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



**Rajiv Desai**  
*Global Head*

Rajiv has 15+years of experience in CEM. Over the course of his illustrious career, he has also overseen operations across BFSI and Domain services. He has continuously demonstrated skills in delivering client requirements and managing solution defense presentations.



**Sourabh Saxena**  
*India Delivery Head*

Seasoned & dynamic Customer Service /BPO professional with over 2.5 decades of experience. His past organizations of note - Hilton Group of Hotels, Vodafone, GE, Sutherland, Teletech, Spice & Tech Mahindra.



**Sridevi C.P**  
*Quality & Process Excellence Head*

Sridevi is a certified Six Sigma Black Belt and holds an experience of 26 years in BPO/ITES industry. She carries a thorough experience in auditing various global standards like ISO, eSCM, and COPC across domains with expertise in strategic planning for QA & continual improvement



**John F Kennedy**  
*VP Sales - USA*

John is a seasoned global CX sales professional with 2 decades of experience. His career trajectory boasts about closing \$40M in sales in 1<sup>st</sup> year of employment. His experience includes closing deals in countries such as US, UK, Philippines, Brazil, India, Mexico, & Canada

# Why 1Point1?

One point One's Cognitive Contact Centre Solutions extensive solutions in helping customers with proven results

## IMPROVED SERVICE EXPERIENCE



30% ↑

In First Call Resolution  
(FCR)



15% ↓

In Average Handle Time  
(AHT)



50% ↓

In Abandoned Rate  
(AR)



25% ↑

In IVR Containment  
Rate



40% ↓

In Call  
Volumes



~25-30% ↓

In Cost of  
Operations

## IMPROVED OUTCOMES

- 65% Improved Self-Service
- 15% Call Elimination
- Higher Brand Awareness
- Targeted Agent Coaching effectiveness

## PROCESS BENEFITS

- 30% ↓ in Manual Effort
- 40% ↓ in Internal Call transfer
- Improved Workforce Management

## OUR STRENGTH

Integration & Technology solutions

Upstream/Downstream insights to  
improve customer journey

Ability to drive Transformation

Omni-channel data profile, analytics,  
interaction design methodologies

Help customers achieve their **desired  
outcome** through E2E interactions

# Our Collaborative Approach for Program Success

Domain Depth & Process Management	Implementation Readiness	Transition & Service Delivery	Robust Governance & Quality Assurance
<ul style="list-style-type: none"><li>▪ End to end contact center experience of 12+ years with 5K+ specialist servicing clients with robust quality management and workforce management to support the engagement</li></ul>	<ul style="list-style-type: none"><li>▪ 1Point1 delivery center to be leveraged for training, ramp-up and BCP</li><li>▪ Agreed Technology solution for addressing inbound / outbound calling requirement</li></ul>	<ul style="list-style-type: none"><li>▪ 40+ transitions successfully completed involving C2V &amp; V2V transitions</li><li>▪ Our Transition methodology has robust governance plan to review the progress via sprint &amp; tollgates at every juncture</li></ul>	<ul style="list-style-type: none"><li>▪ Deployment of Program management team for end-to-end planning, transition, stabilization &amp; project transformation</li><li>▪ Benchmark industry KPI's/SLA's and commitment to Quality delivery</li></ul>

Financials





## Key Operational Highlights for the quarter

- 1. New Client Acquisition:** In the current quarter, we proudly Onboarded - [Tata Digital & Foxtale](#) as a new addition to our clientele, and we anticipate substantial growth in near times..
- 2. Client Expansion:** During this quarter, we experienced a significant upswing in operational growth and business engagement with two esteemed clients, [Razorpay & Jubilant Foodworks Ltd](#), underlining a robust expansion in our business operations.
- 3. Client Contract Signings:** We are pleased to announce the execution of contracts with several new clients in E-commerce & BFSI. These strategic partnerships are scheduled to commence in Q3FY24, underscoring our unwavering dedication to advancing our future growth initiatives.
- 4. Improved Seat Realization :** We are delighted to share a notable 5% enhancement in our average seat Realisation for the current quarter compared to the previous quarter, attributed to our annual price increase in our key accounts. This achievement stands a testament to our unwavering commitment of delivering exceptional and high-quality services.
- 5. Sales Strategy for India Market:** Strategic recruitment from competition, substantial digital marketing investments, Setting up of a dedicated inside sales teams, and targeted drip marketing outreach poised to revolutionize customer engagement and drive exponential sales growth. Exciting times lie ahead as we continue to reinvigorate our sales for India Market.
- 6. US Business Update:** Our US operations have experienced a remarkable surge in market traction, driven by strategic initiatives in Account-Based Marketing (ABM) programs, robust digital marketing campaigns, and leveraging the extensive network of our dedicated sales teams. These efforts have significantly amplified our brand visibility and engagement.
- 7. NSE Fund Raising Approval:** We are delighted to share that during this quarter, we secured approval from NSE for fund raising amounting to Rs. 106.20 Crore, which will fuel our growth and expansion plans.

Y-O-Y

Net Income Growth – 17.5 % ↑

EBITDA Growth – 71.49 % ↑

PAT Growth – 209.94 % ↑

Earnings Per Share\* – 17.5 % ↑

1POINT™



## Profit & Loss Statement for Q2 & H1FY24 (Consolidated)

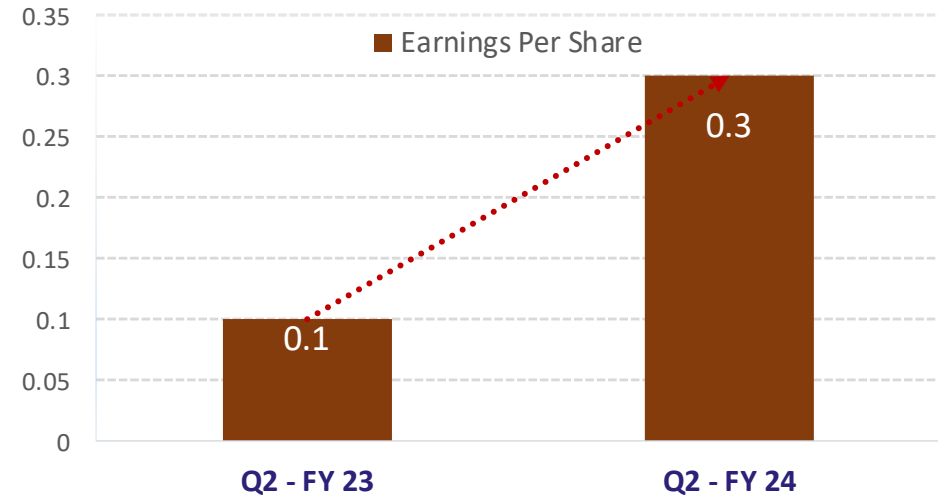
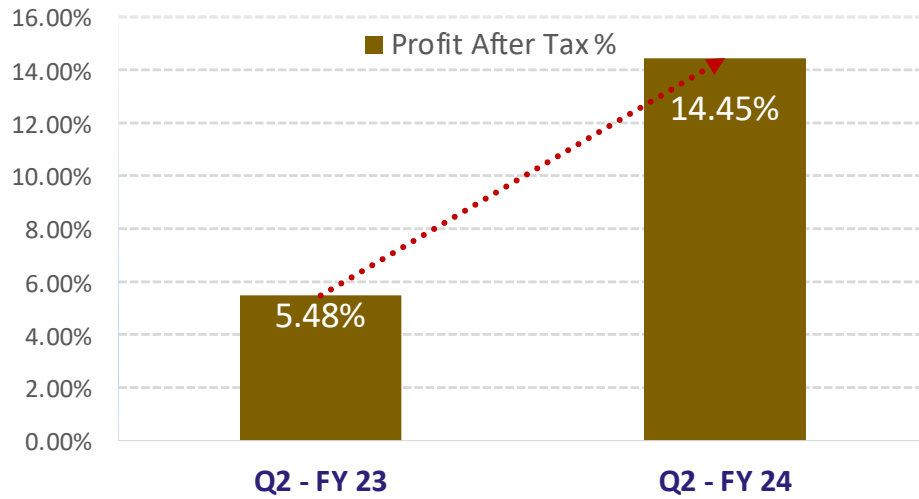
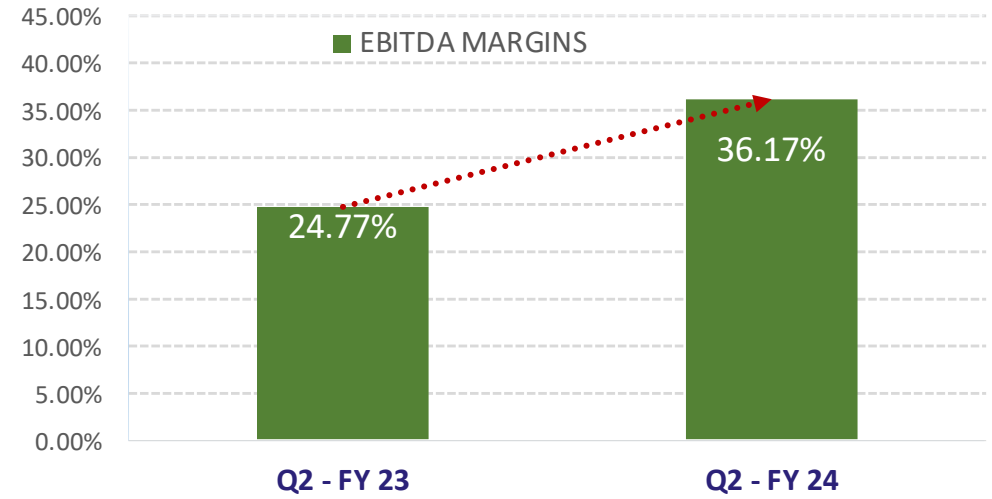
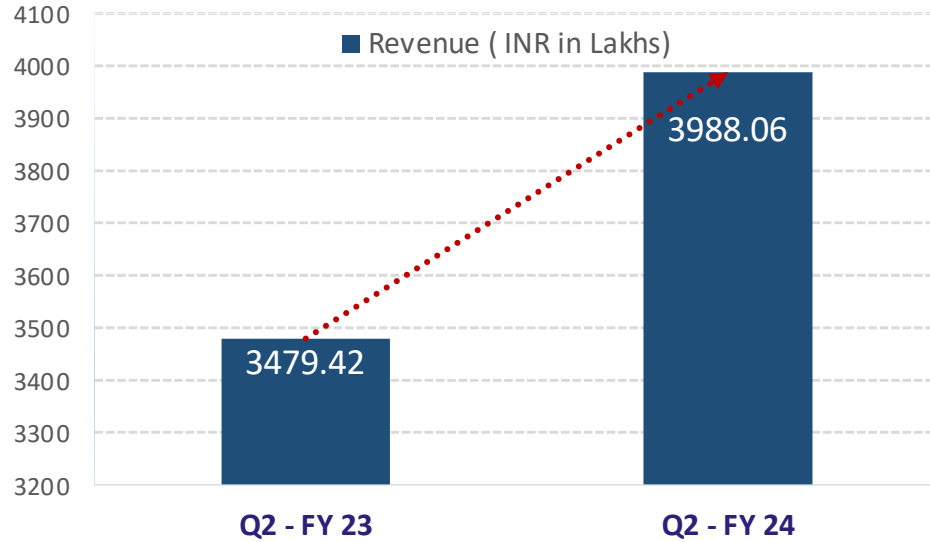
Particulars (INR Lacs)	Q2FY24	Q2FY23	YoY%	Particulars (INR Lacs)	H1Y24	H1Y23	YoY%
Revenue from Operations	3,988.06	3,479.42	14.62%	Revenue from Operations	7,560.97	6,954.70	8.72%
Other Income	113.26	12.57	801.03%	Other Income	413.95	42.7	869.44%
<b>Net Income from Operations</b>	<b>4,101.32</b>	<b>3,491.99</b>	<b>17.45%</b>	<b>Net Income from Operations</b>	<b>7,974.92</b>	<b>6,997.40</b>	<b>13.97%</b>
Total Expenditure	2,617.95	2,626.98	-0.34%	Total Expenditure	5,360.33	5,269.40	1.73%
<b>EBITDA</b>	<b>1,483.37</b>	<b>865.01</b>	<b>71.49%</b>	<b>EBITDA</b>	<b>2,614.59</b>	<b>1,728.00</b>	<b>51.31%</b>
<b>EBITDA Margin (%)</b>	<b>36.17%</b>	<b>24.77%</b>	<b>1139 bps</b>	<b>EBITDA Margin (%)</b>	<b>32.79%</b>	<b>24.69%</b>	<b>809 bps</b>
Depreciation	505.95	462.68	9.35%	Depreciation	1,028.21	955.84	7.57%
<b>Profit Before Interest Tax</b>	<b>977.42</b>	<b>402.33</b>	<b>142.94%</b>	<b>Profit Before Interest Tax</b>	<b>1,586.38</b>	<b>772.16</b>	<b>105.45%</b>
Interest	144.44	134.19	7.64%	Interest	294.3	261.74	12.44%
<b>Profit Before Tax</b>	<b>832.98</b>	<b>268.14</b>	<b>210.65%</b>	<b>Profit Before Tax</b>	<b>1,292.08</b>	<b>510.42</b>	<b>153.14%</b>
Tax	240.22	76.89	212.42%	Tax	416.69	140.31	196.98%
<b>Profit After Tax</b>	<b>592.76</b>	<b>191.26</b>	<b>209.94%</b>	<b>Profit After Tax</b>	<b>875.39</b>	<b>370.11</b>	<b>136.52%</b>
<b>Profit After Tax Margin (%)</b>	<b>14.45%</b>	<b>5.48%</b>	<b>897 bps</b>	<b>Profit After Tax Margin (%)</b>	<b>10.98%</b>	<b>5.29%</b>	<b>568. bps</b>
<b>Earnings Per Share (Rs)</b>	<b>0.30</b>	<b>0.10</b>	<b>200.00%</b>	<b>Earnings Per Share (Rs)</b>	<b>0.45</b>	<b>0.20</b>	<b>125.00%</b>

## Balance Sheet as at 30th September, 2023 (Consolidated)

Particulars (INR Lacs)	As on 30th Sept, 23	As on 31st Mar,23
<b>EQUITY AND LIABILITIES</b>		
<b>EQUITY</b>		
(i) Equity share capital	3908.77	3761.19
(ii) Other equity	3690.23	1758.72
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
(i) Financial Liabilities		
- Borrowings	137.06	70.71
- Other financial Liabilities	75.82	72.33
- Lease Liability	2156.73	2825.42
(ii) Provisions	91.8	86.27
(iii) Other non-current liabilities	5.12	8.19
(iv) Deferred Tax liabilities	-	-
<b>Current liabilities</b>		
(i) Financial Liabilities		
- Borrowings	2224.3	2171.86
- Lease Liability	1117.91	1212.10
- Trade Payables	438.02	438.28
- Other current financial liabilities	788.40	752.53
(ii) Other current liabilities	293.87	388.94
(iii) Provisions	66.42	54.27
<b>TOTAL EQUITY &amp; LIABILITIES</b>	<b>14,994.44</b>	<b>13,600.82</b>

Particulars (INR Lacs)	As on 30th Sept, 23	As on 31st Mar,23
<b>ASSETS</b>		
<b>Non-current assets</b>		
(i) Property, plant & equipment	1832.73	1776.16
(ii) Right to use	3065.58	3932.16
(iii) Goodwill on Consolidation	14.33	14.33
(iv) Intangible Assets	1976.42	1141.28
(v) Capital Work in progress	-	-
(vi) Financial Assets		
- Investments	0.25	0.25
- Other Financial Assets	752.57	761.96
(vii) Deferred Tax Assets	318.8	731.17
<b>Current assets</b>		
(i) Financial Assets		
- Trade receivables	5233.4	3,882.13
- Cash and cash equivalents	134.21	35.68
- Bank balances other than above	10.75	210.46
- Other Financial Assets	221.03	29.81
(ii) Other current assets	1434.36	1085.44
<b>TOTAL ASSETS</b>	<b>14,994.44</b>	<b>13,600.82</b>

## Q2FY24 Financial Highlights



# 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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**Thank you.**

**1POINT1**