

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

Date 30<sup>th</sup> August 2024

**SECURITY CODE: ONEPOINT**

**SUB:** Intimation of Analyst / Institutional Investor Meeting under regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.29

Dear Sir/Madam,

This is with reference to the announcement submitted to exchange on 29 August 2024 and 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 attached Investors Presentation will be used for the purpose of discussion during the virtual meeting with Group of investors schedule to be held on Tuesday, 3<sup>rd</sup> September 2024.

No Unpublished Price Sensitive Information (UPSI) will be shared during the meeting.

We request you to take this information on your record.

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



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

ENCL: Investor Presentation

**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. Office:** 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

# Overview & Insights

1POINT↑™



# Company Overview



**12+**  
Years of  
Experience



**5,600+**  
Experienced  
Professionals



**50+**  
Marquee  
Logos



**CERTIFIED**



CLIENT SPLIT %

EUROPE - 10%

APAC - 20%

AMERICA - 30%

INDIA - 40%



**~ ₹1300 Cr**  
Market  
Capitalization



**6**  
Delivery Centers\*  
in India

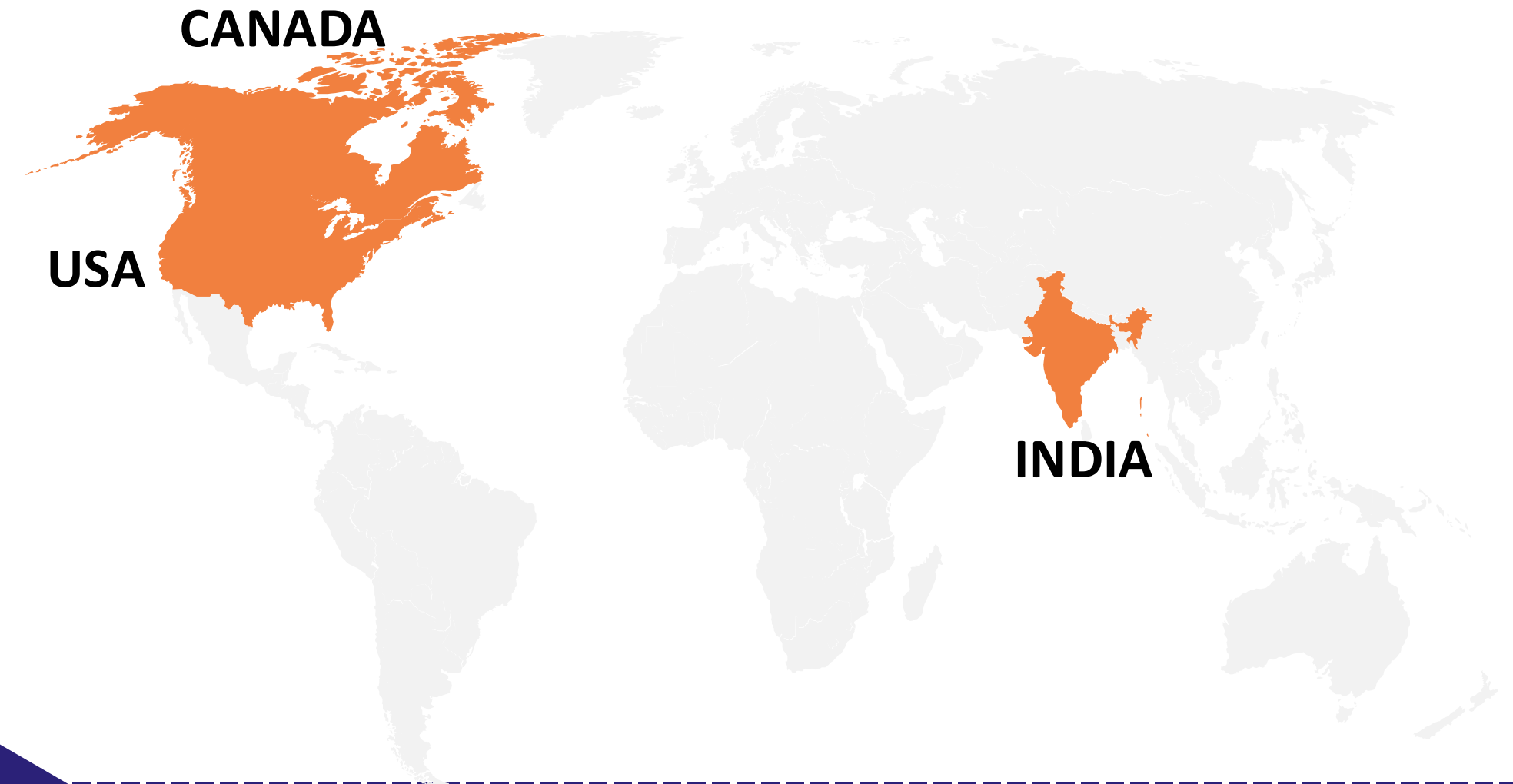


**SEATS**  
5000+ Seats\*  
across India

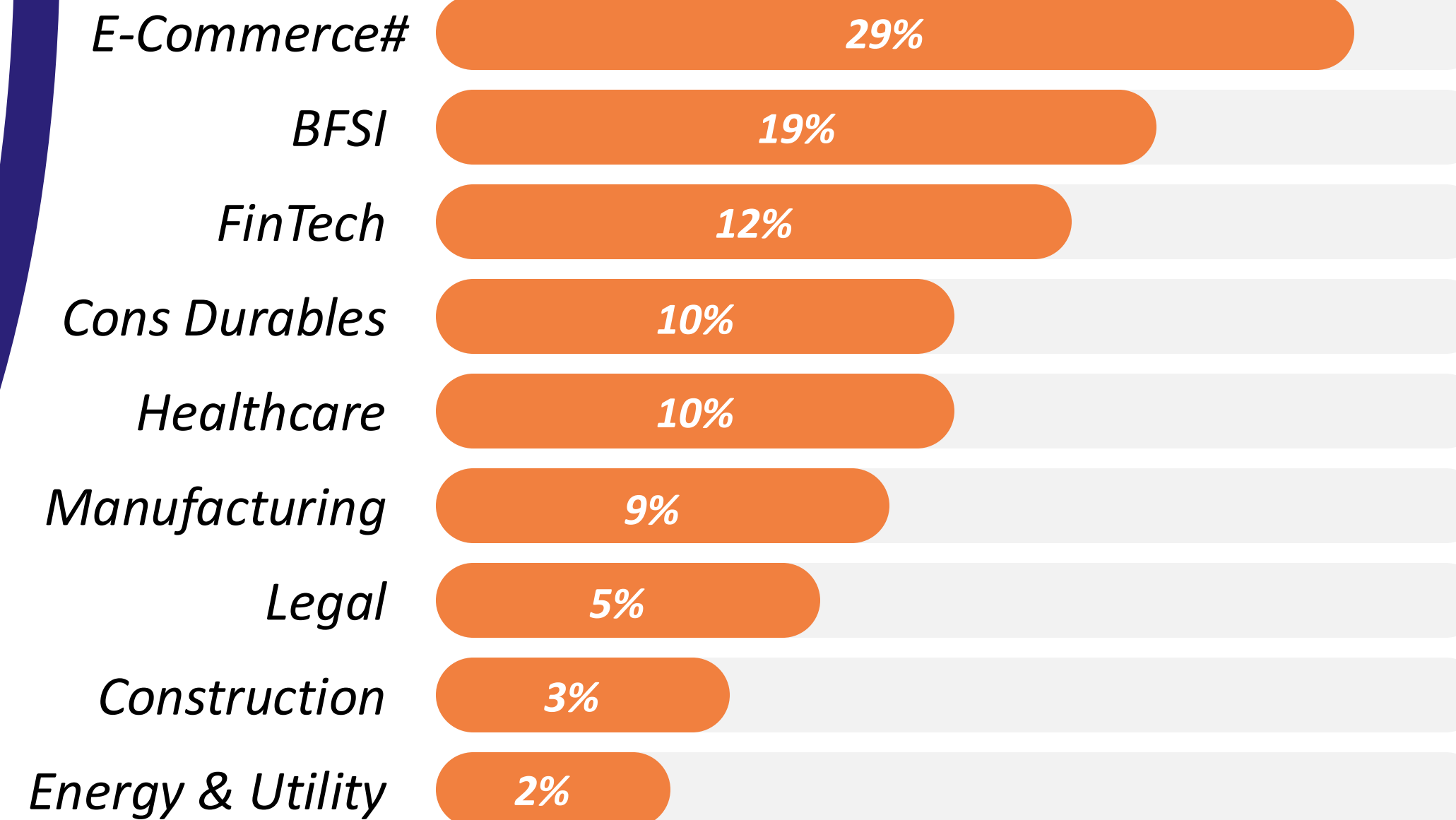


**TOOLS**  
eVSM, CRM, KMS,  
PMS & More...

## 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

## 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*



# Framework for a Consultative, Outcome Oriented Engagement

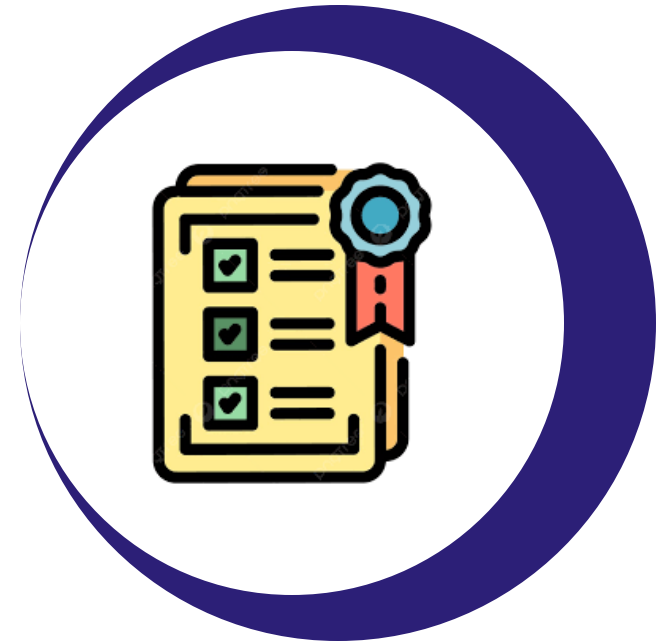
## ENTERPRISE OBJECTIVES

CUSTOMER EXPERIENCE

ENTERPRISE PRODUCTIVITY

BUSINESS GROWTH

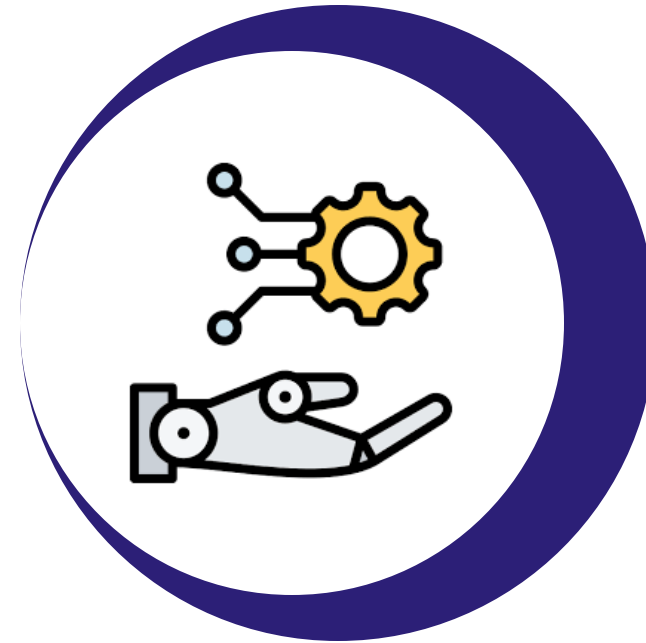
## OUR LEVERS



*Standardization  
& Optimization*



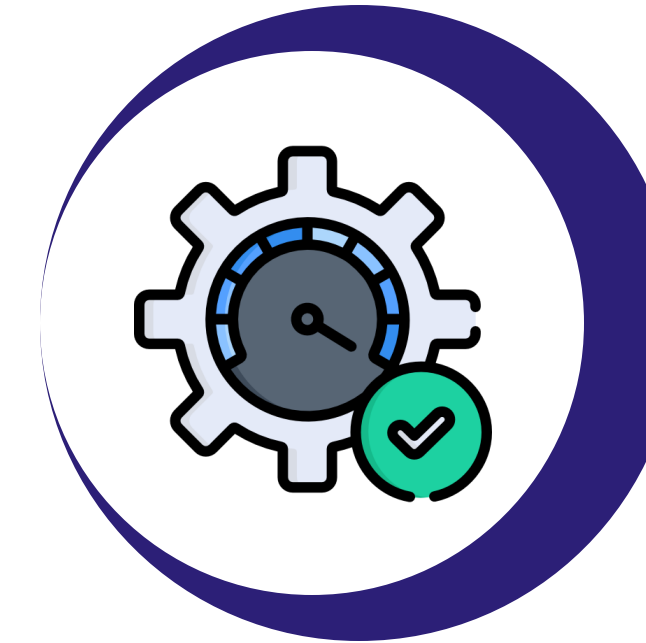
*Tactical  
Automation*



*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*



# Our Vision

## THE PAST



Domestic BPO



35 Clients



~3500 FTEs

## CURRENT



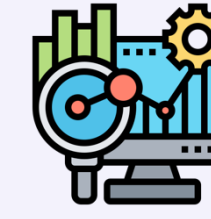
Digital First  
BPO + KPO



Tech +  
Transformation



IT  
Services



Analytics &  
Gen AI



Sales Team  
(United States)



Acquired



Vegas



New Orleans

## The FUTURE



Global Network Delivery Model\*\*



300+ Clients



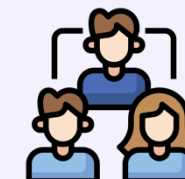
20,000+ FTEs



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

### Experience efficiency-obsessed results.

Harness the power of AI & new tech to delight your customers.

Leading enterprises don't outsource because they're big, they're big because they outsource. Get ahead of the curve. With 1Point1, you can iterate and deploy next-gen AI and new technologies faster than ever.

Plus, with our RestAssured Pledge, you'll have a partner that's always looking out for you and your needs - addressing any challenges when you need it. Fast turnaround times mean quick proof of concepts and implementation, so you can move quickly, and see results.

www.1point1.com

05

### Get local-like care on a global scale.

Access global solutions designed to meet your needs & scale with you.

Outsourcing should feel familiar and friendly. Get the dedicated strategic and personal care you can trust on a global scale with 1Point1. Whether you need language-specific support or individual market needs, we offer custom solutions with a worldwide reach.

Our global presence means we can scale with your business no matter where you are. With our worldwide footprint and a team of 5k+ professionals, you can feel confident knowing that when you need support, we have you covered.

## Our RestAssured Pledge.

At 1Point1, we care about your business—we don't just react, we anticipate. We dedicate ourselves to understand and address your challenges, both now and in the future—so you can improve over the status quo. Rest assured, we stand by our commitments, and we will always make it right.

### Stay ahead of the curve.

Harnessing the latest in AI technologies, we help you delight customers around the world, and achieve measurable efficiency that define your competitive advantage. Our seasoned team of knowledge workers, equipped with the best tools to get the job done. With 1Point1, you get.





# 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

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.

This presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this presentation. This presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this presentation is expressly excluded.

This presentation and its contents are confidential and should not be distributed, published or reproduced, in whole or in part, or disclosed by recipients directly or indirectly to any other person





# Thank you.

**WEBSITE**

[www.1Point1.com](http://www.1Point1.com)

**EMAIL**

[sales@1Point1.in](mailto:sales@1Point1.in)

**PHONE**

+91-22-66873800

**1POINT1**