Date: August 17, 2026

To,
National Stock Exchange of India Ltd,
Exchange Plaza, 5th Floor, Plot No. C/1,
G Block, Bandra Kurla Complex,
Bandra (East), Mumbai- 400051

Company Symbol: DENTALKART,
ISIN: INE0N5801013

Sub: Transcript of Conference Call held on August 12, 2026

Ref: Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/Madam,

In continuation to our intimation dated August 07, 2026, and pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Transcript of Earning Call held on Wednesday, August 12, 2026, at 12:30 P.M.(IST), post the announcement of the financial results of the Company for the quarter ended on June 30, 2026 on operational and financial performance of the Company for the quarter ended on June 30, 2026.

The transcript is also available on the Company's website at https://www.dentalkart.com/investors-new

You are requested to take the above information on your records.

Thanking You,

Yours sincerely,
VASA DENTICITY LIMITED

VIKAS AGARWAL
Digitally signed by VIKAS AGARWAL
Date: 2026.08.17 19:41:19 +05'30'

VIKAS AGARWAL
CHAIRMAN & MANAGING DIRECTOR
DIN: 07487686

August 12, 2026

EARNING CALL_VASA DENTICITY LIMITED_FY 26-27- TRANSCRIPT

Earnings Call_Q 1_FY 26-27_Vasa Denticity Ltd - Transcript

Esha: Okay. Good afternoon everyone and a very warm welcome to all of you. On behalf of Vasa Denticity Limited, I welcome you to the earnings conference call to discuss the operational and financial performance of the company for the quarter ended June 30th, 2026. From the management team, we have with us today:

Dr. Vikas Agarwal (Managing Director),

Mr. Sandeep Aggarwal (Whole-time Director),

Mr. Mayang Bawari (VP of Supply Chain), and

Mr. Shahid (VP of Marketing).

The financial results and the investor presentation for the quarter 1 have already been filed with the stock exchange. We hope you have had the opportunity to go through the same ahead of this call. Before we begin, I may state a few instructions for all the investors for your convenience. So, the instructions are as under. All participant lines will be in listen mode only during the management's opening remarks. We will open the floor for questions immediately after the management commentary. To ask a question, you may use the raise hand feature on the platform. Kindly state your name and the name of your company or institution before asking your question. We would request you to please avoid raising questions on any information that has not already been placed in the public domain since the management will not be in a position to comment on the same. Please note that this call is being recorded and the transcript will be made available on the company's website in due course in line with our disclosure obligations under SEB regulations.

Now, I would like to hand over the floor to Dr. Vikas Agarwal for his opening remarks. Over to you sir.

Dr Vikas Aggarwal: Thank you Esha. Am I audible?

Esha: Yes sir you are.

Dr Vikas Aggarwal: Yeah. Good morning everyone joining us today. Thank you for making the time. Some of you have been with us since we listed. Some of you joined more recently and a few of you are dentists who own the shares as well as buy dental products from us. Whichever of those you are, thank you for your patience over the last year. It has been not an easy 12 months to hold this talk and I do not take your confidence lightly. The results and the presentation are already with the exchange. So, I am not going to read numbers out to you. I want to use these few minutes to take you to tell you what actually happened inside the business this quarter and why I think it matters.

This was a repair quarter that finally showed up in the results. Last year we had a problem and I said so plainly at the time. Our in-house brands, the products we design, source, and stand behind ourselves, went short. When they went short, our customers bought third-party products instead, and those carry a thinner margin. That one operational failure ran through our entire second half. So, for the last several months, a large part of this company has been doing deeply unglamorous work, rebuilding supplier coverage, fixing forecasting, recutting delivery routes. None of it makes a good press release. This quarter that work started to show. Gross margins improved for the first time in three quarters. Our cost base is meaningfully lighter than it was a year ago and it is lighter while we are shipping more not less. Both of those are in the numbers you already have. I want to be careful here. One quarter of improvement is a direction not a destination.

We are early in this but after a year of asking you to believe that the problem was operational and not structured. It is a relief to be able to point at something rather than explain something. If you take away only three things from this quarter, let it be these. First is the control. The strategic reason we build in-house brands is not margin. Margin is the outcome. The reason is control. When we own the brand, we own the control of the quality. We control the price and critically we control whether the products is on the shelf. Last year taught us what happens when we do not. This is why the in-house portfolio is where our capital and attention are going. The second thing is leverage. Our cost base grew far more slowly than our business did this quarter. Employee cost barely moved. Our cost to serve each order came down. That is not a cost cutting story and I want to be precise about that because I know some of our team may be watching.

We are not shrinking the team. We are automating the repetitive part of the work so that the people who have spent their time on customers on sourcing and on building products. The goal is that when volumes double, the routine workload does not. And the third thing is the new business is real. The digital dentistry division we started last September has stopped being an experiment. Intraoral scanners, milling machines, 3D printers, imaging products. India's clinics are digitizing and they are doing it at a very low base. Adoption here is in the low single digits against roughly 40% globally. A clinic that buys equipment from us does not stop there. They come back for consumables, for service, for training. And that is a much deeper a relationship than a one-time sale. Let me also say what I'm not happy with because I would rather you hear it from me. We held marketing spend very tight this quarter. That was the right call for the cost base and you can see the benefits in the results but it has a cost of its own at the top of the funnel and we can see that cost.

Getting that balance right, spending enough to keep bringing new dentists onto the platform without giving back what we have just recovered is the judgment we have to make and we have to make it well. I do not think we have perfected it yet. We also have work to do on delivery times.

We expanded into tier 2 and tier three India faster than we optimized the roads to serve it. We are fixing it and I will report on it. Now let me step back because a quarter is very short unit of time to judge a company by India spends somewhere between four to$5 per person per year on dental care. The United States spends around 350. That gap is not a statistic to me. It is a woman in a district town who loses a tooth she did not need to lose because the right material was not available to her dentist or because what was available was counterfeit. Most dentist supply in this country still moves through fragmented local distribution.

A dentist in South Delhi and a dentist in small town in Odisha do not get the same assortment, the same price or the same speed. There is no good reason for that. It is simply how the industry grew up. What we are building is not an e-commerce store. It is the procurement and knowledge infrastructure that Indian dentist can run on. Genuine products at a fair price delivered anywhere with the education and the community around it. 23,000 products, hundreds of brands and a decade of understanding what a dentist in each pin code actually needs. If we get that right, the market does not need to grow four times for us to do well. It is already large and it is already underserved. We simply have to be most reliable way to reach it. That is a decade long project. We are running it from a clean balance sheet without burning capital. We do not have and this year we are deliberately not changing acquisitions.

Focus for us is the strategy and people. So, a quarter where the repair work showed a cost base that is genuinely lighter and a new division that has found its feet and a funnel that needs our attention. I would rather bring you a quarter like this one with the good and the unfinished both stated plainly than a quarter of good headlines and quite problems. We will keep reporting to you the same way, including when the news is not flattering. Thank you for your time and for your continued trust. My colleagues and I are happy to take your

Esha: We will now begin the question-and-answer session. Participants who wish to ask a question may use the raise the hand feature. So, our first question is from Mr. Siddharth. Mr. Siddharth, please unmute yourself and ask your question.

Siddharth: Hi, my first question is why are so many directors leaving the company and key managing the person

Dr Vikas Aggarwal: Recently the company secretary left and Mr. Ravi Parmeshwar who was an independent director left the company. So, Mr. Ravi Parmeshwar actually retired from renew power two years back when he joined us as an independent director. Now he is joining another company instead of being retired. So, he requested us that he cannot work as an independent director according to the new company policy. So that's why he left. Ms. Nidhi who was the company secretary fsound a better opportunity a better salary. So, she left.

Siddharth: My second question.

Dr Vikas Aggarwal: Apart from that apart from that if there's anyone I did not address please tell me the name

Siddharth: Yeah. Yeah.

Dr Vikas Aggarwal: I'll address.

Siddharth: No, fine. That's it. And uh Dr. Vikas, last time we had a long conversation. I'm the dentist and I noticed that from the call transcript and from the recording you have removed our conversation. Why? Why this transparency

Dr Vikas Aggarwal: I have to check that.

Dr Vikas Aggarwal: I have no idea about it.

Siddharth: issue?

Dr Vikas Aggarwal: Generally, something which is uh irrelevant like a name of a competitor or something is removed. If that was discussed, it might be removed

Siddharth: No, but we discussed more other important issues like opening of showrooms when you are an online first platform. Second issue was you coming to the NSE mainboard when three years have been completed and you have still not completed still not decided on coming to the NSE main board. Other issues were also there like you have not kept a professional CPO but the whole conversation was removed that shows some real transparency issue from your side.

Dr Vikas Aggarwal: I will look into it and get back to you.

Siddharth: Okay. Okay. That's it. Yeah.

Dr Vikas Aggarwal: Thank you.

Esha: Thank you Mr. Siddharth. So, the next question is from Deepak Poddar. Kindly unmute yourself sir.

Deepak Poddar: Hello, I'm a now okay.

Deepak Poddar: Yeah, thank you very much sir for this opportunity.

Dr Vikas Aggarwal: Yes.

Deepak Poddar: So just wanted to understand first what would be our stockout percentage I mean I think it was close to 15% last year and as you said in your opening remarks it has improved right so

Dr Vikas Aggarwal: Deepak ji during the stockout peak it was as big as 33%.

Dr Vikas Aggarwal: And last quarter it went down to 13%. Our target is to take it below 5%.

Dr Vikas Aggarwal: And we are taking all the necessary steps.

Deepak Poddar: Okay. to reach below 5% right and this first quarter it was around

Dr Vikas Aggarwal: Yes.

Deepak Poddar: 13%.

Dr Vikas Aggarwal: Yes. 12.87%.

Deepak Poddar: and how many quarters we will require to reach the normalized 5%

Dr Vikas Aggarwal: um because I cannot give an answer on that.

Deepak Poddar: levels.

Dr Vikas Aggarwal: We'll we are trying our best uh you know to progress near zero but I don't know how much time will take internal target for that is you know by December we reach 5%

Deepak Poddar: Yeah, that's what I was trying to understand. I mean maybe what two quarters they are saying we I mean we are trying

Dr Vikas Aggarwal: Yeah, but there is some u you know unforeseen sub u you know instances like uh there's a cyclone in China recently or there are you know stockouts from the vendor itself the manufacturer uh stopped producing a particular product thing like that that happen we'll try to go as much as near 0%

Deepak Poddar: okay and secondly on the growth part I mean how should one look at growth? I mean if I had to see deeper this quarter our average order value rose by about 27%. That is because your higher ticket size digital then 10 products came through right and order volume was only 8%. So, this growth was largely driven by this high side. So, how should one look at your volume growth and overall company level revenue growth over next to three years.

Dr Vikas Aggarwal: So we are positive on the growth side.

Dr Vikas Aggarwal: We hope that uh we grow as much as we have grown year on year in the first quarter. We would like to see similar results in the second quarter as well.

Deepak Poddar: Okay. Okay. So similar growth that what we have seen in first quarter is what we look to kind of achieve right. Okay.

Dr Vikas Aggarwal: Yes,

Deepak Poddar: And and then your high dentistry margins how are the margins placed in your high ticket

Dr Vikas Aggarwal: margins on very high ticket items is less and on consumables the margins

Deepak Poddar: volume.

Dr Vikas Aggarwal: are the highest. However, swe try to pass on the best possible price in the market to the uh dentist to the customers and it is always uh the idea to have a fair price on denture. So, I have given a uh guidance of 27 to 30% gross

Deepak Poddar: Okay.

Dr Vikas Aggarwal: margins in

Deepak Poddar: Correct.

Dr Vikas Aggarwal: NA

Deepak Poddar: And what would be the level?

Deepak Poddar: I mean your high ticket size is what is the margin range?

Dr Vikas Aggarwal: um between 10 to 15%

Deepak Poddar: either gross margin gross margin and how much revenue mix we can expect from this high tech digital dentistry products over next two three years.

Dr Vikas Aggarwal: Currently it is less than 10%. And our idea is to drive the sales of consumables through high ticket products.

Dr Vikas Aggarwal: So once a doctor buys a high ticket product, they might require the consumables long term for us.

Deepak Poddar: and the mix next two three years. How will this mix stabilize? I think what it will be about 5

Dr Vikas Aggarwal: Consumables will remain the highest you know

Deepak Poddar: 10.

Dr Vikas Aggarwal: assortment mix I don't want to tell the future numbers on the mix but consumers will remain the focus area

Deepak Poddar: Got it. I think that's very helpful sir. I mean I would like to wish you all the best. Thank you sir.

Esha: Thank you Deepak ji. So our next question is from Mrs. Swaraj Mehta. So kindly unmute yourself.

Swaraj Mehta: Hello, am I audible?

Dr Vikas Aggarwal: Yes.

Swaraj Mehta: Yes, thank you so much for the opportunity and congratulations on good set of numbers. So my first question was on the expected improvement in margin over the next few years. So what would be the drivers of that apart from increasing in gross margins? How do we look at opex per order and how it how it will it trend going forward?

Dr Vikas Aggarwal: Yeah. Uh so Swaraj ji we have Mayank with us who is VP supply chain Mayank, can you take the question?

Mayank Bawari: Yes. Yes. Uh am I audible? Yes. So uh Swaraj ji,

Swaraj Mehta: Yeah.

mayank bawari: so what we are doing is that we are trying to just you know operationalize and get everything uh you know in

Dr Vikas Aggarwal: Yes.

mayank bawari: order. So we are trying to increase the delivery and the order ratio at the same time increasing the overall inventory health of the system.

Mayank Bawari: So these are the three effects that we have you know made to resolve these kind of issues.

Swaraj Mehta: And how do we see the opics per order? Should it plateau or should it decrease going from here?

mayank bawari: It will

Swaraj Mehta: It will decrease.

Dr Vikas Aggarwal: If you if you see the first quarter also the cost to serve is drastically

mayank bawari: decrease.

Dr Vikas Aggarwal: down because of the warehousing expenses going down. we have optimized this optimum like we have optimized the warehouse to good extent and we

Swaraj Mehta: Great.

Dr Vikas Aggarwal: see lot of uh potential for it to go down. So if we if we work on the you know if we just take a picker a picker takes around 3 minutes to pick a particular order which has four SKUs. So if uh we can optimize it from 3 minutes to 2 minutes, we'll have a huge cost saving because less number of people will be required to uh you know for a larger set of orders in future.

Dr Vikas Aggarwal: So with time as the volumes grow I think the percentage will continue to go

Swaraj Mehta: Got it. Thank you.

Dr Vikas Aggarwal: down.

Swaraj Mehta: And uh so one other question was how is the membership scaling up and we saw some quite some educational seminars being done. I think we've done around 200 events and webinars. So how is that scaling up and how does that help help grow our business?

Dr Vikas Aggarwal: So education is a very important lever to sell a uh you know a scientific product. So for example, if we are launching a new endom motor and if we educate uh you know the post-graduate students or dental new clinicians about the tips and tricks of a root canal and there we also you know tell them which endom motors you can buy. So ultimately the outcome is that we can sell our products and we are benefiting the community by giving them more education on their practice on the clinical skills. So that is uh turning well. You can see that uh they are growing uh you know with time we are doing more education and regarding the membership the numbers are you know some x higher than uh what we

Swaraj Mehta: Okay.

Dr Vikas Aggarwal: had

Swaraj Mehta: And some what are the internal metrics that you track for your business like from what you had shared from your PP track the growth of your company because earlier we were there was a lot of data which was very useful but it has been narrowed down. So we would really be to which data should we look uh what Point should we look at to gauge the

Dr Vikas Aggarwal: uh internally most important data for us right now is the motive which is

Swaraj Mehta: business.

Dr Vikas Aggarwal: on time in full deliveries of item the cost to serve per order and the overall uh cost to serve an order uh including the overhead cost. So, regarding the uh you know expense side, this these are the metrics. Uh regarding the revenue, yes, average order value and RPU are two important metrics. RPU is average revenue per

Swaraj Mehta: Thank you.

Dr Vikas Aggarwal: user.

Swaraj Mehta: And because uh I think because when we reported the last H1 FI26 numbers, the volume given in that PPT was 1 lakh 58 and 182 for quarter 1 and quarter two last year.

Swaraj Mehta: But it was changed to quarter 4 in quarter F26 to 175 and 204 for the first two quarters. So just wanted to know what was uh what led to those changed order

Dr Vikas Aggarwal: Yeah,

Swaraj Mehta: numbers.

Dr Vikas Aggarwal: there was a internal error. So, uh that's why it happened. But the latest uh PPD and the last quarter BPD have the correct numbers for the previous quarters as well.

Swaraj Mehta: Okay, thank you for the question. And uh so with the shortage of inventory private brands last year, I'm sure you did a root cause analysis of this inventory uh shortage. So can you briefly explain us what had happened and what measures has the company taken so it does not happen again?

Dr Vikas Aggarwal: Yeah. So what had happened I will tell you and what measures Mayank is taking May will tell us. U there were that was a mix of people issue compliance uh issue about licenses and the supply chain issue. Overall this led to a lot of stockouts and one led to the other and there was a cascading effect.

Dr Vikas Aggarwal: So normally it was 8 to 10% of out of stock on the platform and it went up to 33% majorly led by own brands when what are we doing uh now to sort it?

mayank bawari: Yes.

Dr Vikas Aggarwal: You can address

mayank bawari: Uh so currently we've instituted forward deployment. So, we are planning for demand forecasting for the next quarters. We'll be also managing with these sales and operations planning just to get these numbers in order and we should have a clear picture when to expect what to expect in order to minimize these sorts of stockouts.

Swaraj Mehta: We have data in place to you know to forecast what should

mayank bawari: Yes. Yes. Yes.

Swaraj Mehta: okay and so last quart of 26 also we had signed new brands for which minimum order

mayank bawari: Yes.

Swaraj Mehta: quantity uh was required for which we added 16 crores. So, the inventory increase in this quarter was the same reason or due to uh we are adding our own private brands.

Dr Vikas Aggarwal: First of all, we are growing.

Dr Vikas Aggarwal: The uh the sales is growing. So, cash on delivery orders are also growing. We need to keep extra stock until the payment comes back to us and we uh you know we use that. So we keep extra buffer stock for that and definitely new brands additions and uh we have recently launched Insta Dent as well which is uh delivering within a day or you know same day delivery or next day delivery. So we need to have relevant uh stock suitable stock available in the regional warehouses so that we reach uh to the customer same day or next day. So Suraj the thing is uh 97% of the market is still offline and we are only 3% of the market and the reason is that uh we take time to deliver uh despite

Swaraj Mehta: Good.

Dr Vikas Aggarwal: having a large assortment we need to reduce the delivery timelines for that we have come up with instant you can check on dental card website you will see a toggle dental card and instant if you are delivering uh faster in your pin code uh some products will show up So roughly around 3,000 to 5,000 products currently will show an instant which we would like to optimize to 1200 products in future which are the most important clinical requirements and we will try to deliver it same day.

Dr Vikas Aggarwal: So for a mix of these reasons inventory has u gone up and we I have given a clear uh instruction or guidance in the uh presentation what uh inventory days we think we'll be within and what is the optimization u going

Swaraj Mehta: Right. Right. Got it.

Dr Vikas Aggarwal: forward

Swaraj Mehta: And however the uh this uh instant delivery is for only for tier one cities or tier 2, tier three as well or

Dr Vikas Aggarwal: right now it is tier one But our target will be tier 2 and tier three as well.

Swaraj Mehta: across

Dr Vikas Aggarwal: So very soon uh we will look uh to start installing in tier two and tier

Swaraj Mehta: and how have the order return and uh done this quarter and we mentioned in the PPT we've started

Dr Vikas Aggarwal: three.

Swaraj Mehta: self-service refunds which was a pain point earlier as many people I think were not receiving Okay. So, we've addressed this. So, what we did we do to improve

Dr Vikas Aggarwal: Yes.

Swaraj Mehta: this.

Sandeep Aggarwal: Sorry, can you repeat the question again?

Swaraj Mehta: Yes. So, uh what were the uh order return rates done this quarter,

Sandeep Aggarwal: Sorry.

Swaraj Mehta: year on year and quarter on quarter. And we mentioned in the PPT that we've started sell service refunds. So, this was a pain point earlier which has been addressed by us as many people were not receiving refunds. So what did we do to improve

Sandeep Aggarwal: So like we have two kind of returns. one is uh the RTO which is like uh not delivered or models and another issue is that you're telling is the DTO the

Swaraj Mehta: this?

Sandeep Aggarwal: product which you are uh you know like returning from the customer. So what we have done is we have doing the root force analysis of the product based on the troubleshooting guides. If the product is less than a particular amount and there's no point to take the product back we are issuing the hand to and there's automation involved. For example, like earlier we used to have manual returns a manual reverse pickup from the customer.

Sandeep Aggarwal: But now everything is automated. Uh so once a person once a dentist request the uh return is a return request from the panel right automatically the reverse pickup happen and once we once we check the reverse pickup is happened automatically the refund has been issued to the customer and there's a issue is with the notification to the customer. So now the customer can see the entire info on the website and app as well and other than that we are sending the WhatsApp notification the communication to the customer as well. The customer is well aware about the situation that was the major uh issue last

Swaraj Mehta: Got it. And so smile works right now I think we are at a quarterly run rate of 1 K which is 100% increase from last year but I think for the base of today it's very small to make a difference on consolidated numbers. So what is the plan here and how do we see it going

Dr Vikas Aggarwal: So, Smile Works uh currently is in its nent stages.

Swaraj Mehta: forward?

Dr Vikas Aggarwal: Uh we are currently working on the fundamentals of making an internal software, managing uh the whole team in it, managing the whole uh process within the software.

Dr Vikas Aggarwal: Once we are ready to scale, we will uh start marketing it uh through dental cut. So uh the same set of customers who are buying from Dentalkart also need services of a dental lab and that was the idea to start uh smile works. Once uh we reach uh that stage where we can u scale it we will uh we expect uh that uh the numbers will multiply from there.

Swaraj Mehta: And another brilliant feature we added this quarter on Dentalkart was being the image search. So what other tech investments are we doing on Dentalkart to you know as you said to improve uh reduce redundancy and improve the uh resources required for

Dr Vikas Aggarwal: The biggest thing we are looking at right now is personalization.

Swaraj Mehta: order

Dr Vikas Aggarwal: Uh that you see what is relevant to you. Uh the next uh important thing we are building is the AI chatbot and voice bot. AI chatbot is already live that uh takes care of roughly 60% of the queries. Right now in dent there are uh improvements uh which we understand we will we are working on that but AI chat and voice will u you know serve lot of customer queries which currently uh the manual team is not able to handle uh to the best expectation of the customers.

Dr Vikas Aggarwal: Uh thirdly we are working on search optimization as well. Apart from image search, we are coming out with uh you know the doctor can send a photo written on a piece of paper and the items will be added to cart which the doctor can finally approve. Then there'll be recommendations uh in the cart itself that what products will be will might be finished in your clinic which you should look at. And we are giving the uh dashboard to the dentist uh to uh see uh you know the what they are buying, why they are buying, what uh they should have bought that kind of uh dashboard to a doctor so that they can make a better informed decision. There are lot of things in pipeline which are coming up like that. Doctors can also type their order and just uh text to us. So generally in the unorganized offline market people generally order on WhatsApp,

Swaraj Mehta: All

Dr Vikas Aggarwal: they order on call or they just u uh you know type it and send it.

Dr Vikas Aggarwal: So we are trying to give all these options to the doctors but through tech so that and through automation no humans will be involved in this.

Swaraj Mehta: right, great. This is my last question.

Sandeep Aggarwal: Just add just to add is like a session to order time. So our aim is to reduce the session to order time.

Swaraj Mehta: Yeah.

Sandeep Aggarwal: So every like any customer of any type if it is coming to Dentalkart he must have the waste you to place an order from anyway and the total time duration of the entire uh order should be should be less as much as possible. So for example if a person is you know like want to write something and you know place the order he can do that in a very fast way. So personalization will give us more visibility because regularly these customer used to buy those products again and again. They can you know like on a click they can buy the entire stuff very fast and can you know get the order placed. So it will give a more to more to the uh to the experience of the customer which is very important for us if uh if we want to increase the argo of every customer.

Dr Vikas Aggarwal: There are there are some marketing initiatives also with uh which I would like uh Shahid to

Swaraj Mehta: right.

Dr Vikas Aggarwal: tell us about.

Md Shahid Shams: Hi everyone. So what we see that uh from our business itself it's a high there's a high stickiness to our business to whoever whichever dentist is uh transacting with us and having realized that we are we are already working on multiple automations to help a decrease the time to order that Sep was mentioning b give him a informed decision on making the right purchase call and ensuring that you know he has all the personalized right information available to him as soon as the person him or her as soon as they enter the app. There are you know identified growth pillars we have for the business right from a brand to um you know the uh working on new customer retention which is where what you will see as compounding in the coming quarters.

Swaraj Mehta: Great. Thank you so much. And just my last question, how do we decide which products do we add to a private label?

Dr Vikas Aggarwal: There is a metrics to that. Uh Swaraj uh we know what uh a customer wants in a particular pin code. What uh price points they are looking at, what features they want uh for a product and we generally uh not only try to replace a existing product in the market, we also try to add uh new values to the uh clinical practice. So there are a lot of products we sell which are not available uh anywhere or which are uh you know um clinical problem solvers. So something which is done in three steps might happen in one step. So we were the first to launch you know uh a system where you can count the number of times you have used a rotary file. So when you do a root canal treatment there is a you know there's a certain number of times the files can be used otherwise we have to discard them.

Dr Vikas Aggarwal: So there are certain kind of products we launch which are new to the market. Generally uh we experiment with lot of products that will they work on a particular target audience or not. So alpha beta testing goes on for a lot of products and some products we are sure about that they'll certainly work. So it's a mix of lot of metrics that we launch products.

Swaraj Mehta: Perfect. Thank you so much and all the best.

Dr Vikas Aggarwal: Thanks so

Esha: Thank you Swaraj.

Dr Vikas Aggarwal: much.

Esha: So our next speaker is Mithun. So Mithun kindly unmute yourself.

Mithun Maity: Good afternoon sir. Uh my question uh is mostly answered by uh you all. My only questions is regarding to the guidance uh revenue guidance which was initially provided then we have withdrawn it. So, do we have any formal guidance for FI27 and FI28?

Dr Vikas Aggarwal: Uh we have not removed any guidance. Uh Mithun can you please tell us more about it?

Mithun Maity: Okay.

Mithun Maity: So I suppose uh the initially revenue guidance for FI27 is around 500 to 600 uh crores and FI28 it is around 800 to 1200

Dr Vikas Aggarwal: Actually

Mithun Maity: crores something like that which was provided initially is it

Dr Vikas Aggarwal: um one and a half years back in a winning call I uh stated that we look up for 800 to 1200 kores of revenue in next 5 years and I think it is achievable if we uh you know use the

Mithun Maity: Okay.

Dr Vikas Aggarwal: data metrics we have if We would take the right step that is definitely achievable.

Mithun Maity: Great. I'm sorry but I'm new to this company so I'm try I'm trying to and we tried to acquire another company called IDS and then we mutually terminated this agreement. Uh are we looking for any other uh buyout in coming days or we will just grow

Dr Vikas Aggarwal: As of now we are not looking to buy out.

Mithun Maity: organically

Dr Vikas Aggarwal: We have understood that uh we have to focus on our core first.

Dr Vikas Aggarwal: uh set lot of things right now and then in future if we think that the organic growth in a particular category will be difficult to achieve we will uh look for inorganic opportunities there but as of now there's no

Mithun Maity: Okay. Uh sir uh my next question is with regards to the sales.

Dr Vikas Aggarwal: plan

Mithun Maity: Are we doing 100% sales uh within India or do we have any export as a contribution?

Dr Vikas Aggarwal: I think 100% % sales is happening in India. Maybe there might be some orders coming from outside India. Uh maybe like some numbers like 10 15 maximum. We are not promoting ourselves outside India and we don't sell majority of the products outside

Mithun Maity: Is it because of the logistic issue?

Dr Vikas Aggarwal: India.

Mithun Maity: Because most of the export-driven has higher margins. That's the reason I'm trying to

Dr Vikas Aggarwal: Yeah. But there are um actually exports is a different uh game which we

Mithun Maity: understand

Dr Vikas Aggarwal: currently are not playing.

Dr Vikas Aggarwal: Uh there are compliances involved in our industry for exports and uh however we have uh many products which are uh you know having that compliance but we're not looking at exports right now because there's so much of opportunity inside India.

Mithun Maity: Great to know. Uh so my last question would be uh within India where are we focusing more predominantly towards western side or eastern side or the south side or the north side? I've seen your business is more related to the northern side but are we focusing only on the north or we are evenly

Dr Vikas Aggarwal: Actually

Mithun Maity: distributed across India?

Dr Vikas Aggarwal: it's uh not about the geography it's more about the uh type of customers. So u sh you can uh share better after you know I finish I think it depends on what price points or know where the right to win is more in which category of customers. So we would like uh you know to convert the customers who are buying just one category of products into two categories.

Dr Vikas Aggarwal: We have overall 11 categories. So we have seen that the customers who are buying more than eight categories from us their RPU is more than 1.5 lakh rupees and the average RP is much lower than that. So instead of geography uh in within the customer metrics there is lot to look into.

Mithun Maity: But yeah,

Md Shahid Shams: Absolutely.

Mithun Maity: go on, sir.

Md Shahid Shams: Uh so I concur with uh Dr. Vikas. Um, we look at it from a different lens al together to see um you know what the customer actually wants and where we can uh you know mutually grow together. Um but however if I have to give you a directional uh you know input we see that there's a lot of potential to be unlocked both on uh you know the metro side of uh the geography as well as the bat side and there's a larger potential to be untapped on the bat side which is what uh you know will be um getting covered as we move more towards automation and personalization uh for the uh dentists.

Mithun Maity: Got it. So, but for one day delivery how does this logistics works as in are we okay with as in the same day of logistics within Maharashtra and within south something like that or we won't have that kind of uh function available for these kinds of regions because our factory is not in located in that region.

Dr Vikas Aggarwal: First we'll start with wherever we have our warehouse. and later look at you know what logistic support we have from the existing vendors. Then in future we can uh think on uh opening uh our own dark stores or having a third-party keeping stock and doing uh third party logistics for us.

Mithun Maity: Great. Thank you. That's answers my most of the questions.

Dr Vikas Aggarwal: Thanks

Esha: Thank you Miss Swaraj. So, our next question is from Ms. Himanshi ji. Himanshi ma'am kindly unmute yourself.

Himanshi Narang: Uh hi Dr. Vikas congratulations on a good set of numbers. Uh could you share an indicative mix of the revenue that you get from tier 1, tier 2 and tier three cities

Dr Vikas Aggarwal: Majority of the revenue is coming from tier 2 and three cities.

Himanshi Narang: please?

Dr Vikas Aggarwal: Tier one mix is still small. Uh we know that there is a large room for growth in tier one. uh going forward we have strategies in place for that but uh as of now the tier three have the largest

Himanshi Narang: Okay.

Dr Vikas Aggarwal: share

Himanshi Narang: And that would be what about 80 90% or say more than 50%. I'm just trying to get a sense.

Dr Vikas Aggarwal: more than 50%

Himanshi Narang: Okay. More than 50%. All right. And uh as far as I recall last year, you had reached about 1.4 1.5 lakh dentists uh across the country. As per your estimation just a range how many dentists do you think would be there in India and what would this number be now in terms of how many have you reached now as of say today?

Dr Vikas Aggarwal: So uh in terms of reach we have reached almost all the dentists of India. U there are as per the dental council of India and national dental register there are close

Himanshi Narang: Okay.

Dr Vikas Aggarwal: to four lakh registered dentists in India and there are close to 100,000 one lakh dental students in India and taking the other dental professionals like assistants, technicians um there the number is 5.5 lakh total customer base we have uh we have reached almost uh everyone uh close to 2A 80,000 dentists or dental professionals registered with us and out of them half of them uh have ordered with us. lot of dentists have not chosen to purchase from us because of uh some values which we are not providing to them like u um the expected delivery timelines expected uh prices on certain products

Himanshi Narang: Okay. Uh sir, in terms of the average order value, I understand that right now the average order value is about 4,000 to 4,500. uh on an average say how much does a dentist say spend in a month? I'm just trying to understand the wallet share and uh how do you plan on increasing the wallet share per existing

Dr Vikas Aggarwal: So buying an equipment is a random decision but I can tell you about consumables.

Himanshi Narang: customer?

Dr Vikas Aggarwal: Generally uh a dentist in tier 2 purchases 10,000 rupees worth of consumables per chair they have in their clinic.

Himanshi Narang: Okay. So that's about 10,000 per month. Uh all right. And uh what would be your cost to serve say a rupees 4500 or a rupees 4,000 order? Just a range.

Dr Vikas Aggarwal: uh I have mentioned that in the presentation also currently it is uh less than 1,000 rupees and uh I think it should go down much below that as we

Himanshi Narang: Okay. Okay. And what would be your current I know you have already given us an average uh delivery timeline but say across tier 1, tier 2, tier three, what would be your average delivery timeline in those areas? I'm just trying to compare with how much uh how much the offline suppliers would supply and if that would require the dentist to shift online or not.

Dr Vikas Aggarwal: Yeah, the national average is below 4 days now and know the majority of uh it is because of the longtail uh which we have in tier four, tier three towns and uh in especially like in seasons like these where monsoon and rains happen in Maharashtra, Kerala um in other parts of the country and floods are there in uh some parts of the country there is a very long tail that increases the average in tier 1 and tier 2 generally we deliver at 2.5

Himanshi Narang: Okay. Um other than that uh what I understand your aspirations of about 800 to 1,000 crores of revenue in the next 5 to 7 years but just to get like a relatively shorter term understanding what would be your aspiration? So, in the next 2 to 3

Dr Vikas Aggarwal: We want to grow uh steadily and without compromising on the future growth.

Himanshi Narang: years.

Dr Vikas Aggarwal: So idea is to acquire uh the customers wallet share more than what we have already and to venture into new categories inside their clinic and the uh revenue will be an outcome of this.

Himanshi Narang: Okay. U all right. I think that's all from my end.

Himanshi Narang: Thank you so much for your time.

Dr Vikas Aggarwal: Thank you very much.

Esha: Thank you man. Our next speaker is Amit ji. Sir kindly unmute yourself.

amit jawade: Yeah. Am I audible?

Esha: Yes.

amit jawade: Yeah. Hello sir. Uh so I spoke to many dentists. My wife is a dentist and you know I many times whenever I visit the clinic I ask them you know how much do you buy from Dentalkart and uh most of the time answer is not much and then I ask them you know why not? Their main concern is always you know warranty issue or return and versus that the local distributor uh you know supports very well you know they one dentist told you know the distributor gives them different uh you know parts to try on and then makes them buy. Now I understand you know there is a learning curve and you know there's a behavior change that uh needs to happen but what are what are you doing proactively to gain confidence of you know these kind of dentists and I'm talking about the Ahmedabad dentist which is I think it will be in tier one so there are so many dentists everybody has heard of dental card but nobody's buying from dental card mainly because of the warranty and returns fear so how do you address

Dr Vikas Aggarwal: Uh thanks a lot for bringing this uh question. It's a very important metrics.

amit jawade: Yes.

Dr Vikas Aggarwal: We track uh we track the NPS and seesat of the customers and the reasons uh why somebody is not buying from us or why somebody is buying only a small percentage of their whole wallet share. So we uh understand there is a gap in uh you know returns refunds and warranty claims. That is the main reason that um you're trying to shift uh things to AI chat and voice bot because the SOPs are clear internally but we are finding it difficult to train u humans on so uh niche level of products. However, there are u you know different uh kind of uh you know customer expectations, different kind of customer experiences will take. So uh you know the the four, five or 10 customers you have you know inquired on this might not be the real scenario. 80 to 90% of the warranty claims, returns and refunds happen within the tag.

Dr Vikas Aggarwal: It is the uh edge cases where we lack and we have to minimize the edge cases going forward.

amit jawade: Understood sir. So my also question is key you may be doing it but what are we doing you know you know what are we doing to communicate that effectively you know don't worry we are here I mean is there any you know that needs to happen so that when you tell and don't worry about the returns we'll take care of it then you build the confidence so are we doing something on

Dr Vikas Aggarwal: 100% idea is that if a customer has informed us in any way that he has a problem then it is our responsibility to sort it. Be it a warranty issue or any you know even if somebody's not able to use the product well and we find it out we have to solve it. So we are taking necessary steps to come close to the expectations as much as possible. So first of all what you mentioned is hygiene it is not even expectations and first we correct the hygiene then we'll work on the expectations as well.

Md Shahid Shams: Sure.

amit jawade: Sir, I was talking about something like an advertising campaign focusing only on

Md Shahid Shams: Sure. I sure I'll just uh you know add a couple of points uh that

amit jawade: returns.

Md Shahid Shams: of how we are addressing it. So we keep a very close track of the customer pulse uh and try and understand what is it that the customer is liking about us and what is it that is distancing bringing distance between us and the dentists and basis that we basis that we take corrective measures. Now the points that you mentioned while uh if I look at the overall number as Dr. Vikas mentioned we uh you know resolve most of the cases within time but how do I ensure that this is communicated during pre-o pre- purchase and post purchase that is already uh you know getting addressed right now uh by in making these uh you know points avail uh you know buying journey uh be it on the website or on the app that they using to purchase and of course we'll look further and see if we can also ensure that this can be further communicated and uh enforced uh you know in the post purchase journey as well.

amit jawade: Okay. So, last question. Uh what are our you know above the line advertising or in communication actions and spend if you can just talk about

Dr Vikas Aggarwal: Yeah,

amit jawade: that.

Md Shahid Shams: Sure.

Dr Vikas Aggarwal: try

Md Shahid Shams: So um we are always conscious about our spends. We ensure that every spend that we do um either uh helps our customer to make an informed decision or and makes a sense to the business. Um so while the absolute numbers are not with me uh currently but um what I can tell you is that our ATL communications are primarily to make the customers aware of the products that is there and how they can be used because we are working on a lot

amit jawade: What's

Md Shahid Shams: of um advanced tech products also bringing on the platform for example our digital dentistry part that we that Dr. Vikas was talking about initially. So creating awareness about it across digital mediums like YouTube and all is a key part of our um activations.

amit jawade: Okay, thank you.

Esha: Thank you

Sandeep Aggarwal: So Amit just want to add one thing is every customer query that come through Dentalkart we thoroughly categorize into multiple chunks. So if we you know like take a deep dive into every uh C uh problem. So the edge cases are so there are so many edge cases behind that particular scene right. So uh so we are working on all those cases. We are finding out the priority every quarter and trying to fix the fix the same thing in every quarter. Just like we are analyzing it whether we are sure that we have closed that particular issue then only we are like market that particular scenario and you know like as many customers are coming on Dentalkart on daily basis and placing orders they actually get to know key how much services you know like get improved every quarter. So if you can see earlier there are a lot of like if you see app store and play store there like there are not so many tech errors where people are mentioning apps and uh nature but if you see last quarter data you'll not find uh you know like more than one or two queries in the entire quarter for the same so it's like key uh some problems are you know like very easy to solve some problems take time or may take multiple iterations across multiple departments as well but we are uh we are thoroughly on it and we'll definitely try to improve our services. So every customer in uh India you know should order from us uh on regular basis. Thank you and keep us keep pushing us for the

amit jawade: Appreciate it. Oh yeah,

Sandeep Aggarwal: same.

amit jawade: I am your advertiser. Don't worry.

Sandeep Aggarwal: Thank you.

Dr Vikas Aggarwal: Thank you.

Esha: Thank you. So next question is from Mr. Ankor Kulati. So kindly unmute yourself sir.

Ankur Gulati: Hi, thanks. Uh, quick data points. Can you give me the revenue for percentage from own brands and dentistry in this?

Dr Vikas Aggarwal: Um please repeat your question. you were not

Ankur Gulati: Can you figure that revenue from own brands and dentistry uh segment in this

Dr Vikas Aggarwal: on.

Ankur Gulati: port percentage or absolute?

Dr Vikas Aggarwal: uh it is uh close to 50% on both the sides

Ankur Gulati: Sorry. 50% is own brand and 50% is uh distribution and uh

Dr Vikas Aggarwal: is non-owned.

Ankur Gulati: equipments.

Dr Vikas Aggarwal: Um we have not given that disclosure and not u uh revealed it yet. If uh yeah,

Ankur Gulati: That's okay.

Dr Vikas Aggarwal: I'll take this question on record and would like to we'll send it if uh you know if we

Ankur Gulati: Okay. Um, so good control on cost.

Dr Vikas Aggarwal: can

Ankur Gulati: How do you if you guys can give more color that how can we see customer count and order count increasing? The cost side seems to be getting in control. So just double click on the customers.

Dr Vikas Aggarwal: sorry your voice is not audible to us.

Ankur Gulati: Yeah, I'm saying it's sorry if you can double click on order count increase and customer count increase strategy.

Dr Vikas Aggarwal: Yeah.

Ankur Gulati: The core side seems to be getting controlled right. So one side of the equation is getting in place. If you guys can give more color uh or if you can also hide something on that side, it would be really good.

Dr Vikas Aggarwal: Yeah. So more important uh on this is not to acquire new customers but to increase the average revenue per current user. And our current strategies are uh based on having more wallet share of the same customers.

Ankur Gulati: But because if I look at it um number of orders per customer hasn't gone up. What it seems like at least in this quarter is that the order value per c per order went up right which I'm assuming is some large value orders got shipped. So three levers is the only lever which worked in favor was average order value. What about the first two levers which is the orders per customer and number of customers?

Dr Vikas Aggarwal: Yeah. Yes. So we are uh we are working on that in a strategy in place. I think uh the average number of orders um should be increased in the coming quarters.

Ankur Gulati: So is can you guys guide to some sort of number? Will it let's say will it increase what 5 10% or more 20% how should we model out uh at least this year and next

Dr Vikas Aggarwal: I would not like to guide uh on something which u you know I don't have a final number with me

Ankur Gulati: year

Dr Vikas Aggarwal: yet we want to increase that we see a huge potential in the growth of number of orders the frequency of orders which a customer places so if you can see on the cart of Dentalkart uh you'll see a slider where you know if you add more uh items you'll get some discount like uh you know to increase the average order value. So that went up uh in last quarter that's why we can see an increase. Uh similarly there are some tech solutions which we are building for ARO increase as when you buy next time you'll get a certain product for free or that kind of hooks. uh once we have the things in place uh we see the RPU going up one more number

Ankur Gulati: It's

Dr Vikas Aggarwal: which I did not mention uh in the presentation was uh with the members and non-members there's a

Ankur Gulati: almost

Dr Vikas Aggarwal: significant difference in the AR pool and AO membership customers have a uh a slightly lower average order value but uh double the rule so if we if we can sell more membership in future. It is beneficial for both the customers as well as the company.

Ankur Gulati: Okay. All of us. That's

Dr Vikas Aggarwal: Thank you.

Esha: Thank you. Our next question is from again Swaraj ji. Sir you may unmute yourself.

Swaraj Mehta: Hi, thank you for the followup. Just one question. Now that we are not going ahead with the acquisition, how do we plan to use the cash that we have?

Dr Vikas Aggarwal: uh we'll use it as a working capital in the company going forward.

Swaraj Mehta: Thank you.

Esha: Thank you Swaraj ji. Now next question is from Dr. Ketkee ji. So kindly unmute yourself.

Dr Ketkee Jawade: Yeah. Hi. So, I am myself dentist. So, I've been purchasing few items from uh dental card. The only thing my friends don't opt for Dentalkart is they are afraid of onsite service and support.

Dr Ketkee Jawade: Like if you're going to buy a chair or any other machines online, how do we claim for that warranty claim or on-site service? How do we go with

Dr Vikas Aggarwal: uh Dr. Okay.

Dr Ketkee Jawade: that?

Dr Vikas Aggarwal: Generally uh we sell the high value items like dental chair or autoclave offline also and that is the reason we started with the offline division of wet uh where we give uh you know analysis of the area then uh we do installation training and everything for setting up a new clinic. Uh I think uh we have not marketed it well. Uh so you might not be aware but um in future we are going to take up the nucleic setup and the large equipment uh installations EMC, CMC all uh to a good level they are available.

Dr Ketkee Jawade: Okay. So, you mean to say they are available right now?

Dr Vikas Aggarwal: Yes.

Dr Ketkee Jawade: Offline they are available. Okay.

Dr Vikas Aggarwal: This.

Dr Ketkee Jawade: Fine. Apart from this uh can I uh trust on the authenticity and sourcing of the products?

Dr Vikas Aggarwal: 100 and 1% all the products on Dentalkart are genuine authentic and we double check what we buy even from the authorized distributor of a company where we don't buy from the

Dr Ketkee Jawade: Okay. Okay. So, one more thing that if I want to opt for a just an example, if I want to go for an intraoral camera and if I call the distributor, he says I'll come right away. You can use it once. See if you like it, you can go for it. How about that? When we buy products online,

Dr Vikas Aggarwal: So if you buy a intraoral camera online, you can call our customer care and ask uh for a support of installation. We don't provide on-site services online. Uh we provide uh you know uh remote calls or tech support through

Dr Ketkee Jawade: There we go.

Dr Vikas Aggarwal: uh our customer care and the technical team for cameras, for X-ray machines, for RVGs. We provide remote installation services as well.

Dr Vikas Aggarwal: Uh there are book demo services also available on level. Thank you Dr. You're good.

Esha: Thank you Dr. Ketkee ji. So our next question is from Nachiket ji. Kindly unmute yourself.

Nachiket Kale: Yes, I uh interesting uh turnaround in the quarter and uh kudos to the management for really delivering and also guiding on the key KPIs properly. I have uh like most of my queries got answered but one small query is on uh international brands foraying into India and uh how are how is the lineup on that front and uh going forward uh do you see because that kind of uh is a small conflict for them where you sell your own branded products and you sell uh others as well. So how do the international brands view you on that front and uh is the demand picking up on that front and any strategy if you could reveal on that

Dr Vikas Aggarwal: So we have our own brands of products and uh All the other brands in India know

Nachiket Kale: front.

Dr Vikas Aggarwal: about it.

Dr Vikas Aggarwal: But we don't lose the neutrality of uh dental gut. If you search something on dental guard, you will see the right. If a customer wants to buy a X company, we don't force the customer to buy R, Y or Z product. We just give you an option. So um you know we don't remove products which are working well uh on uh you know on the platform or in the If there is a MNC product which is not even selling properly on dental garden which is not highly profitable for us we still show it in the search we still make it available for the product for the doctor. So whatever as a dentist you want to buy is available from dental cart. We don't force you to change it to our brand. We m we maintain the neutrality and we will continue to

Nachiket Kale: Okay. But when you put this forward uh toward some say international brands are looking at India

Dr Vikas Aggarwal: do

Nachiket Kale: as a big market. I like from my checks I know a few of them are planning to expand in India and you are really helping them uh increase their targets. So do they view you as a preferred partner to 4A and grow in this market and uh will that be an increasingly bigger uh component going ahead?

Dr Vikas Aggarwal: So um in the past whichever brand uh which is international or domestic have tied up directly with Dentalkart has seen growth in their overall topline because of indirect promotion of the products on dental card and uh a very good sales

Nachiket Kale: Correct.

Dr Vikas Aggarwal: in Dentalkart as well. So I give you an example. Uh there's a French company called Seprodont.

Nachiket Kale: Don't. Yeah, I'm

Dr Vikas Aggarwal: It's a it's a very uh famous and a very old uh customer based company in

Nachiket Kale: aware.

Dr Vikas Aggarwal: India. So we had a tie up with them almost one year back and we did we were doing for example 100 rupees with them. Now we are doing 250 rupees with them.

Dr Vikas Aggarwal: And the overall sales in India uh is also growing.

Nachiket Kale: Hey,

Dr Vikas Aggarwal: their products are reaching to places where there is no distribution and the their product the whole assortment is reaching even the tier one towns which is which was not available with the local distributors.

Nachiket Kale: absolutely.

Dr Vikas Aggarwal: So um I think there is a u you know a positive u note to this for all the MNC's and we tell this uh upfront to all the commitments we do that uh we will maintain the neutrality of the platform. If the doctor wants to buy a product, they can buy and uh we are coming up with the uh ads monetization uh feature also on card where people can place their advertisements and we will show it as an ad advertisement.

Nachiket Kale: Okay, understood. This was helpful.

Dr Vikas Aggarwal: Thank

Nachiket Kale: Thank you.

Dr Vikas Aggarwal: you.

Esha: Thank you. Our next question is from Manish ji. So kindly unmute yourself.

Manish Gupta: Yeah, can you hear me?

Esha: Yes.

Manish Gupta: Okay, great. Sorry. Sorry about this. So, um, uh, Dr. Vikas, firstly, thank you for the cander. Uh, always appreciate it. Um, the question I had was, uh, the tier one market as a percentage of the total market. How big would that be? Approximately, you think tier one cities as percentage of total?

Dr Vikas Aggarwal: I think it is uh as big as the tier 2, three, and four combined.

Manish Gupta: So about half half. Okay.

Dr Vikas Aggarwal: Yeah.

Manish Gupta: Now uh um you mentioned earlier in the call that your first focus is um you know to ensure that you crash the delivery time in tier one cities first and then you will approach tier 2, three, four cities in that order. Was my understanding correct?

Dr Vikas Aggarwal: Actually I mentioned that with a context that time Manish where uh wherever we have our own warehouses it is easier for us to deliver faster because we already have the investment done.

Dr Vikas Aggarwal: So we have to just have the logistics in place. we already have the uh tech ready with instant. So it is easier for us to pilot that once we see the results when once we uh see the average uh order values or the frequency of the orders going up some metrices which we plan to see if we see the positive uh results there definitely uh tier 2 is our right to win as per what currently we think uh tier 2 tier three tier four everywhere where we have our customer base everywhere where people sign up for instant to come. We will focus there. So if you go on Dentalkart and toggle in dent, you will see a form which you as a dentist or as a customer can fill that you want these services, you want a faster delivery and uh based on the forms based on our customer data we will decide uh

Manish Gupta: Okay.

Dr Vikas Aggarwal: accordingly.

Manish Gupta: And um how many warehouses uh do we have at

Dr Vikas Aggarwal: So we had seven warehouses.

Manish Gupta: present?

Dr Vikas Aggarwal: Now we have almost closed a few of our warehouses because we think there is no benefit of having two uh warehouses in a similar locality. Uh as per the logistic partners costing they both fall in similar zones. Logistics in India runs with A B CDE E categories. So it falls in the same zones and it is not uh making us any good to keep the same inventory at two different parts. So right now we have five warehouses and we would like to deliver uh to those uh instrument through those warehouses first.

Manish Gupta: So um uh do I understand you right that if you were to open warehouses in tier 2 cities that would not be helpful in crashing the deliveries. Is that what you're saying? If you open more

Dr Vikas Aggarwal: No, that will be very helpful in cashing uh the deliveries. it first.

Manish Gupta: warehouses

Dr Vikas Aggarwal: Wherever we have made the investment already, you would like to try that and once we have the numbers, maybe another quarter to see those numbers and maybe a couple of quarters to see those numbers, then we can start investing more on, you know, new dark stores to deliver faster.

Manish Gupta: okay so uh actually Dr. Vikas, maybe I was trying to get the data to frame my question so the context is clear. Maybe I'll just frame the question directly. It appears to me that you have a much stronger right to win and a value proposition for non-tier one cities, right? Because uh the local dentist, the local distributor there uh are will perhaps not have as much of the assort assortment as you will have. So just you know uh from a land grab perspective I'm just curious why you would not want to completely dominate tier 2 3 4 first in terms of investments and then approach tier one. Uh it appears to me and I may be wrong here that either you're trying to do everything simultaneously or a lot more effort is on tier one where structurally your right to win is weaker and the market of non-tier 1 is 50% of the market which is fairly huge. So is my understanding incorrect?

Dr Vikas Aggarwal: To some extent it is correct but I do not agree that our focus is in is in tier one.

Dr Vikas Aggarwal: What I meant Manish was that since we have already made the investment I would not like to make an investment without I have the data handy. Definitely my gut feeling says there'll be a lot of uh potential and lot of uh faster land grab if I immediately start uh opening small warehouses uh in tier 2. But let me uh take some time on it. Let me take a couple of quarters to see the data and then plan better for tier 2, tier three cities. So wherever I have a warehouse, I can know what improvements I have to do on my tech, what uh changes I have to do in the uh services. Once I'm ready, we can take it forward. So we don't want to hurry in something this

Manish Gupta: Okay. Yeah.

Dr Vikas Aggarwal: big.

Manish Gupta: Uh could you also talk a little bit about if uh you've made any additions to your senior team or any um any plans to hire strengthen senior

Dr Vikas Aggarwal: Yeah.

Manish Gupta: team?

Dr Vikas Aggarwal: So uh I mentioned during uh my speech that uh the focus will be strategy and people.

Dr Vikas Aggarwal: So people is a very big uh metric. I remember when we were going for listing and I met a investor a senior investor. One thing I asked him that you know u sir what will what will be the problem I'll face when uh you know I'll be like we were around 100 crores then in a journey from 100 crores to 2,000 crores what will be the problem and he told me specifically people will be a problem. So now we understand that very well and from last quarter we are on a uh you know identifying the right people for our team. So Shahit joined uh in last quarter as VP marketing. Uh mayank bawari joined as VP suppliing. and I both come with 15 years of experience in their respective categories and we have added uh some more people in the management but for time I'll reveal that and we are looking uh we are not looking to you know as one doctor at the beginning said that uh hiring a professional CEO we're not looking for a CEO right now uh that might take some time for me to you know delegate everything but uh we are looking for vice presidents and you know senior leadership in across all the departments.

Dr Vikas Aggarwal: Uh HR will be most important metric uh most important person for us to have. We are looking for a senior HR person. Uh similarly in all the major departments we are looking for uh some people which we were not uh like these were the kind of hirings we were not doing earlier and we have uh good uh recruiters in place to help us with that. Maybe within this year we'll complete uh the hiring and having uh you know the right leadership in the

Manish Gupta: Okay.

Dr Vikas Aggarwal: company.

Manish Gupta: Um can I ask uh one or two more questions too? Is there time? Um you know you mentioned medium-term gross margin uh road map or your target is 27 to

Dr Vikas Aggarwal: Yes.

Manish Gupta: 30%. I mean if we think longer term what are the other levers that you have to increase gross margin? I'm not thinking short term. I'm saying let's think 5 years out. Where do you think gross margin could be and um what are the levers still available to

Dr Vikas Aggarwal: We are still not sure that uh we should go beyond 33% gross margins in future. We want to pass the benefit to our customers in long term. So wherever we feel that we have uh high margin we would like to pass it on to the customers. It is about the products first and the other streams of having the margins will be monetization. We can uh we have a lot of uh real estate on uh our platform which we can sell to the Colgates and oral fields of the world. We will uh send lot of MRS to clinics to demonstrate their product. It could be easily done through dental cut. Demos, free samples can be uh added in our boxes uh at a cost that will be another revenue stream. Uh education is something uh which can bring us a revenue. So we charge very small right now uh 200 300 500 rupees for webinars. Uh if we bring uh international faculty with us, we can charge higher and have some good margins with us there.

Dr Vikas Aggarwal: So these are the kind of livers which are uh nonprouct non dental product or non-physical dental product uh based margins. If we include that we see a uh higher growth above 33% on the gross margins.

Manish Gupta: Okay, thank you.

Dr Vikas Aggarwal: Okay, that's it.

Esha: Thank you Manish.

Dr Vikas Aggarwal: Go.

Esha: Okay. So as there are no further questions from any of the investors, I would now like to request Dr. Vikas for his closing comments.

Dr Vikas Aggarwal: Thank you so much uh for all your time and having such a wonderful uh session today. So many questions were asked and I'm really happy that uh you know there are so brilliant questions in the minds of dentist and our share owners. Um there are lot of potentially u you know growth areas in the company and there are a lot of uh areas where we need to improve. uh we are working hard on that and uh we would uh report to you with transparency uh going forward. Thank you so much

Esha: Thank you sir.

Dr Vikas Aggarwal: everyone.

Esha: On behalf of the entire management team of Vasa Denticity Limited, I thank each one of you for taking out the time to join this call for your incisive questions and for your continued confidence in our vision. A recording and transcript of this call will be made available on our website shortly as required under applicable regulations. We remain committed to disciplined execution and long-term value creation for all our stakeholders. We look forward to connecting with you again the next quarter.

Esha: Thank you all and have a good day.