

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

Security Code: ONEPOINT

Sub: Investor Presentation - Q1 FY 2022-23.

Ref.: Regulation 30 (Disclosure of event or information) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Investor Presentation for your information and records.

Thanking you, Yours faithfully,

For One Point One Solutions Limited

Pritesh Sonawane

Company Secretary & Compliance Officer

Place: Mumbai





### One Point One Solutions Ltd.

**Business Process Partners** 

# "The innovative I.T.E.S company"

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## 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.

## Our Revolution is Constant Evolution

We are pushing our boundaries. Walking on the edge of tomorrow. Challenging ourselves to innovate and create.

There is a shift in who we are. A change in how we communicate.

A transformation that is constant. That drives us to crest the wave. Adapting to what faces us.

Changing to encompass the unknown. Evolving to the next





200<sub>Mn</sub> transactions a year

12 regional languages

## Compliant

with ISO 9001:2015 & ISO/IES27000:2013

58
Unique processes

NSE Publicly Listed BPO

2,200 seats
Navi Mumbai - 1 location

1,300 seats
Gurgaon - 1 location

450 seats
Chennai - 1 location

1,300 seats
Bengaluru - 3 locations

250 seats
Indore - 1 location

+5500<sub>seats</sub>



The business takes shape

#### **INCORPORATION**

1Point1 was originally incorporated as DSA Learning Systems Private Limited at Mumbai, Maharashtra as a Private Limited Company.

#### **AWARDS; SEAT ADDITION**

- Company was awarded the Best Partner Collections, Tata Teleservices.
- Seat capacity:
- Navi Mumbai: 850
- Indore: 250
- Bengaluru: 350
- Gurgaon: 1300



2014-15

Young but raring to go New seats capacities created in Navi Mumbai, Indore, Bengaluru and Gurgaon

2017

Listed on the NSE Emerge Platform

#### ON THE GROWTH PATH

- Navbharat SME Business
   Excellence Awards 2017
- Launched Intelligent VR.
- Seat capacity enhanced:
   Navi Mumbai: 1350 seats

#### **NEW GROWTH SECTORS**

- Increased business in BFSI segment.
- Improved Self realization for 75% of the business.
- Seat capacity enhanced: Bengaluru: 850



2018-19

Foray into new segments and increasing utilization Company moves to Main Board of NSE

### 2020-21

Going Omni Channel Seat capacities enhanced across centres



#### **NEW GROWTH DRIVERS**

- I.T. services vertical
- Omni channel solutions
- New / enhanced seat capacity

Navi Mumbai: 2000 Bengaluru: 1300 Chennai: 450

Navi Mumbai: 2000





#### **MENA Region**

Strategic Tie-up with Bahwan Cybertek to tap into the USD 5 bn IT Services market in the MENA region





## 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



AKASHANAND **KARNIK**Chief Operating
Officer

Over a career spanning 15 years, Akash led BPMs to 10X growth, built brands and grew the domestic market.

He has headed business operations and sales for India in companies such as D&B, E-Serve and GTL. Besides business development, Akash holds wide experience in building Customer-Lifecycle Management solutions across verticals like BFSI, Telecom, Airlines, E-Commerce, and Consumer Durables.

Akash is an engineer with a postgraduation in Business Management.



SUNIL KUMAR **JHA**Chief Financial
Officer

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

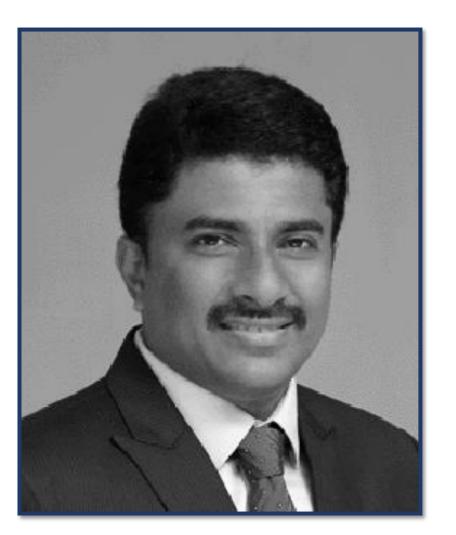
Sunil Kumar Jha is an Chief Financial Officer of the Company. He is a qualified Chartered Accountant from the Institute of Chartered Accountants of India.



SAMIT **CHAKRAVARTY**Chief Information &
Technology Officer

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

In addition, he has taken up the virtualisation of all company assets to provide consistent and scalable software services delivery, business intelligence and security systems. Samit is a B.Sc graduate from Mumbai and a successful GNIIT-ian. His experience is spread across Telecom Networking, Switching, Routing & CRM Development.



K.S. **SRIKUMAR**Chief Sales &
Strategy Officer

Srikumar is a seasoned executive with an enviable track record of over 27 years delivering transformational business value to clients and internal teams alike. In this assignment, Sri is vested with growing the customer base, solutions and geographical footprint of 1Point1 in line with its strategic business and growth goals.

Sri has led operations, business development and growth efforts for marquee players in the ASEAN Telecom and BPO space managing Voice and non-voice streams delivering gazelle results. He has pioneered BPO solutions in the Indian Media sector and in addition implemented high value Client lifecycle management solutions for clients in over 11 industry verticals.



MOHIT **KHATRI**Vice President
Sales & BD



CHARUDATTA **R**Asstt. Vice President
Business Development
Investor Presentation



ABHIJEET **DUTTA**Vice President
Operations



ABDUL **AZEEM A**Asstt. Vice President
Operations

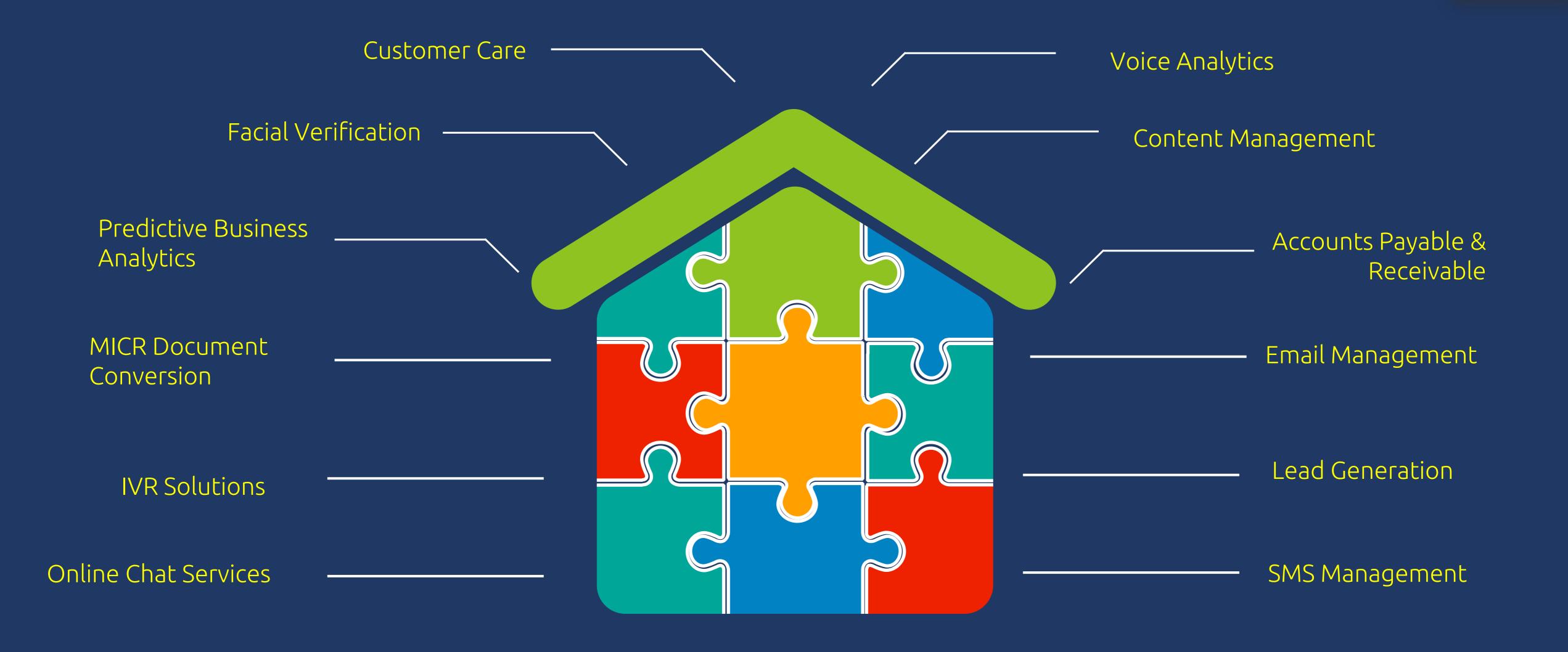


VIKAS **TALIKOTI**Vice President
Operations



VISHAL **BUDHWANI**General Manager
Operations







1Point1 is constantly working with clients to deliver highly customer centric services, to help meet their priorities, achieve SLAs and operational excellence

#### Key scope of work:

- Debt Management & Collection
- Contact Centre Proceedings
- Sales & Lead Generation
- Generate Sales



1Point1 is redesigning finance and accounting processes to make them more efficient, value-adding and cost-effective. By integrating automation, analytics and artificial intelligence with key Finance & Accounting functions.

#### Key scope of work:

- Accounts Receivables & Payables
   Management
- Bank Reconciliation
- Financial Reporting
- Attain transformational goals of the organization.



1Point1 concentrates on core business activities and ensures the client competitive advantage in managing administrative functions and customer interactions.

#### Key scope of work

- Comprehensive suite of processes
- Website improvisations
- Digital visitor management
- Manage & Optimize Social
   Networks



1Point1 helps clients achieve optimized business process and future growth by investing in the earliest stage disruptive tool. This helps in managing the risks of evolving technologies and stay relevant in an every progressive industry.

#### Key scope of work

- Customer workflow management
- Scale up digitalization
- Use of speech analytics for behavioural patterns
- Quality at the forefront





#### **Telephony Solution**

- Flexible & Agile Systems
- Unified Telephone Services:
- Inbound/ Outbound/ Voice Recording



#### Social Media Integration

- Unified CRM to Facebook, Twitter, etc.
- Behaviour Analytics.
- Base Management System.



#### Chat/ Email Platform

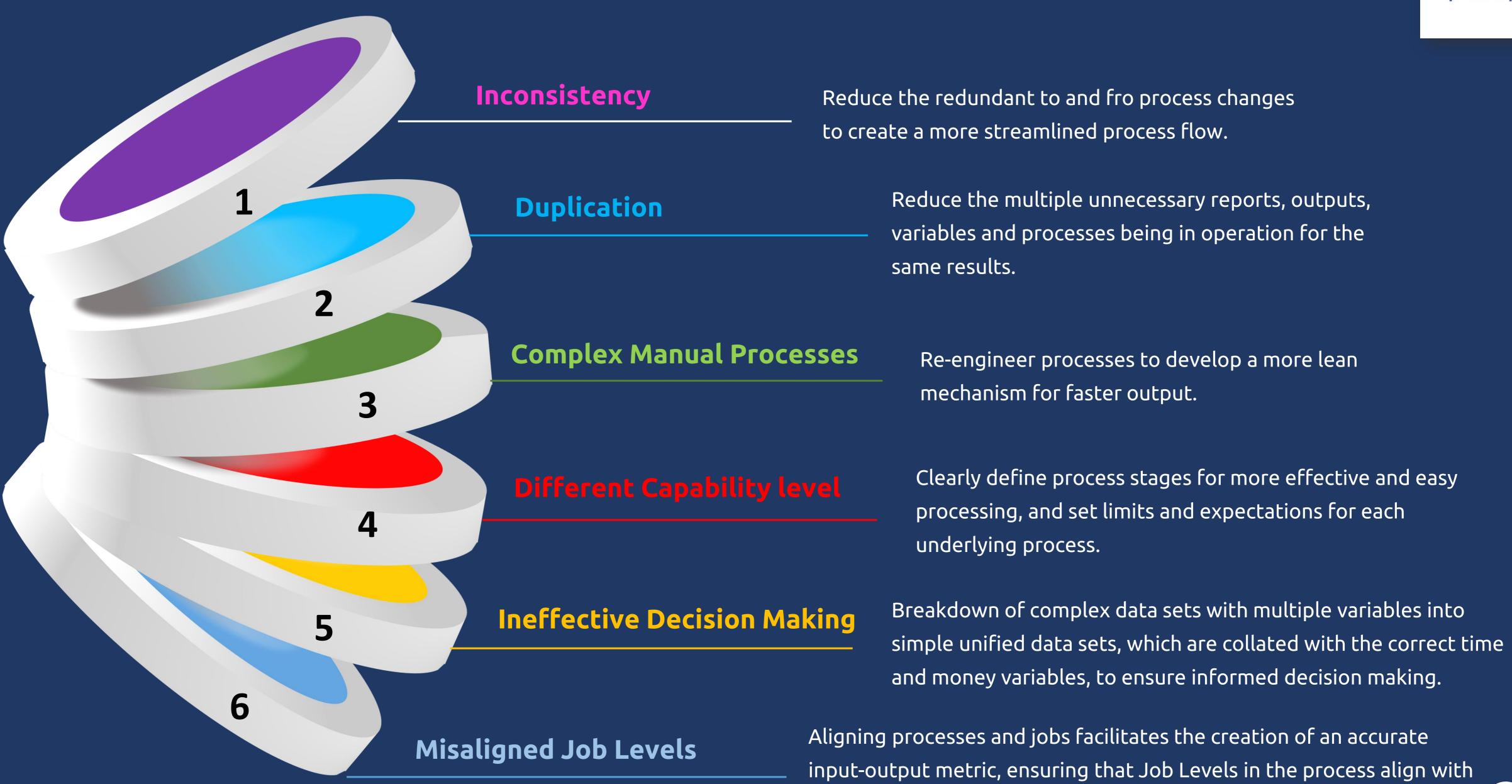
- Chat Bots
- Chat Web
- Blended solution for multichannel support
- For chat, email & telephony.
- Flexible email response management.



#### **API Integration**

• Unified CM Solution.





clear and measurable expectations.

#### Industries Served



#### **BANKING & FINANCE**





#### **TELECOM**



**TRAVEL & HOSPITALITY** 



**INSURANCE** 



DTH



#### **E-COMMERCE**



**CONSUMER DURABLES** 



**HEALTHCARE** 

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**AIRLINE** 

- New Accounts
- Balance Inquiry
- Stop Payment Request
- Lead Generation

- Customer Service
- Complaint Management
- Collections
- Online Lead Management

- Ticketing
- Hotel
  - Holiday
  - Packages

- Reservations
- Renewals
  - Lead Generation

Welcome

Calling

Claims

Registration

- Customer Service
- Complaint Management
- Package Upgrade
- VAS Services
- Subscription Renewals

- Order Booking
- Content Management
- Delivery Status
- Refund Processing
- Competition Mapping
- Complaint Management

- Customer Service
- Complaint Management
- Product Installation
- Technical Assistance
- Home Visit Appointment

- Claim Status
- Claims Registration
- Lead Generation
- Manage OPD **Appointments**
- Health & **Fitness** Management

- Reservations
- INOP (Irregular Operations)
- Cancellations
- Rescheduling
- Customer Service (Voice, Email & Social Media)

## Key Clients – BPM Services (1/2)





BFSI







Jaquar

experience bathing

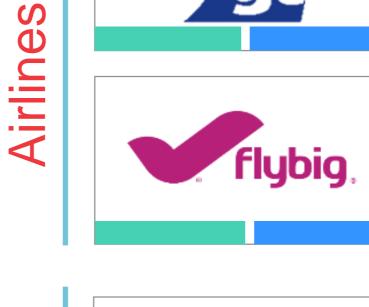












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Telecom



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APPLIANCES

HITACHI

Inspire the Next















**Investor Presentation** 

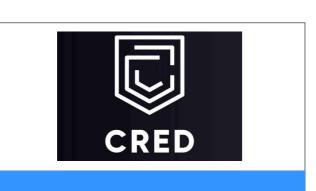
**Durables** 

## Key Clients – BPM Services (2/2)



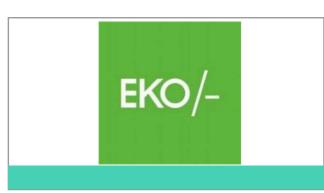
New Age (E-commerce)





































Insurance



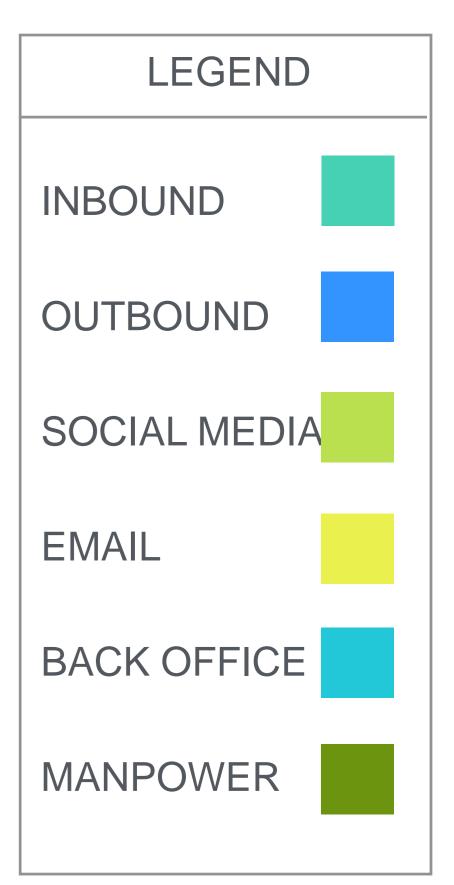












### Partnering with the Government





#### NATIONAL CARRER SERVICE (NCS)

A national ICT based portal to connect the opportunities with the aspirations of youth and facilitate registration of job seekers, job providers, skill providers, career counsellors, etc. The portal should provide job matching services in a highly transparent and user friendly manner.



## NSDC- NATIONAL SKILLS DEVELOPMENT CORPORATION

It was set up by Ministry of Finance as Public Private Partnership (PPP) model. NSDC acts as a catalyst in skill development by providing funding to enterprises, companies and organizations that provide skill training. It also develops appropriate models to enhance, support and coordinate private sector initiatives.



#### INDIAN EMPLOYMENT EXCHANGE

IEE understands skilled manpower is proportional to productivity. IEE provides us national pool of qualified personnel across domain and sectors. Their auto-select mechanism does the perfect matchmaking of the most suitable candidate for the given job requirement.



## DEEN DAYAL UPADHAYAYA GRAMEEN KAUSHALYA YOJNA (DDU-GKY)

DDI-GKY is the placement led skill training initiative of the Ministry of Rural Development (MoRD)

We support Government's noble initiative by partnering with various training centres under DDU-GKY.



#### PRADHAN MANTRI KAUSHAL VIKAS YOJNA (PMKY)

PMKY is the flagship scheme of the ministry of Skill Development and Entrepreneurship implemented by the NSDC. 1Point1 hires this industry trained youth to secure a better livelihood.



## APPRENTICESHIP TRAINING SCHEME

NATS in India is a one year program for all of the students. It gives technical qualifications to the youth of the country. The program gives practical knowledge and skills that are required in their field of work.



## MAHARASHTRA KNOWLEDGE CORP LTD. (MKCL)

MKCL is a semi-government public limited company working closely with Maharashtra Govt. & private sector employers to educate masses through "On the Job" training.

## Our Wide Range of Services

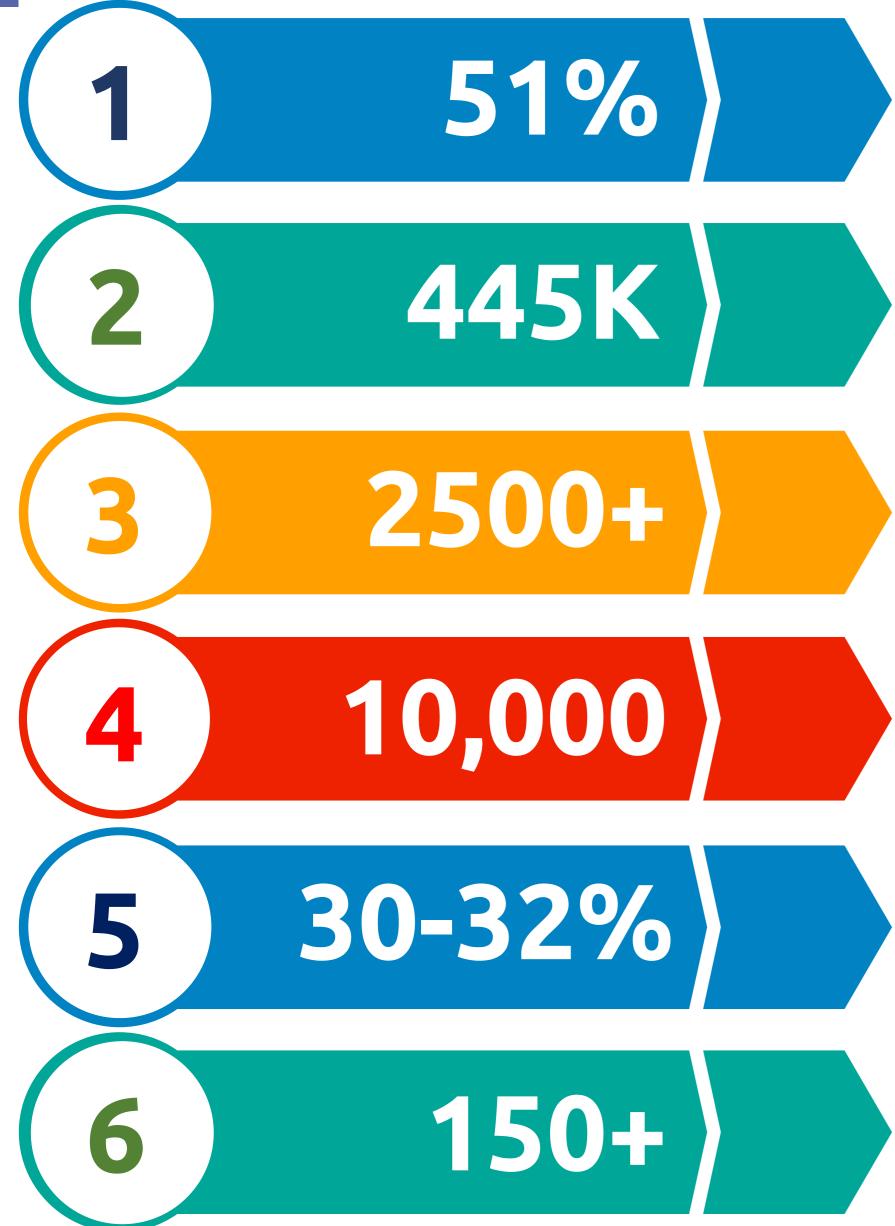


| Chat Bots and<br>Chat Features   | Ticketing<br>System                            | Email Response<br>Management       | Whatsapp &<br>Social Media                              |
|----------------------------------|--|------------------------------------|---|
| Handle Social Reference          | Trigger Tat                                    | Text Management                    | WhatsApp Notification                                   |
| Easy Customer Detection          | High-level Ticket Filtration                   | Flexible Email Response Management | WhatsApp Customer Support                               |
| Multi-chatting Efficiency        | Customized Reports                             | Email Features                     | Single Platform/ Window for Online                      |
| Single View Interaction History  | Auto Notification to Customer                  | Email Allocation                   | Real Time Notifications                                 |
| Chat History                     | Mapping Knowledge Base                         | Ticket Creation for Email          | Secure Online Environment                               |
| Sharing & Co-browsing            | Configurable Dispositions                      | Reminder Setup                     | Real Time Alerts  |
| IIntelligent Chat Drop Detection | Handle Customer Via Social Media               | Agent wise Analytics               | Collaborative Workspace for Internal & External Partner |
| Track Chat Traffic Inflow.       | Easy Case Management Flow Set-up<br>Ticket API | Retrieve Rejected Emails           |   |
|                                  | Easy Inbuilt Telephony Access                  | Configurable Knowledge Base        |   |
|                                  | Ticket Closure with Survey                     | Escalation Matrix Management       |   |
|                                  | Ticket Escalations                             |                                    |   |
|                                  | Customizable Ticket Field                      |                                    |   |



## Key highlights of BPM Inustry





#### LEADING INDIA'S ECONOMIC RECOVERY

- Relative share to India's GDP
- 51% relative share in services exports

#### HIGHEST EVER HIRING

- Technology industry workforce
- 4,45,000 net new hires

#### 3RD LARGEST TECH START-UP HUB IN THE WORLD

- Number of tech start-ups
- 2,500+ new start-ups; 42 new unicorns

#### **INCREASED FOCUS ON INNOVATION**

- Tech patents filed during 2015-2021
- ~ 10K patents filed at the end of 2021 by top 5 Indian tech firms

#### DIGITAL REVENUE ACCELERATION

- Digital Revenue Acceleration
- 1.6 Mn digital skilled employees, 32% share of employee base

#### STRENGTHENING DIVERSITY, EQUITY & INCLUSION

- Strengthening Diversity, Equity & Inclusion
- Talent from 150+ nationalities

Source: NASSCOM REPORT 2022 Investor Presentation

#### India – home to skilled manpower

- There is a presence of skilled manpower, as India is home to 4.14 Mn IT-BPM professionals.
- India is third largest Unicorn hub globally with a total valuation of USD 168 Bn.

#### IT Hardware Rs.3 tn in 4 years

- Domestic value addition is expected to rise from the current 5-10% to 20-25% in 5 years.
- 24% share of the total FDI Equity inflow

#### Growing interest in BPM

Due to its potential to increase productivity and significantly reduce costs. These are generic software systems driven by specific process designs that enact and manage the operational business processes.

#### 6.26% CAGR for 2021-26 for BPM

The business process management market was valued at USD 3.38 billion in 2020, and it is expected to reach a value of USD 4.78 billion by 2026.

#### 8% Contribution to GDP

- The industry is the largest employer within the private sector, employing 3.9
   Mn people.
- India's IT-BPM industry amounts to 55% of the global outsourcing market size.

#### Global Tech spend at \$ 3.65 Tn

India has 1.23 Bn mobile phones and 7,705 Mn internet users. Data consumption in India is among the highest and cheapest in the world.



#### **Growing Demand**

- In FY22, the Top 3 Indian IT companies in India are expected to have offered 1.05 lakh jon opportunities due to increasing demand for talent.
- India's IT and Business services
   market is projected to reach
   US\$ 19.93 bn by 2025.
- According to Gartner
   Estimates, IT spending in India
   was forecasted to be US\$
   81.89 bn in 2021 and further
   increase to US\$ 101.8 bn in
   2022, a 24.31% YoY increase.

#### Global Footprint

- Indian IT firms have delivery centers across the world.
- IT & BPM industry is well diversified across verticals such as BFSI, Telecom and Retail.
- Increasing strategic alliance between domestic and international players to delivery solutions across the globe.

#### Competitive Advantage

- In FY21, India ranked third worldwide with 608,000 cloud experts across all verticals, including technology.
- The computer software and hardware sector in India attracted cumulative FDI inflows worth US\$81.31 bn between April 2000 and December 2021.

#### Policy Support

- In the Union Budget 2022-23, the allocation for IT and Telecom sector stood at US\$ 11.58 bn
- The government introduced
   the STP scheme, which is a
   100% export oriented scheme
   for the development and
   export of computer software,
   including export of
   professional services.

## Market & Opportunities – India vs Global





Global Southeast Asia is a potential growth destination for the IT-BPM sector **Destinations** • Financial attractiveness

- Good infrastructure
- Comparatively weak IT/ITES service capabilities

## Market & Opportunities - Sectoral





B.F.S.I..

1

- Regulatory changes and norms such as Basel III,
   Solvency II, the SOX Act, and the US Patriot Act increase regulatory compliance cost.
- Growing number of digital customers

- Outsourcing of both transactional finance and accounting (F&A) processes and nontransactional financial functions.
- Increased application of automation due to rapid advances in technology.



- High capital investment is a concern for budding
   Unicorn providers that strive to optimize Capital
   Expenditure and reduce operating expenses.
- Growth in mobile communications led to a drop in public switched telephones and voice revenue volumes
- Outsourcing activities shifting from transactional processes to network operations, content bundling and solutions
- Value-added services such as content and next-generation communication services



- Regulatory reform and changes in the healthcare system worldwide.
- Hiring and training IT talent not the core business of healthcare service providers.
- Free up internal resources for core business purposes

- Electronic medical records (EMR) digitizing patient medical records
- Software-oriented architecture improving the performance of applications



## Key Operational Highlights for the quarter





<sup>\*</sup> YoY is 100% since Net Profit and EPS was negative in Q1FY22

## Performance Highlights

- The current capacity utilisation remains at 64% on one shift basis.
- Efforts are being made to take the capacity utilisation to 100% till the end of current financial year on a one shift basis.
- 4 new processes went live in QIFY23.
- 2 new clients have already signed contracts and their processes will go live in Q2FY23, thus we are hoping for a higher growth in revenue which will lead us one step closer to our year end goal of full capacity utilisation.
- Strategic Partnership with Bahwan Cybertek for MENA region is expected to yield positive results in 2HFY23.

## Quarter Financial Highlights

| Particulars (INR Lakhs) | Q1FY23 | Q4FY22 | Q1FY22 | YoY%      | QoQ%   |
|-------------------------|--------|--------|--------|-----------|--------|
| Revenue from Operations | 347.5  | 346.5  | 298.5  | 16.4      | 0.3    |
| Total Expenditure       | 264.2  | 266.1  | 243.8  | 8.4       | -0.7   |
| EBITDA                  | 83.3   | 80.4   | 54.8   | 52.1      | 3.5    |
| EBITDA Margin (%)       | 23.96  | 23.21  | 18.34  | 562 bps   | 75 bps |
| Other Income            | 3.0    | 20.0   | 4.5    | -32.5     | -84.9  |
| Depreciation            | 49.3   | 53.7   | 56.0   | -12.0     | -8.1   |
| PBIT                    | 37.0   | 46.7   | 3.2    | 1,062.6   | -20.9  |
| Interest                | 12.8   | 18.9   | 24.0   | -47.0     | -32.4  |
| PBT                     | 24.2   | 27.9   | -20.9  | -216.1    | -13.0  |
| Tax                     | 6.3    | 13.4   | -3.0   | -313.7    | -52.8  |
| PAT                     | 17.9   | 14.4   | -17.9  | -199.9    | 23.9   |
| PAT Margin (%)          | 5.15   | 4.16   | - 6.00 | 1,114 bps | 98 bps |
| EPS (Rs)                | 0.10   | 0.08   | -0.10  | - 199.9   | 23.9   |

#### Commenting on the Results, Mr. Akshay Chhabra, Managing Director said,

"The growth was sustained quarter on quarter basis, driven by the new client additions along with expansion in business from existing customers. We have been able to improve margins by increasing efficiency and improved seat occupancy across locations.

This quarter also saw us entering into a strategic partnership with Bahwan Cybertek to tap into the USD 5 bn IT Services market in the MENA region. This partnership will add another major dimension for growth in our international business, and subsequent utilisation of our capacities.

The Company is continually expanding its portfolio of value-added products along with focusing on extending our customer and geographical reach. Parallelly, we are implementing strategic initiatives to focus on quality growth and improving profitability. Our marketing strategies are being redesigned to understand consumer preferences and behaviour patterns, and are being aligned more closely with our portfolio. We work to improve the profitability of our clients and focus on delivering value and models to enable them to sustain long-term growth. We are targeting to grow at 30-40% CAGR for the next 3-5 years led by our efforts in the domestic as well as international markets. We thank our entire team for their constant efforts, sincerity and enthusiasm. Also, I would like to thank our valued Shareholders and all stakeholders, who have reposed faith in Company and supported us."



## Increase billing in Domestic Business

Increase seat realisation in Domestic business by 37%.

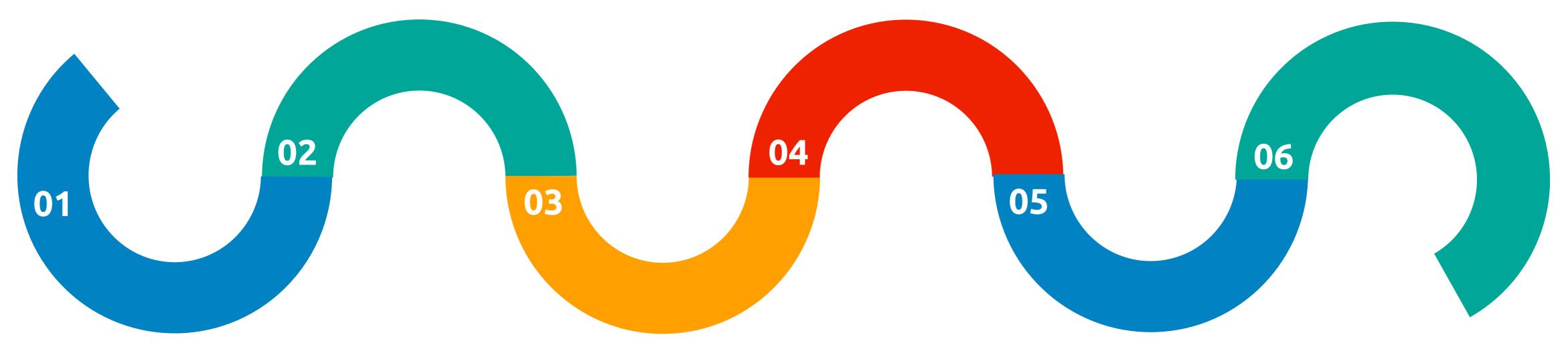
## Grow the International business

From Nil, to increase share of Revenue from international clients to 10% by FY2024. Utilise existing seats for serving international clients thereby improving overall capacity utilisation.

## I.T. Services Vertical as a Profit Centre

Previously providing IT as a bundled value added service.

Spun off IT as a separate vertical with an aim to converting it to a Profit Centre.



#### Increase share of B.F.S.I

Increase share of BFSI from 47% in FY22 to 53% of Revenue in FY23

#### **New Age Business**

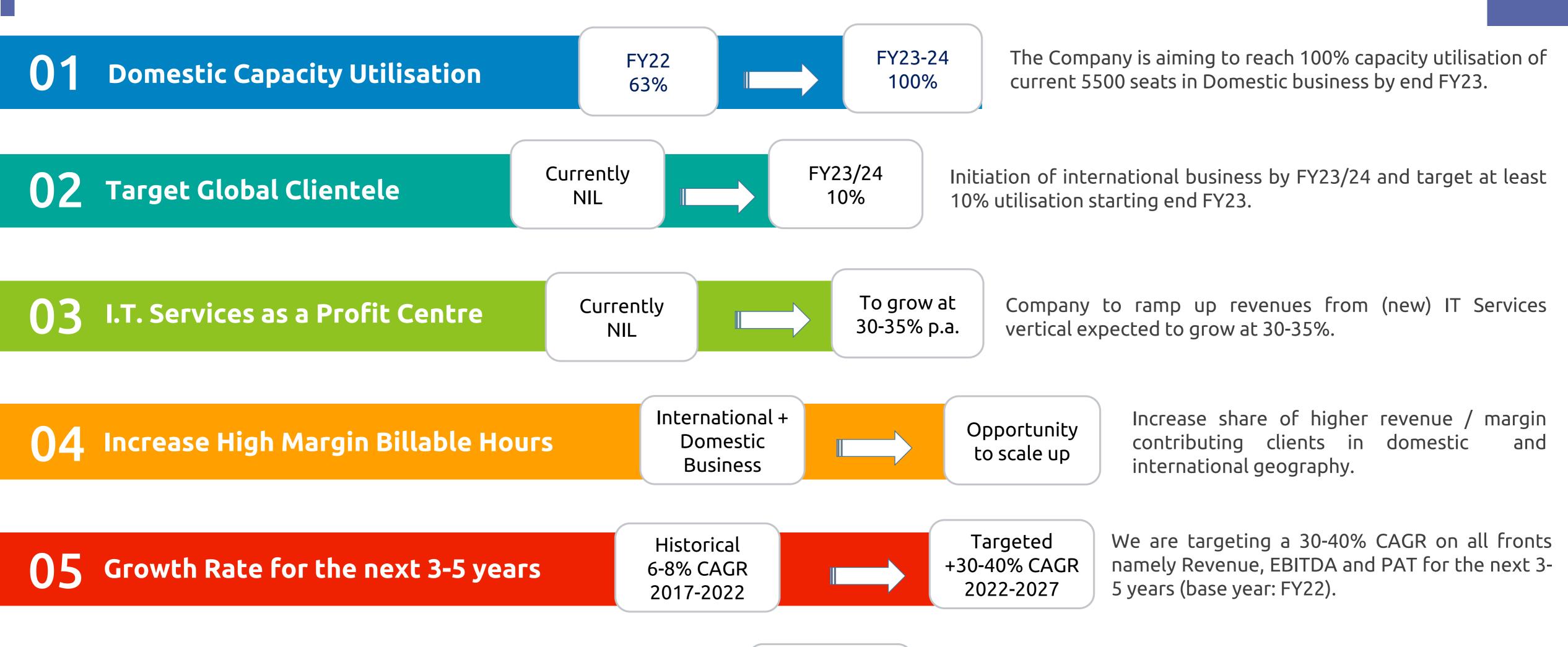
Increase share of New Age businesses from 40% of Revenue to 56% of Revenue

#### Grow government business

Increase share of high margin government business

## **Key Growth Drivers**





06 Increase share of Government Business

Revenue share 2% in FY22

Looking to increase share of revenue from high margin government business from 2% in FY22 to 15% by FY24



## Annual Financial Highlights – Profit & Loss

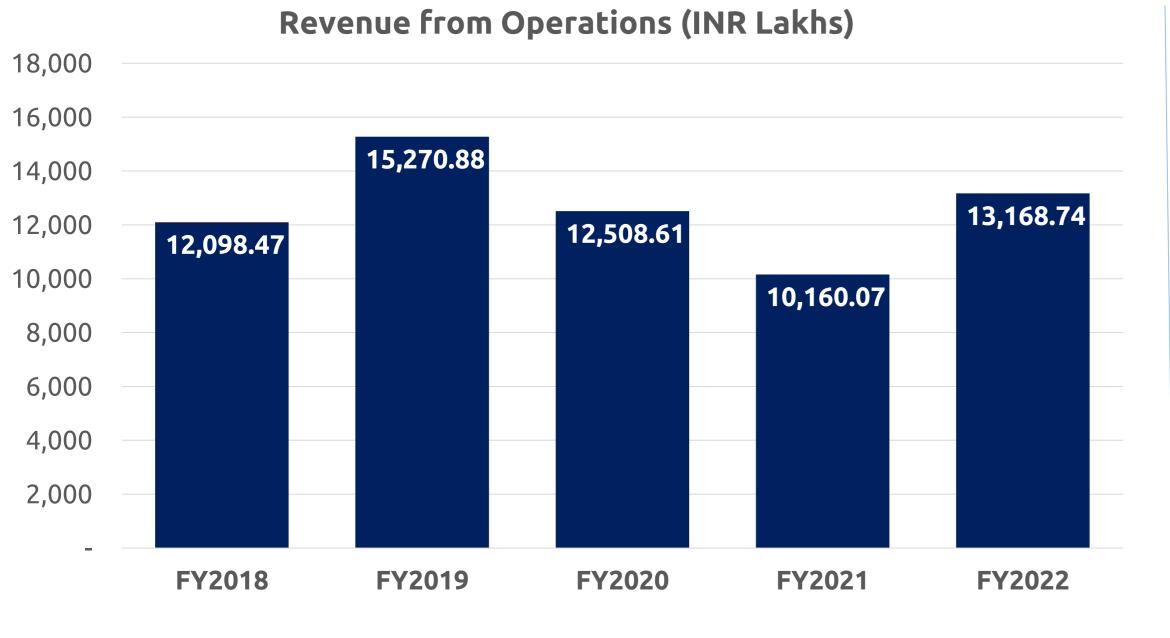
| Particulars (INR Lakhs) | FY2018    | FY2019    | FY2020    | FY2021    | FY2022    |
|-------------------------|-----------|-----------|-----------|-----------|-----------|
| Revenue from Operations | 12,098.47 | 15,270.88 | 12,508.61 | 10,160.07 | 13,168.74 |
| Total Expenditure       | 9,690.54  | 12,408.49 | 9,741.56  | 9,364.80  | 10,348.99 |
| EBITDA                  | 2,407.93  | 2,862.39  | 2,767.05  | 795.27    | 2,819.75  |
| EBITDA Margin (%)       | 19.90%    | 18.74%    | 22.12%    | 7.83%     | 21.41%    |
| Other Income            | 15.31     | 26.66     | 202.68    | 725.80    | 701.08    |
| Depreciation            | 988.83    | 1,605.28  | 2,859.80  | 2,676.57  | 2,219.78  |
| PBIT                    | 1,434.40  | 1,283.77  | 109.93    | -1,155.50 | 1,301.05  |
| Interest                | 264.37    | 62.53     | 896.93    | 927.15    | 763.11    |
| Extra ord items         | -         | -         | 1,849.77  | -         | -         |
| PBT                     | 1,170.03  | 1,221.24  | -2,636.77 | -2,082.65 | 537.94    |
| Tax                     | 226.01    | 213.89    | -672.01   | -689.15   | 196.55    |
| PAT                     | 944.02    | 1,007.35  | -1,964.76 | -1,393.50 | 341.39    |
| PAT Margin (%)          | 7.80%     | 6.60%     | -15.71%   | -13.72%   | 2.59%     |
| EPS (Rs)                | 7.97      | 4.02      | -7.84     | -5.56     | 0.18      |

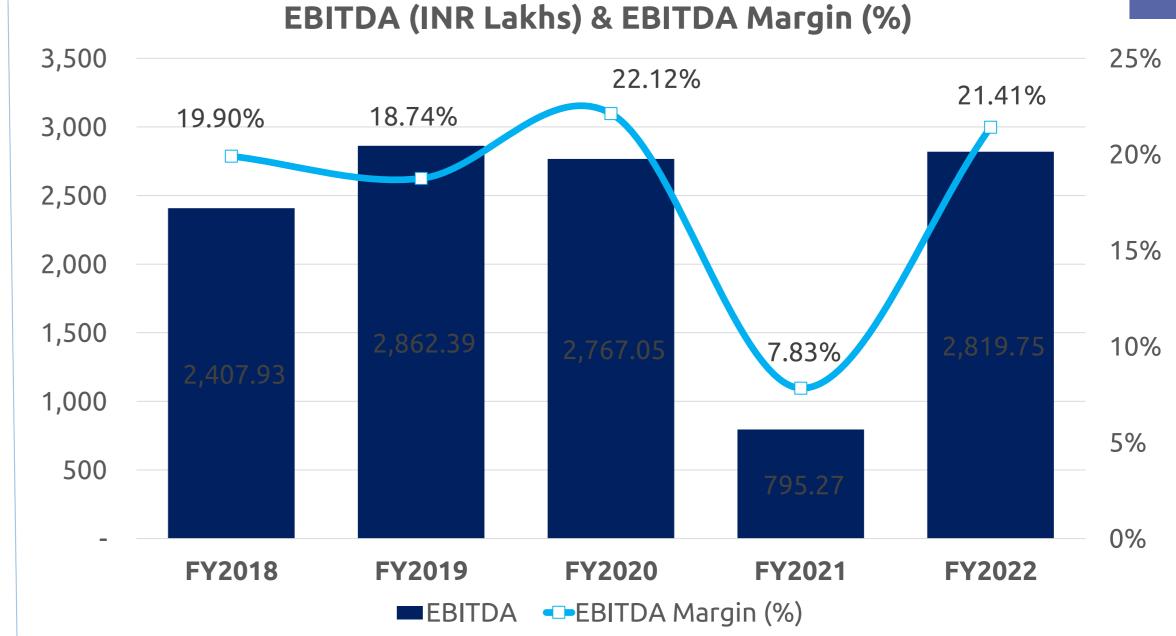
## Annual Financial Highlights – Balance Sheet

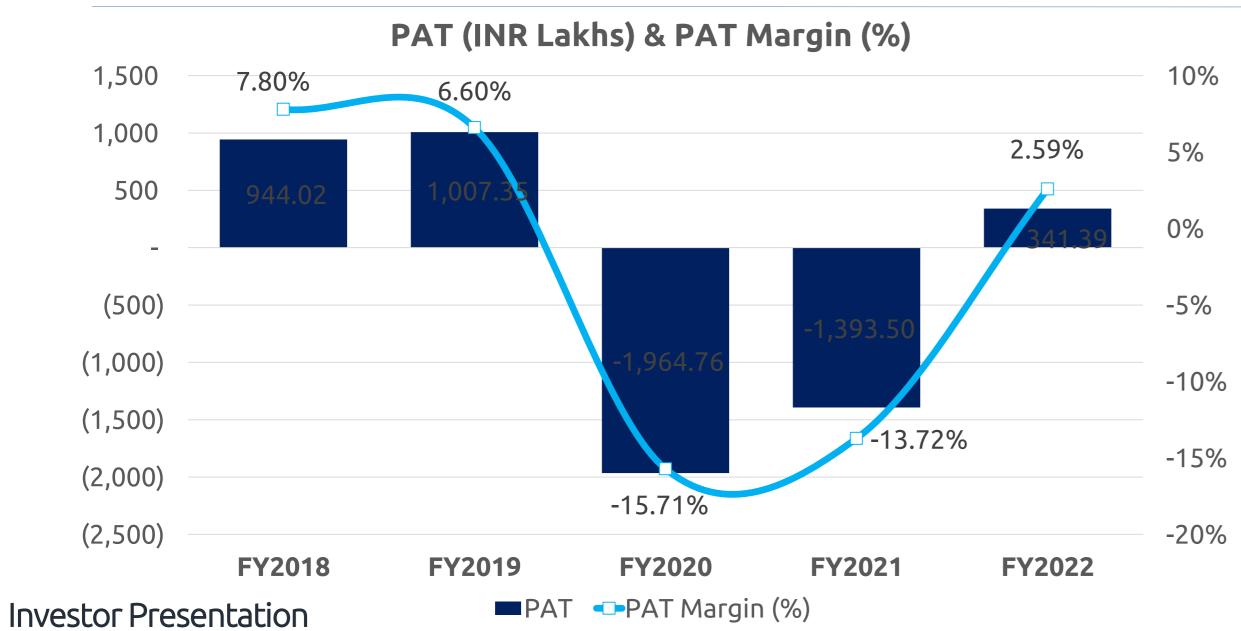
| Particulars (INR Lakhs)             | FY2018   | FY2019    | FY2020    | FY2021    | FY2022    |
|-------------------------------------|----------|-----------|-----------|-----------|-----------|
| EQUITY AND LIABILITIES              |          |           |           |           |           |
| EQUITY                              |          |           |           |           |           |
| (i) Equity share capital            | 1,671.65 | 1,671.65  | 2,507.48  | 2,507.48  | 3,761.19  |
| (ii) Other equity                   | 5,099.40 | 6,060.67  | 3,229.66  | 1,832.78  | 902.60    |
| LIABILITIES                         |          |           |           |           |           |
| Non-current liabilities             |          |           |           |           |           |
| (i) Financial Liabilities           |          |           |           |           |           |
| - Borrowings                        | 7.18     | 53.08     | 31.49     | 316.41    | 177.49    |
| - Other financial liabilities       | -        | -         | 53.59     | 59.95     | 65.85     |
| - Lease liability                   | -        | -         | 8,023.72  | 8,007.14  | 3,847.50  |
| (ii) Provisions                     | 12.52    | 26.23     | 56.60     | 47.44     | 66.74     |
| (iii) Other non-current liabilities | -        | -         | 26.62     | 20.47     | 14.33     |
| (iv) Deferred Tax liabilities       | 259.01   | 106.05    | -         | -         | -         |
| Current liabilities                 |          |           |           |           |           |
| (i) Financial Liabilities           |          |           |           |           |           |
| - Borrowings                        | -        | 919.09    | 1,300.23  | 1,647.95  | 1,297.12  |
| - Trade Payables                    | 464.06   | 836.88    | 522.19    | 643.05    | 368.46    |
| - Other current financial liab      | 682.43   | 1,298.12  | 903.10    | 771.62    | 725.73    |
| (ii) Other current liabilities      | 514.39   | 450.65    | 362.22    | 902.50    | 688.52    |
| (iii) Provisions                    | 27.03    | 54.65     | -         | 22.30     | 29.81     |
| TOTAL EQUITY AND LIABILITIES        | 8,737.67 | 11,477.07 | 17,016.90 | 16,779.09 | 11,945.33 |

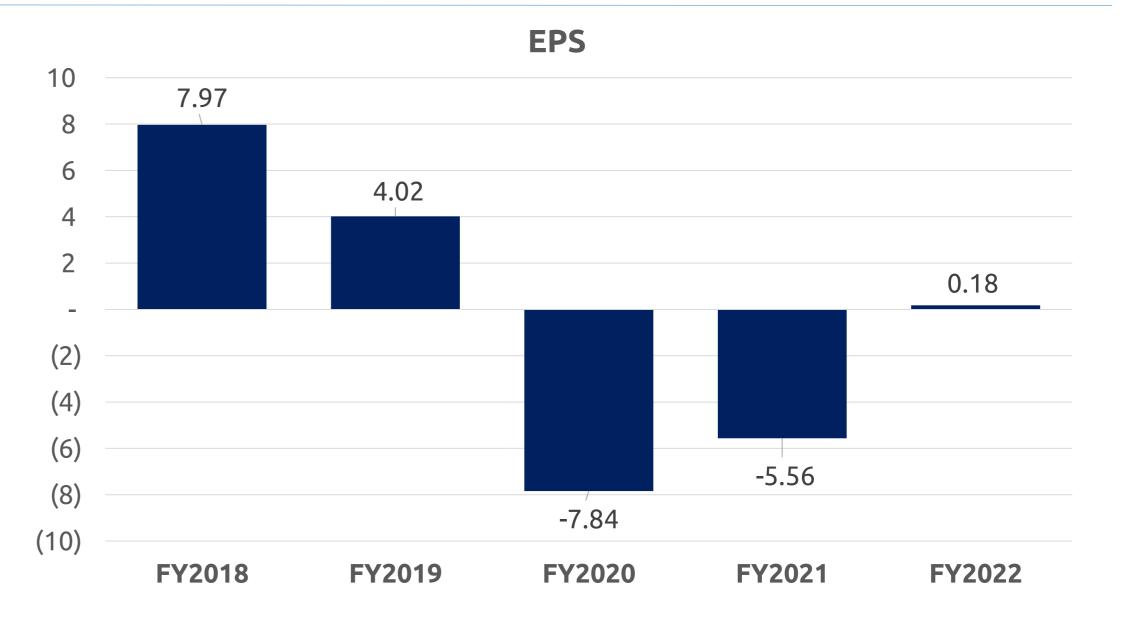
| Particulars (INR Lakhs)          | FY2018   | FY2019    | FY2020    | FY2021    | FY2022    |
|----------------------------------|----------|-----------|-----------|-----------|-----------|
| ASSETS                           |          |           |           |           |           |
| Non-current assets               |          |           |           |           |           |
| (i) Property, plant & equipment  | 3,308.67 | 4,134.28  | 3,294.00  | 2,505.09  | 2,098.40  |
| (ii) Right to use                | 157.16   | 187.10    | 7,735.39  | 7,497.57  | 3,521.63  |
| (iii) Goodwill on Consolidation  | 14.33    | 14.33     | 14.33     | 14.33     | 14.33     |
| (iv) Intangible Assets           | 907.16   | 793.29    | 1,186.39  | 773.54    | 593.71    |
| (v) Capital Work in progress     | -        | 2,024.44  | -         | -         | -         |
| (vi) Financial Assets            |          |           |           |           |           |
| - Investments                    | -        | -         | -         | 0.25      | 0.25      |
| - Other Financial Assets         | 439.74   | 399.77    | 427.52    | 458.38    | 557.08    |
| (vii) Deferred Tax Assets        | -        | -         | 579.76    | 1,270.29  | 1,082.19  |
| Current assets                   |          |           |           |           |           |
| (i) Financial Assets             |          |           |           |           |           |
| - Trade receivables              | 3,155.87 | 3,223.53  | 2,709.95  | 2,678.00  | 2,534.44  |
| - Cash and cash equivalents      | 405.30   | 194.77    | 28.41     | 52.40     | 45.04     |
| - Bank balances other than above | -        | -         | 300.00    | 131.00    | 144.54    |
| - Other Financial Assets         | 204.90   | 232.81    | -         | 7.16      | 57.76     |
| (ii) Other current assets        | 144.55   | 272.75    | 741.15    | 1,391.08  | 1,295.94  |
| TOTAL ASSETS                     | 8,737.68 | 11,477.07 | 17,016.90 | 16,779.09 | 11,945.33 |

### Annual Financial Highlights – in Charts









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