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Date: 17th November 2022

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 on Q2 of 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

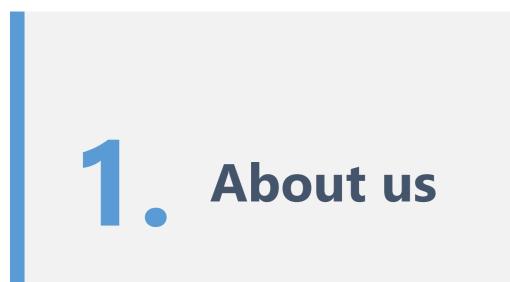
Business Process Partners

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

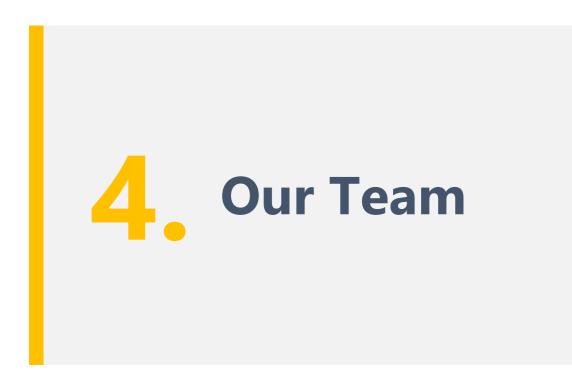
Investor Presentation Q2FY2023

Refer to disclaimer











Investor Presentation

2. Our corc Offerings **Our Core**

Industry 5. Opportunity

Quarter Highlights & Way Forward







OUR VISION

To be the most dynamic and profitable partner for business management services, revolutionising the future of BPM through technology

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

OUR MISSION To continually add value for clients and shareholders by nurturing our talent pool.





About Us

Key highlights

INDIA'S FASTEST GROWING



5000+ Employees

45 MARQUEE CLIENTS

08 Delivery Centres Pan India

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200Mn transactions a year

In 12 regional languages

Compliant

with ISO 9001:2015 & ISO/IES27000:2013

58

Unique processes



2,200seats Navi Mumbai - 1 location

1,300seats Gurgaon - 1 location

450_{seats}

Chennai - 1 location

1,300_{seats}

Bengaluru - 3 locations

250_{seats} Indore - 1 location

+5500_{seats}

Total





Our Journey

INCORPORATION

AWARDS SEAT ADDITION

2008

2014-16

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

Awarded the Best Partner Collections, Tata Teleservices. **Seat capacity:** Navi Mumbai: 850, Indore: 250, Bengaluru: 350, Gurgaon: 1300

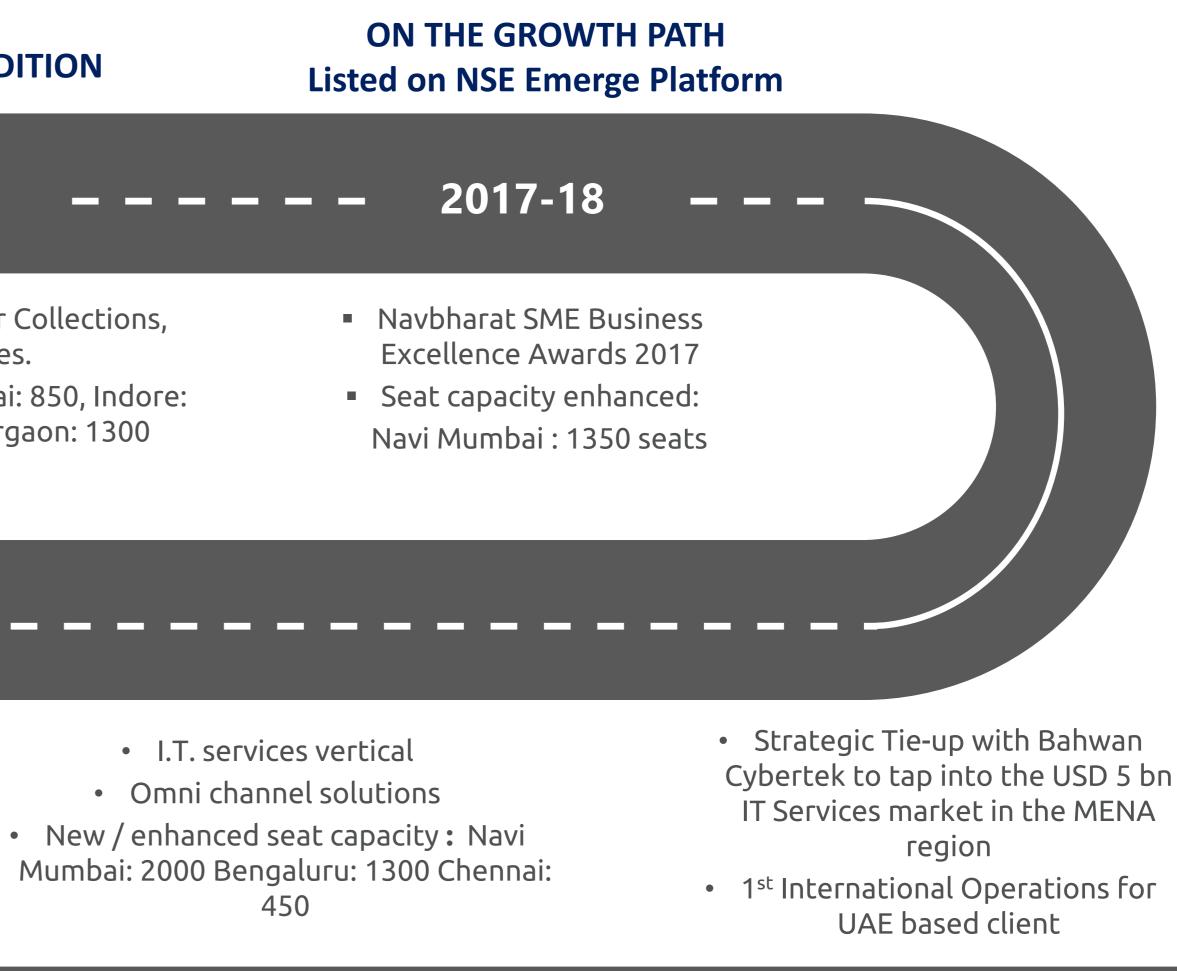
 Increased business in BFSI segment

- Improved Self realization for 75% of the business
 - Seat capacity enhanced: Bengaluru: 850

2018-19

NEW GROWTH SECTORS Company moves to Main Board of NSE

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2020-21

2022

NEW GROWTH DRIVERS

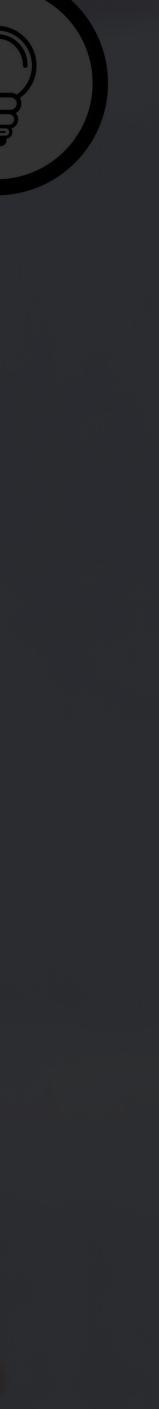
International Operations



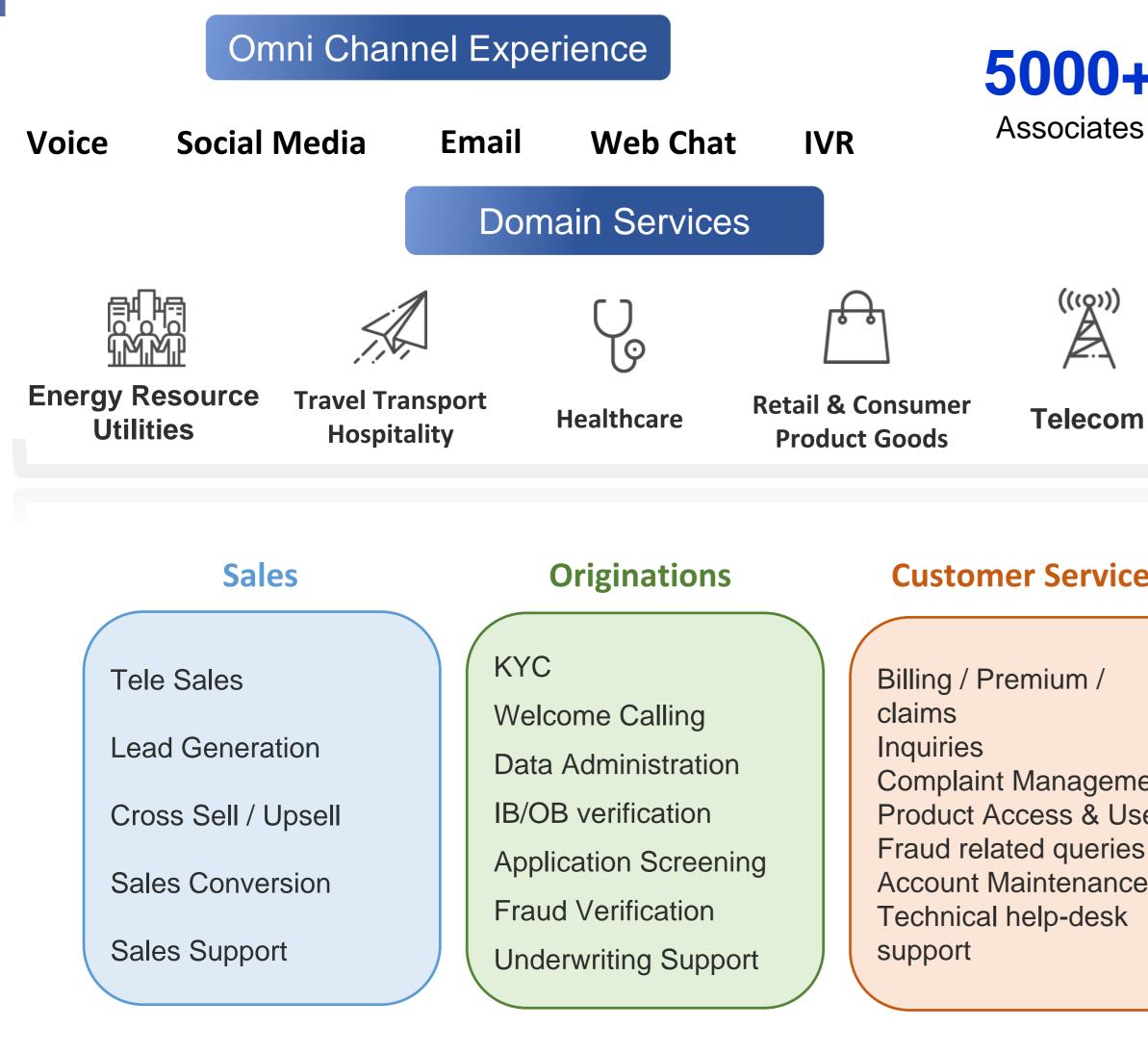








Our Capabilities – Customer Experience Management



Workforce Management

3500+ Full Time Employee's supported Forecasting, Staffing, Scheduling Real Time Management

Consulting

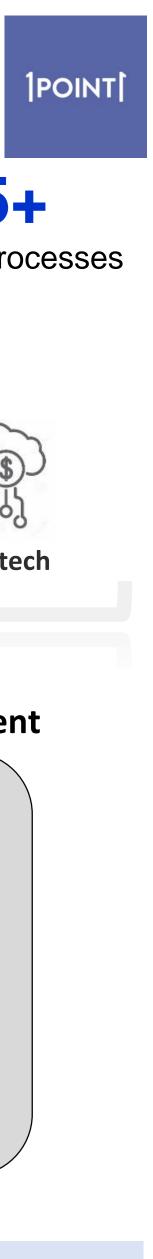
Customer Service Collections Technical Helpdesk

∳ S	12 Years of Experie		40+ 200+mn ngagements Transactions			n 55 Unique Pro	
			BF	SI Services			
n	Retail Banking	Commercial Banking	Capital Markets	Mortgages	Insurance	Finte	
nent se s	Collections Early / Late Stage Skip Trace Recoveries Hardship Assistat Legal Support Agency Managen Credit Operations Back office Technical Issues	e nce nent	yalty Manag	ng C T	ocument comp ategorize comp roduct / Proces egulatory, Con entre related rack resolution pdate	laints plaints : ss, tact	
	Quality	Management		n	igital Transforr	nation	

Quality Management Quality & Performance Management

CSAT & NPS Framework Compliance Framework **Digital Transformation**

Cloud Contact Centre BOT's & Omni channel Platform AI & RPA



Operations Life Cycle Management



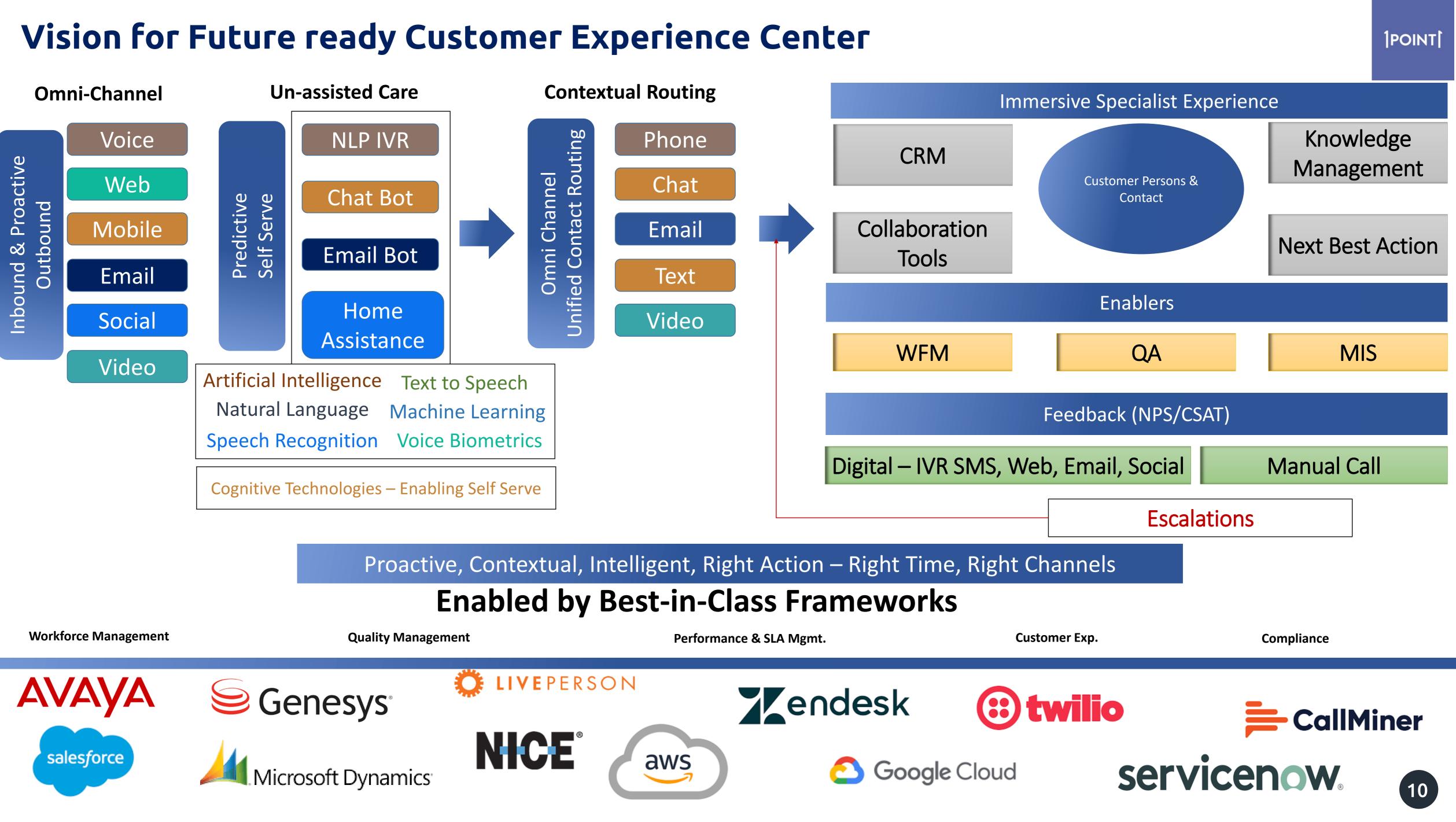
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	Our Practice	What it means to our clients ?
1	Ability to quickly ramp up based on business needs	Scalable model to support business growth
2	Scorecard based tracking to ensure service levels & SLA's are met	Dashboard view of SLA's & I No surprise framework
3	Reduce variation in performance	Robust capacity manageme
4	Retention management, RnR & Fun@work	Ensure knowledge is retaine within the unit for achieving business goals
5	Operational, Tactical & Strategic to ensure alignment with objectives	3 tiered governance structu succeed on business object
6	Lean/ Six Sigma / Process improvement projects to eliminate, deflect & improve overall process	Focus on continuous improvement projects & efficiency by best practices

















Indicative Suite of Technological Interventions*

Contact Centre as a service

(Contact Centre on Cloud)

Secured Authentication

(Enhanced Capability across channels)

Conversational AI (Speech enabled IVR)







Customer Journey

(Integrated Customer Journey Monitoring)

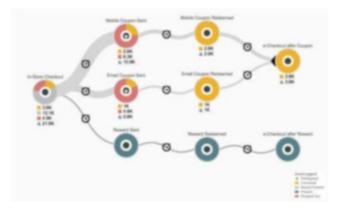
Digital Extraction Suite

(Enhance Productivity)

Automated Quality Assurance

(Automated Call Quality Monitoring)







*The above list is indicative and not exhaustive Investor Presentation

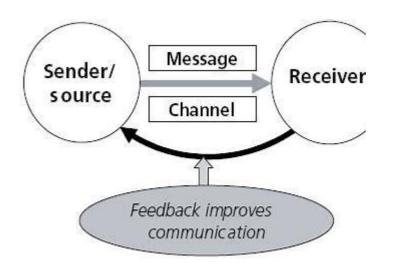
Desktop Analytics

(Desktop Process adherence to workflow & procedures)



2-Way Communication Platform

(Multi channel options to get serviced)



Social Media Analytics

(Al driven Customer Experience Analytics)



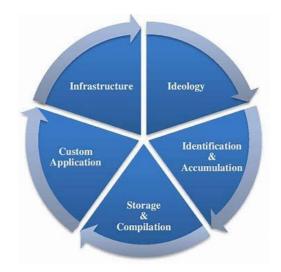
Email Management

(Intelligence Driven automated email management solution)



Knowledge Management

(Intelligent Search Solution)



Survey Tool (Customer Feedback)







Our Collaborative Approach for Program Success



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Domain Depth & Process Management

End to end contact centre experience of 12+ years with 5K+ specialist servicing clients with robust quality management and workforce management to support the engagement



Implementation Readiness

1Point1 delivery centre to be leveraged for training, ramp-up and BCP. Agreed Technology solution for addressing inbound / outbound calling requirement



Transition & Service Delivery

40+ transitions successfully completed involving captive to vendor and Vendor to Vendor transitions

Our Transition methodology has a robust governance plan to review the progress via sprint & tollgates at every juncture



Robust Governance & Quality Assurance

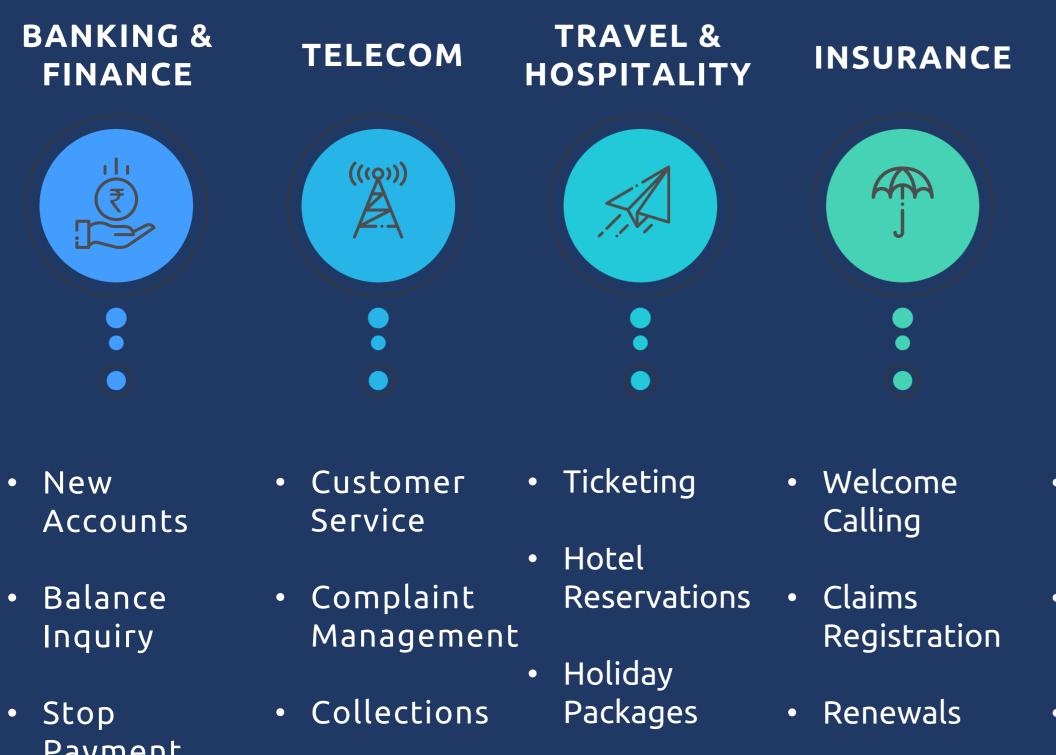
Deployment of Program management team for end-to-end planning, transition, stabilization & project transformation Benchmark industry KPI's/SLA's and commitment to Quality delivery







Industries Served



- Payment Request
- Lead Generation
- Online Lead Management

- Lead Generation
 - Subscription Renewals

DTH



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

E-COMMERCE



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

4 4

CONSUMER

DURABLES

Customer Service

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

• Claim Status

HEALTHCARE

T0

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

AIRLINE



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



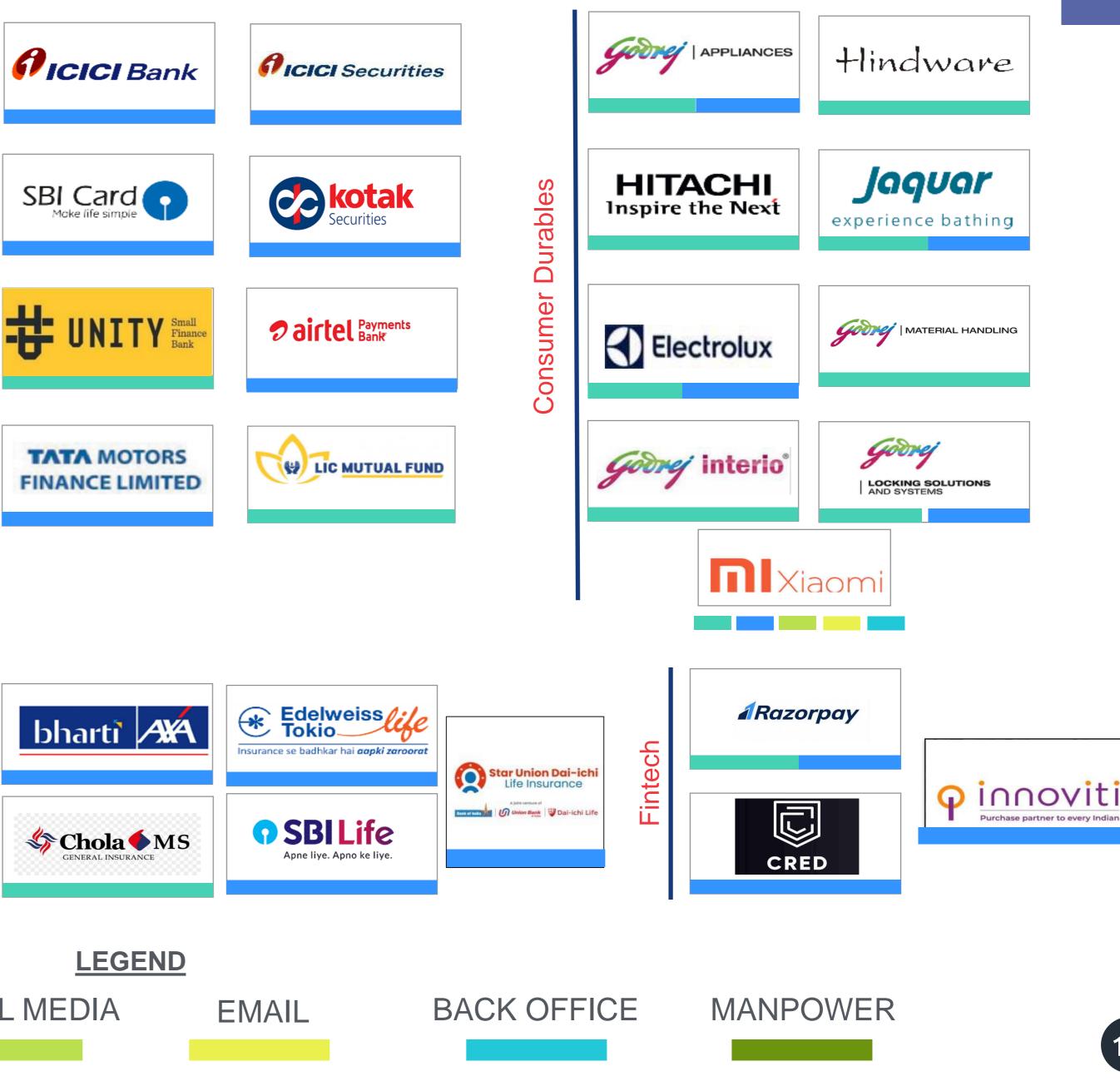






Key Clients – BPM Services

۰ BridgeLabz Nexarc হ -commerce) EKO/ POPeyes BFS Body X SOLV HONG'S KITCHEN' Щ New Age BZING 🝸 unacademy Gynoveda ational Government THEGIVINGMOVEMENT ICEGATE ذاجفنج مو فمنت Intern Partnered with Infosys GOT MAHANAGAR DTH Insurance Airlines T Utility Š ΤΛΤΛ Telecom TATA TELESERVICES LIMITED PowerFin flybig, OUTBOUND SOCIAL MEDIA INBOUND **Investor Presentation**









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.



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.



NATIONAL 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.

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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.



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.



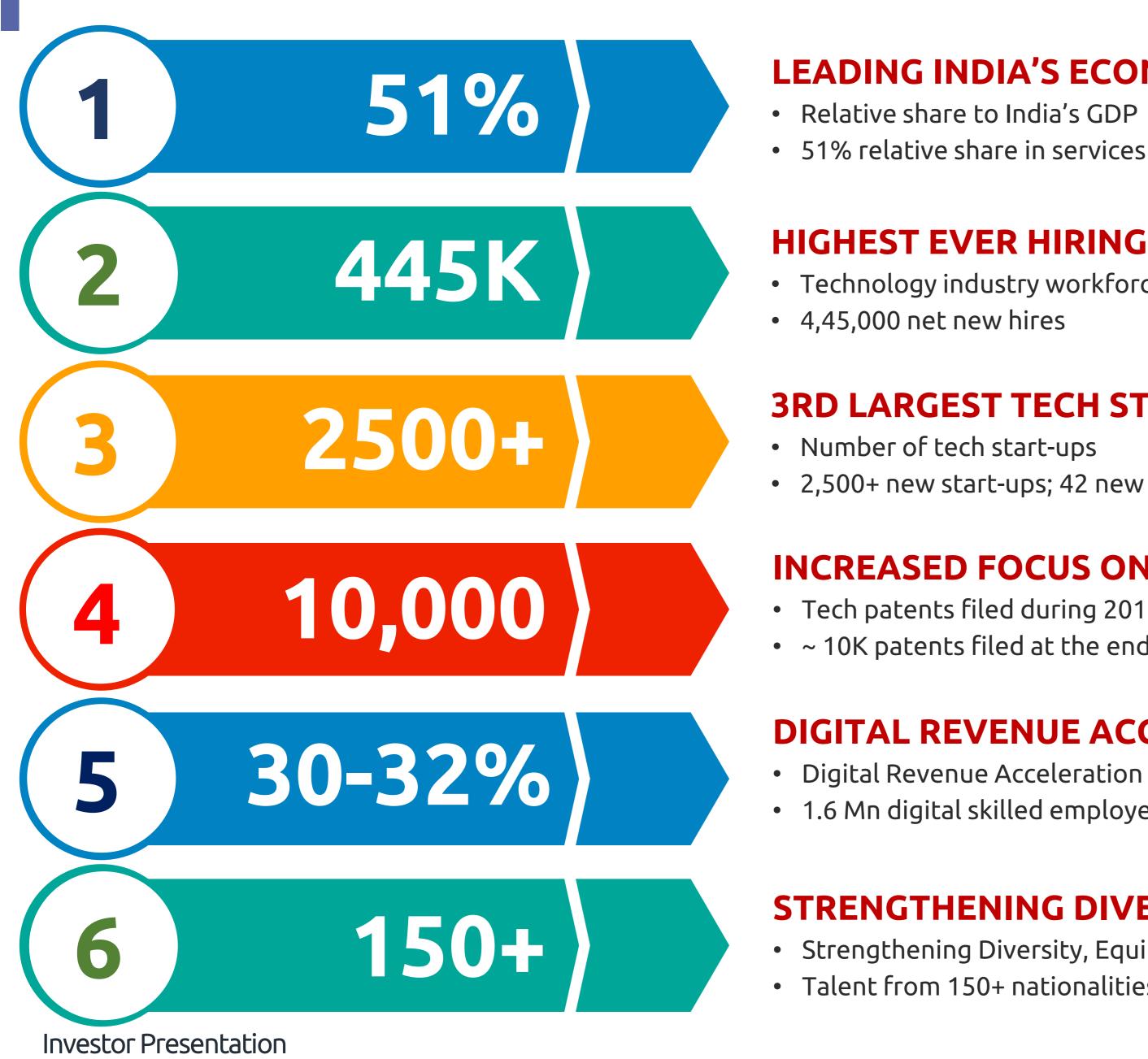








Key highlights of BPM Inustry



LEADING INDIA'S ECONOMIC RECOVERY

• 51% relative share in services exports

HIGHEST EVER HIRING

Technology industry workforce

3RD LARGEST TECH START-UP HUB IN THE WORLD

• 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

• 1.6 Mn digital skilled employees, 32% share of employee base

STRENGTHENING DIVERSITY, EQUITY & INCLUSION

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





Overview of BMP Industry

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.

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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.











Market & Opportunities - India

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.

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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



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India is the world leader in the IT-BPM sector

• Good IT/ITES infrastructure and service capabilities

Philippines is a strong participant in the BPM sector, particularly in voice BPM

High adaptability to Western culture
Competitive advantage: language and service orientation

China is another major IT-BPM destination, especially for IT/ITES services

• Despite the language barrier, a huge labor resource and good infrastructure attract foreign investment

Mexico emerged as an alternative IT-BPM destination

• The largest spender in IT market because of its proximity to the United States

Poland Brazil and Chile are strong regional participant

- Poland: nearshore IT-BPM with multi language capability
- Brazil and Chile: strong among LATAM countries
 Southeast Asia is a potential growth destination for the IT-BPM sector
 - Financial attractiveness
 - Good infrastructure
 - Comparatively weak IT/ITES service capabilities







Market & Opportunities - Sectoral

B.F.S.I..

- Growing number of digital customers

ECommerce

- 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 Value-added services such as content and public switched telephones and voice revenue next-generation communication services volumes
- 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

Healthcare 3

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BANK

• Regulatory changes and norms such as Basel III, Solvency II, the SOX Act, and the US Patriot Act increase regulatory compliance cost.

- Outsourcing of both transactional finance and accounting (F&A) processes and nontransactional financial functions.
- Increased application of automation due to rapid advances in technology.
- activities shifting Outsourcing transactional to processes operations, content bundling and solutions

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

1POINT





















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











Key Management Team (1/3)



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.

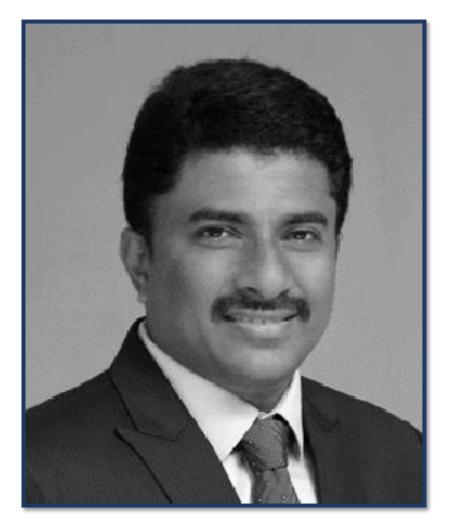
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SAMIT **CHAKRAVARTY** Chief Information & Technology Officer

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.





Key Management Team (2/3)



RAJIV DESAI GLOBAL DELIVERY HEAD - BFSI

15+ years of experience in Customer Experience Management across BFSI and Domain. Effectively balancing dynamic customer workload, adherence to service levels, and transforming business leveraging technology solutions have been the key focus areas. Has prior experience in setting up offshore / onshore contact centre's and managing large transitions. He has done his MBA in Finance and B.E Computer Technology from Mumbai University

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ASHWINI KUMAR RAO CHIEF HUMAN RESOURCES OFFICER

A passionate people leader having over 24+ years of experience in Human Resources, CLCM (Customer Life Cycle Management), Sales & Distribution, Channel Management, Organized Retail Store Operations, Customer Support, Call Centre Operations and Services Marketing, holding two MBAs to his credit, in HR and Marketing. He has been instrumental and extremely focused on adding value to the business through various HR interventions. He has worked in a spectrum of industries like Organized Retail Industry , Telcom, FMCG.





Key Management Team (3/3)



AMJAD ANSARI Asst. Vice President Business Development





ABDUL AZEEM A Asstt. Vice President Operations

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ABHIJEET **DUTTA** Vice President Operations

VIKAS TALIKOTI Vice President Operations



VISHAL BUDHWANI General Manager Operations







Quarter Financial Highlights





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Performance Highlights

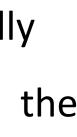
- The current capacity utilisation remains at 65% on one shift basis.
- Efforts are being made to take the capacity utilisation to 100% till the end of current financial year on a one shift basis.
- Implemented plan for expansion of business geographically
- Signed contract with The Giving Moment, Dubai and the process went live in September'22.
- One more contract under finalisation in MENA region while new processes being signed up with existing clients in the domestic business, thereby increasing our wallet share with existing clients.

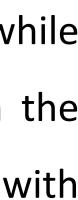














Quarter Financial Highlights

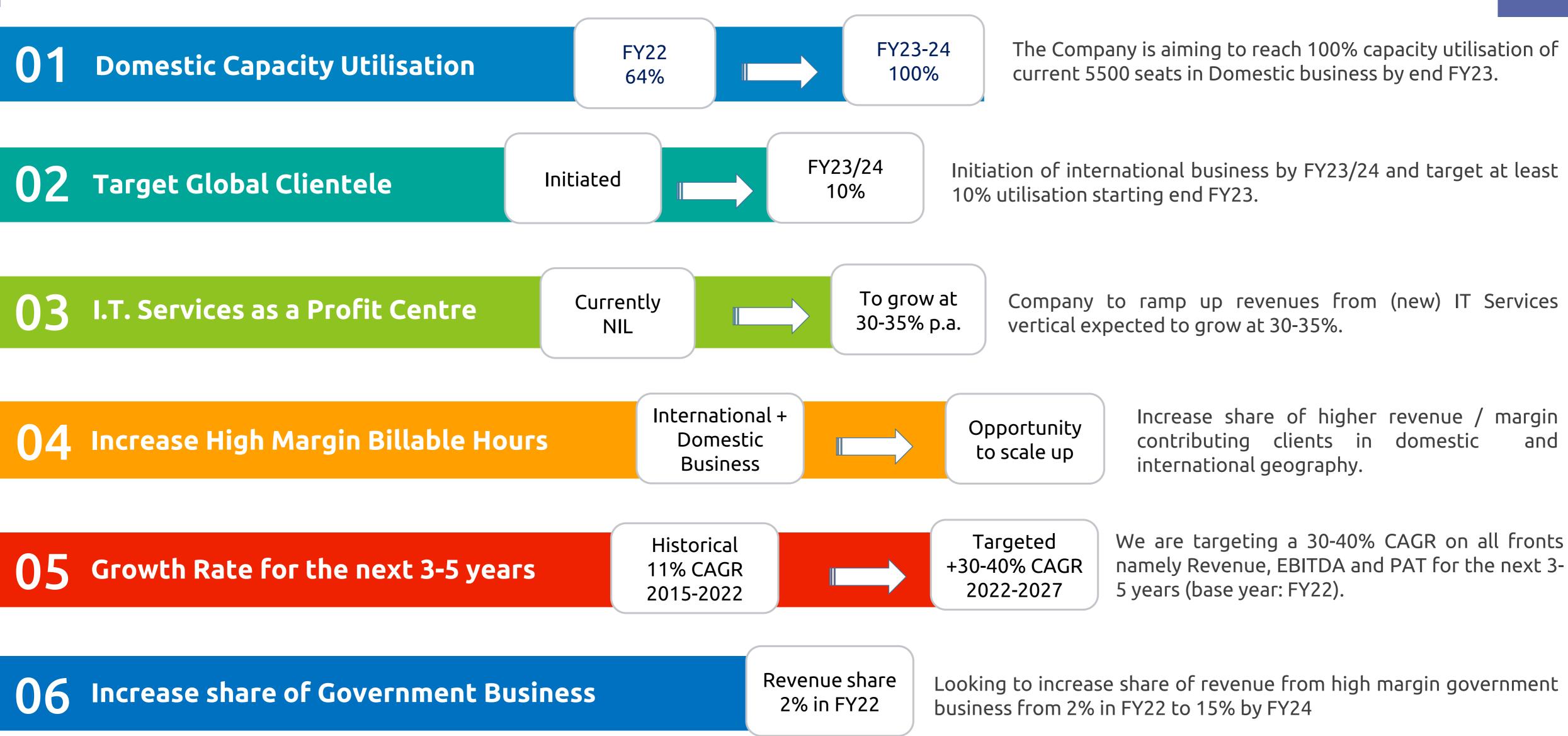
Particulars (INR Lakhs)	Q1FY23	Q1FY23	Q1FY22	YoY%	H1FY23	H1FY22	YoY%
Revenue from Operations	347.9	347.5	345.7	0.7	695.5	644.2	8.0
Total Expenditure	262.6	264.1	261.1	0.6	526.7	504.6	4.4
EBITDA	85.3	83.4	84.7	0.8	168.7	139.6	20.9
EBITDA Margin (%)	24.5	24.0	24.5	+3 bps	24.3	21.7	+260 bps
Other Income	1.2	2.9	5.6	-79.1	4.1	9.9	-59.2
Depreciation	46.2	49.3	59.9	-22.8	95.5	115.3	-17.1
PBIT	40.3	37.0	30.3	32.8	77.3	34.3	125.6
Interest	13.4	12.8	23.7	-43.5	26.2	47.8	-45.2
PBT	26.9	24.3	6.6	307.4	51.1	-13.5	478.7
Tax	7.7	6.8	1.4	446.8	14.5	-1.4	1161.9
ΡΑΤ	19.2	17.5	5.2	269.6	36.6	-12.1	401.7
PAT Margin (%)	5.5	5.0	1.5	+401 bps	5.3	-1.9	+715 bps
EPS (Rs)	0.10	0.10	0.04	239.6	0.19	-0.06	424.5

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Key Growth Drivers



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Annual Financial Highlights



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
ΡΑΤ	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

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Annual Financial Highlights – Balance Sheet

Particulars (INR Lakhs)	FY2018	FY2019	FY2020	FY2021	FY2022	Particulars (INR Lakhs)	FY2018	FY2019	FY2020	FY2021
EQUITY AND LIABILITIES						ASSETS				
EQUITY						Non-current assets				
(i) Equity share capital	1,671.65	1,671.65	2,507.48	2,507.48	3,761.19	(i) Property, plant & equipment	3,308.67	4,134.28	3,294.00	2,505.09
(ii) Other equity	5,099.40	6,060.67	3,229.66	1,832.78	902.60	(ii) Right to use	157.16	187.10	7,735.39	7,497.57
						(iii) Goodwill on Consolidation	14.33	14.33	14.33	14.33
LIABILITIES										
Non-current liabilities						(iv) Intangible Assets	907.16	793.29	1,186.39	773.54
(i) Financial Liabilities						(v) Capital Work in progress	-	2,024.44	-	-
- Borrowings	7.18	53.08	31.49	316.41	177.49	(vi) Financial Assets				
- Other financial liabilities	-	-	53.59	59.95	65.85	- Investments	-	-	-	0.25
- Lease liability	-	-	8,023.72	8,007.14	3,847.50	- Other Financial Assets	439.74	399.77	427.52	458.38
(ii) Provisions	12.52	26.23	56.60	47.44	66.74	(vii) Deferred Tax Assets	-	-	579.76	1,270.29
(iii) Other non-current liabilities	-	-	26.62	20.47	14.33					.,
(iv) Deferred Tax liabilities	259.01	106.05	-	-	-	Current assets				
Current liabilities						(i) Financial Assets				
(i) Financial Liabilities						- Trade receivables	3,155.87	3,223.53	2,709.95	2,678.00
- Borrowings	-	919.09	1,300.23	1,647.95	1,297.12	- Cash and cash equivalents	405.30	194.77	28.41	52.40
- Trade Payables	464.06	836.88	522.19	643.05	368.46	- Bank balances other than above	-	-	300.00	131.00
- Other current financial liab	682.43	1,298.12	903.10	771.62	725.73	- Other Financial Assets	204.90	232.81	-	7.16
(ii) Other current liabilities	514.39	450.65	362.22	902.50	688.52	(ii) Other current assets	144.55	272.75	741.15	1,391.08
(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	TOTAL ASSETS	8,737.68	11,477.07	17,016.90	16,779.09

Investor Presentation





2,098.40 3,521.63 14.33 593.71

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Disclaimer

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