

To,
The Manager
National Stock Exchange of India Ltd
Exchange Plaza, Plot No.C-1, G Block
Bandra Kurla Complex, Bandra (East),
Mumbai - 400 051

Date: 21st June 2023

Security Code: ONEPOINT

Sub: Investor Presentation on Q4 of 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 SANJAY SONAWANE
Digitally signed by PRITESH
SANJAY SONAWANE
Date: 2023.06.21 13:42:45
+05'30'



Pritesh Sonawane
Company Secretary & Compliance Officer
Place: Mumbai

ONE POINT ONE SOLUTIONS LIMITED

(Formerly known as One Point One Solutions Pvt. Limited)

Corporate Office: C-42, TTC Industrial Area, MIDC, Village Pawane, Navi Mumbai, Maharashtra- 400 705.

T. 022 6687 3800 F. 022 6687 3889 CIN: L74900MH2008PLC182869 website: www.1point1.in

Reg. Off: T-762, 6th Floor, Tower-7, International Infotech Park, Above Vashi Railway Station, Vashi, Navi Mumbai, Maharashtra -400 703.
Mumbai. Gurgaon. Indore. Banglore



1POINT

One Point One Solutions Ltd

Business Process Partners

**“The innovative
I.T.E.S company”**

Investor Presentation

June - 2023

Refer to disclaimer

AGENDA

1. About us

2. Our Core Offerings

3. Industry Opportunity

4. Our Team

5. Quarter Highlights & Way Forward

6. Annual Financial Highlights

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.

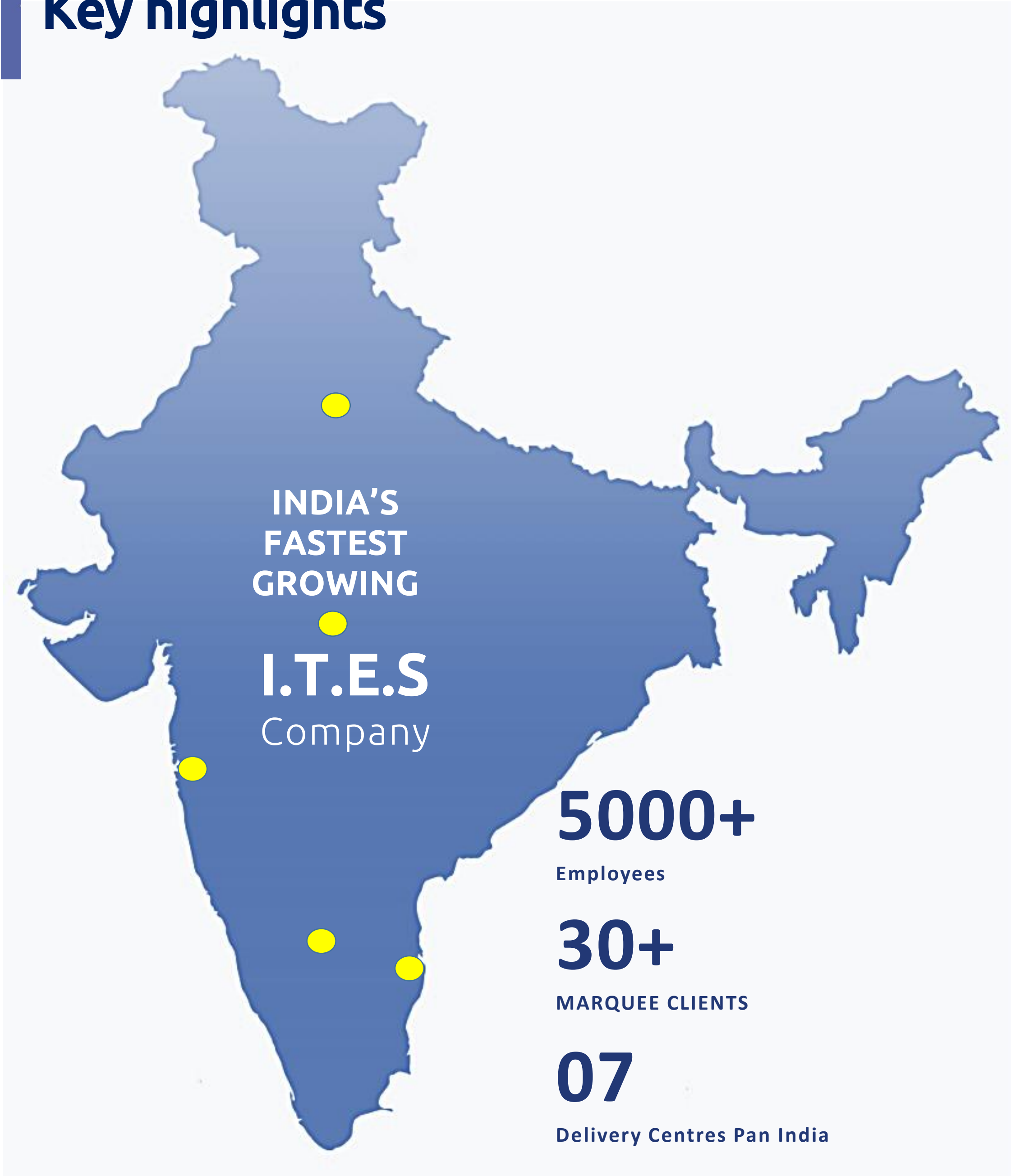
A transformation that is constant. That drives us to crest the wave. Adapting to what faces us.

Changing to encompass the unknown. Evolving to the next



About Us

Key highlights



200Mn transactions a year

In 12 regional languages

Compliant with ISO 9001:2015 & ISO/IES27000:2013

45+ Unique processes



2,200seats
Navi Mumbai - 1 location

1,300seats
Gurgaon - 1 location

450seats
Chennai - 1 location

1,300seats
Bengaluru - 3 locations

250seats
Indore - 1 location

+5500seats
Total

INCORPORATION

2008

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

AWARDS SEAT ADDITION

2014-16

Awarded the Best Partner Collections, Tata Teleservices.

Seat capacity: Navi Mumbai: 850, Indore: 250, Bengaluru: 350, Gurgaon: 1300

ON THE GROWTH PATH Listed on NSE Emerge Platform

2017-18

- Navbharat SME Business Excellence Awards 2017
- Seat capacity enhanced: Navi Mumbai : 1350 seats

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

2018-19

- I.T. services vertical
- Omni channel solutions

- New / enhanced seat capacity : Navi Mumbai: 2000 Bengaluru: 1300 Chennai: 450

2020-21

- Strategic Tie-up with Bahwan Cybertek to tap into the USD 5 bn IT Services market in the MENA region
- 1st International Operations for UAE based client

2022

NEW GROWTH SECTORS

Company moves to Main Board of NSE

NEW GROWTH DRIVERS

International Operations



Our Services

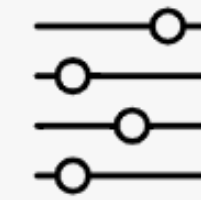




Digital First Approach |
Touchless CX



Responsive to anticipatory
CX



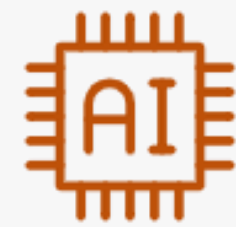
Empathetic & Personalized
CX



Purpose over profit | CX
reimagined for sustainability



Immersive Experiences AR/
VR



AI powered insightful & real
time consumer data



Hybrid Working Models



Multi-skilled CX Talent

Focus on delivering evolved CX that uses the power of data & technology to deliver relevant, seamless & empathetic experience

Operations Life Cycle Management



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 & KPI's
No surprise framework |
| 3 | Reduce variation in performance | ➔ | Robust capacity management |
| 4 | Retention management, RnR & Fun@work | ➔ | Ensure knowledge is retained within the unit for achieving business goals |
| 5 | Operational, Tactical & Strategic to ensure alignment with objectives | ➔ | 3 tiered governance structure to succeed on business objectives |
| 6 | Lean/ Six Sigma / Process improvement projects to eliminate, deflect & improve overall process | ➔ | Focus on continuous improvement projects & efficiency by best practices |

Capabilities – Customer Experience Management

Omni Channel Experience

Voice Social Media Email Web Chat IVR

5000+

Associates

12

Years of Experience

40+

Engagements

200+mn

Transactions

55+

Unique Processes

Domain Services



Energy Resource
Utilities



Travel Transport
Hospitality



Healthcare



Retail & Consumer
Product Goods



Telecom

BFSI Services



Retail
Banking



Commercial
Banking



Capital
Markets



Mortgages



Insurance



Fintech

Sales

Tele Sales
Lead Generation
Cross Sell / Upsell
Sales Conversion
Sales Support

Originations

KYC
Welcome Calling
Data Administration
IB/OB verification
Application Screening
Fraud Verification
Underwriting Support

Customer Service

Billing/Premium/Claims
Inquiries
Complaint Management
Product Access & Use
Fraud Related Queries
Account Maintenance
Technical help-desk
support

Collections

Early / Late Stage
Skip Trace
Recoveries
Hardship Assistance
Legal Support
Agency Management
Credit Operations - Back
office
Technical Issues

Bank Office Operations Complaints Management

Billing
Payments/
Settlements
Exception
Management
Account Maintenance
Charge Back Disputes

Document complaints
Categorize complaints :
Product / Process,
Regulatory, Contact
Centre related
Track resolution & update

Workforce Management

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

Consulting

Customer Service
Collections
Technical Helpdesk

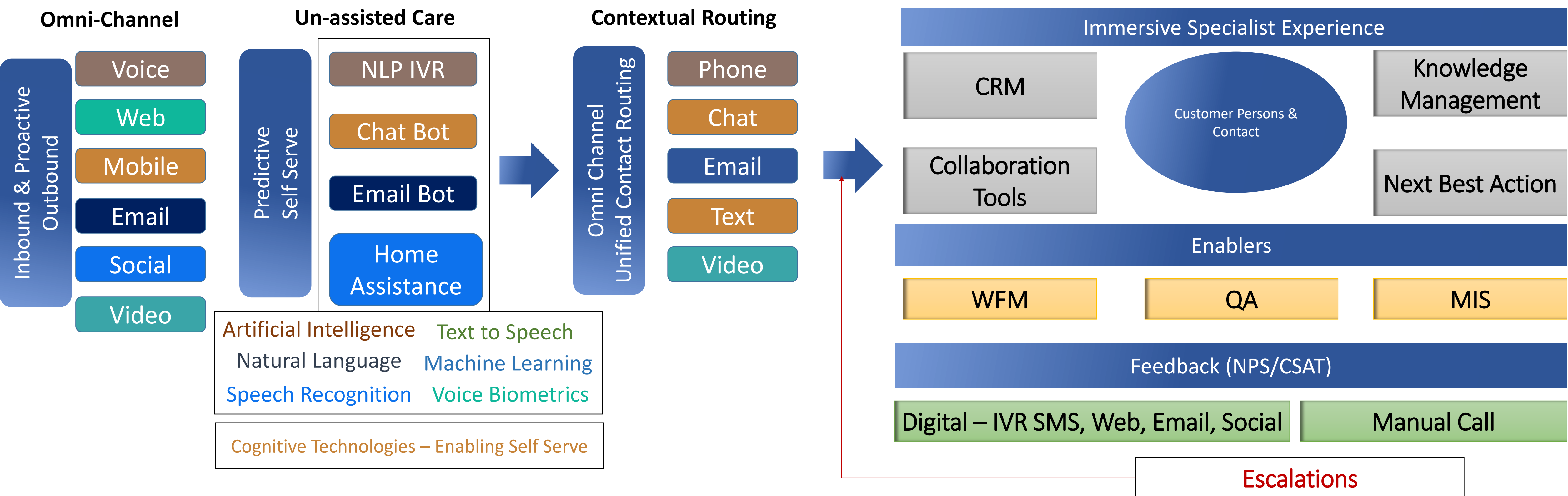
Quality Management

Quality & Performance Management
CSAT & NPS Framework
Compliance Framework

Digital Transformation

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

Vision for Future ready Customer Experience Centre



Proactive, Contextual, Intelligent, Right Action – Right Time, Right Channels

Enabled by Best-in-Class Frameworks

Workforce Management Quality Management Performance & SLA Mgmt. Customer Exp. Compliance



Our Pillars for Superlative Customer Experience



Cloud Contact Centre Solutions



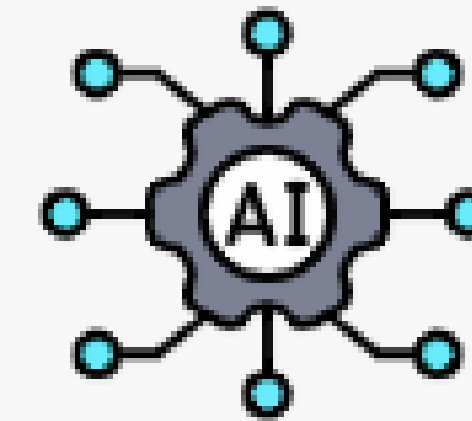
CRM Capabilities



Domain Expertise



Automation & Transformation



Analytics

Accelerated Digital Transformation proposition

- Consulting and design led
- Business outcome aligned ready to use digital solution
- Contextualised solutions

New Work Models

- Anytime Anywhere work models
- Hybrid model emerging as the new normal

Empathetic & Personalized CX

- CX reimaged or sustainability
- New digital solutions to drive hyper-personalization
- Agent of the future
- Cloud Contact Centre

Innovation

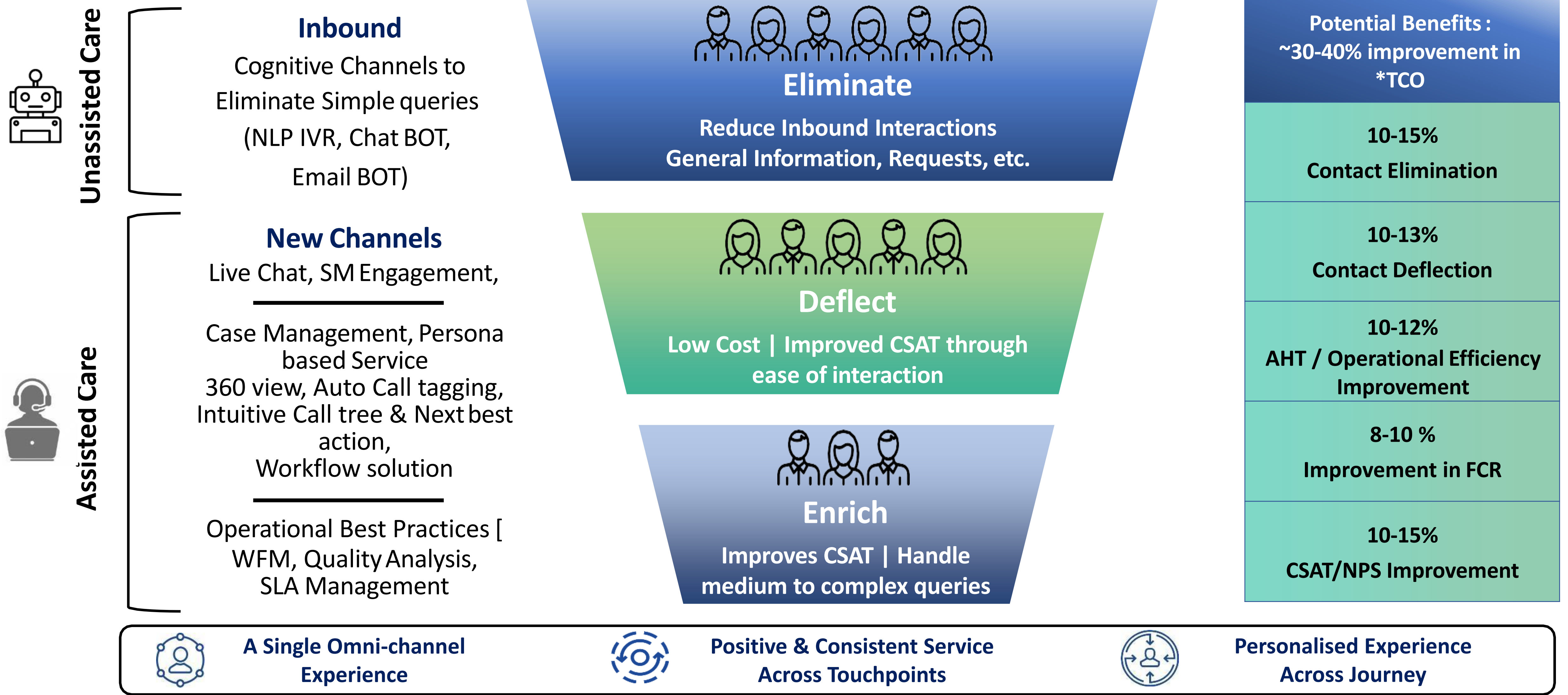
- Speedy, collaborative innovation for customers in agile workspaces
- Strong alliance & Partner ecosystem

Delivery Transformation

- Library of assets and acceleration to drive transformation
- New customer KPI to redefine success, aligned to true drivers of customer success

Talent Transformation

- Talent Transformation
- “Universal Agent” model
- Preparing future ready agents
- Digital and other training programs



*Indicative benefits basis our experience, this is subject to further validation of the given scope of opportunity.

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)



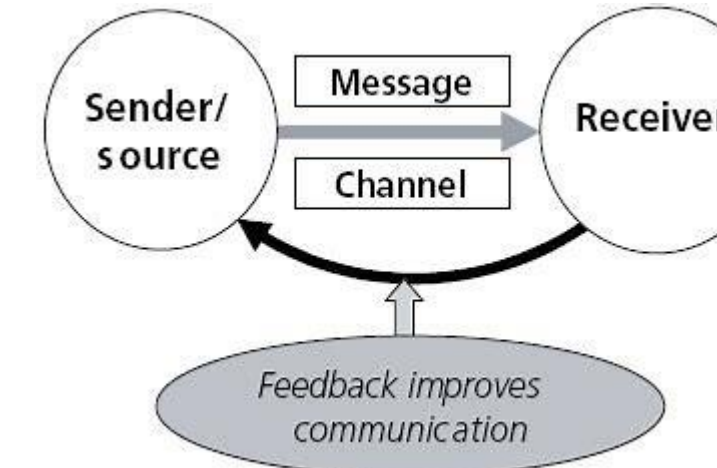
Desktop Analytics

(Desktop Process adherence to workflow & procedures)



2-Way Communication Platform

(Multi channel options to get serviced)



Social Media Analytics

(AI driven Customer Experience Analytics)



Customer Journey

(Integrated Customer Journey Monitoring)



Digital Extraction Suite

(Enhance Productivity)



Automated Quality Assurance

(Automated Call Quality Monitoring)



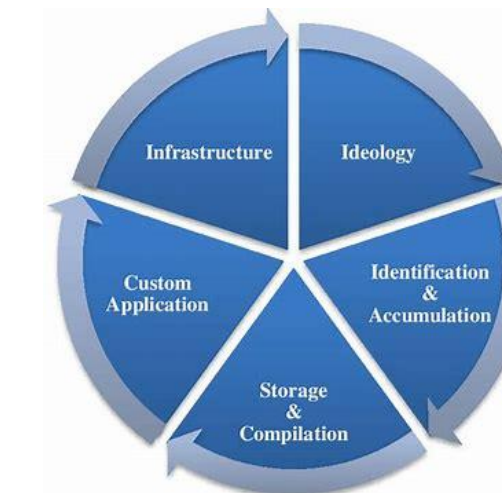
Email Management

(Intelligence Driven automated email management solution)



Knowledge Management

(Intelligent Search Solution)



Survey Tool

(Customer Feedback)



*The above list is indicative and not exhaustive

Our Collaborative Approach for Program Success



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

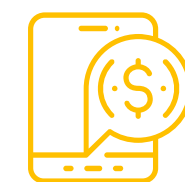
1Point1 delivery centre to be leveraged for training, ramp-up and BCP. Agreed Technology solution for addressing inbound / outbound calling requirement



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

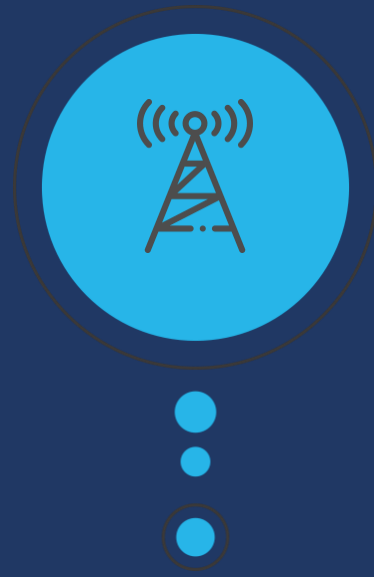
Benchmark industry KPI's/SLA's and commitment to Quality delivery

BANKING & FINANCE



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

TELECOM



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

TRAVEL & HOSPITALITY



- Ticketing
- Hotel Reservations
- Holiday Packages

INSURANCE



- Welcome Calling
- Claims Registration
- Renewals
- Lead Generation

DTH



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

E-COMMERCE



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

CONSUMER DURABLES



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

HEALTHCARE



- Claim Status
- 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

New Age (E-commerce)

International

داجنچ موقمنت

Government

ICEGATE

Partnered with Infosys

Telecom & DTH

Utility

Airlines

Insurance

BFS

Consumer Durables

Fintech

LEGEND

INBOUND

OUTBOUND

SOCIAL MEDIA

EMAIL

BACK OFFICE

MANPOWER





NATIONAL CAREER 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)

DDU-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.



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.



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.

Industry Opportunity



Key highlights of BPM Industry

1

51%

LEADING INDIA'S ECONOMIC RECOVERY

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

2

445K

HIGHEST EVER HIRING

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

3

2500+

3RD LARGEST TECH START-UP HUB IN THE WORLD

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

4

10,000

INCREASED FOCUS ON INNOVATION

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

5

30-32%

DIGITAL REVENUE ACCELERATION

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

6

150+

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.

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.

IT Hardware Rs.3 Trillion 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

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.

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.

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 job 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

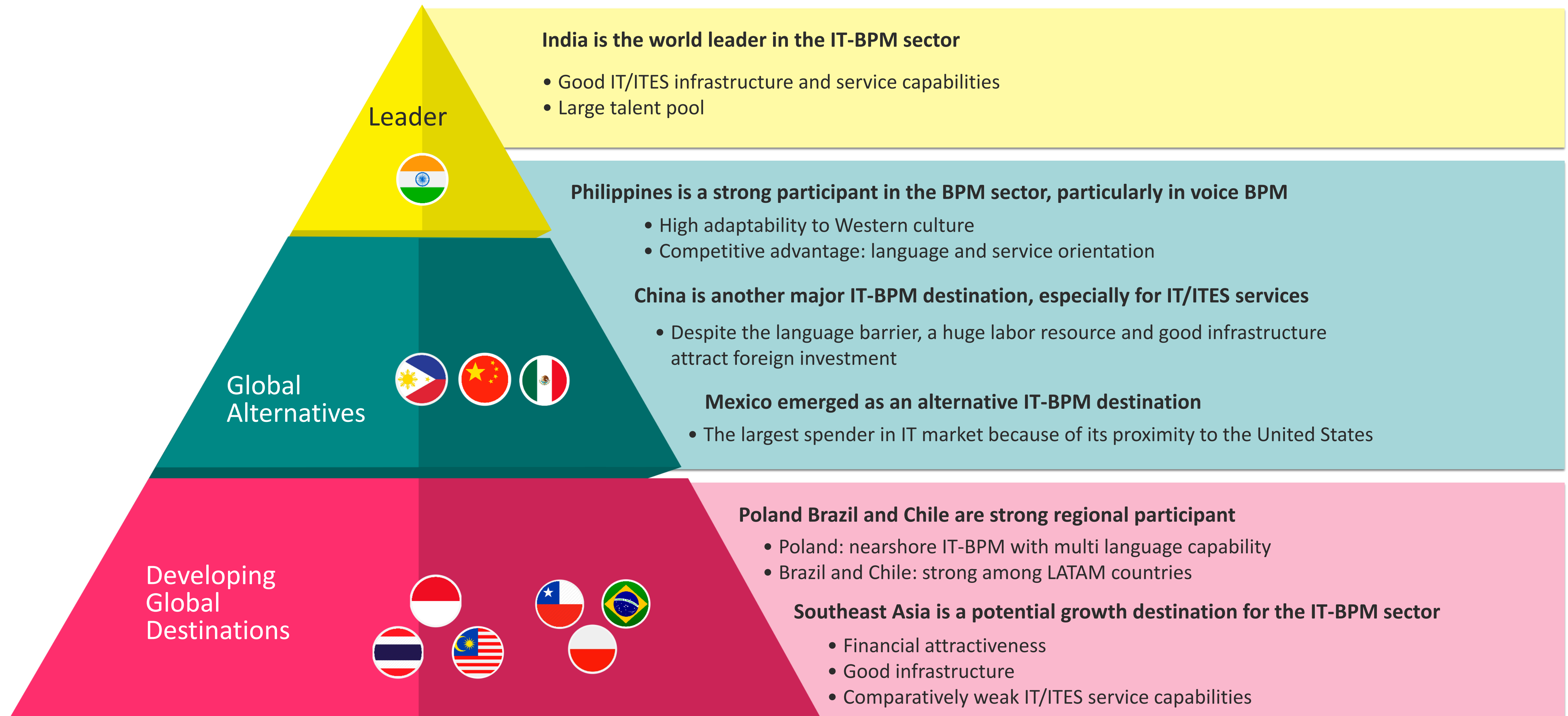
- Indian IT firms have delivery centers across the world.
- IT & BPM industry is well diversified across verticals such as BFSI, Telecom and Retail.
- Increasing strategic alliance between domestic and international players to delivery solutions across the globe.

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.





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 non-transactional financial functions.
- Increased application of automation due to rapid advances in technology.



ECommerce

2

- 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



Healthcare

3

- 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



Our Team



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 post-graduation in Business Management.



SUNIL KUMAR JHA
Chief Financial Officer

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

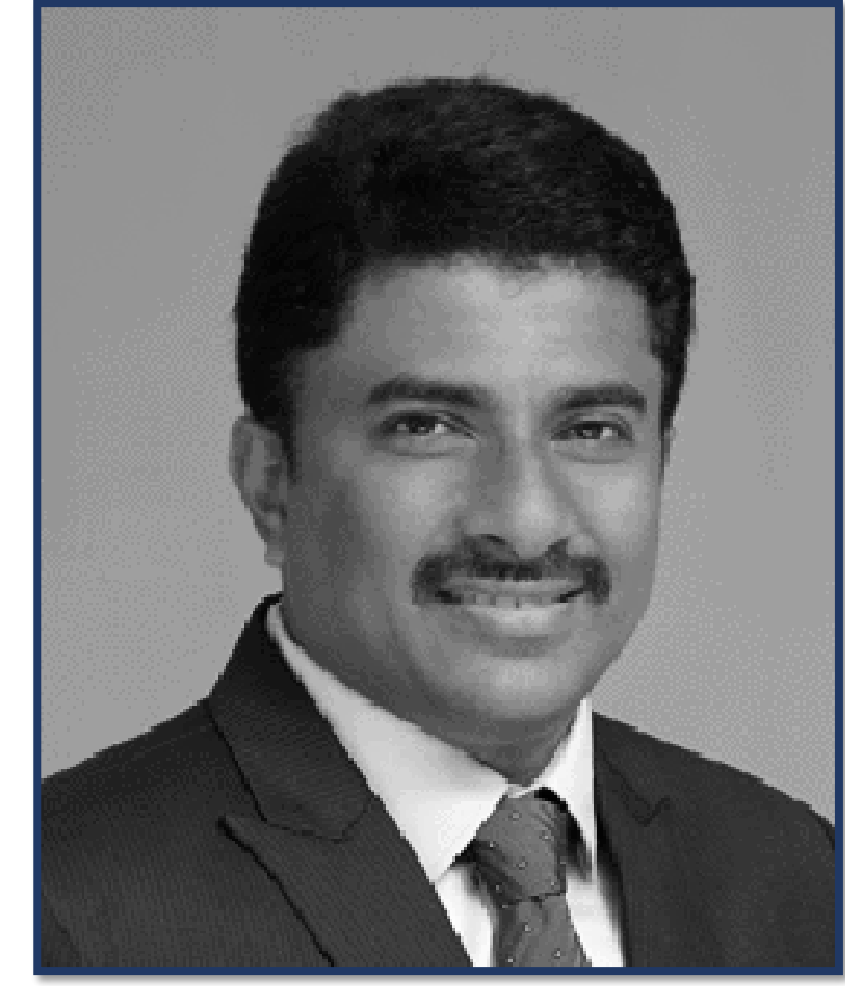
Sunil Kumar Jha is an Chief Financial Officer of the Company. He is a qualified Chartered Accountant from the Institute of Chartered Accountants of India.



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.



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



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.



ABHIJEET DUTTA

Vice President
Operations



VIKAS TALIKOTI

Vice President
Operations



ABDUL AZEEM A

Asstt. Vice President
Operations



VISHAL BUDHWANI

General Manager
Operations

Quarter Financial Highlights



	Q-o-Q	Y-o-Y
Net Income Growth	1.9%	6.5%
EBITDA Growth	42.7%	5.4%
Profit After Tax Growth	37.6%	139.5%
Earnings per share*	37.6%	139.5%

Performance Highlights

- Successfully raised Rs. 12.15 crore from investors and promoters of the company through preferential issue of shares at Rs. 16.47 per share for expanding its international business.
- The company has successfully incorporated its wholly owned subsidiary One Point One USA Inc. to spread head the company's expansion in USA markets.
- Expanded its BFSI business by adding marquee client Kotak Mahindra Bank. The collection process for some of the major products of Kotak Mahindra Bank, would be managed by the company in multilingual like English, Kannada and Hindi.

Quarter Financial Highlights (Standalone)

Particulars (INR Lacs)	Q4FY23	Q3FY23	Q4FY22	QoQ%	FY23	FY22	YoY%
Revenue from Operations	3,568.0	3,502.8	3,465.1	1.9	14,025.5	13,168.7	6.5
Other Income	303.3	50.6	197.9	499.8	394.4	696.3	-43.4
Net Income from Operations	3,871.2	3,553.4	3,663.0	8.9	14,419.9	13,865.1	4.0
Total Expenditure	2,704.5	2,735.8	2,659.4	-1.2	10,707.6	10,344.4	3.5
EBITDA	1,166.8	817.6	1,003.6	42.7	3,712.3	3,520.7	5.4
EBITDA Margin (%)	30.1%	23.0%	27.4%	+713 bps	25.7%	25.4%	+35 bps
Depreciation	548.8	404.6	531.7	35.6	1,908.4	2,193.3	-13.0
Profit Before Interest Tax	617.9	413.0	471.9	49.6	1,803.9	1,327.4	35.9
Interest	141.1	115.0	188.7	22.8	517.7	763.0	-32.1
Profit Before Tax	476.8	298.0	283.2	60.0	1,286.1	564.4	127.9
Tax	181.4	83.3	130.8	117.7	409.8	198.6	106.4
Profit After Tax	295.5	214.7	152.4	37.6	876.3	365.8	139.5
Profit After Tax Margin (%)	7.6%	6.0%	4.2%	+159 bps	6.1%	2.6%	+344 bps
Earnings Per Share (Rs)	0.16	0.11	0.08	37.6	0.47	0.19	139.5

Annual Financial Highlights



Annual Financial Highlights – Profit & Loss (Standalone)

Particulars (INR Lacs)	FY18	FY19	FY20	FY21	FY22	FY23
Revenue from Operations	11,562.3	14,595.9	12,508.6	10,160.1	13,168.7	14,025.5
Other Income	15.2	26.3	35.7	725.3	696.3	394.4
Net Income from Operations	11,577.5	14,622.2	12,544.3	10,885.4	13,865.0	14,419.9
Total Expenditure	9,604.2	12,127.0	9,653.8	9,330.7	10,344.4	10,707.6
EBITDA	1,973.3	2,495.5	2,890.5	1,554.7	3,520.6	3,712.3
EBITDA Margin (%)	17.0%	17.1%	23.0%	14.3%	25.4%	25.7%
Depreciation	748.7	1,355.6	2,703.9	2,646.9	2,193.3	1,908.4
Profit Before Interest & Tax	1,224.6	1,139.5	186.6	-1,092.2	1,327.4	1,803.9
Interest	247.0	58.8	891.6	926.8	763.0	517.7
Profit Before Tax	977.6	1,080.8	-705.0	-2,019.0	564.4	1,286.2
Tax	166.9	184.6	-656.3	-673.2	198.6	409.8
Adjusted Profit After Tax	810.7	896.2	-48.7	-1,345.8	365.8	876.3
Adjusted Profit After Tax Margin (%)	7.0%	6.1%	-0.4%	-12.4%	2.6%	6.1%
Exceptional Items	-	-	-1,849.8	-	-	-
Reported Profit After Tax	810.7	896.2	-1,898.5	-1,345.8	365.8	876.3
Reported Profit After Tax Margin (%)	7.0%	6.1%	-15.1%	-12.4%	2.6%	6.1%
Earnings Per Share (Rs)	6.84	3.57	-7.57	-0.72	0.19	0.47

Annual Financial Highlights – Balance Sheet (Standalone)

Particulars (INR Lacs)	FY2019	FY2020	FY2021	FY2022	FY2023
EQUITY AND LIABILITIES					
EQUITY					
(i) Equity share capital	1,671.7	2,507.5	2,507.5	3,761.2	3,761.1
(ii) Other equity	5,646.7	2,881.9	1,532.7	627.0	1,480.4
LIABILITIES					
Non-current liabilities					
(i) Financial Liabilities					
- Borrowings	53.1	31.5	316.4	177.5	70.7
- Other financial Liabilities	-	53.6	60.0	65.9	72.3
- Lease Liability	-	8,023.7	8,007.1	2,646.2	2,825.4
(ii) Provisions	26.2	37.9	47.4	66.7	86.27
(iii) Other non-current liabilities	-	26.6	20.5	14.3	8.19
(iv) Deferred Tax liabilities	80.2	-	-	-	-
Current liabilities					
(i) Financial Liabilities					
- Borrowings	919.1	1,313.3	1,648.0	1,297.1	1,750.9
- Lease Liability	-	-	-	1,201.3	1,212.1
- Trade Payables	669.9	522.2	643.1	368.5	438.3
- Other current financial liab	1,298.1	1,101.0	949.0	903.1	929.4
(ii) Other current liabilities	275.9	357.7	901.9	688.0	809.9
(iii) Provisions	-	18.7	22.3	29.8	54.3
TOTAL EQUITY & LIABILITIES	10,640.8	16,875.6	16,655.8	11,846.7	13,499.3

Particulars (INR Lacs)	FY2019	FY2020	FY2021	FY2022	FY2023
ASSETS					
Non-current assets					
(i) Property, plant & equipment	3,909.9	3,194.5	2,410.0	2,006.3	1,687.2
(ii) Right to use	187.1	7,735.4	7,497.6	3,521.6	3,932.16
(iii) Goodwill on Consolidation	-	-	-	-	-
(iv) Intangible Assets	715.3	1,133.7	746.1	589.7	1,137.29
(v) Capital Work in progress	2,024.4	-	-	-	-
(vi) Financial Assets					
- Investments	50.0	50.0	50.0	50.0	50.0
- Other Financial Assets	399.7	427.4	458.3	557.0	761.85
(vii) Deferred Tax Assets	-	582.5	1,257.1	1,066.9	709.26
Current assets					
(i) Financial Assets					
- Trade receivables	2,825.1	2,710.0	2,678.0	2,534.4	3,882.13
- Cash and cash equivalents	66.0	18.2	50.8	43.2	34.49
- Bank balances other than above	-	300.0	131.0	144.5	210.46
- Other Financial Assets	232.8	-	7.2	57.8	29.81
(ii) Other current assets	230.5	723.9	1,369.8	1,275.1	1,064.74
TOTAL ASSETS	10,640.8	16,875.6	16,655.8	11,846.7	13,499.3

Way Forward



Key Growth Drivers

01 Domestic Capacity Utilisation

FY22
64%



FY23-24
100%

The Company is aiming to reach 100% capacity utilisation of current 5500 seats in Domestic business by end FY23.

02 Target Global Clientele

Initiated



FY23/24
10%

Initiation of international business by FY23/24 and target at least 10% utilisation starting end FY23.

03 I.T. Services as a Profit Centre

Currently
NIL



To grow at
30-35% p.a.

Company to ramp up revenues from (new) IT Services vertical expected to grow at 30-35%.

04 Increase High Margin Billable Hours

International +
Domestic
Business



Opportunity to
scale up

Increase share of higher revenue / margin contributing clients in domestic and international geography.

05 Growth Rate for the next 3-5 years

Historical
11% CAGR
2015-2022



Targeted
+30-40% CAGR
2022-2027

We are targeting a 30-40% CAGR on all fronts namely Revenue, EBITDA and PAT for the next 3-5 years (base year: FY22).

06 Increase share of Government Business

Revenue share
2% in FY22

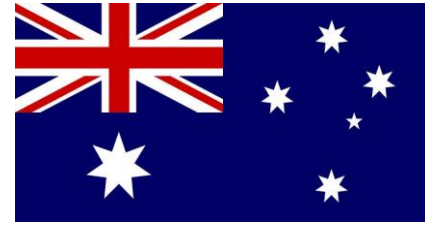
Looking to increase share of revenue from high margin government business from 2% in FY22 to 15% by FY24

International Strategy

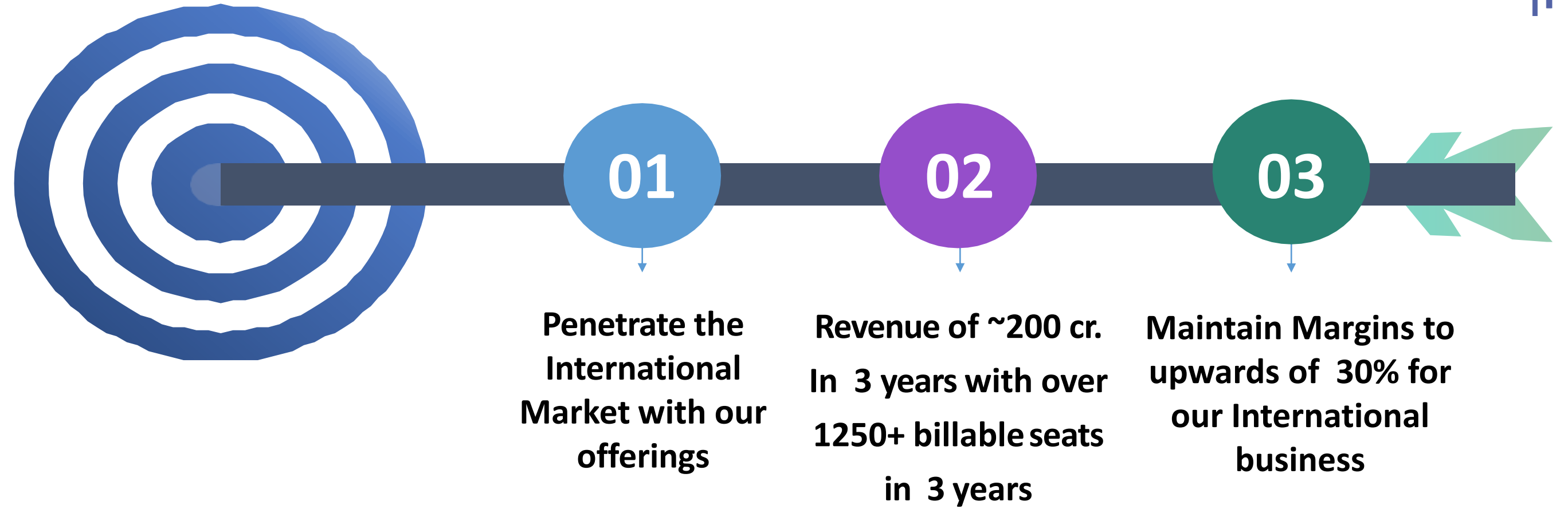
Geographies Targeted



USA



Australia



Target Audience

Small & Medium Enterprises across all industries that can benefit from a BPO

Our Strategy

- Appoint Sales Consultant
- Register with Market Research firms who can position us as BPM partners
- Work with Lead Generation companies in the respective Geo's

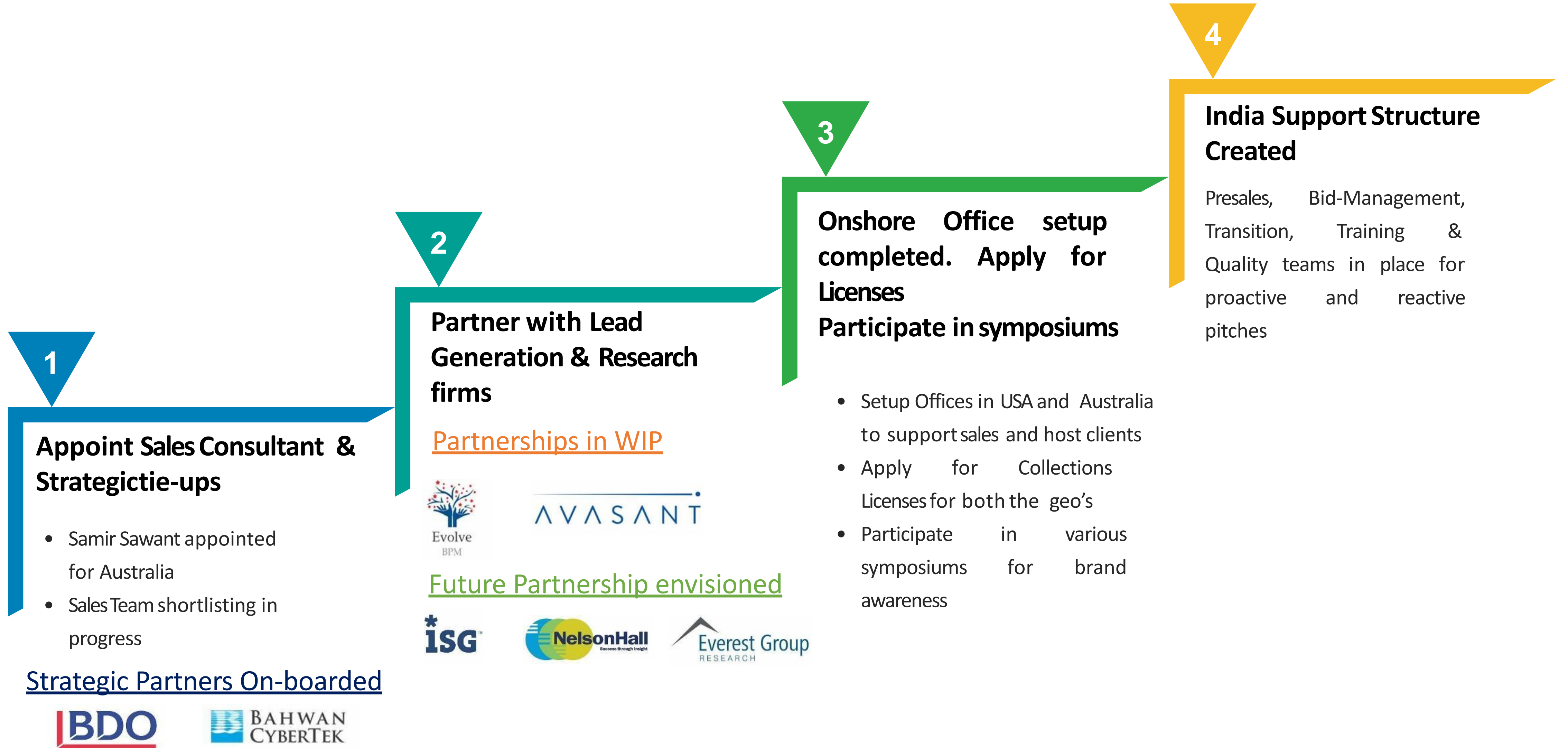
Our Verticals

- Banking & Financial Services
- Insurance
- Logistics
- Travel Transport Hospitality
- Energy Resource Utilities
- Healthcare
- Retail & Consumer Product Goods
- Telecom
- Fintech / New Age

Our Offerings

- Onboarding
- Sales
- Customer Service
- Collections
- Bank Office Operations
- Retention
- Complaints
- Dispute Management
- Workforce Management
- Quality Monitoring
- Consulting
- Transformation

How will we enable our growth in the International Market?



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