

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

Date: 25<sup>th</sup> February 2020

**Security Code: ONEPOINT**

**Sub: Investor Presentation of One Point One Solutions Limited.**

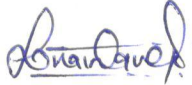
**Ref.: Regulation 30 (Disclosure of event or information) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.**

Dear Sir/Madam,

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the investor presentation of the Company.

Request you to kindly take the same on your records.

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



Pritesh Sonawane  
Company Secretary and Compliance Officer  
Place: Mumbai

**ONE POINT ONE SOLUTIONS LTD**

(Formerly One Point One Solutions Pvt. Ltd.)

Corporate Office : C 42, TTC Industrial Area, MIDC, Village Pawane, Navi Mumbai 400 705, INDIA  
T. 022 6687 3800 F. 022 6687 3889 CIN. L74900MH2008PLC182869 [www.1point1.in](http://www.1point1.in)

Registered Office : T-762, 6th Floor, Tower No.7, International Infotech Park, Above Vashi Railway Station, Vashi, Navi Mumbai 400 703.

Mumbai . Gurgaon . Indore . Bangalore



# PREPARED FOR THE KNOWN AND THE UNKNOWN

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WE ARE FUTURE READY TO MAKE YOU PRESENT PROFIT

↑POINT↑

# CONTENTS



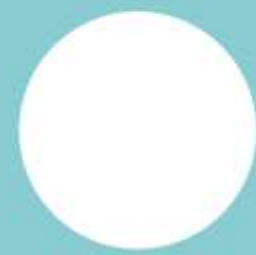
1. Company Details



2. Leadership Team



3. Vision & Mission



4. Client Canvas

5. Technological Edge: Our Technology Capability

6. Competitive Advantage

7. Financials

11}

EVOLUTION



## AKSHAY CHHABRA BEGAN HIS FIRST BUSINESS IN COMPUTER EDUCATION, IMMEDIATELY UPON GRADUATING FROM DY PATIL INSTITUTE OF TECHNOLOGY.

- In 1996 he set-up a 6 seater Computer Training Center near the epicenter of giants like NIIT, Aptech, Data Pro and WINPRO.
- Created a unique plan of Counselling at Home.
- Sold the first franchise in Kottayam in 1999 and then expanded across Kerala, Mumbai, UP and Jammu with 15 centers across the country.
- Became the first DSA for HSBC in India.
- Preferred partner for HSBC, India, with the highest approval ratings.
- Introduced technology to the DSA business in 2004.
- Created the first inbound call center in 2005 at Indore.
- **In 2014, the organisation was rebranded as it changed from a sales organisation to a complete ITES company and One Point One Solutions was born.**



# CORPORATE OVERVIEW

# COMPANY HIGHLIGHTS



**180M** transactions  
a year



In **12** regional  
languages



Compliant with  
ISO 9001:2015 &  
ISO/IES 27001:2013



**75** Unique  
processes



Publically  
listed BPO

**5500+**  
EMPLOYEES

INDIA'S FASTEST GROWING  
**BPO**

**08**  
DELIVERY CENTERS  
PAN INDIA

**31**  
MARQUEE  
CLIENTS



**2,400** seats  
Navi Mumbai - 1 Location

**1,300** seats  
Gurgaon - 2 Locations

**450** seats  
Chennai - 1 Location

**1,300** seats  
Bangalore - 3 Locations

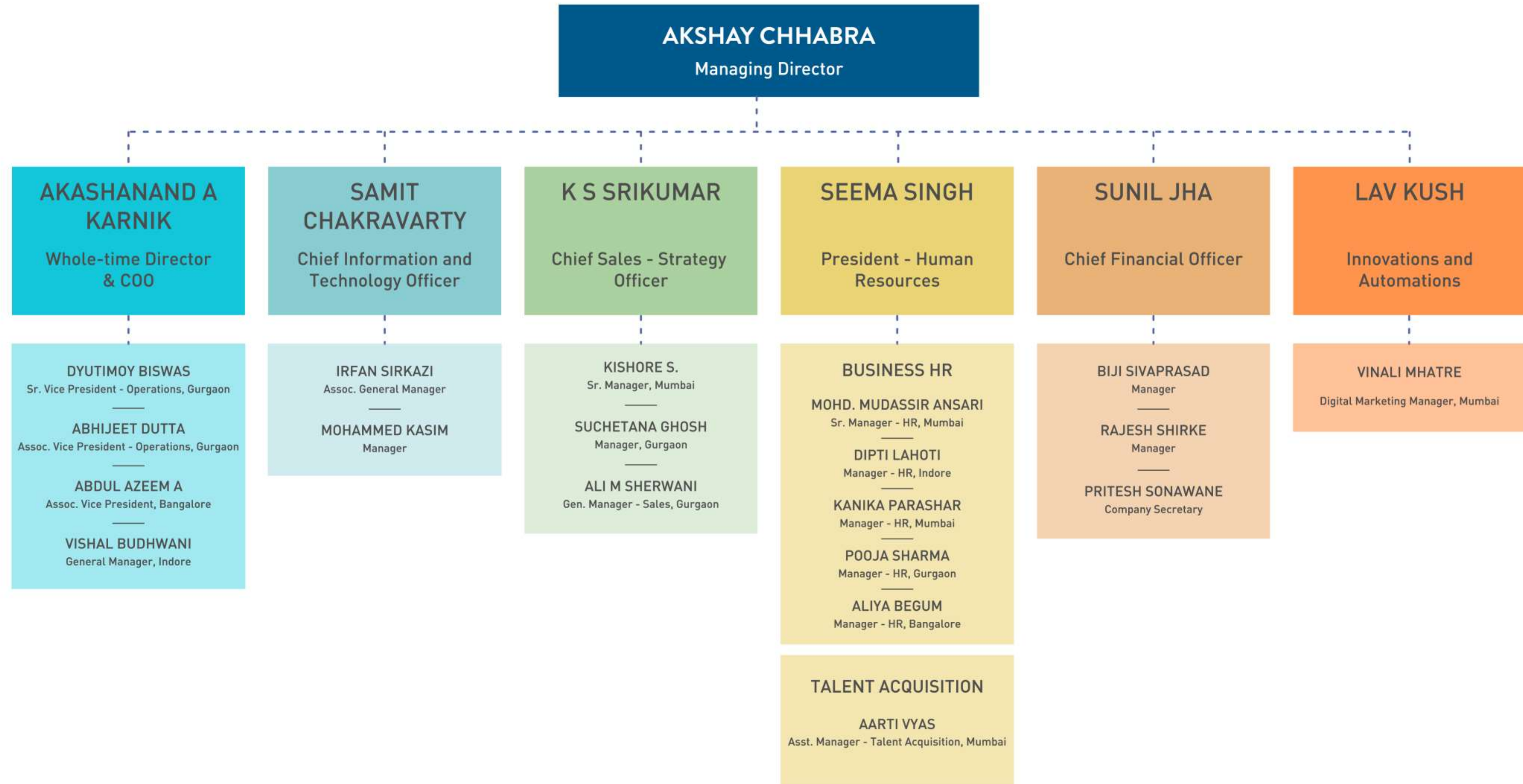
**256** seats  
Indore - 1 Location



# ORGANISATION STRUCTURE



# ORGANISATION STRUCTURE





# MANAGEMENT TEAM PROFILE

# MANAGEMENT TEAM



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**AKASHANAND KARNIK**  
Whole Time Director & COO

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Akashanand Karnik, also known as Akash, is a hands-on leader whose game-changing strategies have delivered radical business outcomes for 1Point1.

In his second stint as a WTD, he has built the company's diversified customer base & continues to develop customer-centric innovations.



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**SAMIT CHAKRAVARTY**  
Chief Information and  
Technology Officer

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As Chief Information and Technology Officer, Samit believes in the power of process-driven innovation to drive efficiency and integration within the organization.

Samit Chakravarty's propensity for innovation has brought various technical developments to life.



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

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Srikumar, also known as Sri, 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 & growth goals.

# MANAGEMENT TEAM



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**SEEMA SINGH**

President - Human Resource

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Seema is an expert in unlocking human capital.

She is an experienced Human Resource professional with more than 20 years of rich hands-on experience in transforming the human potential through planned interventions across the professional, startup and academia world.



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**SUNIL JHA**

Chief Financial Officer

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



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**LAV KUSH**

Vice President - Innovations & Automations, Mumbai

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Lav Kush, or LK as he's known around the office, is a visionary thought leader in the customer experience industry. In a decade and a half, he has worked with reputed brands like Wipro, Concentric, the Aditya Birla Group and Karvy.

He believes in building robust, open, solution oriented & modern organisations and has authored more than 50 articles on the subject of organisation building and customer experience.









## **VISION - GOAL OF THE COMPANY**

**“ TO BE THE MOST ADMIRABLE  
AND PROFITABLE BPO ”**

# OUR CLIENTS



# NEW ENTRANTS IN 360 DAYS

LOGO	CLIENT NAME	INDUSTRY	SERVICE DESCRIPTION	CURRENT BUSINESS SIZE	GROWTH POTENTIAL
	SBI CARDS	BFSI	COLLECTIONS	200	200
	MSWIPE	FINCOM	COLLECTION / ACTIVATION	175	500
	UDAAN	E-COM	COLLECTION / WELCOME CALLING	200	500
	FLIPKART	E-COM	MULTIPLE	80	500+
	ADANI POWER	UTILITY	CUSTOMER SERVICE	60	100
	XIAOMI	ELECTRONICS	MULTIPLE	250	500
	SHIFA	HEALTHCARE	CUSTOMER SERVICE	25	75
	PORTER	LOGISTICS	CUSTOMER ACTIVATION AND ACQUISITION	50	250
TOTAL 8 BUSINESSES CLOSED IN 10 MONTHS				1040	2625

# BUSINESS GROWTH FROM NEW CUSTOMERS

All new Business is at a high seat Realization, Averaging around 35 K per seat which is 30 % above the existing one

New Clients for 2019-2020 are about 25% of the previous year

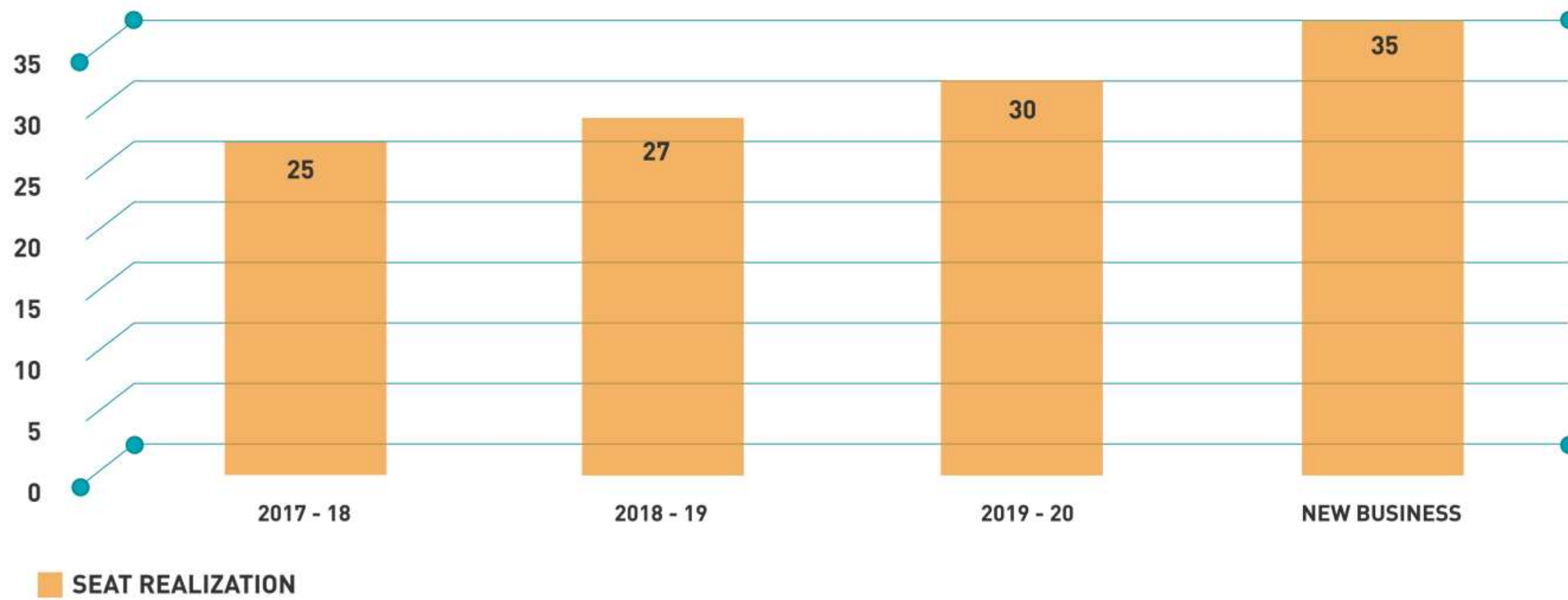
Growth potential of the existing clients - 2.5 times of its already outsourced size

All the new Customers  
New Age industry  
Have good financial backbone  
High Potential to grow

Business Sales pipeline has a funnel of about close to 1500 – 2000 potential business

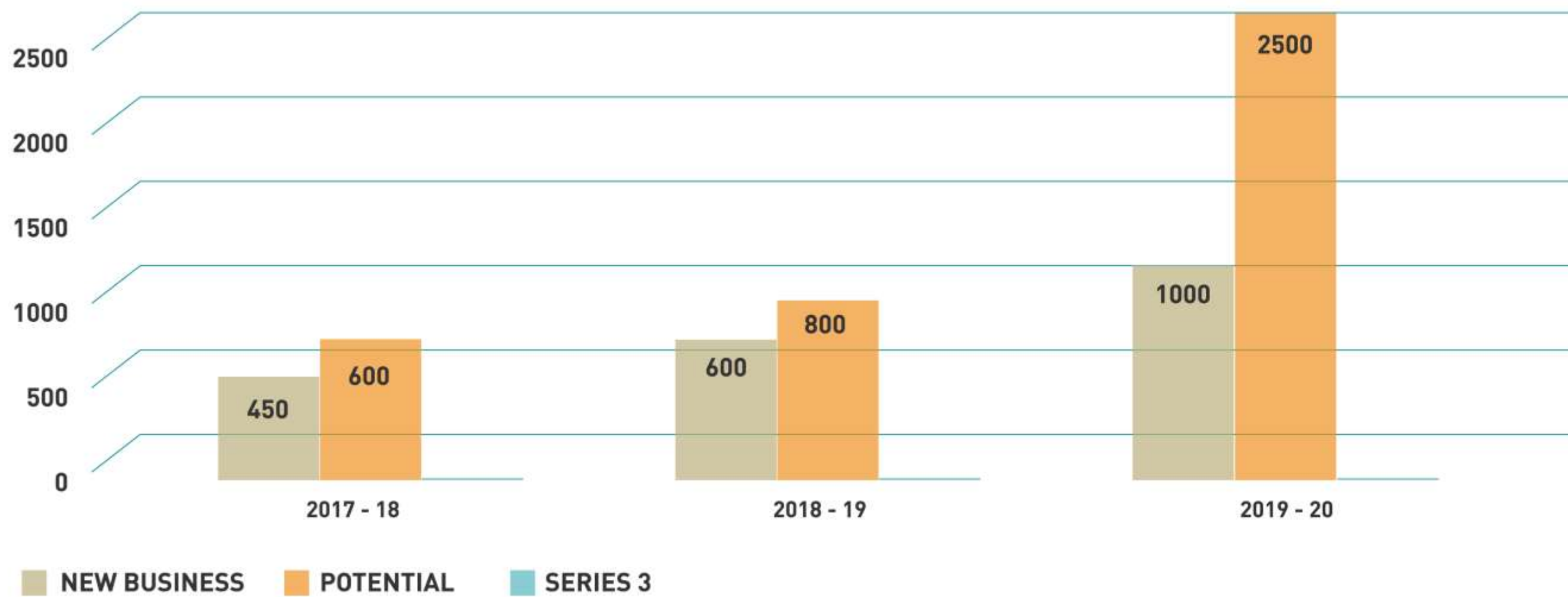


### SEAT REALIZATION (IN THOUSANDS)



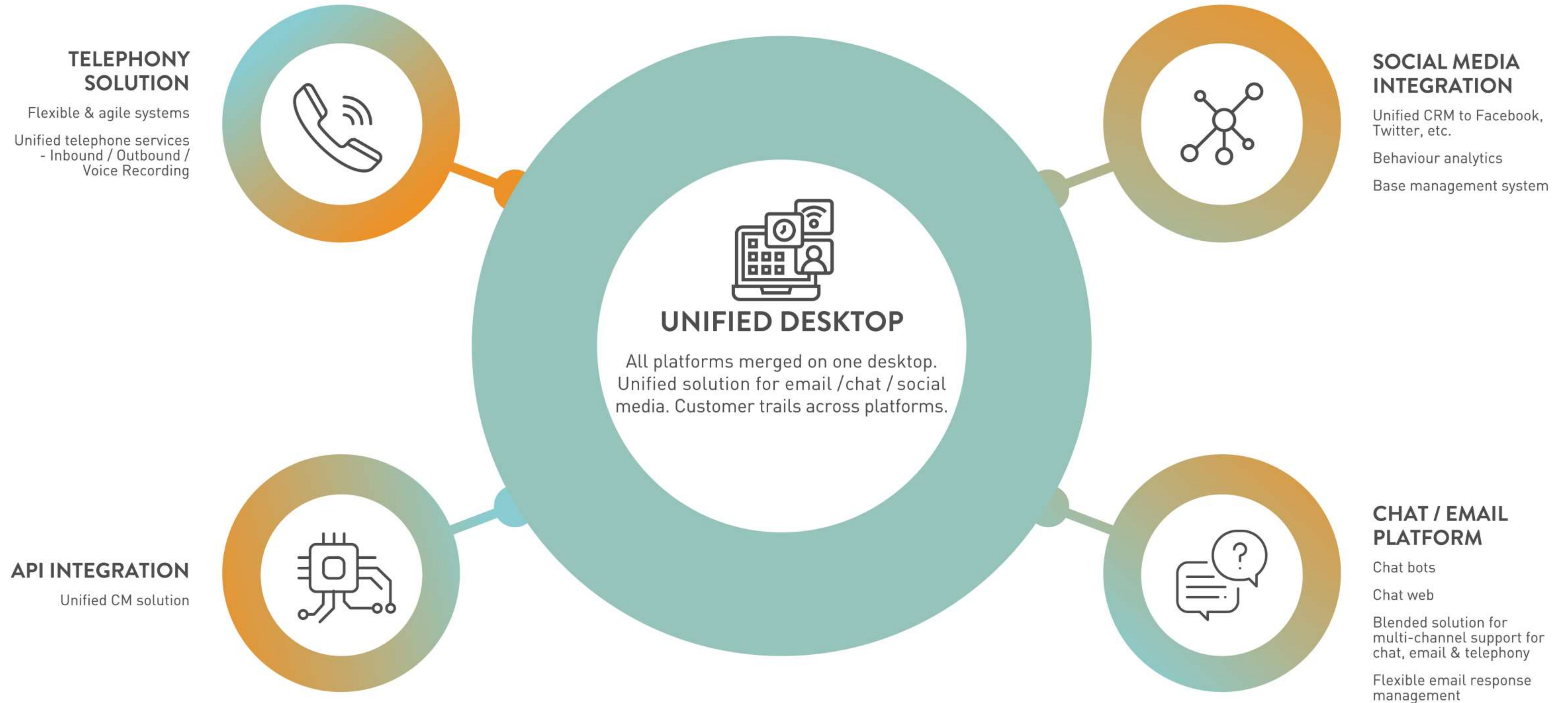
- All new business that are acquired are at a seat price of 35 K +
- Steady growth in the seat price YOY through value adds and Technology intervention

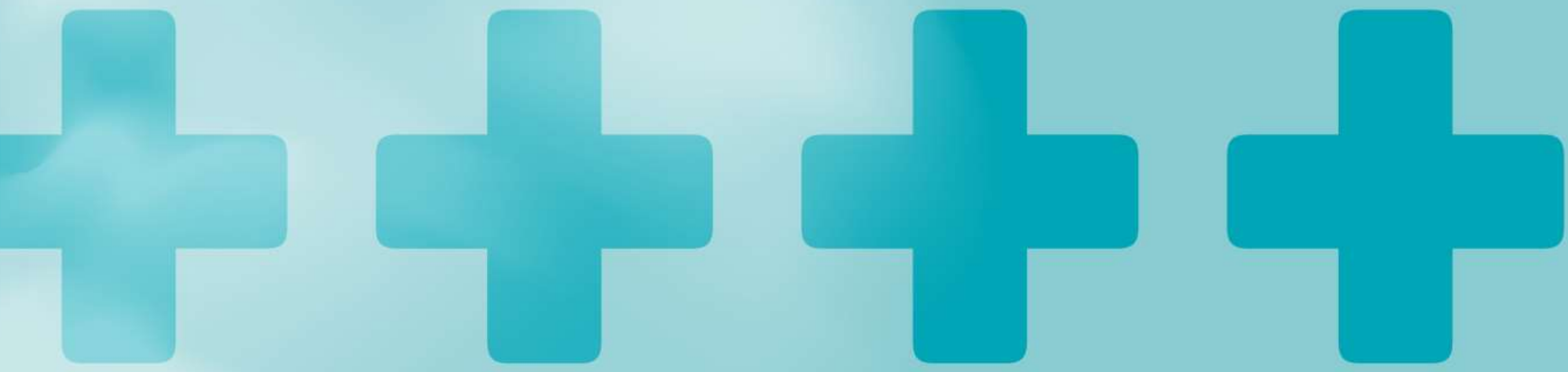
### GROWTH CHART



- Potential growth with the new customers is more than 2 fold

# INFORMATION TECHNOLOGY





**FINANCIALS**

# STATEMENT OF PROFIT AND LOSS (AS PER IND GAAP)

Particulars (All figures in rupees million)	FY 17-18	FY 18-19	YoY	FY 18-19 (9M)	FY 19-20 (9M)	YoY
Revenue from operation (net)	1,156.22	1,459.59	20.78	1,084.20	1,005.14	(7.29)
Other income	1.52	-	(100.00)	-	-	
Total revenue	1,157.74	1,459.59	20.68	1,084.20	1,005.14	(7.29)
Employees cost	642.67	903.02	40.51	638.16	556.32	(12.82)
Other expenses	317.75	310.31	(2.34)	270.14	260.56	(3.55)
EBITDA	197.32	246.26	24.80	175.90	188.26	7.03
EBITDA Margin (%)	17.04%	16.87%	-0.17%	16.22%	18.73%	2.51%
Depreciation	74.87	133.44	78.23	101.71	117.69	15.71
EBIT	122.45	112.82	(7.86)	74.19	70.57	(4.88)
Interest	24.70	5.65	(77.13)	3.11	7.39	137.62
Profit Before Tax	97.75	107.17	9.64	71.08	63.18	(11.11)
PBT (Margin %)	8.44%	7.34%	-1.10%	6.56%	6.29%	-0.27%
Net Tax expenses	16.69	18.60	11.44	17.26	16.04	(7.07)
Profit /(Loss) for the period /year before share of minority interest	81.06	88.57	9.26	53.82	47.14	(12.41)
Profit/(Loss) for the year	81.06	88.57	9.26	53.82	47.14	(12.41)
PAT Margin (%)	7.00%	6.07%	-0.93%	4.96%	4.69%	-0.27%

# STATEMENT OF CONSOLIDATED PROFIT AND LOSS (AS PER IND GAAP)

Particulars (All figures in rupees million)	FY 17-18	FY 18-19	YoY	FY 18-19 (9M)	FY 19-20 (9M)	YoY
Revenue from operation (net)	1,209.84	1,527.09	26.22	1,121.70	1,005.14	(10.39)
Other income	1.53	0.03	(98.04)	0.03	-	(100.00)
Total revenue	1,211.37	1,527.12	26.07	1,121.73	1,005.14	(10.39)
Employees cost	648.68	916.06	41.22	642.87	560.38	(12.83)
Other expenses	320.37	325.41	1.57	280.20	261.42	(6.70)
EBITDA	242.32	285.65	17.88	198.66	183.34	(7.71)
EBITDA Margin (%)	20.00%	18.71%	-1.30%	17.71%	18.24%	0.53%
Depreciation	98.88	158.41	60.20	120.43	119.90	(0.44)
EBIT	143.44	127.24	(11.29)	78.23	63.44	(18.91)
Interest	26.44	6.03	(77.19)	3.26	7.44	
Profit Before Tax	117.00	121.21	3.60	74.97	56.00	(25.30)
PBT (Margin %)	9.66%	7.94%	-1.72%	6.68%	5.57%	-1.11%
Net Tax expenses	22.60	21.52	(4.78)	18.17	15.56	(14.36)
Profit /(Loss) for the period /year before share of minority interest	94.40	99.68	5.59	56.80	40.44	(28.80)
Profit/(Loss) for the year	94.40	99.68	5.59	56.80	40.44	(28.80)
PAT Margin (%)	7.79%	6.53%	-1.27%	5.06%	4.02%	-1.04%

# STATEMENT OF PROFIT AND LOSS (AS PER IND AS)

Particulars (All figures in rupees million)	FY 18-19 (9M)	FY 19-20 (9M)
Revenue from operation (net)	1,084.20	1,005.14
Other income	1.89	2.67
Total revenue	1,086.09	1,007.81
Employees cost	638.16	555.36
Other expenses	270.14	158.33
EBITDA	177.79	294.12
EBITDA Margin (%)	16.37%	29.18%
Depreciation	103.20	202.23
EBIT	74.59	91.89
Interest	3.28	66.49
Profit Before Tax	71.31	25.40
PBT (Margin %)	6.57%	2.52%
Net Tax Expenses	17.26	5.11
Profit /(Loss) for the period /year before share of minority interest	54.05	20.29
Other Comprehensive Income	-	(0.69)
Profit/(Loss) for the year, as restated	54.05	19.60
PAT Margin (%)	4.98%	1.94%

Note : "IND AS 116 Lease Accounting" has become applicable from 1st April, 2019, however, the figures of FY 2018-19 have not been restated, hence figures are not comparable.

# STATEMENT OF CONSOLIDATED PROFIT AND LOSS (AS PER IND AS)

Particulars (All figures in rupees million)	FY 18-19 (9M)	FY 19-20 (9M)
Revenue from operation (net)	1,121.70	1,005.14
Other income	1.92	2.67
Total revenue	1,123.62	1,007.81
Employees cost	642.87	559.42
Other expenses	280.20	159.20
EBITDA	200.55	289.19
EBITDA Margin (%)	17.85%	28.69%
Depreciation	121.92	204.44
EBIT	78.63	84.75
Interest	3.43	66.53
Profit Before Tax	75.20	18.22
PBT (Margin %)	6.69%	1.81%
Net Tax Expenses	18.17	4.63
Profit /(Loss) for the period /year before share of minority interest	57.03	13.59
Other Comprehensive Income	0	-0.69
Profit/(Loss) for the year, as restated	57.03	12.90
PAT Margin (%)	5.08%	1.28%

Note : "IND AS 116 Lease Accounting" has become applicable from 1st April, 2019, however, the figures of FY 2018-19 have not been restated, hence figures are not comparable.



**THANK YOU**