

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

Date 24th April 2024

SECURITY CODE: ONEPOINT

SUB: Intimation of Analyst / Institutional Investor Meeting under regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

In compliance with regulation 30 read with Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we would like to inform that the management of the Company would be meeting with **Share India Securities** on **Thursday, 25 April 2024 at 11 am**. We are enclosing herewith Investor Presentation that will be used for discussion during the one-to-one meeting.

No Unpublished Price Sensitive Information (UPSI) will be shared during the one-to-one-meet.

We request you to take this information on your record.

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



Pritesh Sonawane
Company Secretary and Compliance Officer
Place: Mumbai
Membership No. A34943

ENCL: Investor Presentation

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

INVESTOR MEETING

1POINT[↑]TM

March 2024



ABOUT US..



About One Point One Solutions



12+
Years of
Experience



5,600+
Experienced
Professionals



50+
Marquee
Logos



CERTIFIED



EUROPE - 10%

APAC - 20%

AMERICA - 30%

INDIA - 40%



₹ 1000 Cr
Market
Capitalization



AWARDS

12th Edition
BPO Innovation
Summit & Awards 2023

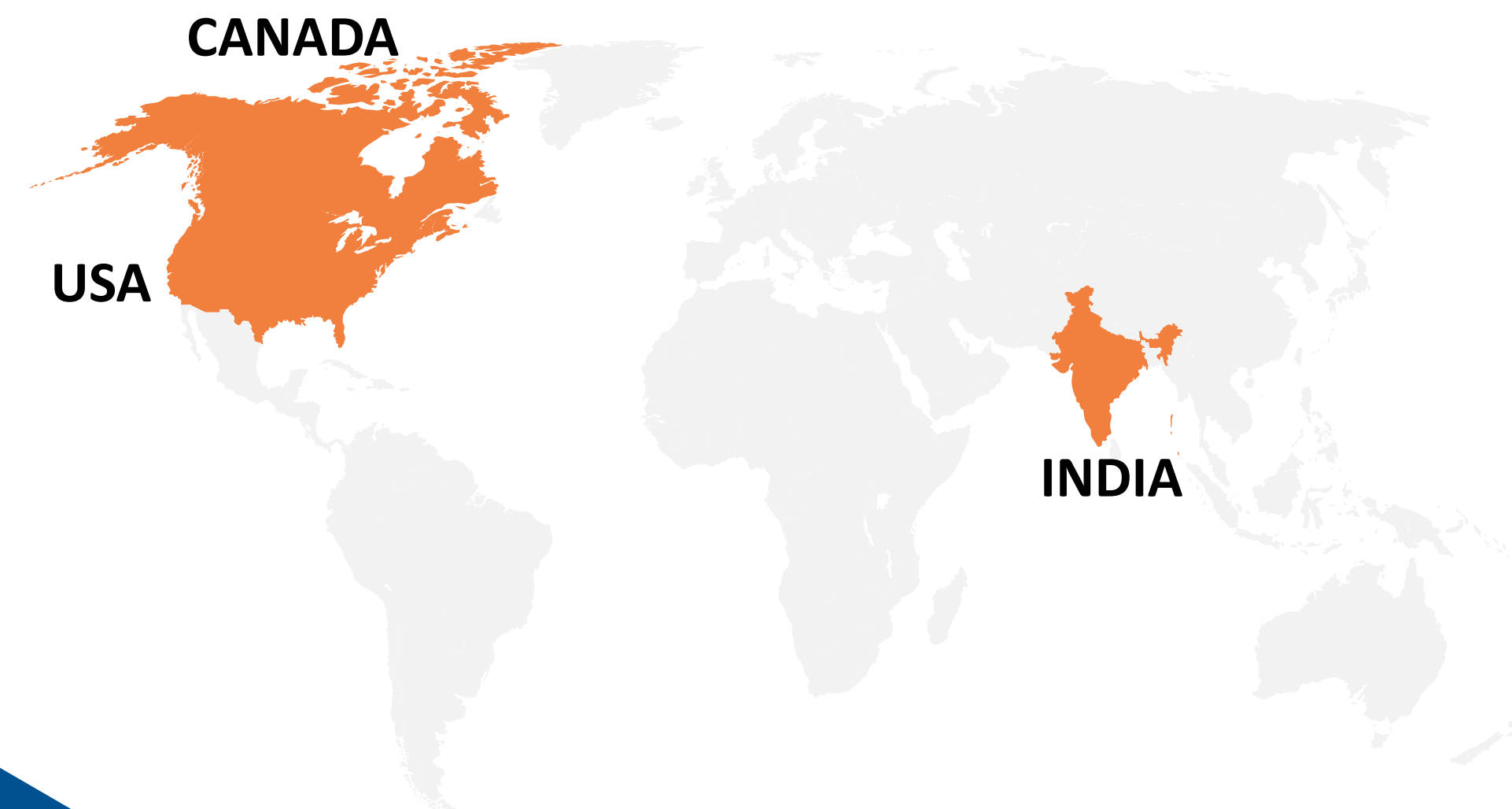


6
Delivery Centers*
in India

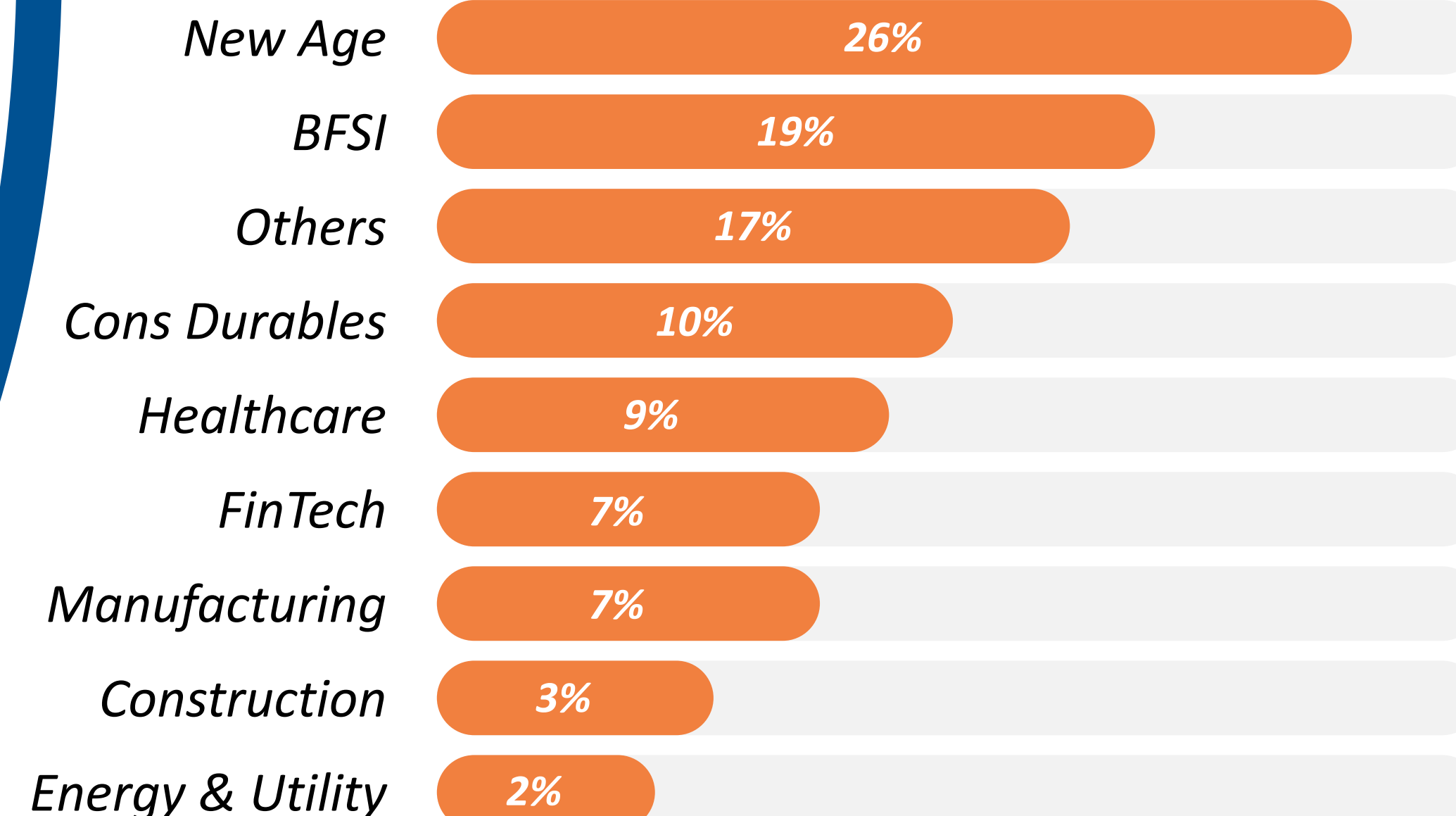


TOOLS
eVSM, CRM, KMS,
PMS & More...

OUR PRESENCE



CLIENTS ACROSS INDUSTRY VERTICALS



Client Canvas



AMERICAS









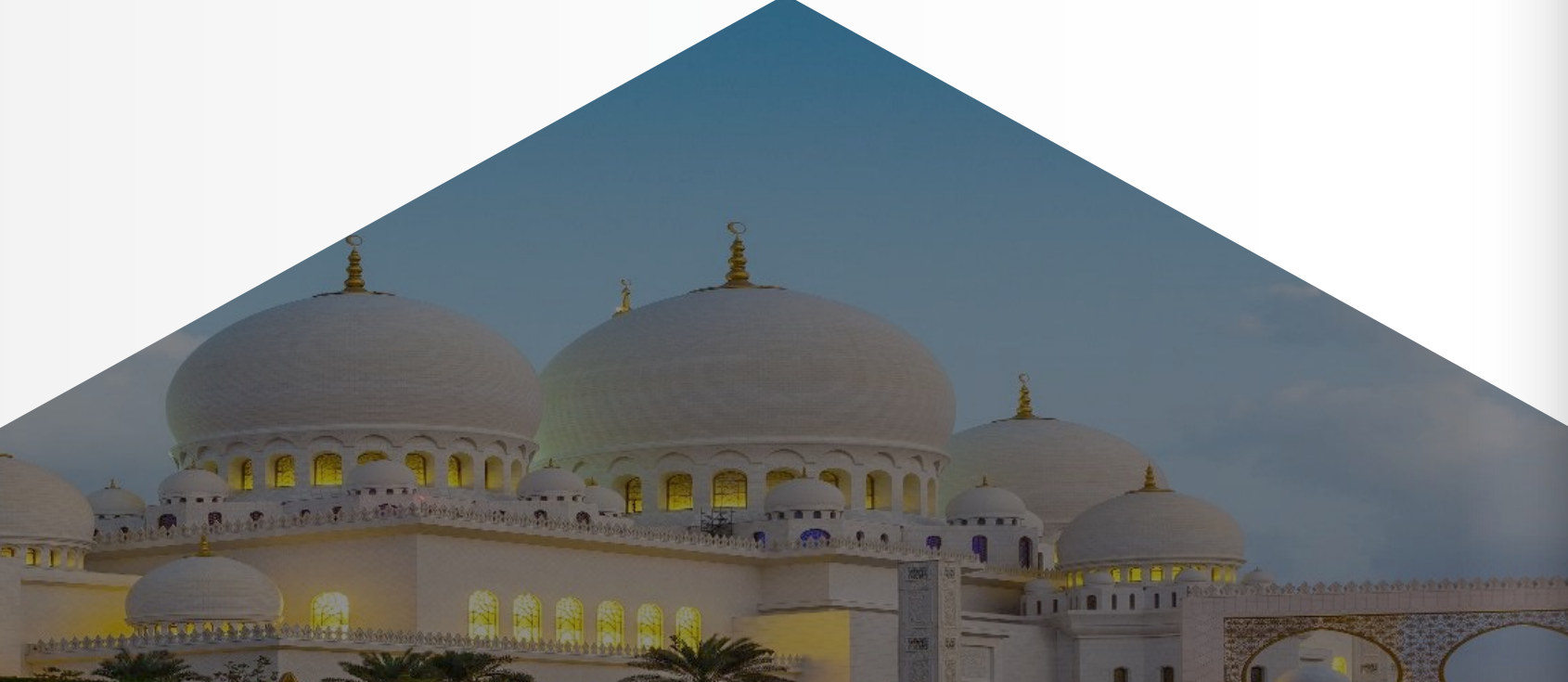


EUROPE











INDIA



















Offerings in a Nutshell

BUSINESS PROCESS OUTSOURCING

1

Inbound & Outbound Calling, Chat & Email Support, Sales, Originations, Customer Service, Collections, Technical Helpdesk, Call Quality & Analytics, Finance & Accounting

2

KNOWLEDGE PROCESS OUTSOURCING

Medical Record Summary & Review, Record Chronology / Reorganization, Billing Summaries, Record Retrieval Support, Recruitment & Sourcing Support

3

IT SERVICES

L1 Support, Server & Network Management, Security & Desktop Management, Software Development & Products, Data Analytics, Support & Maintenance

4

TECHNOLOGY & TRANSFORMATION

RPA, Intelligent Automation, Gen AI, Dialer, ChatGPT, CRM, Desktop Analytics, Knowledge & Gamified Performance Management System

5

ANALYTICS

Completely domain-independent platform, which extracts valuable insights from different data sources to analyze data and create reports

Private & Confidential (For Internal Circulation only)

BUSINESS PROCESS OUTSOURCING	SALES ▪ Tele sales ▪ Lead Generation ▪ Cross sell / Upsell ▪ Sales Conversion ▪ Sales Support	ORIGINATIONS ▪ KYC & Welcome Call ▪ Data Administration ▪ IB/OB verification ▪ Application screening ▪ Fraud verification ▪ Underwriting support	CUST. SERVICE ▪ Billing/Premium/Claim ▪ Inquiries ▪ Complaint Mgmt. ▪ Product Access & Use ▪ Fraud related queries ▪ Account Maintenance	COLLECTIONS ▪ Early / Late Stage ▪ Skip Trace & Recoveries ▪ Legal & Tech Support ▪ Agency Management ▪ Credit Ops - Back office	TECH HELPDESK ▪ L1/L2 support ▪ Customer Service ▪ Troubleshooting ▪ Access Management ▪ App support ▪ Vendor support	BACK OFFICE ▪ Billing ▪ Payments/Settlements ▪ Exception Mgmt. ▪ Account Maintenance ▪ Charge Back ▪ Disputes	ACCOUNTING ▪ Accounting & Bookkeeping ▪ Record Chronology, Indexing & Bookmarking ▪ Records & Data Mgmt.
	LITIGATION ▪ New Order Entry ▪ Authorization ▪ Subpoena Preparation ▪ Legal Documents ▪ Follow-up calls		RECRUITMENT ▪ Qualifications ▪ Content Creation ▪ Content Evaluation ▪ Job Posting ▪ Response Received		REIMBURSE* ▪ Travel & Tolls ▪ Lodging & Meals ▪ Business Calls ▪ Fuel & Laundry ▪ Int Travel Insurance ▪ Miscellaneous	RECORDS ▪ Data Mining, Processing & Validation ▪ Document Packaging, Format Conversion & Verification	CONTRACTS ▪ Database Mgmt. ▪ Reminders & Follow up ▪ Invoice Processing ▪ Approval ▪ Vendor Balance Reconciliation
INFORMATION TECH SERVICES	DEVELOPMENT ▪ App Development ▪ App Re-engineering ▪ Dynamics AX & CRM ▪ Software Application maintenance	PRODUCT ▪ Focused on ISVs & startups to churn their software product/app ▪ Enhancing existing solutions & offering support	MS DYNAMICS ▪ Implementation ▪ AX escalation & project turnarounds ▪ Migration from older versions to D365 ▪ BI services	INTELLIGENCE ▪ Microsoft-based BI ▪ Power BI dev-express ▪ Experience with the healthcare industry & Open-source Analytics ▪ Data warehousing	PORTAL ▪ Intranet solutions ▪ Internet websites ▪ Integration with LOB applications	UI / UX ▪ Improving user journeys ▪ Revamping legacy systems ▪ User research	DESIGNING ▪ Design Research ▪ Conceptualization & Synthesis ▪ Design & Development ▪ Deployment

TECHNOLOGY & TRANSFORMATION	CONTACT CENTER AS A SERVICE Contact Centre on Cloud	SECURED AUTHENTICATION Enhanced Capability across channels	CONVERSATIONAL AI Speech enabled Interactive Voice Response (IVR)	DESKTOP ANALYTICS Desktop Process adherence to Workflow	2-WAY COMMUNICATION Multi Channel options to get serviced	SOCIAL MEDIA ANALYTICS AI driven Customer Experience Analytics
	CUSTOMER RELATIONSHIP Communication across all channels	DIGITAL EXTRACTION Enhance Productivity	AUTOMATED QA Automated Call Quality Monitoring	EMAIL MANAGEMENT Intelligence Driven Automated Email Mgmt. Solution	KNOWLEDGE MANAGEMENT Intelligent Search Solution	SURVEY TOOL Customer Feedback Across All Channels
ANALYTICS	ITLytics Proprietary Analytics Product	DATA EXTRACTION Semi/Unstructured sources that draws Actionable Insights	INTEGRATION Easy Integration with ERPs & Legacy Solutions	DATA VISUALIZATION Visualization in form of reports & dashboards	TAILORED DASHBOARDS Dashboard for audiences (Ops Team, Analyst, Senior Mgmt.)	PREDICTIVE ANALYSIS Further Predictive Analytics/forecasting provided

Industries Segments & Penetration

INDUSTRIES/SERVICES	BUSINESS PROCESS OUTSOURCING	KNOWLEDGE PROCESS OUTSOURCING	IT SERVICES	TECHNOLOGY & TRANSFORMATION	ANALYTICS
New Age	✓		✓	✓	✓
Banking & Financial Services	✓		✓	✓	✓
Insurance	✓		✓	✓	
Consumer Durables	✓			✓	
Healthcare	✓	✓	✓	✓	✓
FinTech	✓			✓	✓
Manufacturing			✓	✓	✓
Construction		✓	✓	✓	✓
Energy & Utility	✓			✓	
Travel, Tourism & Hospitality	✓			✓	✓

Building Next-Gen Customer-Centered Enterprise



OPERATIONAL RIGOR

A

Employee Performance Enhancement through [engaging](#) fun activities, that fosters strong relationships, bring forth a sense of ownership and create positive work culture

GENERATIVE AI & CHATGPT

B

Customers are demanding support that effectively balances quick responses with personalization and automation with a human touch

INTELLIGENT AUTOMATION & RPA

C

Intelligent Assistance to boost employee productivity, quality, compliance and happiness. Powered by AI.

VOICE ANALYTICS

D

Generative AI embedded Live Agent Assistance and QA Automation for solving agent and process level efficiencies

ACQUISITION STRATEGY



Acquisition Strategy

IDENTIFICATION STRATEGY

- Presence in Philippines/LATAM
 - Indian Companies with 90%+ International Presence additional verticals or strong domain experience or Heavy AI usage

MERGER & ACQUISITION MODEL

- Acquire majority stake
 - Remaining stake to be acquired at an agreed multiple to fuel growth & keep us agile
 - Cash + Equity in 1P1 & Equity in Own company
 - No Turn Around Story; Only looking at organizations with EBIDTA 18-25%
- All the Current Targets are debt free

INTEGRATION STRATEGY

- No Leadership profile change in any of the acquiring companies
- Improve Bottom Line by Infusion of Technology & Transformation
- Strengthen Sales Offering & create a Unified Sales + Solution + Transition Team for uniform experience to our clients

NIMBLE

RESILIENT

DOMAIN DEPTH

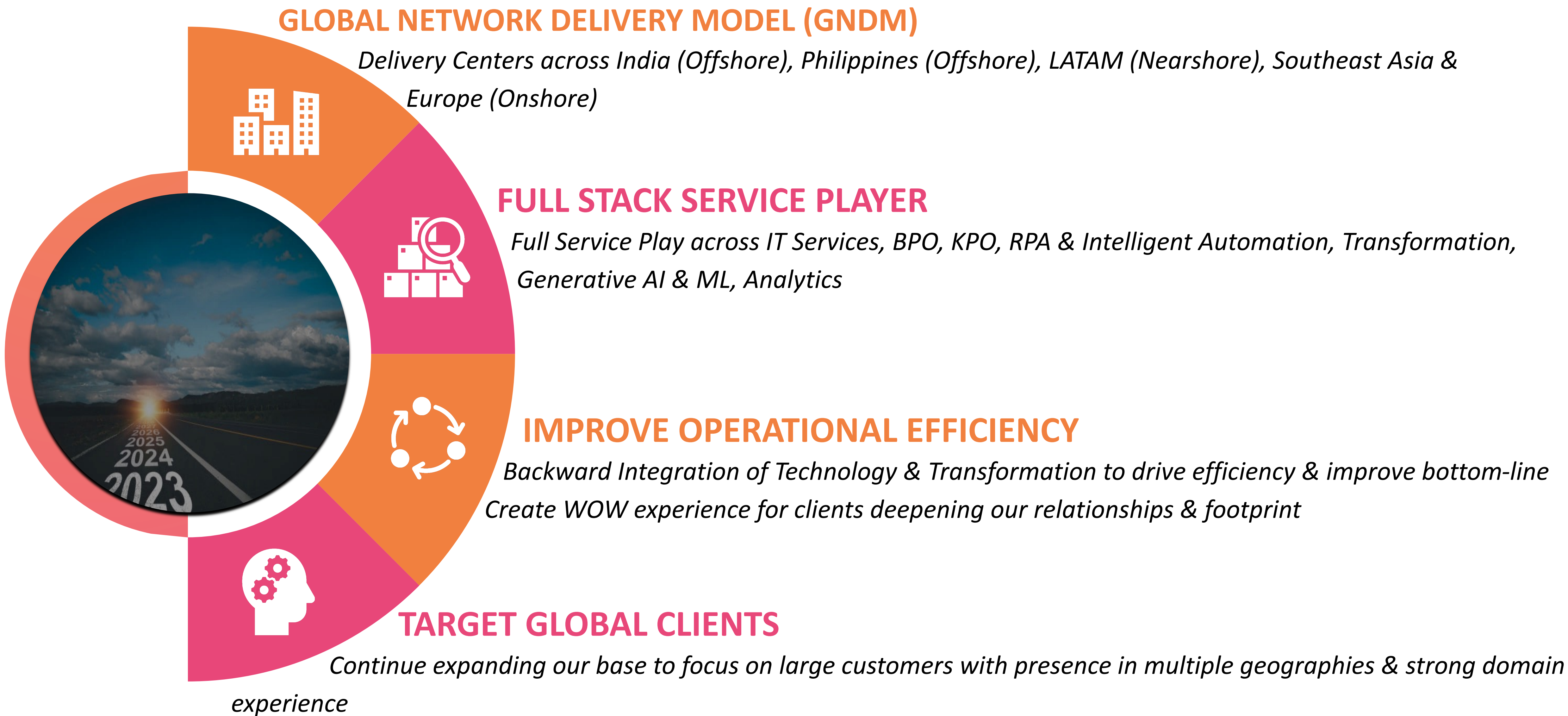
HUMAN CAPITAL

MULTI SERVICE

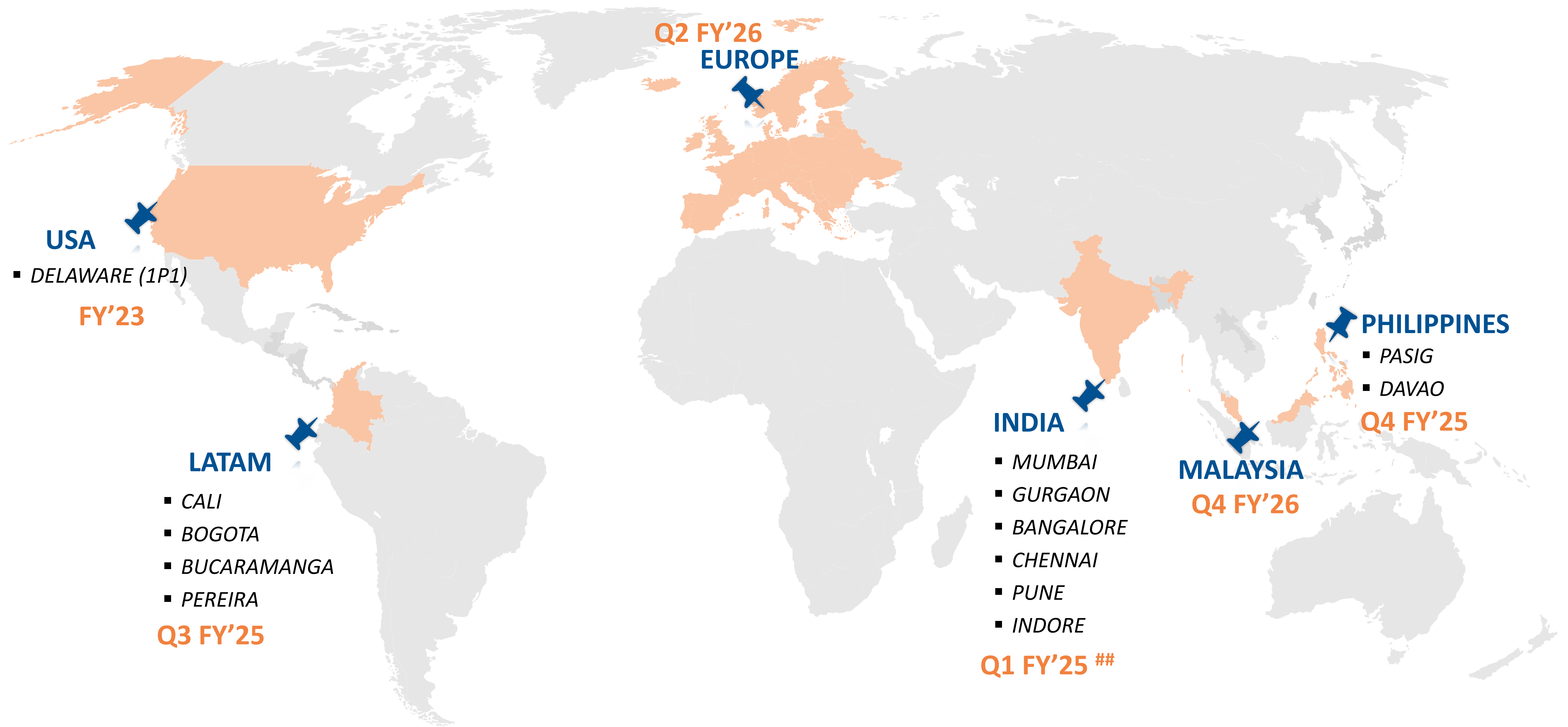
BESPOKE

WAY FORWARD

Way Forward



Our Global Delivery Footprint By FY'27





Thank you.

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