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WELCOME TO THE CUSTOMER ENGAGEMENT REVOLUTION

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1POINT1

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NEXT-GEN BUSINESS PROCESS MANAGEMENT COMPANY

Working to co-create a better future with our clients, we challenge legacy thinking and drive sustainable transformation.

Headquartered in Navi Mumbai, 1Point1 is a Public Listed Company that helps businesses build better capabilities and enables them to achieve seamless growth. Ours is an ISO 9001:2015 and ISO/IES 27001:2013 organisation with over 75 unique processes bringing valuable and enduring impacts.

Our team of IT experts and research analysts works for broad spectrum of industries. We bring business intelligence and technology expertise on a unified platform to catalyze enterprise transformation and improve customer experience.

As a business process management (BPM) company we offer technology, finance and analytical solutions to simplify, invigorate, and strengthen your operations.





BUSINESS HIGHLIGHTS

COMPANY HIGHLIGHTS



PUBLIC LISTED
COMPANY

4000+

EMPLOYEES
ON AVERAGE



DELIVERY CENTRES
PAN-INDIA



MARQUEE
CLIENTS



ISSUE OVER
SUBSCRIBED



TRANSACTIONS
A MONTH



NAVI MUMBAI
2,400

GURGAON 1
800

GURGAON 2
500

INDORE
256

BANGALORE
365



COMPLIANT WITH
ISO 9001:2015 &
ISO/IES 27001:2013



UNIQUE
PROCESSES

KEY INVESTORS



REGIONAL
LANGUAGES

INDUSTRIES WE SERVE



BANKING & FINANCE

New Accounts
Balance Inquiry
Stop Payment Request



TELECOM

Customer Service
Complaint Management
Collections
Online Lead Management



TRAVEL & HOSPITALITY

Ticketing
Hotel Reservations
Holiday Packages



INSURANCE

Welcome Calling
Claims Registration
Renewals



E-COMMERCE

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



DTH

Customer Service
Complaint Management
Package Upgrade
VAC Services
Subscription Renewals



CONSUMER DURABLES

Customer Service
Complaint Management
Product Installation
Technical Assistance
Home Visit Appointment



BUSINESS COMPOSITION



OUR CLIENTS



NEW CLIENT ADDITIONS



1Point1 has partnered SBI Cards to manage its Collections portfolio. They have been able to add value to the collection management Process & Improve Performance through their Dialer strategy which optimises their receivables & improve customer experience while recovering the outstanding dues



1Point1 has partnered with OLA to help them on OLA money wallet. Customers who have been given credit for their rides and have failed to make the payments on time, are then contacted and reminded for their outstanding dues. OLA is working with 1Point1 to device various strategies to retain their market share and yeat recover the outstanding dues.



1Point1 provides Swiggy data analysis and strategy to enable them to retain staff/delivery boys.



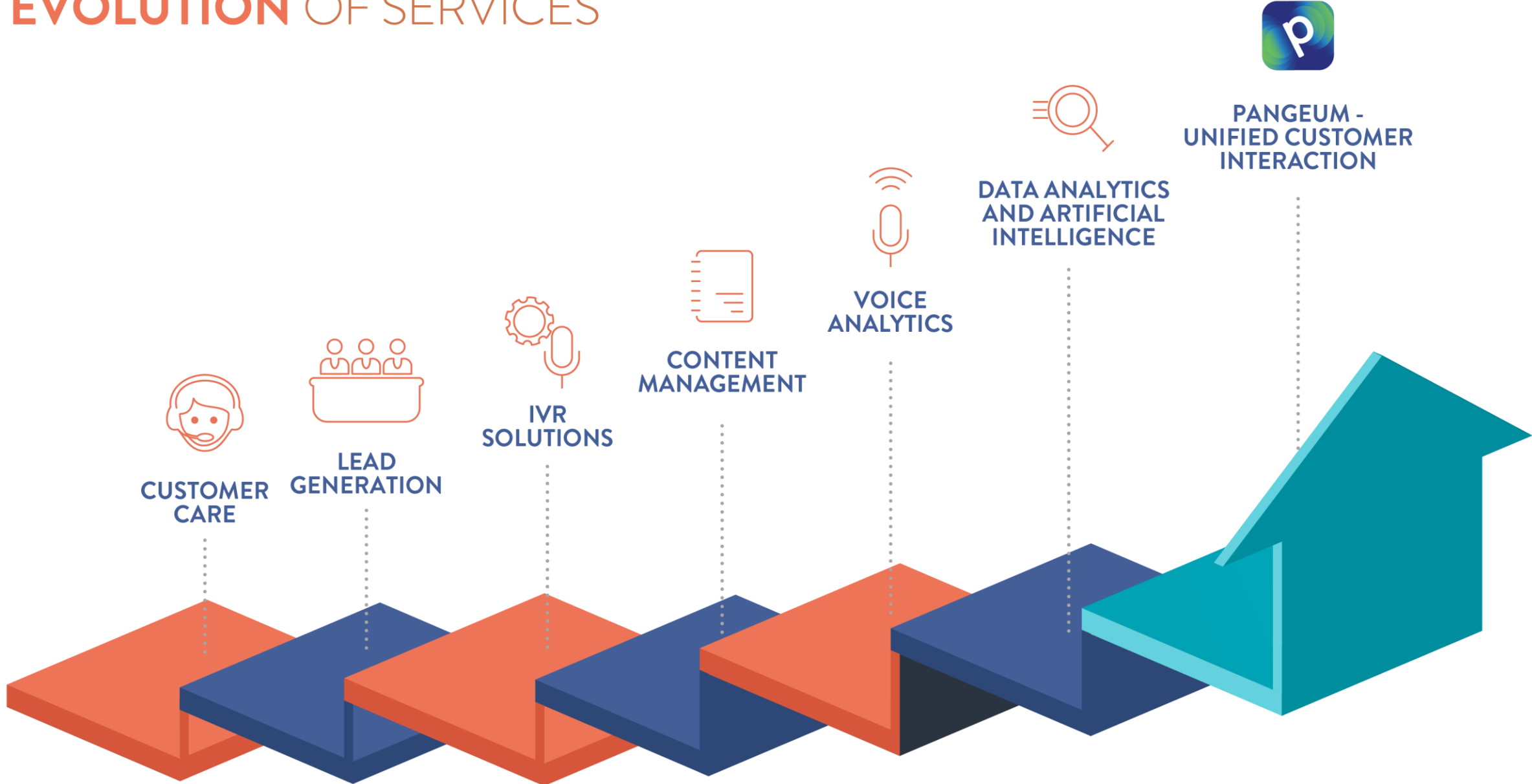
1Point1 partners with Domino's – Jubilant Foodworks Ltd. to provide inbound services such as customer care & order management. Domino's is largest pizza seller worldwide in terms of sales. Domino's Pizza is the seventh-largest fast food restaurant chain by number of locations in the world.



EVOLUTIONS OF **SERVICES**



EVOLUTION OF SERVICES





IT SOLUTIONS

OMNI CHANNEL SOLUTIONS

Our customised omni channel solutions help enterprises to build better ways of working, drive innovation and maximise value in each of their business interactions.

PANGEUM

Scalable, simple-to-use tool that leverages customer interactions for faster company growth and a better brand image.

ABACUZ

Using predictive analytics to define a business from process-to-process and provide more meaningful customer insights.

INTELLIGENT IVR

Tailored call-flow mechanisms to flawlessly direct your customer to the right department.



MILESTONES & ACHIEVEMENTS

MILESTONES & ACHIEVEMENTS



2014

Best Partner Collections,
TATA Teleservices



2015

ISO 9001:2008 &
ISO/IEC 27001:2013



2016

Best Partner, Wonderchef



2017

Winner, Champions Contest,
TATA Teleservices



2017

Navbharat SME Business Excellence

MILESTONES & ACHIEVEMENTS

2015

- Growth of 20%
- Partners with Airtel's mega launch of "My Plan" nationwide

2016

- Top 3 D2H players in India serviced by 1Point1
- Recognition for technology solutions platform from leading teleshopping organisations

2017

- Marching to exceed the 100 cr mark
- Roll out sharing technology platform for competition, opening new vertical for revenue generation
- Became public listed company in December 17

2018

- "Employee First" initiative kicked off
- Implementation of "Analytic based Mass Screening test" for better hiring
- Launch of Unified Customer Interaction Management Tool – Pangeum



FINANCIAL HIGHLIGHTS

HIGHLIGHTS ROBUST GROWTH IN REVENUES & PAT IN 1HFY 19 & FY 18



REVENUE

▲ 46% YoY
6 MONTHS

▲ 26% YoY
12 MONTHS



EBIDTA

▲ 48% YoY
6 MONTHS

▲ 50% YoY
12 MONTHS



PAT

▲ 42% YoY
6 MONTHS

▲ 44% YoY
12 MONTHS

Marching to exceed the

FINANCIAL PERFORMANCE (RS. CRORES)

PERIOD ENDING 31ST MARCH,2018

PARTICULARS	6 MONTHS 1HFY19	6 MONTHS 1HFY18	Y-O-Y %	12 MONTHS FY 18	12 MONTHS FY 17	Y-O-Y %
TOTAL REVENUE	73.26	50.10	46%	121.14	95.84	26%
EBIDTA	14.05	9.47	48%	24.23	16.16	50%
EBIDTA MARGIN %	19.18%	18.90%	-	20%	17%	-
INTEREST	0.12	1.5	-93%	2.64	2.33	13%
DEPRICIATION	8.13	4.69	73%	9.89	3.74	164%
PBT	5.81	3.23	79%	11.7	10.09	16%
TAX	1.60	0.27	-	2.26	3.54	-36%
PAT	4.21	2.97	42%	9.44	6.55	44%
PAT MARGIN %	5.75%	5.92%	-	8%	7%	14%
EPS (RS)	2.51	1.77	42%	7.97	6.88	16%

CONSOLIDATED STATEMENT OF ASSETS & LIABILITIES

EQUITY AND LIABILITIES	AS AT 30TH SEPT, 2018	AS AT 31ST MAR, 2018	AS AT 31ST MAR, 2017
SHAREHOLDER'S FUND			
(A) SHARE CAPITAL	16.71	16.71	1.00
(B) RESERVES AND SURPLUS	54.98	51.16	16.34
	71.69	67.88	17.34
NON-CURRENT LIABILITIES			
(A) LONG-TERM BORROWINGS	0.82	0.07	23.01
(B) DEFERRED TAX LIABILITIES (NET)	2.65	2.59	3.65
(C) LONG-TERM PROVISIONS	0.12	0.12	
	-		
CURRENT LIABILITIES			
(A) SHORT-TERM BORROWINGS	6.77		6.25
(B) TRADE PAYABLES	10.82	6.00	2.61
(C) OTHER CURRENT LIABILITIES	8.60	10.64	5.09
(D) SHORT-TERM PROVISIONS	0.39	0.27	0.46
TOTAL	101.91	87.59	58.44

ASSETS	AS AT 30TH SEPT, 2018	AS AT 31ST MAR, 2018	AS AT 31ST MAR, 2017
NON-CURRENT ASSETS			
(A) FIXED ASSETS			
(I) TANGIBLE ASSETS	41.65	33.08	24.09
(II) INTANGIBLE ASSETS	14.21	9.07	5.68
(B) GOODWILL ON CONSOLIDATION	0.14	0.14	0.14
(C) NON-CURRENT INVESTMENTS	-	-	-
(D) LONG-TERM LOANS AND ADVANCES	6.19	6.02	6.23
CURRENT ASSETS			
(A) TRADE RECEIVABLES	37.03	33.76	20.77
(B) CASH AND CASH EQUIVALENTS	0.82	4.05	1.25
(C) SHORT-TERM LOANS & ADVANCES	1.84	1.44	0.26
TOTAL	101.91	87.59	58.44

(Rs. In Crores)

PEER COMPARISON

PARTICULARS FY18 (In Crs)	ONE POINT ONE SOLUTIONS LTD	ECLERX SERVICES LTD	FIRSTSOURCE SOLUTIONS LTD	HINDUJA GLOBAL SOLUTIONS LTD	MPHASIS LTD	ZYLOG SYSTEMS LTD
TOTAL INCOME	120.99	1,405.29	3,540.68	3,885.63	6,707.93	177.06
EBITDA MARGIN (%)	17.04	28.93	13.11	11.38	18.25	3.16
PAT MARGIN (%)	7.01	21.24	9.23	5.02	12.79	15.96
DEBT TO EQUITY	-	0.01	0.29	0.30	0.07	Negative NW
CURRENT RATIO	2.65	4.20	3.44	2.44	2.98	0.74
ROCE (%)	0.12	0.24	0.11	0.10	0.14	2.72
RONW(%)	12.49	24.07	13.95	13.05	15.27	Negative NW
PE RATIO	9.74	15.52	10.72	6.64	22.68	0.67

TO BUILDING A BETTER **FUTURE WITH YOU**

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