

# One Point One Solutions to achieve 100% utilisation of 5,500 seats by end of FY23

**W**hat are your growth plans in domestic and international markets and how are you going about it?

One Point One Solutions is a leading player in Business Process Management (BPM) and was incorporated in 2006 to offer technology, accounting, skill-development and analytical solutions that help businesses build better capabilities and enable them to achieve seamless growth.

Our growth is driven by the new client and geography addition, along with expansion in business from existing customers. We are looking at secular and steady growth in margins led by increasing efficiency and incremental seat occupancy (read: capacity utilisation) across locations.

The company is primarily aiming at filling up vacant capacities thereby increasing capacity utilisation in the current year. The company is also looking to participate in large tenders from public sector banks, which could potentially be a game changer for us. So, we have appointed a team to specifically work on these projects and feel confident of increasing our share of revenue from this business.

We are also expecting the international businesses to become a key revenue and earnings driver for us. A sales team, already appointed, based in the UAE is under process to help grow our international business.

**What is your current bench strength and how is it going to increase during the current year?**

We are experiencing a flow of new clientele from Q4FY23. The company has signed three new mar-



**AKSHAY CHHABRA,**

Managing Director,  
One Point One Solutions



upwards of 100% utilisation of capacity of 5,500 seats on one shift basis by the end of the current financial year. We have enough room for expansion on a two-shift basis to double the current capacity to 11,000 seats, based on the demand scenario.

**Whether the business landscape in your industry is changing, if yes what are the major current dynamics in the sector?**

**How has outsourced business solutions as a business is evolving and what are the major opportunities you are currently pursuing in this segment?**

The demand for BPM services is increasing, as the economy has opened up, and every sector is focussing on winning new customers and making their existing customers' experience delightful. We would be the biggest beneficiaries of the fastest growing Indian economy as the demand for our services is directly proportionate to growth in the service sector.

One Point One Solutions, has been focussing on technology-driven innovations to build efficiencies and surge ahead in the BPM space.

**Which are the major sectors contributing for your business? Do you think recent Supreme Court's order on State Government's implement labour helpline project is going to change your business?**

We serve a broad spectrum of industries like telecom & broadcasting, retail and e-commerce, consumer durables, FMCG, banking and finance, besides travel, hospitality and Insurance. The company has five service centres located across Navi Mumbai, Gurgaon, Chennai, Bengaluru and Indore, with 5,500 plus seats on per shift basis.

We offer services like customer care, lead generation, content management, voice analytics, accounts payable and receivable, SME management, predictive analytics, chat bots, IVR, voice analytics and e-mail management. Listed in 2017, the company now boasts of leading a clientele spread across sectors. Some of our leading service receivers are SBI Cards, Godrej Appliance, Kotak Securities, ICICI Bank, Tata