



October 26, 2023

**Listing Department,
BSE Ltd.,**
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai-400 001
Scrip Code: **532633**

**Listing Department,
National Stock Exchange of India Limited,**
“Exchange Plaza”,
Bandra-Kurla Complex, Bandra (East),
Mumbai-400 051
Symbol: **ALLSEC**

Dear Sir/Madam,

Sub: Submission of Investors’ Presentation

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, kindly find enclosed Investors’ Presentation on the financial performance of the Company for the second quarter and half year ended September 30, 2023.

Request to please take the same on record.

Yours Faithfully,
For Allsec Technologies Limited

Neeraj Manchanda
Company Secretary & Compliance Officer

Encl: A/a

ALLSEC TECHNOLOGIES LTD.

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ALLSEC Technologies

Earnings Update

Q2 FY24



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Contents

4

Company Overview

9

Key Business Highlights

12

Financial Performance

14

Business segments update



Company Overview



Global leader in Outsourcing Solutions

Corporate



Quess Corp subsidiary, backed by Fairfax Holdings (Canada)



23+ years of Global service Excellence



600+ Client engagements globally including Fortune 100 companies

Employee Experience Management (EXM)



1.3 M pay slips processed per month- clear market leadership



~5 lacs monthly employee self service portal log-ins



Continued investments in Tech & Product upgrades

Customer Experience Management (CXM)



Continued strong service delivery with topping of partner league tables for many customers



Journey from Operations to business value adds including Digital/ RPA tools



2 decades of delivering Global Business Solutions

* EXM - Market Leader in HRO Services | ** CXM - Leading Global BPM Player

* Formerly known as Human Resources Operations (HRO)

** Formerly known as Digital Business Services (DBS)



Global Delivery Capabilities

- **Global Footprint** with proximity to Servicing Markets
- ~ 5,400 Full time equivalent (FTE)
- Multi-Industry, Multinational & Multi-Demographic **coverage**
- **5 Inter-Connected** Service Delivery Centres with site-to-site BCP, with ability to leverage Qess Corp group facilities at other major hubs in India for ramp ups
- Multi-Lingual hub offering **12+ International Languages** using native speakers
- Expansion of Manila facility for international CXM growth



- India
- Sri Lanka
- UAE
- Malaysia
- Philippines
- Vietnam
- USA
- Canada
- Singapore



Chennai (HQ), Bangalore, Noida, India – 4,300 Seats

Languages Serviced

- Hindi
- English
- Tamil
- Telugu
- Kannada
- Malayalam
- Marathi
- Punjabi
- Gujarati
- Bengali
- Odia



Manila, Philippines – 1500 +Seats

Languages Serviced

- Mandarin
- Spanish
- Japanese
- German
- Turkish
- French
- English
- Arabic
- Portuguese
- Malay
- Bahasa-Indonesia
- Italian
- Polish



**Dallas, Texas, USA-
(Moved to New Jersey)**

CXM: Cutting edge Digital Business Services offerings

Avg FTEs ~ 4,294
(8.4% up YoY)

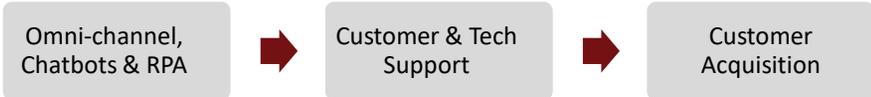
Transaction Processing



Compliance



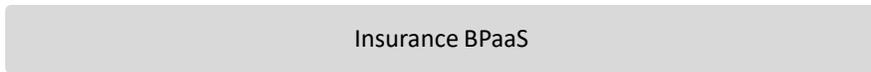
Customer Experience Management



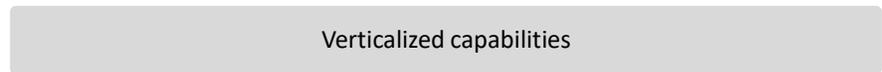
Credit Risk Management



Insurance



Healthcare





Leading and fast-growing provider of end-to-end EXM services

New Sales- Q2 FY'24:
Logos: 21, ACV ~ 9.7 Cr

Payslips P.M: 1.3 Mn (12.8% up YoY)
Avg FTEs Q2 895 (11.1% up YoY)

Active users on HRMS: ~5 lacs+



HR Services

- On-boarding
- Employee Info Store
- Postings
- Exits



Reimbursement System

- Travel Requisition with workflow
- Alerts to Travel Desk, Admin
- Travel Claims & Vouching
- Settlements



Leave & Attendance

- Leave Mgt. with ESS & Workflow
- Time Management, Shifts, OT
- Attendance Processing



LLC, CLRA & Factories Act

- 13,000+ establishments and factories managed
- Score Cards
- Consulting for inspections, Audits



Payroll

- Global & Configurable, Payroll
- Tax Engines
- Payroll Statutory & Control Reports



Retiral

- PF Trust Accounting
- Loans
- Investments

Smart HR

Better workplace with an end-to-end HR solution

Smart Pay

Manage & deliver powerful & accurate payroll every time

Smart Stat

Tackle complex labour law & payroll compliance backed by technology



Key Business Highlights



Financial Highlights - Q2 FY2024



Financial

		YOY%	QoQ%
Revenue	₹ 112.4 cr	▲ 19.3%	▲ 4.5%
EBITDA	₹ 25.4 cr	▲ 17.4%	▲ 3.5%

		YOY%	QoQ%
EBITDA Margin	22.6%	▼ 40 bps	▼ 20 bps
PAT	₹ 16.2 cr	▲ 2.3 %	▲ 3.0%

Balance Sheet:

Cash & *Liquid Fund	₹ 150.9 cr	▼ 3.9 cr	▲ ₹ 4.3 cr
OCF	₹ 17.4 cr	▲ 8.5 %	▲ 4.4%

Collection	₹ 111.2 cr	▲ 10.3 cr	▼ 1 cr
DSO	81 Days	▼ 9	▲ 1

* Includes MF

Comments on Revenue

Revenue growth of 19.3% YoY and 4.5% of Qo Q

Comments on Profitability

Improvement in PAT YOY and QoQ



Business Highlights- Q2 FY2024



Employee Experience Management (EXM)

- Payslips : Q2'24 –38.4 lakhs Up by 3.6% QoQ & up by 12.8% YoY
- New Sales 21 logos, ACV ~ 9.7 Cr in Q2 FY'24.Sales QoQ up by 143% , YoY up by 112 %.
- New International sales crossed 50% of total new sales in H1
- Platform SP4 & Buzzily crossed the finishing line -Client Parallel run and migration planning in progress



Customer Experience Management (CXM)

- Q2'24 new wins –ACV- ₹ 5.4 Cr (2 Logos)
- Manila – Facility expansion to cater international growth demand.
- 2 of our US customers declared insolvency under Chapter 11, impact on provisioning & ongoing revenue loss.



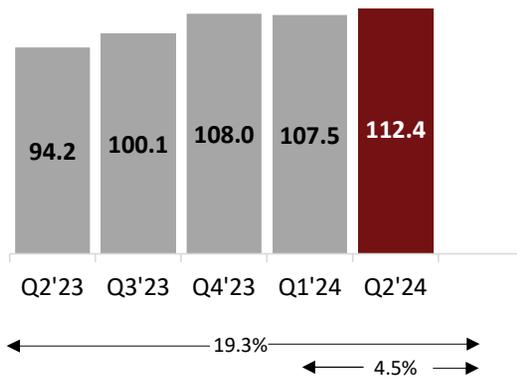
Financial Performance



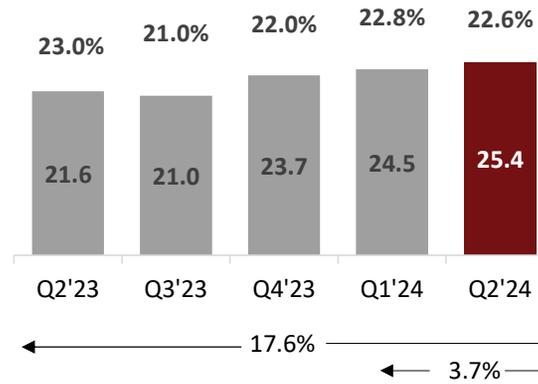
Q2 FY2024 Financial Updates

(Rs. Crore)

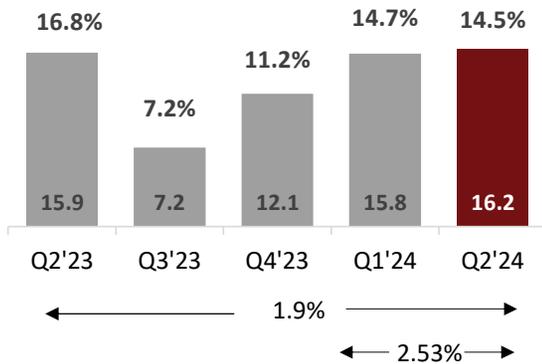
Revenue



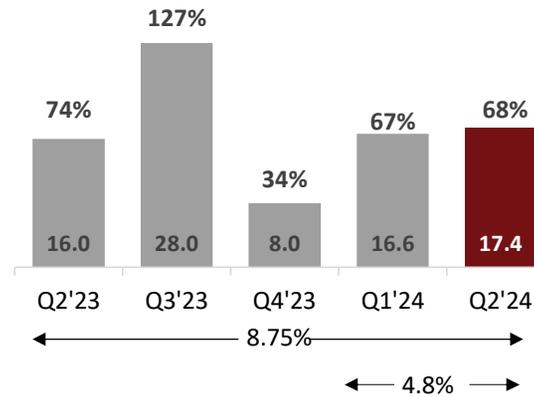
EBITDA & EBITDA Margin



PAT and PAT Margin



OCF and %





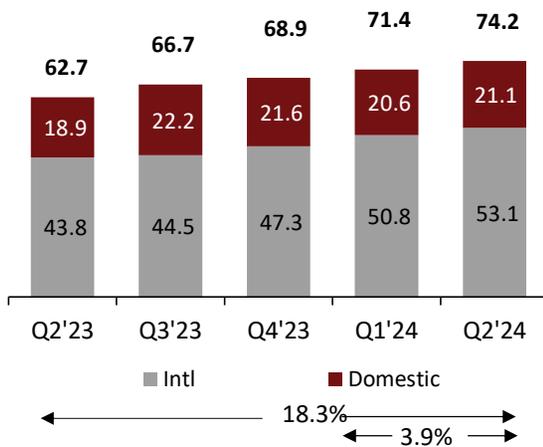
Business Segment Updates



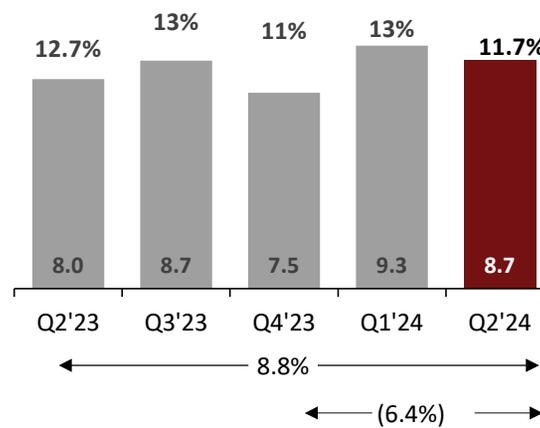
Customer Experience Management (CXM) – Performance Snapshot

(Rs. Crore)

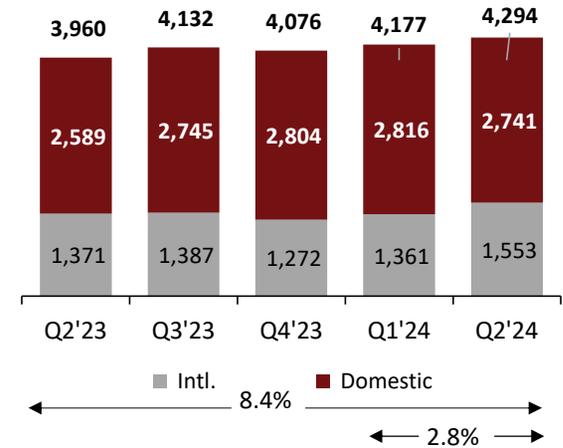
Revenue



Segment Margin



*Headcount (Avg)



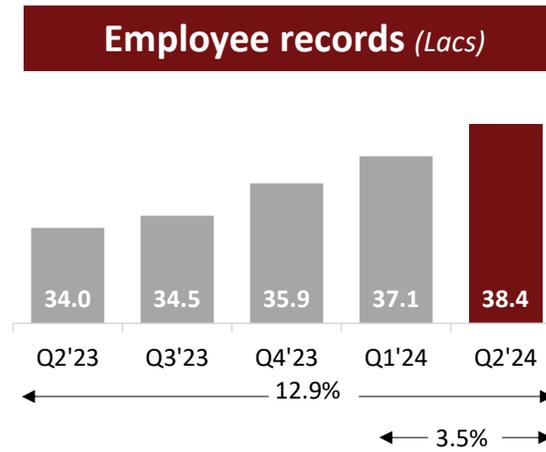
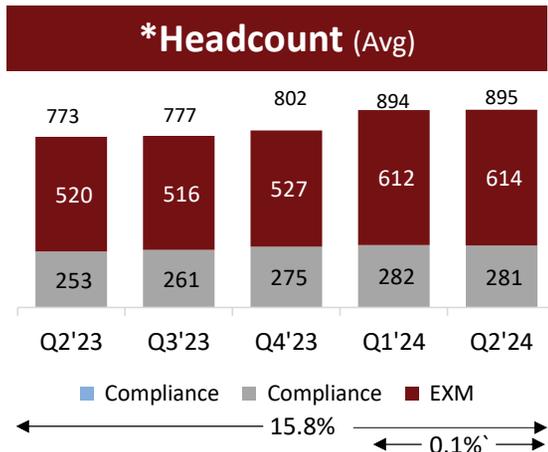
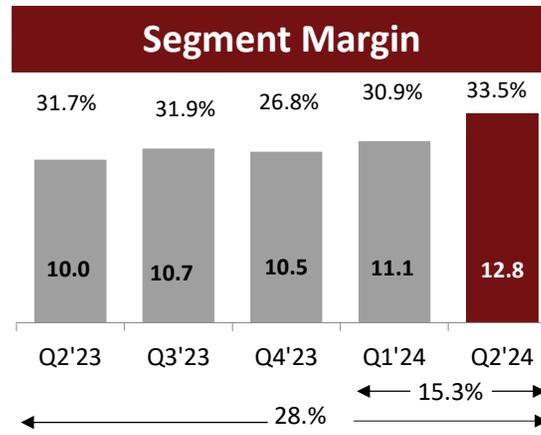
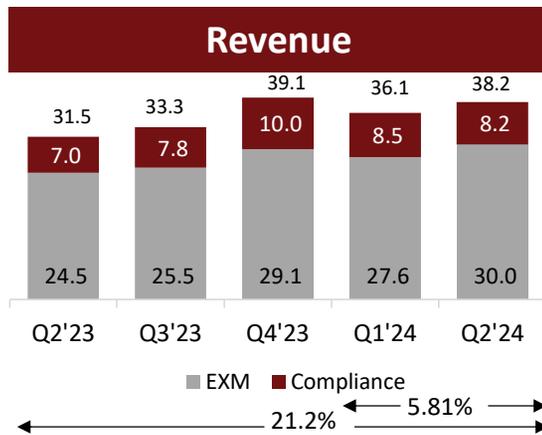
- ❖ QoQ Revenue Growth—₹ 2.8 Cr- ₹ 2.3 Cr, New Logo - ₹ 1 Cr, offset by closure of 2 International customers
- ❖ Q2'24 margins impacted by Chapter 11 impact for two international customers -2.8%, (₹ 2.1 Cr.) Excluding one-offs margins are @ 13.7%
- ❖ Headcount growth primarily in international-business .

*FTE w.e.f. Q1 FY24



Employee Experience Management (EXM) – Performance Snapshot

(Rs. Crore)



- ❖ QoQ Revenue – Employee record growth of 1.3 lacs across existing & focused efforts of transitioning of new client's partially offset by softness in EXM Stat.
- ❖ QoQ margins % improvement - ₹ 0.27 Cr higher. New client migration One time revenue (0.7% margin impact). Balance 1 % improvement due to enhanced focus on ops efficiencies.
- ❖ QoQ Headcount marginal increase – improved payslips processed/ FTE resulting in improved margins as above.

*FTE w.e.f. Q1 FY24 / EXM IT regrouped under EXM



Thank you