



May 06, 2024

**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 fourth quarter and financial year ended March 31, 2024.

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.

Regd. Office : 46-C, Velachery Main Road, Velachery, Chennai – 600 042.

Tel.: +91.44.4299 7070 web: www.allsectech.com

Corporate Identity Number : L72300TN1998PLC041033, Email : contactus@allsectech.com



ALLSEC Technologies

**Earnings Update
Q4 FY24 & FY24**

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Company Overview

Global leader in Outsourcing Solutions

Corporate



Quess Corp subsidiary, backed by Fairfax Holdings (Canada)



20+ years of Global BPO service Excellence



600+ Client engagements globally including Fortune 100 companies

Employee Experience Management (EXM)



1.32 M paylips processed per month- clear market leadership



4,95,000+ 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

Global Delivery Capabilities

- **Global Footprint** with proximity to Servicing Markets
- ~ **5,600** full time equivalent (FTE) workforce
- Multi-Industry, Multinational & Multi-Demographic **coverage**
- **5 Inter-Connected** Service Delivery Centers with site-to-site BCP, with ability to leverage Quesse 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 | ○ Malaysia | ○ USA |
| ○ Sri Lanka | ○ Philippines | ○ Canada |
| ○ UAE | ○ Vietnam | ○ Singapore |



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

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



Manila, Philippines – 1200 Seats

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



New Jersey, USA

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

New Sales:
 Q4'24: 11 Logos, ACV ~ 7.0 Cr
 YTD'24: 56 Logos, ACV ~ 27.0 Cr

1.32 M Employee Records P.M:
 (YoY up by 10.1%)

Active users on HRMS: 4.95 lacs+
 (5 % over Q3'24)



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

CXM: Cutting edge Digital Business Services offerings

FTEs ~ 4,731
 (QoQ down by -1.7 %)
 (YoY up by 9.5%)



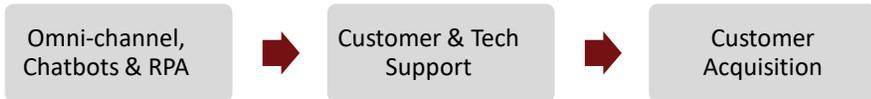
Transaction Processing



Compliance



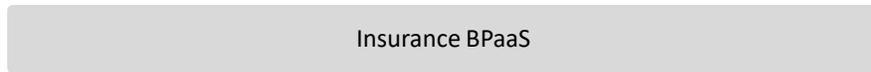
Customer Experience Management



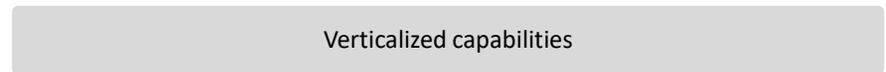
Credit Risk Management



Insurance



Healthcare



Key Business Highlights

Financial Highlights- Q4 FY2024



Q4'24 P&L highlights:

		YOY%	QoQ%
Revenue	₹ 129.7 cr	▲ 20.1%	▲ 8.3%
EBITDA	₹ 35.2 cr	▲ 43.3%	▲ 15.9%

		YOY%	QoQ%
EBITDA Margin	27.2%	▲ 4.4%	▲ 1.8%
PAT	₹ 20.7 cr	▲ 71.0%	▲ 84.1%

Balance Sheet:

Cash and Liquid Funds	₹ 138.3 cr	▲ 1.1	▲ 18.9%
OCF	₹ 25.8 cr	▲ 40.1%	▼ 36.3%

Collection	₹ 131.2 cr	▲ 24.8 cr	▲ 6.9 cr
DSO (Billed & Unbilled)	74 Days	▼ 2 days	▲ 3 Days

- **Q4 YoY Revenue** growth across CXM (29.3%) & EXM (4.0%). New logos (EXM-11, ACV ~ 7 Cr). CXM-FTE growth of 9.5 % YOY (international healthcare sector & others).
- **Q4 YoY EBITDA** - Higher international revenue for CXM & cost saving measures.

- **OCF** : Higher collection and improved working capital.
- **Cash and Liquid funds** : FY:23-24 total dividend declared ₹ 45/share (₹ 68.6 Crs), 2.25 X of last year.
- **PAT** : Foreign tax credit charged off for dividend income from Manila had impacted Q3'24.

Financial Highlights- FY FY2024



Financial

FY'24 P&L highlights:

	YOY%	
Revenue	469.4	▲ 20.2%
EBITDA	115.6	▲ 30.7%

	YOY%	
EBITDA Margin	24.6%	▲ 2%
PAT	64.0	▲ 31.0%

Balance Sheet:

Cash and Liquid Funds	138.3	▲ 1.1
OCF	91.0	▲ 28.0%

Collection	478.0 Cr	▲ 67.1 cr
DSO (Billed & Unbilled)	78	▲ 5 days

- **YoY Revenue** growth across CXM (23.8%) & EXM (13.5%)
New logos (EXM-56, ACV ~ 27 Cr). 457(11.7%) FTE increase in CXM in YOY.
- **YoY EBIDTA** - Higher international revenue CXM & cost saving measures.

- **OCF** : Business growth & better collection.
- **Cash and Liquid funds** : FY:23-24 total dividend declared ₹ 45/share (₹ 68.6 Crs), 2.25 X of last year.
- **PAT** : Foreign tax credit charged off for dividend income from Manila had impacted Q3'24.

Business Highlights- Q4 FY2024



Employee Experience Management (EXM)

- Revenue Growth QoQ 4.1%, Q4 YoY 4.0% and YTD YoY 13.5% across existing and new clients.
- Net employee records : up by 10.5% Q4 YoY and YTD YoY 12.6%.
- International Sales (FY24) up by **30%** of total sales.
- Transition plan for migration to Smart Pay v4 commenced
- New HRMS GTM strategy in progress
- New logos added Q4'24 11 logos, ACV ~ 7 Cr and 56 logos, ACV ~ 27 Cr in FY'24 for payroll segment.



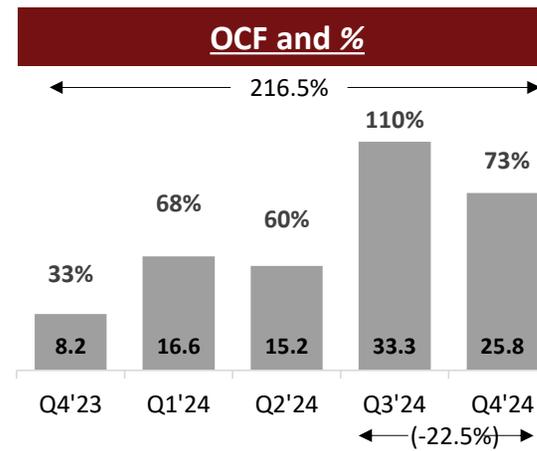
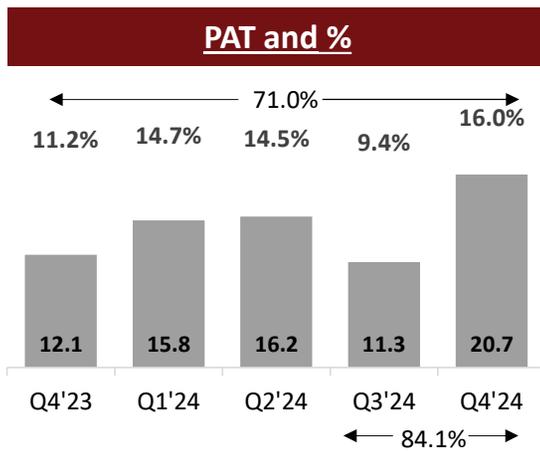
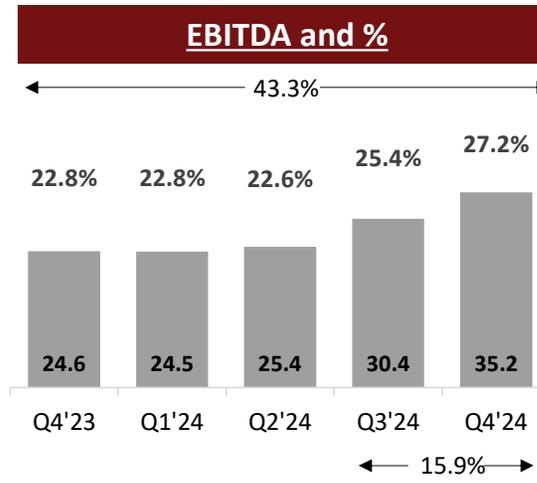
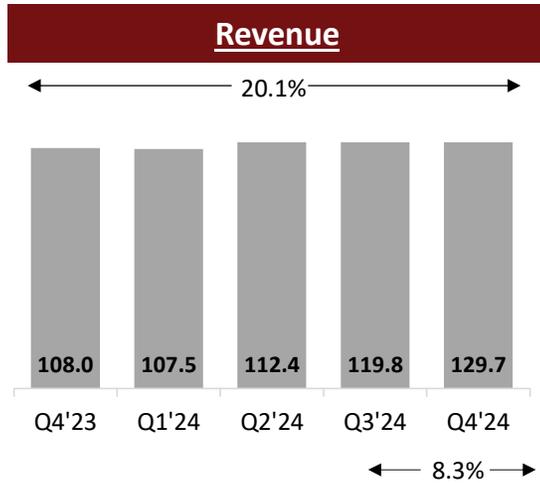
Customer Experience Management (CXM)

- Revenue growth QoQ 10.4%, YoY 29.3% and YTD YoY 23.8% across existing & new clients
- Healthcare continues to contribute to this growth
- CXM International business up by 39.0% on YoY & 13.3% QoQ basis
- New Sales, ACV ~ 25.4 Cr through account mining, primarily healthcare.

Financial Performance

Q4 FY2024 Financial Trend

(Rs. Crore)

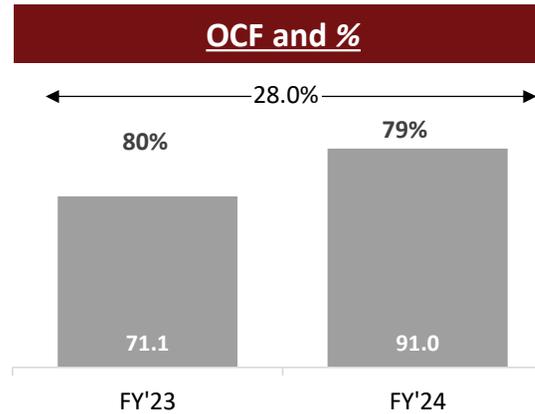
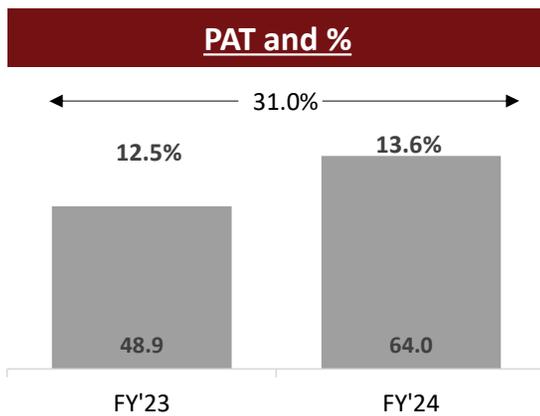
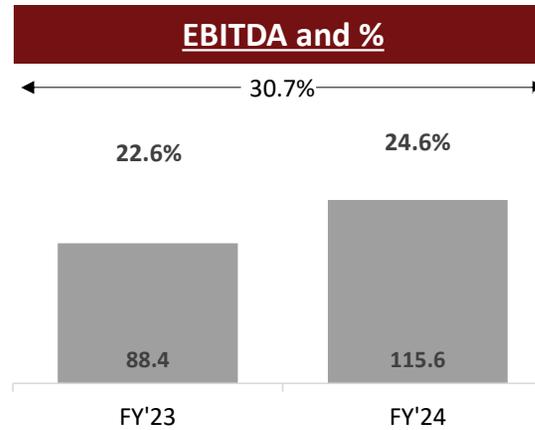
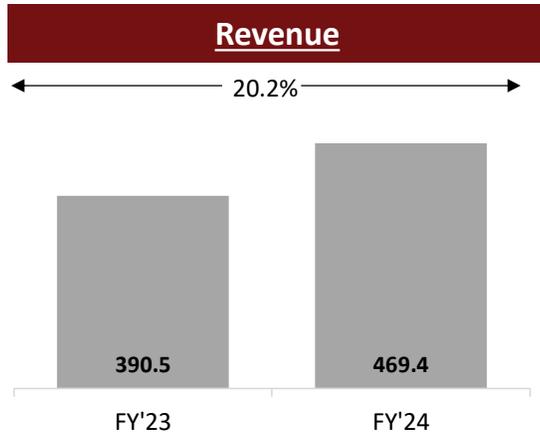


Cash Generation:

- **Collection**- ₹ 131.2 Cr up by ₹ 6.9 Cr QoQ.
- **Billed DSO** : Q4'24 53 days vs 56 Days Q3'24.
- **Cash & Liquid funds** ₹ 138.3 Cr. on 31 Mar'24 vs ₹ 119.4 Cr. on 31 Dec'23.
- **OCF** of 25.8 Cr up by 216.5% YoY.

FY2024 Financial Updates

(Rs. Crore)



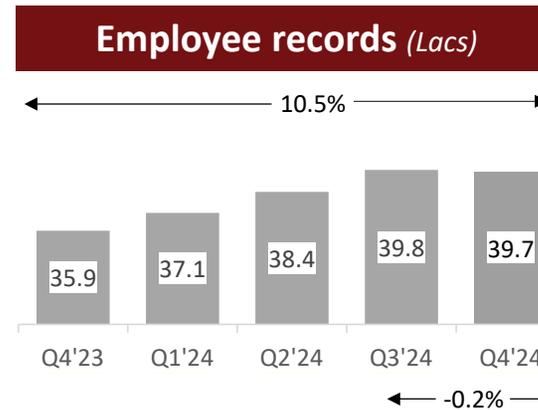
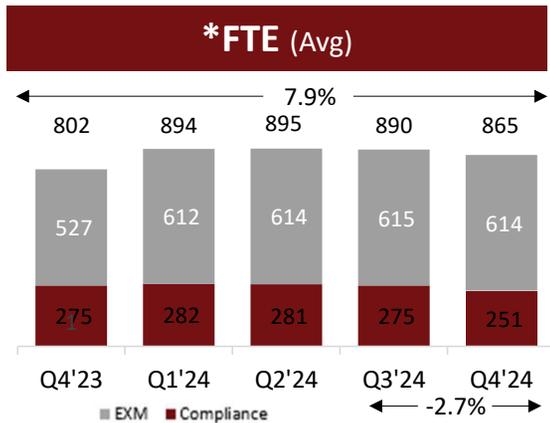
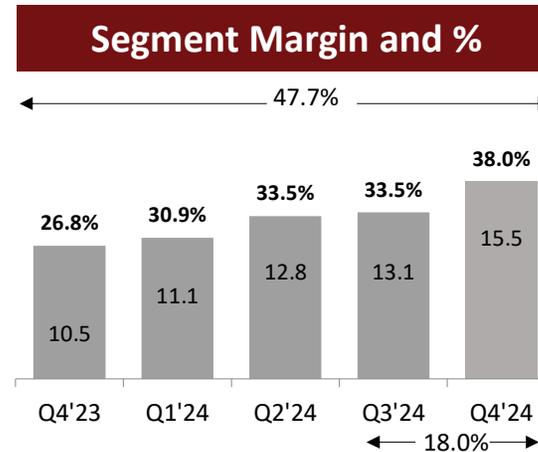
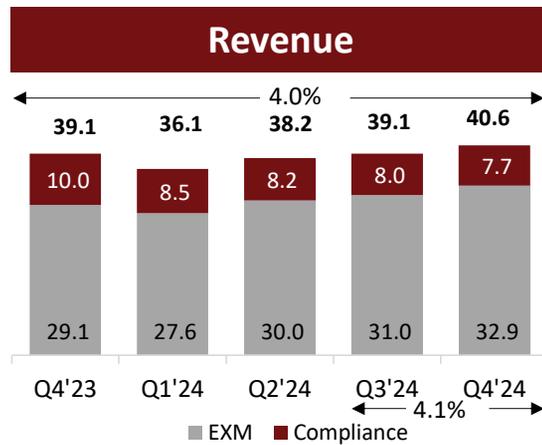
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- **Cash & Liquid funds** ₹ 138.3 Cr. on 31 Mar'24 vs ₹ 119.4 Cr. on 31st Dec'23.
- **OCF** of 25.8 cr down by 22.5% QoQ and up by 216.5% YoY

Business Segment Updates

Employee Experience Management (EXM) – Performance Snapshot

(Rs. Crore)

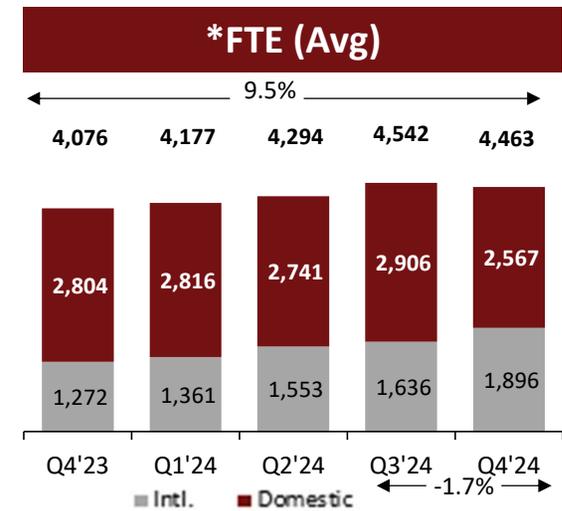
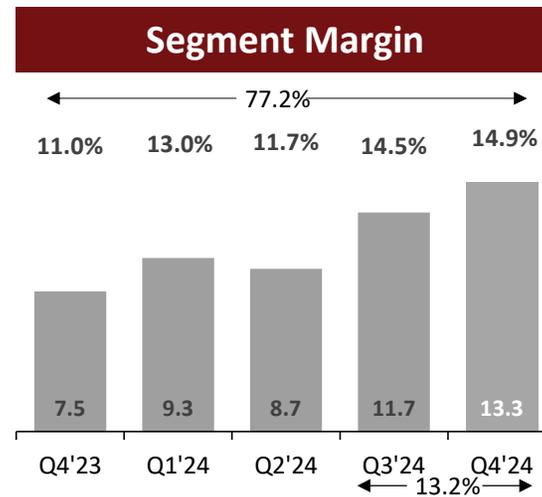
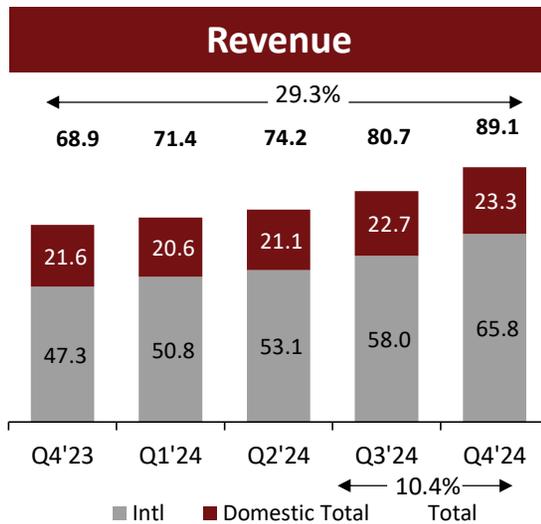


- ❖ **QoQ Revenue** – Employee record growth of 1.4 lacs across existing & focused efforts of transitioning of new clients (New Logos Q3'24 – 18, YTD'24 – 75)
- ❖ **QoQ Margin** impacted by depreciation of new platform
- ❖ **QoQ Headcount** marginal decrease – improved employee records processed/ FTE.

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

Customer Experience Management (CXM) – Performance Snapshot

(Rs. Crore)



- ❖ QoQ Revenue Growth– Primarily international healthcare and existing client mining.
- ❖ QoQ FTE growth –across international and domestic business.
- ❖ YTD YoY Growth excluding one-offs : Revenue 29.3%, Margin 77.2%.

*FTE w.e.f. Q1 FY24

Annexures

AD1

Income Statement

Particulars (in Rs. Cr)	Q4 FY24	Q4 FY23	YoY	Q3 FY24	QoQ	FY24	FY23	YoY
Revenue from Operations	129.7	108.0	20.1%	119.8	8.3%	469.4	390.5	20.2%
Less								
Employee Benefit Expenses	(71.8)	(59.4)		(66.9)		(264.2)	(221.7)	
Other Expenses	(22.7)	(24.8)		(22.5)		(89.6)	(80.3)	
Total Expenses	(94.5)	(84.3)		(89.4)		(353.8)	(302.0)	
EBITDA	35.2	24.6	43.3%	30.4	15.9%	115.6	88.4	30.7%
EBITDA Margin	27.2%	22.8%	440 bps	25.4%	310 Bps	24.6%	22.6%	170 bps
Other Income	1.7	0.9		0.8		6.9	8.0	
Finance Cost	(1.3)	(0.9)		(0.9)		(3.8)	(3.7)	
Depreciation and Amortisation	(9.8)	(8.5)		(9.3)		(33.6)	(28.3)	
Profit Before Tax	25.9	15.2	70%	21	23.4%	85.1	64.5	32%
PBT Margin	20%	14%		17%		18%	17%	
Normal Tax	(5.1)	(3.1)		(9.7)		(21.1)	(15.7)	
Profit After Tax	20.7	12.1	71%	11.3	84.1%	64.0	48.9	31%
PAT Margin	16.0%	11.2%		9.4%		13.6%	12.5%	
Basic and Diluted EPS (in Rs.)	13.6	8.0		7.4		42.0	32.1	

Slide 20

AD1 I have changed the format, keep the same format
Ashwini DK, 22-04-2024

Balance Sheet

Particulars (in Rs. Cr)	31-Mar-23	31-Mar-24
Assets		
Non-Current Assets		
Property, Plant and Equipment	12.2	21.7
Right of Use Assets	42.4	41.5
Other Intangible Assets	17.2	15.1
Other Non-Current Assets	27.1	38.4
Total Non- Current Assets	98.9	116.6
Current Assets		
Current Investments	46.8	56.3
Cash and Cash Equivalents	90.4	82.0
Trade Receivables	59.2	65.7
Unbilled Revenues	28.8	29.7
Other Current Assets	9.4	9.7
Asset held for sale	-	8.01
Total Current Assets	234.7	251.1
Total Assets	333.6	367.7
Liabilities		
Equity and Reserves	229.7	245.5
Non-Current Liabilities		
Lease Liability	25.1	26.4
Other Non-Current Liability	7.7	9.3
Total Non- current Liabilities	32.8	35.7
Current Liabilities		
Lease Liabilities	18.9	18.2
Trade Payables and Other Current Liabilities	52.2	68.3
Total Current Liabilities	71.1	86.5
Total Equity and Liabilities	333.6	367.7

Cash Flow

Particulars (in Rs. Cr)	31-Mar-23	31-Mar-24
PBT	64.5	85.1
Add: Non Cash Expenses / Income	24.5	35.0
Operating Profit before Working Capital Changes	89.0	120.1
Changes in Working Capital and Tax Paid	(17.7)	(29.1)
Net Cash Generated from Operating Activities	71.3	91.0
Capex	(17.4)	(29.5)
Cash Flow from Investing Activities	(17.4)	(29.5)
Interest Paid	(3.7)	(3.8)
Payment of Lease Liabilities	(17.4)	(21.4)
Dividend Pay-out	(30.5)	(45.7)
Cash Flow from Financing Activities	(51.6)	(70.9)
Net Cash in Cash and Cash Equivalents	2.3	(9.4)
Opening Cash and Cash Equivalents	81.4	90.1
Exchange Rate Fluctuations	6.5	1.0
Closing Cash and Equivalents	90.1	81.7

Thank you