

Empower Your Home
With
OneDios
Book my REQUEST



The Mission – Book my request

OneDios unifies and digitizes
Request / Complaint booking to
Brands.



Service / Repair Market

Consumer Durables and Appliances

99%

Customer take
In Warranty Services from
Brands

Only 2-3%

Customers take
Out-warranty services
from Brands

Installation &
Demo

Preventive
Maintenance
Services

Repair
Services

1.6 Bn+
requests
generated in
the consumer
electronics &
home
appliances
category

The Need

- End consumers struggle to get services for in-warranty appliances during the life cycle of the appliances.
- No single platform to book, track service/repair requests.
- A Seamless Appliance Ownership Experience is missing
- End consumers end up taking locally and badly managed services for out-warranty appliances.

The harsh reality of a customer's post-purchase journey



Fake websites & **scam** call centres



Different service-booking process for different brands



Struggle to keep track of appliance documents



Long wait time & frequent **call drops**



Unable to track request status



Stuck in loop with hierarchical customer service

A disconnected, frustrating experience for a simple service

**363
secs**

Average request registration time

1/3rd

Instances where customer can't get through to the brand

**~50
%**

Customers believe brands do not take action



An **industry-first** solution
backed by **exceptional** technology!



Services should converge!

Into one primary point of access

Product Buying



Sellers of:

Electronics
Home & Kitchen
Books
Phones,
Toys

Payment



Payments for:

UPI
Electricity
Telephone
Bills

Food Ordering



Order from:

Hotels
Restaurants
Cloud kitchens
Dhabas

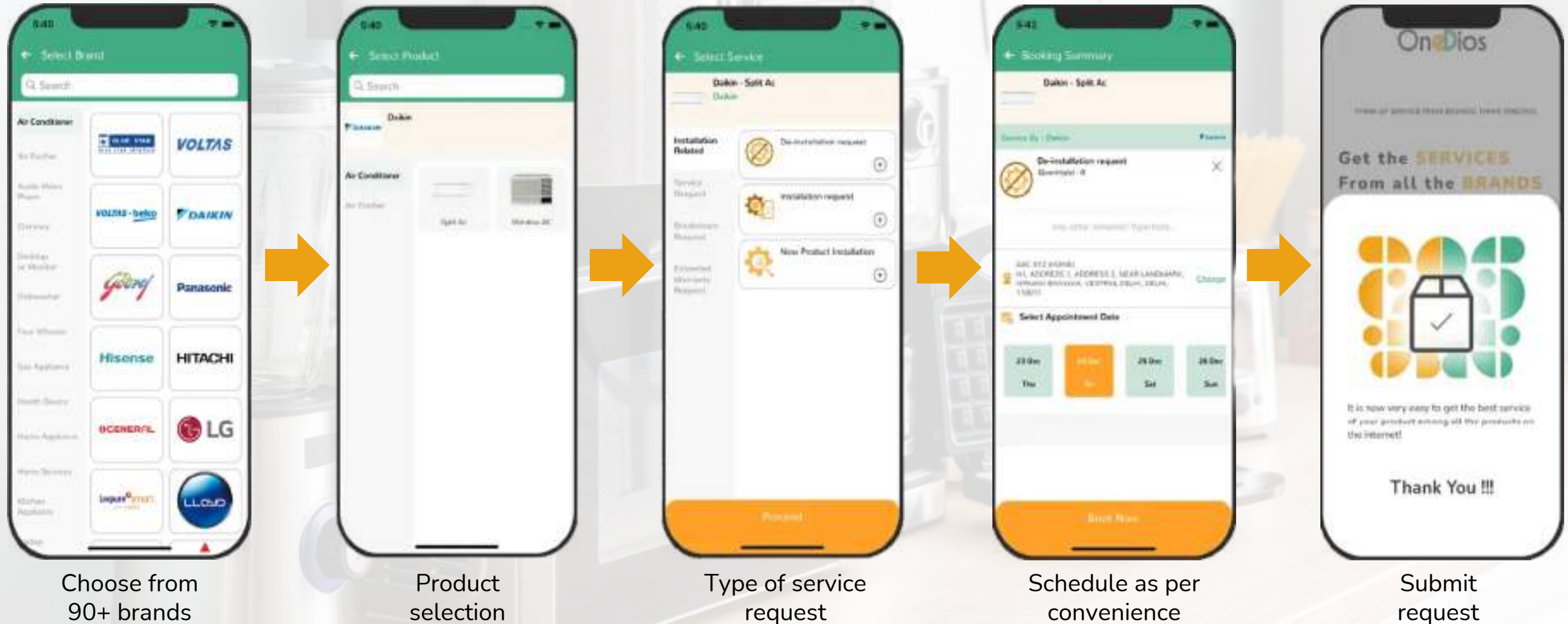
Request Booking



Requests for:

Consumer Durables
Home Appliances
Kitchen Appliances
Gadgets

A one-stop solution for all service requests in the customer electronics & home appliances category...



...across multiple brands, sectors, products and services

Offerings

Explore & buy branded
*AMCs & extended
warranty*

Avail offers

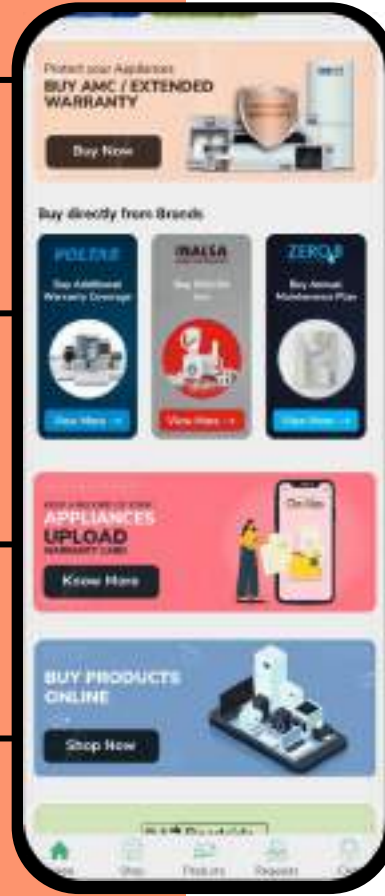
*Benefit from offers &
discounts by buying
products directly from
OneDios*

Online repository

*Easy access to product
related uploaded
documents & invoices*

Buy products

*Directly from brands by
placing orders from
OneDios app*



Digital Requests

Document Repository

Buy EW / AMC

Out Warranty Services

Buy Back Plans

We are the only platform for request Booking

OneDios

Layer 3

Unifier

Layer 2

Stakeholders



Modern Retail



General Retailers



Distributors



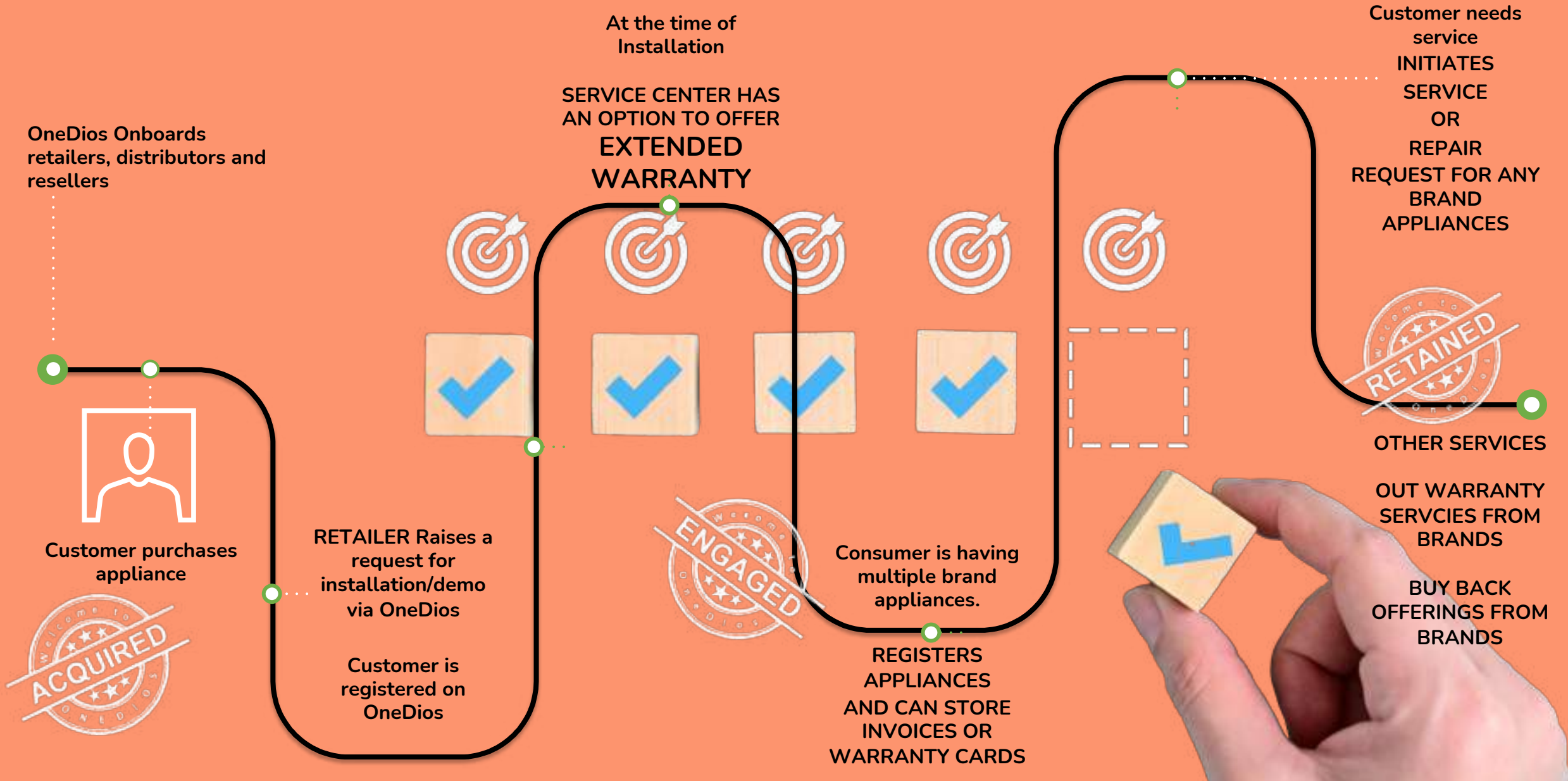
Customers

Layer 1

Brands



How we acquire, engage and retain



We have
demonstrated
early success



Key Metrics

Brands



Brands Available

120+



Dealers / Distributors

4,000+

Key Metrics

Performance



MRR

INR 35 Lacs+

(+350% YoY)



Extended Warranties Sold

300+

(+350% YoY)

Key Metrics

Customers



Customers till date

1 M+



**Average monthly
requests***

50K

Our Journey



One Team

The founding members of the team are driven with a strong execution bias



DR NITIN CHAWLA
CO-FOUNDER & CEO



17+ years of experience

PhD in Cloud Computing

MSc. Computer Science



AMIT SHARMA
CO-FOUNDER & COO



23+ years of experience

Diploma in Management
(Cornell University)

BE Electronics
(NIT, Nagpur)



AVINAV SAPRA
CFO



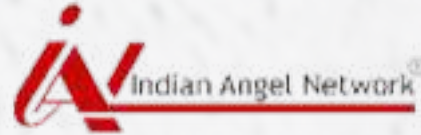
7+ years of experience

MSc. Accounting, Finance &
Management
(University of Bristol, UK)

Chartered Accountant (ICAI)

Funding raised through marquee early-stage investors

\$2.3 Mn



~53%

Founder's Stake
(incl. ESOP & MSOP)

Our advisors & mentors



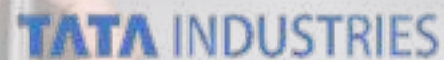
Jasbir Singh
CHAIRMAN



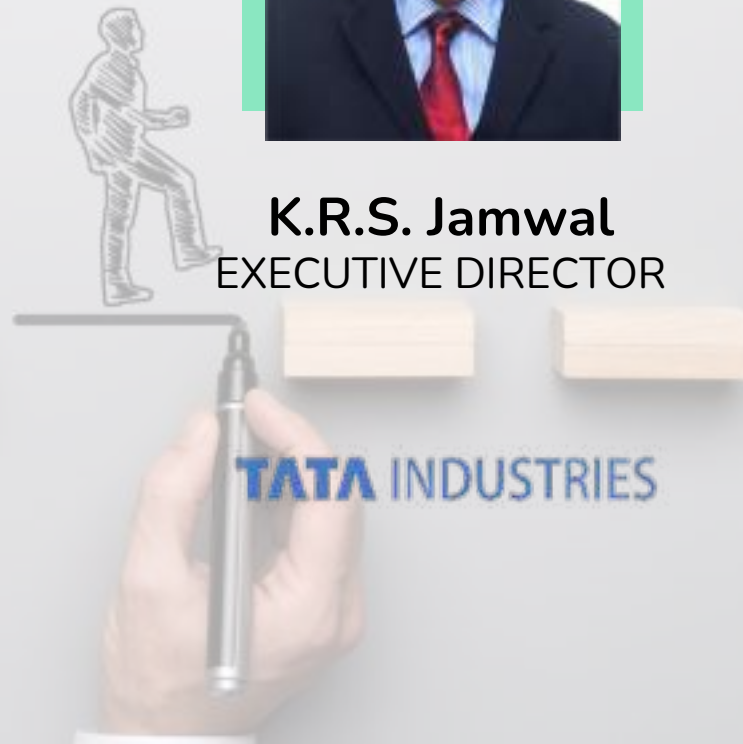
Sanjiv Bajaj
JT. CHAIRMAN & MD



K.R.S. Jamwal
EXECUTIVE DIRECTOR



Bhanu Chopra
CHAIRMAN & MD



Our Business & Revenue Model





Revenue Model

Current Streams

- Service request registration to Brands
- Sale of Extended warranties & AMCs

Future Streams

- Out Warranty Services
- Buy Back Plans
- Advertising

Be a part of our
Growth



Raising USD 5 Mn towards

\$ **5** Mn

55%



SALES & MARKETING

Expand customer base and brand integration

Partner & OEM network

15%



PRODUCT DEVELOPMENT

Integrations, SEO & product development, New UI-UX

20%



INFRA & CUSTOMER SERVICE

VAS sales & Customer delivery services

10%



OPEX

Business administration and support

Connect with Us!

OneDios

Nitin Chawla
n@onedios.com

