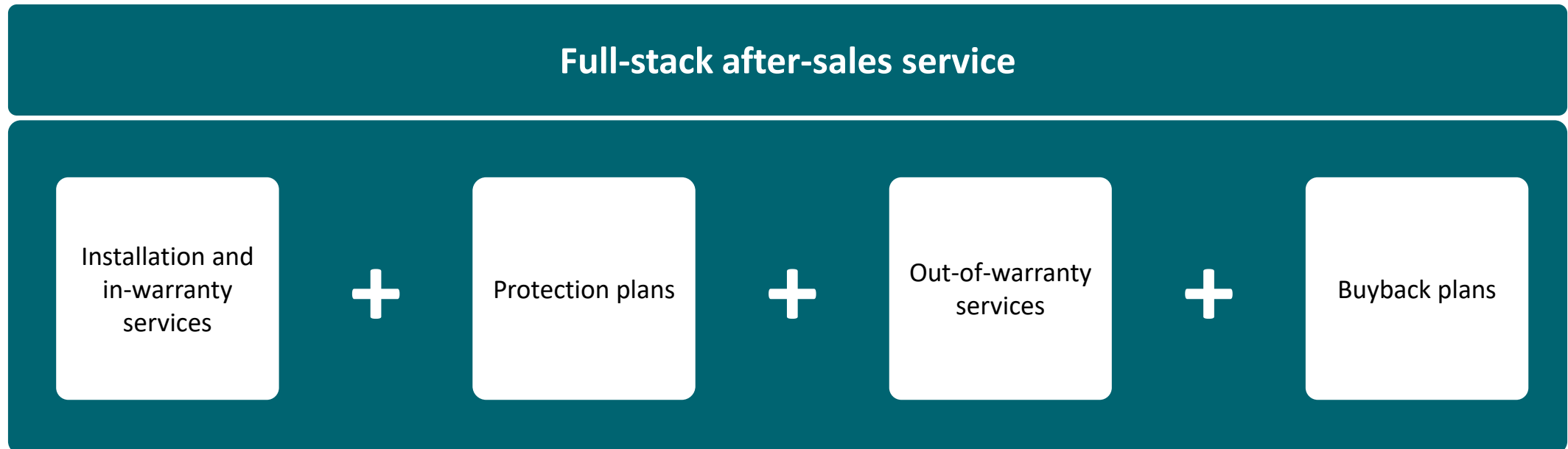


Qdigi Services

Corporate Overview



Qdigi is a wholly owned subsidiary of Onsitego, India's only integrated device care company



Qdigi partners with market-leading OEMs to offer installation & in-warranty support services

Installation and In-warranty Capabilities

Demo and installation,
repair and maintenance
services

Handles 3+ lakh service
requests/month

Qdigi service centre
network - ~100 COCO
and ~950 FOFO

Supply chain and
warehouse expertise

Long Term Relationship with Brands

SAMSUNG

 Apple

 **ONEPLUS**



BOSCH

xiaomi

TOSHIBA

cromā

 **amazon.in**

realme

PHILIPS

viSE

 **motorola**

Service delivery is powered via high quality manpower, extensive network and robust technology



People

- **~1,500** engineers
- **~100** customer care executives
- **150+** service managers

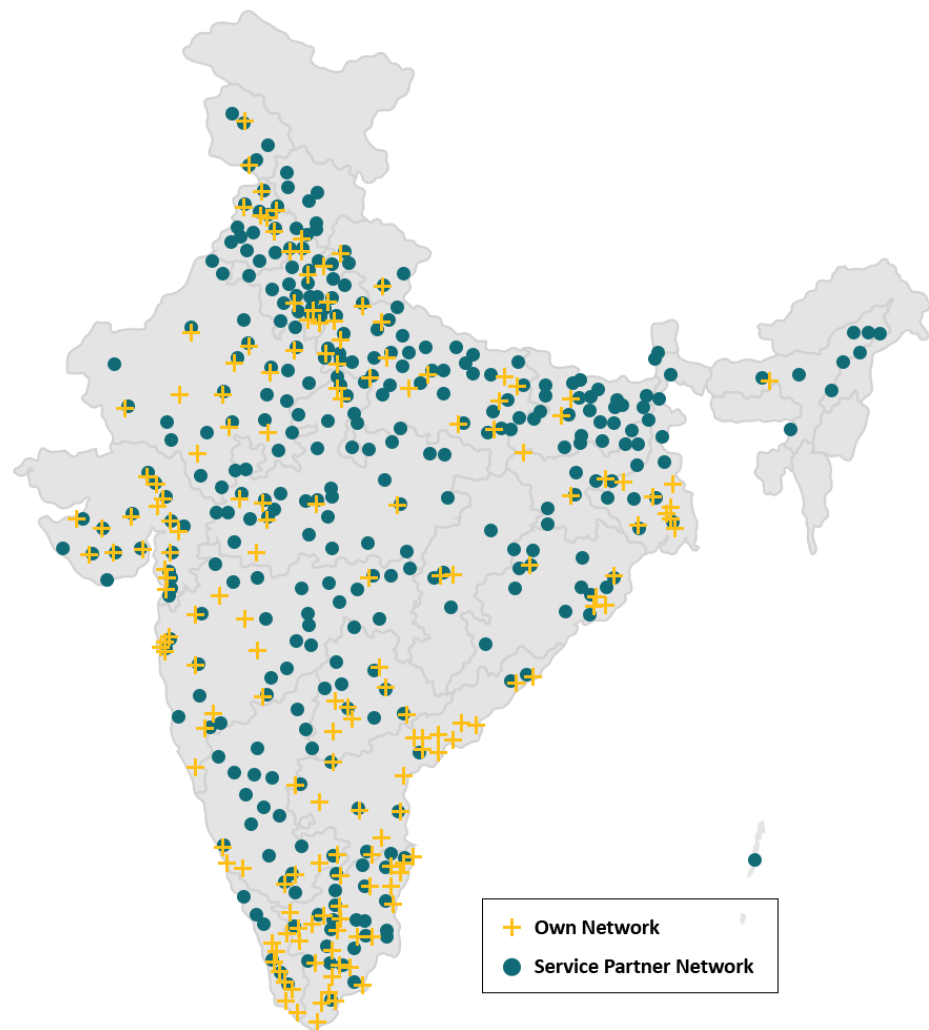
Physical Infrastructure

- **~1050** brand authorized service centres
- **8 repair centres** for AC and TV
- **2 central warehouses**

Technology

- Service delivery managed via OEM CRM or proprietary CRM
- In-house developed service excellence system – **Phoenix**
- Field management system – **Livtrack**

As a group, we handle 3.5 lakh service requests per month



- ▶ *Service request handled*
~3.5 lakhs / month
- ▶ *Engineering manpower*
1,500+
- ▶ *Pin code covered*
19,000+
- ▶ *# of cities with pick and drop facility*
350+
- ▶ *External service partners*
3,300+

Qdigi Team



Gaurav Goyal
Board Member
18+ years experience



Abhiney Vasisht
Business Head
25+ years experience



Anand Bardhan
GM – Finance Head
15 years experience



Vishal Sharma
AVP - Operations
18+ years experience



Ranjeet Singh
DGM – Contact Centre
16 years experience



Thank You
