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# Red Ocean v/s Blue Ocean in eComm



# Red Ocean

- Small Customer base just 3 cr Despite Internet population over 35cr
- Intense Funding Tiger + Amazon + Softbank / Alibaba = USD\$5-6 bn
- Product Discounting
- Share of Voice game











































# Blue Ocean

- Uncontested market space
- Competition only off line/ unorganized retailers
- Capturing large customers base ~70 cr



# **Buying Online – Challenges in India**



### **Huge - 97% population – can't buy ONLINE**

### **Challenges:**

No Internet means no eCommerce

Trust Deficit (<10% of Internet population buy online)

Fear of trying new ways

**Computer Literacy** 

Payment methods – credit card penetration low, COD an expensive way

### How we looked at this



### As an opportunity

to simplify eCommerce for common people of India

### We innovated

a highly disruptive and addictive eCommerce model for India that solves the problem of 'Access of Internet' and 'Trust'

# By Empowering Moms and Pop Stores





### We created - Internet Retail Stores





### And We Executed & Scaled



- ✓ Started executing in January, 2014
- ✓ Scaled the concept set up **4,028 Stores** in ~ 712 towns
  - Profile of NPs General Retail Stores, Apparel Stores, Recharge & Consumer Services Centers .......
- ✓ Acquired ~3 lacs consumers
- ✓ Average 6,000 transactions per day in Q2FY16
- ✓ Sold and Delivered **Products from various categories** like Home Appliances & Electronics, Home Decor, Bathroom & Laundry, Home Utility, Home Textile, Kitchen small Appliances, Grinders, Blenders & Juicers, Storage & Containers, Cookware, Mobile, Laptop and computer, Accessories, Memory Devices, FMCG, Fashion products, cameras etc.

### **And Delivered Value**



### To Consumer:

Access to products & prices beyond neighborhood

A comfort of Trust – local neighborhood store

Ease of Payment method

### To Network Partners:

Incremental Revenue

No Investments

A futuristic business

Incremental footfalls in the Store

# Our Model - Disruptive & Addictive

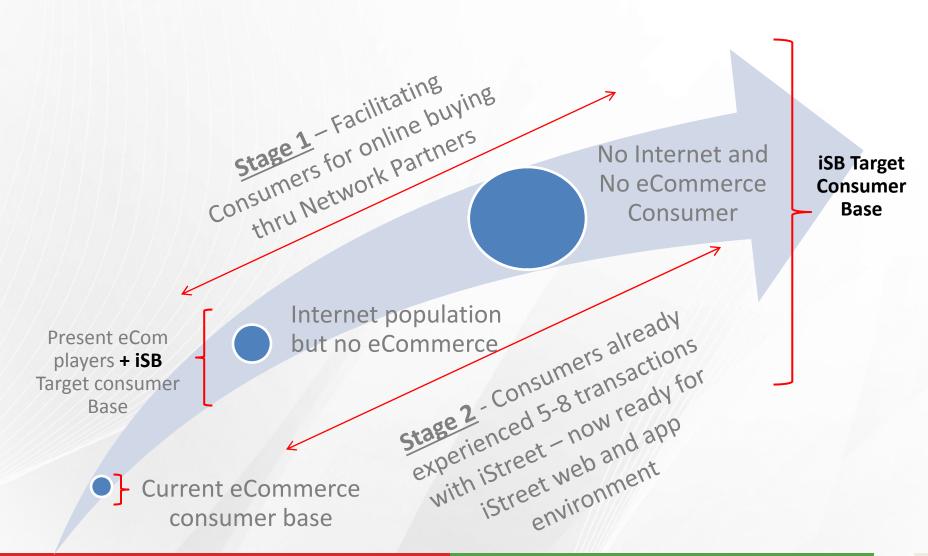


### For a Consumer:

- It disrupts existing buying process
- Addictive consistently HIGH impulse deals driving HIGH repeat rate

# Our Model - Disruptive & Addictive







Social Impact

# Changing lives of the millions



- Opportunity for person with basic education with tacit skills and knowledge
- One in every six NPs are job seekers, who turned self employed
- Easy to start with extreme low risk & low investment
- Spreading awareness, training, impact of using technology to 15 crore people today; Potential to spread to 70 crore people of India in next 3 years
- Woman entrepreneurship; Second income opportunity in households – next gen



# Changing lives of the millions





- Common People of India can access world market
- Technology illiteracy no more a limitation
- Trust deficit bridged using human capital
- Leveraging benefits of technology to the last mile
- Social impact and progress by creating business opportunity and micro economies



# Q3 FY16 Performance

# **GMV** and **Gross** margin Growth



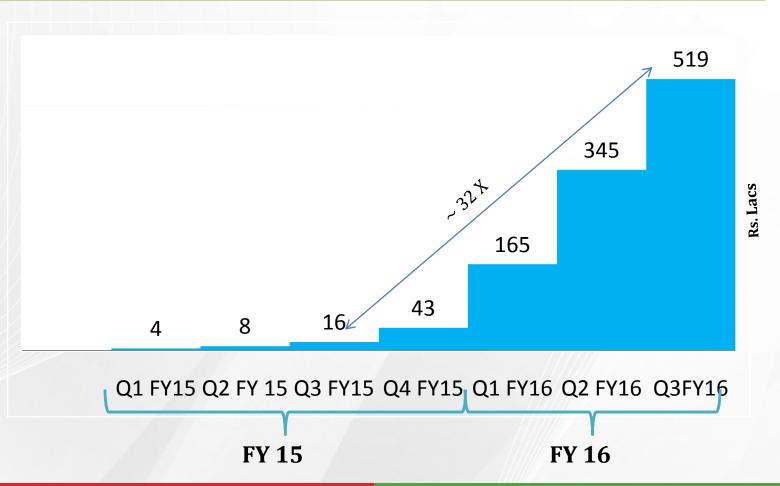
					(Rs. In Lacs)
	<u>Particulars</u>	9 months Ended	Q-3	Q-2	Q-1
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GMV		1,050.17	539.68	345.44	165.04
COGS		1,014.62	512.73	340.21	161.68
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Gross Profit		35.55	26.95	5.23	3.37
GP (in %)		3.39%	4.99%	1.51%	2.04%

- ➤ GMV increased by 56% vs. Q2
- Gross Margin increased to 5%

### **GMV Growth**



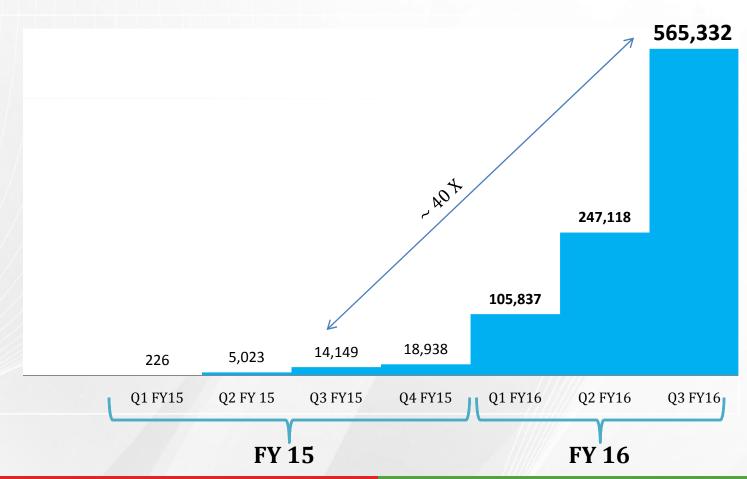
Gross Merchandize Value (GMV) grown 1.5x in Q3FY16 Grown from 345 lacs Q2FY16 to 519 lacs Q3FY16.



### **Transaction Growth**



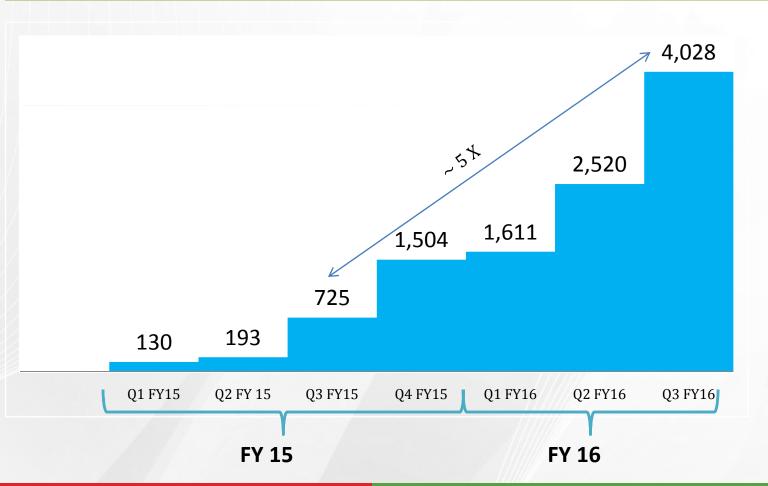
During FY 16, Every quarter doubled the number of transactions as compared to the previous quarter



### **Network Growth**



Added 1,508 new iStreet Bazaar stores in Q3 FY 16
Adding technology to Mom & Pop Stores



# **Reaching Every Where**





States	Store count
Gujarat	1,291
Maharashtra	1,142
Rajasthan	1,345
Madhya Pradesh	212
Chhattisgarh	34
Haryana	4
Total	4,028

7) -

# FY16 target of 4,000 Stores already achieved in Q3 itself





# **iSB Services Now Launched**

**Mobile Recharge** 

**DTH Recharge** 

Airline Tickets Booking\*

**Bus Tickets Booking\*** 

Movie Tickets Booking\*



New Customers



Repeat Buying



Higher volumes

### New addition



- > iSB Wallet Easy to use
  - Faster checkout
  - Safe and Secure

- ➤ EMI facility Easy installment of 3,6,9,12 months
  - Enables common man to buy high value products

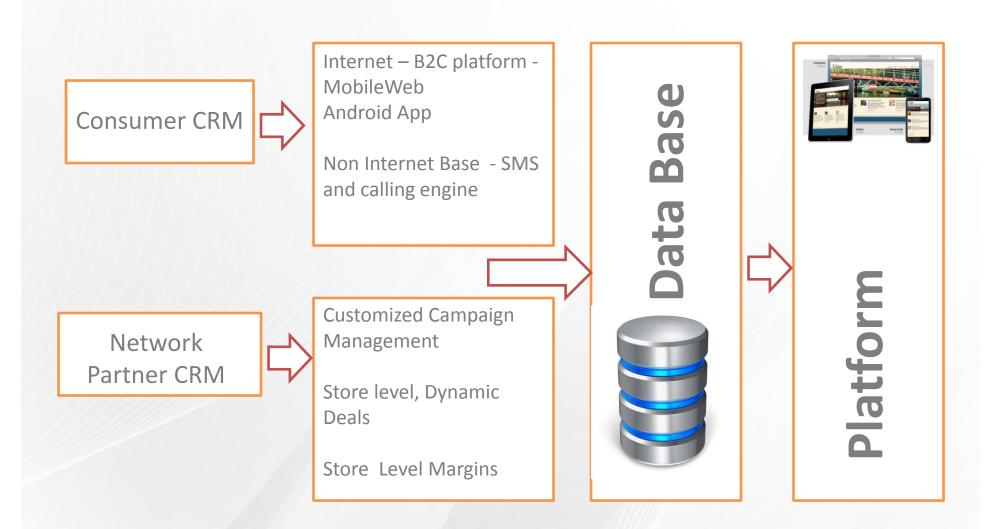


# What Next –

What are we working on!!

# **Building Technology**

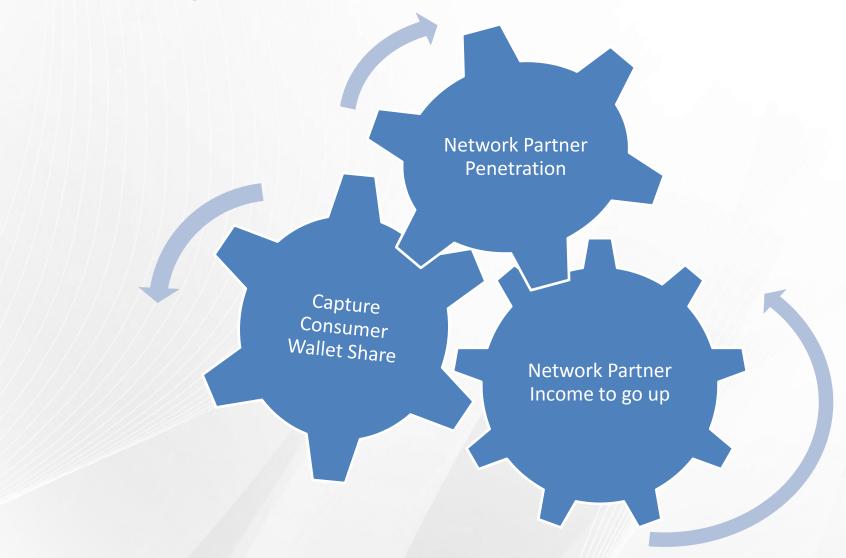




# Increasing Income Share of Network Partner







# **Expanding Products & Categories**



## **Product Categories:**

- Health & Personal Grooming
- Men's and Women's Apparel
- Fashion Accessories for Men's & Women's

## **Digital Services Products**

- Money Transfer
- Utility Bill Payments
- Movie Tickets
- Airline Tickets
- Bus Tickets
- Education

# **Building Capacity**



## **Expand Sourcing Capabilities**

**Expanding Team** 

Build a strong catalogue

Build 'vendor managed' inventory model

# **Expand Fulfillment Capabilities**

Warehousing, pick-pack-ship facility

Cost effective Logistic system

## **Expand CS - Assistance**

Consumer Assistance cell
Refunds returns
Information Management

## **Build a Payment System**

Robust Multi-method payment system

Prepaid / Post paid / EMIs / Wallet /

Escrow / Nodal etc

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# **Number of Transactions**

FY 16

# 15 lacs

(Till Q3 FY16 - 9.18 lacs achieved)



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# **Number of Stores**

Target of FY 16, already achieved in Q3

Target no. of stores by end of FY 19

1,25,000



FAQs

# **FAQs**



### Why the ASP (average selling price) is low and going down Q on Q basis?

Ans: Internet Retail Store' is a new concept where a consumer buys products by seeing the products on screen, pays money in advance and get the product delivery after 3-5 days time. The target consumer for us is the common man of India, who generally are scared of trying out something new for the fear of losing money or not getting the right product. Hence, the Company has strategically introduced low ASP products, so that a common man gains confidence and experience the new way of buying. This helps us in acquiring new consumers and expands our reach. Over the last quarters, the company has been changing its category and product mix in such a way that it can touch more and more common people of India and one of the major criteria is LOW priced products of daily needs. In fact, the company has a category called –'daily needs'.

### How the cost of delivery is managed with the low ASP items?

Ans: The business model which comprises of 'distribution' as well is completely different and unique as what is generally followed by all other eCommerce players. And therefore, it works very much in sync with overall strategy - low asp and low average shipping cost.

# **FAQs**



#### How are the Network Partners selected?

Ans: A dedicated team does complete screening of the application form received from the Store owner. Then, telephonic interview is conducted. Its finding are send to team leader, who takes the final call after complete scrutiny of documents and final telephonic interview.

### Why Company is looking to raise funds?

Ans: To fund its future growth plan and capacity expansion in terms of technology, fulfilment centres and to meet enhanced working capital requirements.



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