

# Vaibhav Global Limited

Global Retailer of Fashion and Lifestyle Accessories on Home TV and e-Commerce Platforms





**Investor and Analyst Meet June 2014** 







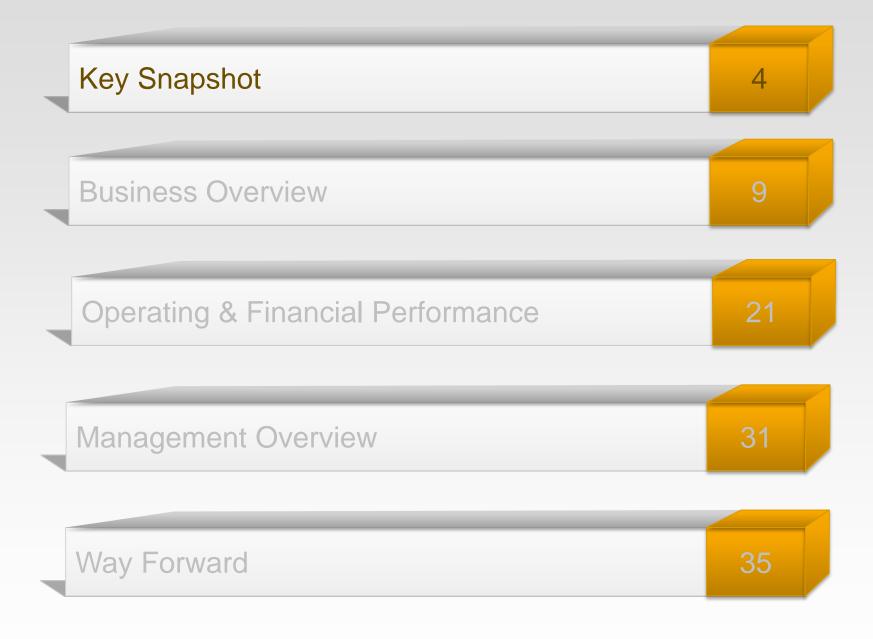




# Safe Harbor

Certain statements in this document may be forward-looking statements. Such forward-looking statements are subject to certain risks and uncertainties like regulatory changes, local political or economic developments, and many other factors that could cause our actual results to differ materially from those contemplated by the relevant forward-looking statements. Vaibhav Global Limited will not be in any way responsible for any action taken based on such statements and undertakes no obligation to publicly update these forwardlooking statements to reflect subsequent events or circumstances.

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# Key Snapshot - Operational

Products Sold Annually
On TV and Web

TV Homes
Directly Accessed (FTE)

65,000 Unique SKU's

394,000 Unique Customers

3,100 Employees

Global Locations

**B2C** Success in Developed Markets



# Key Snapshot - Financial

\$215mn Revenues

\$25mn PAT

\$27mn **Free Cash Flow** 

ROE

ROCE

0.2:1 **Net Debt - Equity** 

Last 4 years

**Revenue Growth** 

Highly Profitable Electronic & Web model

# VGL Overview

## Vertically-integrated electronic retailer

- End-to-end B2C business model in the electronic retail industry
- Proprietary TV homeshopping and e-commerce platforms

## **Liquidation Channel and The Jewellery Channel are strong brands**

- 95 million (FTE) households on TV shopping in the US, UK and Canada
- Positive customer engagement metrics customer base, retention rate, repeat purchases

## Robust customer engagement

- Sizeable B2C franchise in developed markets
- Growing recognition of deep value enables scaling to adjacent categories

## Hybrid supply chain infrastructure

- Outsourcing from China, Thailand, Indonesia and India, manufacturing operations in Jaipur, India
- Aggressive trend spotting

#### Solid infrastructure backbone

- Investments in customer interface, production, warehousing facilities, supply chain and CRM
- Low opex model is scalable with limited capex requirement

#### **Strong management team**

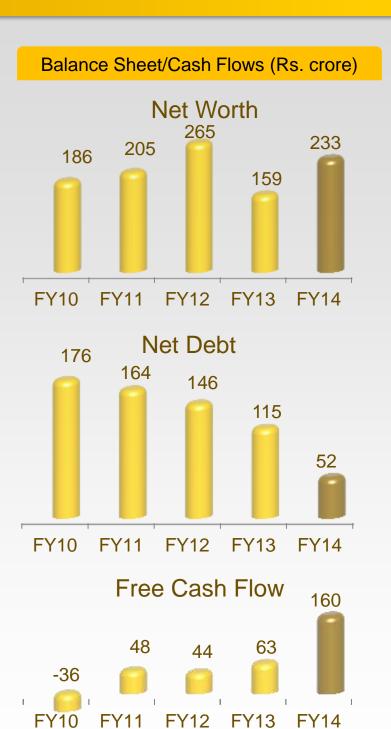
- Professional, experienced management team having in-depth knowledge and industry experience
- Talent pool across marketing, merchandising, operations, technical and strategy functions

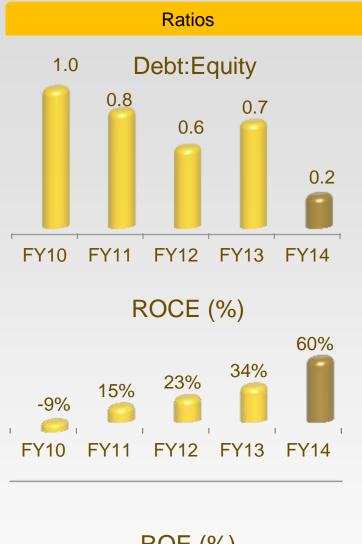


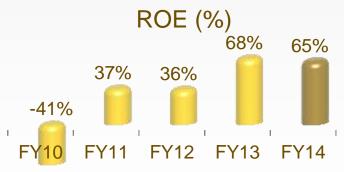
# Key Performance Indicators



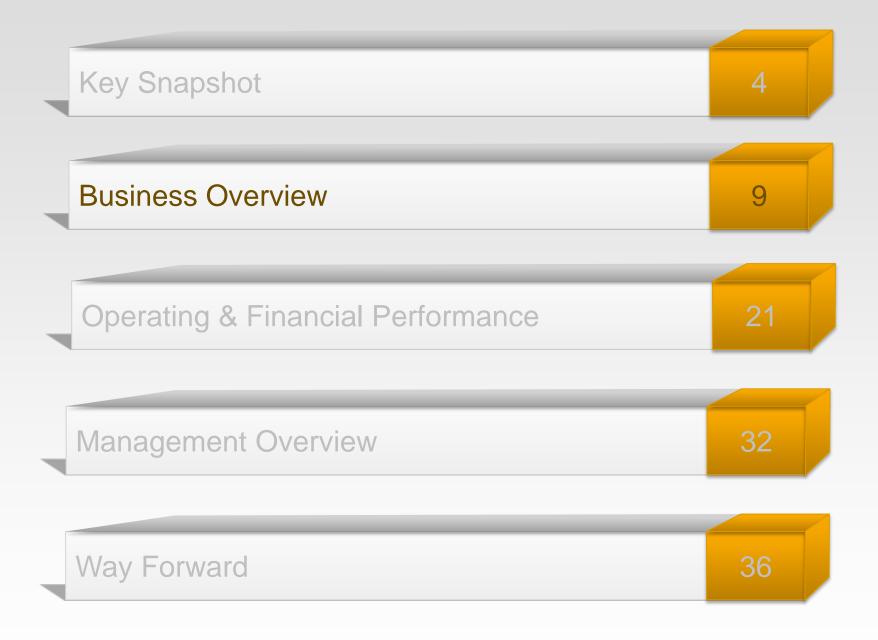
FY12 FY13 FY14







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# Product Profile



Watches, handbags, scarves, phone protective shells etc.

Office and home décor, etc.

OITH LIFESTYLE PRODUCTS

# US Market Access on Liquidation Channel



Channel #274



Channel #399 & 1399



Channel #159



Channel #75 & 226

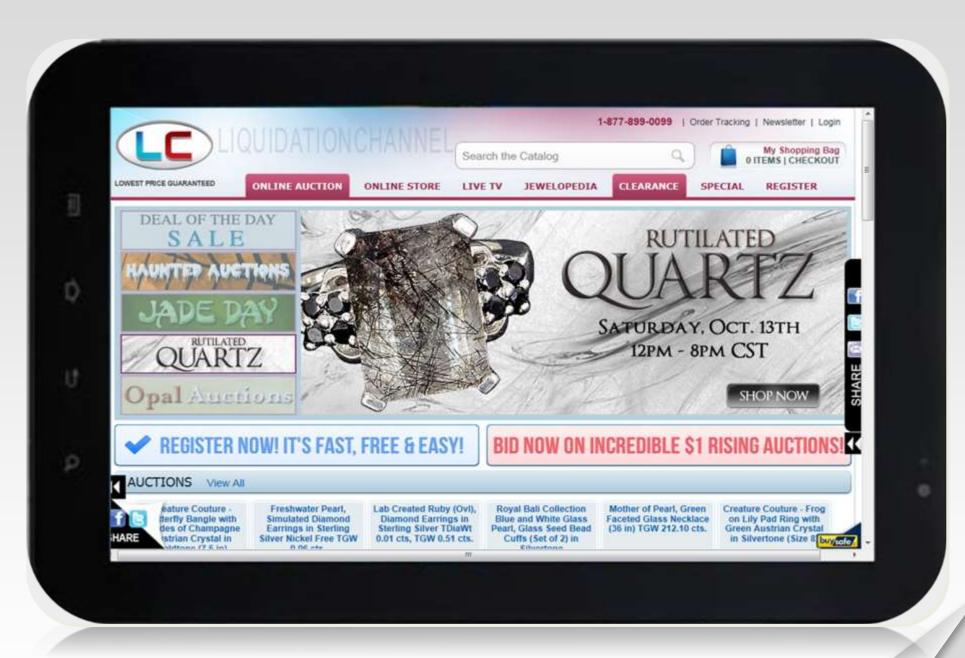












https://www.liquidationchannel.com



# UK Market Access on The Jewellery Channel



Channel #49



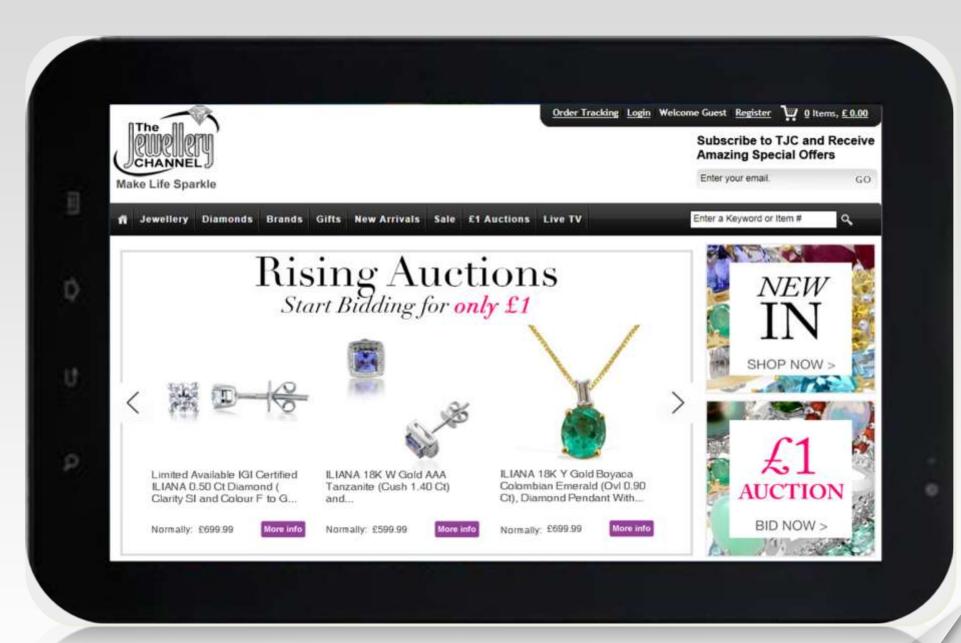
Channel #650



Channel #815



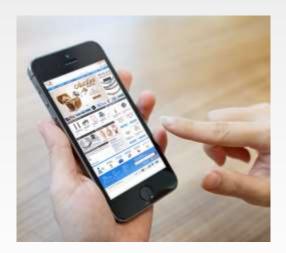
Channel #757



www.thejewellerychannel.tv

# E-Commerce



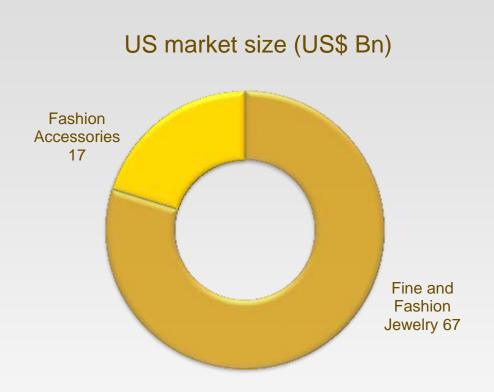


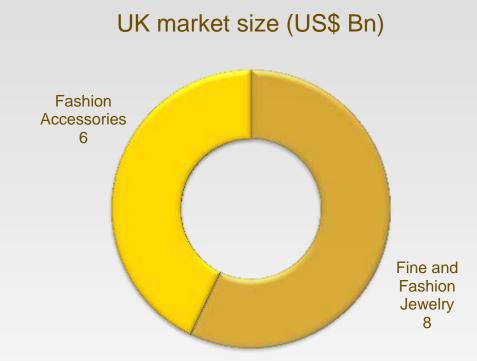


- Digital presence through liquidationchannel.com and thejewellerychannel.tv
- Retail formats:
  - Catalog
  - Rising Auctions
- Loyal visitor base driving e-commerce traffic:
  - Liquidationchannel.com has Alexa rank of 4,097 in US
  - Thejewellerychannel.tv has Alexa rank of 16,914 in UK
- Technology enhancements:
  - iPad app available for the Liquidation Channel, US
  - Hybris (a SAP company) platform to be implemented in current fiscal year both in US and UK.
  - CRM and marketing analytics framework



# Market Opportunity





VGL has delivered market share gains by constantly introducing collections/designs mapped to fashion trends across an expanding distribution network

# Market Opportunity for VGL

	Vaibhav Global (US & UK) VGL	Leading US headquartered homeshopping companies		
		Company 1	Company 2	Company 3
Revenue	\$215 mn	\$640 mn	\$2.3 bn	\$8.6 bn
Gross Profit Margin	61%	36%	35%	37%
EBITDA margin	12%	3%	11%	21%
Households reached	95 mn	87 mn	96 mn	195 mn
Revenue per household	\$2.3	\$7	\$24	\$44
Units shipped	9.4 mn	9 mn	47 mn	169 mn
Average price point	\$23	\$81	\$58	\$51
Internet / Mobile Sales %	17%	46%	37%	37%

Ample scope to expand scale of operations by leveraging existing organizational framework, new introductions and aggressive customer engagement



# Sourcing Markets

## Manufacturing facility in Jaipur, India

Production capacity – 4 million pieces p.a. ISO 9001:2008 manufacturing facilities

Over 2,200 people in India across corporate, manufacturing, design, sales & marketing, customer service, logistics etc



## Sourcing operations from fashion centric micro markets of Asia

Global supply chain capability of 12 million pieces, continuously expanding

Over 120 people in purchase/ procurement and ancillary functions across Asia

China	Thailand	Indonesia
<ul> <li>Guangzhou, Haifeng, Hauadu Shenzhen, Dongguan, Zhuji, Wenzhou, Wuzhou, Yiwu, Hunan</li> </ul>	<ul> <li>Bangkok, Chang Mai, Mae Sai, Kanchanaburi, Chanthburi</li> </ul>	<ul> <li>Bali, Yogyakarta, Sumatra, Madura Surabaya</li> </ul>

# Consumption Markets

Access to over 95 million (FTE) households on TV homeshopping in the US, UK and Canada

- Affiliate agreements with major cable, satellite providers
- Improved product presentation by investing into studio facilities



#### UK

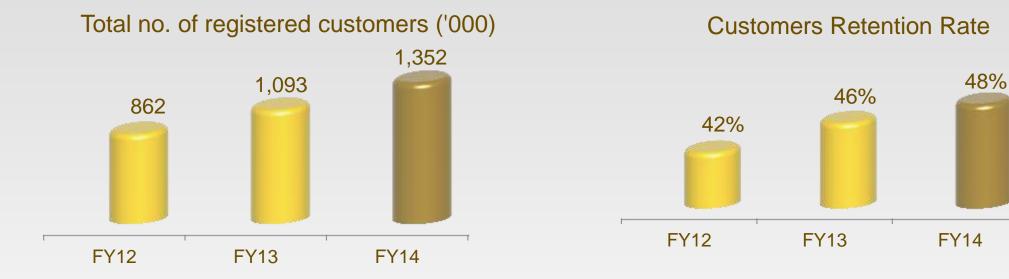
- The Jewellery Channel and e-commerce
- UK head quarters Hampton, Middlesex
- Reaching all 25 million households across the U.K.
- Over 100 people in sales & marketing, customer service, logistics, TV production, e-commerce and support functions

#### **USA**

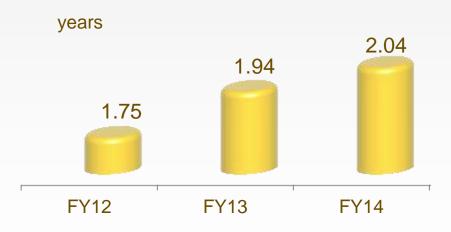
- Liquidation Channel and e-commerce
- US head quarters Austin, Texas
- Access to 70 million (FTE) of the 116 million households in the US, covering all states
- Over 500 people in sales & marketing, customer service, logistics, TV production, e-commerce and support functions

# Gaining Customer Traction

- Expanding household distribution and improved brand awareness
- Appeal to broader customer base through exquisite designs, exceptional quality, outstanding value and excellent service
- Enhancing customer experience and trend merchandising drive retention rate and customer LTV



## Customer Life time (only for US)



# Fast Fashion Supply Chain

Competitive Pricing

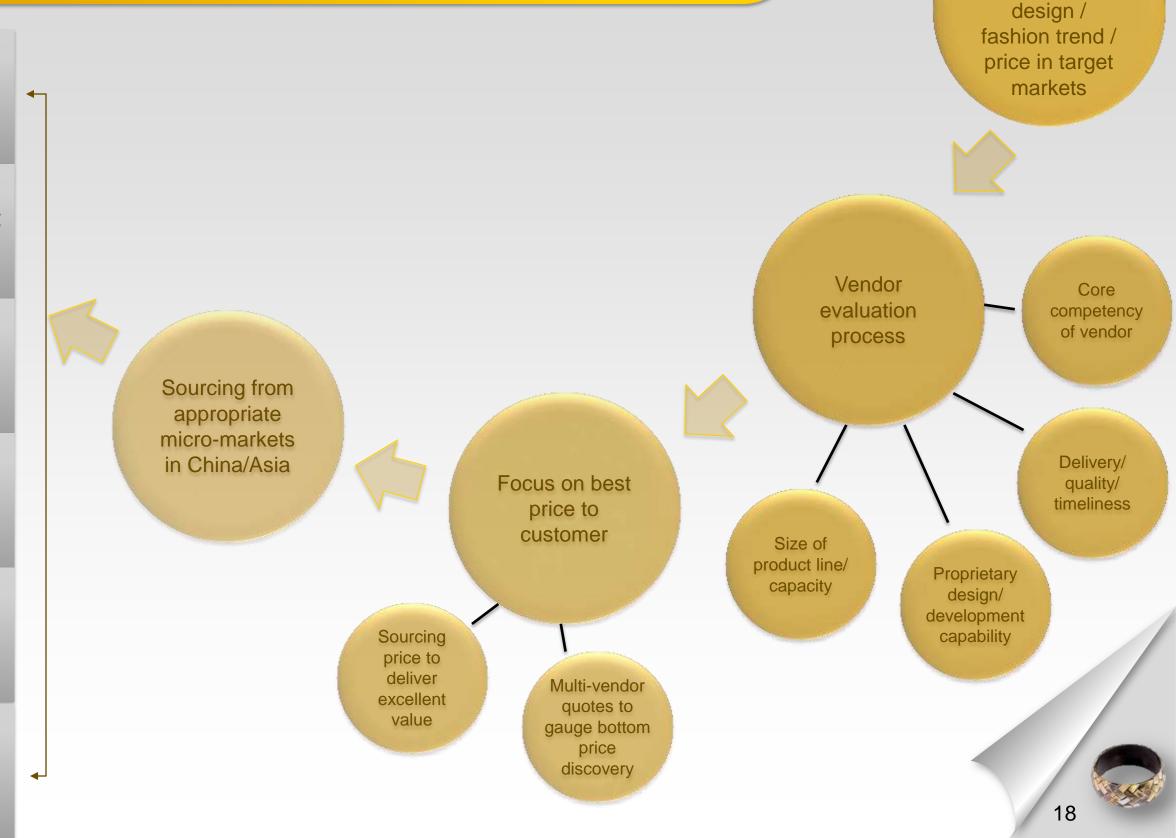
Mapping latest fashions

Rapid turnaround

Low investment

Scale flexibility

Access to latest manufacturing technologies



Assessing value

perception -

# Aligned with Demand Patterns

# Valentine Day & Spring Product Line

Process begins – September
Product in warehouse – January

## Fall Product Line

Process begins – March
Product in warehouse – August

6

# Mothers' Day

Process begins – December Product in warehouse – April

## Collections

5

# **Holiday Season**

**Summer Product** 

Line

Process begins – December

Product in warehouse - May

Process begins – June
Product in warehouse – October

# Product in warehouse

- Products finalized by buyers
- Orders placed

# Live sample evaluation

Buyer reviews

## Process

1

- Buyer discussions
- Evaluation/ feedback of last vear's hits/misses
- Product development strategies – by category

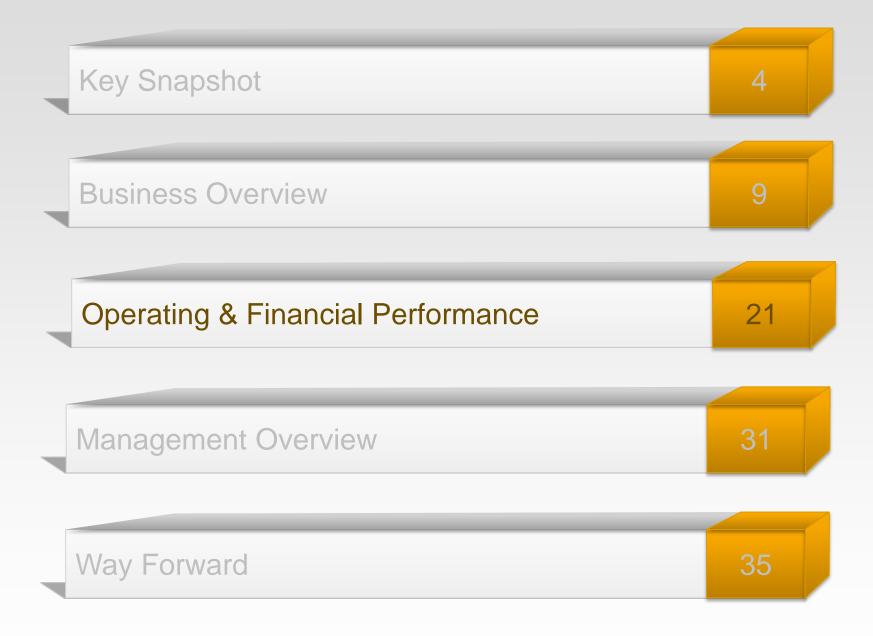
2

 Discussions/ directions with global design teams

3

- Product development reviews
- Final approval to sketches/designs/ styles/concepts

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(Revenues)





# Retail Performance Trends

## TV Sales

Sales Volumes ('000s)



Average selling price US\$



- Robust volume growth driven by strong customer engagement
- ASP has trended inline with portfolio transition from fine jewelry to fashion jewelry and accessories
- Internet sales volumes complement TV shopping and create a balanced portfolio

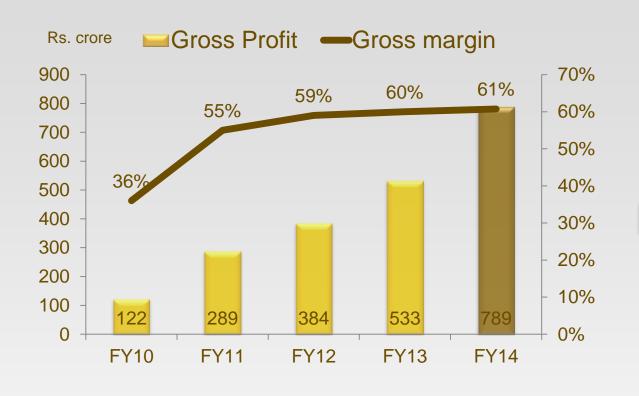
#### Web Sales



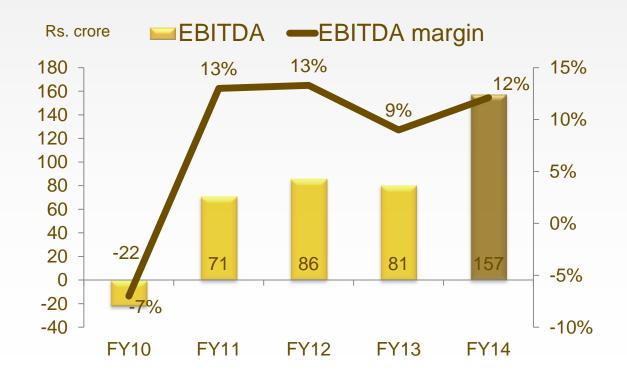




(Margins)



Gross margins remain robust supported by a sourcing matrix that provides flexibility to purchase from cost efficient markets

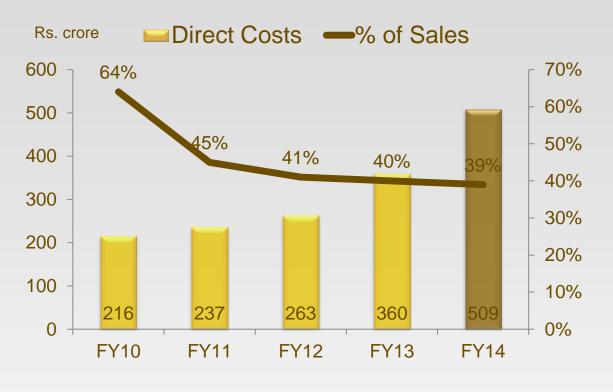


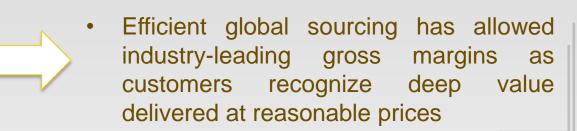


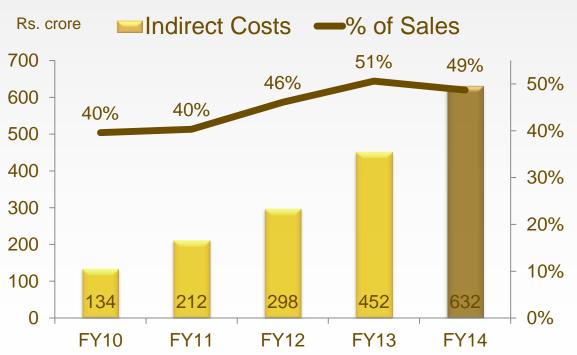
Recent EBITDA growth from margin expansion as volumes have increased on a stable cost structure

Note: EBIDTA excludes exchange gain/loss;

## (Cost Analysis)



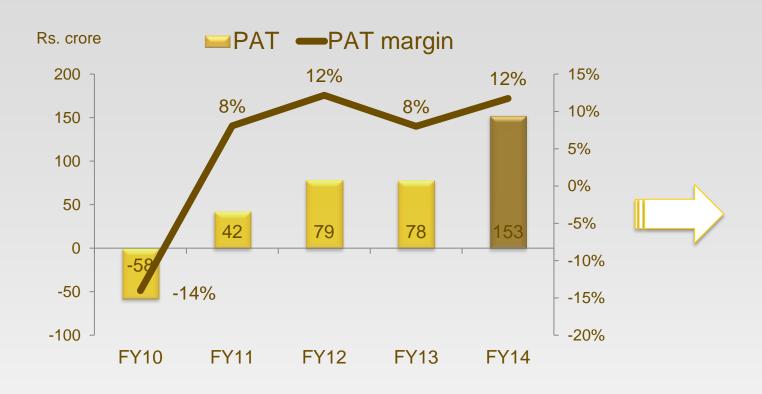






Significant investments in broadcast facilities and content, distribution, people, supply chain and customer engagement activities

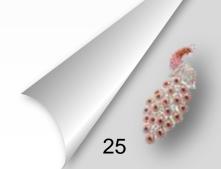
## (Profits)



 PAT expansion is in line with improvement in core business profitability







## (Balance Sheet)

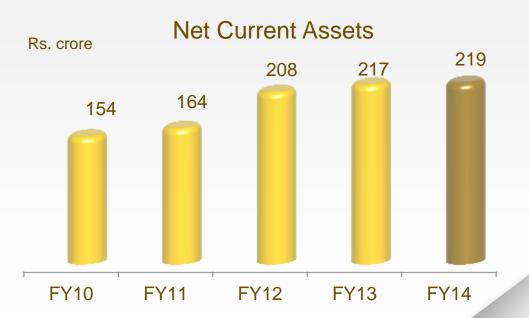


\* During FY13, Shareholders' Equity was adjusted lower by Rs. 163.7 crore due to goodwill written off (Rs. 151.1 crore), provision for CDR recompense interest (Rs. 11.2 crore) and write off on liquidation of subsidiary (Rs. 1.5 crore)

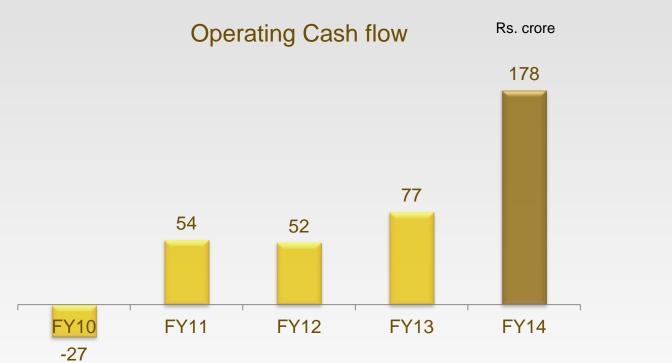


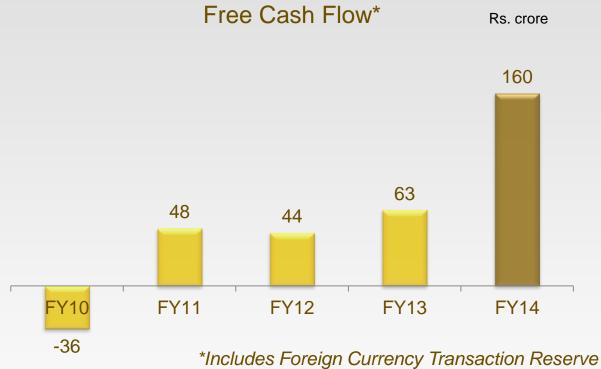


\* During FY13 fixed assets were adjusted lower by Rs. 151.1 cr due to goodwill written off



(Cash Flow)





(Key Ratios)

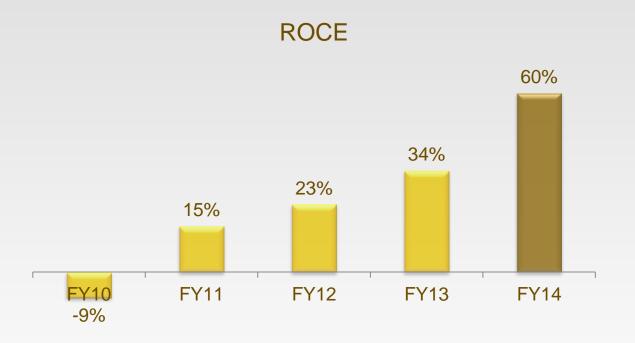




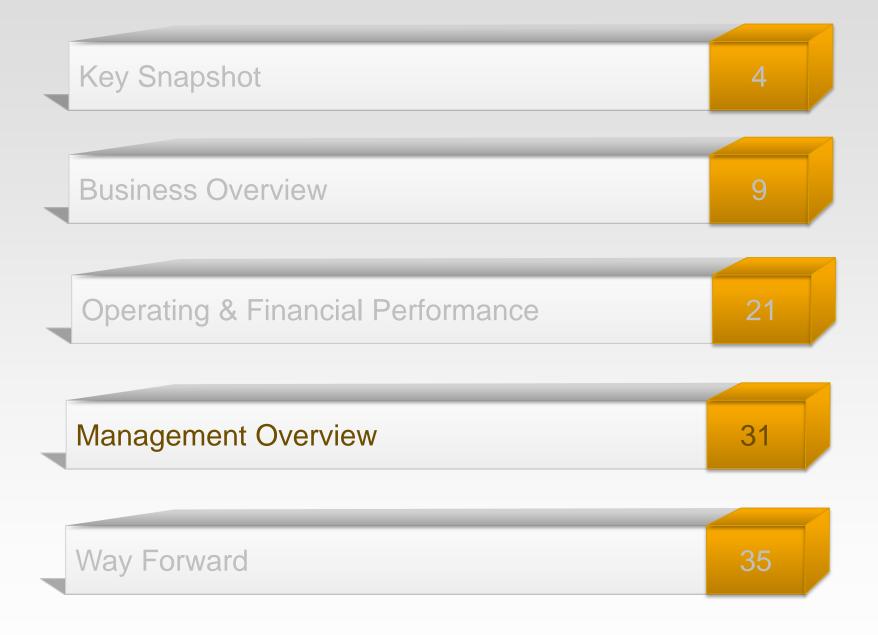
<sup>\*</sup> During FY13 fixed assets were adjusted lower by Rs. 151.1 cr due to goodwill written off . Adjusting the goodwill write-off in each year, the proforma asset turnover ratio would be 19.6X in FY14, 15.4X in FY13, 12.5X in FY12, 9.8X in FY11 and 6.1X in FY10

(Key Ratios)





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# Management Team

## Sunil Agrawal

#### **Chairman and Managing Director**



- Established Vaibhav in 1980 as a first generation entrepreneur and has led the company's transition into a leading brand for fashion jewelry and lifestyle accessories
- Travels extensively across the world, overseeing operations, sourcing raw material globally and representing the company at major trade shows and jewelry fairs in the US, Europe and Asia

## **Gerald Tempton**

#### **President, The Liquidation Channel USA**



- Leading VGL's US retail business for the last four years
- Distinguished career since 1979 in retail/consumer products, commercial real estate, financial services across merchandising, sales, marketing and operations at Zale's Jewelers, JB Robinson Jewelers, Gordon Jewelry Corp, Gap Inc, the Walt Disney Company, United Colors of Benetton and KB Toys

## **Colin Wagstaffe**

#### **Managing Director, The Jewellery Channel UK**



- Previously led retail marketing and ecommerce initiatives at UK and Ireland operations of Signet Jewellers, the largest specialty retail jeweler by sales in the US and UK
- Over two decades in leadership marketing roles in major UK businesses – J Sainsbury plc, one of the UK's leading supermarket companies and BAA, the UK's largest, airport operator

## Sri Burugapalli

## **Senior Vice President, Group Strategy**



- Moved into group strategy after leading VGL's US and UK business operations for 7 years, focusing on restructuring and rebranding.
- 14 years in automotive player ZF Group's US operations across operations leadership/general management with deep experience in P&L management, organization development, global supply chain partnerships and startup ventures



# Management Team

## **Hemant Sultania**

**Group Chief Financial Officer** 



- 17 years of rich experience in strategic financial planning, budgeting, project evaluation, commercial and legal affairs, taxation, fund management, finalization of accounts, revenue assurance, auditing, MIS development and mergers & acquisitions
- Previously CFO with Dr. Lal Path labs, Vice President with Bata India Limited and Senior Tax Manager at Ernst & Young India

Praveen Tiwari
Vice President, STS China



- Over 15 years at VGL, currently heads the group's China and Hong Kong sourcing operations
- Part of core team that successfully implemented organizational turnaround strategies

## **Gaurav Vishal Soni**

**Chief Operating Officer, VGL India** 



 17 years of extensive operations experience in the automotive sector, held senior positions heading businesses and plants in companies such as Motherson Sumi, Texplas, Lifelong India (Hero Honda Group) and Omax Auto

## Pushpendra Singh

**Vice President, Human Resources Asia** 



19 years of experience in HR with a range of Indian companies such as NTPC, Jindal Steel and Power, Kalpataru and Reliance Communications, successfully implementing many talent acquisition, management and retention initiatives

## **Charlie Curnow**

**Group Chief Information Officer** 



- Extensive experience across EMEA, Asia-Pac and South America in IT leadership roles at both public and private sector companies including A.H. Belo Corporation, Bear Stearns, Blockbuster, Coca-Cola, Computer Sciences, Dell, and General Electric
- Focused on leading the expansion of VGL's global IT capabilities



# Recent Additions to the Board

## **Pulak Prasad**

#### **Director**



- Founder of private equity fund Nalanda Capital Pte Ltd
- Serves as a director on the boards of several companies
- Over two decades of experience in investing and consulting at Nalanda, Warburg Pincus and McKinsey & Company

## **Peter Duncan Whitford**

#### **Director**



- 34 years of extensive experience in various fields including consumer products, marketing, merchandising, planning and allocation, global branding, sourcing strategies, licensing strategies, media strategies, social compliance programs, growing and re-inventing organizations internationally
- Previously Group CEO & Chairman of The Wet Seal Inc. and President Worldwide of a division of The Walt Disney Company Inc., among others

## Vikram Kaushik

#### **Director**



- 40 years of experience with the companies like Unilever, Britannia, Colgate-Palmolive and Tata Sky
- Management consultant / advisor to groups like Voltas, Tata Strategic Management Group, Price Water House Coopers, AMAGI Media Labs and also has done shorter assignments for HSBC, Standard Chartered Bank and Warburg Pincus
- Currently a director in Sistema Shyam Teleservices and India Capital Growth Fund

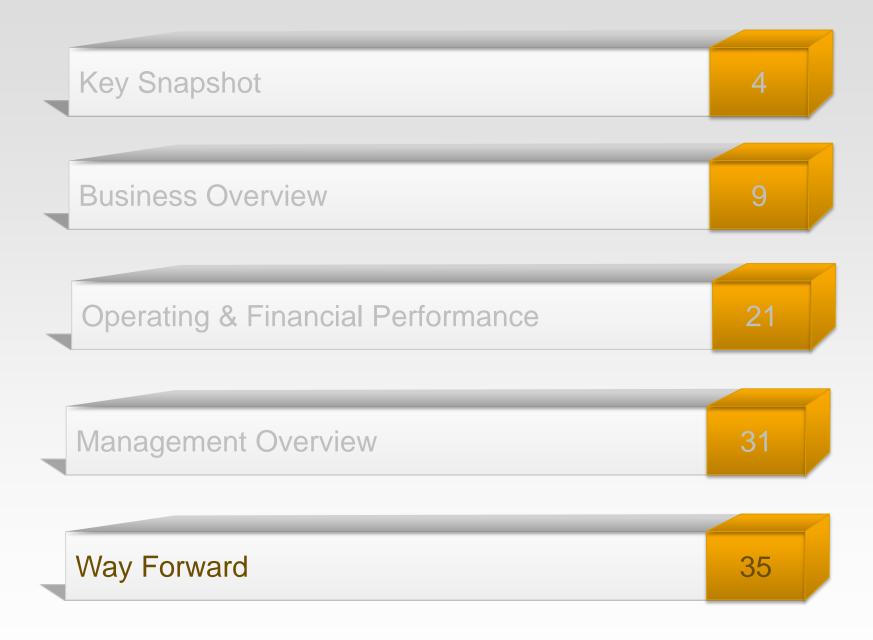
## Mahendra Kumar Doogar

#### **Director**



- 38 years in corporate finance, taxation, statutory and internal audit, merchant banking, financial structuring, project consultancy and fund management
- Presently on the Board of PHD Chamber of Commerce and various companies like, BSL, Frick India, Morgan Ventures, Kamdhenu Ispat and Radico Khaitan

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# Way Forward

#### **TV Retail**

- Increase channel reach through affiliate agreements
- Connect with customers through improved story telling

## E-Commerce Retail

- Further investment in e-commerce platforms, enhance customer experience
- Mobile Apps for better engagement with the customers on the go

## Merchandising

- Increase product depth and penetration in adjacent product categories
- Aggressive trend spotting
- Value based merchandising from micro-markets
- Uninterrupted process of unveiling new products

#### **Customers**

- Continued focus on customer delight with changing customer preferences
- Multi-Language Support
- Cause Marketing
- Focus on 3R: Registration, Repeat Purchase and Retention



# Way Forward

# Infrastructure

- Investment in technology to support growth through new IT systems
  - ERP, Marketing Automation, MIS, Analytics, CRM
- Drive value through outsourcing strategy

## Organization

- SMAC Principles as guidelines for coming years
  - Customer Trust & Delight, Low Price High Quality, Low Operating Costs, Employee Engagement, High Performing Team, and High **Employee Retention**

## **Financial** performance

- Continued growth momentum driven by market share gains
- Ongoing investments in infrastructure, technology and people
- Long term potential to expand margins based on scale benefits
- Debt free status by FY15 (Net Debt basis)
- Rewards to shareholders through dividend

# Contact Information

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<a href="mailto:karl@cdr-india.com">karl@cdr-india.com</a>

# Thank You