



www.eoh.co.za

Systems make it possible...
People make it happen

Annual Results 2012

12th September 2012

The logo for EOH, consisting of the letters 'E', 'O', and 'H' in a bold, blue, sans-serif font. The letter 'O' is stylized with a red triangle pointing upwards above it and two red triangles pointing downwards, one on the left and one on the right.

- ▲ EOH Update Jane Thomson
- ▲ Financial Results Highlights John King
- ▲ Enterprise Applications Ebrahim Laher
- ▲ Infrastructure Technologies Rob Godlonton
- ▲ Business Process Outsourcing Johan Van Jaarsveld
- ▲ Intelligent Infrastructure Zunaid Mayet
- ▲ Strategy and Way Forward Asher Bohbot

EOH Update

Jane Thomson



- ▲ To provide technology, knowledge, skills and organisational ability, critical to Africa's development and growth
- ▲ To be an ethical, relevant force for good and to play a positive role in our society, beyond normal business

To be Africa's best technology and knowledge services provider

- ▲ To work for
- ▲ Partner with, and
- ▲ Invest in

▲ **Best people**

To attract, develop and retain the best people

▲ **Partner for life**

To develop lifelong mutually beneficial partnerships with our customers and technology partners

▲ **Right 1st time**

To ensure excellent professional planning and execution.
Have pride in all we do

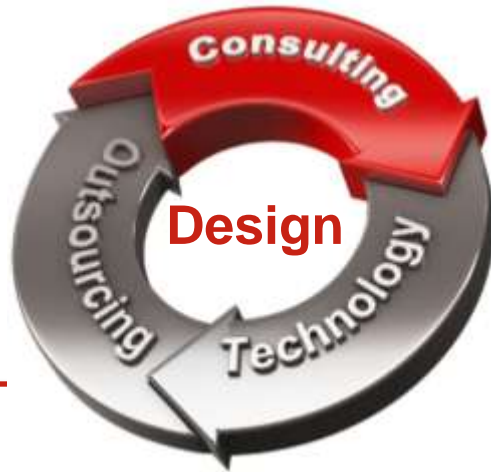
▲ **Sustainable transformation**

To transform and manage diversity

▲ **Profitable growth**

To grow top and bottom line similarly whilst remaining entrepreneurial





- Knowledge services
- Business operations improvement
- IT strategy
- IT architecture
- Project management
- Change management



- Enterprise applications
- Information management
- IT security
- IT management & optimisation
- Software development & integration
- Enterprise content management



- Transformational outsourcing
- Cloud computing
- Converged communications
- IT infrastructure
- Rightshoring
- Intelligent infrastructure
- Business process outsourcing
- Human capital development

Technology partners



Exclusive representative
for Sub-Saharan Africa



Exclusive representative
for Sub-Saharan Africa



Gold certified Microsoft
partner
LAR



Platinum
partner



SAP alliance partner



IBM premier business
partner



Platinum
partner



INFOR distributor and
implementation partner

Information Management



Value added reseller



Exclusive Southern African
distributor



Mimecast partner



Gold partner



Largest SYSPRO distributor
in Africa

Cloud Consulting

Infrastructure as a Service (IaaS)	Platform as a Service (PaaS)	Software as a Service (SaaS)
✓ Servers	✓ Hosting	✓ Enterprise Systems
✓ Storage	✓ Network	✓ Mail – Hosted
✓ Desktop	✓ Data Archiving	✓ Mail – Archiving
✓ Workspace	✓ Unified Communication	✓ Document Management
	✓ Hosted PABX	✓ Messaging

Service Management Platform

Disaster Recovery Platform

▲ We provide solutions in the following industries

- Financial Services
- Telecommunications
- Mining
- Manufacturing
- Public Sector
- Health
- Retail

Public Sector



Mining



Manufacturing



Health



Telecommunications



Retail



State owned entity's



Financial Services



Financial Results Highlights

John King



Condensed Consolidated Statement of Comprehensive Income for the year ended 31 July 2012



	July 2012 (R'000)	July 2011 (R'000)	Change
Revenue	3 642 915	2 428 973	50.0%
Cost of sales	<u>(2 086 082)</u>	<u>(1 528 392)</u>	
Gross margin	<u>1 556 833</u>	<u>900 581</u>	
Operating Profit	356 622	233 011	
Investment income	12 676	9 157	
Finance costs	(27 429)	(7 646)	
Share of losses from associate companies	(43)	-	
Net impairment of assets	<u>(1 907)</u>	<u>(132)</u>	
Profit before taxation	339 919	234 390	45.0%
Taxation	<u>(116 831)</u>	<u>(85 986)</u>	
Profit for the period	<u>223 088</u>	<u>148 404</u>	50.3%

Condensed Consolidated Statement of Comprehensive Income for the year ended 31 July 2012



	July 2012	July 2011	Change
Total shares in issue ('000)	100 866	95 389	
Weighted average shares in issue ('000)	87 312	74 986	
Total diluted shares in issue ('000)	98 416	85 342	
EPS (cents)	254.9	196.4	29.8%
Diluted EPS (cents)	226.2	172.6	31.1%
HEPS (cents)	253.1	196.1	29.1%
Diluted HEPS (cents)	224.6	172.3	30.4%

Condensed Consolidated Statement of Financial Position as at 31 July 2012



	July 2012 (R'000)	July 2011 (R'000)
ASSETS		
Non-current assets		
Property, plant and equipment	183 856	80 325
Investment property	2 872	-
Goodwill and intangible assets	801 497	550 355
Finance lease receivables	36 447	-
Other financial assets	16 203	23 436
Deferred taxation assets	90 008	38 427
Current assets		
Inventories	39 401	30 662
Finance lease obligations	26 360	-
Other financial assets	15 625	5 671
Taxation receivable	37 493	17 846
Trade and other receivables	809 429	569 817
Trade receivables	783 470	545 629
Other receivables	25 959	24 188
Cash and cash equivalents	451 867	321 507
Total Assets	2 511 058	1 638 046

Condensed Consolidated Statement of Financial Position for the year ended 31 July 2012

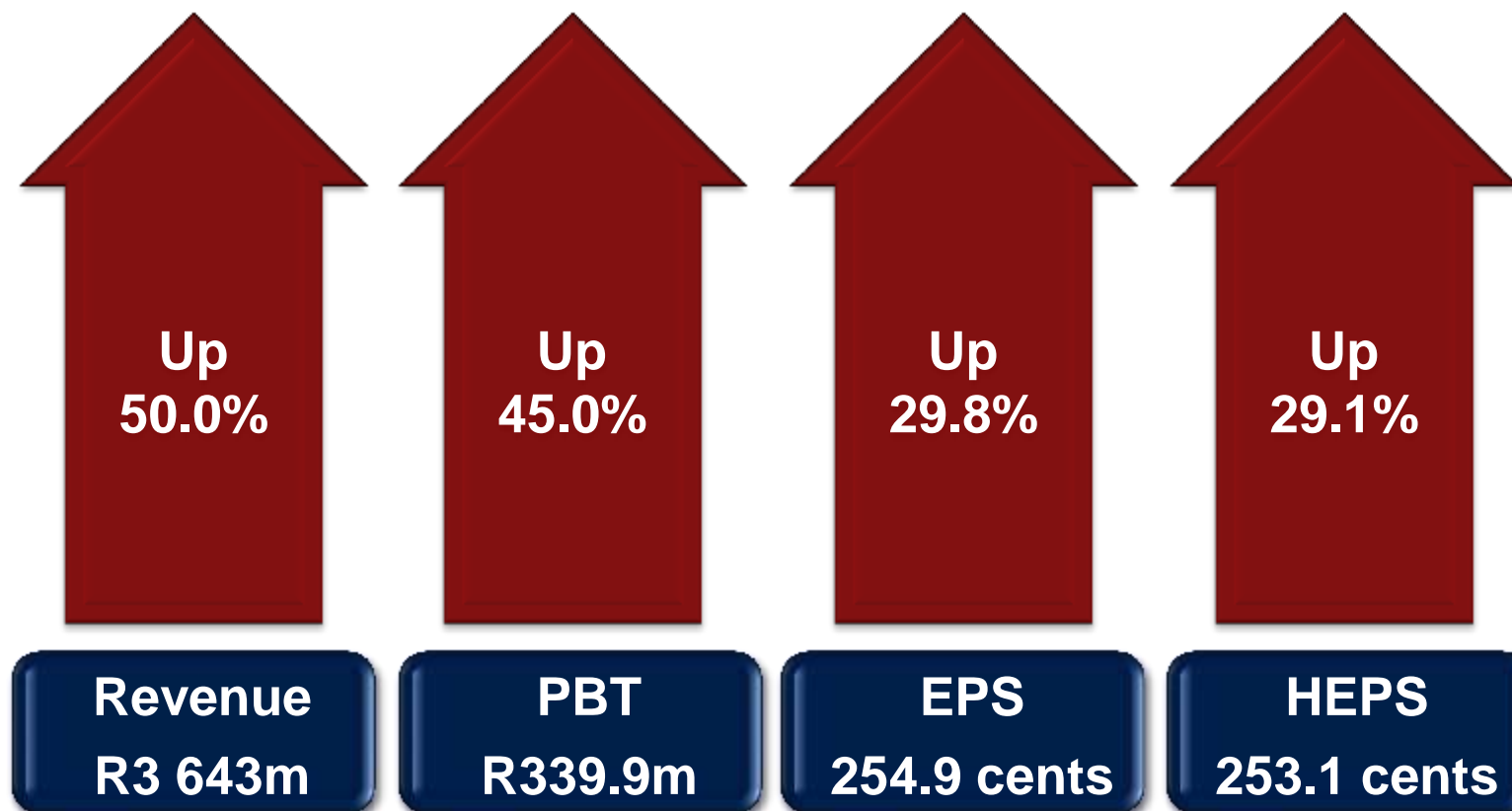


	July 2012 (R'000)	July 2011 (R'000)
EQUITY AND LIABILITIES		
Equity attributable to owners of the parent	1 128 435	709 926
Non-controlling interest	1 400	1 131
Total equity	<u>1 129 835</u>	<u>711 057</u>
Non-current liabilities		
Finance lease obligations	2 748	3 714
Other financial liabilities	271 768	145 988
Deferred taxation liabilities	50 786	618
Current liabilities		
Trade and other liabilities	906 753	677 245
Deferred revenue	107 565	68 261
Current taxation payable	41 603	31 163
Total liabilities	<u>1 381 223</u>	<u>926 989</u>
Total equity and liabilities	<u>2 511 058</u>	<u>1 638 046</u>
Net asset value per share (cents)	1118.7	744.2
Net tangible asset value per share (cents)	324.1	167.3

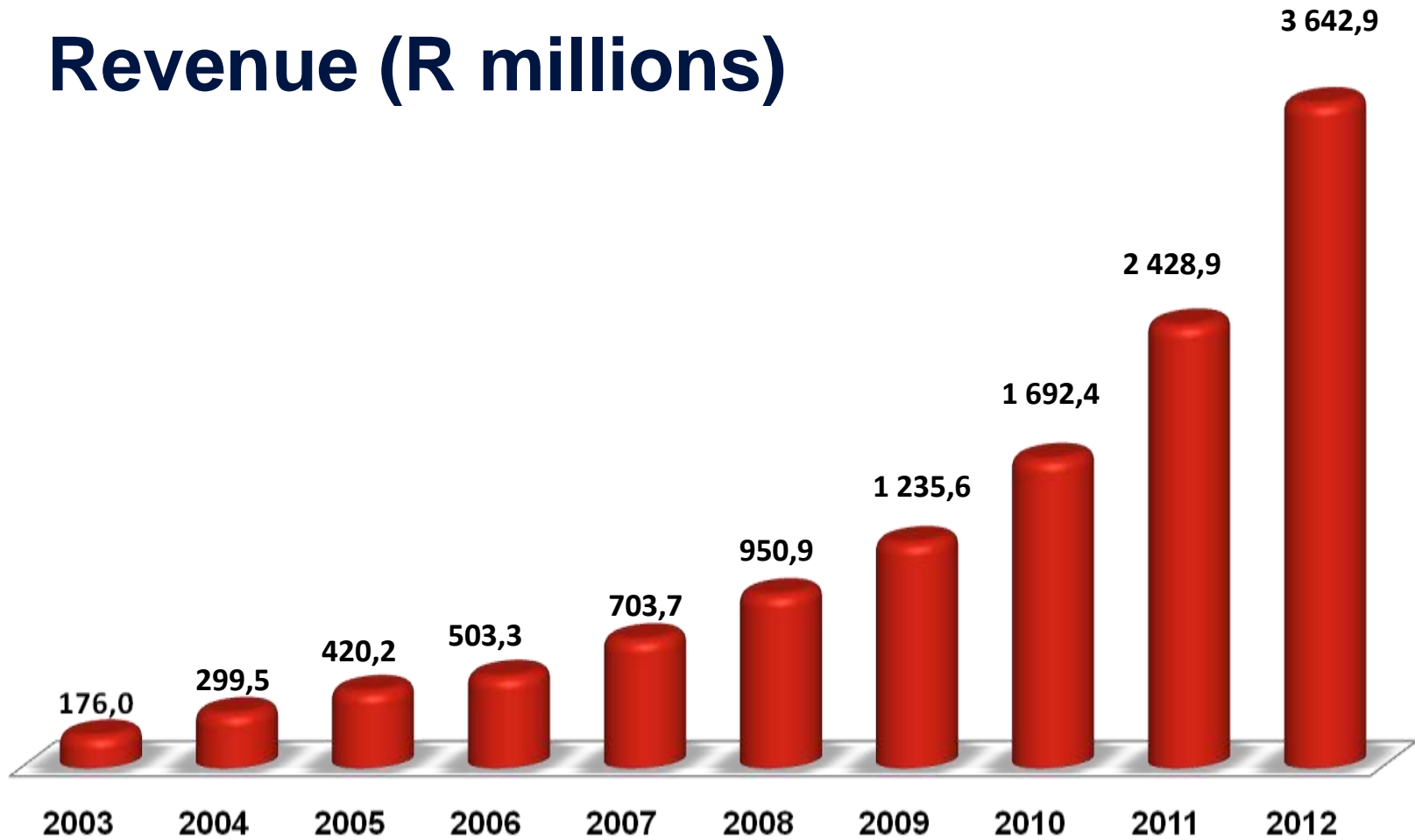
Condensed Consolidated Statement of Cash Flows for the year to 31 July 2012



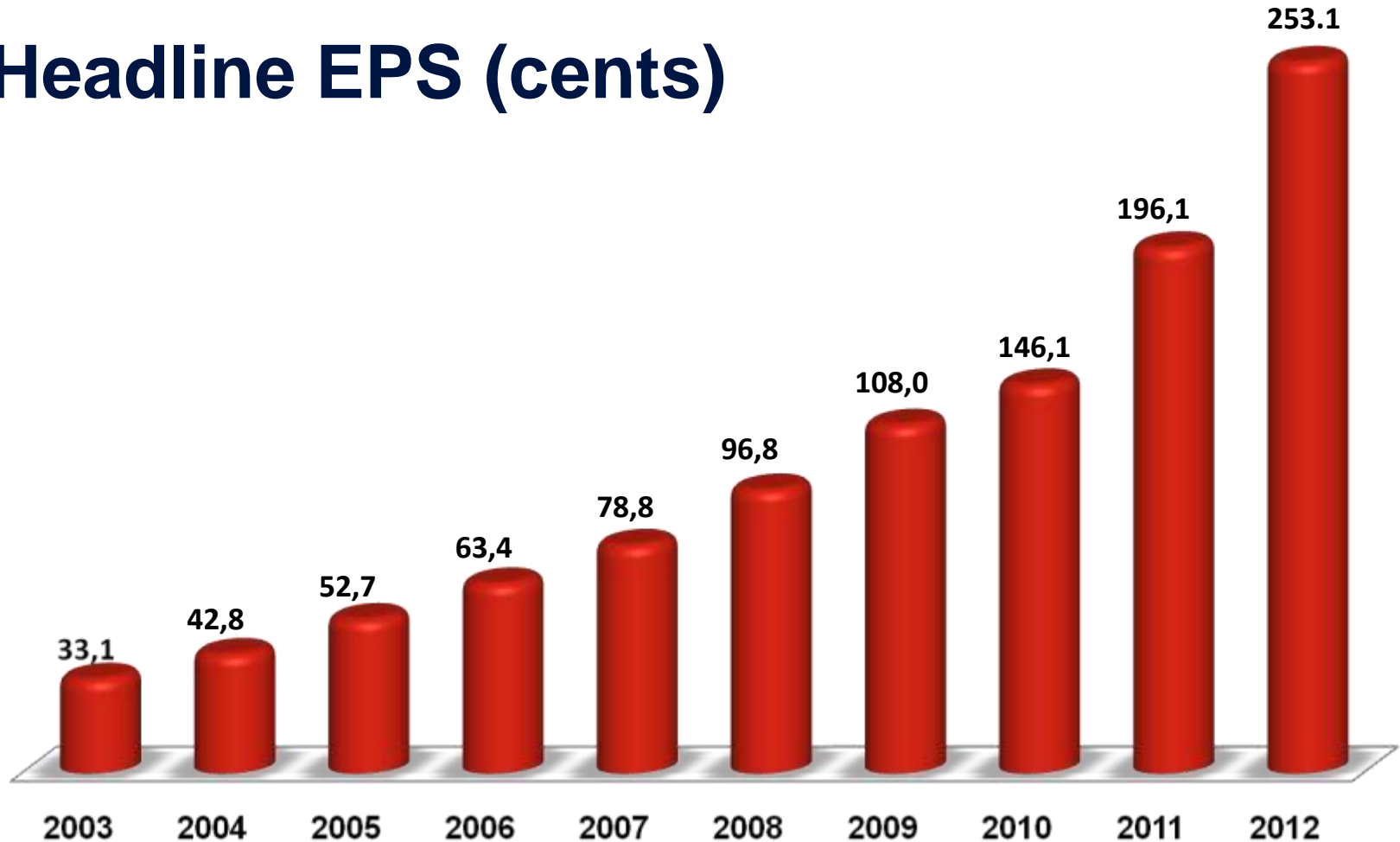
	July 2012 (R'000)	July 2011 (R'000)
Net income before tax and separately disclosed items	339 919	234 390
Non-cash items	118 329	80 965
Working capital changes	<u>(15 710)</u>	<u>(165 572)</u>
Cash generated by operating activities	442 538	149 783
Investment income	12 676	9 157
Finance costs	(27 429)	(7 646)
Taxation paid	<u>(141 477)</u>	<u>(129 609)</u>
Net cash inflow from operating activities	286 308	21 685
Net cash (outflow) from investing activities	(163 808)	(52 436)
Net cash inflow from financing activities	<u>7 860</u>	<u>85 587</u>
Net cash movement for period	130 360	54 836
Cash at beginning of period	<u>321 507</u>	<u>266 671</u>
Cash at end of period	<u>451 867</u>	<u>321 507</u>

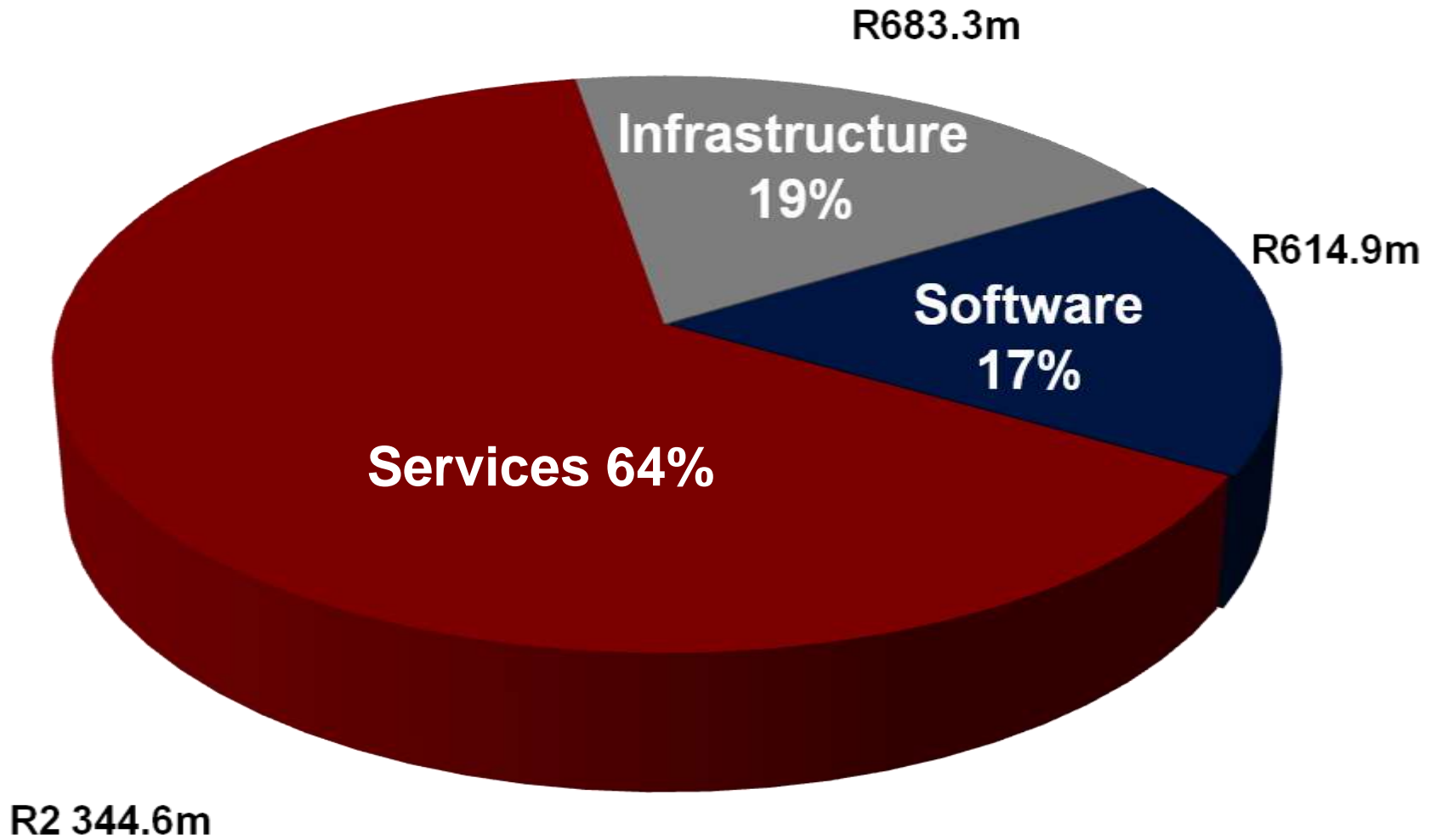


Revenue (R millions)



Headline EPS (cents)





Enterprise Applications

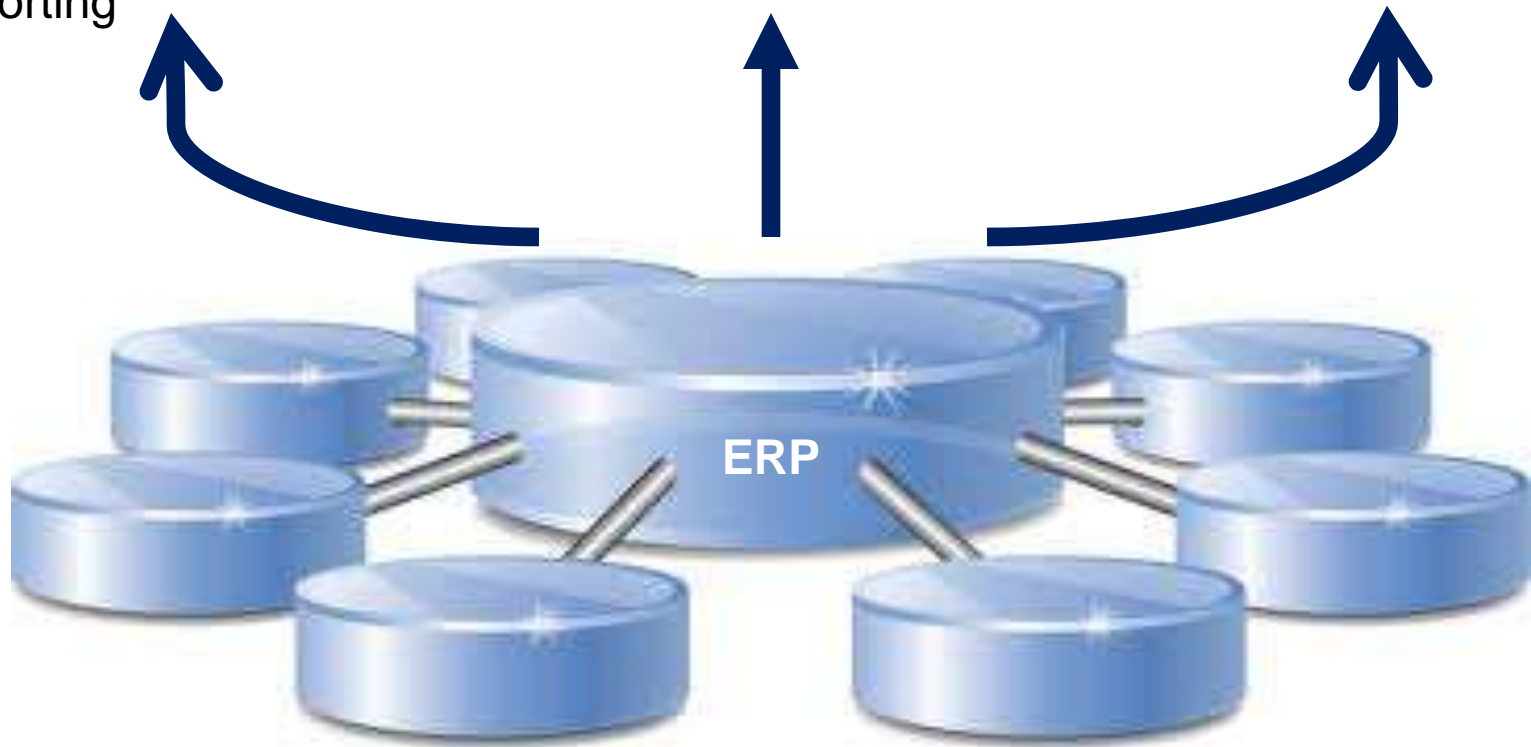
Ebrahim Laher



Company-wide,
real-time
capturing and
reporting

On-demand,
on-device
reporting

Improved quality
and efficiency



Centralised business data

- ▲ EOH is the largest implementer of enterprise systems and custom applications in SA
- ▲ Over 900 ERP professionals
- ▲ We have the largest footprint in Southern Africa for:
 - SAP
 - Microsoft
 - Oracle
 - Infor



A large South African
construction company

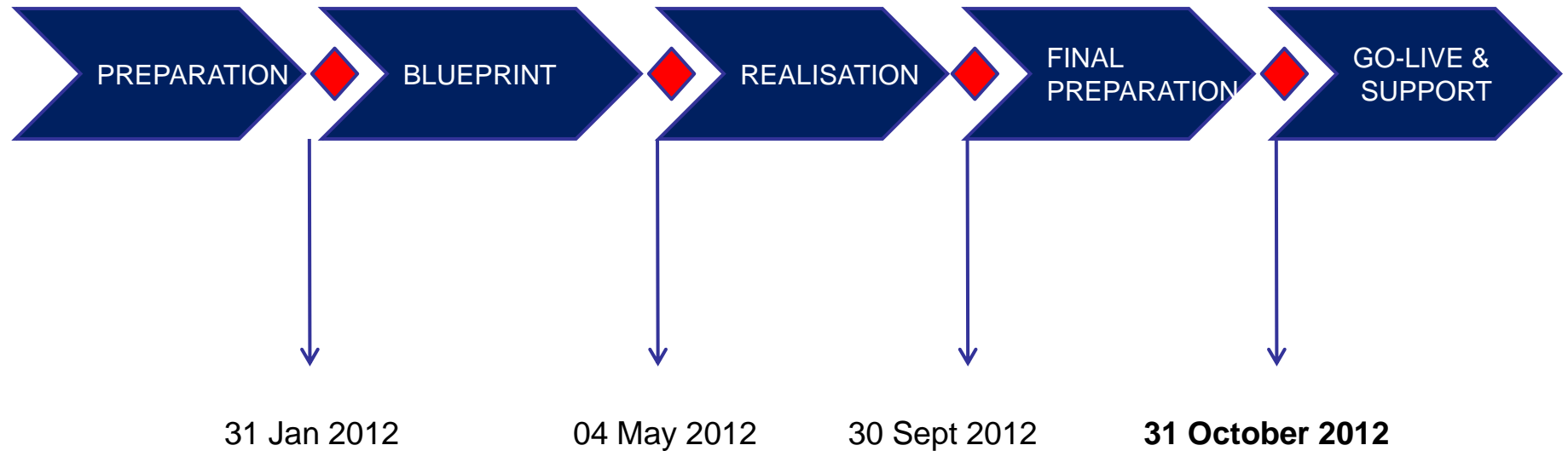
EOH ERP Implementation Project
Key Project Highlights



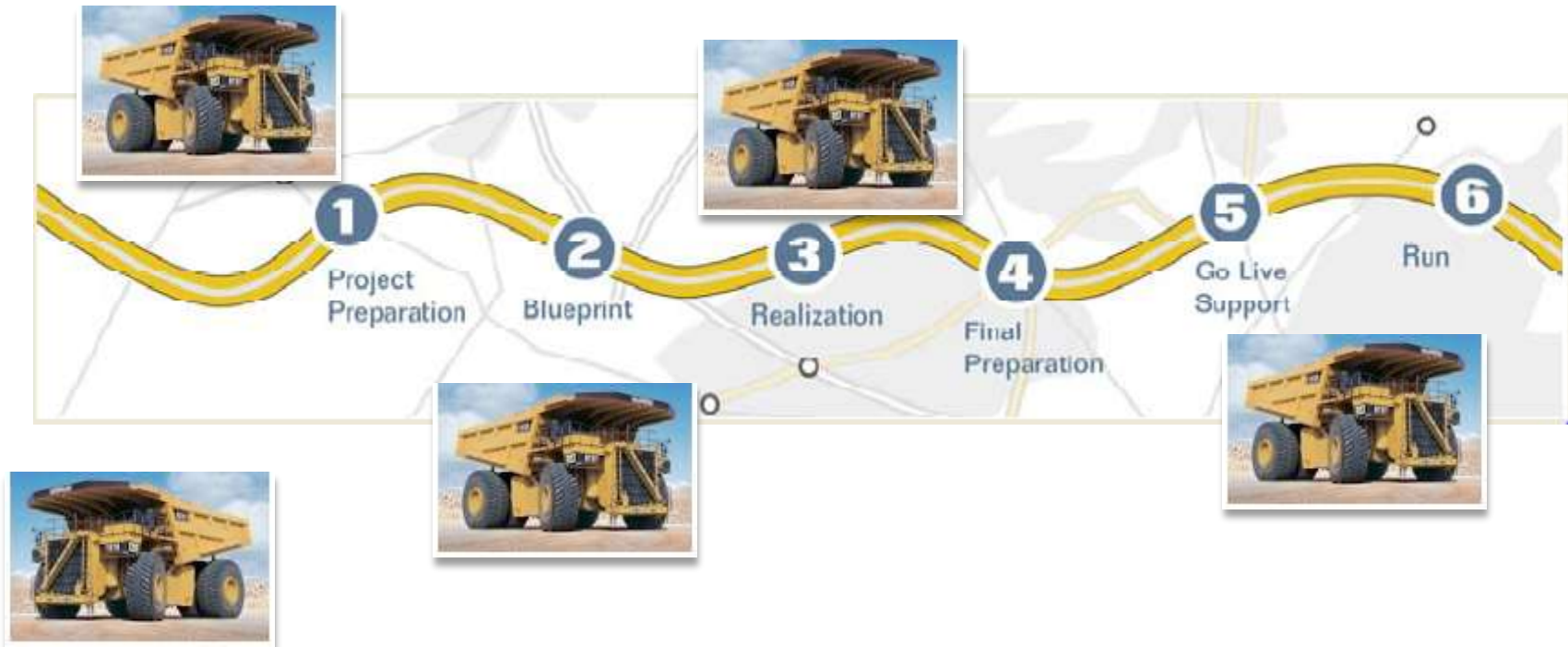
Item	Value
Users	200 (growing to 400 in 2013)
Employees	4500
Countries	South Africa, Mozambique, Namibia
Yellow Metal Machines	>700
Project Sites	14
Branches	15

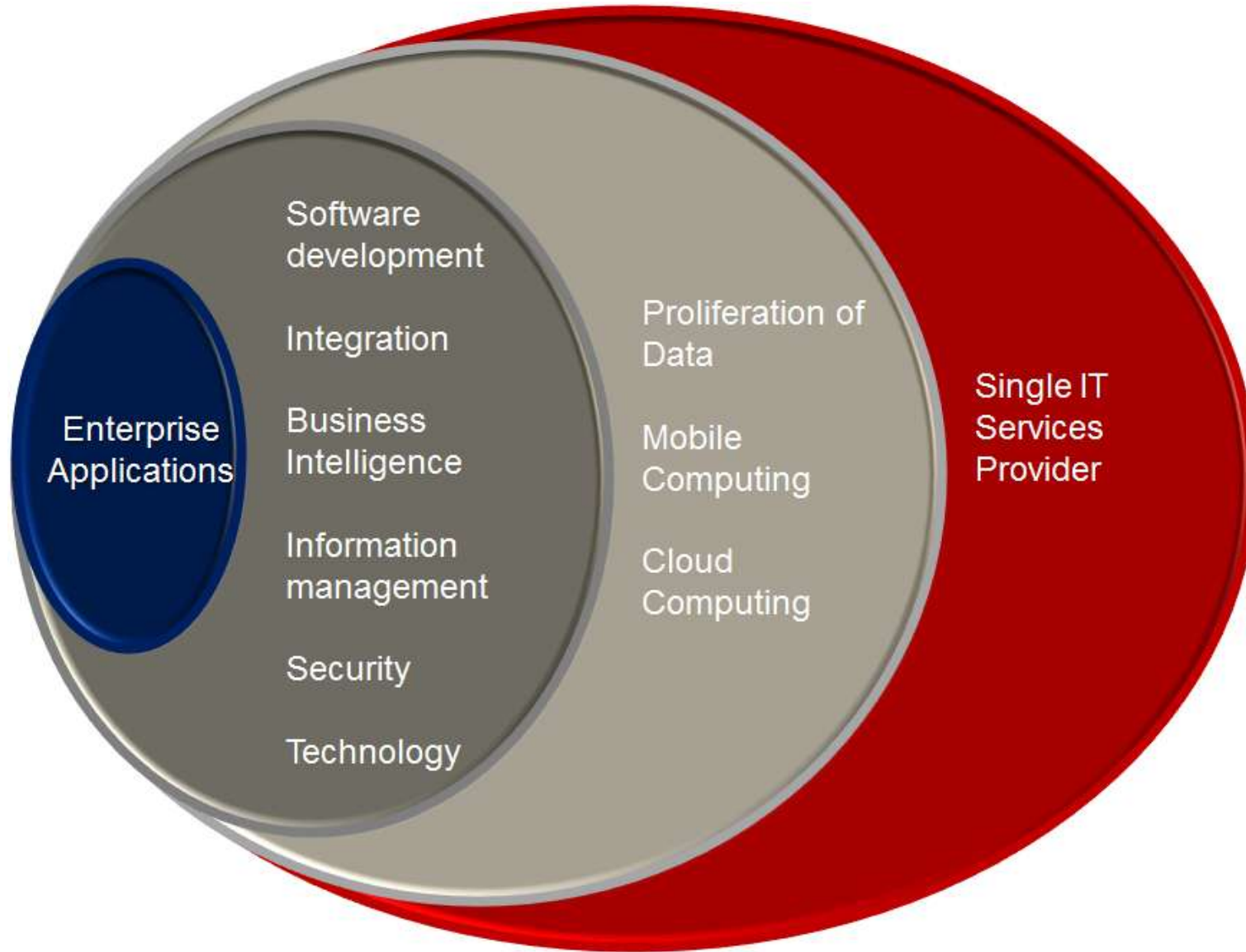
Functional Area		People Impact	People Impact
	Phase	PHASE 1	PHASE 2
1. Financial and Management Accounting	Phase 1	200 (Users)	
2. Materials Management & Procurement	Phase 1		
3. Engineering (Plant Maintenance)	Phase 1		
5. Mining (Contracts)	Phase 1		
6. Plant Hire	Phase 1		
7. Fuel Management	Phase 1		
8. HR Org Structure (for logistics)	Phase 1		
9. Human Resources & Payroll	Phase 2		
10. Environment Health & Safety	Phase 2		

Project Process and Major Milestones (Phase 1)

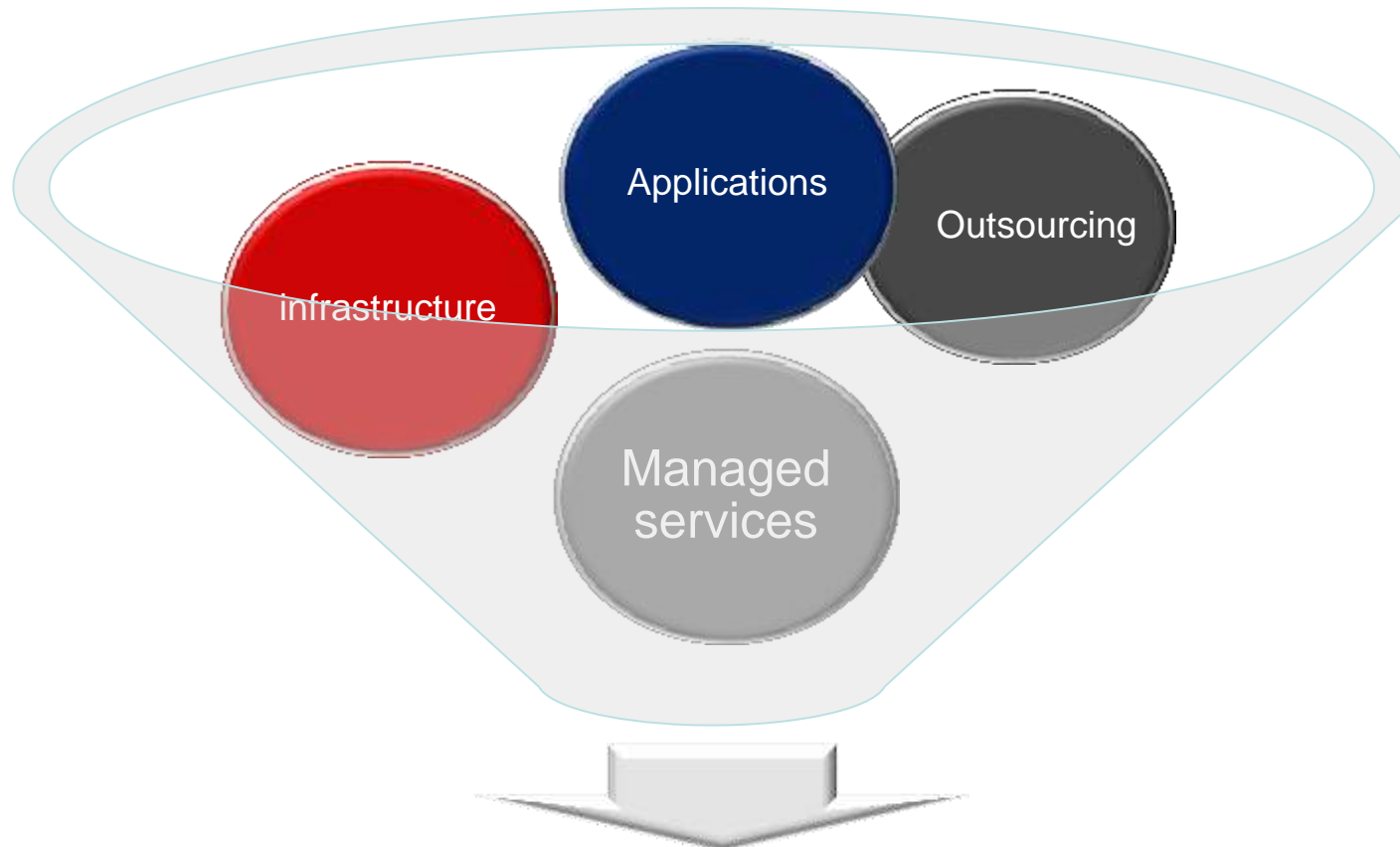


EOH implementation roadmap (Methodology)





Convergence



New Models for IT
Management

Infrastructure Technologies

Rob Godlonton



- ▲ Upgrade of Infrastructure Technologies (Design, Build, Optimise and Manage)
 - New architecture adoption (Cloud and Virtualisation)
 - Desktops, laptops and servers
 - Active Directory and Exchange (email)
 - Archiving and retrieval of email
 - Upgrade LAN's
 - Cost effective WAN solutions
 - Increase service levels and efficiencies

- ▲ Development of bespoke business systems to meet change in business needs
 - Business and mobility solutions

- ▲ Optimisation of applications over networks

- ▲ Utilise new technologies
 - Virtualisation & Cloud Services

- ▲ Pay as you are – as a Service

- ▲ Infrastructure technologies
 - Design, Build, Optimise and Manage

- ▲ Cloud services
 - Private and Public & Highly Scalable

- ▲ Microsoft development and deployment
 - Licensing of all Microsoft products (Large Account Reseller LAR)
 - Design, build and manage
 - 15 Gold certifications and over 300 Microsoft consultants

- ▲ Managed services
 - Manage and Operate end to end IT systems
 - Over 1,200 people in over 100 locations in Southern Africa

- ▲ Network solutions
 - Corporate MPLS
 - Internet Breakout

Client example of EOH services



Managed services charter (Large Manufacturing Company)



- ▲ Right 1st Time – design, build and operate
- ▲ Optimisation and management of current solutions
- ▲ Develop business solutions to meet business requirements
- ▲ Utilisation of new technologies to drive out cost efficiencies
- ▲ Pay as you grow as a Service
- ▲ Improved end-user management
- ▲ Implementation flexibility and scalability
- ▲ Manageability / Agility of the environments
- ▲ Refreshed infrastructure & end points
- ▲ Improved governance and control
- ▲ Control over monthly expenditure & cash flow control
- ▲ Consolidation of services with leading ICT provider

▲ Infrastructure Technologies as a Service

- Convergence of Cloud Models with one EOH management interface and operating model
- Supporting Bring Your Own (BYO) device
- Optimisation of applications on networks

▲ Adoption of more Cloud based solutions

▲ Increase of Managed Services and Outsourcing to ICT specialists like EOH

- Convergence of Cloud and Managed Services
- Mobile Device Management (MDM)

▲ Development of Cloud based business solutions

- Faster time to market of bespoke business solutions
- Mobility solution deployment

The background features a collection of semi-transparent, light-colored icons representing various digital devices and data visualizations. At the top, there are several mobile phones and tablets. Below them, there are several computer monitors displaying data visualizations such as bar charts, line graphs, and spreadsheets. At the bottom, there is a server rack and a computer monitor. The entire scene is enclosed in a light blue dashed border.

Re-think End-User Computing

Modernise Application Deployment

**Evolve the Infrastructure Technologies
and Management**

Business Process Outsourcing

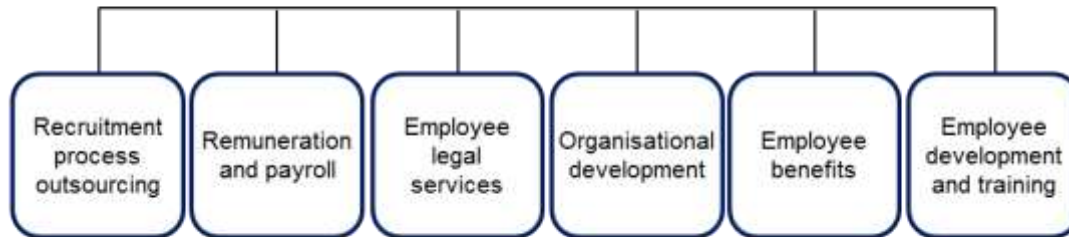
Johan Van Jaarsveld



- ▲ Knowledge process outsourcing (KPO) is a term that has emerged to distinguish a specific type of BPO that involves highly skilled professional services focused on business processes that provide competitive advantage.
- ▲ Requires specialised knowledge or expertise for analytical, industry domain expertise.
- ▲ Offerings often include knowledge works, specific assets in the form of intellectual property, and methodologies, tools, process accelerators and business process approaches designed to drive differentiated business value.
- ▲ Outsourcing of knowledge and information-based crucial processes has several advantages. Experienced and equipped KPO companies cannot only reduce risks but also save costs for clients.

- ▲ Human Capital, Health Solutions, CSO and LSO
- ▲ >1 000 people focused on our clients business

Human Resource Outsourcing



Secondary Processes – Administration, Reporting and MIS

Technology Enablers - ERP Systems and Tools (Automation and Reporting)

Statutory, Governance and Compliance Framework

Health Vertical

Strategic account management systems

EOH consulting

EOH Private / Public sector consulting

Health risk management

Workplace Health & Wellness

Health logistics / call centre & communications

Health technology

Human capital solutions

EOH applications

EOH infrastructure

- ▲ **Cost Effectiveness** – Outsourcing a process provides economic advantages without compromising the work quality.
- ▲ **Work Perfection** – We have domain experts. Be it, finance, IT, healthcare or any other segment, organisations can find best resources to handle their KPO projects efficiently and effectively.
- ▲ **Skilled Manpower** – We have the ability to perform and the competence in various knowledge and information based processes.
- ▲ **Time Management** – Knowledge processes can be handled effectively in less time by outsourcing. To accomplish large processes on time, organisations can leverage more experienced professionals and processes in delivery.
- ▲ **Extended Organisational Capability** – Outsourcing KPO jobs to other expert organisations provides extended organisational capability to parent organisations.

- ▲ Develop and grow:
 - Human Capital business
 - Healthcare business
 - Aggressively grow our CSO and LSO business

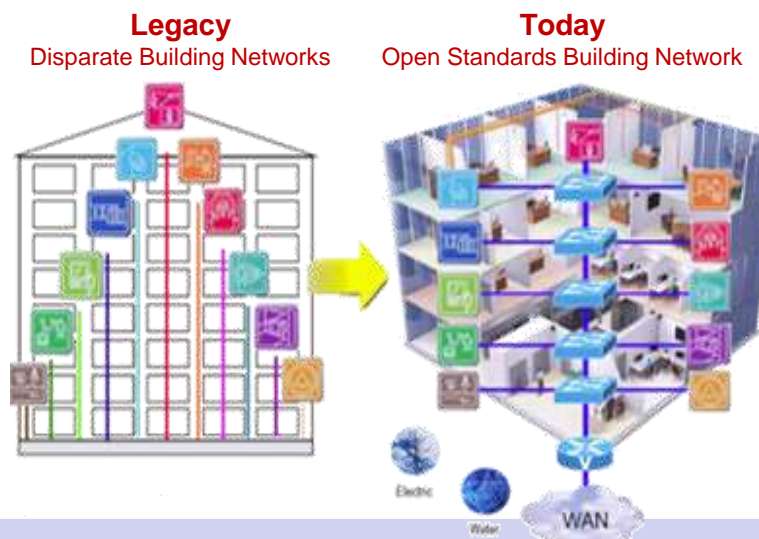


Intelligent Infrastructure

Zunaid Mayet

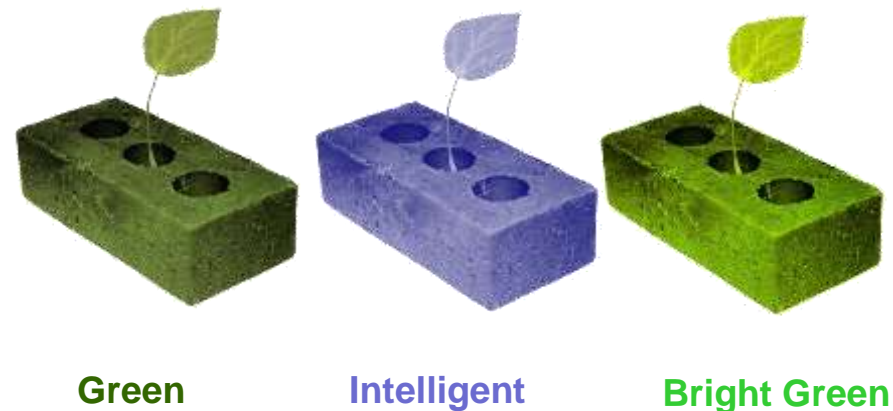


Convergence



- Increased role of the Network infrastructure as the converged ITS (Information Transport System)*
- Explosion of mobile devices for connecting to the LAN/WAN (Smartphones, Tablets, CCTV)
- Proliferation of devices on the LAN e.g. security devices, lighting & energy control, A/V applications
- Demand for bandwidth continues to increase at exponential rates
- Cloud Computing and Video as the “killer app” in both the professional and personal/social realms. Expected to drive bandwidth demand





Green Infrastructures



- “Green” environmentally relevant designs are gaining importance
- Green issues dominate the global Data Centre market with the focus on reducing carbon footprints and environmental damage
- Smart-buildings coming to the fore with the convergence of intelligent and green buildings
- Hosting and collocation growing markets increasing demands on data centres
- Rising electricity costs changing the dynamics of the DC market
- Energy efficient & environmentally friendly industrial plants

▲ **Intelligent Infrastructure** combines state-of-the-art technology and best practice to create facilities that are smart, safe, healthy and secure by:

- Creating optimum working and living conditions
- Ensuring sustained protection of people and assets
- Enhancing comfort, efficiency, availability and security
- Lowering energy consumption and CO₂ emissions

 Converged connectivity	 Datacentres	 Safety & security solutions	 Automation and control
<ul style="list-style-type: none">• Integrated data, voice & video networks• Corporate campus data networks• Structured cabling, fibre optics and networking• Metropolitan broadband networks• Wireless networks	<ul style="list-style-type: none">• Full turn-key design, build, maintain• HV A/C systems• Backup power solutions• Off-grid DC solutions• Mobile containerised DC solutions	<ul style="list-style-type: none">• Monitoring and surveillance• Access control• Biometric identity management• Time and attendance• Smart card solutions• Fire safety: prevention, detection & suppression• Asset management & tracking	<ul style="list-style-type: none">• Automation and control systems• Building automation• Building management systems• Integrated security• Electrical infrastructure• Energy management• Audio-visual solutions• Intelligent green infrastructures• Backup power

- Automation and control



The Need

- Key deployment & training facility for large Air Force base
- Required 24/7 availability for flights
- Upgrade of the runway and taxiway technology

The Solution

- A fully automated turn key solution from 11kV right down to the runway inset lights
- Installed a total of 585 lights, 105 km of primary 5000 V cable, 26,5 km of earth cable and trenched 28 km
- Back-up by power generators in case of an outage
- Controlled by air traffic controllers from touch screens in the tower
- Remotely controlled from within the aircraft in the case of an emergency

The Benefits

- 24/7 Availability of airfield
- Fully automated control system
- Latest technology of ADB aviation products
- Remotely controlled system
- A complete turn key solution

- Power generation and distribution control



The Need

- Monitor status and availability of all generation facilities at large local power utility
- Optimise power distribution
- Monitor/control emissions
- Need to understand & control production costs in the NOW time – not at month-end

The Solution

- Instrumentation and software to monitor & control the manufacturing/production plant
- Integrated Generation Control Centre because “Every Megawatt Counts”
- Monitor 17 power stations at a central facility

The Benefits

- Optimal use of generation capacity
- NOW time decisions to ramp up/down power
- Limits use of expensive Gas Turbines
- Able to warn of impending power shortage
- Control and manage emissions

- Automation and control



The Need

- South Africa and Africa has enormous challenges to provide safe drinking water for human consumption
- Untreated waste water is the carrier of many life threatening diseases
- Recycle water for human consumption

The Solution

- Electrical infrastructure, control and instrumentation solutions to a local water utility
- Supply power and back-up power
- Analyze water quality (green drop vs. blue drop)
- Plant operational control systems (SCADA, PLCs and instrumentation)

The Benefits

- Recycled water safe for human consumption or agricultural usage
- Decrease the risk of fast spreading disease
- Alleviating water pollution

- ▲ Focused market sector development in
 - Public Sector & SoE's
 - Mining
 - Manufacturing
 - Financial services
 - Construction

- ▲ Regional expansion for specific offerings (WC, KZN, EC)

- ▲ Portfolio diversification (Smart Metering, Smart Grid, HVAC Systems, “Green” Solutions ...)

- ▲ Africa

Strategy and Way Forward

Asher Bohbot



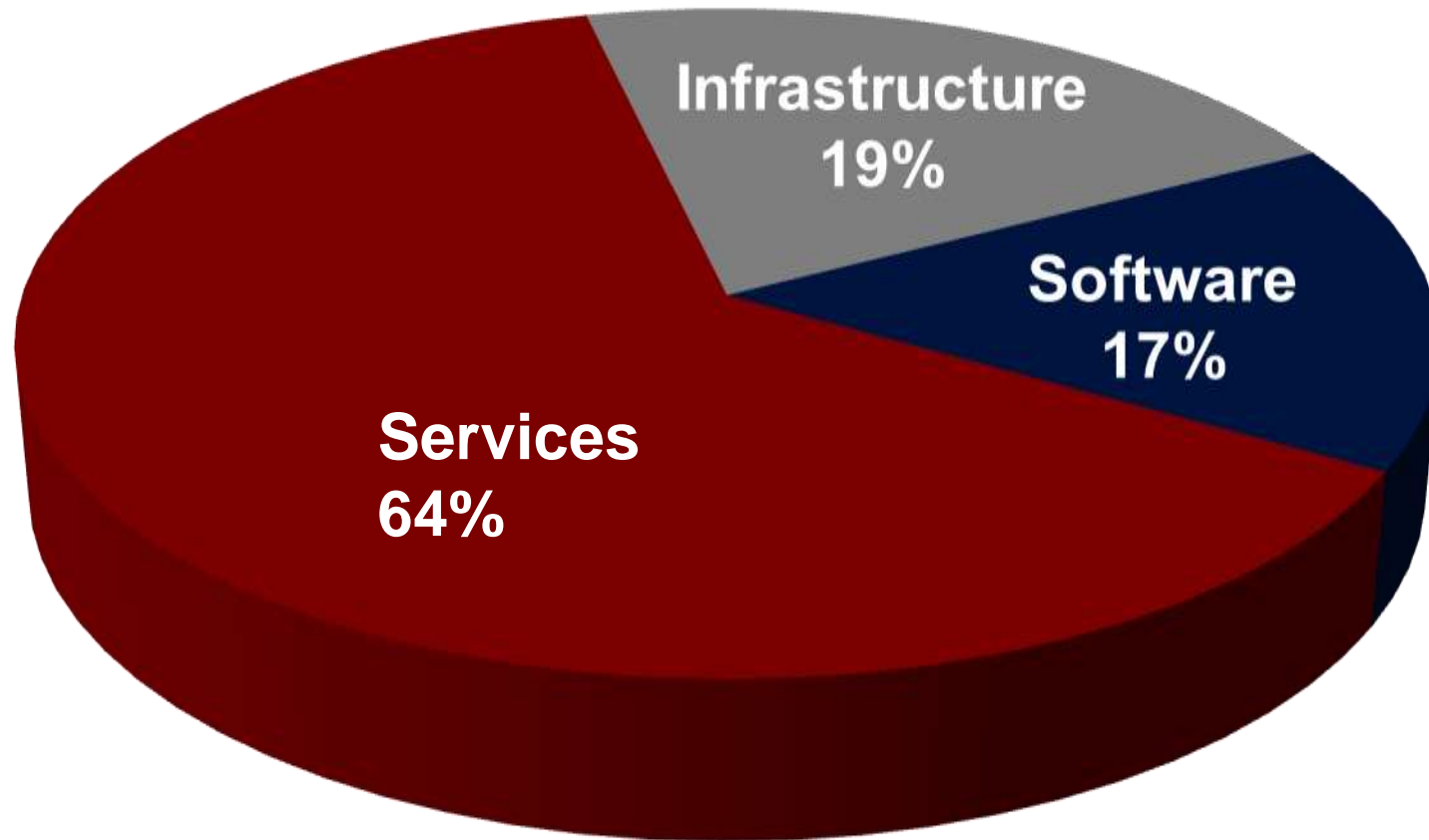
- ▲ In an ok shape
- ▲ Re-alignment of roles
- ▲ Strong drive for outsourcing (Cloud & Managed Services)
- ▲ Strong services demand
- ▲ Customers seek larger players to do business with
- ▲ More maintenance and support - less projects
- ▲ Still growth at 7% p.a.
- ▲ BPO still evolving in SA
- ▲ Government will have to spend more on technology
- ▲ 150BN combined addressable market

- ▲ 4 700 people
- ▲ 3.6bn market cap
- ▲ 4.5bn – 5.0bn revenue going forward
- ▲ Strong services organisation
- ▲ Winning much larger deals
- ▲ Often automatically invited to bid
- ▲ Healthy, stable and positive work environment
- ▲ Gaining market share
- ▲ Stronger brand
- ▲ Ability to retain and attract best people
- ▲ 40% + compounded annual growth over 14 years
- ▲ ± 40% owned by employees and management
- ▲ We are very busy...

EOH operating model



Category	Lines of Business	Public Sector	Health	Financial Services	Manufact.	Mining	Telco's	Retail
	Consulting – core industry							
Technology	Technology Consulting							
	Enterprise Applications							
	Information Management							
	IT Security							
	IT Management & Optimisation							
	Enterprise Content Management							
	Software Development & Integration							
	Transformational Outsourcing							
	Cloud Services							
	Managed Services							
	IT Infrastructure							
	Converged Communications							
	Intelligent Infrastructure							
Technology Rightshoring								
BPO	Finance and Accounting							
	Corporate Legal Services							
	Customer Services							
HCS	Recruitment							
	Remuneration							
	Legal							
	Organisational Design							
	Employee Benefits							
	Training							



▲ Equity

37.4% black ownership

▲ Board Representation

60% black

▲ Employment Equity

57% black

▲ Preferential Procurement

138%

▲ Skills Development

Variety of programmes

620 trainees

▲ Enterprise Development

5% of NPAT

▲ Corporate Social Investments

Maths & Science centre

The Child and Youth Dev. Programme

Various other initiatives

EMPOWERLOGIC
Your Logical Empowerment Solution
Broad Based Black Economic Empowerment Verification Certificate
A Consolidated Verification Certificate Issued to
EOH Holdings Limited and subsidiaries
Level 3 Contributor

Measured Entity (Full List of Entities Listed on Page 2 of Certificate)

Company Name: EOH Holdings Limited and subsidiaries
 Registration Number: 1996/014669/06
 VAT Number: 4180202386
 Address: Block D, Gillyool's View Office Park, 1 Osborne Lane, Bedfordview, 2007

BBBEE Status Level	BEE Status
	Level 3
Element Points Obtained	EO: 22.01 points; MC: 9.18 points; EE: 6.36 points; SD: 5.79 points; PP: 20 points; ED: 15 points; SED: 9 points
Black Ownership	37.47% Black Ownership; 7.53% Black Woman Ownership
Value Adding Vendor	Yes
BEE Procurement Recognition	138%
Issue Date	02/12/2011
Expiry Date	01/12/2012
Certificate Number	ELC2680GENBB
Version	Final
Applicable Scorecard	Codes - Generic
Applicable BBBEE Codes	Generic Codes Gazetted on 9 February 2007

BEE Procurement Recognition Levels		
Level	Qualification	%
1	≥ 100 Points	138%
2	≥ 85 but < 100	125%
3	≥ 75 but < 85	110%
4	≥ 65 but < 75	100%
5	≥ 55 but < 65	80%
6	≥ 45 but < 55	60%
7	≥ 30 but < 45	50%
8	≥ 30 but < 40	10%
Non-Compliant		< 30 0%

EmpowerLogic (Pty) Ltd
Reg. No. : 1995/000523/07
BBBEE Verification Agency

Per Eric Aokroyd CA(SA)
Member - Verification Committee

sanas
SANAS Accredited BVA018

Enquiries
Tel: 086 111 4003
Fax: 086 505 7284
verification@empowerlogic.co.za
www.empowerlogic.co.za

This certificate is the result of an independent and impartial verification of the BBBEE status of the measured entity measured against the Codes of Good Practice on Broad Based Black Economic Empowerment. The objective of our verification is to verify the validity and accuracy of the BBBEE status represented by the measured entity. EmpowerLogic is not responsible for ensuring completeness of information provided to support the BBBEE status.

- ▲ Everything as a service
- ▲ Managed services
- ▲ Cloud services
- ▲ BPO
- ▲ Intelligent infrastructure
- ▲ Public sector
- ▲ Industry verticals introduction
- ▲ Enterprise applications
- ▲ Information management
- ▲ Larger deals
- ▲ Market share gain
- ▲ Africa (cautiously)
- ▲ Strategic acquisitions

- ▲ 300 graduates on internship
- ▲ 320 school learners on learnership
- ▲ Working with international technology partners to bring global jobs to SA
- ▲ Working with large customers to avoid sending jobs overseas and to bring jobs back to SA
- ▲ Lobbying Government to put some regulation and incentives to keep jobs in SA
- ▲ Joint programmes with Government to create jobs
- ▲ Offshoring line of business initiated
- ▲ Specific function in EOH for this purpose



Thank You

