EOH Group Strategy
Unlocking a path to growth

July 2020

Our Strategic Journey

Feb '19

Roll-Up Play =

EOH

Resultant Issues:
1. **Credibility** ●
2. **Liquidity** challenges ◐
3. Business **Transparency**

Strategic Portfolio Review

Aug'19 – Jan'20

5 year Value Creation Approach

Turnaround NEXTEC ◐

Scale IP ◐

Grow iOCO Core ◕

Create Liquidity
- Deleverage plan
- Disposal of assets

- Mitigation of **downside**
- **Financial discipline**
- Groom to **maximize value on exit**

- **Organic growth**
- Scale with **right partners**
- Create liquidity events through sale of **minority stakes**

Reshape business operating model to drive focus ●

Exit
NEXTEC
IP Co
Core

- **Integration** to extract synergies
- **Clean up** of Public Sector
- **Cost efficiency** drive
- Establish **differentiators**
- **10X** to deliver growth

Create liquidity events ◕

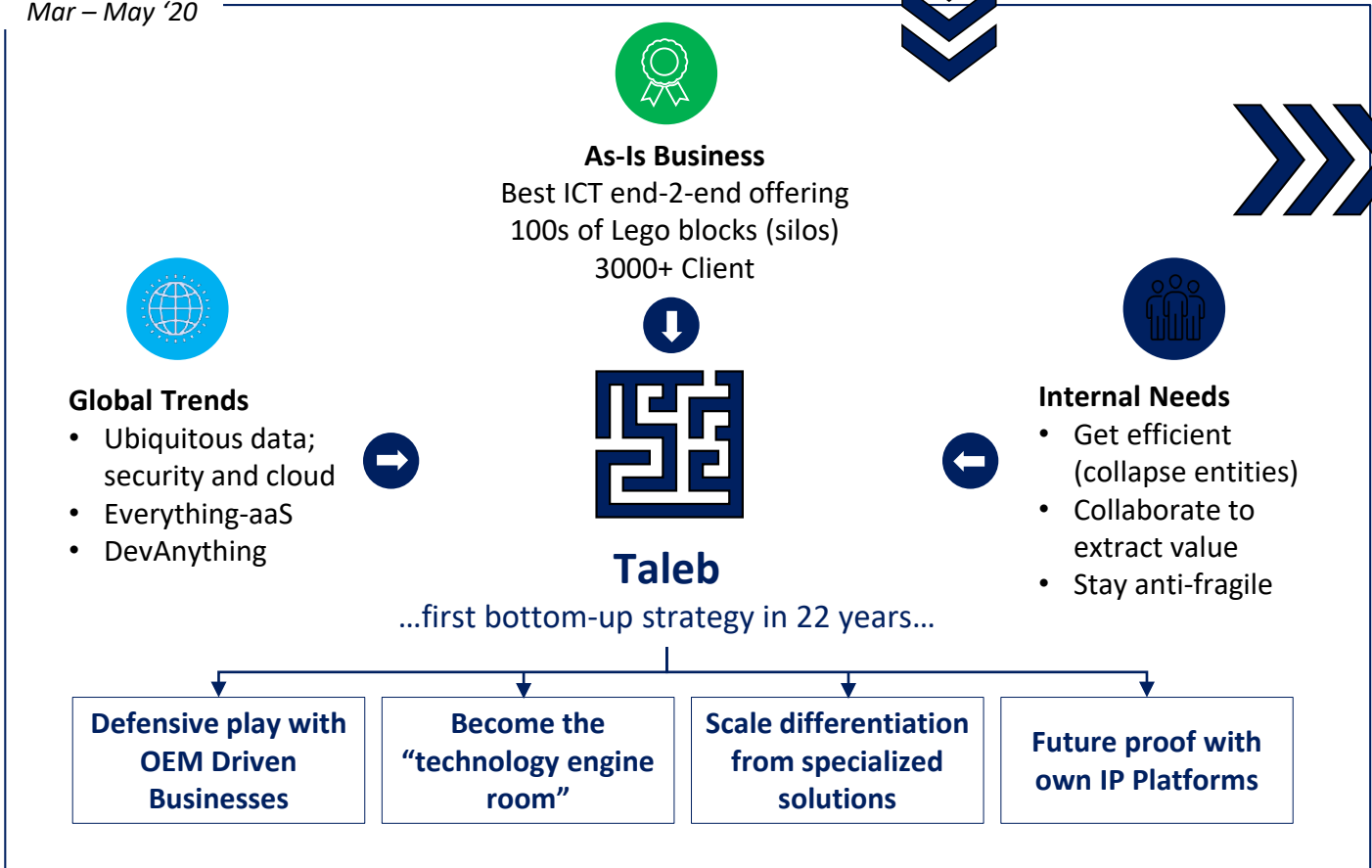| **2019 Revenue** | **Drive Growth** | **IP Uplift** | **Drive Turnaround** | **Create liquidity** |

Our Strategic Journey - iOCO

Strategic Portfolio Review

Grow iOCO Core

Mar – May '20

As-Is Business
Best ICT end-2-end offering
100s of Lego blocks (silos)
3000+ Client

Global Trends
- Ubiquitous data; security and cloud
- Everything-aaS
- DevAnything

Taleb
…first bottom-up strategy in 22 years…

Internal Needs
- Get efficient (collapse entities)
- Collaborate to extract value
- Stay anti-fragile

| **Defensive play with OEM Driven Businesses** | **Become the "technology engine room"** | **Scale differentiation from specialized solutions** | **Future proof with own IP Platforms** |

Jun '20

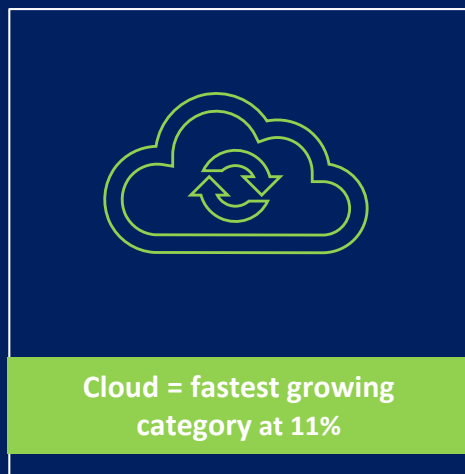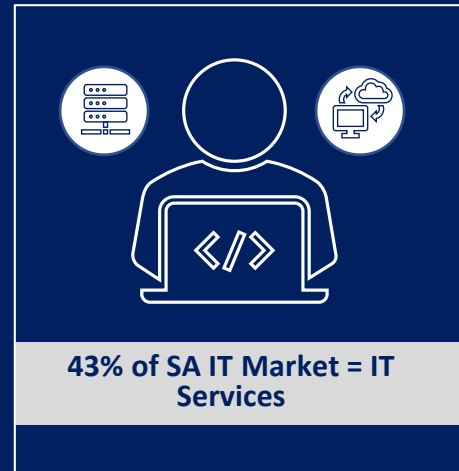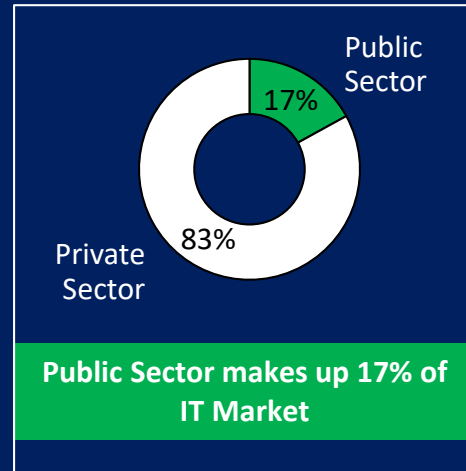**Taleb Growth Outcome**
Goal = double revenue in 5 years

GP%
Operating Profit%

| 2020F | 2021 | 2022 | 2023 | 2024 |
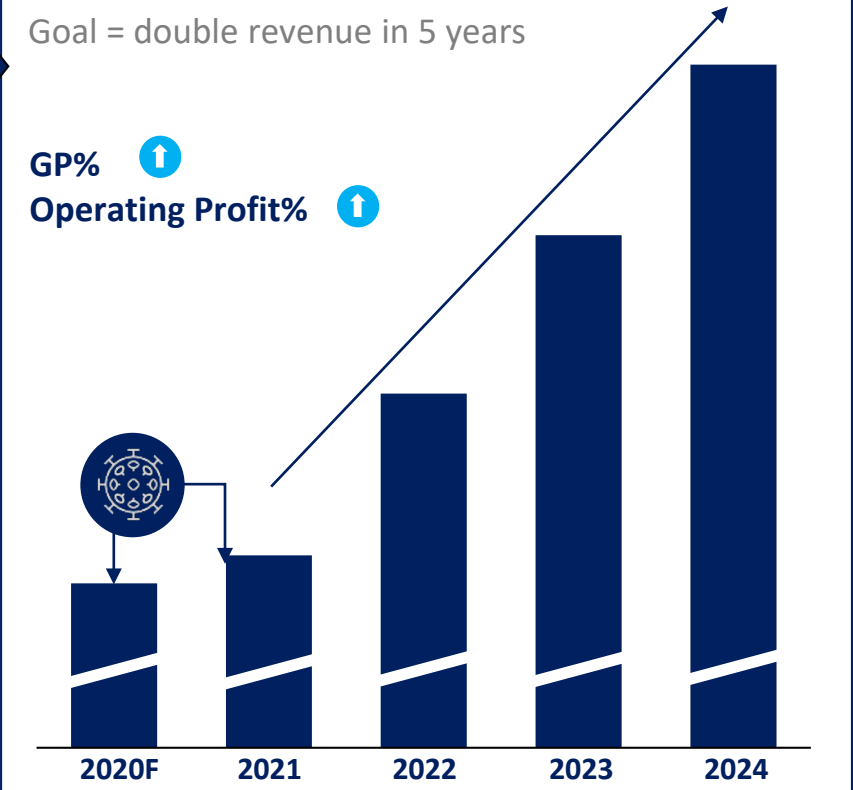
We live in a rapidly evolving industry offering exciting growth opportunities

EOH

7,5%

2020F | 2021 | 2022 | 2023

SA IT Market is ~2% of GDP, est at R123bn in 2023

Public Sector **17%**

Private Sector **83%**

Public Sector makes up 17% of IT Market

43% of SA IT Market = IT Services

Cloud = fastest growing category at 11%

>5,000 clients in 2019

>R50m **43%**

33% <R10m

25%

<R50m & >R10m

43% of clients, with spend greater than R50m in 2019
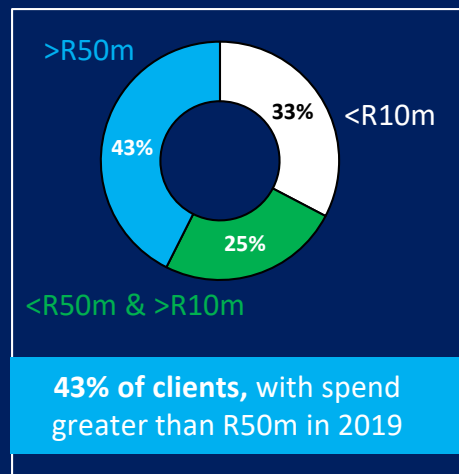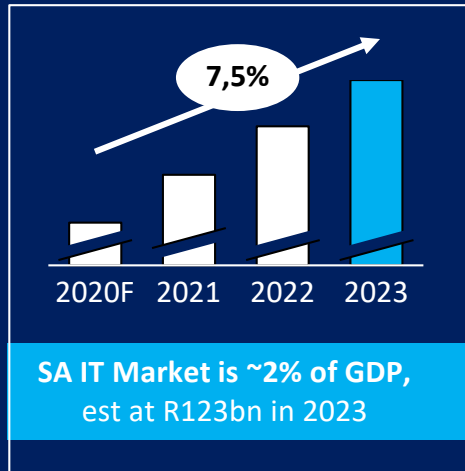
Industry trends changing our business

Data & Analytics

Automation

Cloud

Everything as a Service
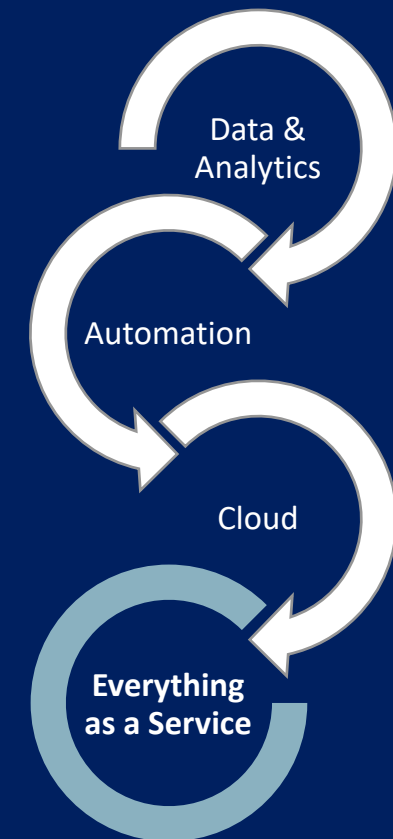
Our evolving industry requires a true multi-speed player

OEM Driven Strategy
(enabled by EOH market expertise, sales & implementation)

Own IP Driven Strategy
(enabled by own IP and multiple technology partners)

Sales

Multi-BU Solution Sales

Advisory

Software Reseller

Enterprise Applications

AppDev

Data Architecture & Analytics

Automation / AI/ IOT

Quality Assurance / Testing

Future Platforms

(e.g. SME; People Portal; BI (payments / invoices)

Cloud Solutions & Infrastructure

Manage & Operate

Compute

Network / Connectivity

Security

OEM Driven Strategy –
Technology industry 1.0
- *Mature industry, franchise model*
- ***Defensive Play***

EOH Driven Strategy –
influenced by evolving market trends of Data, Cloud, Automation driving the need for bespoke dev and everything aaS
1) *Engine room – seamless; always on;*
2) *Specialist Solutions – to meet client specific requirements*
3) *Future Platforms – enabling self driven configuration*
   - *Modular, reusable*
   - *Customizable low code platforms*
   - *Catalogues of services, APIs, SDK*

Legend	
	OEM Driven
	Engine Room
	Specialized Solutions

iOCO has a significant stronghold in traditional OEM products

The OEM practice is industry leading in South Africa, and represents a mature part of the business – is a critical part of the defensive strategy in protecting profitability

Software Resellers

Unique value proposition:
Expert local representation for OEM's

Future state organization vision:

Best in class OEM hub

Key tech partners:

OEM Driven Strategy
(enabled by EOH market expertise, sales & implementation)

Software Reseller

Enterprise Applications

Enterprise Applications

Unique value proposition:
Proven OEM aligned solution capability to deliver Enterprise Applications that transform business and IT operations.

Future state organization vision:

- Enterprise Application OEM partner of choice
- Consolidated Go-to-Market
- Align delivery services to OEM
- Unique industry & domain specialization

Key tech partners:

A Cloud-enabled "Engine Room" across Infrastructure, Connectivity & Managed Services

The ability to meet all the requirements to power a client's technology department; connecting users; scaling infrastructure and managing it on an ongoing basis

	Unique Value proposition	Future State Organization	Key Tech Partners
Cloud Solutions & Infrastructure	Simplified, agile, unique, end-to-end cloud advisory, implementation services and next-gen managed services resulting in a reliable, secure, well architected cloud strategy.	• Fully integrated end-to-end Cloud solutions provider	
Manage & Operate	Enabling client hyper efficiency by delivering integrated service solutions	• Data intelligence driven • Intelligently automated • AI/ML enabled (Self Healing) • Omni channel POC's • Distributed (gig economics) • Consumption elasticity	
Compute	• Serverless computing provider – fluid movement for the consumer – unbounded, seamless • 0Touch – intelligent, agent enabled, self-anything, a helpdesk call is a thing of the past • Integration of all the components into a solution – remove end user need to care about the how	• 100% as a service-based offering based on value not volume • Unbounded, seamless compute capability • Enabled through a smart, automated, sensing, 0Touch set of products that are intelligent, agent-enabled, self-anything	
Network / Connectivity	• Excellent Client Experience with flexible dynamic solutions at the right price. • Trusted advisor; Digital engagement; self-managed networks.	• Evolving communication and connectivity solutions to meet the flexible, agile and distributed secure working future.	

Infinite Bespoke solutions, powered by Cloud and DevAnything capabilities

EOH

(**AppDev**) (**Data Architecture & Analytics**) (**Automation / AI/ IOT**) (**Quality Assurance / Testing**)

...powered by the Cloud

	AppDev	Data Architecture & Analytics	Automation / AI/ IOT		Quality Assurance / Testing
Unique Value Proposition	• Provide always-on capacity – staff augmentation • Trusted advisor-led dev partner • Provider of products and services to real business problems	• Bridging the old and emerging data worlds to create ecosystems for clients that enables the use data to make informed and insightful decisions	**Automation (Business Process)** End-to-end automation partner through every step of the Business Process Automation journey	**Digital Industries (OT Automation)** Accelerating the transformation toward industry 4.0	• Advisor led, tech independent, continuous quality assurance offerings • Best practice compliant and aligned to business needs
Future State organisation	• A globally integrated dev house • Dev partner to innovative organizations • On-demand staffing model • IP development and Innovation Lab enabled	• Intelligent data solutions, ultimately allowing the right problem to be solved in the best way possible	• End-to-end business process automation partner • Outsource partner for your Digital Workforce & CoE	• Building convergence in OT networks • Creating a robust system architecture • Enabling data insights to business decisions	• Advisory lead, tech-independent, full service, continuous quality assurance business. • QA Competency for EOH
Key Tech Partners	Google ca technologies A Broadcom Company Red Hat aws IBM	CLOUDERA snowflake Informatica denodo CERTENT	UiPath AUTOMATION ANYWHERE nintex bizagi Power Automate K2	AVEVA OSIsoft. ManageEngine Acronis	Schneider Electric Lenovo FORTINET PLC Programmable Logic Control

Security is embedded across the entire offering…

3 Security Offerings → **Advisory** → **Point Solutions** → **Embedded Offerings/ Solutions**

Data:
- Delivery of Security & Compliance Monitoring & Reporting
- Data Governance & Security

Compute:
- Threat Protection
- Symantec

Connectivity:
- Protect Networks & Communications
- Provide Endpoint Security and Vulnerability management

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(enabled by EOH market expertise, sales & implementation)

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(enabled by own IP and multiple technology partners)

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Multi-BU Solution Sales

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- AppDev
- Data Architecture & Analytics
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- Quality Assurance / Testing

Software Reseller

Enterprise Applications

Cloud Solutions & Infrastructure

Manage & Operate

Compute

Network / Connectivity

Future Platforms

(e.g. SME; People Portal; BI (payments / invoices)

Security

QA/ Testing:
- Penetration & security testing

Cloud:
- Hyperscale cloud security a strategic goal
- Perimeter Security
- Web Security
- Mail Security

M&O:
Create a Managed Security Service Provider capability (SOC & Security as a Service)

Our Go-To-Market Strategy is a critical enabler of the business growth

collaboration

Product Advisory | Advisory | Solutions Selling | Sales Enablement | SA / KA Program | Product Sales Teams

Go to Market

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Own IP Driven Strategy
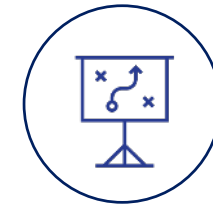(enabled by own IP and multiple technology partners)

Sales

Multi-BU Solution Sales

Advisory

Software Reseller | Enterprise Applications

AppDev | Data Architecture & Analytics | Automation / AI/ IOT | Quality Assurance / Testing | Future Platforms (e.g. SME; People Portal; BI (payments / invoices)

Cloud Solutions & Infrastructure

Manage & Operate

Compute

Network / Connectivity

Security

Key Features of GTM Strategy

- **Multi-product** solutioning
- Serving our units and the client
- Glue and solutioning
- Pursuing **trusted advisory** relationships
- **Plugged-in e**ngagement

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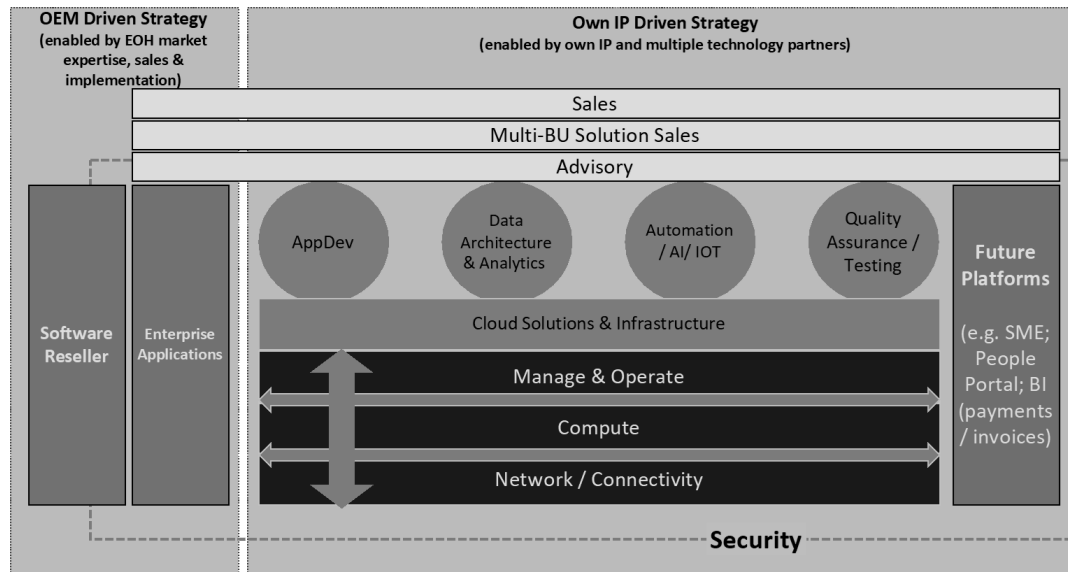
Financial Services, Telcos and the industrial sectors will be the locus of client opportunities

VP domains, Service Lines and LoBs / Stacks

Solution Sets, Themes & Trends

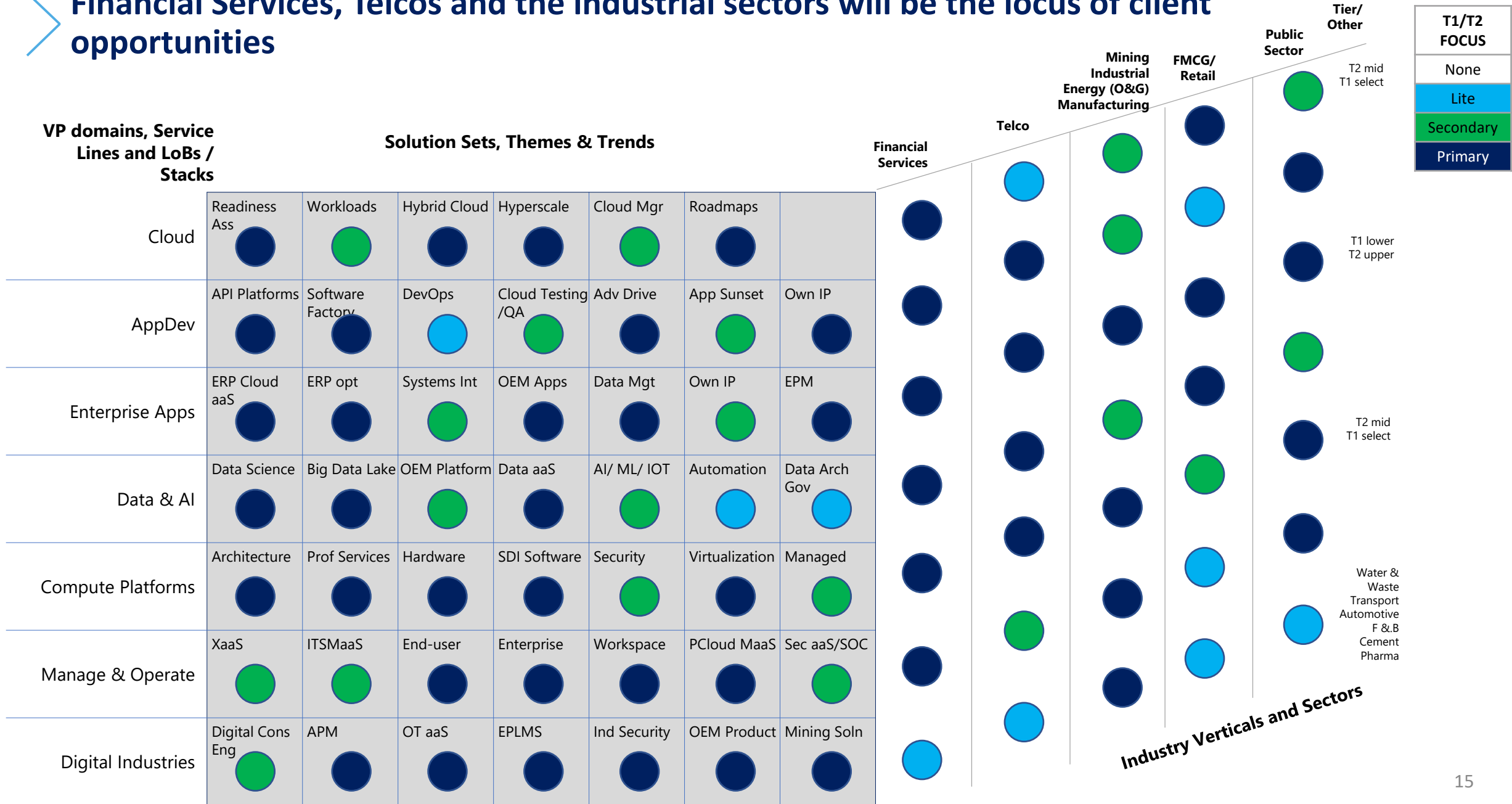| T1/T2 FOCUS	
None	
Lite	
Secondary	
Primary	

Cloud	Readiness Ass	Workloads	Hybrid Cloud	Hyperscale	Cloud Mgr	Roadmaps	
AppDev	API Platforms	Software Factory	DevOps	Cloud Testing /QA	Adv Drive	App Sunset	Own IP
Enterprise Apps	ERP Cloud aaS	ERP opt	Systems Int	OEM Apps	Data Mgt	Own IP	EPM
Data & AI	Data Science	Big Data Lake	OEM Platform	Data aaS	AI/ ML/ IOT	Automation	Data Arch Gov
Compute Platforms	Architecture	Prof Services	Hardware	SDI Software	Security	Virtualization	Managed
Manage & Operate	XaaS	ITSMaaS	End-user	Enterprise	Workspace	PCloud MaaS	Sec aaS/SOC
Digital Industries	Digital Cons Eng	APM	OT aaS	EPLMS	Ind Security	OEM Product	Mining Soln

Industry Verticals and Sectors

Financial Services · Telco · Mining Industrial Energy (O&G) Manufacturing · FMCG/ Retail · Public Sector · Tier/ Other

T2 mid T1 select · T1 lower T2 upper · T2 mid T1 select · Water & Waste Transport Automotive F &.B Cement Pharma

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While our geographic reach extends across the EMEA time zone

EOH UK
- Application Management business
- 15 people
- Develop UK strategy & Grow Cloud & App-dev business into UK

ALLOS Italy
- HR SAP Success factors business
- Own IP products
- 75 people
- JV with Mercer, and explore other OEM partners

ASSET Technology Group:
- Presence in Egypt, UAE and Saudi Arabia
- EIM, Portals, CRM, Middleware, Smart Solutions
- *Own IP products* (mainly EIM) Jupiter, Arrow, Telco + developing Jupiter Cloud
- 400 people
- 300 + Customers - Telco, Banking, Government , Oil & Gas, Insurance
- Joint strategy with EOH – cross-utilisation of resources
- Expand IP into Europe, and current initiatives in USA
- Leverage off EOH client base in SA

EOH Switzerland
- Presence in Switzerland and now Austria
- 5 people – Sales channel for iOCO
- Large established customers e.g. Pharma
- Migrate from Software Reseller to Services

iOCO Prague
- Cloud business run from Prague, set to grow – part of Global business
- Prague dev
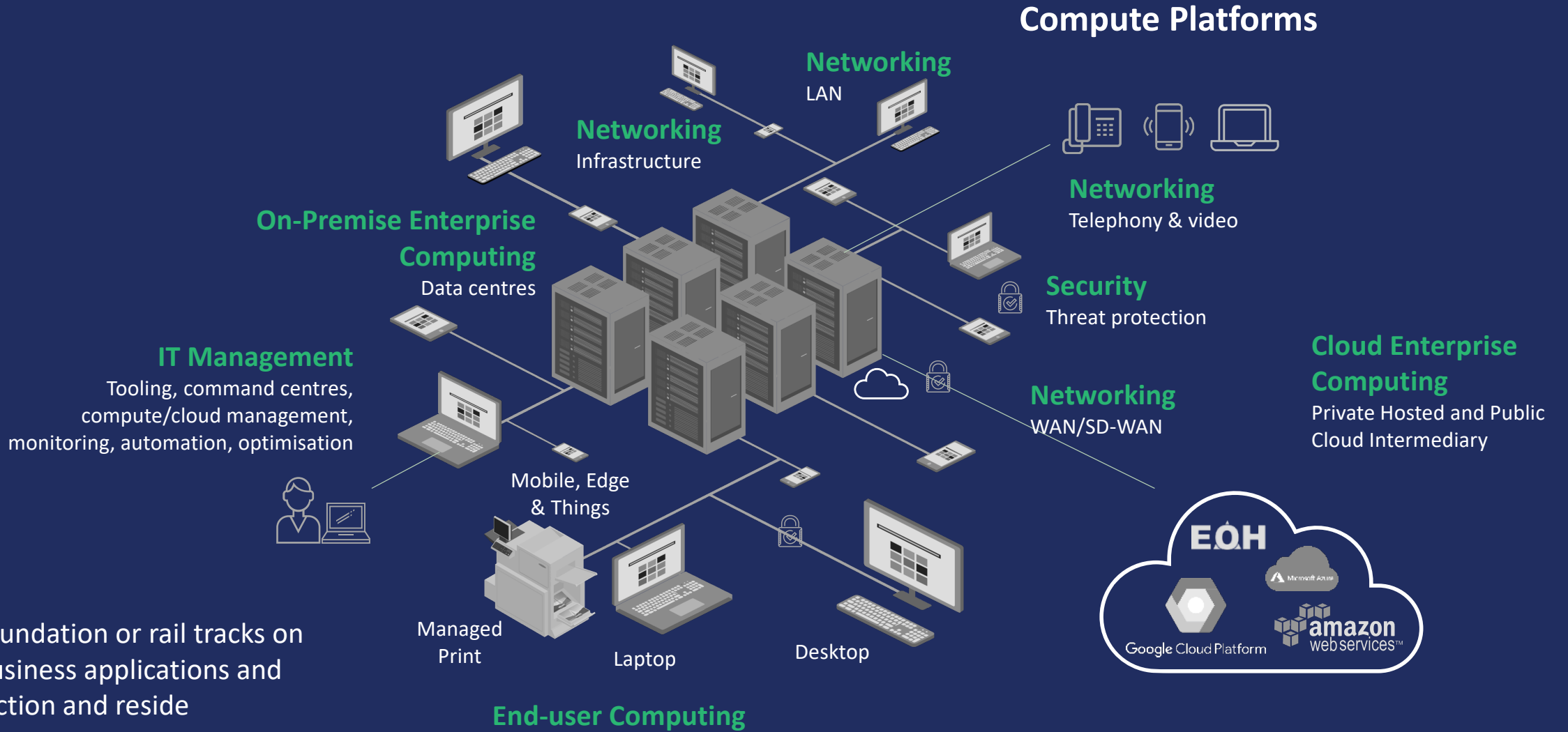- Exploring IP reseller opportunities

Transforming Technology

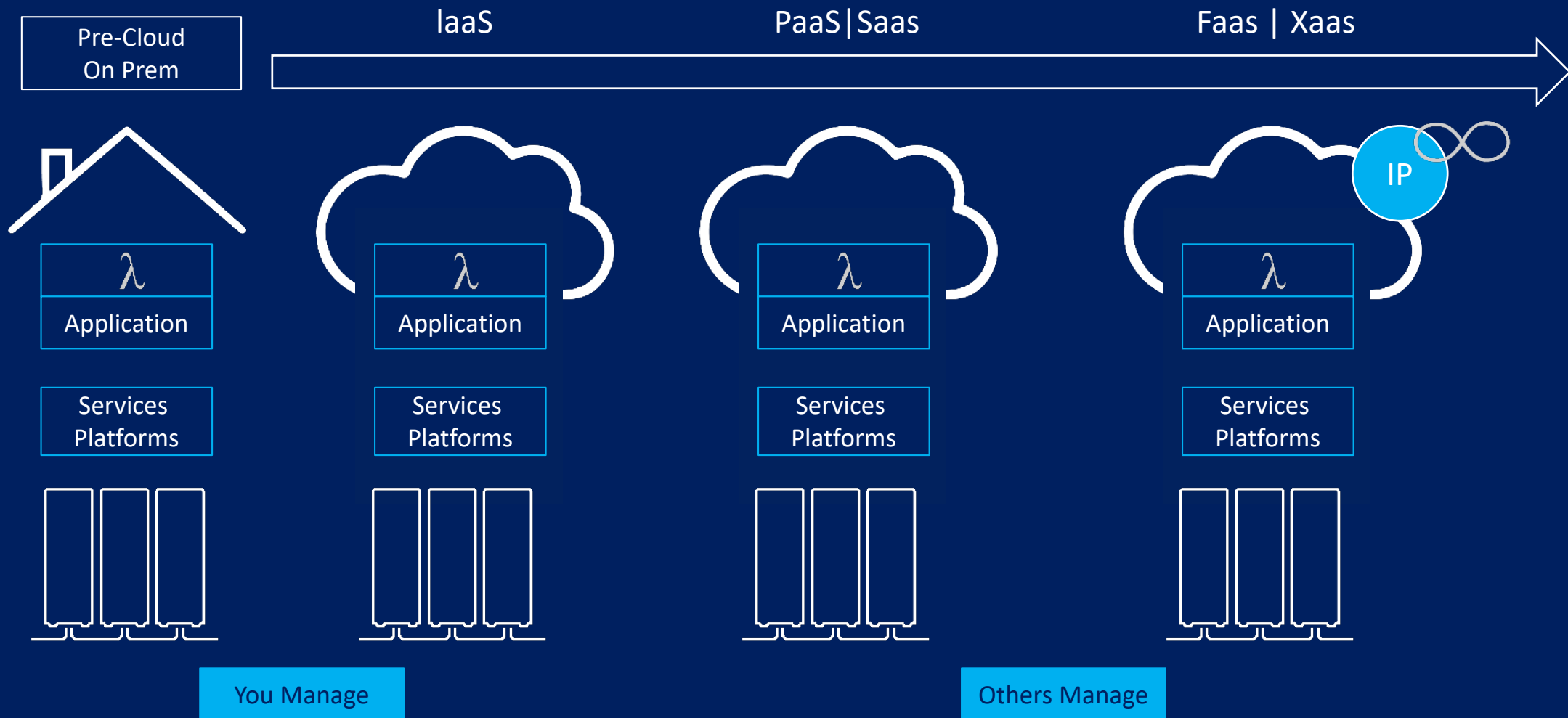Creating technology platforms that enable digital transformation

EOH

Edge to the Cloud
Compute & Platform Technology

EOH

Compute Platforms

Networking
LAN

Networking
Infrastructure

On-Premise Enterprise Computing
Data centres

Networking
Telephony & video

Security
Threat protection

IT Management
Tooling, command centres, compute/cloud management, monitoring, automation, optimisation

Cloud Enterprise Computing
Private Hosted and Public Cloud Intermediary

Networking
WAN/SD-WAN

Mobile, Edge & Things

The IT foundation or rail tracks on which business applications and data function and reside

Managed Print

Laptop

Desktop

EOH

Microsoft Azure

Google Cloud Platform

amazon web services™

End-user Computing

Towards XaaS
Cloud: The platform for function-as-a-service

EOH

| Pre-Cloud On Prem | IaaS | PaaS\|Saas | Faas \| Xaas |

IP

λ	λ	λ	λ
Application	Application	Application	Application
Services Platforms	Services Platforms	Services Platforms	Services Platforms

You Manage

Others Manage

Toward Function and Anything as a Service (XaaS).

Modern Cloud Ecosystem

ADVISORY

MANAGE & OPERATE

DATA & ANALYTICS

PLATFORM SERVICES

APPLICATION

SECURITY

EOH

Looking to the future; we are transforming from...

Product

Linear
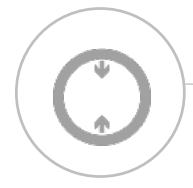
Limiting

∞ e˟ponential

∞ UNLIMITED

> "In response to the threat of the COVID-19, the most effective weapon we have is solidarity. It is the strength of our collective response that will ultimately determine the success of our fight."
>
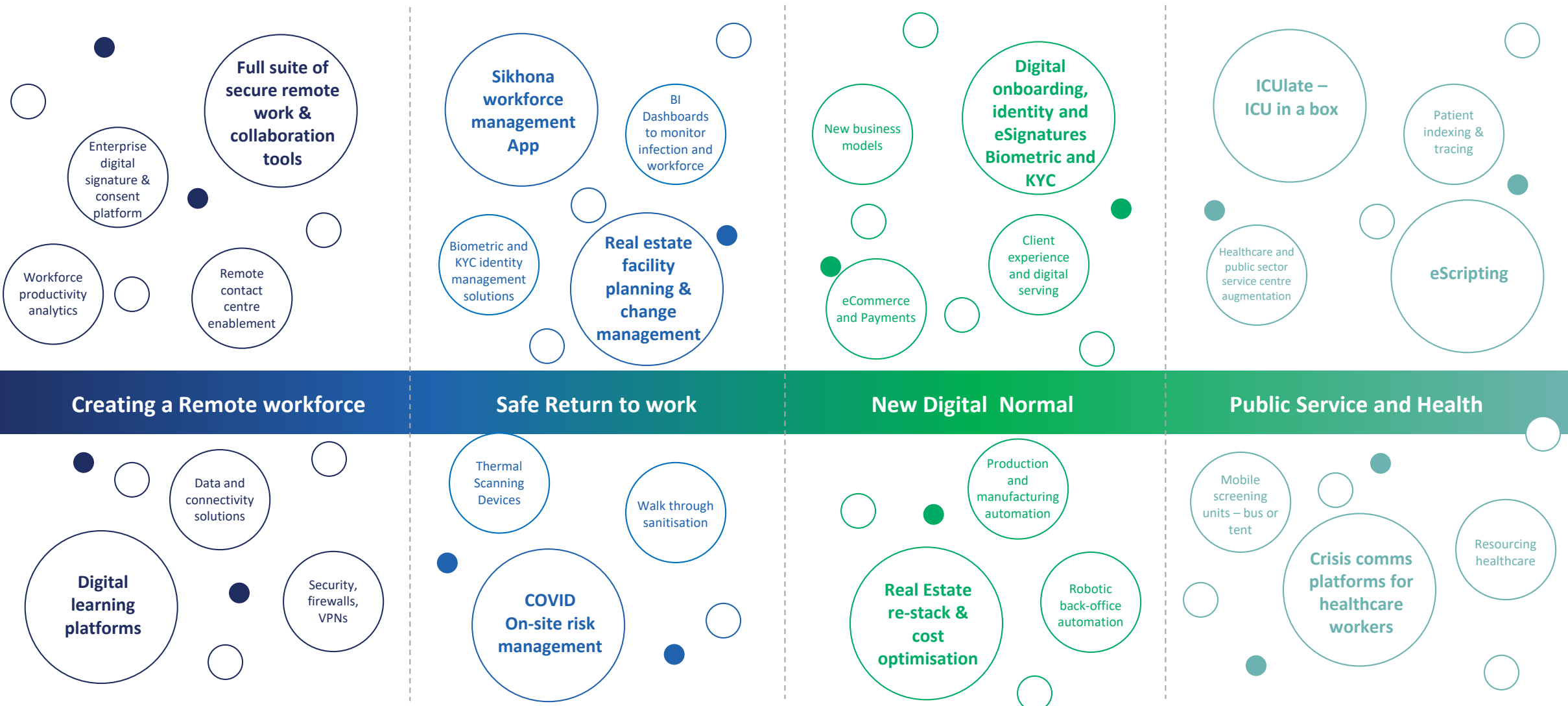> **Stephen van Coller, EOH Group CEO**

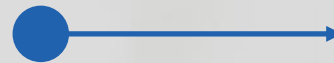# CONTEXT IN A CRISIS: A JOURNEY THROUGH A PANDEMIC THAT IS RE-SHAPING OUR WORLD

1 Journey to a new normal

2 Lockdown to flatten the curve

3 Stages of release

Public / Private Partnership for social an economic sustainability

6 Infection management

5 Economic restart & recession mitigation

4 Risk controlled return to 'normal'

Managing and caring for your workforce

7 Sustained social distancing

8 Managed locations & workforce check-in

9 The world of our New Normal

Our Solve: COVID-19 response

Over 75 solutions developed in 3 months

Creating a Remote workforce

- Enterprise digital signature & consent platform
- Full suite of secure remote work & collaboration tools
- Workforce productivity analytics
- Remote contact centre enablement
- Digital learning platforms
- Data and connectivity solutions
- Security, firewalls, VPNs

Safe Return to work

- Sikhona workforce management App
- BI Dashboards to monitor infection and workforce
- Biometric and KYC identity management solutions
- Real estate facility planning & change management
- Thermal Scanning Devices
- Walk through sanitisation
- COVID On-site risk management

New Digital Normal

- New business models
- Digital onboarding, identity and eSignatures Biometric and KYC
- Client experience and digital serving
- eCommerce and Payments
- Production and manufacturing automation
- Real Estate re-stack & cost optimisation
- Robotic back-office automation

Public Service and Health

- ICUlate – ICU in a box
- Patient indexing & tracing
- Healthcare and public sector service centre augmentation
- eScripting
- Mobile screening units – bus or tent
- Crisis comms platforms for healthcare workers
- Resourcing healthcare

EOH

- Remote collaboration tools and secure remote desktops

- Cloud enablement and platform optimisation

- Remote workforce management and tracking

- Extensive security and VPN management solutions

- Data, connectivity and network optimisation

- Contact centre remote switch-over with capacity to handle essential services [our own contact centres and service desk switching over seamlessly for all clients]

EOH

Iculate
Temporary isolation &
ICU-in-a-box solutions

EOH

We offer a variety of isolation-ward combinations that can rapidly provide healthcare professionals with additional capacity. ICUlate, is effectively an intensive care and isolation ward in a box; modular and rapidly deployable solution to expedite intensive and high care isolation ward facilities.

MEDGAS
BED HEAD SERVICE PANEL
VE
POWER SKIRTING
FULLY RETICULATED OFF-SITE
SLUICE FACILITIES

E.O.H
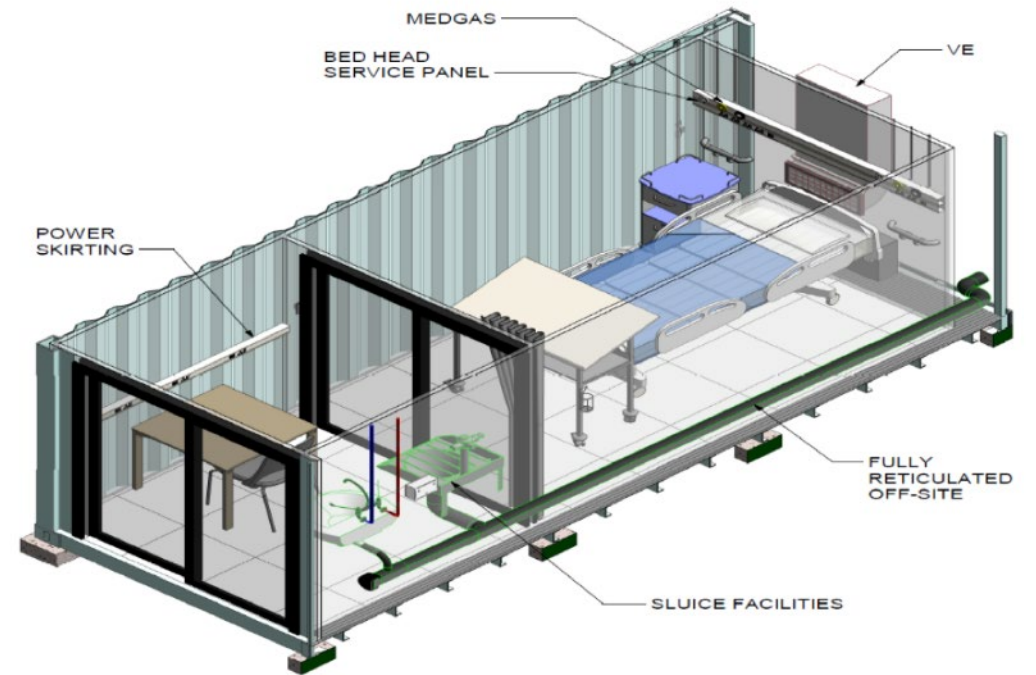
e-Scripting
Digital solutions to enable remote healthcare

EOH

E-scripting
A critical enabler for telemedicine solutions

EOH

Improving patient care, whilst reducing healthcare costs, has become an important issue driving digitalisation. eScripting (electronic prescriptions) presents a massive opportunity to transform the entire medicines value chain to decrease fraud, dispensing errors and overall administrative cost.

The solution enables effective storage of scripts and the ability for doctors and patients to securely send scripts electronically to a particular pharmacy and enable the delivery of medication to patients' homes.

Key aspects of the solution:

- Legally trusted
- Globally recognised
- Reducing costly errors
- Increase revenue for medical providers
- Closed-loop solution from doctor to patient
- Electronic prescriptions are easily tracked, always legible and impossible to alter or forge
- Prescription and security features will be universally viewable through free version of Adobe Reader on mobile, desktop and tablet devices

E-scripting
Regulations and our approach

A key barrier deterring technological advancement and the move to a digital world, where people transact and interact with digital personas, is trust. How do you know the person or organization you are dealing with is legitimate and that the transaction you are making, is safe? South Africa has mature legislation called the ECT Act that governs how people can and should protect themselves when transacting over digital channels.

This legislation defines Advanced Electronic Signatures: a solution comprised of people, process and technology, that can be used in digital transactions where absolute safety and assurance are required such as in the healthcare industry.
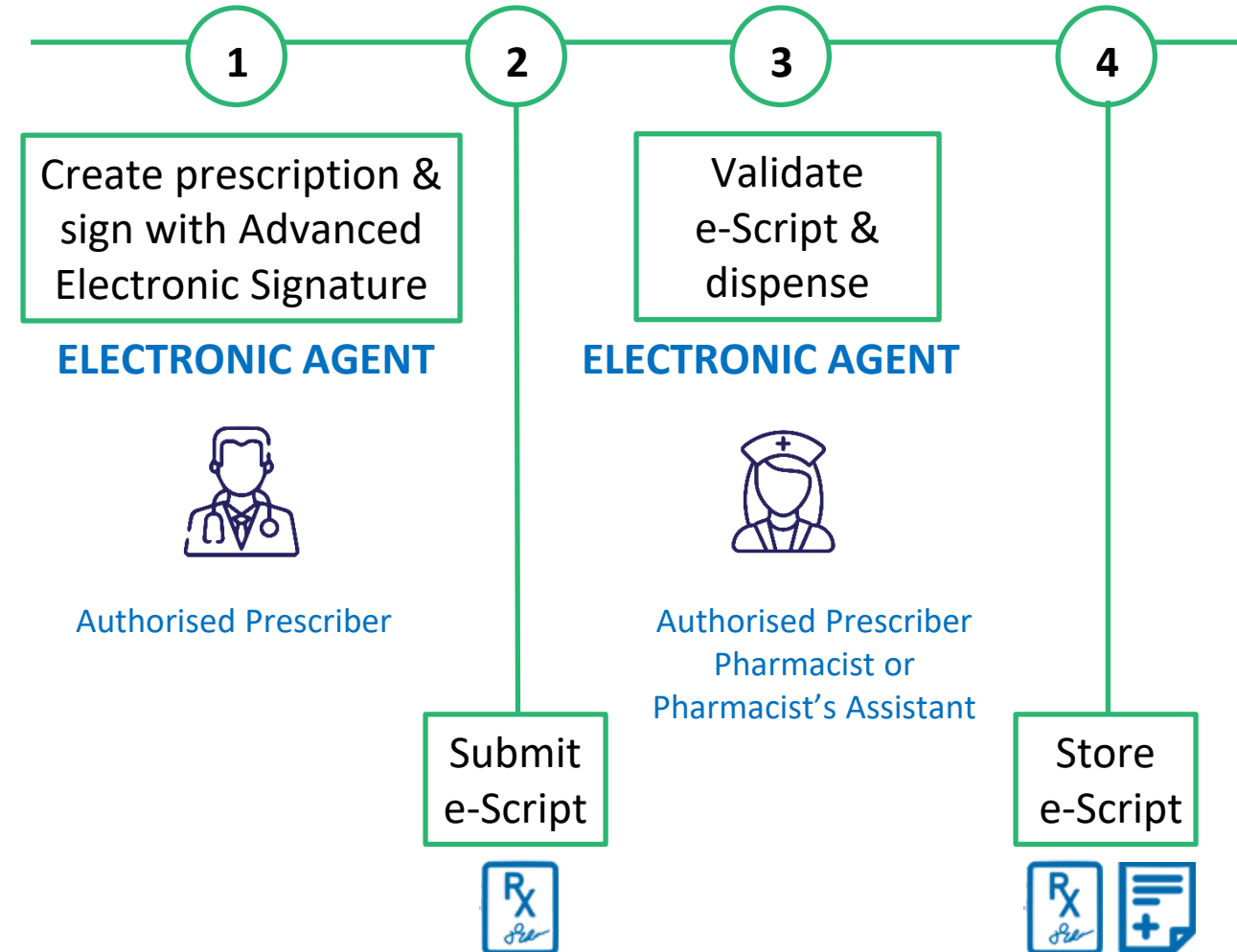
1

Create prescription & sign with Advanced Electronic Signature

ELECTRONIC AGENT

Authorised Prescriber

2

Submit e-Script

3

Validate e-Script & dispense

ELECTRONIC AGENT

Authorised Prescriber
Pharmacist or
Pharmacist's Assistant

4

Store e-Script

Getting the country back to work.
Safely, digitally & sustainably

EOH

TRANSITION - A SAFE RETURN TO WORK

Data	Workforce Crisis App	Your Employee	On-site Covid-19 Monitoring	Workforce Management

Pre-fill Demographic Data

Consumer Bureau Data

HANIS / CSIR / NDoH and National Data

Company myHR

White-label App Platform

Advanced Consent

Ring-fenced

Employee or General Population

On-prem/ AAS linked to access control

Thermal Scanning Monitoring at scale Employee and Visitor

Integrated with HR and Payroll

- Density management
- Employee segmentation
- Transition plans
- Analytics platform (Salesforce or other)
- Real Estate activation management
- Infection risk management
- Change management and comms

Track and Trace Big Data & Analytics Platform
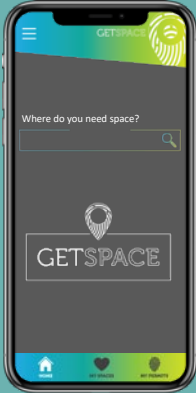
Digital identity verification. From anywhere.

With our Digital On-boarding Verification Solution (DOVS), you can meet your customers where they are.

DOVS uses advanced facial recognition software, 3D face-mapping, and real-time liveliness testing to instantly and securely onboard and verify customers from their mobile devices.

Solving Together, a partner for business and society

Digital Partner
to Solidarity Fund
& others

Transforming the
Aid and Relief
landscape with
Big Data &
Cloud platforms
- LinkedTo

Partnering
with government
to augment
social relief efforts

SOLVE

Exponentially . Courageously . Together

Thank You

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