



**Welcome to our  
Investor Open Day**

**2014**

**EOH**

**Systems** make it possible...  
**People** make it happen

- |  |                     |
|--|---------------------|
| <b>▲ Welcome</b>                               | Asher Bohbot        |
| <b>1. EOH Corporate Overview</b>               | John King           |
| <b>2. Technology Platforms and Outsourcing</b> | Rob Godlonton       |
| <b>3. EOH Digital</b>                          | Glen Lumley         |
| <b>4. Information Management</b>               | Jane Thomson        |
| <b>5. IT Management and Optimisation</b>       | Gary Lawrence       |
| <b>6. Industrial Technologies</b>              | Zunaid Mayet        |
| <b>7. BPO</b>                                  | Johan van Jaarsveld |
| <b>8. Financial Services – Sybrin</b>          | Simon Just          |
| <b>9. The way forward and Q&amp;A</b>          | Asher Bohbot        |



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# EOH Corporate Overview

**John King**

**EOH**

Systems make it possible...  
People make it happen

- ▲ 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





Listed in 1998. Best share performance on the JSE in 2013



Leader in technology and knowledge services



7 500 staff



120 locations in SA and in 22 countries in Africa



End to end offerings



Over 2 000 clients



R10bn market cap



BBBEE Level 2



A force for good in society

## Best People



To attract, develop and retain the best people led by great leaders

## Partner for Life



To nurture lifelong partnerships with our customers and business partners

## Right 1<sup>st</sup> Time



To ensure professional planning and execution and have pride in all we do

## Sustainable Transformation



To transform and celebrate diversity

## Lead & Grow

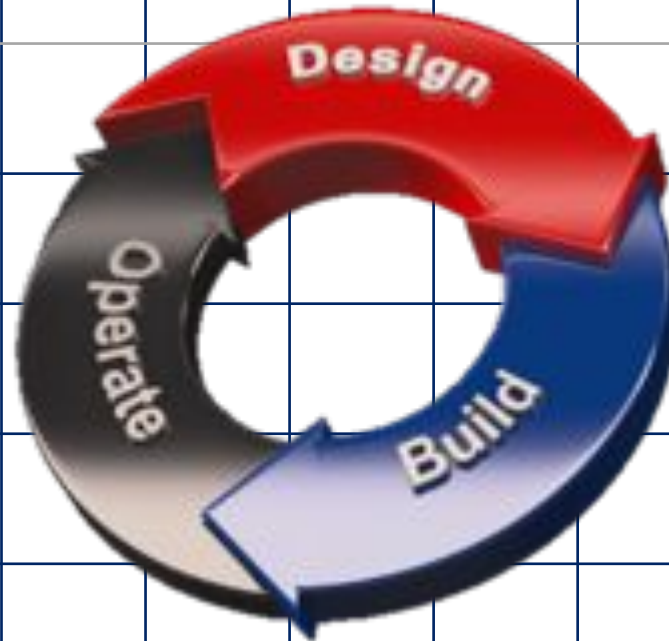


Strive to be #1 in every domain we operate in whilst remaining entrepreneurial

# EOH Operating Model



| Industry<br>Area                           | Financial Services | Telecommunications | Manufacturing & Logistics | Mining | Energy | Retail | Central Government | Local Government | Health |
|--|--------------------|--------------------|---------------------------|--------|--------|--------|--------------------|------------------|--------|
| Industry consulting and account management |                    |                    |                           |        |        |        |                    |                  |        |
| Applications                               |                    |                    |                           |        |        |        |                    |                  |        |
| IT Management                              |                    |                    |                           |        |        |        |                    |                  |        |
| IT Outsourcing                             |                    |                    |                           |        |        |        |                    |                  |        |
| Industrial Technologies                    |                    |                    |                           |        |        |        |                    |                  |        |
| Business Process Outsourcing               |                    |                    |                           |        |        |        |                    |                  |        |





## Applications

- Enterprise Applications
- Information Analytics
- Big Data
- Software Development and Integration
- Digitalisation
- Own niche applications (international)



## IT Management

- IT Management & Optimisation
- IT Risk Management
- IT Infrastructure
- Datacentre & Virtualisation
- End User Computing
- Cloud Services
- Mobility



## IT Outsourcing

- Applications
- Infrastructure
- Unified Communication
- Networks



## Industrial Technologies

- Connectivity Infrastructure
- Security & Safety
- Automation and Control
- Energy Infrastructure and Services
- Infrastructure Engineering



## BPO

- Human Capital
- Learning and Development
- Workplace Health
- Customer Services Outsourcing
- Legal Services



# Main technology partners



# African footprint – 22 countries

- ▲ Algeria
- ▲ Angola
- ▲ Botswana
- ▲ Burkina Faso
- ▲ Democratic Republic of Congo
- ▲ Ghana
- ▲ Kenya
- ▲ Lesotho
- ▲ Liberia
- ▲ Madagascar
- ▲ Malawi
- ▲ Mauritius
- ▲ Mozambique
- ▲ Namibia
- ▲ Nigeria
- ▲ Sierra Leone
- ▲ Sudan
- ▲ Swaziland
- ▲ Tanzania
- ▲ Uganda
- ▲ Zambia
- ▲ Zimbabwe



# South African points of presence



EOH has presence at 120 points in South Africa

- ▲ Equity
  - 36.19% black ownership
  - 6.91% black women ownership
- ▲ Board Representation
  - 66% black
- ▲ Employment Equity
  - 45% black
- ▲ BEE Procurement Recognition
  - 156%
- ▲ Skills Development
  - Variety of programmes
  - 620 trainees
- ▲ Enterprise Development
  - 6% of NPAT
- ▲ Corporate Social Investments

**EMPOWERLOGIC**  
Your Logical Empowerment Solution

**Broad Based Black Economic Empowerment Verification Certificate**  
A Consolidated Verification Certificate Issued to:

**EOH Holdings Limited and Subsidiaries**

**Level 2 Contributor**

| Measured Entity (Full List of Entities Listed on Certificate Continuation Page(s)) |   |
|--|---|
| Company Name   | EOH Holdings Limited and Subsidiaries   |
| Registration Number  | 1999/01-8653-00   |
| VAT Number   | 4180002086  |
| Address  | Block D, EOH Business Park<br>Gibco's View<br>Osborne Lake<br>Bedfordview, 2007 |

| BEE Status                  |   |
|-----------------------------|---|
| B-BBEE Status Level         | Level 2   |
| General Points Obtained     | EQ: 21.76 points, MQ: 9.26 points, SE: 2.98 points, SD: 13.07 points, PP: 15.24 points, EE: 11 points, SBD: 12 points |
| Black Ownership             | 36.19% Black Ownership, 6.91% Black Women Ownership   |
| Value Adding Vendor         | Yes   |
| BEE Procurement Recognition | 156%  |
| Issue Date                  | 22/01/2014 (ELC4016 Initial Issue date: 12/11/2013)   |
| Expiry Date                 | 11/11/2014  |
| Certificate Number          | ELC4016-02ENBDDCT replacing ELC4016-02ENBDDCT   |
| Version                     | Final   |
| Applicable Scorecard        | SCT - Generic   |
| Applicable B-BBEE Codes     | SCT Code Generated on 6 June 2012   |

| BEE Procurement Recognition Levels |               |      |
|------------------------------------|---------------|------|
| Level                              | Qualification | %    |
| 1                                  | ≥ 100 + 40    | 100% |
| 2                                  | ≥ 80 + 40     | 100% |
| 3                                  | ≥ 70 + 40     | 110% |
| 4                                  | ≥ 60 + 40     | 100% |
| 5                                  | ≥ 50 + 40     | 90%  |
| 6                                  | ≥ 40 + 40     | 90%  |
| 7                                  | ≥ 30 + 40     | 90%  |
| 8                                  | ≥ 20 + 40     | 90%  |
| Non-compliant                      |               | 0%   |

**EmpowerLogic (Pty) Ltd**  
Reg No : 1999/0002907  
B-BBEE Verification Agency

*[Signature]*  
Far E. Adkoyd (CAISA)  
Member - Verification Committee

SANAS Accredited **sanas**  
BN 4016

Enquiries

Tel: 086 111 4000

Fax: 086 126 1104

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This certificate is the result of an independent and impartial verification of the B-BBEE 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 B-BBEE status represented by the measured entity. EmpowerLogic is not responsible for ensuring compliance of information provided to support the B-BBEE status.



EOH Youth Job Creation Initiative



Afrika Tikkun



Maths Centre



Enterprise Development

## Financial Services



FIRSTRAND

## Telecommunications



## Manufacturing & Logistics



## Retail



# Dedicated industry focus

## Mining



## Health



## Energy



## Central Government



## Local Government





Sandile Zungu (Chairman)



Asher Bohbot



Jane Thomson



Lucky Khumalo



John King



Dion Ramoo



Pumeza Bam



Tebogo Skwambane



Prof. Tshilidzi Marwala



Thoko Mnyango



Rob Sporen



Danny Mackay



# The EOH Executive Team



Asher Bohbot



Andrew Krause



Brian Gubbins



Dion Ramoo



Ebrahim Laher



Gary Lawrence



Jane Thomson



Johan van Jaarsveld



Jehan Mackay



John King



Pumeza Bam

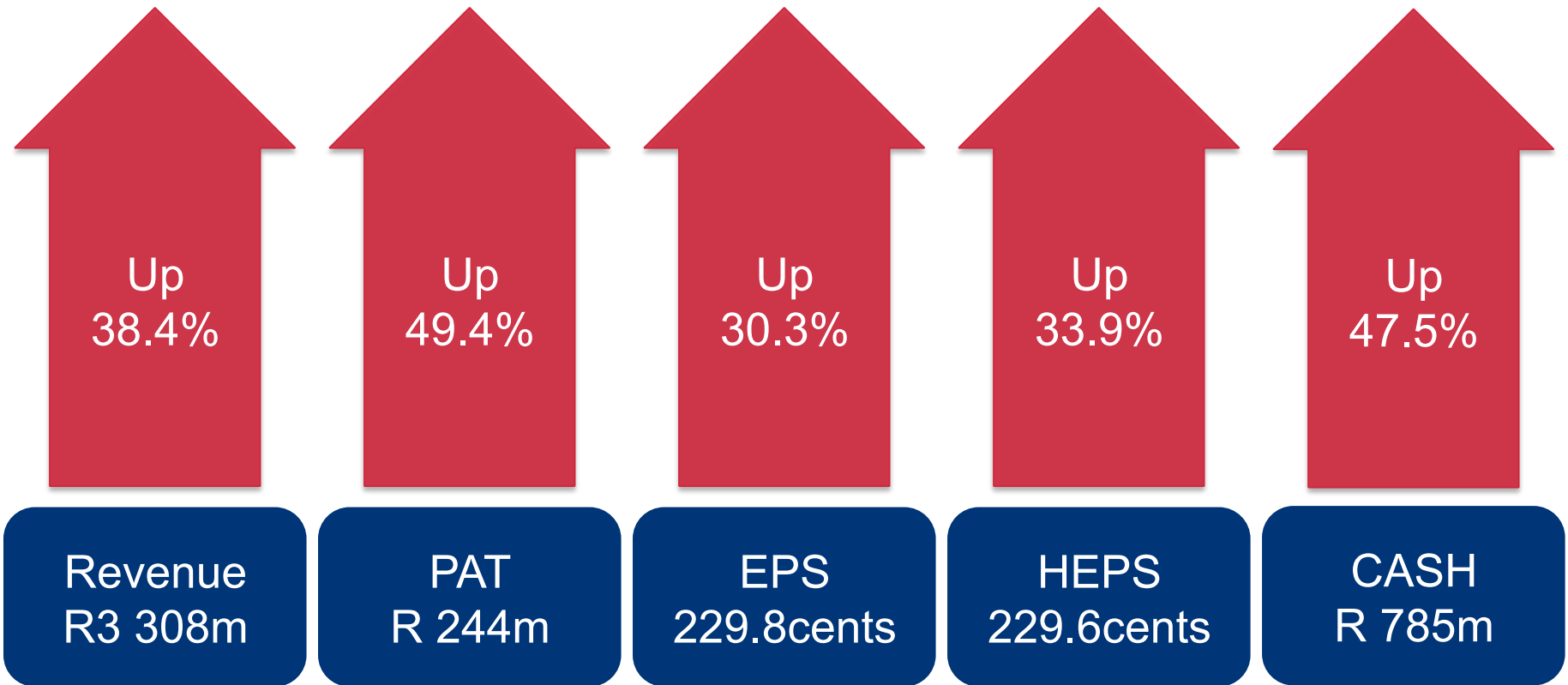


Rob Godlonton

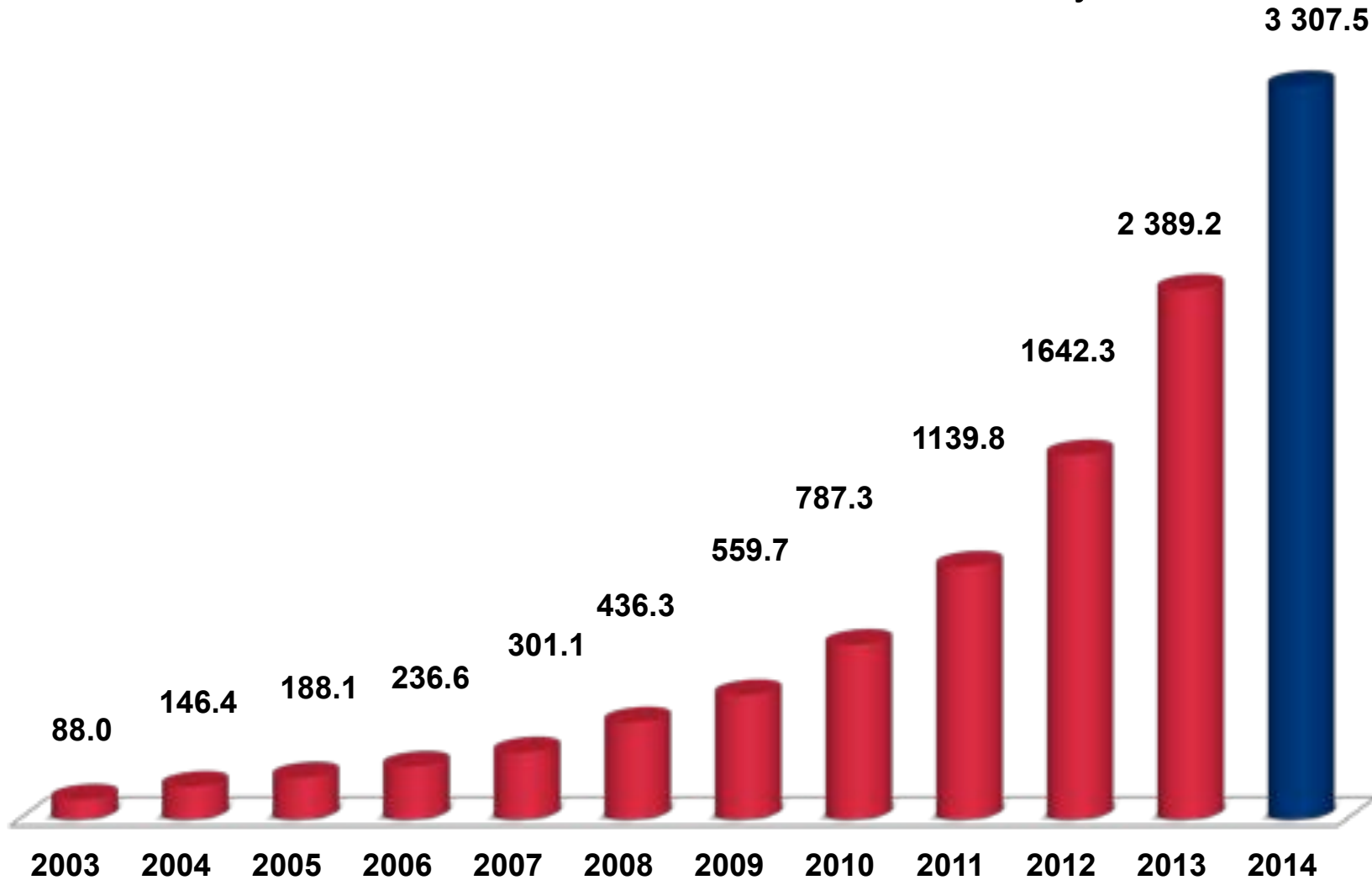


Zunaid Mayet

▲ Interim results for the six months ended 31 January 2014



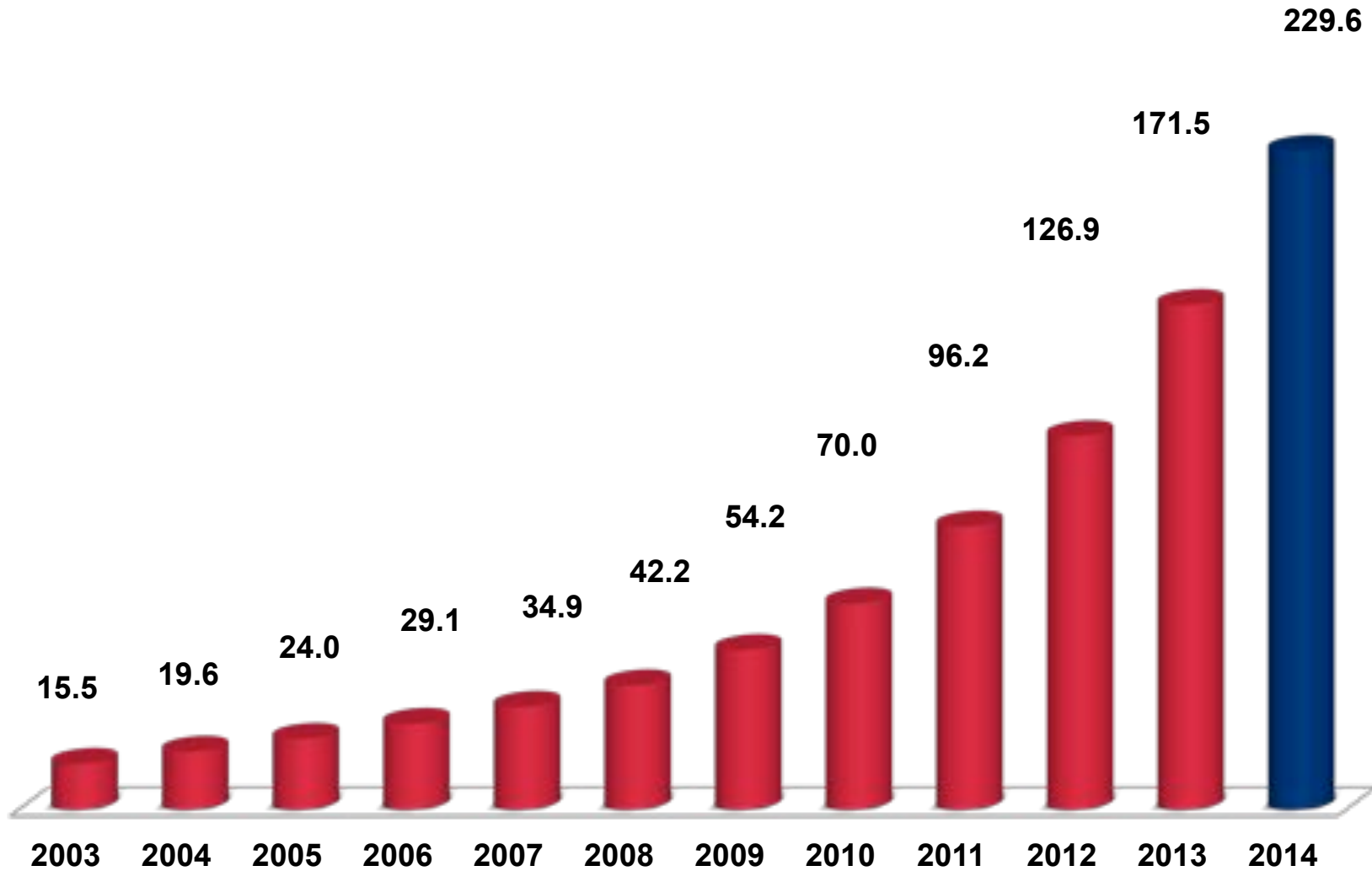
▲ Revenue Growth for the six months ended 31 January



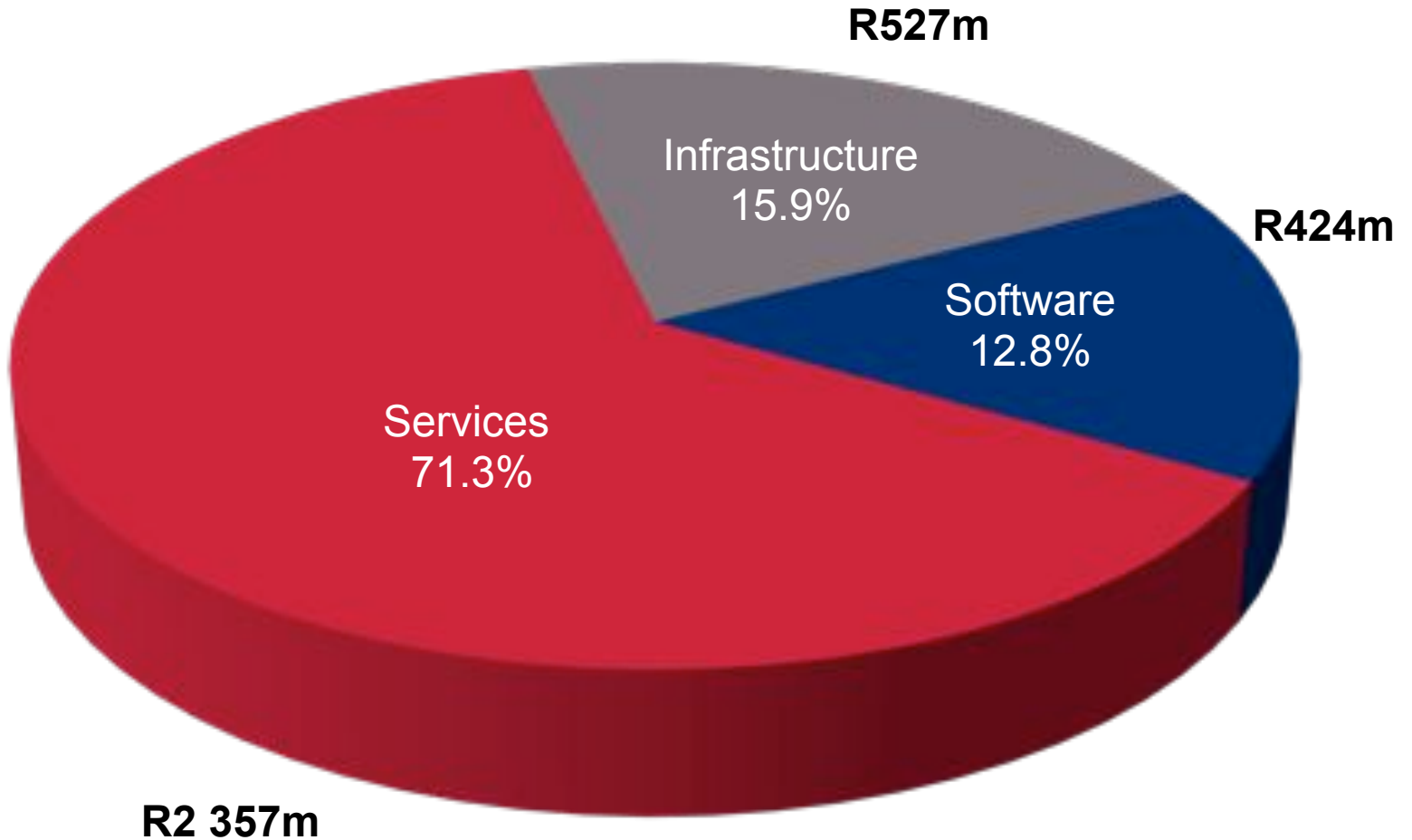
# Headline EPS (cents)

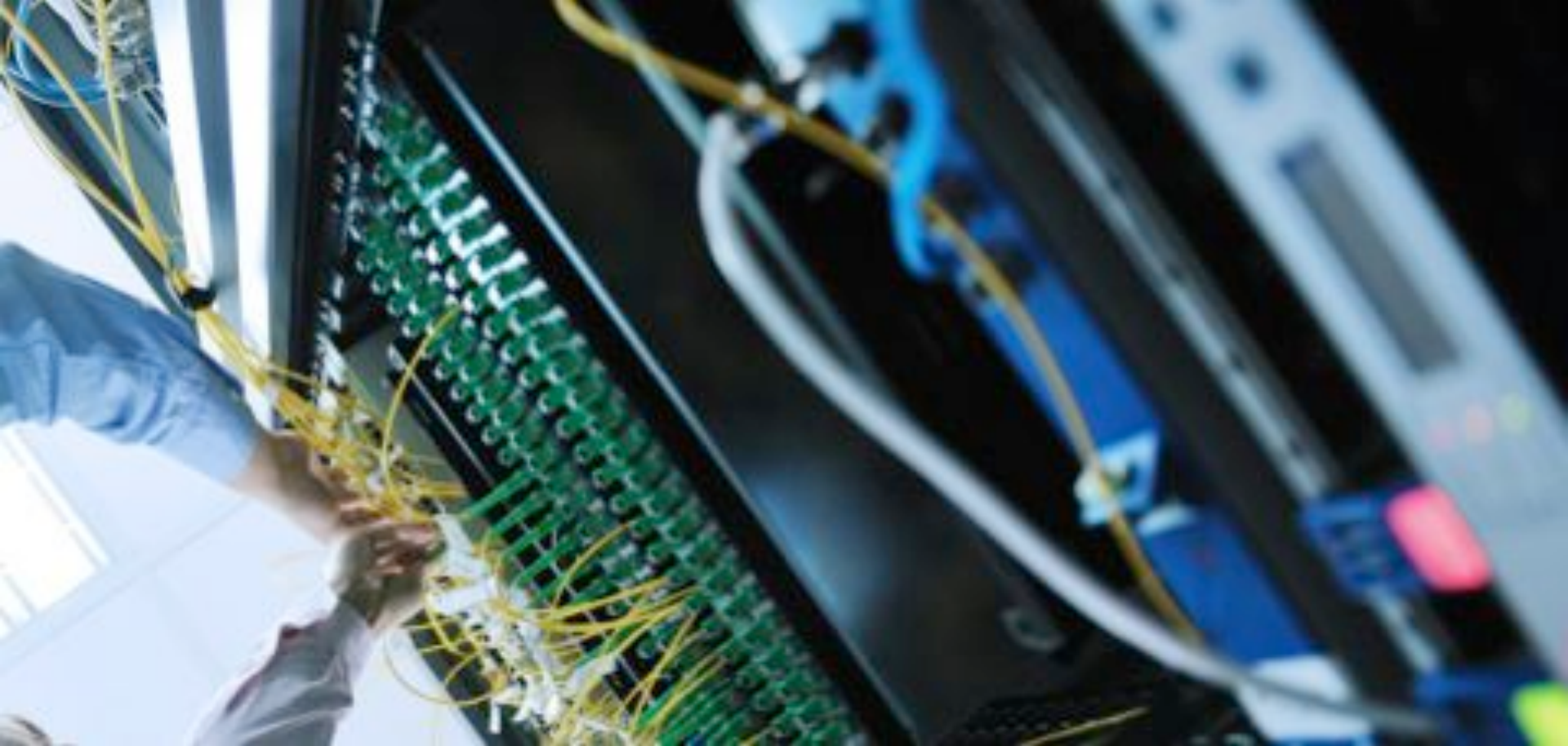


▲ Earnings Growth for the six months ended 31 January



▲ Reporting Segments for the six months ended 31 January 2014





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# Technology Platforms & Outsourcing

**Rob Godlonton**

**EOH**

Systems make it possible...  
People make it happen

- ▲ Infrastructure Technologies
  - Design, Build, Optimize and Manage
- ▲ End user computing
  - Mobile Device Management
  - Access to applications
- ▲ 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 400 Microsoft Consultants
- ▲ Managed Services (Transformational Outsourcing)
  - Manage and Operate of end to end IT systems
  - Over 1,400 people in over 130 locations in Southern Africa and Africa
- ▲ Network Solutions
  - Corporate MPLS
  - Internet Breakout

# EOH Managed Services coverage



**Service Desk**  
(250 000+ contacts/month)



**Managed Infrastructure & Hosting**  
(13 500+ servers)



**Managed Workspace**  
(140 000 supported users)



**Managed Networks**  
(13 000+ switches/routers)



**Cloud Services**  
(100+Ghz, >1TB, 30+TB)

## Managed Services

**Managed Security**  
(100 000+ endpoints)



**Managed Applications**  
(Microsoft and client specific)



**Consulting & Strategy**  
(65 outsourced clients)



**Project Management**  
(40+ project/month)



**Managed Print Services**  
(13 000+ printers)







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# EOH Digital

Glen Lumley

**EOH**

Systems make it possible...  
People make it happen

- ▲ Our purpose is to make our clients more successful
- ▲ The way consumers engage with their service providers in this digital age has changed

*“Customers are looking for something a little more personal, a little more tailored and a little more intelligent. They are in essence, looking for an improved customer experience.”*

- ▲ Digital transformation is increasingly being driven by management and business
  
- ▲ This is in response to:
  - Competitor pressure (72%)
  - Customers (70%)
  - Employees (32%)
  
- ▲ The impact of social and mobile has transformed stakeholder engagements
  - Sales
  - Service
  - Loyalty

## Context drives device choice

Today consumers own multiple devices and move seamlessly between them throughout the day



The device we choose to use at a particular time is often driven by our **context**:



The amount of **time** we have or need



The **goal** we want to accomplish



Our **location**



Our **attitude** and state of mind

## EOH Digital Services



**STRATEGY**

- Digital
- Social Media
- Digital Media
- Mobility
- Content Marketing

**CREATIVE**

- Mobility
- UI and UX
- Social
- Motion Graphics & 3D Animation
- Gaming & Gamification

**TECHNOLOGY**

- Custom Web Development
- Mobile Development
- Application Development
- Touchscreen / Interactive Device Development
- E and M Commerce



**PAID MEDIA**

- Mobile
- Desktop
- Search
- Social

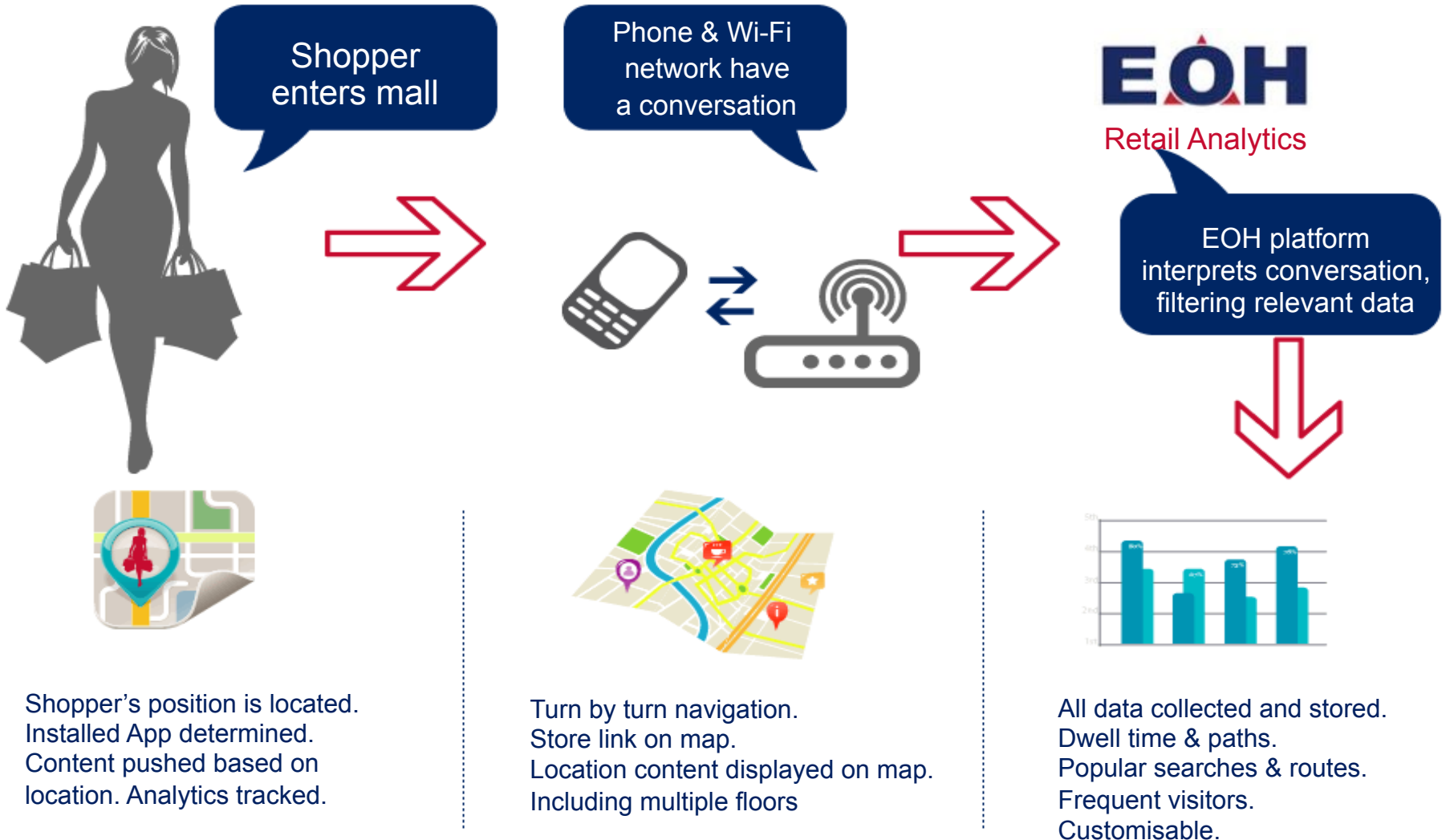
# Who we are – Digital Customer





- ▲ BYOD
- ▲ Assisted Service
- ▲ Mobile Workforce
- ▲ Employee Self Service
- ▲ Analytics and dashboards







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# Information Management

Jane Thomson

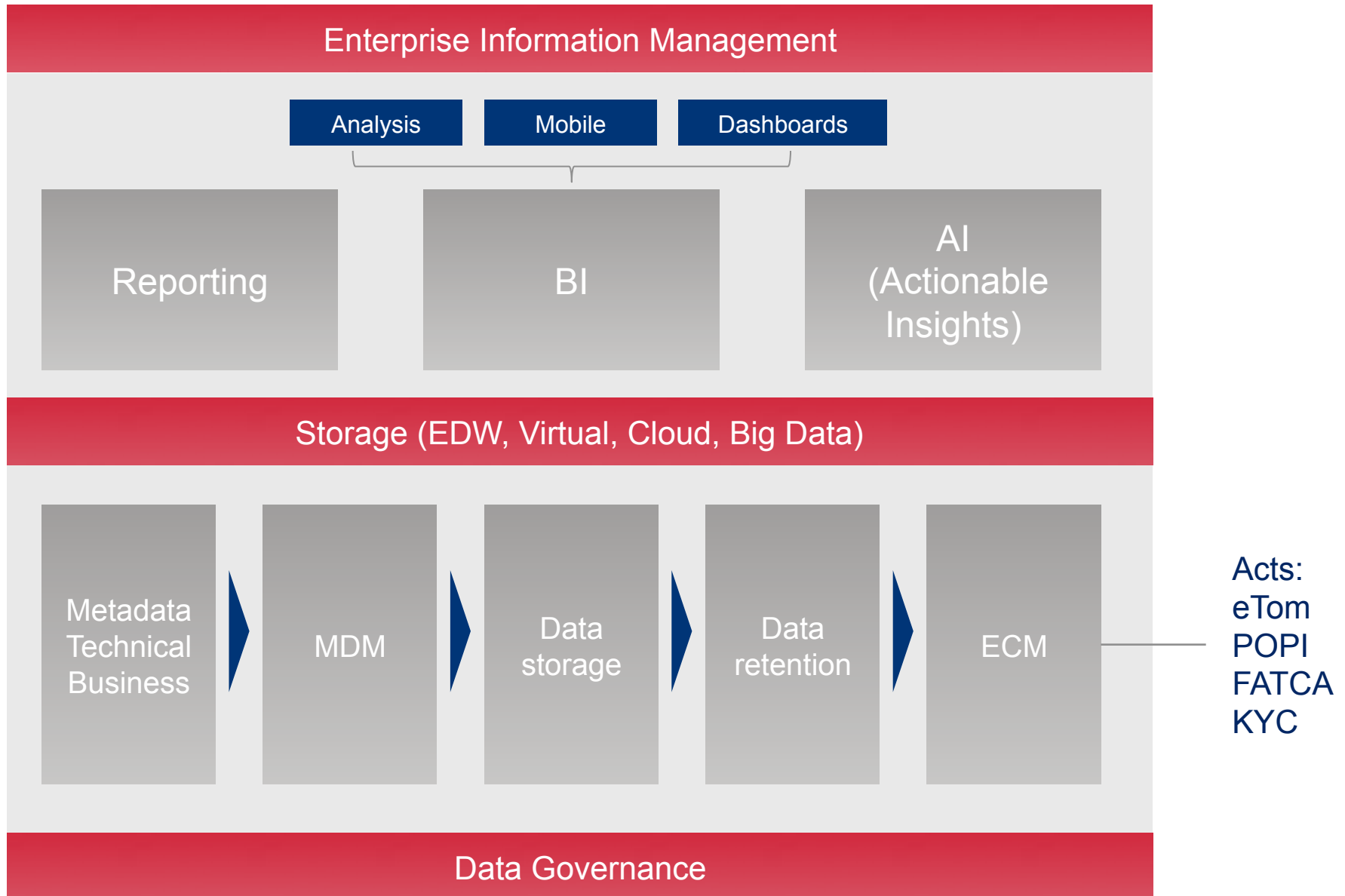
**EOH**

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People make it happen

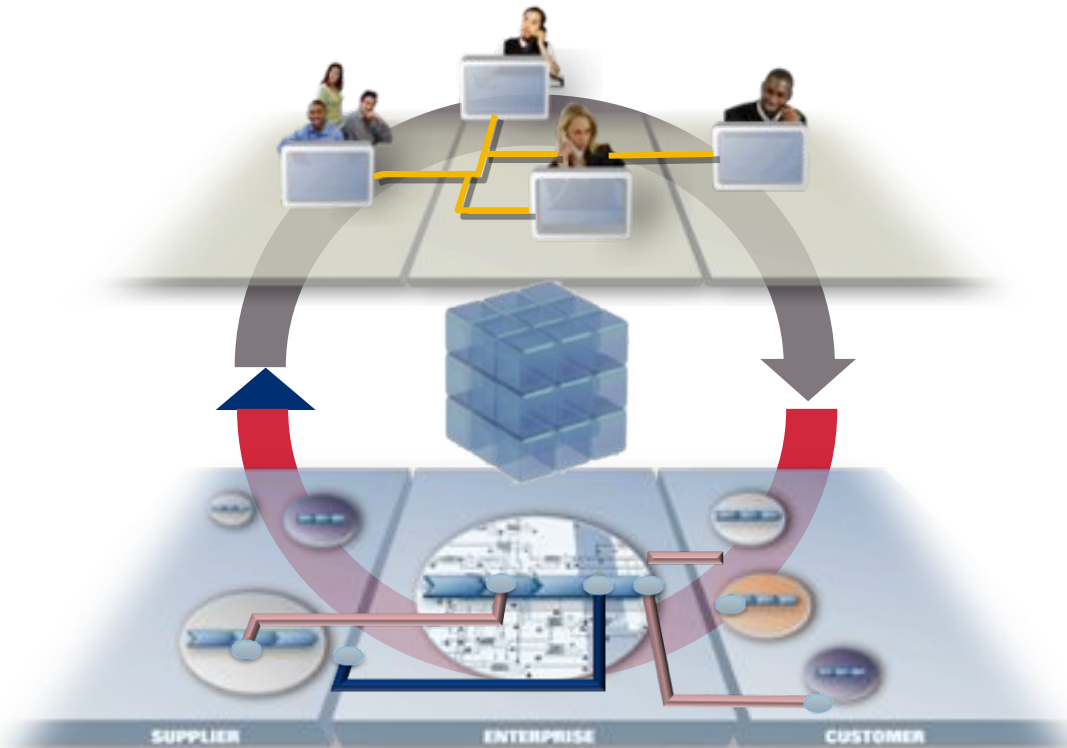
Enterprise information management (EIM) is an integrative discipline for **structuring**, **describing** and **governing** information assets, regardless of organizational boundaries or technologies.

- ▲ EIM strives to **improve operational efficiency**, promote **transparency** and **enable business insight**
- ▲ The broad scope of EIM requires a **level of organizational commitment** to improve the accuracy, integrity, accessibility and security of information assets
- ▲ The objective of EIM is to resolve data definition, format and content issues across applications and document stores





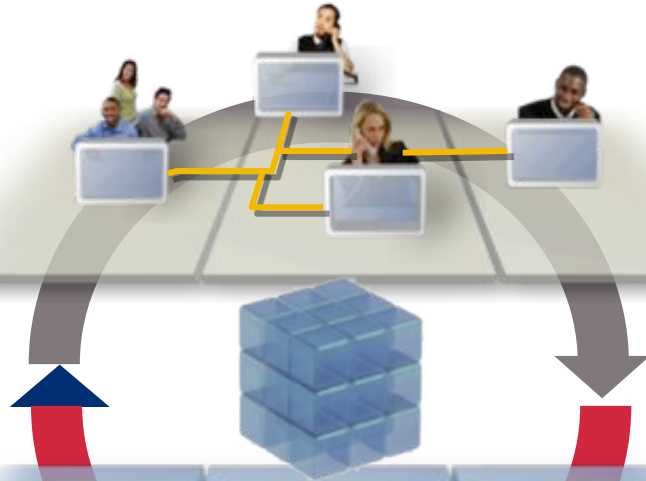
## Strategy



## Execution

- 1 Optimize business information
- 2 Improve insight and collaboration for decision making
- 3 Close the loop between strategy and execution

## Strategy



## Execution

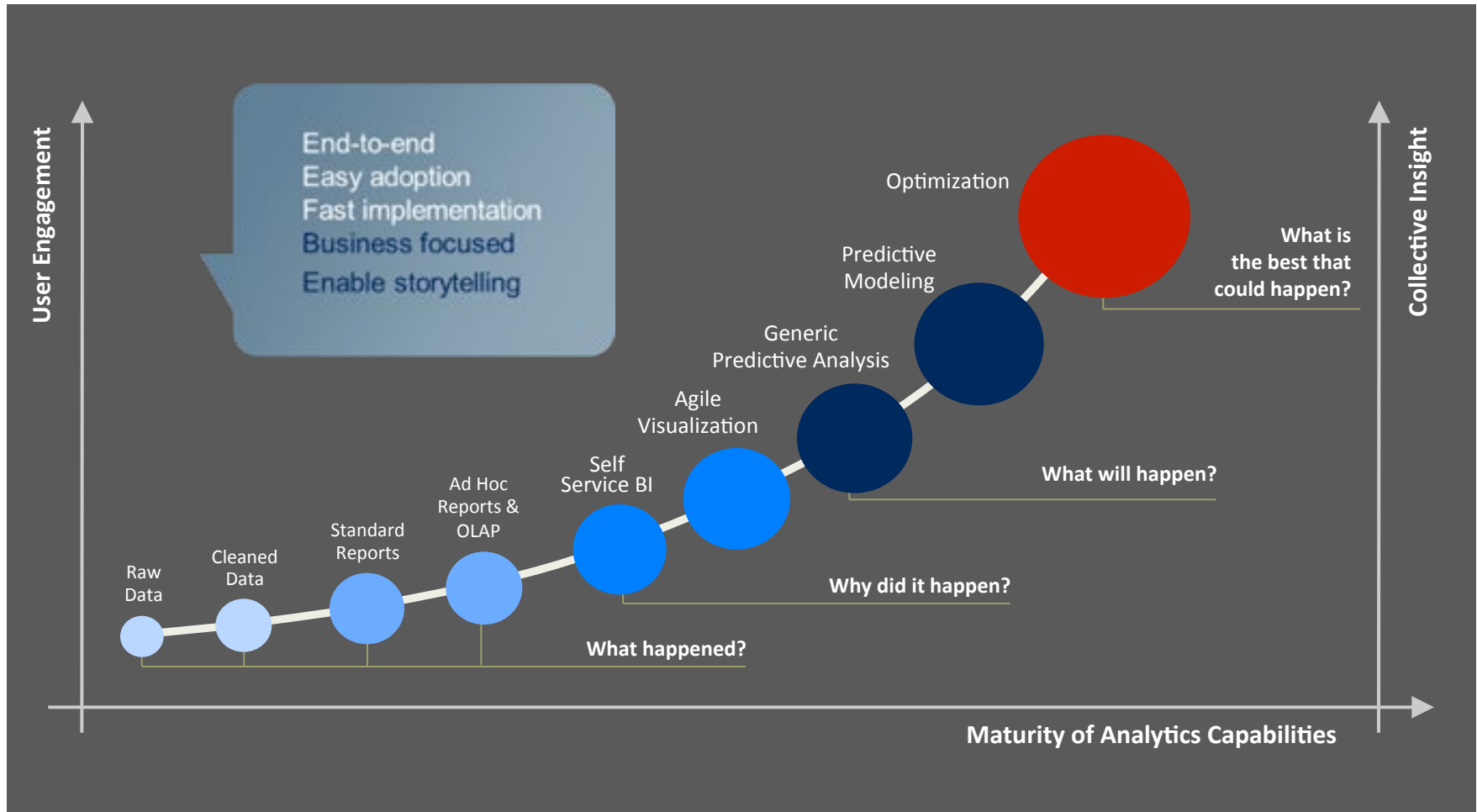
### Major Emerging Trends

- ▲ BIG DATA
- ▲ EIM / ECM
- ▲ Business Intelligence
- ▲ Real-time
- ▲ Data Services
- ▲ Compliance
- ▲ The Cloud

### Requiring Execution

- ▲ Mobile
- ▲ Document Management
- ▲ Records Management
- ▲ Case Management
- ▲ EFM
- ▲ ECM
- ▲ Data Management
- ▲ GRC







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# IT Management and Optimisation

Gary Lawrence

**EOH**

Systems make it possible...  
People make it happen

- ▲ Help customers leverage their technology investments to:



Make the  
right strategic  
decisions



Bring  
innovation to  
market more  
quickly



Transform the  
economics of  
IT by  
controlling  
complexity,  
assuring  
quality and  
reducing  
costs



Reduce Risk

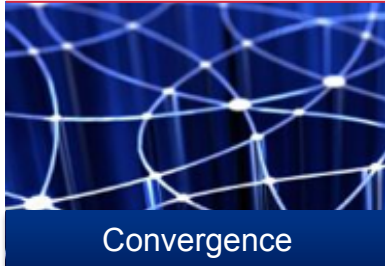


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# Industrial Technologies

**EOH**

Systems make it possible...  
People make it happen



- ▲ Explosion of **mobile devices** for connecting to the LAN/WAN
- ▲ Proliferation of devices on “**the Network**”
- ▲ **Cloud Computing and Video** in both the professional and personal/social realms driving bandwidth demand
- ▲ Convergence of Engineering disciplines



- ▲ **Rapid urbanization** resulting in majority of the worlds populations living in cities, **consuming 75% of energy**
- ▲ **CO2 Emissions** increasing
- ▲ **Smart Buildings** coming to the fore. **Green issues** dominate the DC market
- ▲ Strong drive to **reduce energy consumption**, carbon footprints and eliminate environmental damage



- ▲ Exponential increase in the urban population rom 20% in 2010 to 70% by 2050
- ▲ Development of “mega-cities”
- ▲ Increasing **demand for protection** of critical infrastructures and assets
- ▲ More and larger events lead to a higher population density, and increased demand for **public safety & security**



- ▲ An Infrastructure Development Plan with **18 identified Strategic Integrated Projects (SIPs)** which has been developed by the National Planning Commission and adopted by Cabinet
- ▲ An Infrastructure Book containing more than **645 infrastructure projects** across the country clustered under catalytic, socio-economic and cross-cutting project interventions
- ▲ Estimated **R1,9 trillion** for 18 SIPs

**EOH Industrial Technologies** combines state-of-the-art technology and best practice to create facilities and infrastructures that are efficient, smart, safe, healthy and secure by....

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




- ▲ 1100+ people across all 9 provinces in South Africa, and selected African countries
- ▲ Market Sectors: Mining, Manufacturing, Public Sector, Utilities, Telecoms, Petro-chemical, Construction/Property Developers, Health



## Connectivity Infrastructure

- ▲ Network reticulation for Integrated voice, data, video networks
- ▲ Wireless Networks
- ▲ Broadband fibre-optic solutions
- ▲ Microwave solutions
- ▲ Earth-satellite solutions



## Data Centres

- ▲ Full turn-key design, build, maintain
- ▲ Backup power solutions
- ▲ HVAC systems
- ▲ Off-grid DC solutions
- ▲ Mobile DC solutions
- ▲ Facilities Management



## Fire, Safety & Security

- ▲ Monitoring and surveillance
- ▲ Access control
- ▲ Time and attendance
- ▲ Biometric ID management
- ▲ Smart card solutions
- ▲ Fire safety
- ▲ Asset Mgmt / tracking
- ▲ Building Management



## Automation & Control

- ▲ MES Systems
- ▲ DCS systems
- ▲ SCADA Systems
- ▲ HMI Solutions
- ▲ Measurement & Instrumentat.
- ▲ Plant Electrical Infrastructure
- ▲ Environmental Monitoring
- ▲ Plant automation



## Energy Infrastructure & Services

- ▲ Smart Metering
- ▲ Smart Grid solutions
- ▲ Backup power
- ▲ Energy Audits
- ▲ Energy Optimization
- ▲ Energy Management
- ▲ Measurement & Verification
- ▲ Power Quality Management
- ▲ Renewable Energy solutions



## Engineering Infrastructure

- ▲ Planning and management of Water/WW distribution systems
- ▲ GIS-based Asset Management
- ▲ Road planning and Mgmt.
- ▲ Sub-station Infrastructure



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# Business Process Outsourcing

Johan van Jaarsveld

**EOH**

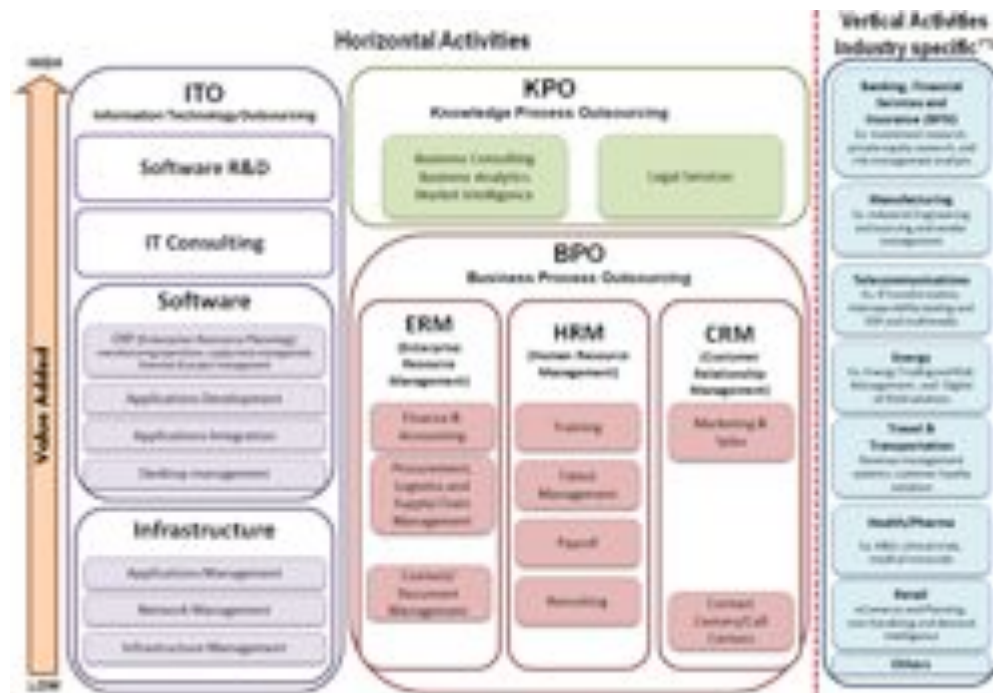
Systems make it possible...  
People make it happen





**London School of Economics**  
 This study shows South Africa to be a cost-competitive, highly attractive destination in specific segments – voice, complex BPO, ITO, KPO and LPO especially to UK and English speaking geographies with cultural affinities.

In 2012, South Africa was acknowledged as the Offshoring Destination of the Year by the NOA, UK. This was further consolidated in 2013 when the country was shortlisted for the European Outsourcing Association (EOA) – Offshoring Destination of the Year Award.



- ▶ BPO is here to stay
- ▶ More and more international services organisation are choosing South Africa as a destination
- ▶ Global sourcing is the order of the day but what about rural sourcing
- ▶ Well positioned as a Knowledge Based Services provider with strong IT infrastructure
- ▶ New opportunities in South Africa, Africa and the world



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# Financial Services - Sybrin

**Simon Just**

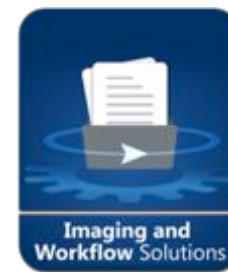
**EOH**

Systems make it possible...  
People make it happen



▲ Software solutions business in the financial services industry across Africa:

- Transaction and payment processing
- Business process management and identity verification
- Integration and security



evolving information processing

- ▲ Headquarters in Johannesburg, South Africa
- ▲ 19 countries worldwide
- ▲ Over 700 solutions deployed
- ▲ Regional offices in 11 countries
- ▲ Support Partners in Ghana and Nigeria



- ▲ High double-digit revenue growth
- ▲ Payment processor to central banks across Africa
- ▲ First full truncation system in Africa for Malawi, third in the world
- ▲ Barclays Africa paperless branch
- ▲ Microsoft Line of Business Award for South East Africa and Indian Ocean
- ▲ 8 new banks in Tanzania
- ▲ Pilot cheque verification system in West Africa
- ▲ Why clients choose Sybrin?
  - Agility: Highly modular, highly configurable, highly scalable.



## Signature / Mandate Verification



## Cheque Verification



## Identity Capture



## Payment Processing



- ▲ Sticking to “our knitting”
- ▲ Sybrin 10
- ▲ Financial services ecosystem
- ▲ Licensing and distribution model
- ▲ International expansion







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# The way forward and Q&A

Asher Bohbot

**EOH**

Systems make it possible...  
People make it happen

- ▲ Over 7 500 people
- ▲ Leader in our field
- ▲ R10bn market cap
- ▲ Annualised revenue of over 7 billion
- ▲ End-to-end offerings
- ▲ Operates in South Africa, Africa and the United Kingdom and internationally for our own NISH IP
- ▲ 2 000 customers
- ▲ Winning much larger deals
- ▲ Often automatically invited to bid
- ▲ Healthy, stable and positive work environment
- ▲ Gaining market share
- ▲ Strong brand
- ▲ Ability to retain and attract best people
- ▲ Entrepreneurial spirit
- ▲ 44% annual compounded growth over 16 years
- ▲ Strong, well defined culture
- ▲ We are busy...

- ▲ Growth industry
- ▲ Addressable market of over R 200 billion
- ▲ Outsourcing, Managed Services, Cloud – major growth opportunities
- ▲ Customers seeking larger players to do business with
- ▲ Customers want to see more direct impact on cost and value
- ▲ Technology disrupts many major industries – understanding our customer space and their challenges are paramount
- ▲ Strong growth in mobile, digital and information management environments
- ▲ Public sector needs to spend substantially on technology - both infrastructure & applications
- ▲ Industrial Technologies – major opportunity in state infrastructure investment (Energy, Water, Utilities, Local Government, etc.) – major catalyst for employment and economic development
- ▲ BPO – will continue to evolve and grow in SA and the Continent
- ▲ Services component is growing faster – better margins

- ▲ “Effective Africa” programme
- ▲ Strong Strategic and Key Account management
- ▲ Building of more industry verticals which includes industry specific services
- ▲ Enhance BEE equity level
- ▲ Shared services alignment to mirror operational structure
- ▲ Complete our internal systems – ERP, CRM, HR
- ▲ Stronger focus on leadership quality
- ▲ War against costs everywhere, always
- ▲ Continue with our CSI for youth development
- ▲ Enhance and drive the “EOH Youth Job Creation Initiative”
- ▲ ADR Programme
- ▲ Own IP international business roll out

- ▲ Strong organic growth through strategic and key account management
- ▲ Strategic acquisitions
- ▲ Aggressive growth drive in BPO and Industrial Technologies
- ▲ Go for larger deals
- ▲ New lines of business (LOB) and new industry verticals
- ▲ International expansion for own IP niche software applications
- ▲ Africa dual approach – center and division
- ▲ Deeper entry into industry expertise through industry specific business
- ▲ Dominate areas we are strong in
- ▲ Discipline and RFT culture
- ▲ Grow and bring in great leadership capacity



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# Questions

**EOH**

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