### **amdocs make it amazing**

# Amdocs Limited NASDAQ: DOX

Fiscal Q1 2024 Earnings Presentation February 6, 2024

**Shuky Sheffer** President & CEO

Tamar Rapaport-Dagim

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This presentation includes non-GAAP financial measures, including non-GAAP operating margin, free cash flow, revenue on a constant currency basis, non-GAAP net income, non-GAAP net income attributable to Amdocs Limited, and non-GAAP earnings per share. Free cash flow equals cash generated by operating activities less net capital expenditures and other. While in prior years Amdocs used normalized free cash flow, a measure of our operating performance, is further adjusted to exclude net capital expenditures related to the new campus development, payments for non-recurring and unusual charges (such as capital gains tax to be paid in relation to the divestiture of OpenMarket), and payments of acquisition related liabilities, Amdocs is no longer reporting normalized free cash flow. Normalized free cash flow is not comparable to free cash flow. These non-GAAP financial measures are not in accordance with, or an alternative for, generally accepted accounting principles and may be different from non-GAAP financial measures used by other companies. In addition, these non-GAAP financial measures are not based on any comprehensive set of accounting rules or principles. Amdocs believes that non-GAAP financial measures should only be used to evaluate Amdocs' results of operations in conjunction with the corresponding GAAP measures. Please refer to the appendix for a reconciliation of these metrics to the most comparable GAAP provision.

This presentation also includes pro forma metrics which exclude the financial impact of OpenMarket (divested on December 31, 2020) from fiscal year 2021. Please also review the information contained in Amdocs' press release dated February 6, 2024 with respect to earnings for fiscal Q1 2024. The press release contains additional information regarding Amdocs' outlook for fiscal year 2024 and certain non-GAAP metrics and their reconciliations.



### Today's speakers



## **Shuky Sheffer**

President & Chief Executive Officer



# Tamar Rapaport-Dagim

Chief Financial Officer & Chief Operating Officer



### Earnings call agenda

### Strategy & business performance update

**Shuky Sheffer**, President & Chief Executive Officer

# 2 Financial review & outlook

#### Tamar Rapaport-Dagim, Chief Financial Officer & Chief Operating Officer

### Q&A



# Shuky Sheffer

President & Chief Executive Officer

Strategy and business performance update



### Solid start to fiscal year 2024

### Thanks to our amazing people around the world creating innovation and value to support our customers' journeys

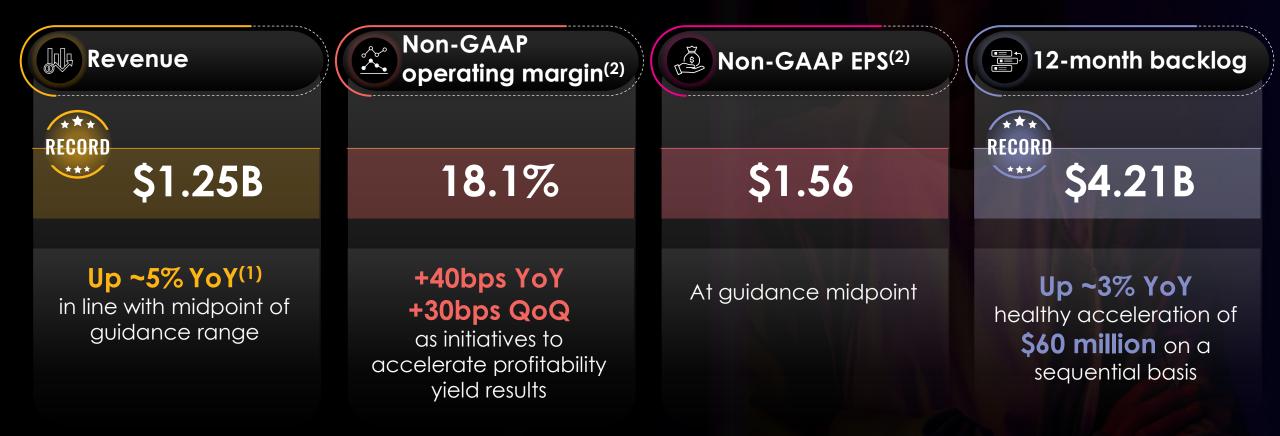




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# Solid Q1 financial performance

Record revenue and accelerated margin improvement



1. Revenue was up 5.0% YoY as reported and up 4.8% YoY in constant currency in Q124

2. Non-GAAP. See reconciliation tables in appendix



# Q1 operational highlights



Healthy first quarter sales momentum



#### Strong cloud sales momentum

Tier 1 operator in Canada

Leading service ത NTTInfraNet provider in Southeast Asia

#### **Expanded long-term agreements**

Claro- Chile





Japan

Brazil

### Consistent project execution

Supporting merger integration and T Mobile future modernization journey

UK B Seamless migration of 14M subscribers

Leading Conversion of around 138M subscribers operator in to our latest cloud-based charging Southeast Asia

Puerto Rico

Completed full prepaid digital transformation

telcel Mexico

Upgraded and migrated existing Amdocs campaign management solution to AWS

#### 203 Flawless operations

Flawless global support to our customers during the peak retail sales period of **Black Friday** and the holiday season



Continued to bring cutting-edge technology

Maintained long-term commitment to R&D and strategic M&A to drive customer value while extending our industry leadership

MWC Barcelona: opportunity to introduce our latest innovative product & services offerings

Demonstrate Amdocs end-to-end leadership, from customer experience to the network





## Progress in strategic domains - GenAl



**Generative AI Strategy Acceleration** 

Leading role as a dominant industry technology enabler, capable of helping service providers to fully harness the power of Gen Al



#### Infusing GenAl to Amdocs CES

Amdocs' flagship CES24 suite now benefits from generative AI end-to-end across all domains from customer experience to the network





Introducing new GenAl use cases that address the key business imperatives of the communication industry

#### Use case examples

Customers' billing-related inquiries now Bill Inquirer

Conversational

solved better

- Increasing call deflection rates and
- reducing average handling time

Personalized offerings can now be searched and refined according to a Selling customer's needs - to increase conversion rates



#### Leveraging strategic partners

Continue to evolve amAlz in strong collaboration with our webscale partners and industry leaders



Joint Customer Experience Platform with a seamless copilot experience



Fine-tuning large language models to improve latency, accuracy and cost effectiveness of GenAl applications & services

### Progress in strategic domains - cloud



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Cloud Accelerate our customers' multi-year journey to the cloud The strong sales momentum of fiscal 2023 continued in Q124

	Selected projects	Business value
Tier 1 operator in Canada	Cloud migration program	Flexible and cost-efficient infrastructure
Leading service provider in Southeast Asia	Upgrade and move legacy CES platform to the cloud	Flexible and cost-efficient infrastructure; enhanced cloud services
O NTTInfraNet	Cloud transformation and managed services agreement	Cloud security and automated operational services

Integrating Astadia, acquired last November, to complete our end-to-end cloud offering by adding highly sophisticated capabilities to support mainframe migration to the cloud



### Progress in strategic domains – digital transformation

# Digital Creation Creater Creat

Creating **seamless digital experiences** by transforming IT operations for consumer and B2B customers

### Selected projects

#### **Business value**

T Mobile <sup>®</sup>	Continued modernization journey	Offer an exceptional consumer and B2B customer experience
COMCAST	Multi-year B2B digital transformation.	Achieved major migration milestones
	Charging and mediation, managed services expansion	Upgraded charging and mediation solution and enhanced services
<b>O</b> altice	Mobile sales solution expansion	Widened sales channels for business customers
	Subscription Marketplace	Easy onboarding, integration, and monetization of partner services
finetwork	Digital brands SaaS suite	Monetization of triple-play fiber, TV and mobile services
Leading service provider in central Europe	BSS modernization	Upgraded systems
etisalat	Enterprise factory testing engagement	Accelerate and modernize the entire testing lifecycle across IT and user acceptance testing



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# Progress in strategic domains - 5G, FWA and fiber

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5G, FWA

and Fiber

**Next-generation solutions** to unlock new revenue monetization opportunities, such as fixed wireless access, fiber and 5G standalone

Selected	pro	iect
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Business value

AT&T	AT&T Internet Air broadband service	Successful launch in 59 locations
<ul> <li>Magyar</li> <li>Telekom</li> <li>Hungary</li> </ul>	Multi-year agreement to deploy policy and charging control function	Accelerate market launch of innovative new 5G services
T Magenta Austria	Online charging system	Upgrade to 5G standalone
Leading service provider in North Africa	Cloud-native policy solution	Enhance 5G network capabilities to improve end-user experience
Netherlands	Long-term development, support & maintenance for monetization engine	Enable to quickly introduce and monetize new offerings



## Progress in strategic domains - network automation

NetworkDelivering dynamic connected experiences withautomationreal-time, automated networks

Recently announced **new end-to-end service orchestration solution** 



Partially deployed at key customers



Won 2 deals with leading Western European operators



 Efficient service
 orchestration and innovative monetization



Enhanced with machine learning and generative Al



Speeds up service deployment, and reduces costs



## **Current operating environment**



While macro uncertainty and industry pressure persist, the overall operating environment remains mostly unchanged



We remain **confident in our relatively resilient business model** of **highly recurring revenue streams** as we support **mission-critical systems** under **long-term engagements** 



We continue to see a rich pipeline of **opportunities** in customer multi-year **modernization journeys** for cloud-based 5G, fixed wireless access, fiber networks, Generative AI, and improved digital consumer and B2B experiences



We believe Amdocs is strongly positioned as a **highly relevant** and **trusted partner** to help our customers **accelerate efficiency and productivity gains**, **producing long-term cost savings** 



## Reiterating our FY24 outlook

B 1.2%-5.2% ~100% earning-to-cash flow YoY growth Free cash conversion Revenue<sup>(1)</sup> Expected double-digit cloud flow Expect to return **majority** of free revenue growth cash flow to shareholders in year ahead D 18.1% - 18.7% 8%-12% YoY growth % margin **Non-GAAP Non-GAAP** Expects double-digit non-GAAP +60bps accelerated profitability **EBIT** (2) EPS(2)diluted EPS growth for 4th consecutive improvement, at the guidance midpoint, year, assuming the mid-point of our mainly driven by automation, sophisticated guidance range tools and Gen-AI potential

### We are positioned to deliver **double-digit expected total shareholder returns**<sup>(3)</sup> for the **4**<sup>th</sup> straight year in FY 2024

1. Constant currency. Assumes exchange rates in the current period were unchanged from the prior period

Α

 Expected total shareholder return assumes Non-GAAP EPS growth plus dividend yield (based on fiscal year end closing share price); FY2024E assumed midpoint of pro forma non-GAAP EPS outlook, and dividend yield based on proposed new quarterly rate of \$0.479 as of share price on 11/7/23





# Tamar Rapaport-Dagim

Chief Financial Officer & Chief Operating Officer

Financial review & outlook



## Q1 FY2024 Financial Highlights

- Record revenue, +5% YoY as reported and +4.8% YoY constant currency<sup>(1)</sup>
- Record revenue of \$838 million in North America, up ~3% YoY
- 🔆 Europe up ~8% YoY
- Rest of World up ~10% YoY
- Improved operating profitability, driven by ongoing adoption of automation, artificial intelligence, and other sophisticated tools.
  - Constant currency. Assumes exchange rates in the current period were unchanged from the prior period
     <u>Non-GAAP</u>. See reconciliation tables in appendix

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Q1 2024 Results

### Q1 Revenue \$1,245 million

+5.0% YoY, +4.8% constant currency<sup>(1)</sup> Consistent with guidance midpoint (\$1,225M - \$1,265M)

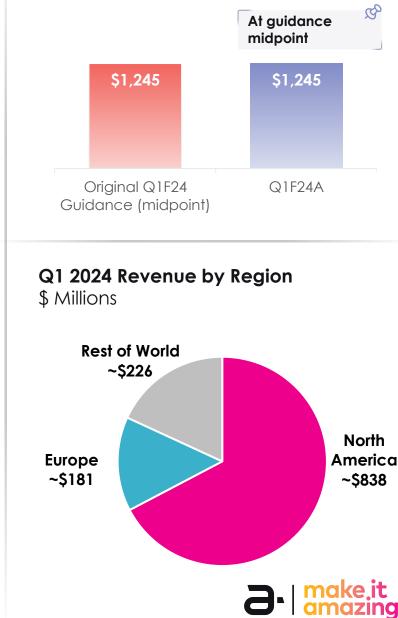
Q1 Non-GAAP<sup>(2)</sup> Operating Margin 18.1%, +40bps YoY +30 bps QoQ

Q1 GAAP Diluted EPS \$1.26 at high end of guidance (\$1.18 - \$1.26)

#### Q1 Non-GAAP<sup>(2)</sup> Diluted EPS

**\$1.56** at midpoint of guidance (\$1.53 - \$1.59)

Q1 2024 Revenue vs. Guidance \$ Millions





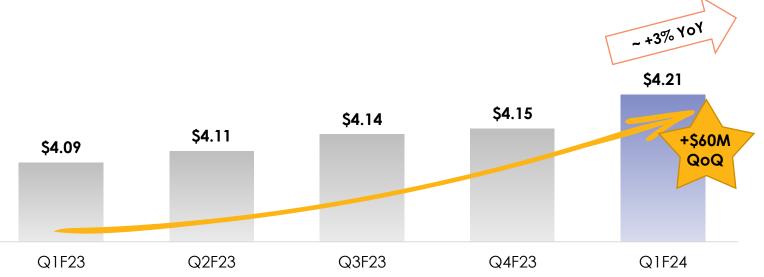
12-Month Backlog ~\$4.21B Record-high as of December 31, 2023

~ **+3%** YoY, **+\$60M** QoQ

Leading Indicator

Roughly 80%

12-month backlog roughly averages ~80% of forward 12-month revenue \$ Billions



**Record Quarterly 12-Month Backlog in Q1F24** 

#### 12-month backlog includes:

- Anticipated revenue related to contracts
- Estimated revenue from managed services contracts
- Letters of intent
- Maintenance

Ø

Estimated **ongoing support** activities





Managed Services

Close to

722M

~58% of total revenue in Q1 F2024

managed services contract renewals

### Managed Services Revenue: Fiscal Year to Date \$ Billions

Managed services arrangements support business model resiliency with highly recurring revenue streams, multi-year engagements and high renewal rates, and may also include large-scale digital transformation projects



Q1F23



Extended and expanded managed services under new multi-year agreements which include the Amdocs Charging and Mediation solution for Spectrum digital voice



Extended managed services for CLARO/ VTR Chile



New managed services agreement for policy and charaina



Cloud transformation and managed services agreement



## Balance Sheet & Cash Flow

- Reported free cash flow<sup>(1)</sup> of
   \$139 million in Q12024, including
   \$16 million of restructuring payments
- Ample liquidity to support ongoing business needs while retaining the capacity to fund future strategic growth investments
- Moody's raised Amdocs' credit rating
   to Baal on November 22, 2023

Non-GAAP. See reconciliation tables in appendix
 \$650M senior note, maturing June 2030

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# DSO's 75 days

-12 days YoY and +6 days QoQ DSO's may fluctuate from quarter to quarter

The sequential first quarter change in unbilled receivables net of deferred revenue was \$79 million in Q1, aggregating the short-term and long-term balances

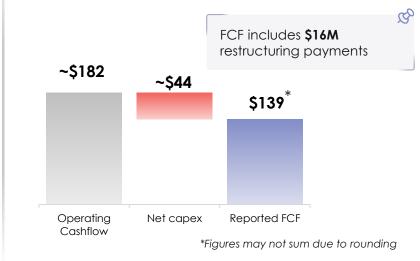
The net difference between unbilled receivables and deferred revenue fluctuates from quarter to quarter, in line with normal business activities

# Liquidity: Cash + Credit Facility \$1.1 billion



Committed to maintaining our Investment grade credit rating

#### Q1 2024 Free cash flow<sup>(1)</sup> bridge



### Cash, Credit Facility & Debt Position

\$ Millions, as of December 31, 2023

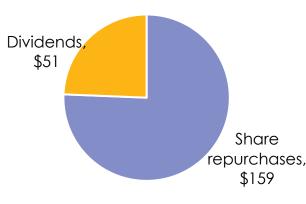




## Disciplined Capital Allocation

- Reiterating free cash flow<sup>(1)</sup> (FCF) outlook of \$750M<sup>(6)</sup> in FY2024, equating to roughly 100% cash conversion
- \*  $\sim 7\%$  free cash flow yield<sup>(2)(6)</sup>
- Expects to return the **majority** of free cash flow to shareholders in FY2024





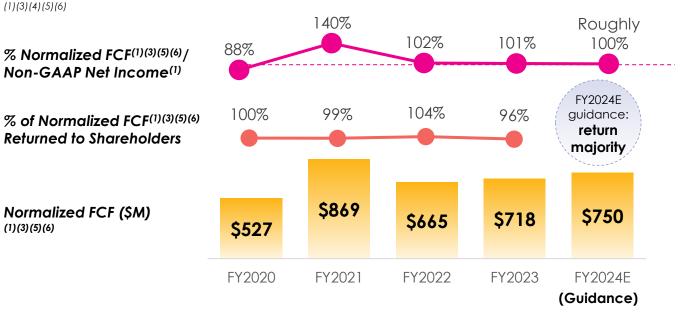
Board authorized quarterly dividend payment:

### **47.9 cents**

Payable on April 2024, to shareholders on record date of March 2024

~\$0.9B of aggregate share repurchase authorization remaining as of December 31

#### Normalized FCF: Four-year historical trend and FY2024E outlook



1. Non-GAAP. See appendix tables for reconciliation of FCF

- 2. Yield = expected reported free cash flow of \$750M in FY2024 as a percentage of Amdocs' market capitalization as of February 6, 2024
- FCF in FY2020, FY2021 and FY2022 is presented on a normalized basis, which mainly excludes net capital expenditures related to the new campus development; normalized FCF disclosure is not applicable as of FY2023 onward
- 4. Refer to https://investors.amdocs.com/ and earnings reports issued on 11/2/2021 and 11/8/2022 for reconciliation of normalized FCF in FY2020, FY2021 and FY2022
- 5. FY2023 excludes \$20M non-recurring restructuring payments
- 6. FY2024 excludes non-recurring restructuring payments

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## FY2024 Revenue Growth Outlook

- Reiterating FY2024 revenue growth of 1.2%-5.2% YoY<sup>(2)</sup>, roughly half of which is organic
- Expects revenue growth of 1.1%-5.1%
   YoY as reported, incorporating an unfavorable foreign currency impact of ~0.1% YoY
- On-track for double-digit cloud revenue growth in FY2024E

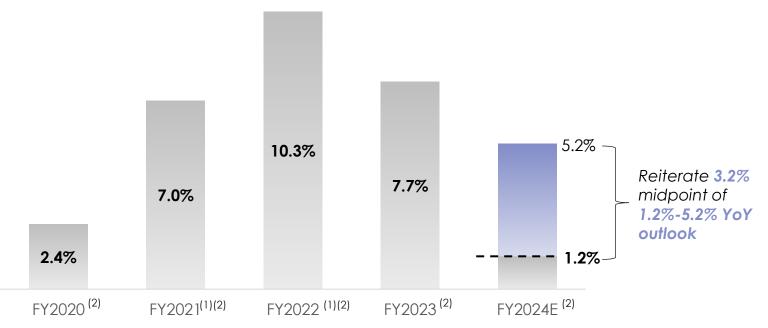
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1. Pro forma metrics exclude the financial impact of OpenMarket (which was divested on December 31, 2020) from fiscal year 2021.

2. Constant currency. Assumes exchange rates in the current period were unchanged from the prior period

### **Revenue Growth**

YoY% Growth Constant Currency<sup>(2)</sup>



- ✓ Expect stronger fiscal second half in FY2024E based on plan of execution for deals already in 12-month backlog, plus new opportunities anticipated to convert to signed deals and revenue this fiscal year
- ✓ Assumes no material change in current macro-economic backdrop



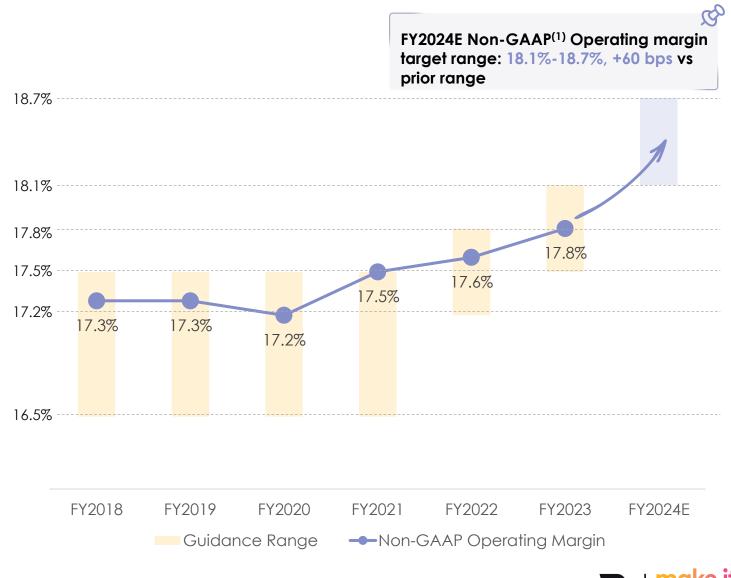
## Profitability Improvement On-Track

- On pace to achieve expected range of profitability improvement in FY2024, gradually improving through the year
- Improvement led by ongoing efforts to optimize cost structure, and cumulative benefits of automation, sophisticated tools and future expected Gen Al-related benefits
  - 1. Non-GAAP. See reconciliation tables in appendix

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2. Refer to https://investors.amdocs.com/ and earnings reports issued on 11/8/2018, 11/12/19, 11/10/20, 11/2/2021 and 11/8/2022 for reconciliation of non-GAAP operating margin in FY2018, FY2019, FY2020, FY2021 and FY2022

#### Quarterly Non-GAAP<sup>(1)</sup> Operating Margin: FY2018 – FY2024E<sup>(2)</sup> \$ Millions

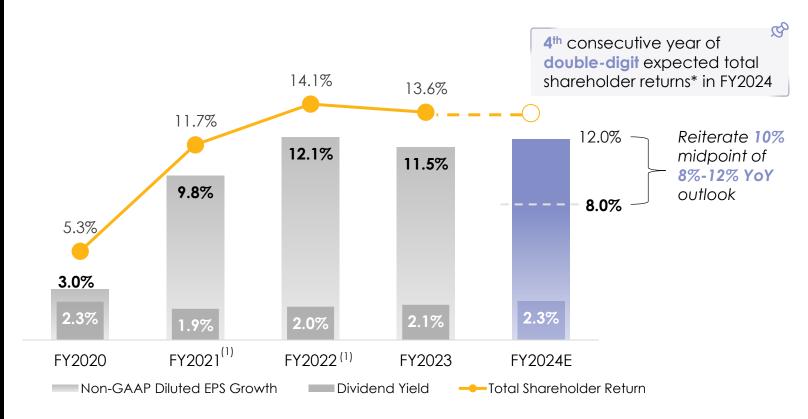


### Reiterating FY2024 Non-GAAP EPS Outlook

- On-track for non-GAAP<sup>(2)</sup> EPS growth of 8%-12% in FY2024E, the 10% midpoint of which is expected to mark the fourth consecutive year of double-digit growth
- Targeting double-digit expected total shareholder returns<sup>(3)</sup> for the fourth year running in FY2024E
  - 1. Pro forma metrics exclude the financial impact of OpenMarket (which was divested on December 31, 2020) from fiscal year 2021.
  - 2. Non-GAAP. See reconciliation tables in appendix
  - Expected total shareholder return assumes Non-GAAP EPS growth plus dividend yield (based on fiscal year end closing share price); FY2024E assumed 10% midpoint of non-GAAP EPS outlook, and dividend yield based on proposed new quarterly rate of \$0.479 as of share price on 11/7/23
  - 4. Refer to https://investors.amdocs.com/ and earnings reports issued on 11/10/2020, 11/2/2021 and 11/8/2022 for non-GAAP reconciliation in FY2019, FY2020, FY2021 and FY2022

### Total Shareholder Return<sup>(3)(4)</sup>

Non-GAAP<sup>(2)</sup> Diluted EPS Growth YoY % + Dividend Yield FY21 and FY22 non-GAAP EPS growth is presented pro forma<sup>(1)</sup>



\*Non-GAAP<sup>(2)</sup> EPS growth of 10.0%, plus ~2.3% dividend yield



### **Committed to ESG**



### Proud to be recognized for our achievements

Included for the 5<sup>th</sup> consecutive year in the Member of Dow Jones Sustainability Indices Powered by the S&P Global CSA

Amdocs was ranked in the **93rd percentile** of the **top 20%** of the surveyed S&P Global BMI based on long-term economic, environmental and social criteria



### **Protecting the Environment**

Set ourselves a long-term climate goal of becoming carbon neutral on scope 1 and 2 emissions by 2040



### Improving the lives of people in our communities

Held campaigns to drive awareness around gender diversity and people with disabilities; sponsored dozens of events globally to support digital inclusion, STEM education, food for the needy and more





# Appendix

**Outlook & Reconciliation Tables** 



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### Q2 & FY2024 **Outlook**

 Firmly positioned to deliver
 double-digit expected total shareholder returns for the fourth year running

1. Non-GAAP. See reconciliation tables in appendix

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2. Constant currency. Assumes exchange rates in the current period were unchanged from the prior period

#### Q2 Fiscal 2024 Outlook

Revenue	\$1,225 - \$1,265 million
GAAP EPS	\$1.21 - \$1.29
Non-GAAP <sup>(1)</sup> EPS	\$1.53 - \$1.59
Share Count	118 million
Effective Tax Rate	Within annual target range of 13.0%-17.0%

Full Year Fiscal 2024 Outlook	Updated	Previous
Revenue growth As reported	1.1% - 5.1%	1.0% - 5.0%
Revenue growth Constant currency <sup>(2)</sup>	1.2% - 5.2%	1.2% - 5.2%
GAAP EPS growth	13.0% - 19.5%	11.0% - 18.0%
Non-GAAP <sup>(1)</sup> EPS growth	8.0% - 12.0%	8.0% - 12.0%
Operating Margin	18.1% - 18.7%	18.1% - 18.7%
Effective Tax Rate	13.0% - 17.0%	13.0% - 17.0%
Free cash flow <sup>(1)</sup>	\$750 million	\$750 million



### Reconciliation Tables

(a) The amounts under "Purchase of property and equipment, net", include immaterial proceeds from sale of property and equipment for the three months ended December 31, 2023, and no proceeds for the three months ended December 31, 2022.

#### AMDOCS LIMITED Selected Financial Metrics (In thousands, except per share data)

	 Three months ended December 31,							
	 2023		2022					
Revenue	\$ 1,245,199	\$	1,185,720					
Non-GAAP operating income	225,241		209,538					
Non-GAAP net income	183,833		176,542					
Non-GAAP net income attributable to Amdocs Limited	183,076		176,337					
Non-GAAP diluted earnings per share	\$ 1.56	\$	1.45					
Diluted weighted average number of shares outstanding	117,536		121,500					

#### Free Cash Flows (In thousands)

	Three months ended December 31,						
	2023		2022				
Net Cash Provided by Operating Activities	\$	182,387	\$	83,226			
Purchases of property and equipment, net (a)		(43,743)		(33,703)			
Free Cash Flow	\$	138,644	\$	49,523			

(a) The amounts under "Purchase of property and equipment, net", include immaterial proceeds from sale of property and equipment for the three months ended December 31, 2023, and no proceeds for the three months ended December 31, 2022.



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### Reconciliation Tables

#### AMDOCS LIMITED Reconciliation of Selected Financial Metrics from GAAP to Non-GAAP (In thousands)

				Th	ree	Months End	ed D	ecember 3	9 <b>1</b> , 2	2023				
	G.	АР		mortization of purchased (tangible assets and other		quity based mpensation expense	ce acqu re lia mea	anges in ertain uisitions elated bilities sured at r value		Other		Tax effect	Not	I-GAAP
Operating expenses:														
Cost of revenue	\$	812,744	\$	-	\$	(13,527)	\$	1,583	\$	-	\$	-	\$	800,800
Research and development		89,207				(1,867)								87,340
Selling, general and administrative		142,504				(10,686)								131,818
Amortization of purchased intangible assets and														
other		16,410		(16,410)										-
Total operating expenses	1,	060,865		(16,410)	_	(26,080)		1,583	_	-	_	-	]	1,019,958
Operating income		184,334		16,410	_	26,080		(1,583)		-		-		225,241
Interest and other expense, net		(9,778)	)	·						1,534				(8,244)
Income tax expense		25,834										7,330		33,164
Net income		148,722		16,410		26,080		(1,583)		1,534		(7,330)		183,833
Net income attributable to noncontrolling				i	_				_					
interests		757			_		_							757
Net income attributable to Amdocs Limited	\$	147,965	\$	16,410	\$	26,080	\$	(1,583)	\$	1,534	\$	(7,330)	\$	183,076

	Three Months Ended December 31, 2022													
		GAAP		Amortization of purchased ntangible assets and other	J	Equity based ompensation expense	Cl ac li me	hanges in certain quisitions related iabilities	Rest	ructuring		Tax effect	N	on-GAAP
Operating expenses:														
Cost of revenue	\$	756,849	\$	-	\$	(8,655)	\$	(125)	\$	-	\$	-	\$	748,069
Research and development		95,726				(1,484)	)							94,242
Selling, general and administrative		143,222				(9,351)	)							133,871
Amortization of purchased intangible assets and														
other		15,313		(15,313)	)									-
Restructuring charges		24,536								(24,536)	)			-
Total operating expenses		1,035,646		(15,313)	) -	(19,490)	)	(125)		(24,536)		-	_	976,182
Operating income		150,074		15,313		19,490		125		24,536		-	_	209,538
Interest and other expense, net		(4,963)	)											(4,963)
Income tax expense		15,239										12,794		28,033
Net income		129,872		15,313		19,490		125		24,536		(12,794)		176,542
Net income attributable to noncontrolling	_		_								_		_	
interests		205												205
Net income attributable to Amdocs Limited	\$	129,667	\$	15,313	\$	19,490	\$	125	\$	24,536	\$	(12,794)	\$	176,337



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# Thank you!

