

Powering the offerings of tomorrow

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Agenda

- Tectonic Shifts
- Technology Foundations
- Industry Leadership
- Digital Core
- Network and 5G
- Media Expansion
- Emerging Offerings



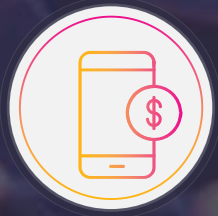
Tectonic shifts are driving The digital service provider of 2020



Digital-first
Experiences



Accelerating the
Cloud Journey



A Greater Portion of
the Customer's Day



DevOps &
Agility



Monetizing
Network Services



5G



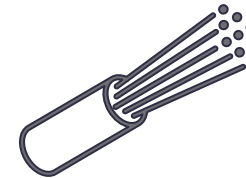
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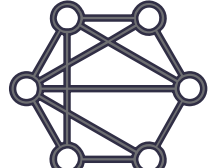
Edge Computing



eSIM

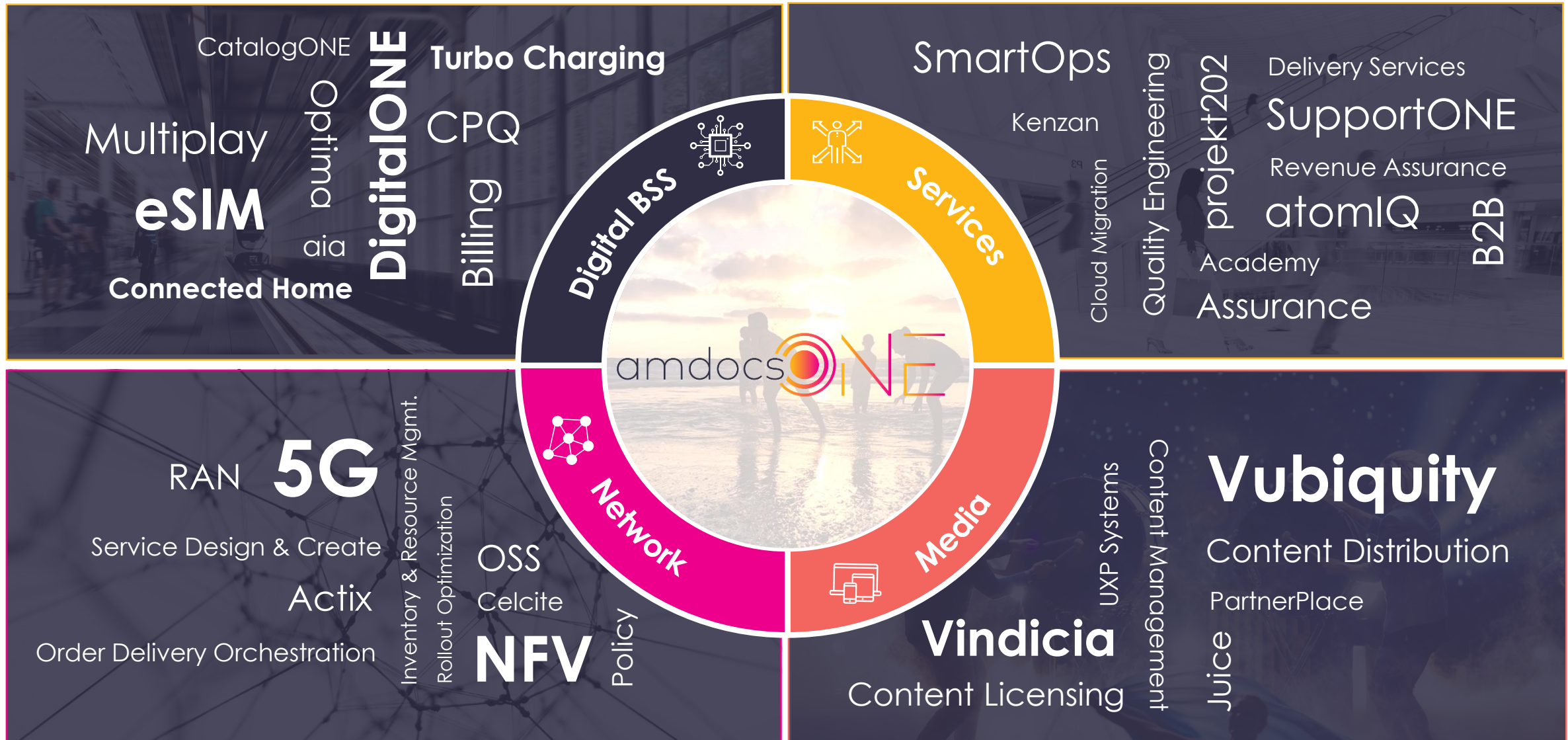


FIBER






IOT

Amdocs offering portfolio



The foundation of our offerings:

Carrier Grade, Mission Critical Technology Innovation

 Cloud Accelerators	Cloud-native microservices-based applications & platform, conforming with the latest industry standards & open-source technologies. Multi-cloud approach
 DevOps	Fully automated, carrier-grade, CI/CD pipeline enabled by Microservices360, market leading deployment models with rapid cadence
 Operational Models	Hybrid & co-existence solutions for integrating cloud-based solutions with existing monolithic systems
 Cyber Security & Privacy	Complying with cloud-native security & privacy requirements and regulations (e.g. GDPR)
 Future Technologies	Amdocs is investing in next-gen technologies, such as Serverless & Blockchain, for technology leadership

Delivery Model Physical ↓ Cloud native	Architecture Monolithic ↓ Microservices
Integration Closed ↓ API first	Source Code Proprietary ↓ Open source
Data RDBMS ↓ Persistence	Cognitive Human led ↓ AI/ML

Market leadership: Proven capabilities

#1 Stratecast Global CSP Monetization Market Share	#1 Analysys Mason Service Design & Orchestration Market Share	#1 Heavy Reading Global B/OSS Market Share	#1 Analysys Mason Global Revenue Mgmt. Market Share	#1 Ovum IT Applications for Telecom	#1 Gartner OSS & RCM Magic Quadrants
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“Most well-articulated microservices stories so far within the CSP operational domain”



“Ideal partner for transitioning from complex legacy frameworks to cloud based architecture”

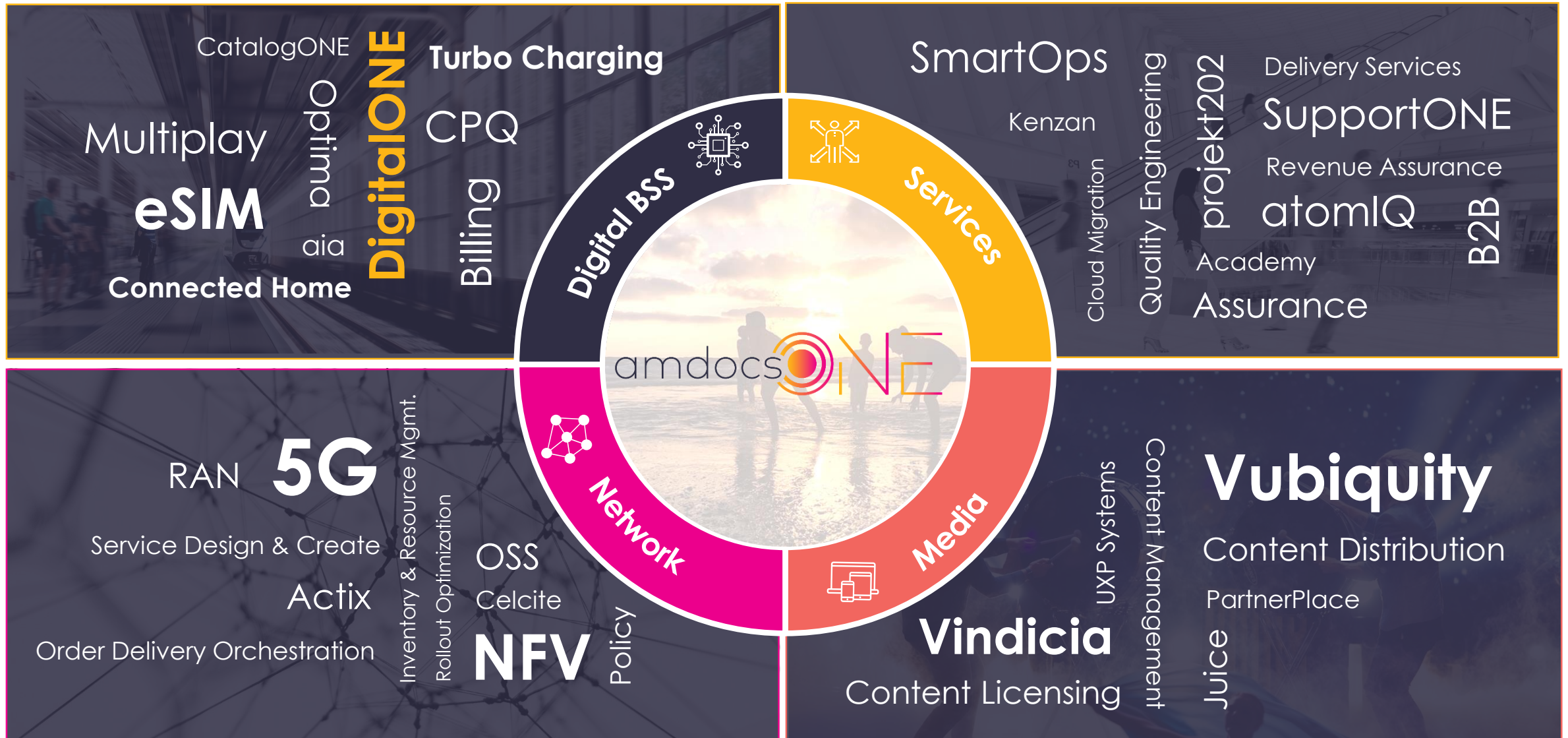


“Developing new tools and solutions that enable omnichannel, frictionless and intelligent customer engagement”



“possesses a strong roadmap...will help clients move swiftly to native-cloud and microservice architectures ”

Let's zoom in...



DigitalONE

- Digital enablement platform
- Delivering digital care and commerce on every channel
- Seamless and connected omni-channel experience
- Contextual & personalized engagements
- Open, modular, cloud-native, micro-services based
- Any BSS
- Multi-modal partner ecosystem

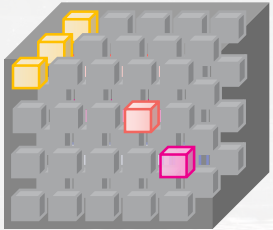


How our customers get to Digital:

4 digital modernization journeys

Entry Points

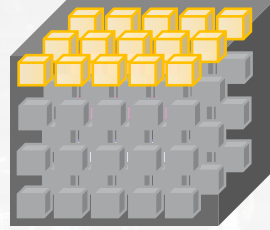
Digital quick wins that address a specific pain point, channel or process



On top of any BSS, with minimal backend integration.

Experience Modernization

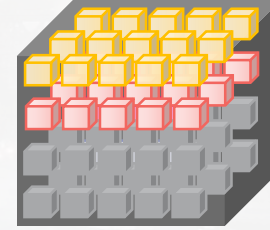
Modernize channel engagements with an omni-channel experience, in assisted and unassisted channels



On top of any BSS, with minimal backend integration.

Business Enablement

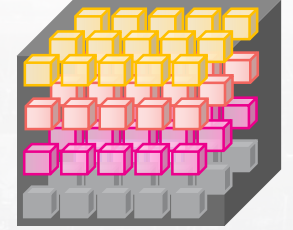
Increase business agility and time to market through open catalog, commerce and care



On top of any BSS, requires backend integration as some elements will move into the enablement layer

Full Stack

Transforming the experience as well as increasing business agility with a full digital and BSS suite, for existing customers and greenfield.



On any environments, as many/most systems are replaced as part of the full stack transformation

Sample of digital experiences in production

Retail experience transformation



Online on top of BSS transformation



Online self-service with eBill and account management



Wi-Fi portal occasional users, and CRM uplift; CPQ for enterprise



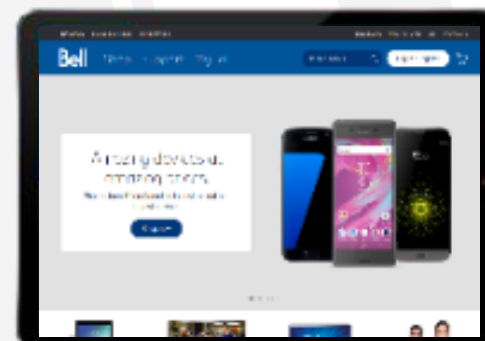
Retail experience transformation



Device-led self-service and retail widget



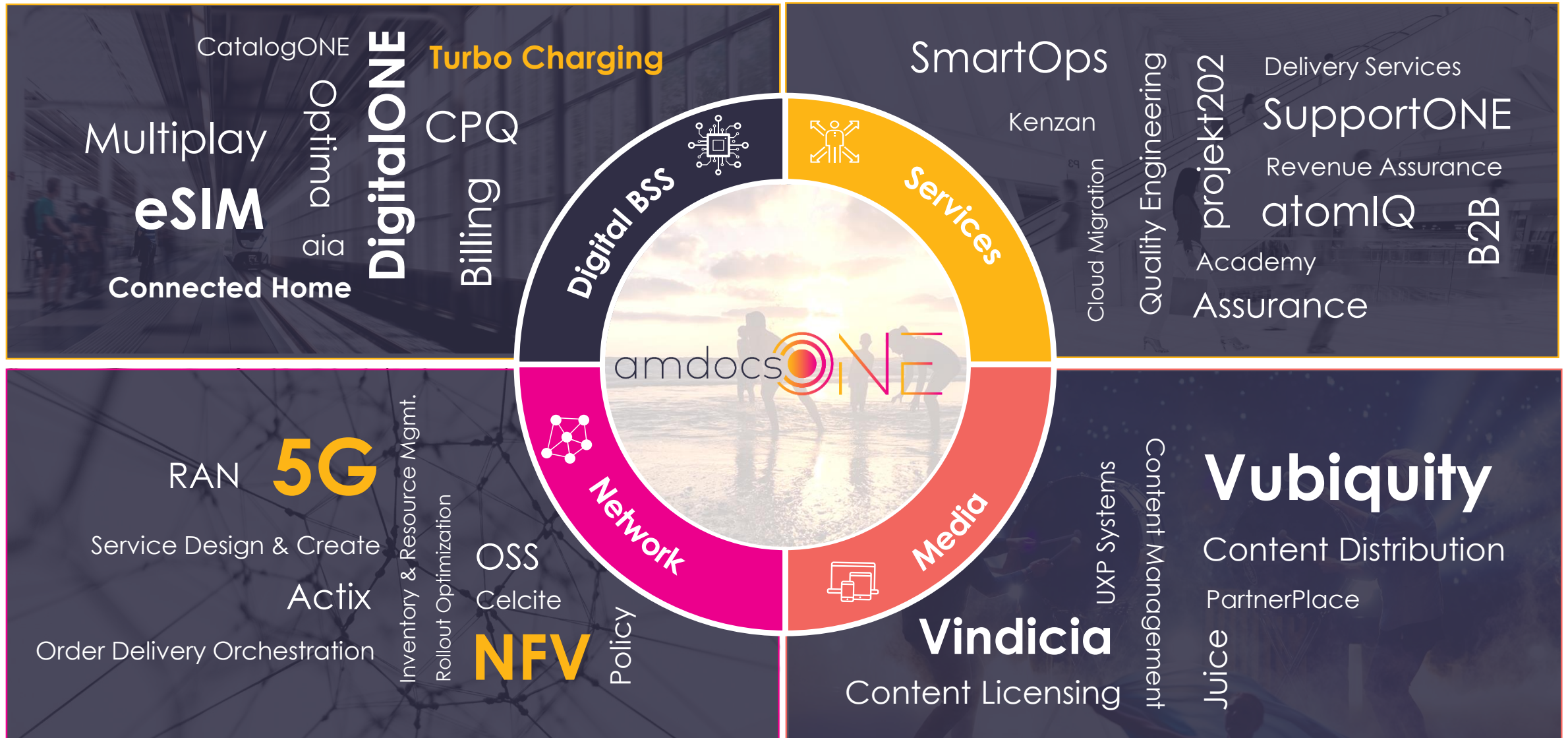
Online self-service with for corp eCare (B2B)



Online portal on Amdocs CRM



Let's zoom in...



Amdocs Network offering



Hybrid Network Operations

Continued investments in network upgrades – **\$82B in 2019** for global network infrastructure

Harmonize operations such across hybrid physical and virtual networks with OSS



Virtual Network Expansion

NFV market continues to **grow at 36%** annually

Accelerate service agility, innovation and time to delivery through virtualization and orchestration



Autonomous Operations

Significant pressure on opex reduction due to **1-2%** top-line revenue growth through 2025

Pave the way for full autonomous / zero-touch operations



Network Rollout Acceleration

30% annual growth in the rate of new non-residential deployments of small cells by 2025

Boost network densification through highly automated rollout for Fiber and RAN deployments

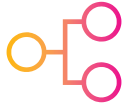


Mobile/5G Realization

\$120B 5G investment worldwide by 2020, with 1.3B 5G connections by 2025

Optimize current & transition to 5G using design, deployment & operations

Amdocs Network offering



Hybrid Network Operations



Virtual Network Expansion



Autonomous Operations



Network Rollout Acceleration



Mobile/5G Realization



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Pave the way for full autonomous / zero-touch operations

Boost network densification through highly automated rollout for Fiber and RAN deployments

Optimize current & transition to 5G using design, deployment & operations

5G redefines the network



Pay for what you use

Voice, SMS



Bundles, GB plans

Mobile Internet
Mobile Apps



All you can eat

Voice, text
and data

...



Pay for what you need (QoS), when you need it

Capacity Enhancement
Massive Connectivity
Ultra-low latency

High CAPEX investments -
Frequencies, RAN, Core,
Operation systems...

Brand Awareness -
Competition, innovation

Monetization -
evolving opportunity

'connectivity'

5G monetization opportunities



- **Slice based connectivity**
Slice it anyway you like it - higher granularity for tailoring a solution
- **Pay for infrastructure as you go**
Roll out services in a phased manner - “pay as you use infrastructure” model will come of age
- **Give 5G the “edge”**
OTT enablement - using distributed data center (i.e. MEC and CORD)
- **Reclaim value-added services**
Differentiating from OTT – higher positioning in their Enterprise customers value chain
- **Connectivity for new verticals**
Connectivity is the currency – addressing new verticals – cars, IoT, e-health, robotics, gaming
- **Ubiquitous connectivity**
Seamless wireline/wireless connectivity – fixed-wireless broadband
Open new opportunities for CSPs while reducing deployment and operational costs

Amdocs Turbo Charging & Rating

Monetize The 5G Digital Economy

New Business & Revenue Models

- Vertical industries empowerment
- Partner-rich business models
- B2B and B2B2X oriented
- Additional revenue streams from more connectivity and new services

Massive Connectivity

- Increasing density
- 1.1 connections worldwide by 2025*
- Industry high diversity
- Efficient monetization of 5G massive connectivity



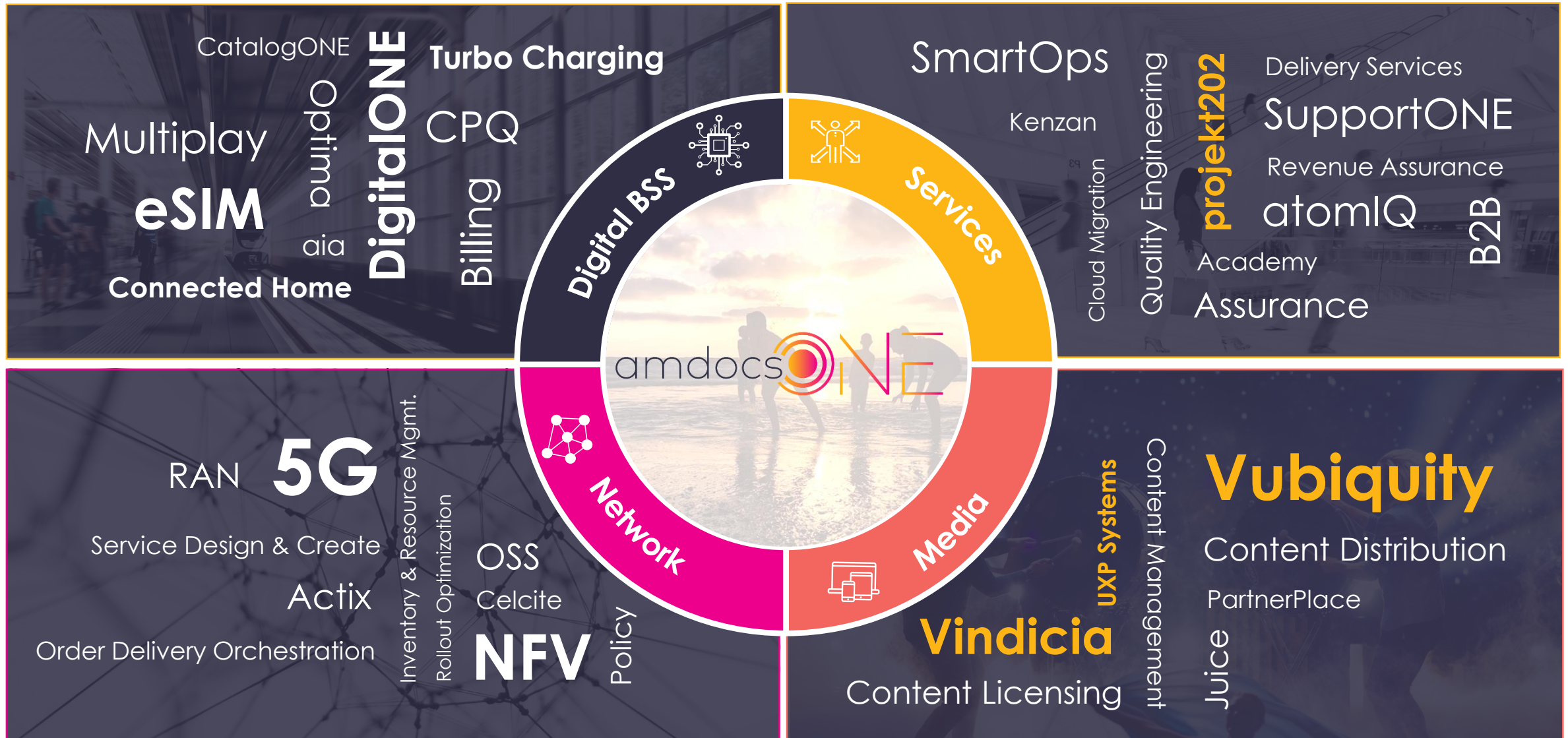
Virtualized & Distributed

- Virtual network resources
- Edge computing capabilities
- Core/edge experience
- Monetize edge service and virtual resources

Network Slicing

- Network slices for optimal experiences
- Network slice as a service
- BSS-level isolation between slices
- Monetize network slices for various industry segments

Let's zoom in...



Amdocs Media

Leveraging organic and inorganic investments to build unique value propositions for DSPs in the media & entertainment space



vindicia

Subscriptions &
payments for digital
media



uxp
SYSTEMS

User Lifecycle
Management
Capabilities



VUBIQUITY

Content Licensing,
Preparation &
Distribution



projekt202

Experience driven
design and
development



pontis

Contextual
engagement for
marketing & care

Turner

vodacom

VIACOM

NBC

verizon

WARNER
MEDIA

NAT GEO
WILD

CBS

WB

20th
CENTURY
FOX

Paramount

abc

UNIVERSAL
A COMCAST COMPANY

MIRAMAX

HBO

Vindicia: The subscription people



Platform for Subscription Business Success

- Go-to-market flexibility
- Sophisticated acquisition tools
- Rapid Iteration
- Data-driven insights
- 10-15% recurring revenue uplift annually
- 6-12 months ROI



Intelligent Retention Platform

- Reduces churn and increases revenue
- Extends customer life-time value
- Uses existing billing platform
- Capture 15-30% of previously failed credit/debit card transactions

OTT & Entertainment



Media & Content



SaaS & Service



Emerging offerings for a changing world

eSIM

Connected Home

eSports & Gaming

Advertising

Physical

Digital

Profile
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Profile DB
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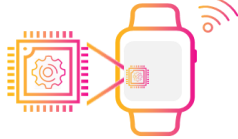
OS



Chip



Plastic



Embedded chip+ OS

AWS-based, SaaS Offering



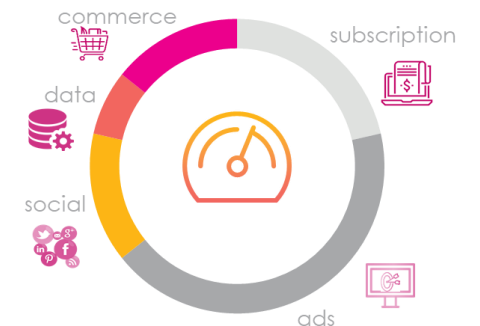
Gamer-Grade Connectivity with 5G

eSports & Gaming monetization

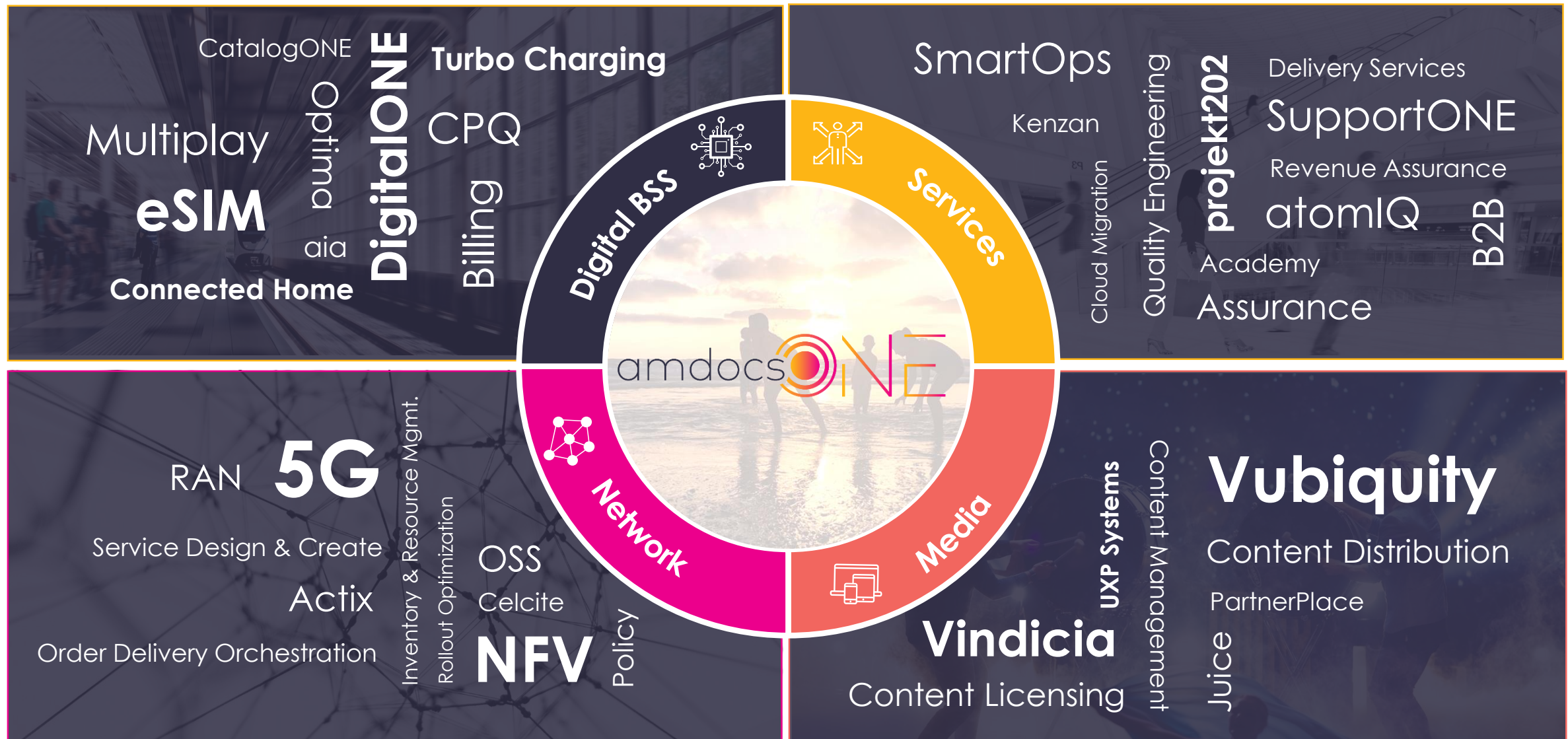


Addressable and Targeted Advertising

Omni-monetization



Richest, market-leading portfolio of offerings





Thank you