experience success

simplify experience | harness data | stay ahead | be efficient

North America

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President, North America Division

Analyst & Investor Day - December 5, 2012

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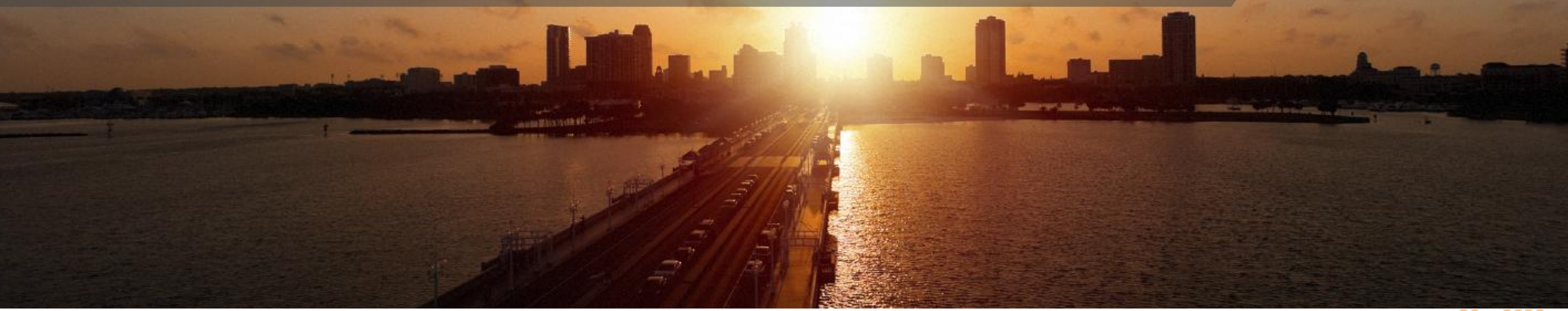
Agenda

- Market forces
- Our footprint
- Success stories
- Brief history lesson in market consolidation
- Summary



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North American market forces

Simplify experience

Harness data

Stay ahead

Be efficient

- Smartphone penetration > 50% and drives support costs up 35%
- Multi-channel self service - only 16% find what they need
- 80% of consumers fail to complete online purchases
- Real-time demand – 41% expect immediate issue resolution

North American market forces

Simplify experience	Harness data	Stay ahead	Be efficient

- 118% NA mobile data growth – 50%+ is video
- Rise of shared data plans – first step to complex data monetization
- Race for LTE coverage is only the beginning
- Only 11% of mobile traffic “offloaded”

North American market forces

Simplify experience

Harness data

Stay ahead

Be efficient

- 400% growth in M2M by 2016
- 40% would pay premium for TV “anywhere”
- “Over-the-Top” opportunities and challenges

North American market forces

Simplify experience	Harness data	Stay ahead	Be efficient
			

- Big Data challenge
- Phased approach to transformation
- Increased focus on Managed Services

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Market consolidation

Sprint

+

Clearwire

T-Mobile

+

metroPCS
Wireless for All.

SoftBank

+

Sprint

In process

LEAP

“all options are on the table”

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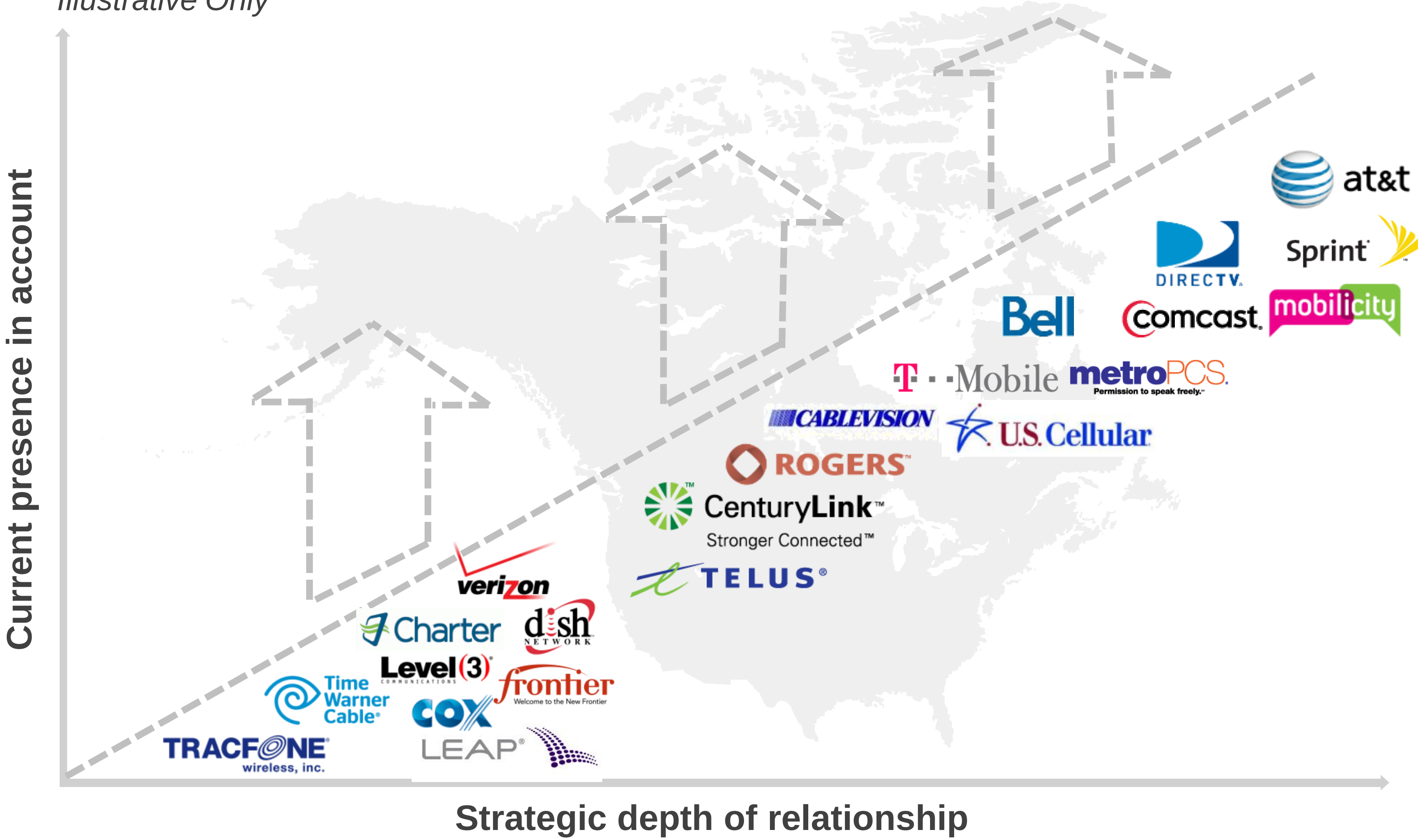
Our footprint

Leading presence with significant upside

Illustrative Only



Success stories

Simplify experience	Harness data	Stay ahead	Be efficient
Sprint i-Care	metroPCS Permission to speak freely.	at&t	comcast
"Quantum Leap in Customer Service"	World's 1st Voice and Rich Communications Services (RCS) over LTE	Personalized, interactive video billing with Sunday Sky innovation partner	Multi-year extension of existing software license and services agreements

ACSI American Customer Satisfaction Index™

gtb GLOBAL TELECOMS BUSINESS innovationawards WINNER IN 2012

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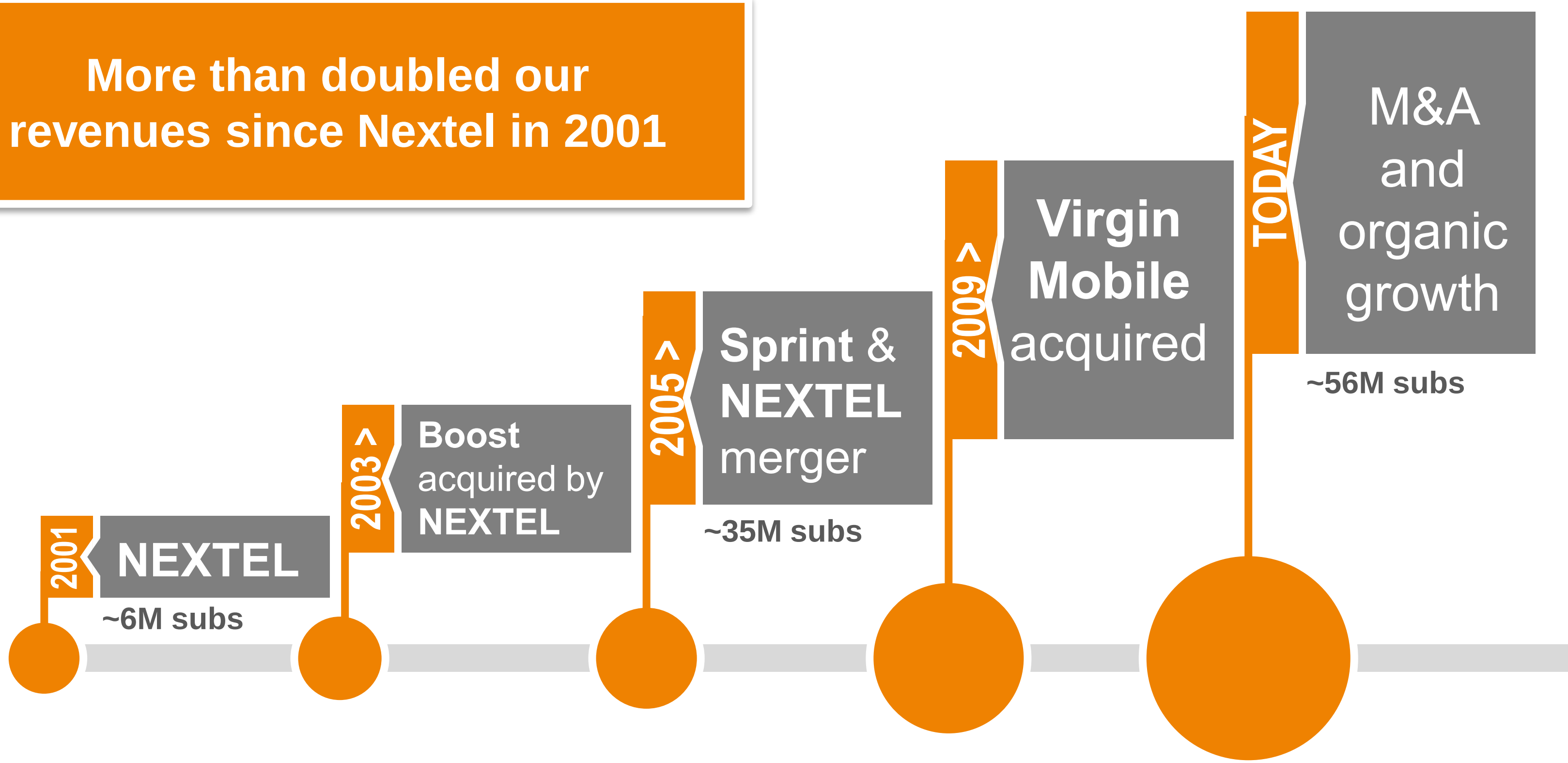
Brief history lesson

Implications of consolidation

Sprint

More than doubled our revenues since Nextel in 2001



- 14 billing systems to one

- Unified Billing Platform
- 7-year MGS
- sView customer care

- Virgin conversion
- iCare
- 7-year MGS extension

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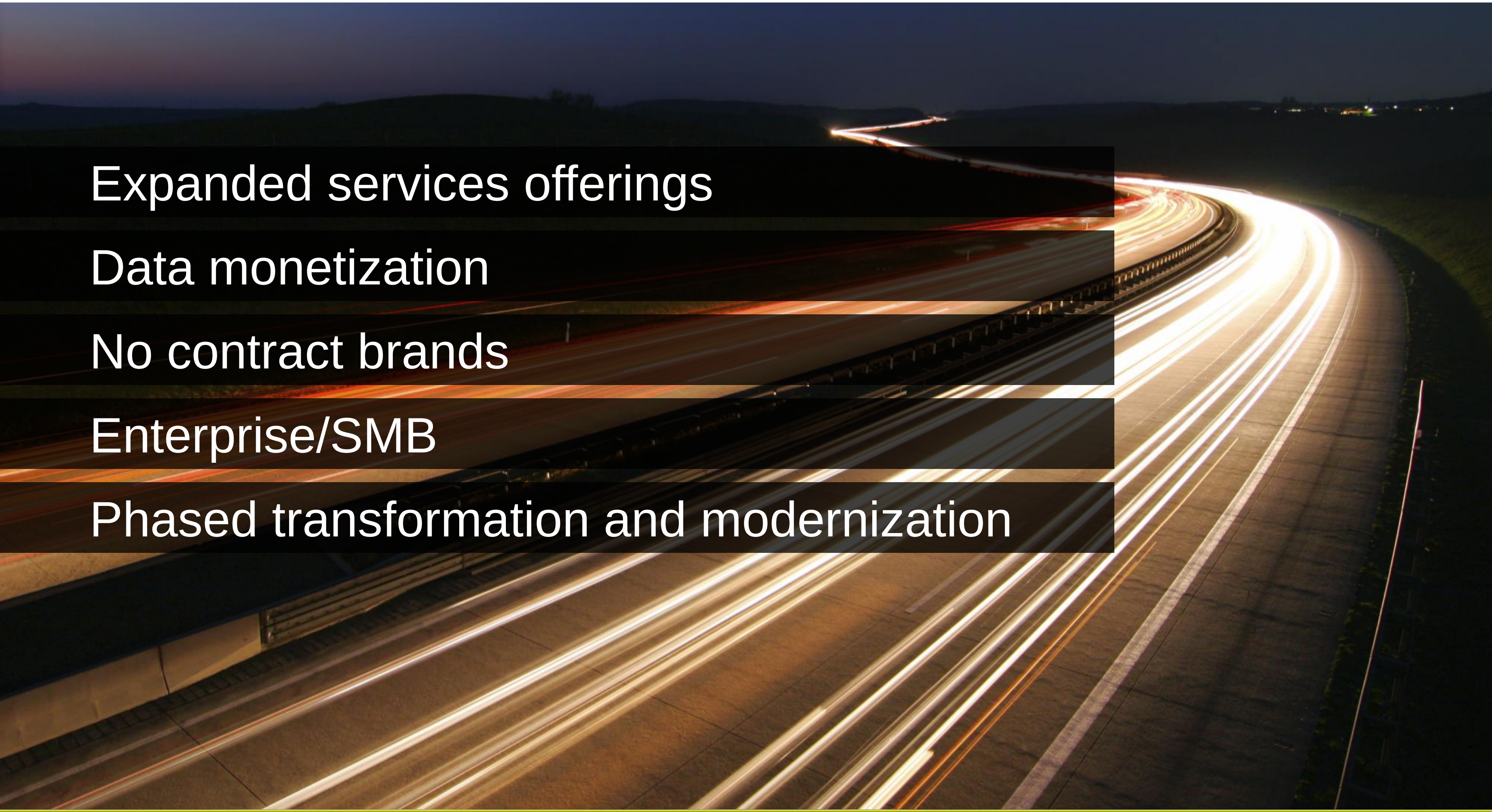
Looking ahead



Expanded services offerings

Data monetization

No contract brands

Enterprise/SMB

Phased transformation and modernization

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Summary

Market is mature with
significant opportunity

Amdocs has a **strong market** position
and we are breaking **new strategic** ground

Amdocs has **unique differentiators**
and a **clear strategy** for growth

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Thank you