

Amdocs Digital Summit

for Analysts & Investors

Amdocs Experience Center, San Jose
September 14, 2017



Agenda: Amdocs 2017 Digital Summit for Analysts & Investors

Time	Session	Speaker
9:00 – 9:05	Welcome & Introduction	Matt Smith Head of Investor Relations
9:05 – 10:00	The Rise of the Intelligent Digital Service Provider	Anthony Goonetilleke Group President, Amdocs Technology
10:00 – 10:15	Break	
10:15 – 11:00	Experience Lab Demonstrations	Shannon Bell Head of Product Management, Strategy and Go To Market, Amdocs Digital
11:00 – 11:30	Wrap-Up and Q&A	Anthony, Matt

Forward-Looking Statements

This presentation and our remarks contain forward-looking statements (within the meaning of The Private Securities Litigation Reform Act of 1995) that involve substantial risks and uncertainties, including statements regarding our expectations and beliefs about our business, strategy, and future operating performance. These forward-looking statements are only predictions and may differ materially from actual results due to a variety of factors, including, but not limited to: changes in the overall economy; changes in competition in markets in which we operate; our ability to derive revenues in the future from our current research and development efforts; changes in the demand for our offerings and services; the loss of a significant customer; consolidation within the industries in which our customers operate; changes in the telecommunications regulatory environment; changes in technology that impact both the markets we serve and the types of offerings and services we provide; financial difficulties of our customers; losses of key personnel; difficulties in completing or integrating acquisitions; litigation and regulatory proceedings; and acts of war or terrorism. Please refer to our filings with the Securities and Exchange Commission, including our Annual Report on Form 20-F filed on December 12, 2016, and our Form 6-K furnished for the first quarter of fiscal 2017 on February 13, 2017, the second quarter of fiscal 2017 on May 22, 2017 and for the third quarter of fiscal 2017 on August 14, 2017 for a discussion of these and other important factors.

You can identify forward-looking statements by words such as "expect," "anticipate," "believe," "seek," "estimate," "project," "forecast," "continue," "potential," "should," "would," "could," "intend," and "may," and other words that convey uncertainty of future events or outcome. Statements that we make in this presentation that are not statements of historical fact also may be forward-looking statements. Forward-looking statements are not guarantees of future performance, and involve risks, uncertainties, and assumptions that may cause our actual results to differ materially from the expectations that we describe in our forward-looking statements. There may be events in the future that we are not accurately able to predict, or over which we have no control. You should not place undue reliance on forward-looking statements. Although we may elect to update forward-looking statements in the future, we disclaim any obligation to update do so, even if our assumptions and projections change, except where applicable law may otherwise require us to do so. These forward-looking statements should not be relied upon as representing our views as of any date subsequent to the date of this presentation.

The Rise of the Intelligent Digital Service Provider

Anthony Goonetilleke
Group President





Business Technology

Platform
Cloud-based
Time to Market
No Inventory
Real-time
On-demand
OTT
Social
Intuitive
Network Effect
Market Access
Simplified
Personalized
Fail-fast
SaaS

Deep Learning
NLP
Digital
Microservices
DevOps
Partner Ecosystem
Artificial Intelligence
Open Source
Self-healing
Containers
Dynamic Scalability
Cloud Native
Modular
Cyber Security
Virtualization

Business

Tectonic Shifts in the Market

Enterprise 3.0

enterprise customers increasingly expect the 'consumer experience' in their service provider interactions. in turn, revenue sources are shifting, creating integrated offerings in the business services space.



Consumer Dynamics

on-demand is the new consumer baseline. what used to be core SP competencies like connectivity and communication are transforming to on-demand offerings including content, entertainment and digital OTT services.



Integrated Carrier

with the shift in enterprise and consumer needs, and as a result of increasing competition, MSOs are transforming the way they operate in pursuit of new revenue streams.



Technology

Tectonic Shifts in the Market

Cloud

business agility and cost optimization beginning with the foundation

Virtual & Elastic

Always-on

Microservices & Containers

Intelligence

leveraging data to enhance experiences

Real time

No SQL

Scalability

Methodologies & Architecture

providing agility through domain-driven design

DevOps: CI/CD

API Driven

Modular & Open Source

Network

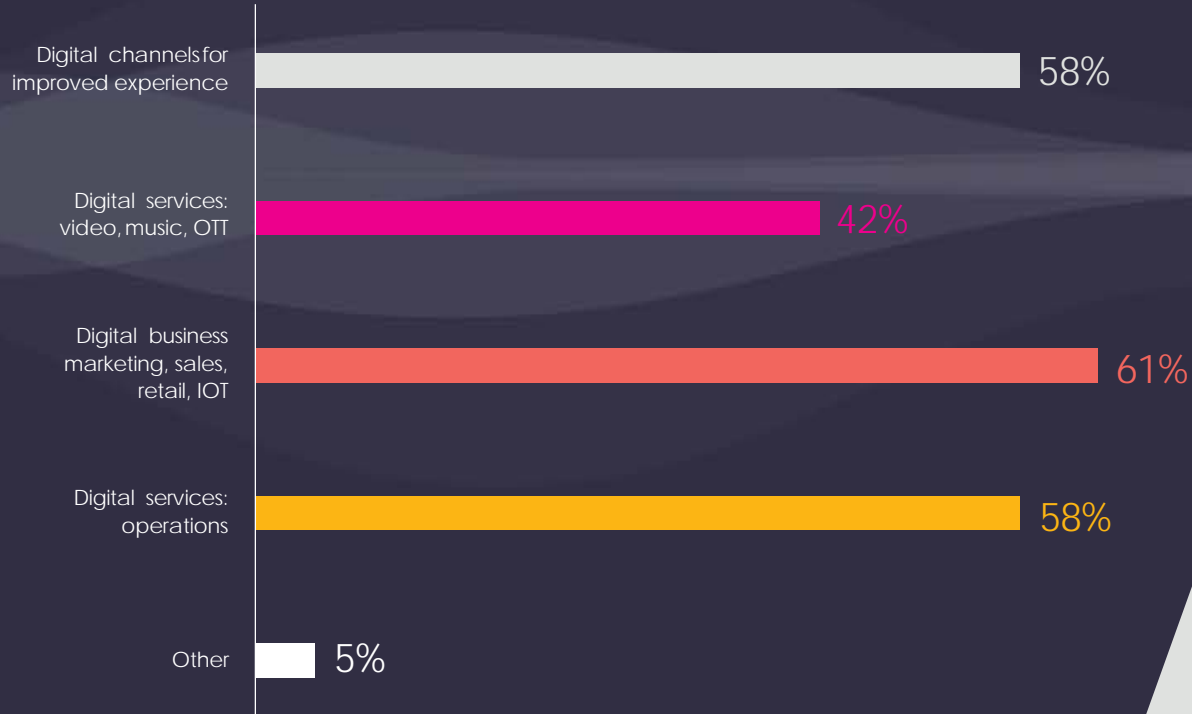
cost efficiency and agility from the backbone up

NFV

LTE, LTE-A

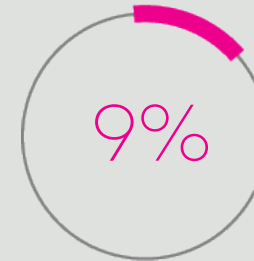
5G

Focus of CSP's Digital Transformation Strategy



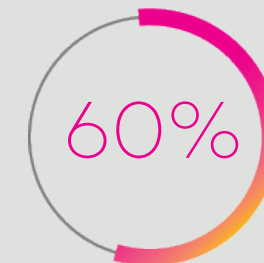
13-14 pts higher NPS

- +13 for fixed services
- +14 for mobile services
- Digital-only journeys have a 19% higher customer satisfaction rate



Financial Performance

Revenue growth
+51% shorter time to market



Efficiency

Reduced processes:
Standardization across channels and products

Challenges Hindering Digital Transformation



Explosion of new services



Complexity of systems and processes



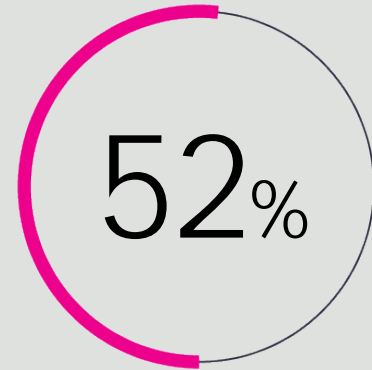
Lack of funding



Lack of available skills

“ Culture eats
strategy for breakfast...”

Peter Drucker



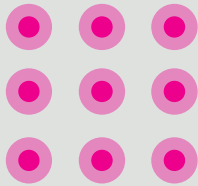
Say that they are just
starting implementation,
but it's still early



Source: TMForum

Digital Realization

business objectives and digital maturity
dictate the right strategy to transform from CSP to DSP



Transformation



Enablement



Augmentation



Technology Layers

Customer Engagement
& Experience

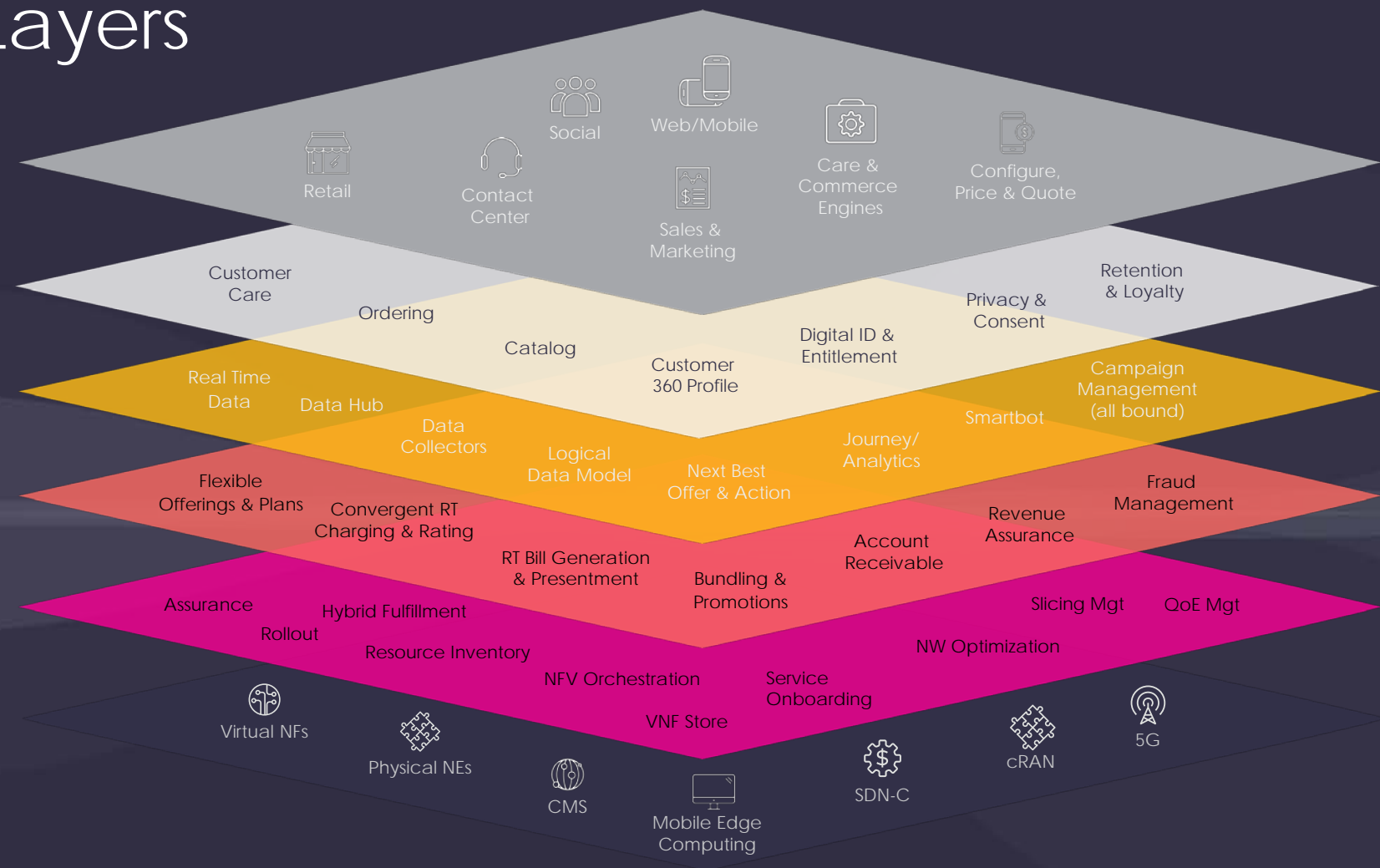
Customer Enablement

Intelligence

Digital Monetization

Service-Driven Network

NW Functions and
Infrastructure



digital
ONE

aia

Digital Services & Operation practices

accountability model where we can take full ownership of software, delivery and operation

The Intelligent DSP

Service agility

Shorten time to value and increase elasticity in the on-demand economy



Product catalog



Cloud



Always On



Micro services

Embedded intelligence

Deliver personalized and contextual experiences



360 elastic customer



Machine learning



Adaptive journeys



Artificial intelligence



Immersive engagements

Meet customers in their channel of choice



Social



On-device



Retail



Engagement center

New revenue streams

Reach new customers with new business models



Subscription economy



Partner ecosystem



Bundles



IoT

...automated and real-time...

The Intelligent DSP



Amdocs Digital Platform



Delivering care and commerce across all engagement channels



Contextual & personalized experiences



Open, modular, cloud-native, micro-services based



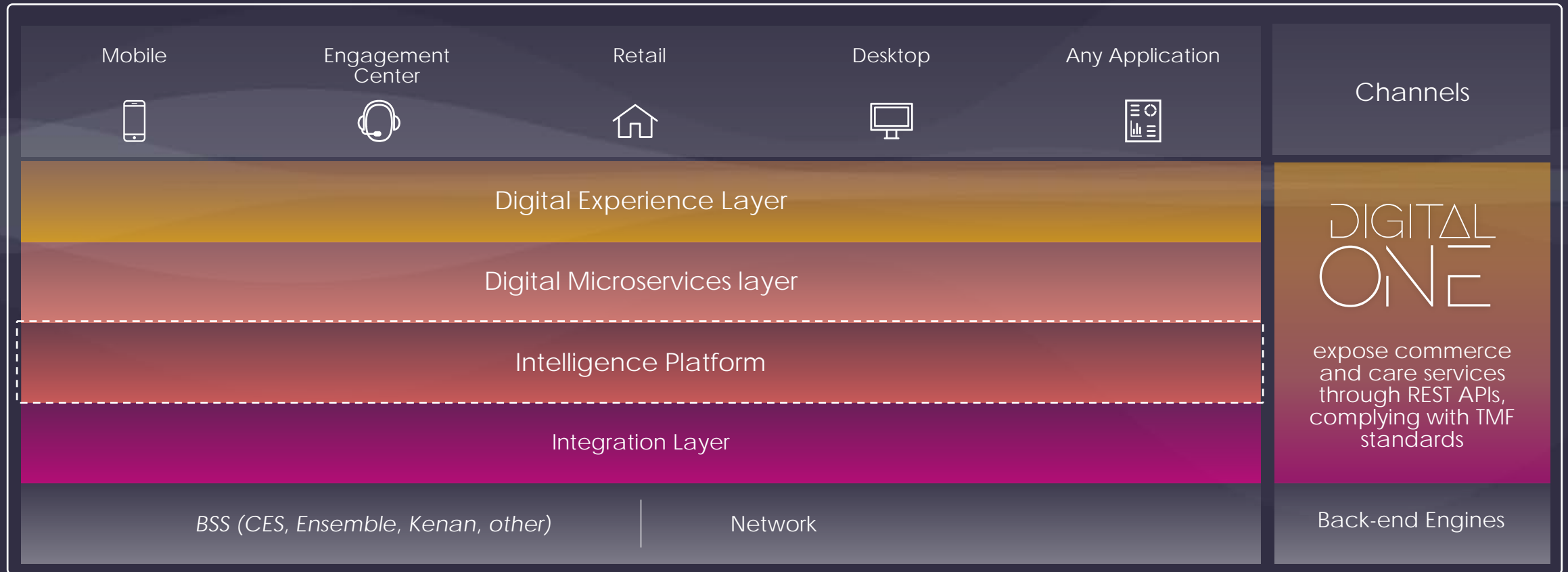
Powered by Multi-Modal Partner Ecosystem

DIGITAL ONE



Amdocs DigitalOne

From Architecture to Experience



Digital Monetization

cloud-based, SaaS subscription management and payment platform trusted by industry leading OTT, entertainment, media, content and services companies.

...powering the subscription economy...

HEARST



vimeo



LIONSGATE



Enabling the Intelligent Service Provider



Manage engagement across Human and Non-Human Channels



Inject intelligence across all telco business processes



Enhance and expose real-time data to the organization



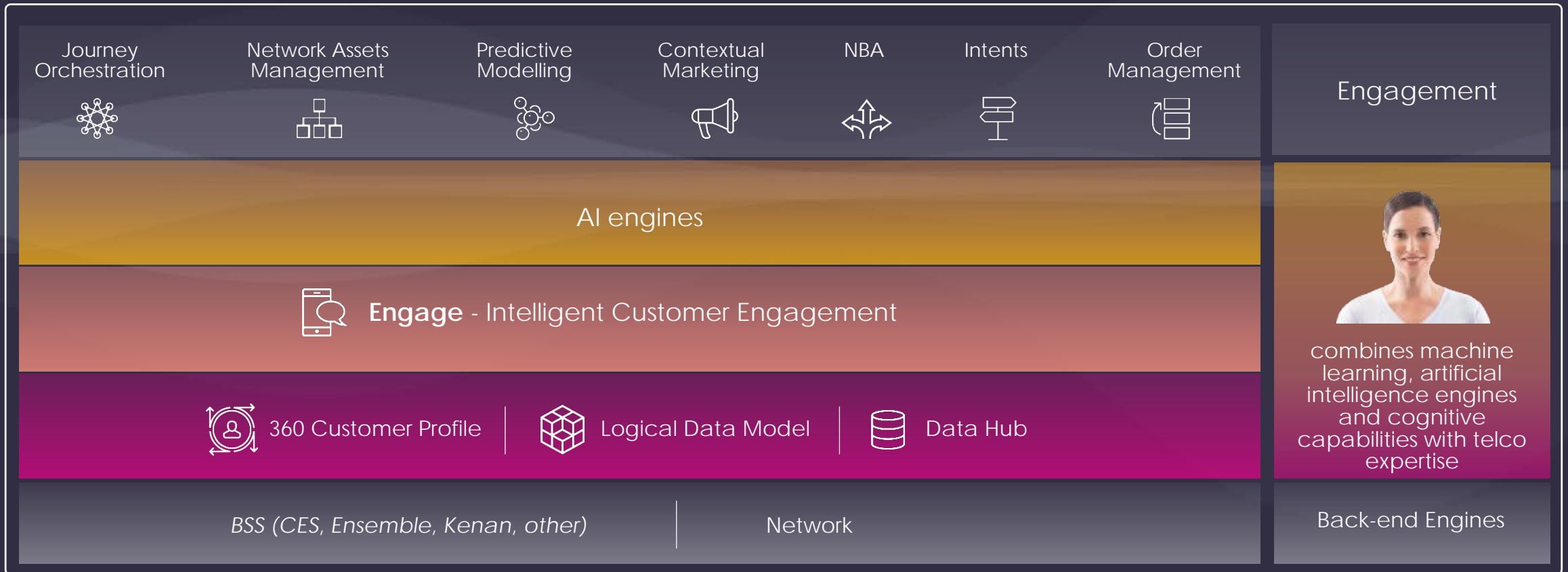
Build AI engine with telco-specific AI enablers while partnering on AI foundations

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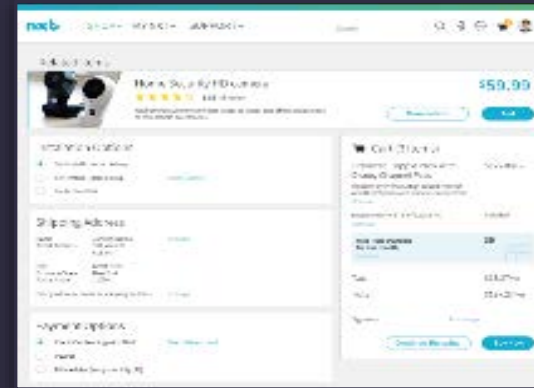


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injecting intelligence into telecom

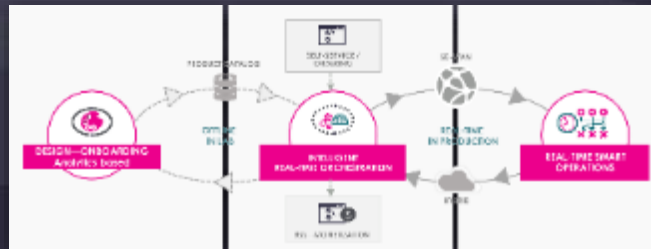


Adopting intelligence across the portfolio

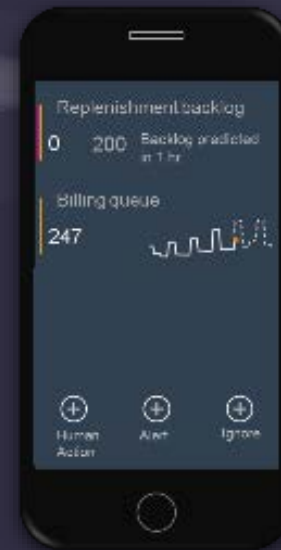


Personalized e-commerce & care

Intelligent NFV orchestration



Intelligent Catalog



Intelligent Operations



Intelligent, Contextual CRM Interface



Intelligent B2B Portal

AI in Telecom = amdocs



From Our Customers



Amdocs has helped us generate a 3-5% lift in the performance of our Pay-as-you-Go business. It's made a positive impact on both performance and customer satisfaction. We're also succeeding in reducing customer churn.

Tier 1 Operator

By ensuring our business has access to critical reports and dashboards from day one of the new systems going live, this data initiative with Amdocs will allow us to proactively manage and offer a better customer experience. This project ... is a key element to differentiate Telefónica by ensuring a consistent and personalized omni-channel and digital customer experience.

Luciana Barrera, CIO, Telefónica Argentina

This is a strategic milestone in our digital transformation journey. We wanted to introduce a new way to engage with customers...the Amdocs customer engagement solution **powered by Amdocs aia** allow us to target individual customers with products and services that can offer them the most value when they are most likely to need them

Tier 1 Operator



Coffee Break



Thank you

