press release amdocs

## Amdocs Limited Reports Quarterly Revenue of \$809 Million, Up 0.9% YoY Raises Expected FY2012 non-GAAP EPS growth to 14-16% YoY from 12-14%

## Key recent highlights:

- Third fiscal quarter revenue of \$809 million, compared to the \$805-\$825 million guidance range. Foreign currency movements negatively affected revenue by approximately \$5 million sequentially relative to the second fiscal quarter of 2012
- Third fiscal quarter non-GAAP operating income of \$134 million; non-GAAP operating margin of 16.6%; GAAP operating income of \$110 million
- Third fiscal quarter diluted non-GAAP EPS of \$0.70, compared to the \$0.64-\$0.70 guidance range, excluding amortization of purchased intangible assets and other acquisition related costs and equity-based compensation expense, net of related tax effects
- Diluted GAAP EPS of \$0.59 for the third fiscal quarter, compared to the \$0.52-\$0.60 guidance range
- Free cash flow of \$108 million for the third fiscal quarter
- Twelve-month backlog of \$2.76 billion at the end of the third fiscal quarter, up \$35 million from the end of the second fiscal quarter of 2012
- Repurchased \$122 million of ordinary shares during the third fiscal quarter
- Shareholders approved institution of \$0.13 per share quarterly cash dividend program, to commence in October 2012
- Fourth quarter fiscal 2012 guidance: Expected revenue of approximately \$815-\$835 million and diluted non-GAAP EPS of \$0.66-\$0.72, excluding amortization of purchased intangible assets and other acquisition related costs and approximately \$0.05-\$0.06 per share of equity-based compensation expense, net of related tax effects. Diluted GAAP EPS is expected to be approximately \$0.54-\$0.62
- Revised fiscal year 2012 guidance: 14-16% non-GAAP EPS growth expected in fiscal 2012, raised from previous expectation of 12-14%. Expected revenue growth of 3-3.5% on a constant currency basis, compared to 3-4% previously. Expected reported revenue

growth of 2-2.5% includes the effects of higher than anticipated negative foreign currency fluctuations

ST. LOUIS – August 1, 2012 – Amdocs Limited (NYSE: DOX) today reported that for its third fiscal quarter ended June 30, 2012, revenue was \$808.8 million, flat from the second fiscal quarter of 2012 and up 0.9% as compared to last year's third fiscal quarter. Net income on a non-GAAP basis was \$118.4 million, or \$0.70 per diluted share, compared to non-GAAP net income of \$113.3 million, or \$0.61 per diluted share, in the third quarter of fiscal 2011. Non-GAAP net income excludes amortization of purchased intangible assets and other acquisition related costs and equity-based compensation expenses of \$19.6 million, net of related tax effects, in the third quarter of fiscal 2012 and excludes such amortization and other acquisition related costs and equity-based compensation expenses of \$21.5 million, net of related tax effects, in the third quarter of fiscal 2011. The Company's GAAP net income for the third quarter of fiscal 2012 was \$98.7 million, or \$0.59 per diluted share, compared to GAAP net income of \$91.8 million, or \$0.50 per diluted share, in the prior year's third fiscal quarter.

"Demonstrating our confidence in the future success of Amdocs and our commitment to delivering a compelling total return to our shareholders, we continued to execute on our share repurchase plan during the third fiscal quarter and will initiate our first quarterly dividend in the coming months. Additionally, we have increased our non-GAAP earnings per-share guidance to 14-16% growth for the full fiscal year of 2012 from 12-14% previously. This guidance captures operating performance consistent with our prior expectations and the benefit of share repurchase activity completed to date," said Eli Gelman, chief executive officer of Amdocs Management Limited.

Gelman continued, "Our third fiscal quarter results reflect on-going momentum in the emerging markets and managed services, steady business activity in Europe, tempered spending in North America, and greater currency headwinds. Overall, this led to revenue performance roughly inline with the midpoint of our expectations, excluding the impact of currency fluctuations. In the emerging markets, we continue to see solid momentum across Southeast Asia and Latin America with both new and existing customers. In Latin America, we signed our first managed services engagement. In Europe, we gained some additional traction in managed services during the third quarter. North American results were consistent with our expectations and reflect stable activity with AT&T compared to the previous quarter."

Gelman concluded, "During the quarter, we signed several key strategic wins. In our broadband, cable and satellite group, we extended our long-term agreement with DIRECTV, the largest satellite company in North America, for an additional 5 years and expanded the scope of our activities with this key customer. We won additional business in the North American pre-paid wireless market which is a growing segment for communications service providers. In the emerging markets, we announced an agreement with TIM Brasil that marks our first BSS and OSS managed services win in Latin America as well as our first ever OSS managed services agreement. We have built a solid relationship with TIM Brasil over the years, including serving its wireless, wireline and, most recently, residential broadband operations, which are now all captured under this managed services engagement. Additionally, in Europe we won an important new managed services deal with a large wireless service provider during the third quarter."

## **Financial Discussion of Third Fiscal Quarter Results**

Free cash flow was \$108 million for the quarter, comprised of cash flow from operations of \$138 million less \$30 million in net capital expenditures and other.

Twelve-month backlog, which includes anticipated revenue related to contracts, estimated revenue from managed services contracts, letters of intent, maintenance and estimated on-going support activities, was \$2.76 billion at the end of the third quarter of fiscal 2012, up \$35 million from the end of the second fiscal quarter of 2012.

## **Financial Outlook**

Amdocs expects that revenue for the fourth quarter of fiscal 2012 will be approximately \$815-\$835 million. Diluted earnings per share on a non-GAAP basis for the fourth fiscal quarter are expected to be \$0.66-\$0.72, excluding amortization of purchased intangible assets and other acquisition related costs and approximately \$0.05-\$0.06 per share of equity-based compensation expense, net of related tax effects. Amdocs estimates GAAP diluted earnings per share for the fourth fiscal quarter will be \$0.54-\$0.62.

## **Quarterly Cash Dividend Program**

On July 31, 2012, at a special shareholders meeting, the Company's shareholders approved the institution of a quarterly cash dividend program at the quarterly rate of \$0.13 per share. On August 1, 2012, the Board approved the first dividend payment and set September 30, 2012 as the record date for determining the shareholders entitled to receive the dividend, which is payable on October 19, 2012.

### **Conference Call Details**

Amdocs will host a conference call on August 1, 2012 at 5:00 p.m. Eastern Time to discuss the Company's third fiscal quarter results and its business outlook. The call will be carried live on the Internet via the Amdocs website, www.amdocs.com.

### Non-GAAP Financial Measures

This release includes non-GAAP diluted earnings per share and other non-GAAP financial measures, including free cash flow, non-GAAP cost of service, non-GAAP research and development, non-GAAP selling, general and administrative, non-GAAP operating income, non-GAAP operating margin, non-GAAP interest and other expense, net, non-GAAP income taxes, non-GAAP net income, and non-GAAP earnings per share growth. These non-GAAP measures exclude the following items:

- amortization of purchased intangible assets and other acquisition related costs;
- gain on sale of investment;
- equity-based compensation expense; and
- tax effects related to the above.

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 have limitations in that they do not reflect all of the amounts associated with Amdocs' results of operations as determined in accordance with GAAP and that these measures should only be used to evaluate Amdocs' results of operations in conjunction with the corresponding GAAP measures.

Amdocs believes that the presentation of non-GAAP diluted earnings per share and other financial measures, including free cash flow, non-GAAP cost of service, non-GAAP research and development, non-GAAP selling, general and administrative, non-GAAP operating income, non-GAAP operating margin, non-GAAP income taxes, non-GAAP net income, and non-GAAP earnings per share growth when shown in conjunction with the corresponding GAAP measures, provides useful information to investors and management regarding financial and business trends relating to its financial condition and results of operations, as well as the net amount of cash generated by its business operations after taking into account capital spending required to maintain or expand the business.

For its internal budgeting process and in monitoring the results of the business, Amdocs' management uses financial statements that do not include amortization of purchased intangible assets and other acquisition related costs, gain on sale of investment, equity-based compensation expense and related tax effects. Amdocs' management also uses the foregoing non-GAAP financial measures, in addition to the corresponding GAAP measures, in reviewing the financial results of Amdocs. In addition, Amdocs believes that significant groups of investors exclude these items in reviewing its results and those of its competitors, because the amounts of the items between companies can vary greatly depending on the assumptions used by an individual company in determining the amounts of the items.

Amdocs further believes that, where the adjustments used in calculating non-GAAP diluted earnings per share are based on specific, identified amounts that impact different line items in the Consolidated Statements of Income (including cost of service, research and development, selling, general and administrative, operating income, interest and other expense, net, income taxes and net income), it is useful to investors to understand how these specific line items in the Consolidated Statements of Income are affected by these adjustments.

Please refer to the Reconciliation of Selected Financial Metrics from GAAP to Non-GAAP tables below.

### **About Amdocs**

For 30 years, Amdocs has ensured service providers' success and embraced their biggest challenges. To win in the connected world, service providers rely on Amdocs to simplify the

customer experience, harness the data explosion, stay ahead with new services and improve operational efficiency. The global company uniquely combines a market-leading BSS, OSS and network control product portfolio with value-driven professional services and managed services operations. With revenue of \$3.2 billion in fiscal 2011, Amdocs and its over 19,000 employees serve customers in more than 60 countries.

Amdocs: Embrace Challenge, Experience Success.

For more information, visit Amdocs at www.amdocs.com.

This press release includes information that constitutes forward-looking statements made pursuant to the safe harbor provision of the Private Securities Litigation Reform Act of 1995, including statements about Amdocs growth and business results in future quarters. Although we believe the expectations reflected in such forward-looking statements are based upon reasonable assumptions, we can give no assurance that our expectations will be obtained or that any deviations will not be material. Such statements involve risks and uncertainties that may cause future results to differ from those anticipated. These risks include, but are not limited to, the effects of general economic conditions, Amdocs ability to grow in the business markets that it serves, Amdocs ability to successfully integrate acquired businesses, adverse effects of market competition, rapid technological shifts that may render the Company's products and services obsolete, potential loss of a major customer, our ability to develop long-term relationships with our customers, and risks associated with operating businesses in the international market. Amdocs may elect to update these forward-looking statements at some point in the future; however, the Company specifically disclaims any obligation to do so. These and other risks are discussed at greater length in the Company's filings with the Securities and Exchange Commission, including in our Annual Report on Form 20-F for the fiscal year ended September 30, 2011 filed on December 8, 2011 and our Form 6-K furnished for the first guarter of fiscal 2012 on February 14, 2012 and for the second quarter of fiscal 2012 on May 15, 2012.

## Contact:

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## AMDOCS LIMITED

## **Consolidated Statements of Income**

(in thousands, except per share data)

	Three months ended					Nine months ended				
	June 30,				June 30,					
	2012		2011		2012		2011			
Revenue:										
License	\$	34,443	\$	29,093	\$	96,477	\$	87,694		
Service		774,394		772,316		2,328,298		2,277,831		
		808,837		801,409		2,424,775		2,365,525		
Operating expenses:										
Cost of license		1,056		630		2,982		1,528		
Cost of service		519,217		521,113		1,552,947		1,542,489		
Research and development		58,858		54,414		180,515		162,942		
Selling, general and administrative		106,678		102,315		319,857		305,736		
Amortization of purchased intangible assets and other		12,977		17,265		39,503		53,018		
		698,786		695,737		2,095,804		2,065,713		
Operating income		110,051		105,672		328,971		299,812		
Interest and other expense, net		2,737		184		1,064		3,252		
Income before income taxes		107,314		105,488		327,907		296,560		
Income taxes		8,565		13,703		34,557		37,274		
Net income	\$	98,749	\$	91,785	\$	293,350	\$	259,286		
Basic earnings per share	\$	0.59	\$	0.50	\$	1.73	\$	1.38		
Diluted earnings per share	\$	0.59	\$	0.50	\$	1.72	\$	1.37		
Basic weighted average number of shares outstanding		167,194		183,273		169,890		187,566		
Diluted weighted average number of shares outstanding		168,290		184,682		171,033		188,973		

## **AMDOCS LIMITED**

Selected Financial Metrics (in thousands, except per share data)

	Three months ended June 30,					Nine months ended June 30,				
	2012		2011		2012		2011			
Revenue	\$	808,837	\$	801,409	\$	2,424,775	\$	2,365,525		
Non-GAAP operating income		134,338		131,709		401,457		379,758		
Non-GAAP net income		118,357		113,303		344,314		323,393		
Non-GAAP diluted earnings per share	\$	0.70	\$	0.61	\$	2.01	\$	1.71		
Diluted weighted average number of shares outstanding		168,290		184,682		171,033		188,973		

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

## Three months ended June 30, 2012

<del>-</del>							
_	GA	<b>\</b> P	Amortization of purchased intangible assets and other	Equity based compensation expense	Tax effect	Non-GAAP	
Operating expenses:							
Cost of license	\$	1,056	\$ -	\$ -	\$ -	\$ 1,056	
Cost of service		519,217	-	(6,010)	-	513,207	
Research and development		58,858	-	(1,068)	-	57,790	
Selling, general and administrative Amortization of		106,678	-	(4,232)	-	102,446	
purchased intangible assets and other		12,977	(12,977)	-	-	-	
Total operating expenses		698,786	(12,977)	(11,310)	-	674,499	
Operating income		110,051	12,977	11,310	-	134,338	
Income taxes		8,565	-	-	4,679	13,244	
Net income	\$	98,749	\$ 12,977	\$ 11,310	\$ (4,679)	\$ 118,357	

## Three months ended June 30, 2011

<del>-</del>									
	GAAI	•	Amortization of purchased intangible assets and other		Equity based compensation expense	Tax effect		Non-GAAP	
Operating expenses:									
Cost of license	\$	630	\$	-	\$ -	\$	-	\$ 630	
Cost of service	5	21,113		-	(3,783)		-	517,330	
Research and development Selling, general and		54,414		-	(821)		-	53,593	
administrative  Amortization of purchased intangible	1	02,315		-	(4,168)		-	98,147	
assets and other		17,265	(17,26	5)	-		-	-	
Total operating expenses	6	95,737	(17,26	5)	(8,772)		-	669,700	
Operating income	1	05,672	17,26	65	8,772		-	131,709	
Income taxes		13,703		-	-	4,5	19	18,222	
Net income	\$	91,785	\$ 17,26	65	\$ 8,772	\$ (4,51	9)	\$ 113,303	

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

### Nine months ended June 30, 2012

		Reconciliation items								
	GAAP	Amortizati purchas intangible a and oth	sed assets	Equity compen	sation		on sale of stment	Tax effect	t	Non-GAAP
Operating expenses:										
Cost of license	\$ 2,982	\$	-	\$	=	\$	-	\$	-	\$ 2,982
Cost of service	1,552,947		-		(17,376)		-		-	1,535,571
Research and development	180,515		-		(3,281)		-		-	177,234
Selling, general and administrative	319,857		-		(12,326)		-		_	307,531
Amortization of purchased intangible assets and other	39,503	(3	39,503)		-		<u>-</u>		-	· -
Total operating expenses	2,095,804	(3	39,503)		(32,983)		-		-	2,023,318
Operating income	328,971		39,503		32,983		-		-	401,457
Interest and other expense, net	1,064		-		-		6,270		-	7,334
Income taxes	34,557		-		-		=	15,2	252	49,809
Net income	\$ 293,350	\$	39,503	\$	32,983	\$	(6,270)	\$(15,2	52)	\$ 344,314

### Nine months ended June 30, 2011

-					
	GAAP	Amortization of purchased intangible assets and other	Equity based compensation expense	Tax effect	Non-GAAP
Operating expenses:					
Cost of license	\$ 1,528	\$ -	\$ -	\$ -	\$ 1,528
Cost of service	1,542,489	-	(9,923)	-	1,532,566
Research and development	162,942	-	(1,987)	-	160,955
Selling, general and administrative	305,736	-	(15,018)	-	290,718
Amortization of purchased intangible assets and other	53,018	(53,018)	-	-	-
Total operating expenses	2,065,713	(53,018)	(26,928)	-	1,985,767
Operating income	299,812	53,018	26,928	-	379,758
Income taxes	37,274	-	-	15,839	53,113
Net income	\$ 259,286	\$ 53,018	\$ 26,928	\$(15,839)	\$ 323,393

# AMDOCS LIMITED Condensed Consolidated Balance Sheets (in thousands)

	As of						
	June 30,	September 30,					
	2012	2011					
ASSETS							
Current assets							
Cash, cash equivalents and short-term interest-bearing investments	\$ 894,111	\$ 1,173,470					
Accounts receivable, net, including unbilled of \$128,080 and \$72,048, respectively	676,568	565,853					
Deferred income taxes and taxes receivable	110,551	112,656					
Prepaid expenses and other current assets	137,449	127,341					
Total current assets	1,818,679	1,979,320					
Equipment and leasehold improvements, net	261,885	258,402					
Goodwill and other intangible assets, net	1,896,093	1,933,154					
Other noncurrent assets	463,261	465,696					
Total assets	\$ 4,439,918	\$ 4,636,572					
LIABILITIES AND SHAREHOLDERS' EQUITY							
Current liabilities							
Accounts payable, accruals and other	\$ 660,759	\$ 594,603					
Short-term financing arrangements	-	250,000					
Deferred revenue	180,496	151,423					
Deferred income taxes and taxes payable	30,338	15,180					
Total current liabilities	871,593	1,011,206					
Other noncurrent liabilities	554,461	602,065					
Shareholders' equity	3,013,864	3,023,301					
Total liabilities and shareholders' equity	\$ 4,439,918	\$ 4,636,572					

# AMDOCS LIMITED Consolidated Statements of Cash Flows (in thousands)

(	Nine months ended June 30,			
	2012	2011		
Cash Flow from Operating Activities:				
Net income	\$ 293,350	\$ 259,286		
Reconciliation of net income to net cash provided by operating activities:	, , , , , , , , , , , , , , , , , , , ,	,		
Depreciation and amortization	119,261	138,219		
Equity-based compensation expense	32,983	26,928		
Deferred income taxes	(13,587)	11,171		
Excess tax benefit from equity-based compensation	(140)	(158)		
Gain on sale of investments	(9,172)	(100)		
Loss from short-term interest-bearing investments	2,403	1,423		
Net changes in operating assets and liabilities, net of amounts acquired:	_,	.,		
Accounts receivable	(101,302)	(2,763)		
Prepaid expenses and other current assets	(11,222)	(6,373)		
Other noncurrent assets	21,559	(33,747)		
Accounts payable, accrued expenses and accrued personnel	41,501	(48,957)		
Deferred revenue	(19,415)	6,314		
Income taxes payable	11,053	12,711		
Other noncurrent liabilities	(5,259)	23,797		
Net cash provided by operating activities	362,013	387,851		
Cash Flow from Investing Activities:				
Payments for purchase of equipment and leasehold improvements, net	(79,223)	(80,048)		
Proceeds from sale of short-term interest-bearing investments	288,334	506,986		
Purchase of short-term interest-bearing investments	(257,958)	(440,083)		
Cash received from sale of investments	11,172	(440,000)		
Other	(6,237)	(22,907)		
Net cash used in investing activities	(43,912)	(36,052)		
Cash Flow from Financing Activities:				
Payments under financing arrangements	(250,000)	(200,000)		
Repurchase of shares	(250,000)	(200,000)		
Proceeds from employee stock options exercised	(378,404)	(431,770)		
Payments under capital lease, short-term financing arrangements and other	63,085	49,696		
	(383)	(748)		
Net cash used in financing activities	(565,702)	(582,822)		
Net decrease in cash and cash equivalents	(247,601)	(231,023)		
Cash and cash equivalents at beginning of period	831,371	1,036,195		
Cash and cash equivalents at end of period	\$ 583,770	\$ 805,172		

## AMDOCS LIMITED Supplementary Information (in millions)

North America   September 30, 2012   September 30, 2011   September 30, 2012   September 30, 2012   September 30, 2012   September 30, 2012   September 30, 2011   September 30												
Europe         106.5         111.8         110.3         102.0         105.5           Rest of World         143.6         133.9         122.9         125.1         111.0           Total Revenue         \$808.8         \$808.9         \$807.0         \$812.2         \$801.4           Emerging Markets Revenue         June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         2011           Managed Services Revenue         \$ 101.7         \$89.4         \$82.5         \$79.5         \$73.2           Managed Services Revenue         \$ 426.8         \$ 414.4         \$ 419.7         \$ 384.8         \$ 384.2           Customer Experience Systems         \$ 766.2         \$ 758.9         \$ 758.0         \$ 764.6         \$ 751.1           Directory         42.6         50.0         49.0         47.6         50.3           Total Revenue         \$ 808.8         \$ 808.9         \$ 807.0         \$ 812.2         \$ 801.4				March 31,		Decemi	December 31,					
Rest of World	North America	\$	558.7	\$	563.2	\$	573.8	\$	585.1	\$	584.9	
Total Revenue \$808.8 \$808.9 \$807.0 \$812.2 \$801.4    Three months ended   June 30, 2012   2011   2011   2011   2011     Emerging Markets Revenue   \$101.7 \$89.4 \$82.5 \$79.5 \$73.2     Three months ended   June 30, 2012   2012   2011   2011   2011     Managed Services Revenue   \$426.8 \$414.4 \$419.7 \$384.8 \$384.2     Three months ended   June 30, 2012   2011   2011   2011     Managed Services Revenue   \$426.8 \$414.4 \$419.7 \$384.8 \$384.2     Three months ended   June 30, 2012   2011   2011   2011     Customer Experience Systems   \$766.2 \$758.9 \$758.0 \$764.6 \$751.1     Directory   42.6 50.0 49.0 \$47.6 50.3     Total Revenue   \$808.8 \$808.9 \$807.0 \$812.2 \$801.4     June 30, 2012   2012   2011   2011   2011     Directory   42.6 50.0 49.0 \$47.6 50.3     Total Revenue   \$808.8 \$808.9 \$807.0 \$812.2 \$801.4     June 30, 2012   2012   2011   2011   2011   2011     June 30, 2012   2012   2011   2011   2011   2011     June 30, 2012   2012   2011   2011   2011   2011     June 30, 2011   2011   2011   2011   2011   2011     June 30, 2011   2011   2011   2011   2011     June 30, 2011   2011   2011   2011   2011   2011     June 30, 2011   2011   2011   2011   2011   2011     Customer Experience Systems   \$808.9 \$807.0 \$812.2   \$801.4     Customer Experience Systems   \$808.8 \$808.9 \$807.0 \$812.2   \$801.4     Customer Experience Systems   \$808.9 \$807.0 \$812.2   \$801.4     Customer Experience Systems   \$808.	Europe		106.5		111.8		110.3		102.0		105.5	
Three months ended   June 30, 2012   2011   2011   2011   2011   2011	Rest of World		143.6		133.9		122.9		125.1		111.0	
Emerging Markets Revenue         June 30, 2012         March 31, 2011         December 31, 2011         September 30, 2011         June 30, 2011           Managed Services Revenue         \$ 101.7         \$ 89.4         \$ 82.5         \$ 79.5         \$ 73.2           Managed Services Revenue         \$ 101.7         \$ 89.4         \$ 82.5         \$ 79.5         \$ 73.2           Managed Services Revenue         \$ 101.2         March 31, 2012         December 31, 2011         September 30, 2011         2011           Customer Experience Systems         \$ 766.2         \$ 758.9         \$ 758.0         \$ 764.6         \$ 751.1           Directory         42.6         50.0         49.0         47.6         50.3           Total Revenue         \$ 808.8         \$ 808.9         \$ 807.0         \$ 812.2         \$ 801.4           June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         3 June 30, 2011	Total Revenue	\$	808.8	\$	808.9	\$	807.0	\$	812.2	\$	801.4	
Emerging Markets Revenue   \$101.7   \$89.4   \$82.5   \$79.5   \$73.2												
Three months ended   June 30,   March 31,   December 31,   2011   2011   2011   2011			,		,			•	,		,	
June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         June 30, 2011           Three months ended           June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         June 30, 2011           Customer Experience Systems         \$ 766.2         \$ 758.9         \$ 758.0         \$ 764.6         \$ 751.1           Directory         42.6         50.0         49.0         47.6         50.3           Total Revenue         \$ 808.8         \$ 808.9         \$ 807.0         \$ 812.2         \$ 801.4           As of           June 30, 2012         March 31, 2011         December 31, 2011         September 30, 2011         June 30, 2011	Emerging Markets Revenue	\$	101.7	\$	89.4	\$	82.5	\$	79.5	\$	73.2	
Managed Services Revenue         \$ 426.8         \$ 414.4         \$ 419.7         \$ 384.8         \$ 384.2           Three months ended           Three months ended           June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         June 30, 2011           Customer Experience Systems         \$ 766.2         \$ 758.9         \$ 758.0         \$ 764.6         \$ 751.1           Directory         42.6         50.0         49.0         47.6         50.3           Total Revenue         \$ 808.8         \$ 808.9         \$ 807.0         \$ 812.2         \$ 801.4           As of           June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         June 30, 2011												
Three months ended  June 30, March 31, December 31, 2011  Customer Experience Systems \$ 766.2 \$ 758.9 \$ 758.0 \$ 764.6 \$ 751.1  Directory 42.6 50.0 49.0 47.6 50.3  Total Revenue \$ 808.8 \$ 808.9 \$ 807.0 \$ 812.2 \$ 801.4							,					
June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         June 30, 2011           Customer Experience Systems         \$ 766.2         \$ 758.9         \$ 758.0         \$ 764.6         \$ 751.1           Directory         42.6         50.0         49.0         47.6         50.3           Total Revenue         \$ 808.8         \$ 808.9         \$ 807.0         \$ 812.2         \$ 801.4           As of           June 30, 2012         March 31, 2011         December 31, 2011         September 30, 2011         June 30, 2011	Managed Services Revenue	\$	426.8	\$	414.4	\$	419.7	\$	384.8	\$	384.2	
Customer Experience Systems         \$ 766.2         \$ 758.9         \$ 758.0         \$ 764.6         \$ 751.1           Directory         42.6         50.0         49.0         47.6         50.3           Total Revenue         \$ 808.8         \$ 808.9         \$ 807.0         \$ 812.2         \$ 801.4           As of           June 30, 2012         March 31, 2012         December 31, 2011         September 30, 2011         June 30, 2011		Three months ended										
Directory 42.6 50.0 49.0 47.6 50.3  Total Revenue \$808.8 \$808.9 \$807.0 \$812.2 \$801.4    June 30,												
Total Revenue \$ 808.8 \$ 808.9 \$ 807.0 \$ 812.2 \$ 801.4	Customer Experience Systems	\$	766.2	\$	758.9	\$	758.0	\$	764.6	\$	751.1	
As of  June 30, March 31, December 31, September 30, June 30, 2012 2011 2011 2011	Directory		42.6		50.0		49.0		47.6		50.3	
June 30,         March 31,         December 31,         September 30,         June 30,           2012         2012         2011         2011         2011	Total Revenue	\$	8.808	\$	808.9	\$	807.0	\$	812.2	\$	801.4	
June 30,         March 31,         December 31,         September 30,         June 30,           2012         2012         2011         2011         2011												
2012 2012 2011 2011 2011												
12-Month Backlog \$ 2,760 \$ 2,725 \$ 2,690 \$ 2,670 \$ 2,620												
Ψ 2,000 Ψ 2,000 Ψ 2,000	12-Month Backlog	\$	2,760	\$	2,725	\$	2,690	\$	2,670	\$	2,620	