



# Behind the MWC24 Buzz and Generative AI's Disruptive Force

MWC24 Investor Recap Webinar

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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 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. 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.

# Key Themes of MWC24



## Everything with a Sprinkle of AI

Physical GAI /  
Device-driven

Near & Far Edge-  
based GAI and  
Distributed AI (DAI)

Integrating *Trusted*  
GAI to deliver  
business results

Cost efficacy of  
generative AI  
models

'Model Garden'  
approach to LLMs



## Monetization

Network API / Open Gateway Initiative;  
Enterprise/B2B Services



## Connectivity

From vRAN to ORAN;  
5G to 6G



## Security

Quantum Security to  
Confidential Computing

# Our Strategy



## DIGITAL

Create and deliver extraordinary digital experiences with more agile and adaptable tech.



## 5G

Unlock the full potential of 5G - deploy, operate, and monetize like never before



## CLOUD

Accelerate the cloud journey to reach new heights in value, efficiency and resilience.



## NETWORK

Streamline and automate complex network ecosystems to increase flexibility, reduce cost and realize new revenue opportunities



## B2B

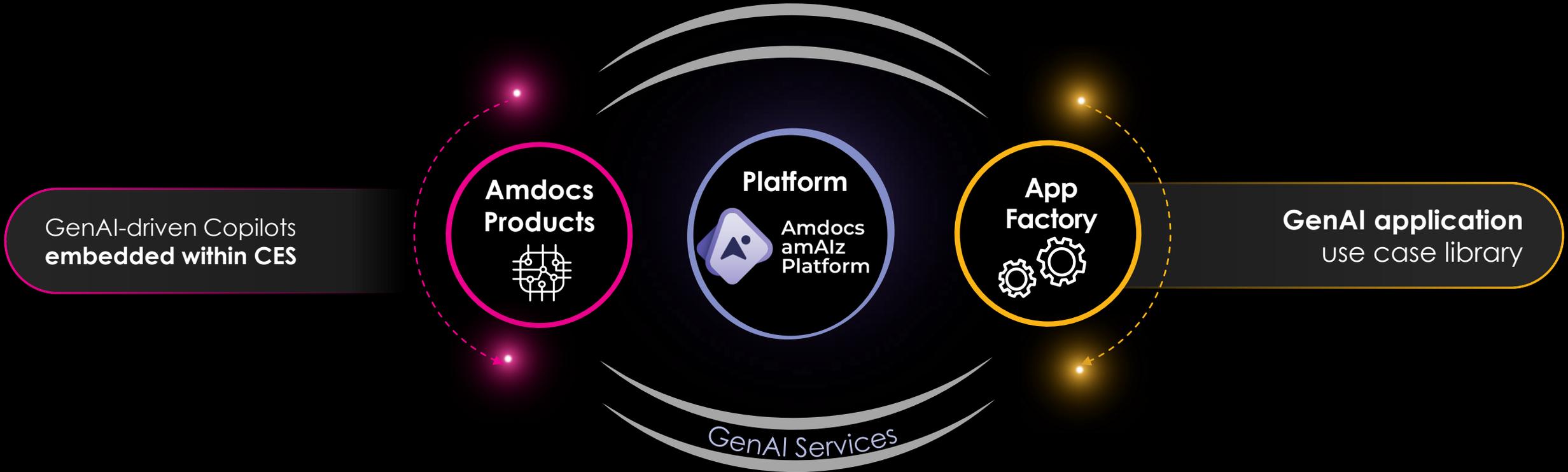
Capitalize on B2B market opportunities by driving customer satisfaction with state-of-the-art solutions and connectivity.

TECHNOLOGY  
ENABLERS

## (G)AI & DATA

Leverage Generative AI and Data intelligence to enhance customer satisfaction, optimize network operations and create exciting telco experiences

# We've Taken a Multi-path Approach to Enabling CSP Adoption of GenAI

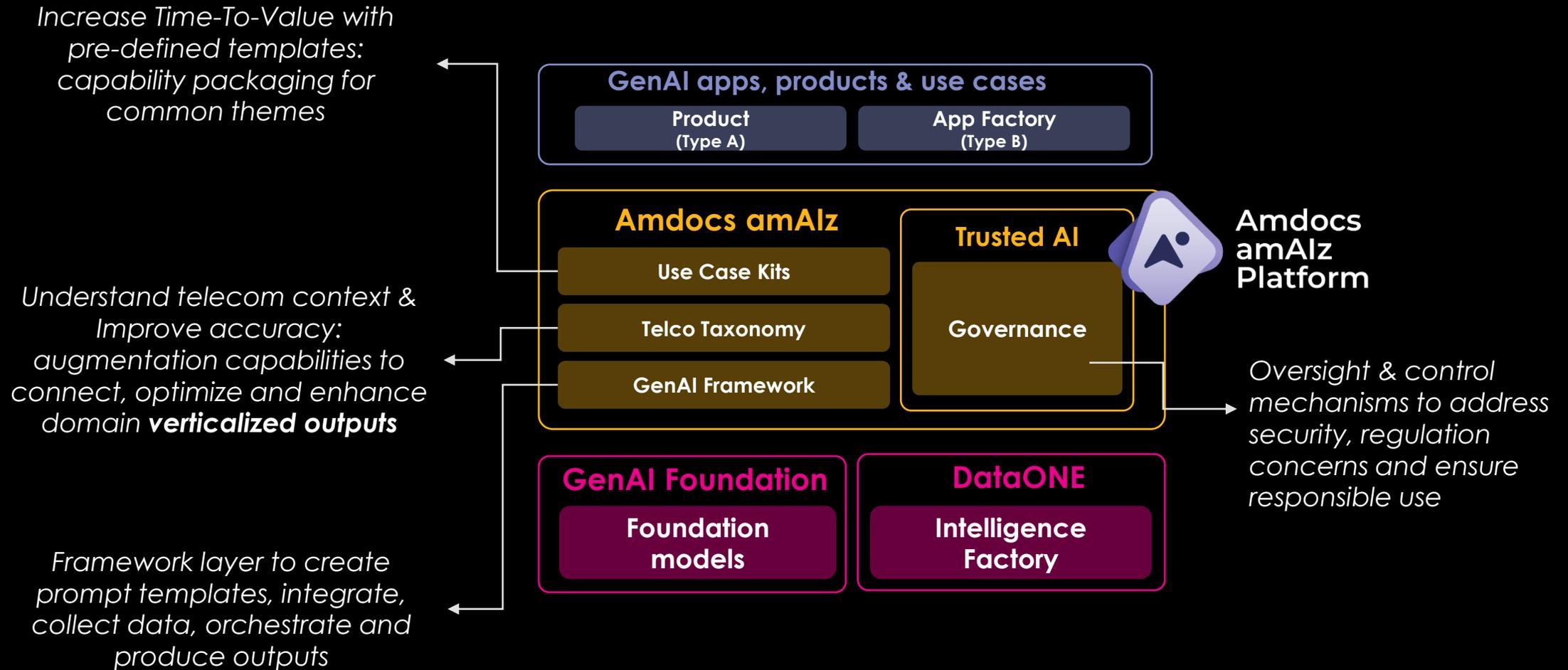


*Jointly developed genAI powered  
Customer Engagement Platform,  
Azure OpenAI capabilities*



*Customized enterprise-grade LLMs,  
DGX Cloud super compute  
capabilities, fine tuning and  
performance optimization*

# We Built An Open, Secure, & Telco-Verticalized GenAI Platform



# What Does It Mean for Customers?

Customer

Notices their bill total is different than the prior month, calls customer care to inquire

## October Bill: \$80.95

### Account Details

10/17	
Credit Card Payment – Prior Month Balance	-\$80.95
10/26-11/25	
<b>Home Internet</b>	
- High Speed Internet (300mbps service)	\$56.00
- Internet Equipment	\$5.99
- Internet Credit	-\$5.99
- Smart Router	\$0.00
<b>Wireless Service</b>	
- Family Plan (3 lines), 10GB Data	\$50.99
6-month promotional pricing	-\$15.00
<b>Bundle Promotion</b>	
10/26-11/25	-\$11.99
Netflix (1 Household)	\$6.99
3-month promotional pricing	-\$6.99

### Taxes & Fees

- State Recovery Fee	\$3.97
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### Total Amount Due

\$80.95

## November Bill: \$110.45

### Account Details

11/10	
Credit Card Payment – Prior Month Balance	-\$80.95
11/26-12/25	
<b>Home Internet</b>	
- High Speed Internet (300mbps service)	\$56.00
- Internet Equipment	\$5.99
- Internet Credit	-\$5.99
- Smart Router	\$0.00
<b>Wireless Service</b>	
- Family Plan (3 lines), 10GB Data	\$50.99
6-month promotional pricing	-\$15.00
- Additional Charges:	\$24.50
Prorated Data Discount	-\$4.00
<b>Bundle Promotion</b>	
11/26-12/25	-\$11.99
Netflix (1 Household)	\$6.99
3-month promotional pricing	-\$6.99

### Taxes & Fees

- Late Payment Fee	\$10.00
- State Recovery Fee	\$3.97

### Total Amount Due

\$110.45



# Welcome

How can I help you today?

Type your message here > | +

Or try one of these

[See All](#)



5G



My Bill



Family



Roaming



Fraud