Amdocs:
Market and investment opportunity

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President & CEO
Outline

Amdocs in 2011/12

- The market today
- Scorecard
- Experience success

Growth opportunities 2013-15
The market today:
Four Avenues to SP success

- **Simplify experience**
  - Customers are **overwhelmed** by the explosion in services, devices and offerings
  - Service providers must **simplify** and **personalize** the customer experience across all **touch points**

- **Harness data**
  - Insatiable demand for data is driving a data explosion
  - Need new **value-based** monetization
    - Need to **optimize network** to reduce costs

- **Stay ahead**
  - Competition from ‘Over-the-Top’ players
    - Machines, not just people, generating traffic
  - Need to profit from **new business models**

- **Be efficient**
  - Growth, mainly in low ARPU markets
  - Mature markets saturated
  - Need to **reduce operational costs** and improve **cost structure**
The last 18 months: a scorecard

### Growth engines
- Managed services
- Emerging markets
- Converged BSS

### Diamonds in the rough
- OSS
- European reacceleration
- Digital services
- Cable & satellite transformation

### Global SP consolidation
- North America
- International
### Growth engines

<table>
<thead>
<tr>
<th>Managed services</th>
<th>Significant new wins and major contract extensions</th>
</tr>
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<tbody>
<tr>
<td>Vodafone</td>
<td>Tim, Globe, Sprint, Comcast</td>
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<tr>
<th>Emerging markets</th>
<th>37% YoY revenue growth in FY12</th>
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<tr>
<td>XL</td>
<td>TIM</td>
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<tr>
<td>Globe</td>
<td>Telefonica</td>
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<td>Telkom</td>
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<tr>
<th>Converged BSS</th>
<th>Widest adoption of a new release</th>
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<td>CES 8.1</td>
<td>In production and implementation worldwide</td>
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# Diamonds in the rough

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<tr>
<th>OSS</th>
<th>OSS growth including first OSS managed services deal in CALA</th>
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<tr>
<td>Europe</td>
<td>Europe outpaced the market with 10% YoY revenue growth in FY12</td>
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<td>Digital services</td>
<td>Refocused the organization, launched new solutions: Connected Home (CH), M2M, Mobile Payments</td>
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<td>Cable and satellite</td>
<td><strong>NA</strong>: major transformation still slow; contract extension and expansion with Comcast and DIRECTV <strong>ROW</strong>: good progress</td>
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Global SP consolidation

North America consolidation

- AT&T
- T-Mobile
- SoftBank

International consolidation

- Deutsche Telekom
- Vodafone
- América Móvil
- KPN

In process
Amdocs in action

Simplify experience

Harness data

Stay ahead

Be efficient

Sprint

i-Care

U.S. Cellular

J:COM

Why MetroPCS? Blazing-fast 4G LTE.

at&t

metroPCS

Europe

Multi-property policy deployment

Video billing

iPhone 5

APAC

Prepaid TV: industry innovations

APAC

Mobile payments platform

embrace challenge experience success
embrace challenge experience success
Outline

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✔️ Growth opportunities 2013-15
Amdocs: The way forward

**Simplify experience**
- Seamless omni-channel experience
- Driving care from the call center to the device (unassisted)

**Harness data**
- Real-time charging and policy
- Rapidly launch and dynamically monetize next gen networks

**Stay ahead**
- Accelerate innovation
- Drive Small-Medium Business revenues

**Be efficient**
- Embrace Big Data
- Enable Cloud strategy
- Operational peace of mind
- Step change in performance

Expanding our offering across the four pillars

- Big Data apps and analytics
- Heterogeneous Networks
- Mobile Payments
- Expanded services
2013-15 opportunities

**Core growth**
- CES 9
- “Real-time IT”
- Emerging markets
- ‘Software-based’ managed services

**Leverage market dynamics**
- Build on continued service provider consolidation
- Emerging lines of business for service providers (e.g. M2M, CH)

**Capitalize on adjacencies**
- Expanded services capabilities in Prime SI, consulting and outsourcing
- Enhanced video offering
- Address new markets with direct synergies to core
Multi-dimensional expansion

Lines of Business

World Services

Wide Offering

Multi-dimensional expansion

Lines of Business

World Services

Wide Offering

Consolidated

Expanded Services

Enhancing Customer Experience

Network Control & Policy

Solution Incubation
embrace challenge
experience success