

Amdocs 2018 analyst
and investor day

Uniquely positioned to seize opportunity in a changing world

Shuky Sheffer
Amdocs President & CEO

December 2018



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 products 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 products 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 10, 2018, and our Form 6-K furnished for the first quarter of fiscal 2018 on February 12, 2018, the second quarter of fiscal 2018 on May 21, 2018 and the third quarter of fiscal 2018 on August 14, 2018 for a discussion of these and other important factors.

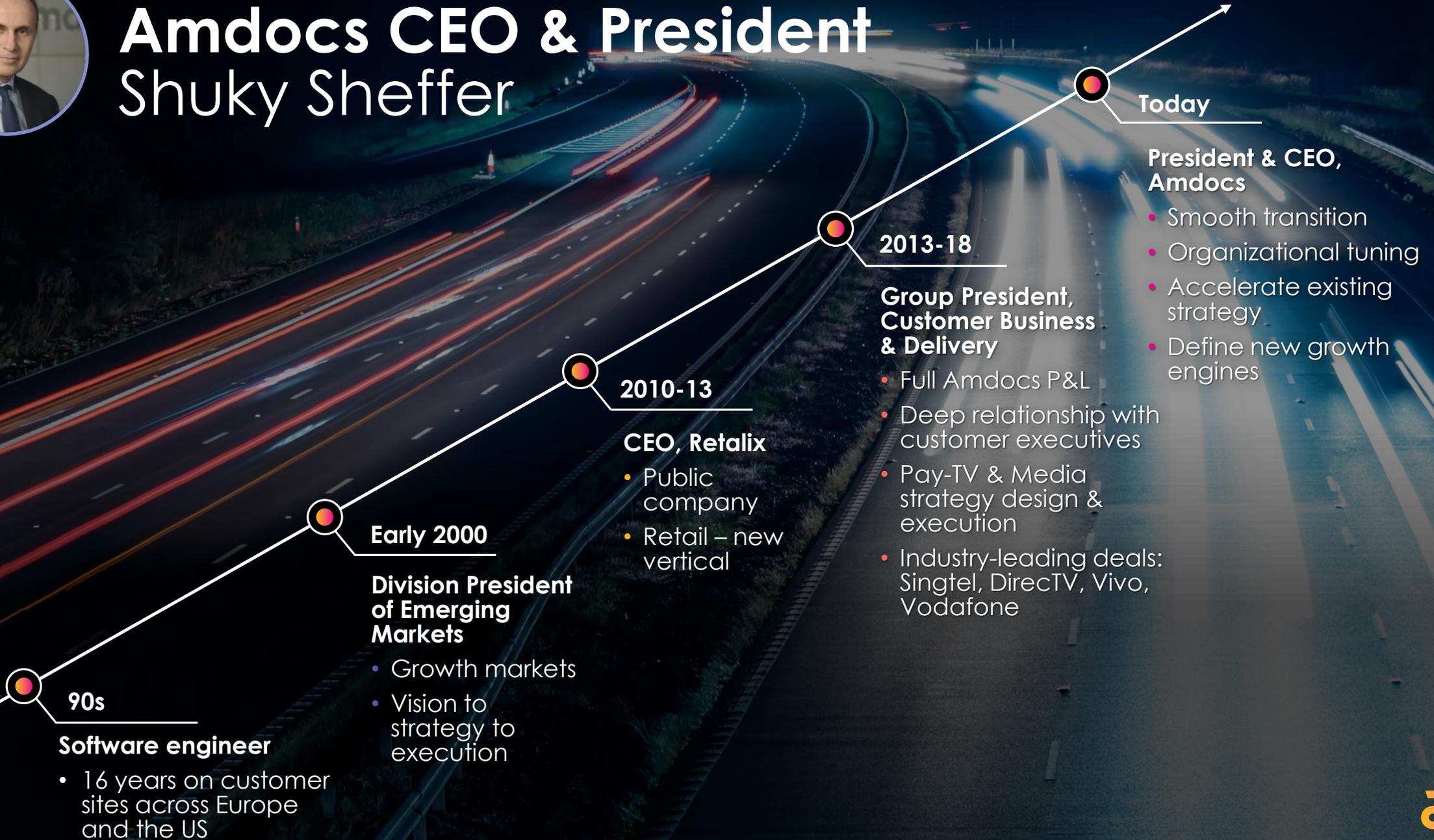
You can identify forward-looking statements by words such as “expect,” “anticipate,” “believe,” “seek,” “estimate,” “project,” “forecast,” “continue,” “potential,” “should,” “would,” “could,” “intend” and “may,” and other words that convey uncertainty of future events or outcome. Statements that we make 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.

In addition, this presentation and our remarks include certain non-GAAP financial measures, including diluted earnings per share, free cash flow, non-GAAP operating margin, non-GAAP net income and non-GAAP diluted earnings per share growth. 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. We believe that the presentation of these non-GAAP financial measures, 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. Additionally, we believe 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 our results of operations in conjunction with the corresponding GAAP measures.

Please refer to the explanation of these non-GAAP financial measures under the heading “Non-GAAP Financial Measures” in Exhibit 99.1 to our Form 6-K filed with the U.S. Securities and Exchange Commission on November 8, 2018, and to the Reconciliation of Selected Financial Metrics from GAAP to Non-GAAP tables included therein.



Amdocs CEO & President Shuky Sheffer



Agenda

- **Amdocs at a glance**
- Scorecard 2017-2018
- Market dynamics; seizing the opportunity
- Future growth drivers
- Amdocs investment thesis



Global leader

\$4B
Revenues

3 billion
People touching
our platforms

25,000
Employees

1.7 billion
Daily digital
Journeys

85
Countries

350
Customers
including the
greatest SPs
on the planet

600
Media companies
relationships



Industry knowhow and robust track-record

36 years, always
adapting
and leading

80+ major productions
per quarter

Close to **100%**
success rate in
productions



Constantly innovating organically and non-organically

Broadest
scope of
industry IP

200+ partner
innovation
ecosystem

Constant
infusion
of M&As

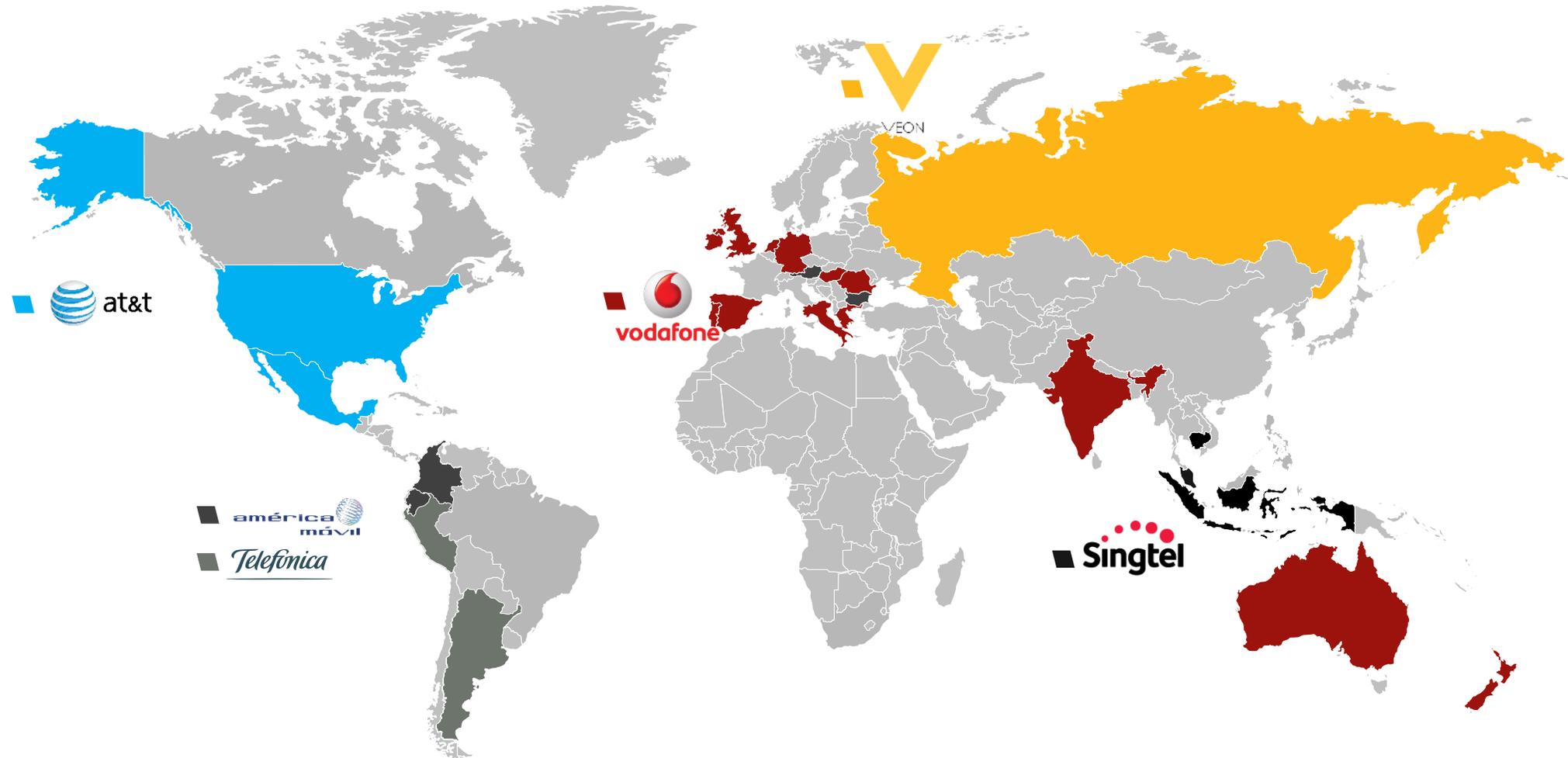
Tapped into
start up
community



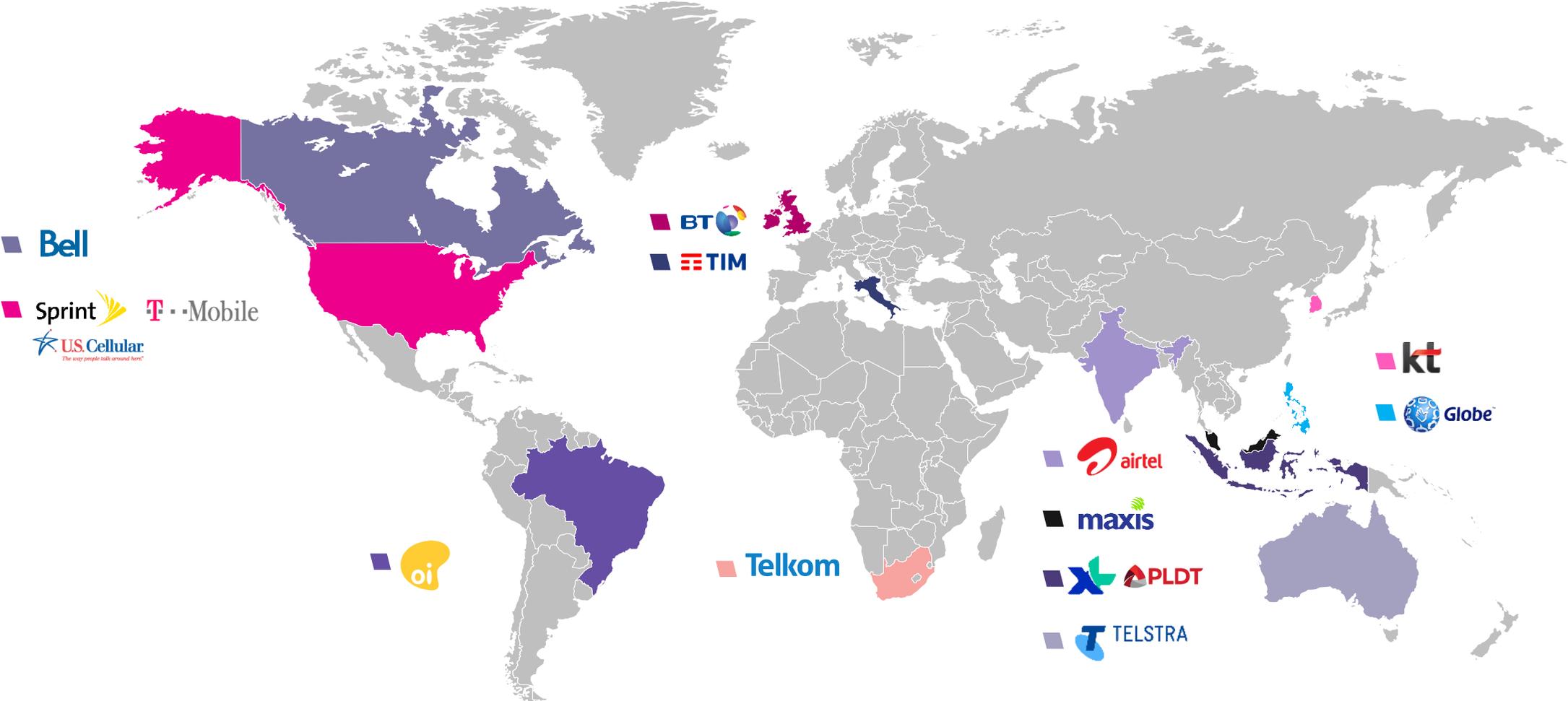
Unique business models

Full accountability
from scoping through to operations

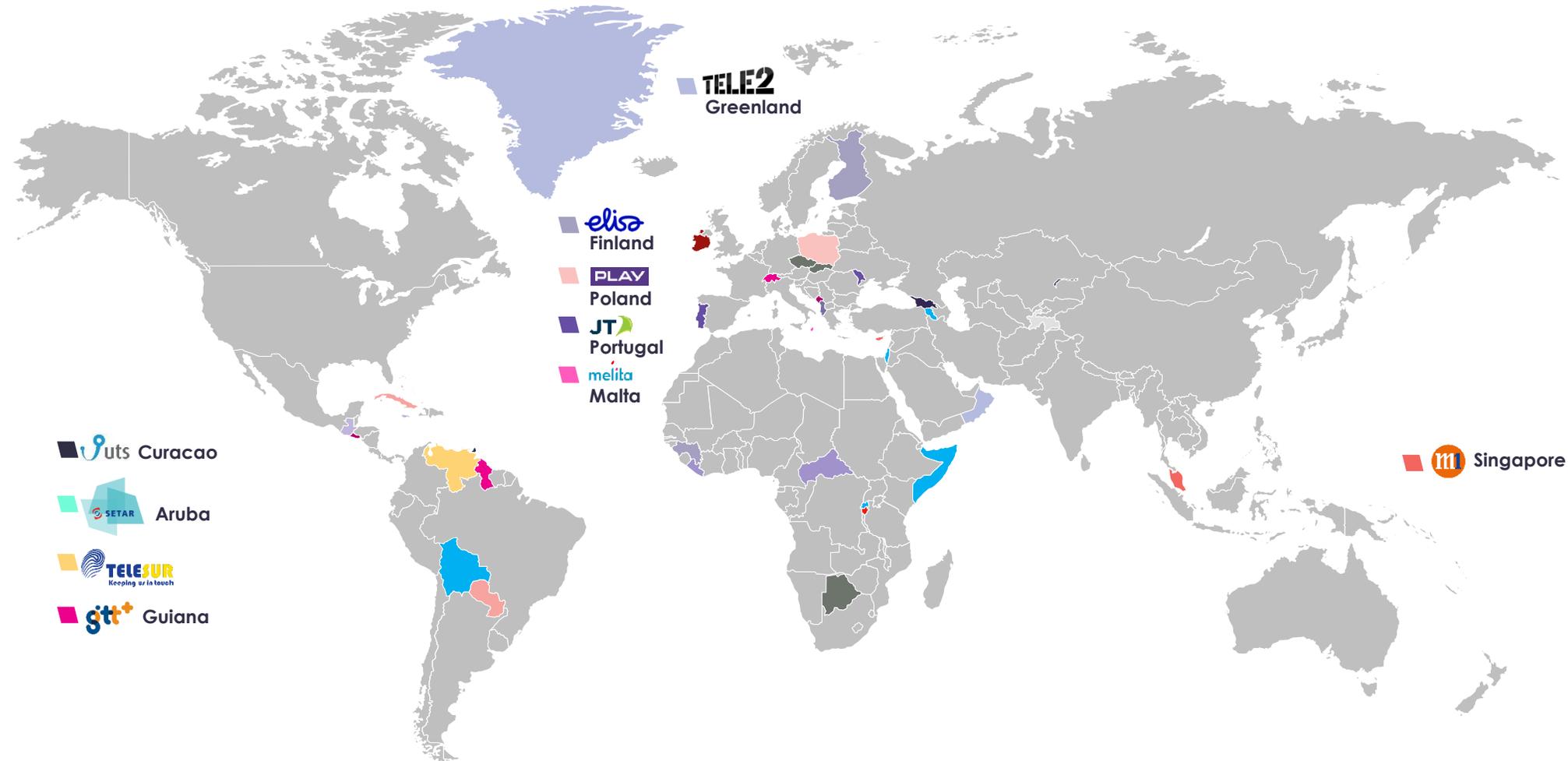
We enable our **multi-national** customers' growth and consistent digital experience across their portfolios...



...and propel our **local powerhouse** customers as they digitize, transform and differentiate...

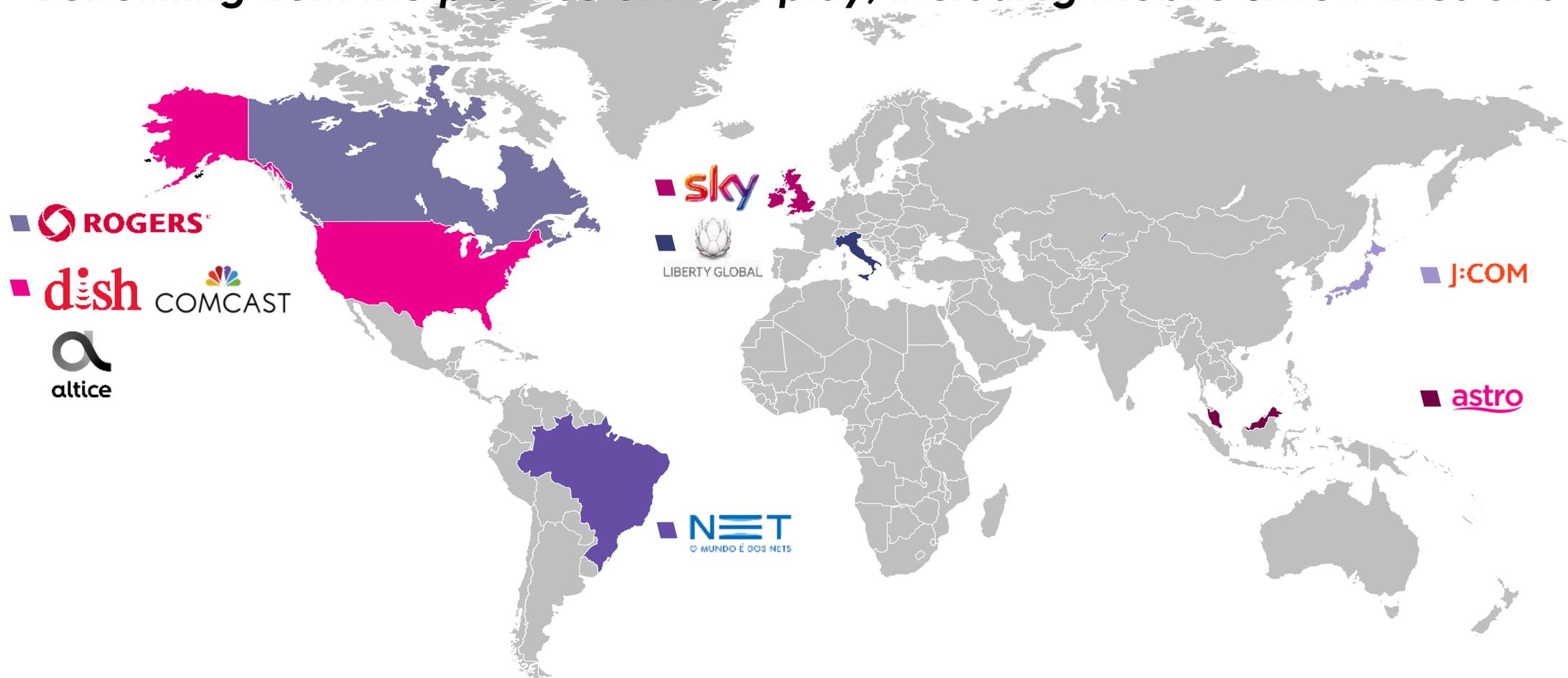


...while powering **130 customer in local markets**, each with its unique go to market model

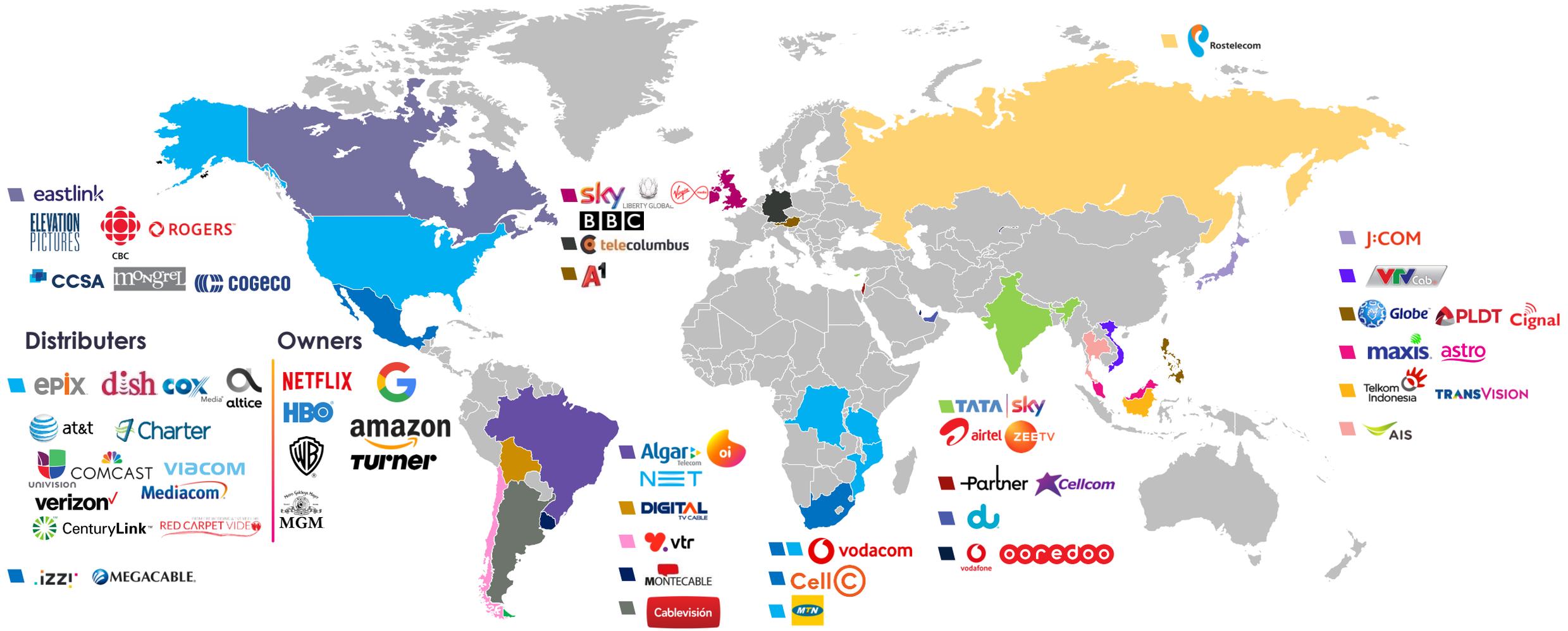


At the same time, our **cable & media** customers are transforming at great pace

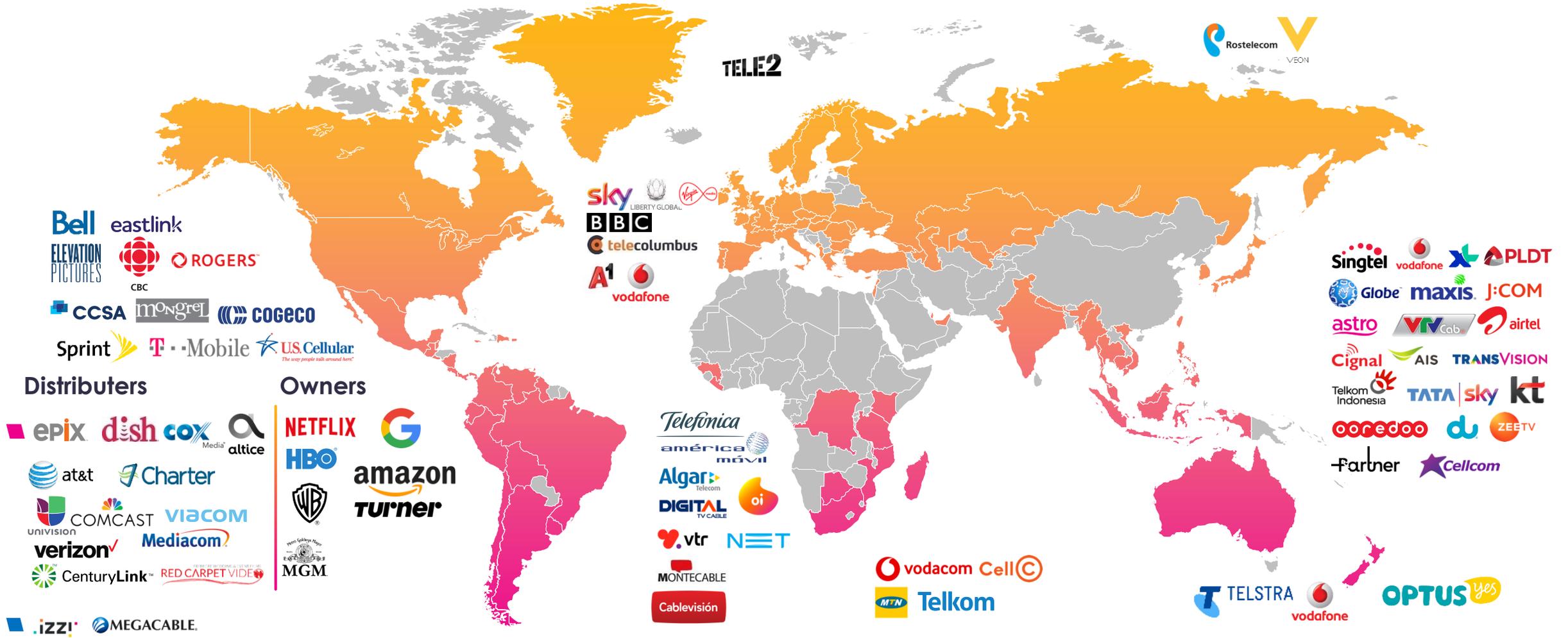
Benefitting from the promise of multi-play, including mobile & new lines of business...



...and we support a formidable media footprint



...an enviable, diversified communications & media customer base; a key success factor for our future



Partner of choice for communications and media companies



You're touched
by amdocs when...



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Scorecard 2017-2018

Checking our progress in the last two years

-  Full success
-  Progress made, ongoing execution



Core Leadership

-  **Enable the digital journey:** CSP/**integrated carrier** automation, MSO modernization
-  **Technology and services progression:** managed services ecosystems, analytics, cloud, DevOps
-  **Enterprise (B2B) segment:** growth area for most CSPs and MSOs worldwide
-  **Non-traditional/Tier 3 service providers:** Optima for lower-cost modernization




Additional Growth Pillars

-  **Network software & NFV:** capitalize on independent, agnostic, first-mover advantage in NFV
-  **SI Services:** expansion via innovation; become Systems Integrator beyond Amdocs products
-  **M&A:** technology, expand customer base, penetrate new buying centers within communications vertical




Adjacent Moves

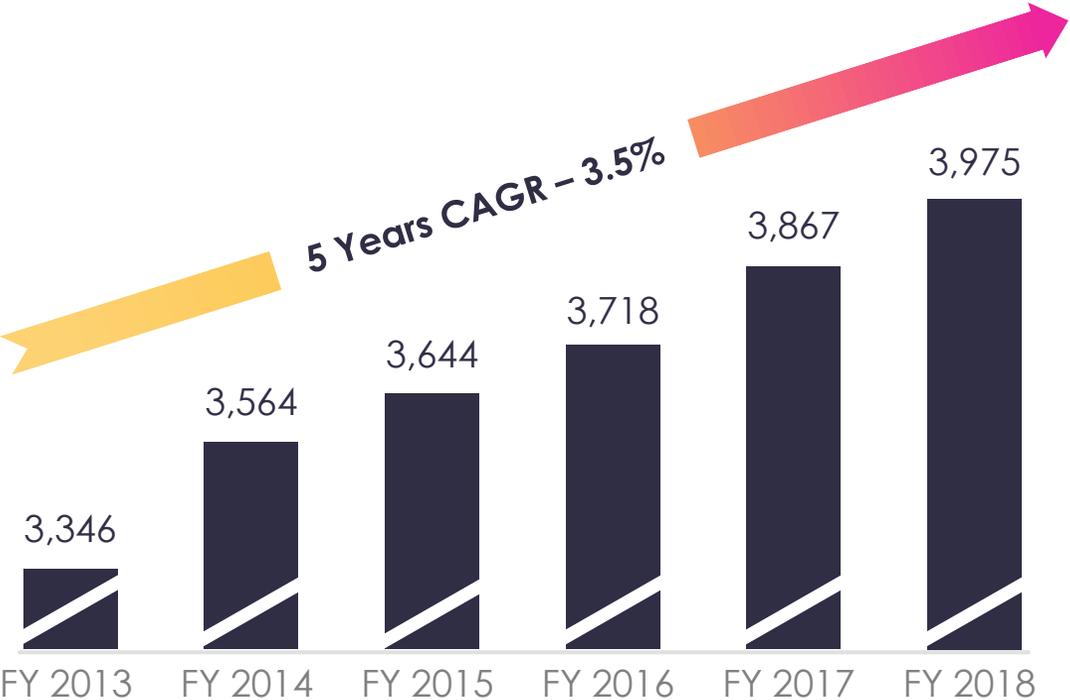
-  **Media**
 -  **Advertising and IoT expansion**
- New domains:** possible entry into new industry verticals, perhaps via M&A



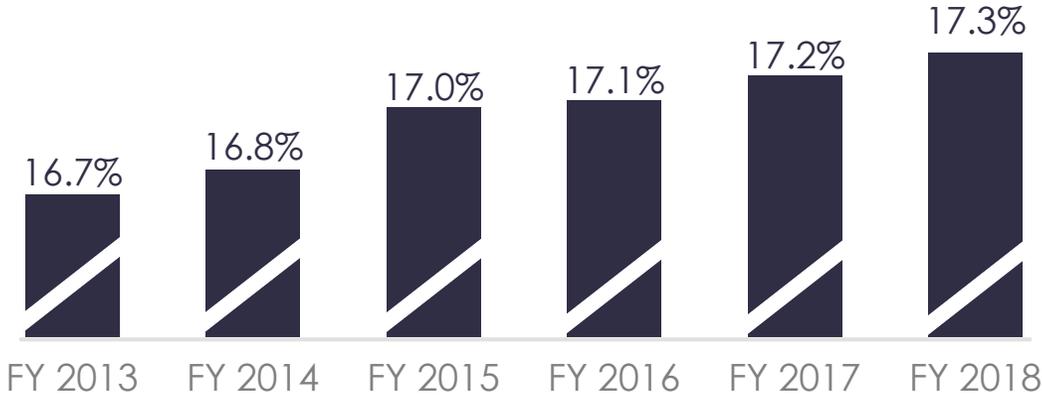
Solid financial performance

Sustained growth & margin stability while progressing our strategic initiatives

Revenues, \$M



Operating margin (non-GAAP)



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Fast changing dynamic market; a world of opportunities

- **One-click**, always-on service
- Channel of **choice**
- On-demand economy – **here** and **now**
- **Personalization** – contextual
- **Privacy**
- **Connectivity**
- Best **value** for **money**

- Demand for **short time to market**
- **Agility, flexibility** and **automation**
- Move to the **cloud**
- **Open source**
- New **methodologies**: DevOps
- **Modular** architecture / **Microservices**



- **Digital**
- New entrants

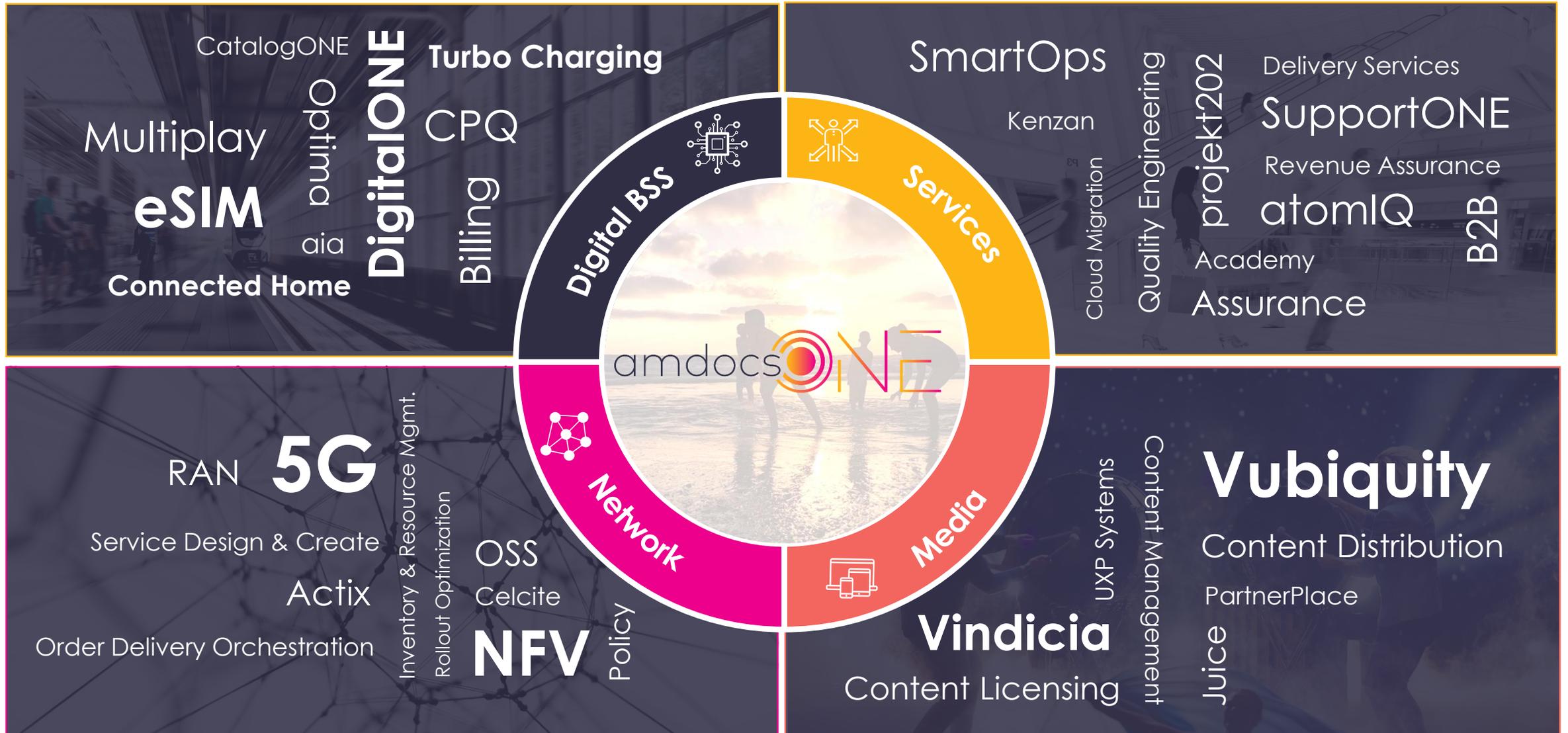
- Fierce **competition**
- **5G** ROI
- Driving the need to **differentiate**
- Search for **growth** and **new** line of **businesses**
- **Consolidation** forming **integrated carriers** & **digital** service providers

 COMCAST + sky T-Mobile + Sprint

 +TimeWarner LIBERTY GLOBAL.

- Managing **costs**:
Internal & vendors

Amdocs offering portfolio



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Amdocs growth strategy for 2019–2021

Core engines

Digital transformation Empowering our customers' **journey** to become **digital** service providers

Managed services Grow at new and existing customers by bringing **agile, efficient** and **intelligence-based operations** at the **hybrid-cloud** environment

Pay-TV Capitalize on our unique position to meet **MSOs'** ongoing transformation **needs**

Media Monetize **convergence** of **communications** with **media** and the rise of over-the-top / direct-to-consumer distribution models

Next-generation networks Support the transformation towards **service-driven network** and the **investments** with automation, **NFV** and **5G** capabilities

accelerators

Geographic & customer expansion Win **new logos** in Europe, Africa, Southeast-Asia & Latin America

SI and next-gen services Leverage our practices to support **cloud migration, data management** and **agile** development services

Diversification / adjacent moves

Penetrate new buying centers Bringing innovation close to our core: **IoT & advertising**

Design and development **user experiences beyond communications** and media

New domains Continue to explore possible entry into **new industry verticals**, perhaps via M&A

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The Amdocs investment opportunity & outlook

Combining growth, profitability and capital allocation to enhance returns



Improving Growth

Attractive market opportunity
Market leading position
High win rate
Highly visible, recurring revenues

=

2% to 6% Organic Revenue CAGR 2019-2021



Profitability

Scale and efficiency benefits
Consistent project execution
Commitment to innovation
New customer penetration

=

Margin Stability



Capital Allocation

Improving free cash flow conversion
Strong balance sheet

=

Capacity to return a majority of normalized FCF to shareholders
Optionality to fund M&A with debt



Total Return to Shareholders

4.5%-8.5% Diluted Non-GAAP EPS CAGR 2019-2021
1.7% Dividend Yield

=

6%-10% expected total shareholder returns*

* defined as non-GAAP EPS growth plus dividend yield of ~1.7% (assumes the new quarterly dividend rate of \$0.285 is approved by shareholders at the annual meeting in January 2019)



Uniquely positioned to win



Delivery DNA



Constantly innovating



The right growth strategy



The best people



Blue-chip customers



Richest set of solutions

Thank you

A vibrant nighttime city street scene, likely Times Square, with tall buildings and digital billboards. A prominent billboard in the foreground displays the amdocs logo and name. Other billboards show colorful abstract patterns and cityscapes. The sky is dark with a starry pattern, and the street is filled with blurred lights and structures.

a - amdocs