

ЕОН

The image displays the Cyrillic letters 'ЕОН' in a bold, dark blue, sans-serif font. The letter 'О' is the central focus and is uniquely styled with three red triangles: one pointing upwards from its top edge, and two pointing downwards from its bottom edge, one on the left and one on the right. The letters 'Е' and 'Н' are positioned to the left and right of the 'О' respectively, and are rendered in a solid dark blue color without additional decorative elements.



2016

ANNUAL RESULTS

EOH

Technology makes it possible...
People make it happen.



WELCOME AND INTRODUCTION

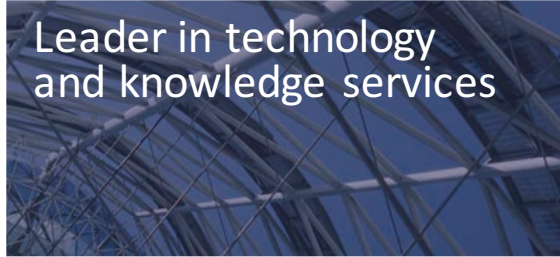
Jane Thomson : EOH Executive Director

EOH AT A GLANCE

Listed in 1998



Leader in technology
and knowledge services



Over 12 000 staff



134 locations in SA,
over 50 countries in
Africa & internationally



End-to-end
offerings



Over
5 000 clients



Over R21 billion
market cap



B-BBEE Large
Enterprise Level 2



A force for
good in
society





INFORMATION & COMMUNICATION TECHNOLOGY

Rob Godlonton – CEO Information & Communication Technology

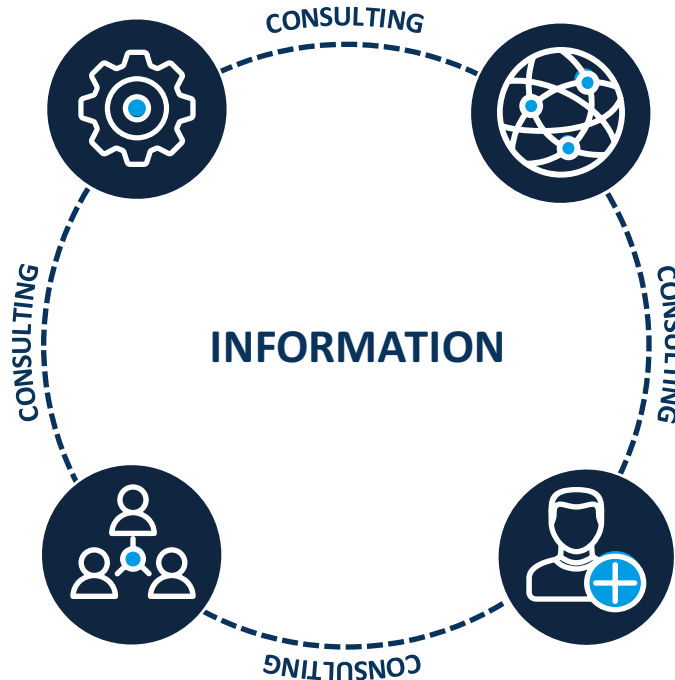
EOH ICT – TRANSFORMING CLIENTS INTO A DIGITAL WORLD

ENTERPRISE SERVICES

- Analytics
- BYOD
- Mobility Solutions
- Process Automation
- M2M

EMPLOYEE SERVICE

- Employee Self Service
- Assisted Service



DIGITAL MARKETPLACE

- Digital Strategy
- Digital Marketing
- Ecommerce
- Web UI and UX
- SEO
- Reputation Management
- Social Strategy
- Mobile
- Customer Self Service
- Mobile Solutions
- eBilling
- Location Based Services

CUSTOMER SERVICES

- Customer Self Service
- Mobile Solutions
- eBilling
- Location Based Services

EOH ICT - SERVICE OFFERING

ICT ADVISORY SERVICES

Strategy Architecture
Implementation
Programme
Management

BI AND ANALYTICS

ENTERPRISE RESOURCE PLANNING

CUSTOMISED APPLICATION
DEVELOPMENT

IT INFRASTRUCTURE – HARDWARE
AND SOFTWARE

NETWORKS AND UNIFIED
COMMUNICATION

IT MANAGEMENT AND
OPTIMISATION

MANAGED SERVICES
AND OUTSOURCING

Data centres and
Virtualisation

Private/public/
hybrid Cloud

Security,
governance and
compliance

Performance
Management &
Optimisation

Mobile and
end-user
computing



INDUSTRIAL TECHNOLOGIES

Zunaid Mayet – CEO Industrial Technologies

INDUSTRIAL TECHNOLOGIES TODAY

- A healthy national footprint
- A strong and diversified portfolio
- Strong growth – gaining market share
- High degree of specialisation
- Significant and growing business in the rest of Africa
- Largest diversified technology and integration skills base
- Driven by our EOH purpose

TECHNOLOGY SOLUTIONS TO SOCIETY'S CHALLENGES



DIGITALISATION



URBANISATION



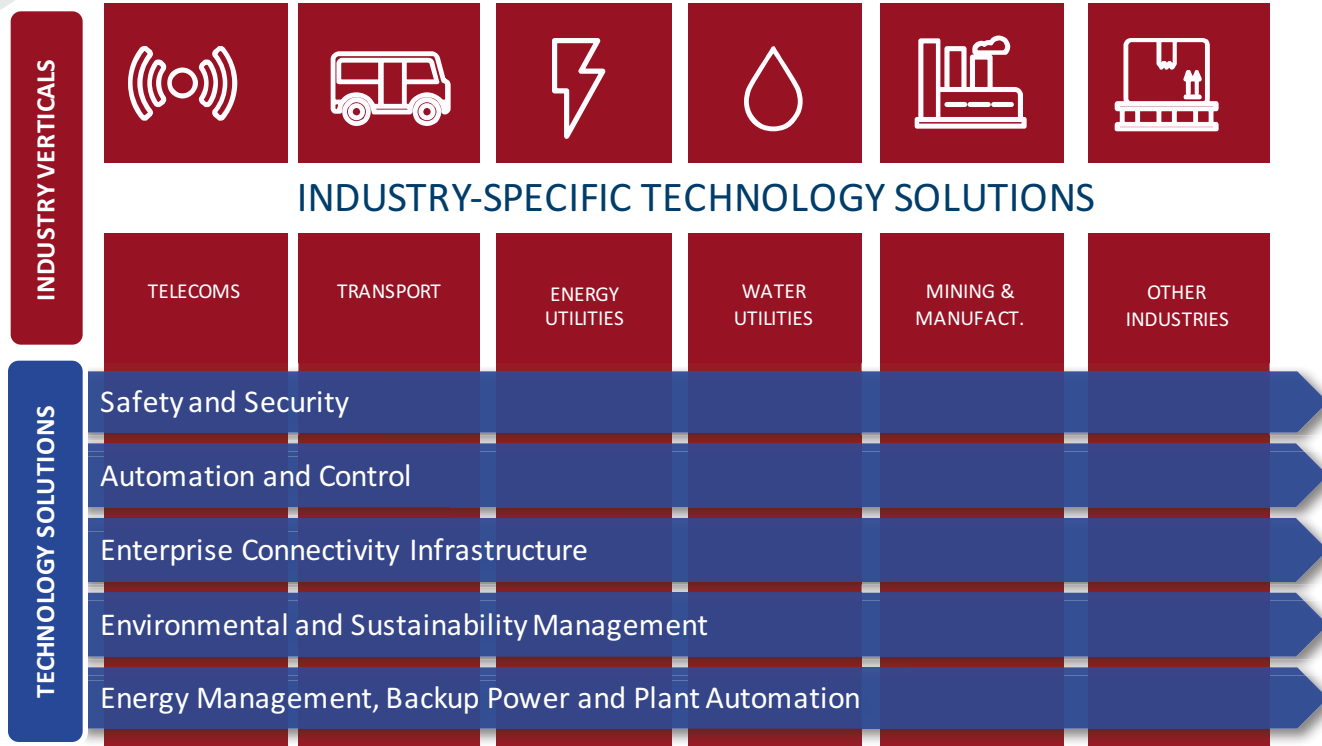
CLIMATE CHANGE



INFRASTRUCTURE
DEVELOPMENT

OUR OFFERINGS

An integrated portfolio of technology, engineering, environmental and social solutions





BUSINESS PROCESS OUTSOURCING

Johan van Jaarsveld – Business Process Outsourcing

EOH BPO

ONE

PROCESS OF TECHNOLOGY ENABLING ORGANISATIONAL PROCESSES TO DELIVER

- Better outcomes
- Effectiveness and Efficiency
- Less dependency on specialised scarce skills
- Bulk data analytics
- Competitive advantages
- Consolidate fragmented markets
- Disrupt markets and industries

TWO

EXAMPLES WHERE EOH BPO ASSIST COMPANIES IN TECHNOLOGY ENABLEMENT

- Healthcare
- Human Capital
- Legal Services
- Customer Service Outsourcing
- Real estate optimisation
- Payments and Administration

HEALTH VERTICAL SOLUTIONS

- B2B near & real-time Interface Management
(Claims, membership, Hubs)
- Job Scheduling
- Data Load Processing & Archiving
- GEO-Mapping
- Workflow Management
- Tooth Chart and Clinical Rules

DEMI (INTERFACE MANAGER)

TOOTH CHART & CLINICAL RULES

GEO-MAPPING

PROFILING

CONTACT CENTRE TECHNOLOGIES



CONTACT
CENTRE



TRENDS &
FORECASTING



WORKFORCE
PRESENCE



QUALITY
ASSURANCE

**REAL TIME
MONITORING**

SMART GOVERNMENT



Technology makes it possible...
People make it happen.



eGOVERNMENT PLATFORM

EOH eGOVERNMENT PLATFORM



Municipality
in a Box



Grants
Management



Social Services
Management



Tax & Revenue
Management



eHealth



Infrastructure
and Asset
Management

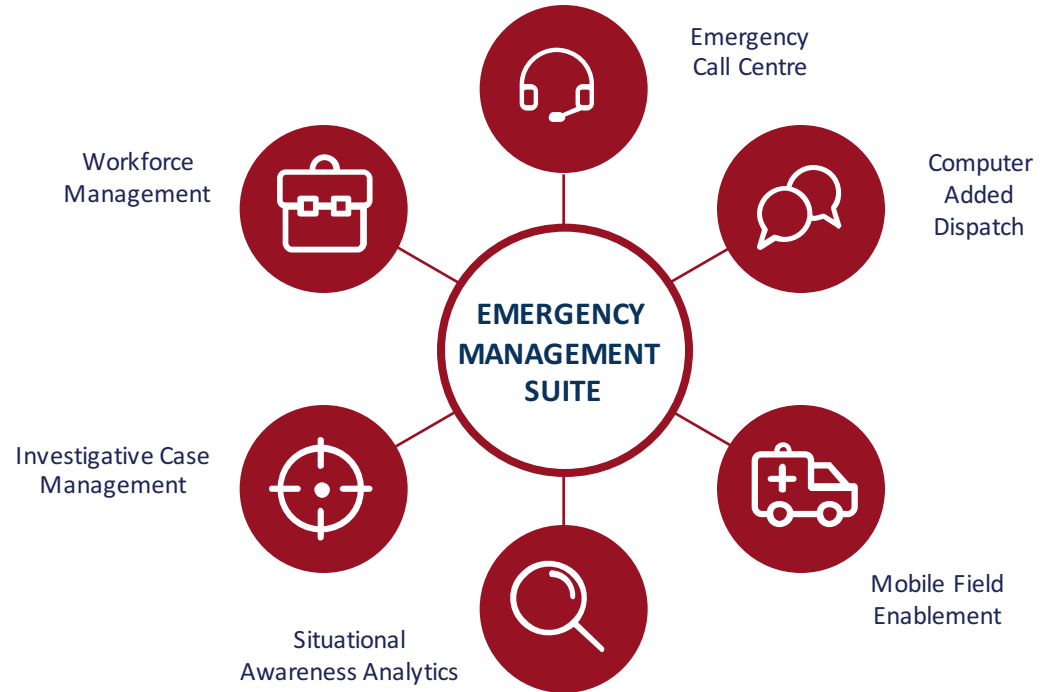


Emergency
Management

EOH EMERGENCY MANAGEMENT SUITE

Every second counts when protecting & saving lives

An end-to-end,
integrated solution
with the primary
objective to
optimise, prevent,
prepare, respond
and recover

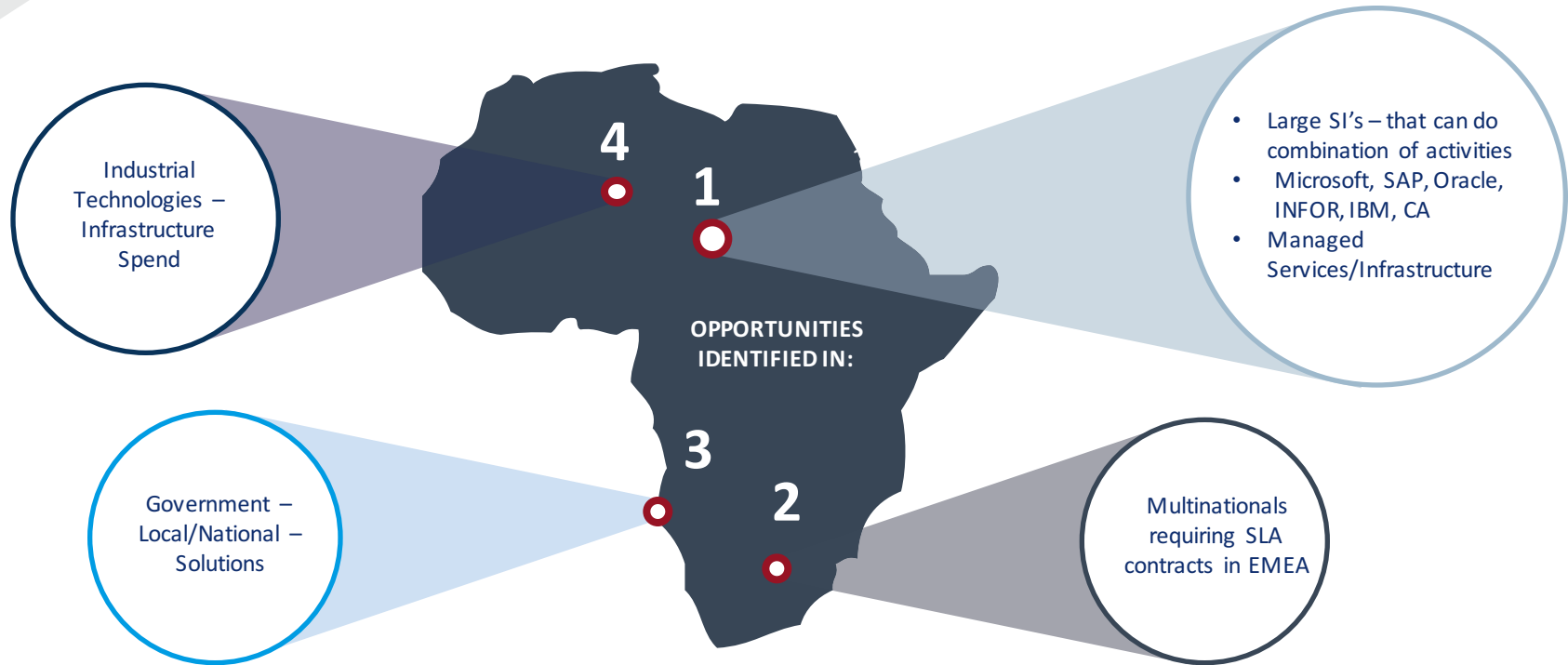




MIDDLE EAST & AFRICA EXPANSION

Ebrahim Laher– CEO Middle East & Africa

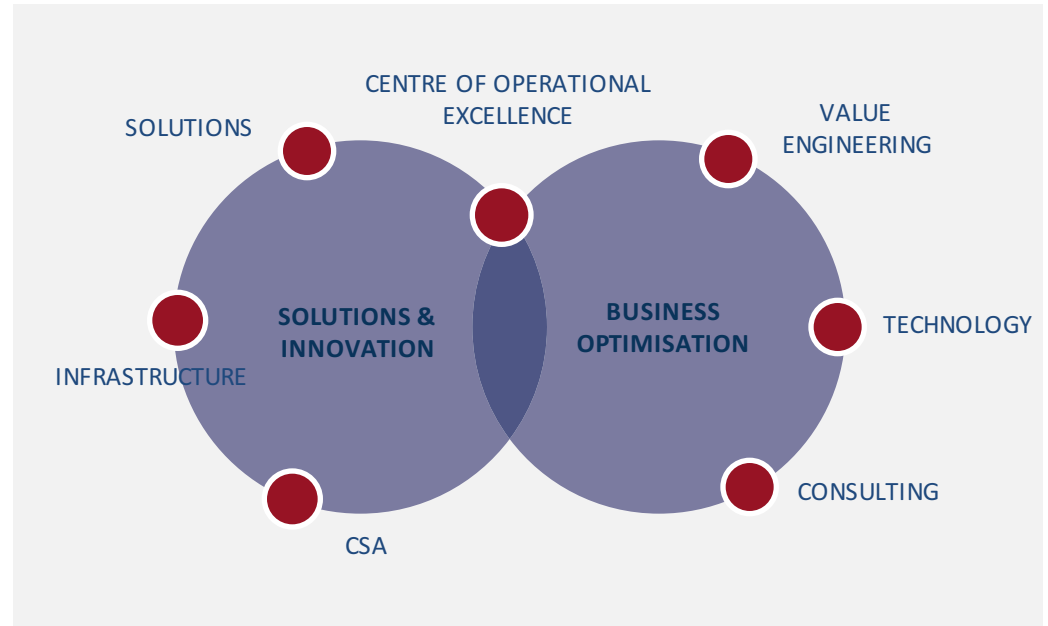
EOH MEA – PRINCIPLES



Focus on developing countries

That "share" needs of South Africa /Africa

OUR VALUE DNA



Right 1st time

Industry focus
provides skills and
Industry
knowledge

In country
operations

Local language
capability

Investment in local
skills resulting in
cost reduction

EOH INFORMATION SERVICES



Technology makes it possible...
People make it happen.



EOH INFORMATION SERVICES

FIRST

Information Services provides data, knowledge and information on an on-going basis to our clients which is:

- Up to date
- Relevant
- Provides value
- Paid for

SECOND

Information Services carries out specific work for clients on an assignment basis:

- Data Strategies
- Data Model Building
- Big Data and Analytics

BIG DATA FOR BUSINESS

Provides Business the ability to:

OVERLAY DIFFERENT
TYPES (IMAGES, VOICE,
TEXT, WEB, SENSOR ETC.)

VARIETY



VELOCITY



PROCESS IN
REASONABLE TIME /
REAL TIME



VOLUME

STORE & ACCESS
LOTS OF DATA

APPLY ENHANCED
STATISTICAL METHODS FOR
INSIGHT



ANALYSIS

SUPPLY CHAIN FOR DATA

- Delivery on time at lowest possible cost
- Where does it start and end
- Where is it broken
- What are the common threads
- How do we make it efficient
- Get rid of the noise



SOME THINGS WE CAN TELL YOU

- How to optimally attract new customers
- How to prevent fraud
- How to lower accident rates
- How to optimally place distribution and store/branches
- Company and individual 360 degree reviews
- Data threads and themes

**Blockchain – Hadoop – Cloud – SAS Digital
– Open Source – Social**



FUTURE STRATEGY

MORE

CONTENT

INFORMATION

ANALYTICS

MODELS

SERVICES

Google

amazon

NETFLIX

airbnb

twitter

facebook.

UBER

EOH INTERNATIONAL SOFTWARE IP



Technology makes it possible...
People make it happen.



EOH INTERNATIONAL



iMGS

Integrated
geospatial
heavy industry
asset
management
system



Transaction
and
reconciliation
systems for
financial
services

ZOOMOUT

Providing
transparency
in business to
prevent
procurement
fraud



Performance
evaluation tool
for real time
management
of energy
systems



EOH INTERNATIONAL



Electronic payments processing, interbank clearing, intelligent workflow



Human Capital Management, payroll outsourcing, training management



Estimating, planning and project control



Cost management, procure to pay, payroll processing



Full end-to-end bureau solution

OUR INTERNATIONAL MODEL

Franchise model /Reseller network



Own offices

Integration partners



Over the years we have developed bespoke software

Systems Integrators



We are now competing International stage

Cloud



Best in class

CONCENTRATED FOCUS

EOH INTERNATIONAL WAY FORWARD



Expand presence
in existing
locations



Establish
presence in new
countries





ANNUAL FINANCIAL RESULTS

John King – Chief Financial Officer



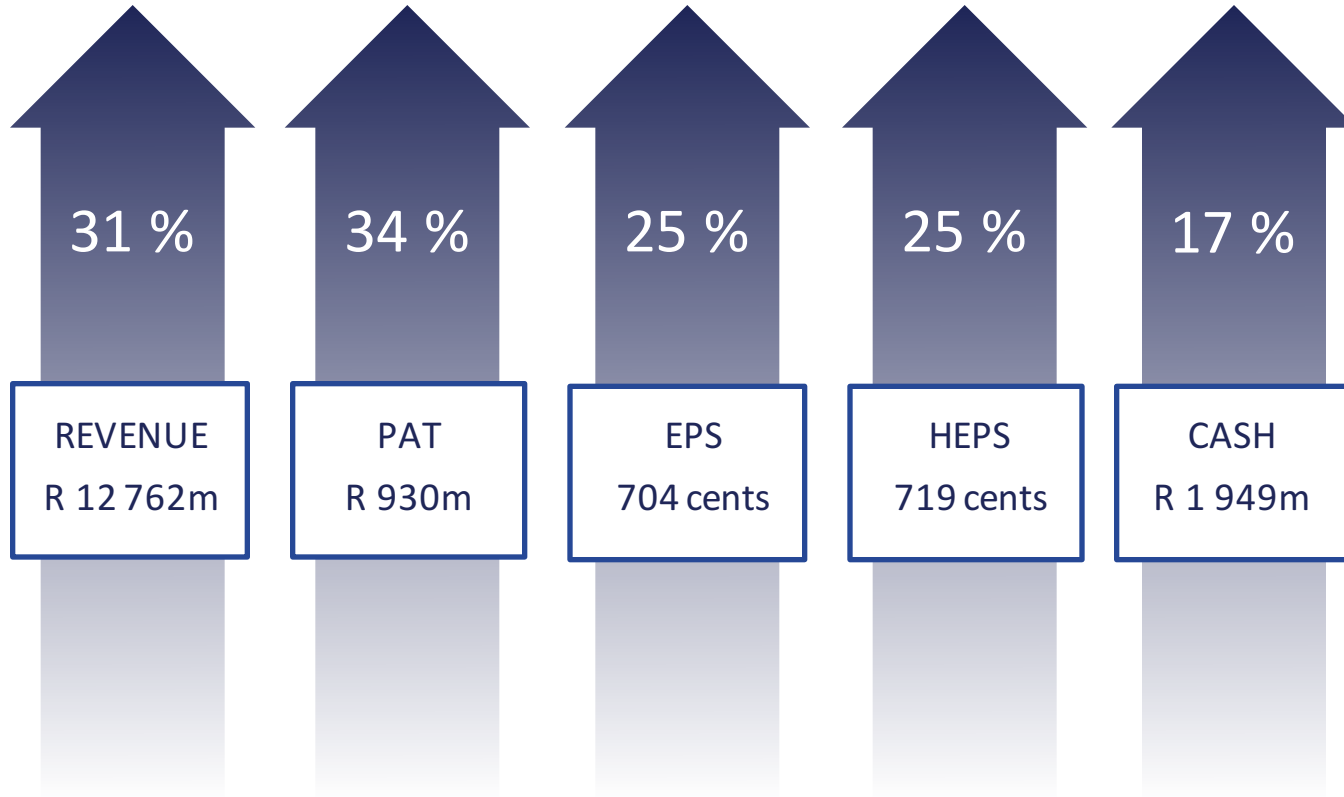
ANNUAL FINANCIAL RESULTS

FOR THE YEAR ENDED 31 JULY 2016

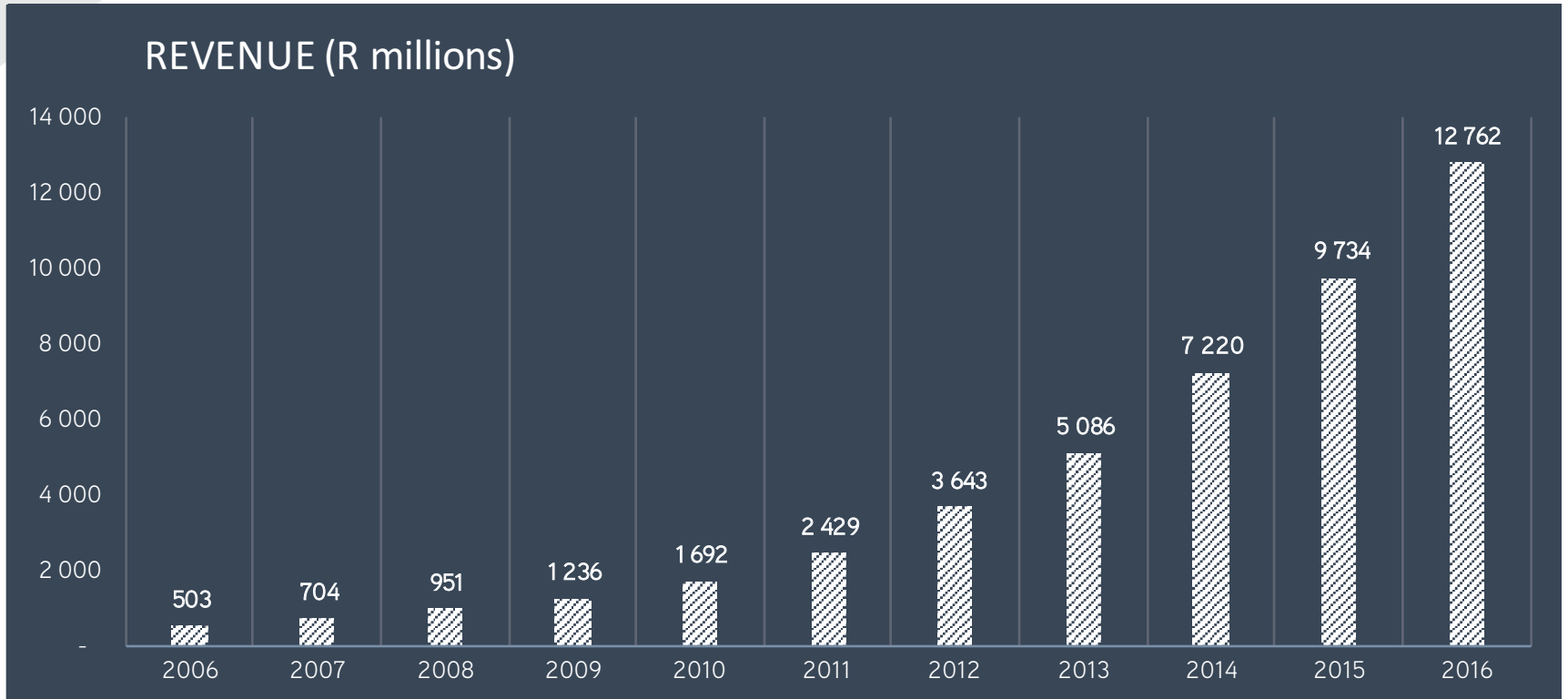
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EOH

FINAL RESULTS: F2016

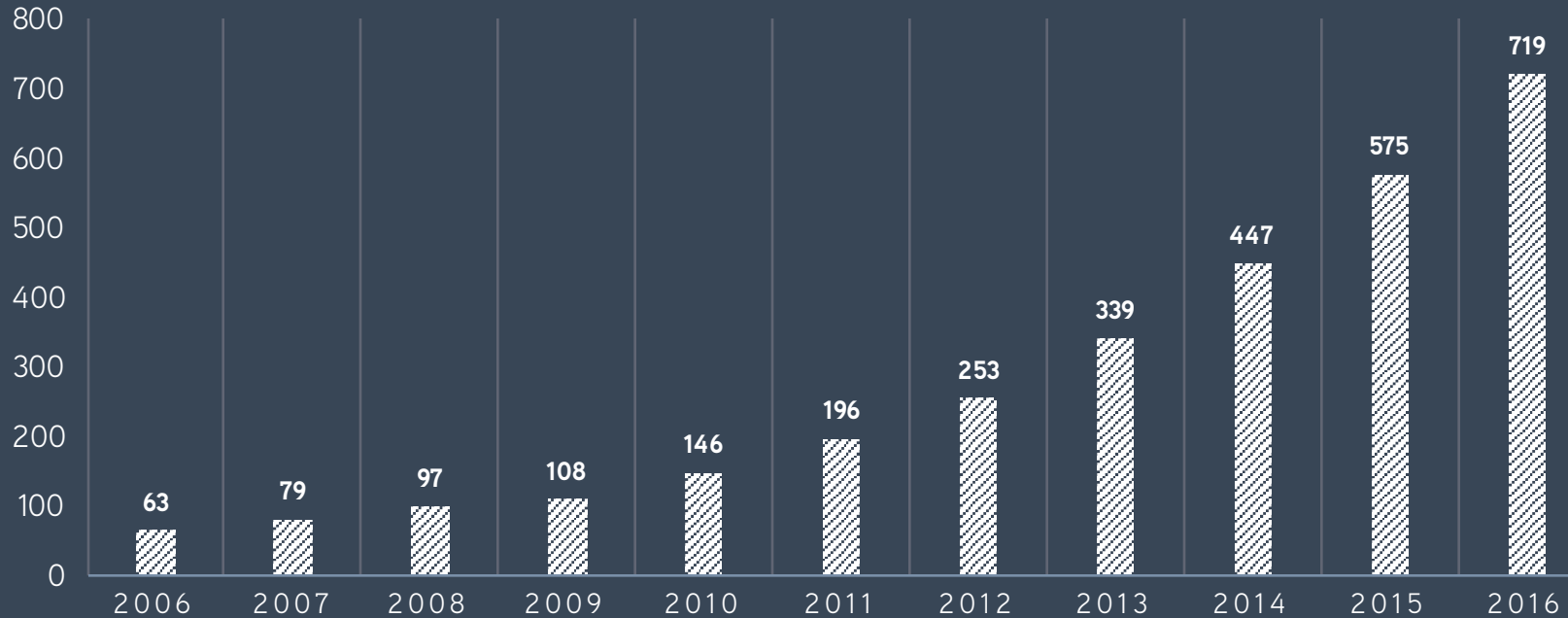


REVENUE GROWTH FOR THE YEAR ENDED 31 JULY 2016

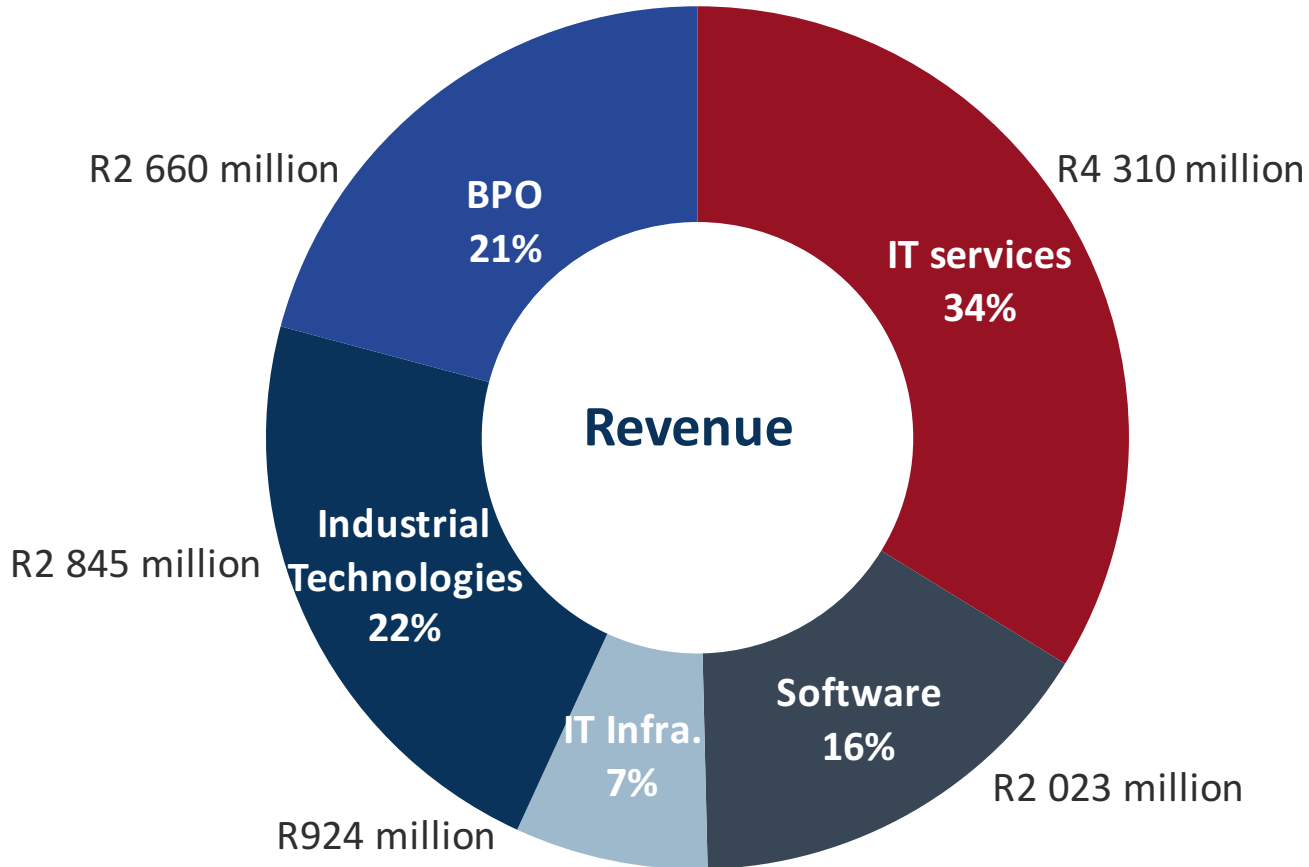


EARNINGS GROWTH FOR THE YEAR ENDED 31 JULY 2016

HEADLINE EARNINGS PER SHARE (CENTS)



REPORTING SEGMENTS FOR THE YEAR ENDED 31 JULY 2016



Condensed consolidated statement of comprehensive income for the year ended 31 July 2016

	31 Jul 2016 (R'000)	31 Jul 2015 (R'000)	% Change
Revenue	12 761 810	9 733 992	31%
Cost of sales	<u>(8 656 183)</u>	<u>(6 532 019)</u>	
Gross profit	<u>4 105 627</u>	<u>3 201 973</u>	
Operating Profit	1 437 013	1 046 605	
Investment income	49 379	37 785	
Finance costs	(214 467)	(118 799)	
Share of profit from equity accounted inv.	72 510	10 736	
Net impairment of assets	<u>(20 514)</u>	<u>(25 000)</u>	
Profit before taxation	1 323 921	951 327	39%
Taxation	<u>(393 554)</u>	<u>(259 533)</u>	
Profit for the year	930 367	691 794	34%
Non-controlling interest	(3 013)	(1 102)	
Profit – owners of EOH	<u>927 354</u>	<u>690 692</u>	34%

Condensed consolidated statement of comprehensive income for the year ended 31 July 2016

	31 Jul 2016	31 Jul 2015	% Change
Total shares in issue ('000)	140 752	132 039	
Weighted average shares in issue ('000)	131 754	123 031	
Diluted shares in issue ('000)	138 850	129 271	
<hr/>			
EPS (cents)	704	561	25%
Diluted EPS (cents)	668	534	25%
HEPS (cents)	719	575	25%
Diluted HEPS (cents)	682	548	24%

Condensed consolidated statement of financial position as at 31 July 2016

	31 Jul 2016	31 Jul 2015
	(R'000)	(R'000)
ASSETS		
Non-current assets	6 790 469	4 009 826
Property, plant and equipment	492 221	412 159
Goodwill and intangible assets	5 144 242	2 989 582
Finance lease receivables	203 773	130 459
Other financial assets	162 038	18 437
Deferred taxation assets	162 110	107 337
Equity accounted investments	626 085	351 852
Current assets	6 398 152	4 362 881
Inventories	468 392	195 665
Finance lease receivables	87 122	86 955
Other financial assets	207 212	61 467
Current tax receivable	21 694	47 955
Trade and other receivables	3 664 333	2 307 021
Cash and cash equivalents	1 949 399	1 663 818
Total Assets	<u>13 188 621</u>	<u>8 372 707</u>

Condensed consolidated statement of financial position as at 31 July 2016

	31 Jul 2016 (R'000)	31 Jul 2015 (R'000)
EQUITY AND LIABILITIES		
Equity attributable to owners of the parent	6 576 167	4 499 952
Non-controlling interest	9 678	8 672
Total equity	6 585 845	4 508 624
Non-current liabilities	2 819 198	1 227 417
Finance lease obligations	26 366	21 010
Other financial liabilities	2 451 968	1 068 477
Deferred taxation liabilities	340 864	137 930
Current liabilities	3 783 578	2 636 666
Trade and other payables	1 876 472	1 424 414
Other financial liabilities	1 163 713	869 485
Finance lease payables	25 406	20 915
Deferred revenue	598 777	264 508
Current taxation payable	119 210	57 344
Total equity and liabilities	13 188 621	8 372 707

Condensed consolidated statement of cash flows for the year ended 31 July 2016

	31 Jul 2016	31 Jul 2015
	(R'000)	(R'000)
Cash generated by operating activities	961 275	908 567
Investment income	49 269	37 571
Finance costs	(210 776)	(117 549)
Taxation paid	<u>(401 465)</u>	<u>(301 143)</u>
Net cash inflow from operating activities	398 303	527 446
Net cash (outflow) from investing activities	(462 192)	(326 865)
Net cash inflow from financing activities	<u>361 310</u>	<u>398 093</u>
Net cash movement for the year	297 421	598 674
Cash at beginning of the year	1 663 818	1 064 522
Effects of exchange rate fluctuations	<u>(11 840)</u>	<u>622</u>
Cash at end of the year	<u>1 949 399</u>	<u>1 663 818</u>



STRATEGY GOING FORWARD

Asher Bohbot – Group EOH CEO

ENVIRONMENT

- Emerging markets are attracting investment (5BN US\$ a week) very positive!
 - Our political spectrum is normalising: left, center and right
 - Election results – major shake-up. Need for growth and service delivery highlighted. Race factors less dominant. We will see different approaches to governing in different metro's / municipalities – will drive effectiveness
 - Transitions in metro's may delay work!
 - World perception of SA is much improved we are looking more mature than our real age
 - Rand has improved – reduction in inflation
 - General mood of business community is improving
 - Yet, risk of downgrading in December is very real (no growth)
- 

EOH TODAY

- Large - 12000 people, 13BN turnover in 2016
 - Wide offerings very relevant to Africa and other emerging / developing markets
 - Diversified in many dimensions
 - Financially healthy
 - Entrepreneurial spirit not affected by size
 - Winning big deals in private and public sectors
 - Strong brand
 - Structured for continued aggressive growth
 - Strong, well defined culture
 - Across Africa and now in the Middle East
 - Fulfilling our purpose to be a power for good in our society
- 
- A man in a white shirt and dark jacket is standing and gesturing with his hands while speaking to two women in a meeting. The background is a bright, modern office setting with a whiteboard and a desk.

GROWTH DRIVERS

- Growth strategies by division and cluster
- New products / services
- Acquisitions across the board
- MEA expansion – acquisitions & organic
- Own solutions productized
- International IP
- Intensive key and strategic account management
- Partnerships with international players
- Develop / attract best leadership possible
- Ensure succession planning for key roles
- RFT – driven
- Enhance the EOH brand marketing
- Remain entrepreneurial – irrespective of size
- Continue to transform the business (BEE)

