

**9th Annual Itaú BBA
CEO Conference 2014**

MAY 14TH - 15TH, 2014

> **SONDA**, THE PROJECTS YOU IMAGINE

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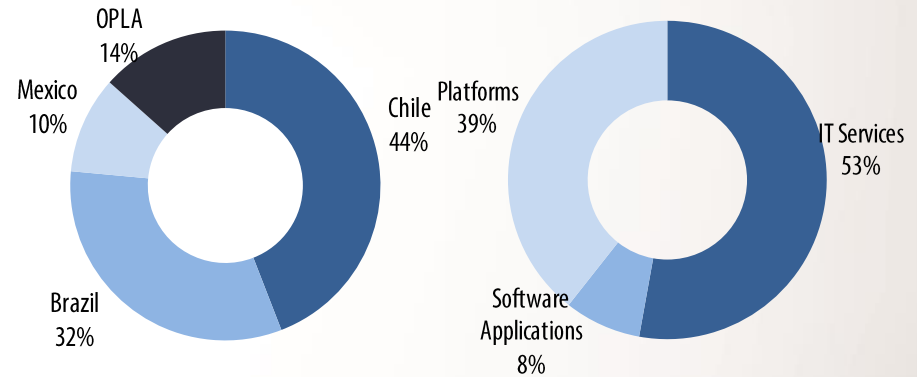
Appendix



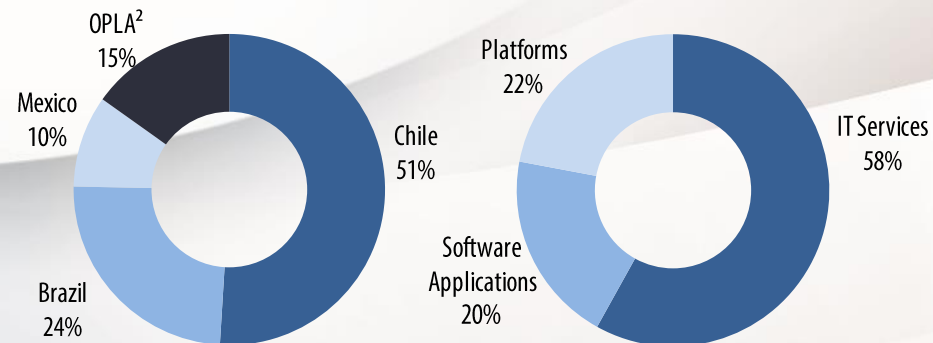
< 1.1 OVERVIEW

- **SONDA is the leading Latin American-owned IT services provider**
- **Founded in 1974 and headquartered in Santiago, Chile**
- **Presence in 10 countries in the region with main operations in Chile, Brazil and Mexico**
 - 13,000~ employees regionally and over 5,500 in Brazil
 - Ability to deliver services in over 1,000 cities
- **Diversified blue-chip client base**
 - 5,000+ corporate clients in the region
 - High recurring revenue base
- **Integrated one-stop shop business model**
 - Comprehensive IT offering
 - Partnerships with worldwide leading technology suppliers
- **Key financial metrics (2013)**
 - Revenues : US\$ 1,282 mm ¹
 - EBITDA : US\$ 217 mm ¹
 - Net Debt / EBITDA: (0.7)x

Revenue Breakdown (2013)



EBITDA Breakdown (2013)



< 1.2 SUCCESSFUL GROWTH HISTORY

Foundation

(1974 – 1983)



Foundation (1974)
Joint Venture with Digital Equipment Corp.
First full outsourcing services contract
Applications for pension funds

Applications for health insurance providers
Banking industry applications
First large systems integration project
Launching of our first ERP

International
Expansion
(1984 – 2005)

Regional
Consolidation

Colombia (2000)
Mobile telephony projects in Brazil, Argentina and Paraguay
Brazil (2002), Costa Rica (2003) and Mexico (2004)
New Chilean identification system (Chilean Civil Registry)

Peru (1984) and Argentina (1986)
Ecuador (1990) and Uruguay (1994)
Traffic lights control system in Santiago and São Paulo
Solutions for pensions funds in Argentina and Peru
Banking projects in Indonesia, Thailand and Taiwan

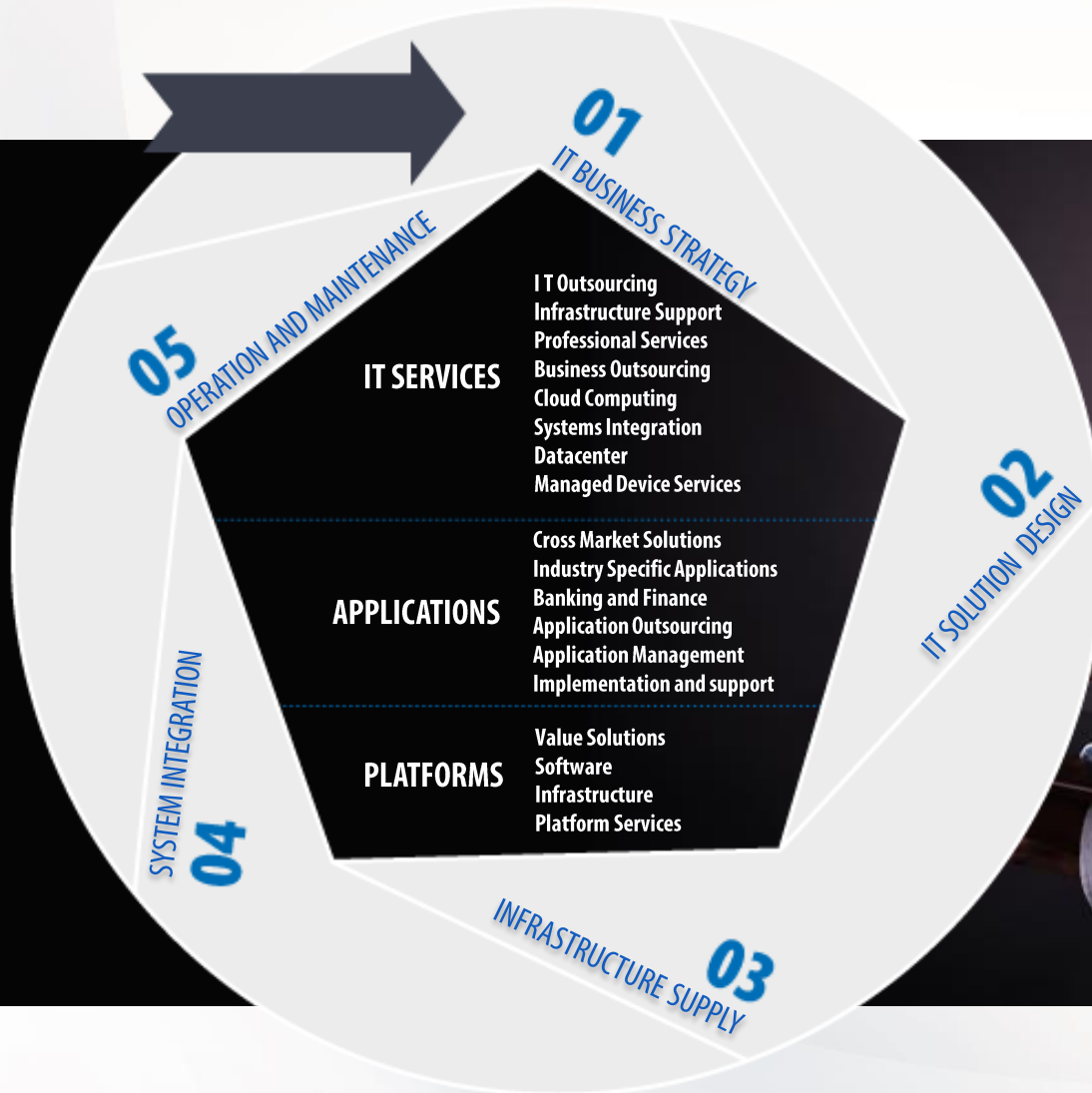
(1974 – 1983)

(2006 →)

IPO (2006)
Payment solution for Santiago's public transportation system (Transantiago)
Livestock traceability (Uruguay and Colombia)
Web-based solution for government procurement (Chile, Colombia, Argentina, Panama)
Acquisitions (2006-2009): Qualita in Mexico, Procwork in Brazil and Red Colombia in Colombia

Acquisitions (2010): Softeam, Telsinc and Kaizen in Brazil, NextiraOne in Mexico and Ceitech in Argentina
Corporate Cloud Computing
Acquisition of Quintec in Chile (2011)
Payment solution for Ciudad de Panama's public transportation system (Metrobus)
New Headquarter and Datacenter in Brazil
Acquisitions (2012): Pars and Elucid in Brazil
(2013): Opening of new TIER III Certified - Mega Datacenter in Chile

< 1.3 VALUE PROPOSITION



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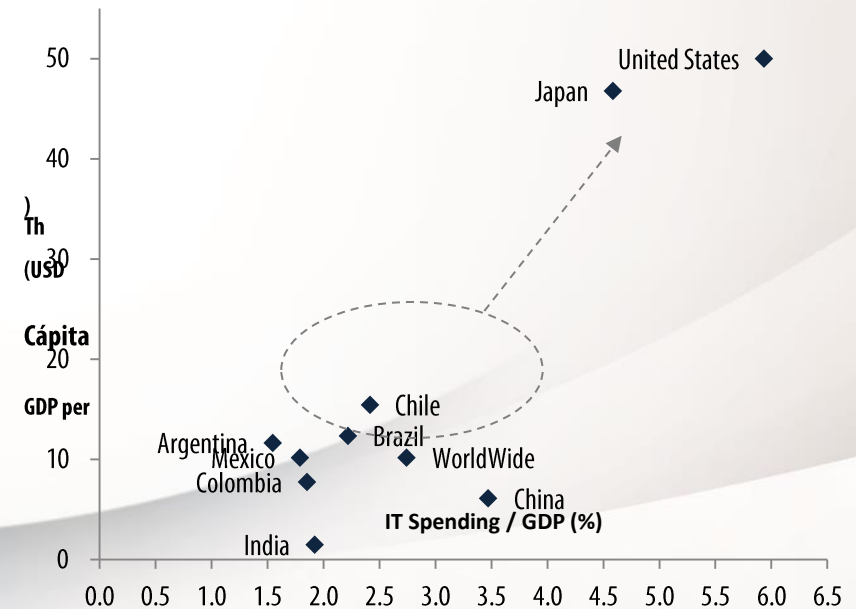
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< 2.1 LATIN AMERICA, ONE OF THE FASTEST GROWING REGIONS IN THE WORLD

- In Latin America, IT spending as a percentage of GDP is between 1.5% and 2.4%
- In developed economies, IT spending as a percentage of GDP is over 3% and can reach to 6%
- The gap between the two markets has been reduced in recent years, due to higher IT spending growth in Latin America
- In countries like Chile and Brazil, IT spending as a percentage of GDP is over 2%

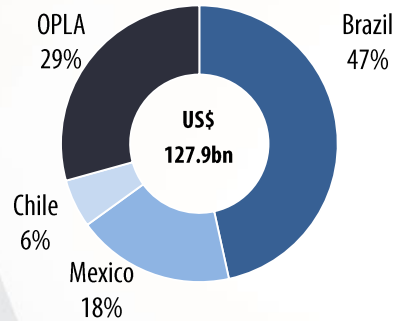
**IT Spending as a Percentage of GDP
(December 2012)**



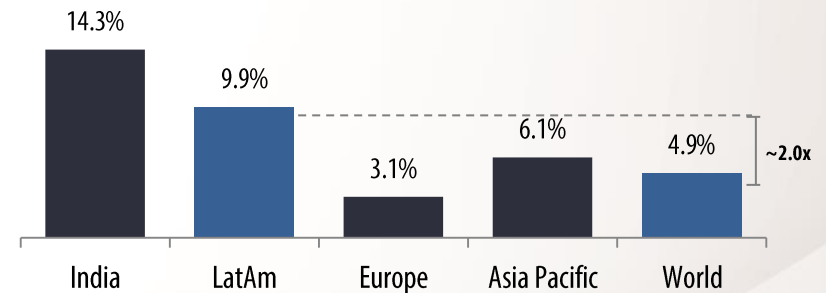
< 2.1 LATIN AMERICA, ONE OF THE FASTEST GROWING REGIONS IN THE WORLD

IT spending in LatAm is expected to grow at twice the rate than of the world between 2012– 2015

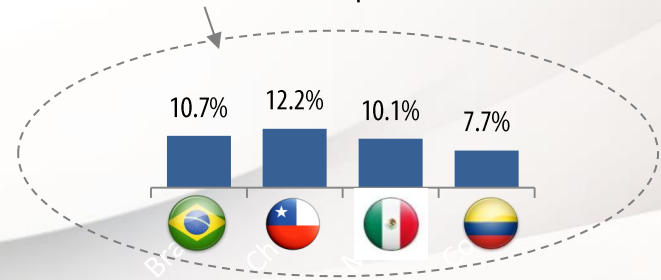
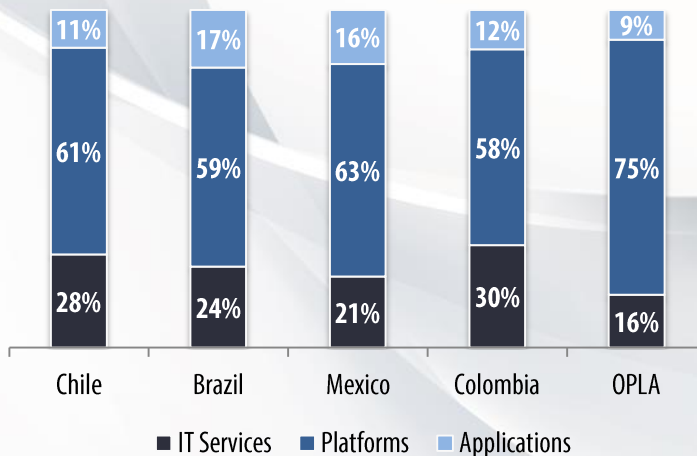
Distribution of IT Investment - 2013



IT Spending CAGR '12-'15



Business Lines Distribution of IT Investment - 2013



Latin America is still behind in IT adoption which gives plenty of room for double digit growth in the upcoming years

< 2.2 FAVORABLE OUTLOOK FOR IT INDUSTRY IN LATIN AMERICA

9.9% CAGR (2012-2015) **IT INDUSTRY IN LATAM**

10.2% CAGR
(2012-2015) IN
STRATEGIC MARKETS

10.7%
BRAZIL
CAGR
2012-2015



12.2%
CHILE
CAGR
2012-2015



10.1%
MEXICO
CAGR
2012-2015



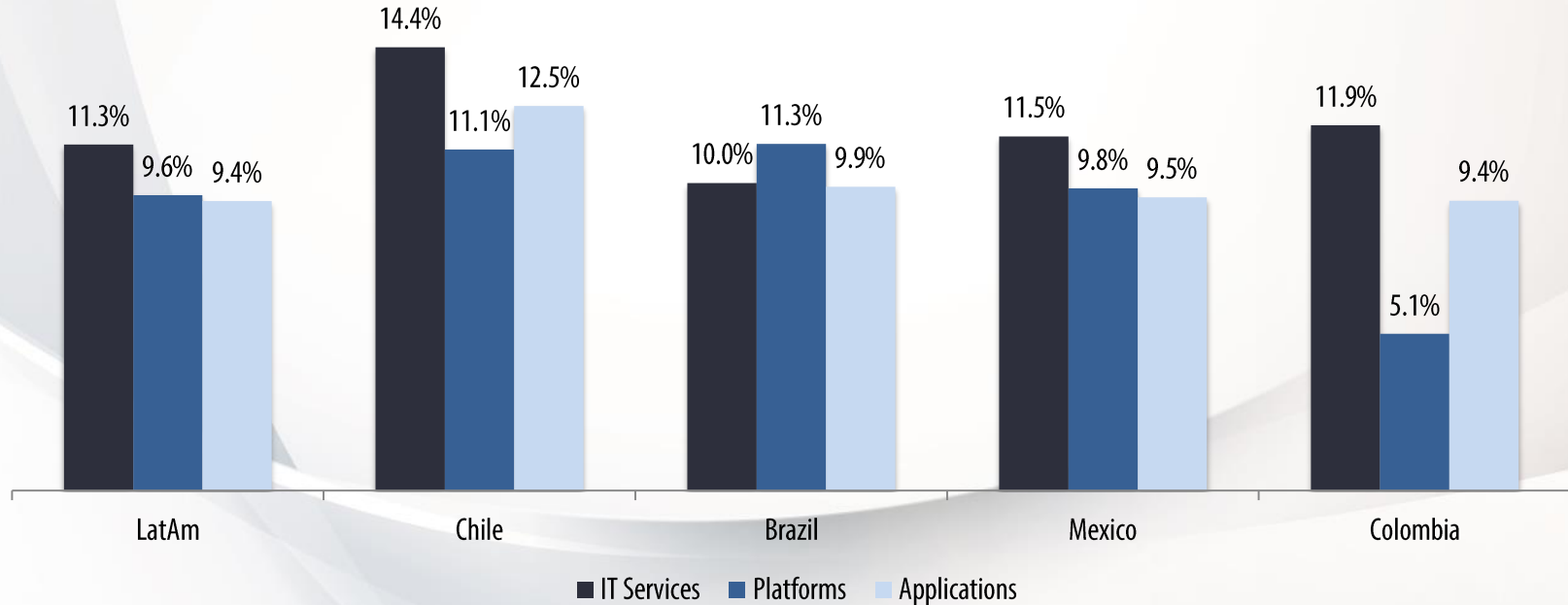
7.7%
COLOMBIA
CAGR
2012-2015



11.3% CAGR (2012-2015) **IT SERVICES IN LATAM**

< 2.2 FAVORABLE OUTLOOK FOR IT INDUSTRY IN LATIN AMERICA

Projected CAGR % (2012-2015)



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< 3 COMPANY HIGHLIGHTS



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Leading Latin-American IT services company

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Presence in a growing and underpenetrated market

3

Diversified blue-chip customer base

4

Integrated one-stop shop business model

5

Opportunity to continue growing through organic growth and acquisitions

6

Solid track record of financial performance

7

Experienced management team backed by a strong board with solid corporate governance

< 3.1 LEADING LATIN-AMERICAN IT SERVICES COMPANY

SONDA is the largest Latin American-owned IT services provider

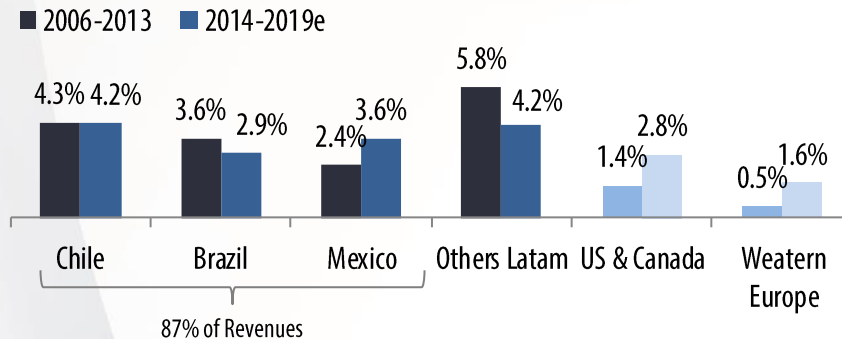


- **The one-stop shop for IT Services in Latin America**
 - Integrated solutions servicing clients at all stages of the IT adoption lifecycle
- **Long-standing presence in the region, focusing on long-term relationships with corporate clients**
- **Presence in 10 countries and over 1,000 cities under coverage**
 - 4th largest provider of IT services in Latin America behind main global players
 - Local competitors generally lack pan-regional presence
- **Strong positioning in Chile and increasing share in the rest of the region, particularly in Brazil**
 - Leader in Chile with ~20% market share in IT Services
 - Integrated regional services network, strongly position SONDA to take advantage of the expansion of the Latin American IT market
- **Further consolidation in the region by acquiring and successfully integrating new acquisitions**

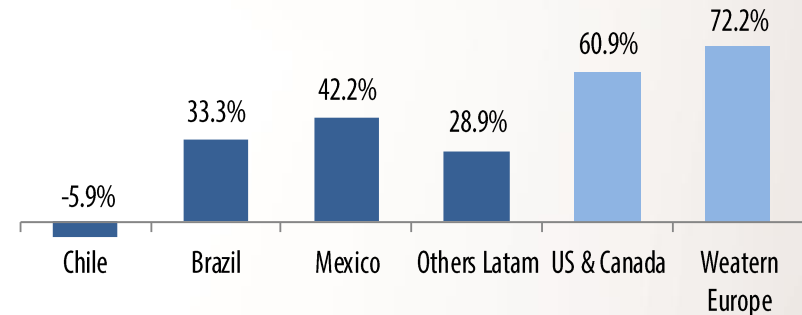
< 3.2 PRESENCE IN A GROWING AND UNDERPENETRATED MARKET

SONDA Operates in a Region with Strong Growth and Low Risk

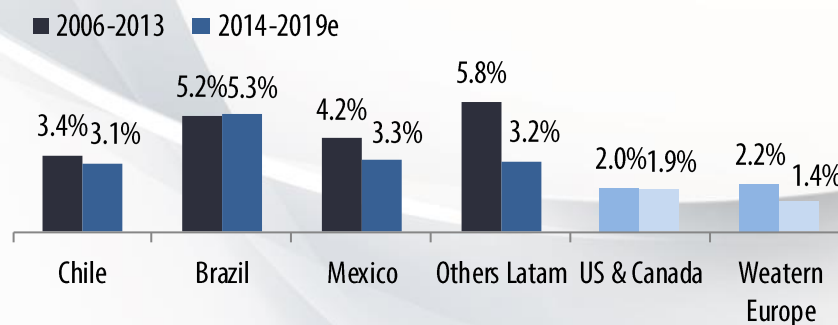
GDP Growth (%)



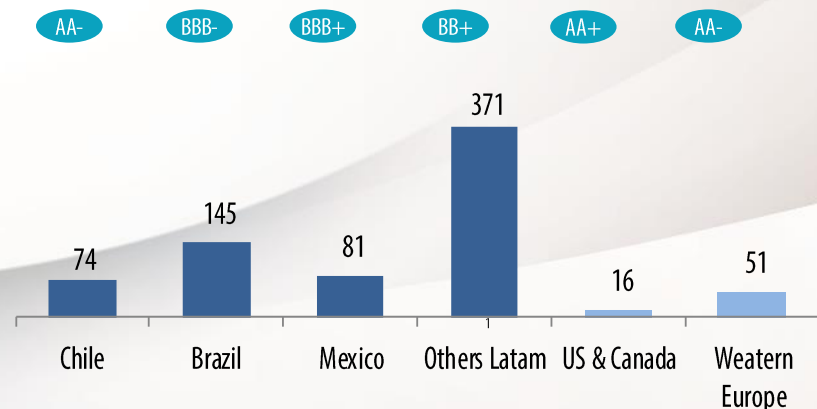
2013 Government Net Debt (% of GDP)



Inflation Rate (%)



5-Year CDS Spread and Credit Ranking¹



Source: IMF and Bloomberg

Others LatAm includes Argentina, Colombia, Costa Rica, Ecuador, Peru, Panama and Uruguay.

Western Europe includes France, Germany, Italy, Netherlands, Spain and United Kingdom.

¹ Based on 5-year YTD average CDS spread in bps, and credit ratings from S&P.

< 3.3 DIVERSIFIED BLUE-CHIP CUSTOMER BASE

Basis for a Solid and Stable Revenue Stream

→ Client focus on blue-chip companies

- Large and medium size companies
- Regional clients

→ Long term relationship with clients

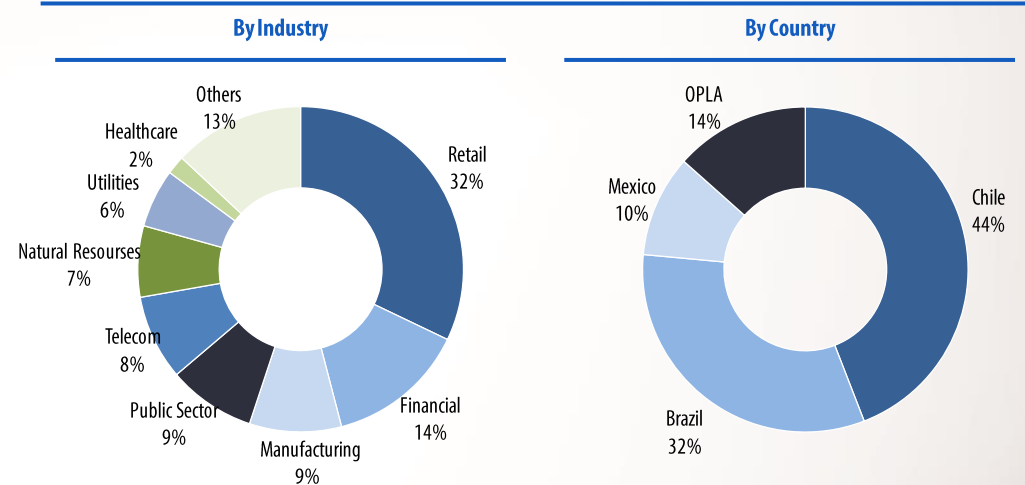
- Multiple contracts with clients that average 3 years
- Significant cross-selling
- ~2/3 of revenues derived from multi-year contracts and recurring revenue
- Most of solutions have countercyclical characteristics

→ Client, industry and geographic diversification

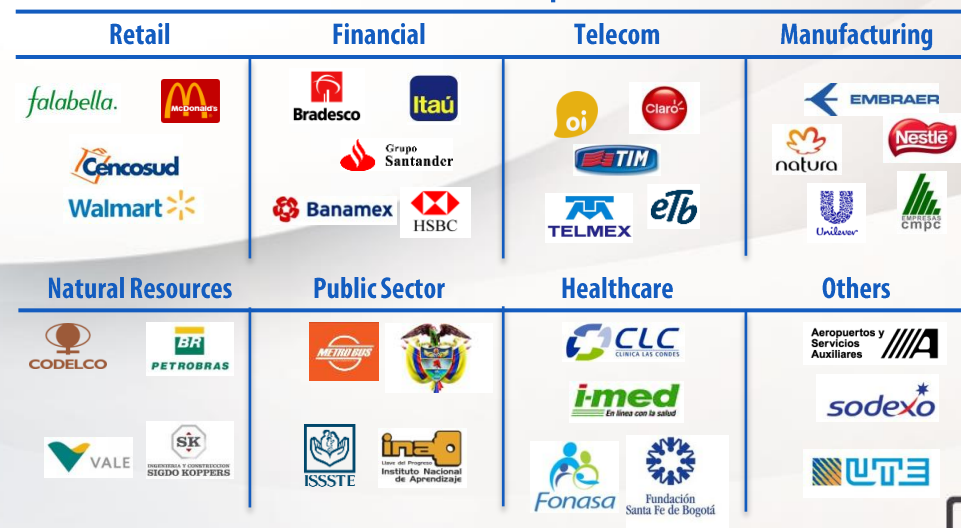
- More than 5,000 clients throughout the region
- 10 largest clients: Less than 23% of revenue¹
- No contracted service represents more than ~4.0% of revenue¹
- No significant industry concentration
- Balanced geographical revenue mix, with exposure to all sizeable economies in LatAm

→ Steady growth in new contracts signed

Revenue Breakdown (December 31, 2013)



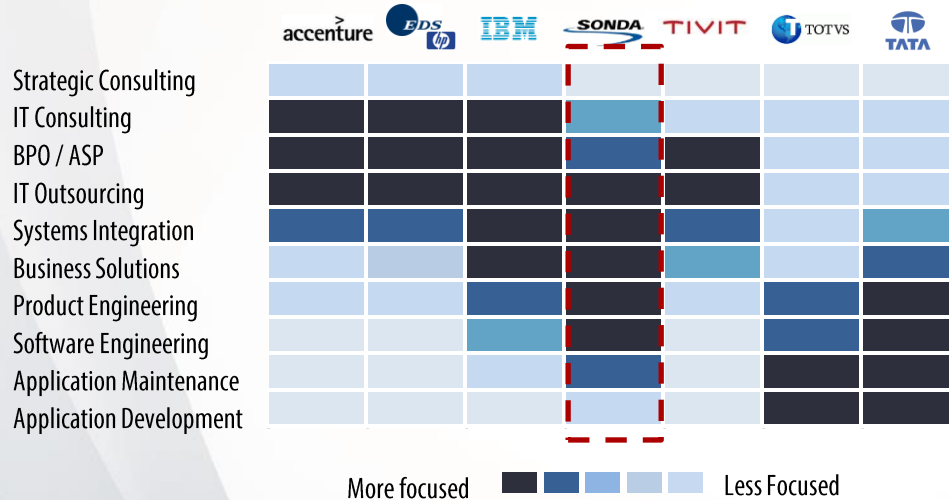
Some of our Blue-Chip Clients



¹Fiscal Year 2013

< 3.4 INTEGRATED ONE-STOP SHOP BUSINESS MODEL

Wide Range of Products and Services offered with a World Class Category



- Unparallel capacity to deliver IT services through all the region
- Independent IT services provider with no restrains to offer the best technological solution available
- World-Class credentials



World-Leading IT Partners

→ Regional alliances with the principal global technology vendors

- Access to latest technology products
- International best practices
- Platform products serve as a base to provide other higher value-added services and to develop long-term client relationships

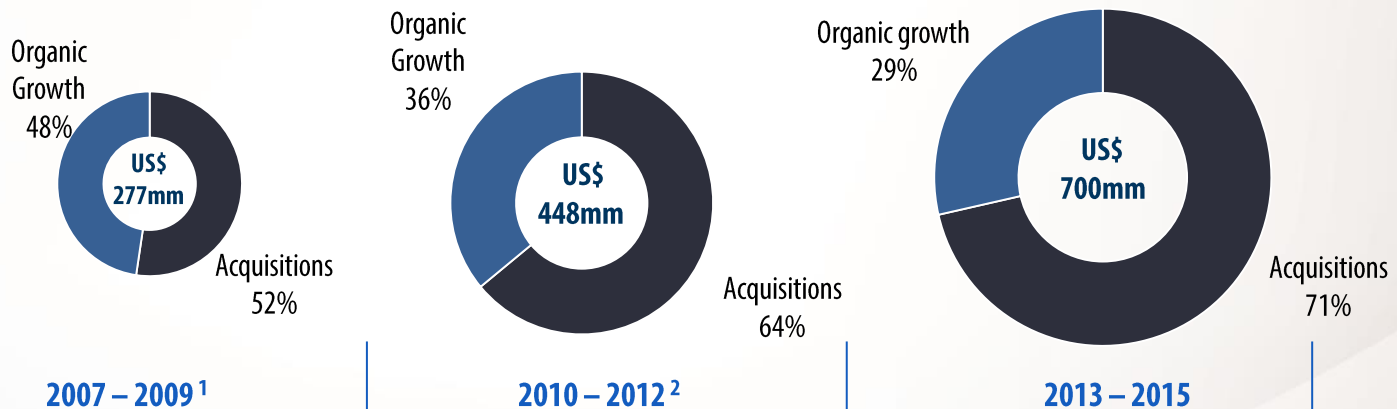


< 3.5 OPPORTUNITY TO CONTINUE GROWING

Successful triennial investment plans executed in the past

Since 2007, SONDA has invested over US\$303 mm in Capex for organic growth and US\$413 mm in acquisitions

Sonda's Triennial Investment Plans



Triennial plans have a key role in boosting SONDA's growth pace

Note: Financial data translated to US\$ using the end of period exchange rate for 2013: 524.61 CLP/USD

¹ Represents the amount of investment executed between 2007 and 2009.

² Represents the amount of investment executed from 2010 to December 31, 2012.

³ Note: Figures for 2006-2009 are under local GAAP, while figures for 2010 are under IFRS.

< 3.5 OPPORTUNITY TO CONTINUE GROWING

Clear M&A Strategy, Backed by Solid Execution

- Clear strategic rationale of increasing client base and enhancing IT offering
- Wide knowledge of the IT market and successful experience in acquiring and integrating IT companies
 - 30+ companies or businesses acquired since 1974, including 10 for \$413mm since IPO in 2006

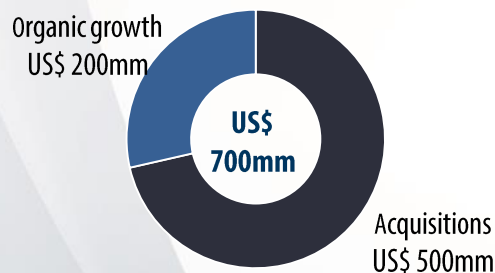
Year	Target	Country	Focus / Rationale	EV/Sales	
2007		Brazil	→ Establish solid footprint in Brazil	0.9 x	
			→ Become a relevant regional SAP integrator		
2008		Colombia	→ Establish solid footprint in Colombia	0.4 x	
			→ Boost IT services		
2010		Brazil	→ Strengthen position in Brazil	0.6 x	
		Brazil	→ Expand offerings of virtualization, communication and cloud computing services	0.4 x	
		Mexico	→ Strengthen position in Mexico	n.a	
		Brazil	→ Expand offerings of virtualization, communication and cloud computing services		
2011		Pan-regional	→ Enhance offerings of fiscal solutions	0.9 x	
			→ Increase presence in Argentina in IT infrastructure support	0.4 x	
2012		Brazil	→ Enhance geographic coverage		0.7 x
			Brazil	→ Strengthen position in Chile and Colombia	
				→ Complement current offering	
2012		Brazil	→ Boost access to a growing regional retail industry	1.1 x	
			→ Strengthen solutions offering for engineering and design industry in LatAm		
2012		Brazil	→ Enhance regional offering of solutions for the utilities industry	1.1 x	
			→ Boost access to a growing regional retail industry		

< 3.5 OPPORTUNITY TO CONTINUE GROWING

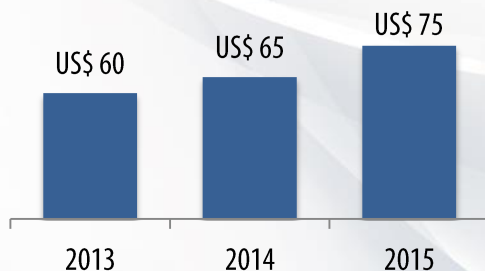
2013 -2015 Triennial Investment Plan of US\$ 700 million

To continue developing SONDA's strategy of profitable growth, while maintaining a solid and stable financial position and taking advantage of growth opportunities in the IT industry in the region

2013-2015 Capex Breakdown



2013-2015 Organic Capex (in millions)



Organic Growth

- Focus in medium and large size companies with a wide multi-brand offering approach
- Implement new Integration and IT Outsourcing solutions
- Boost services with high value-added
- Target high growth IT spending industries in the region
- Increase wallet-share with strategic clients with high IT spending

Inorganic Growth

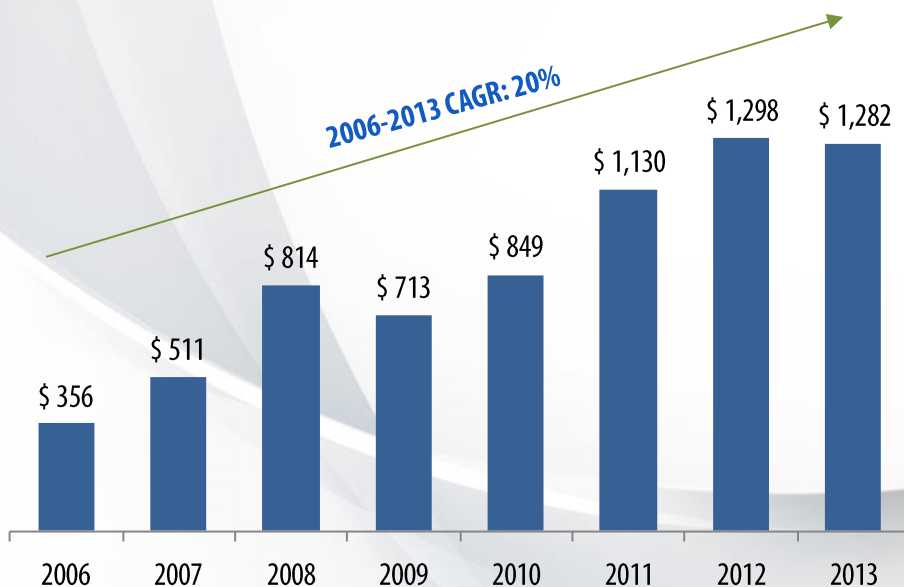
- Focus in LatAm with emphasis in Brazil, Mexico and Colombia, and opportunistic approach in other regions
- Enhance the client base, strengthen offerings and accelerate business growth
- Wide knowledge of the IT market and successful experience in acquiring and integrating IT companies

< 3.6 SOLID TRACK RECORD OF FINANCIAL PERFORMANCE

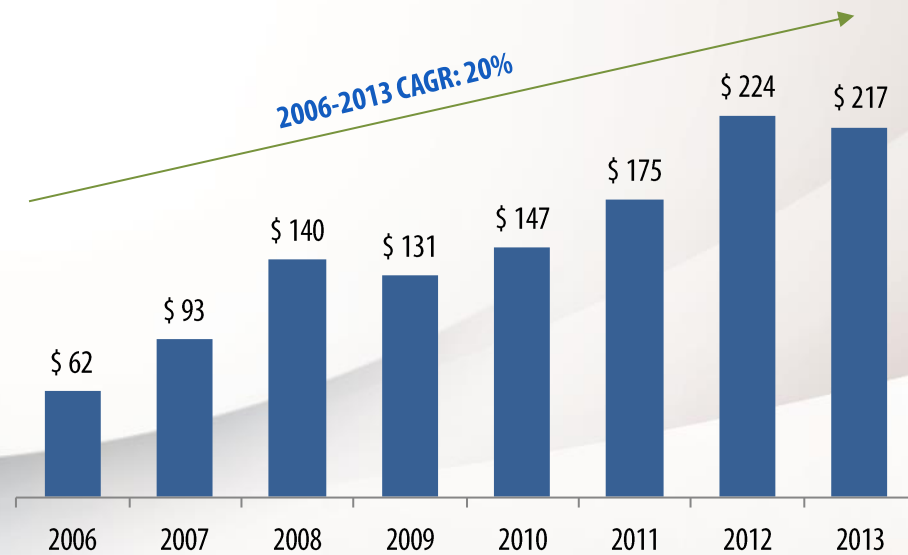
Solid growth on the back of stable margins ...

- SONDA has been profitable every year since its foundation in 1974
- The Company has been able to maintain strong growth throughout the years

Revenue (US\$ million)



EBITDA (US\$ million)

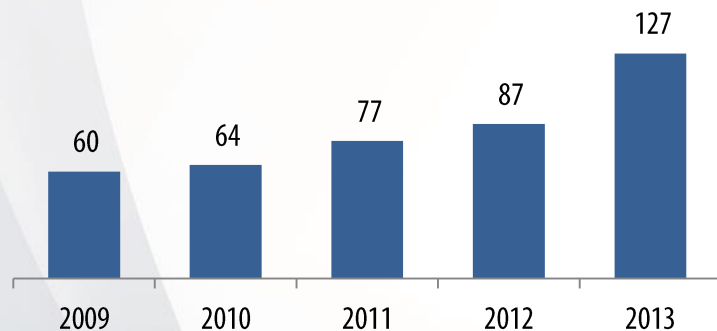


Note: Financial data translated to US\$ using the end of period exchange rate for 2013: 524.61 CLP/USD.

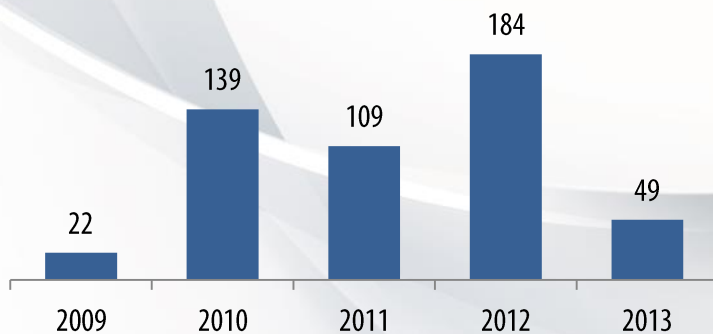
< 3.6 SOLID TRACK RECORD OF FINANCIAL PERFORMANCE

...coupled with profitability, low leverage and steady dividend payout ratio

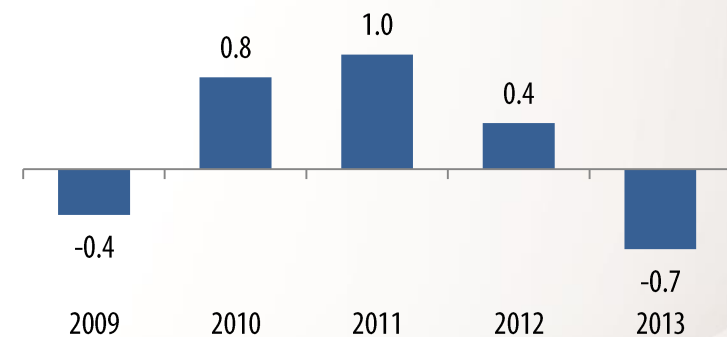
Net Income (US\$mm)



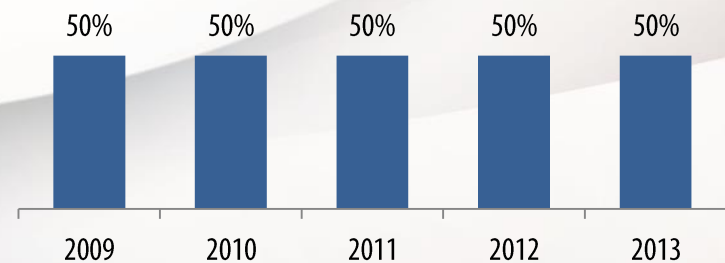
Capex (US\$mm)



Net Debt / EBITDA¹



Dividend Payout Ratio²



Note: Financial data translated to US\$ using the end of period exchange rate for 2013: 524.61 CLP/USD

¹ Cash and cash equivalents for the calculation of Net Debt to EBITDA do not include short term investments.

² SONDA's dividend policy since 2009 has been based on a 50% payout ratio. Dividends are actually paid in 2 semi-annual installments.

< 3.7 EXPERIENCED MANAGEMENT TEAM BACKED BY A STRONG BOARD WITH SOLID CORPORATE GOVERNANCE

High Standards of Corporate Governance

- 4 Independent Directors out of a board of 9 members
- Entire board is elected every three years; cumulative voting is permitted for the election of directors

Name	Position	Years at		Education
		Sonda	Industry	
Raúl Vejar	CEO	32	32	Electronic Engineer
Rafael Osorio	CFO	33	33	Industrial Engineer
Rodrigo Peña	Planning and IR Officer	10	21	MBA, Civil Engineer
José Orlandini	Service Division Manager	29	32	Electrical Engineer
Alberto Merino	Commercial Development Manager	26	26	Electrical Engineer
Sergio Rademacher	Cloud & Datacenter Regional Manager	4	16	Industrial Engineer
Guido Camacho	CEO SONDA Mexico	8	36	Electronic Engineer
Carlos Testolini	CEO SONDA Brazil	7	33	Systems Analyst

Name	Selected Background
Mario Pavón (Chairman)	Chairman of the Board of Quintec Director of I-Med, other SONDA affiliates and non-profit org.
Pablo Navarro (Vice President)	Director of Banco Internacional and several companies in the fishing industry
Christian Samsing	Director of Banco Internacional Former CEO of Corpbanca
Jaime Pacheco	Held various executive positions at Oracle Chile from 1997 to 2009
Rosario Navarro	Director of TICs for Education in Fundación Chile and Chairwoman of "Docente al Día", a learning platform for teachers.
J. Antonio Guzmán	Chairman Clinica Indisa, Scotiabank Former Chairman of Cementos Polpaico Former Minister of Education
Mateo Budnich Diez	Director of Conicyt Former Director of Trade Chilean American Chamber (AMCHAM) Former CEO of IBM, and VTR
Hernán Marió Lores	Director Of VTR and mining related companies Former CEO and CFO of Entel
Francisco Gutierrez F.	Director of Forus, SM SAAM S.A. and Echeverría Izquierdo S.A. Former Director in several companies of different industries.

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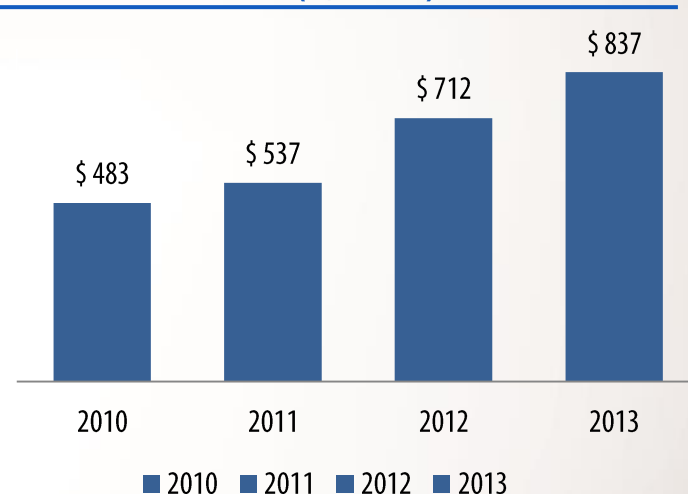


< CTIS

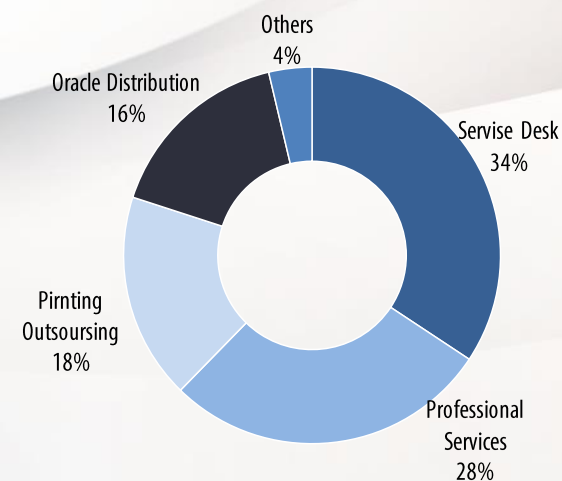
Relevant player in the Brazilian market

- Recognized leadership in IT services in Brazil with 30 years of experience
- Avaldir da Silva Oliveira, founder and president of the company, owns 99% of the company
- Remarkable offering of IT Outsourcing, Services desk, Professional Services, and Oracle Distribution
- Operations in Brasilia, Sao Paulo, Rio de Janeiro, and the Northeast region
- In 2013 CTIS posted revenues for R\$ 837 million
- Important client base with strong presence in the public, financial and energy sectors, with 80% of recurring revenue and long-term contracts
- Backlog of contracts for R\$ 2,769 million, R\$ 863 million to be recognized in 2014
- 11,700 employees hired under CLT
- Audited by PwC

Revenues (R\$ million)



Revenue Breakdown (December 31, 2013)

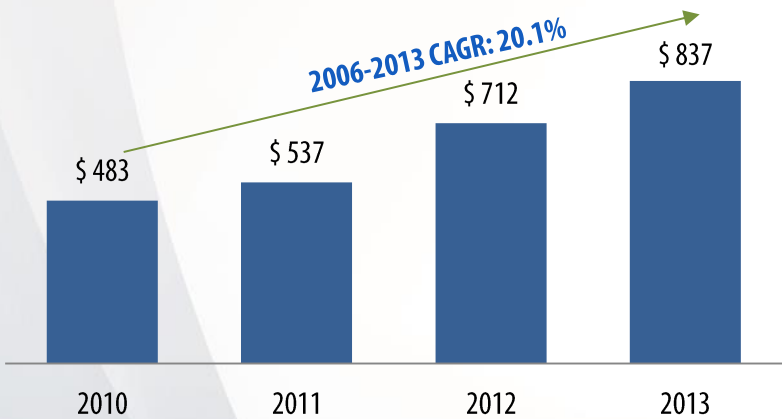


< CTIS

Sustained growth and high recurring revenue base

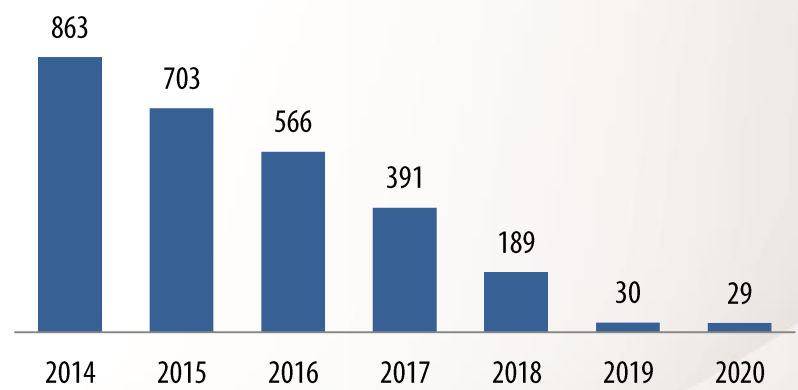
20% average growth in the last four years

Revenues (R\$ million)

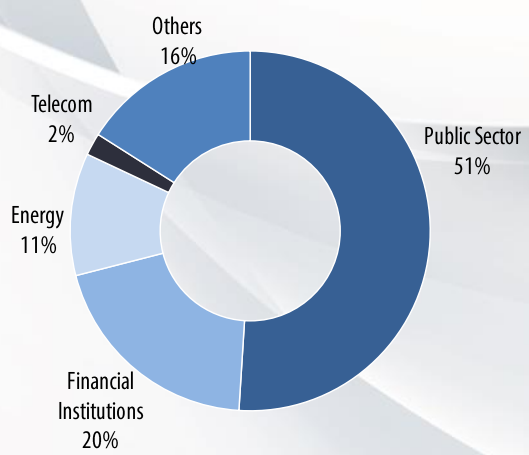


Total backlog by R\$2,769 million

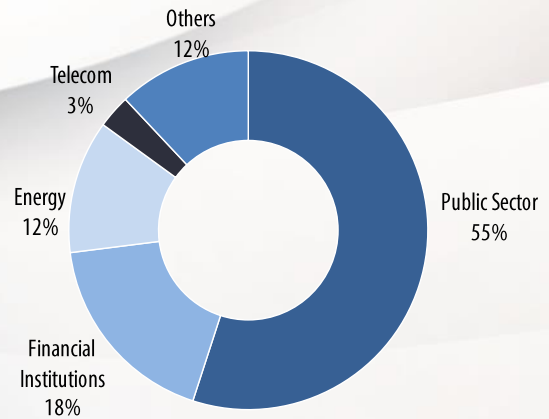
Backlog (R\$ million)



Revenue Breakdown by Sector



Backlog Breakdown by Sector



< CTIS + SONDA

Business Combination In Brazil

- SONDA has become the fourth largest IT company in Brazil and the first of Latin American origin.
- SONDA and CTIS are highly complementary in Brazil generating synergies from:
 - Cross selling of products and services to customers from different industries
 - Expanded regional coverage, reaching all relevant regions
 - Enhancing service offerings in higher value-added business
- IT Services business would represent 73% of total revenue.



- Strong position in public sector
- Greater presence in Brasilia and Northeast



- Serves private sector clients
- 30% of the Top 500 are SONDA's clients
- Greater presence in SP, RJ and MG



- Diversification by Industry
- National Coverage
- Strong offering

Revenue 2013

US\$ 358 million

US\$ 415 million

US\$ 773 million

Employees

11,700

5,500

17,200

< CTIS + SONDA

Business Combination in Latin America

- SONDA as the fourth largest IT services company in LatAm, immediately behind IBM, HP / EDS and Accenture
- Brazil's operation to be the most important in Latin America, representing about 47% of total revenue



Revenues 2013

US\$358 million

US\$ 1,282 million

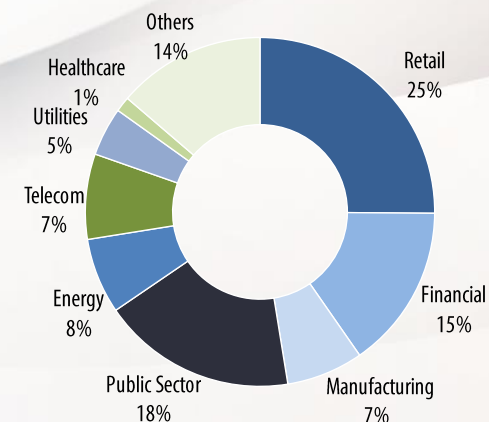
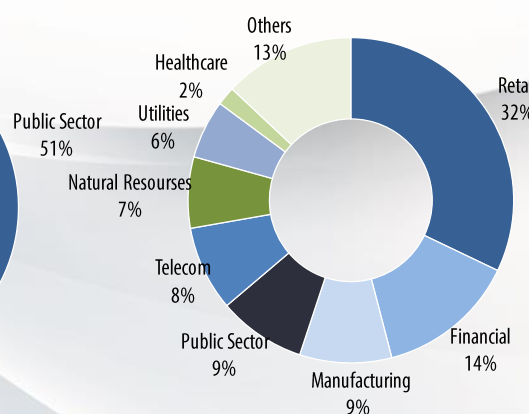
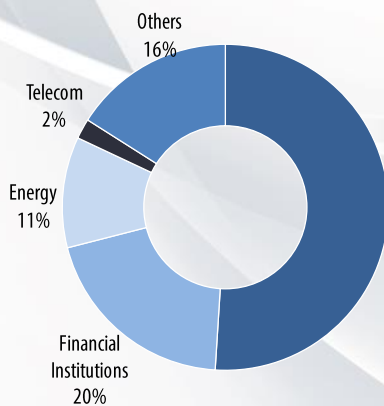
US\$ 1,642 million

Employees

11,700

13,000

24,700



< CTIS

Investment highlights

- Prestigious leadership and a solid business model based on long-term contracts , with a high rate of recurring revenue and world-class certifications.
- Portfolio of blue-chip customers, complementary offering, increasing business presence in states with high IT spending and growth potential (Brasilia and Northeast Region).
- Management with long experience in the IT industry and over 10 years in CTIS.
- Expertise in the public sector, the sector with the highest IT spending and high growth potential.
- Anti corruption and antitrust compliance program.
- Strengthens value added revenues representing more than 73 % of the total.
- Ability to gain and manage large outsourcing and integration contracts.
- Brazil's operation become the largest in the region (47 % of consolidated revenues).
- Ranked as the fourth largest IT company in Brazil and in Latin America after IBM , HP / EDS and very close to Accenture.
- Attractive multiples.

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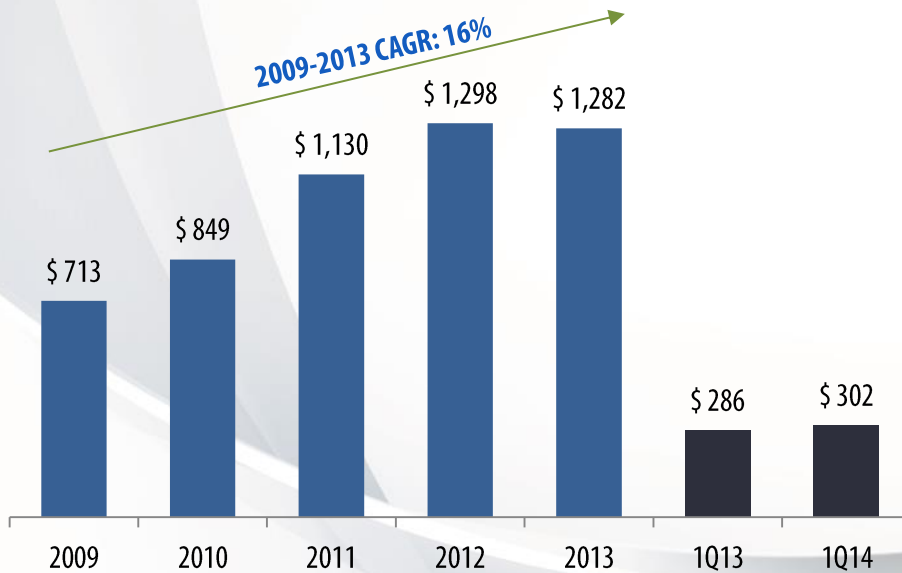
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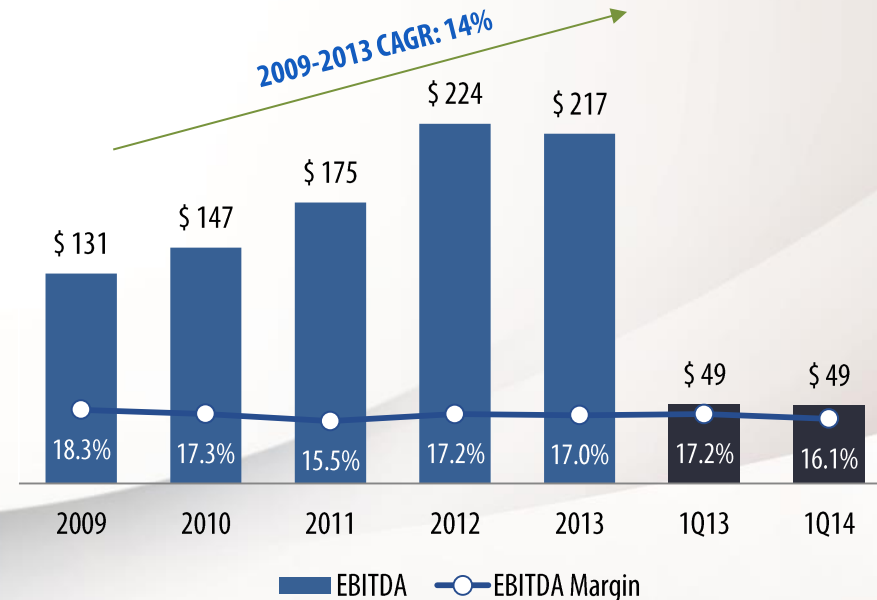
< REVENUE AND EBITDA

Consolidated revenue has grown 16% from 2009 to 2013, which has been accompanied by a growth of 14% in EBITDA

Consolidated Revenues (US\$ millions)



Consolidated EBITDA (US\$ millions)



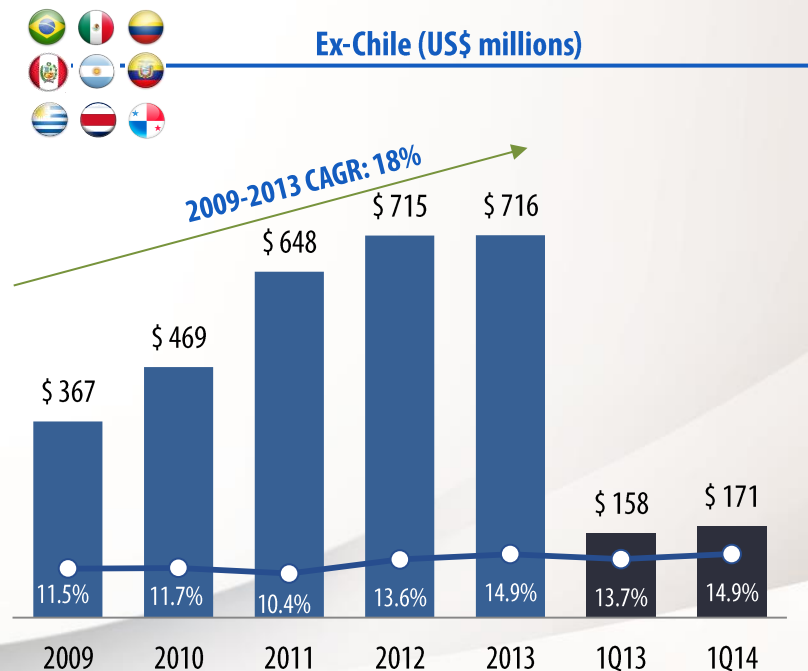
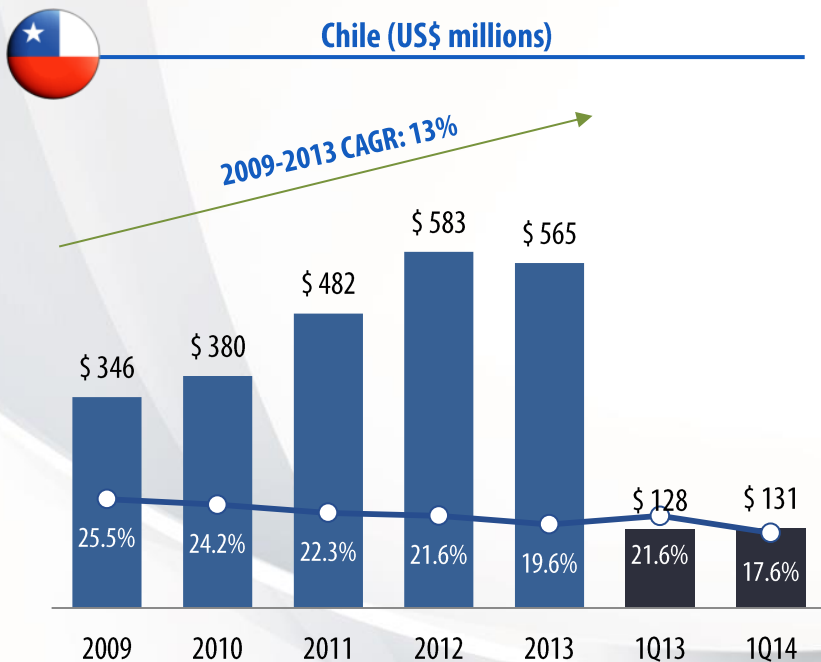
Note:

Figures for 2009 are under local GAAP, while figures for 2010 are under IFRS.

Financial data translated to US\$ using the exchange rates (CLP/ US\$) of: 524.61 for 2009 to 2013 and 551.18 for March-13 and March -14.

< REVENUE AND EBITDA

Ex-Chile operations annual revenue growth rates over 18% with increasing EBITDA margins which drives consolidated growth and stabilization of margins...



Note:
 Figures for 2009 are under local GAAP, while figures for 2010 are under IFRS.
 Financial data translated to US\$ using the exchange rates (CLP/US\$) of: 524.61 for 2009 to 2013 and 551.18 for March-13 and March-14.

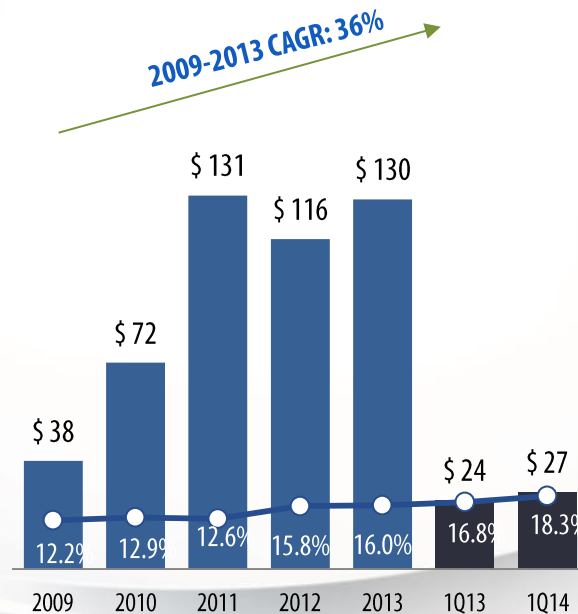
< REVENUE AND EBITDA



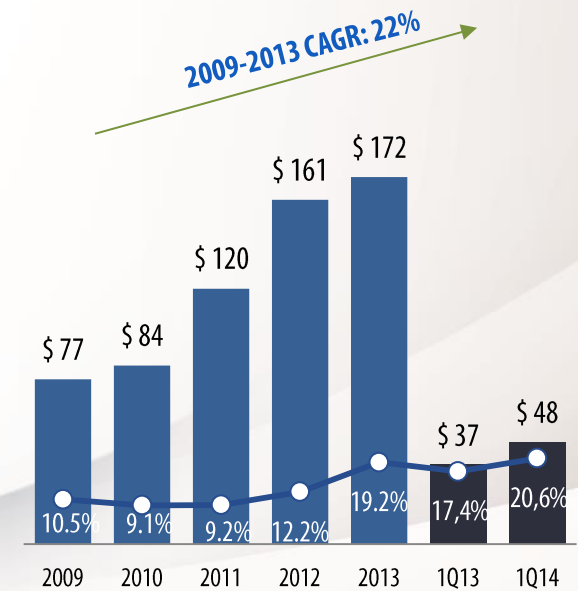
Brazil (US\$ millions)



Mexico (US\$ millions)



OPLA (US\$ millions)



Note:

Figures for 2009 are under local GAAP, while figures for 2010 are under IFRS.

Financial data translated to US\$ using the exchange rates (CLP/US\$) of: 524.61 for 2009 to 2013 and 551.18 for March-13 and March-14.

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Appendix



< 5.1 SUMMARY INCOME STATEMENT

(US\$ millions)	Fiscal Year Ended December 31,				LTM Ended March 30,	2010 – 1Q14 CAGR
	2010	2011	2012	2013	2014	
Total Revenues	808.2	1,075.5	1,235.9	1,219.7	1,235.7	11.2%
<i>Growth (%)</i>		33.1%	14.9%	-1.3%	1.3%	
Gross Profit	188.4	225.2	265.9	257.8	253.6	7.7%
<i>Margin (%)</i>	23.3%	20.9%	21.5%	21.1%	20.5%	
EBITDA	139.7	166.3	212.9	206.9	206.2	10.2%
<i>Margin (%)</i>	17.3%	15.5%	17.2%	17.0%	16.7%	
<i>Growth (%)</i>		19.1%	28.0%	-2.8%	-0.4%	
EBIT	105.4	125.1	155.2	152.1	149.7	9.2%
<i>Margin (%)</i>	13.0%	11.6%	12.6%	12.5%	12.1%	
Net Income to Shareholders	60.9	73.7	82.7	120.5	118.8	18.2%
<i>Margin (%)</i>	7.5%	6.9%	6.7%	9.9%	9.6%	
<i>Growth (%)</i>		21.1%	12.2%	45.7%	-1.4%	
Reported EPS	0.08	0.10	0.10	0.14	0.14	14.7%

Note: Financial data translated to US\$ using the end of period exchange rate for 1Q14: 551.18 CLP/USD.

< 5.2 SUMMARY BALANCE SHEET

(US\$ millions)	Fiscal Year Ended December 31,				March 30,
	2010	2011	2012	2013	2014
Cash and Equivalents	45.3	59.8	111.2	310	329.1
Short-term Investments	111.9	2.5	8.2	12.8	22.9
Current Accounts Receivable	222.9	322.7	314.5	263.6	259.8
PP&E	107.3	139.6	161.7	165.5	166.9
Goodwill	232.2	271.4	353	333.8	358.1
Other Assets	200.1	250.4	309.7	264	271.3
Total Assets	919.80	1,046.40	1,258.20	1349.7	1408.2
Current Accounts Payable	102.2	160.2	180.1	187.6	195.4
Total Debt	157.8	224.8	191.4	170.8	171
Other Liabilities	124.8	100.2	163.7	128.9	125.2
Total Liabilities	384.80	485.20	535.20	487.2	491.6
Minority Interest	6.5	7.5	8.6	9.7	11
Common Equity	528.6	553.7	714.4	852.8	905.5
Total Liabilities and Equity	919.80	1,046.40	1,258.20	1349.7	1408.2

Note: Financial data translated to US\$ using the end of period exchange rate for 1Q14: 551.18 CLP/USD.

< 5.3 SUMMARY CASH FLOW STATEMENT

(US\$ millions)	Fiscal Year Ended December 31,				March 30,
	2010	2011	2012	2013	2014
Net Cash Flows from (Used in) Operating Activities	106.40	60.68	162.66	170.04	43.51
Capex	-118.08	-102.96	-175.2	-46.86	-21.53
Other	-85.66	72.39	1.4	65.3	7.3
Net Cash Flows from (Used in) Investing Activities	-203.75	-30.57	-173.79	18.44	-14.19
Dividends Paid	-34.76	-37.33	-38.6	-48.84	0
Interest Paid	-4.94	-5.48	-8.8	-3.18	-0.42
Other	-17.53	27.58	123.0	59.87	-4.05
Net Cash Flows from (Used in) Financing Activities	-57.23	-15.22	75.72	7.85	-4.47
Effect of Exchange Rate Changes on Cash and Cash Equivalent	-2.6	-0.46	-13.1	2.43	4.25
Net Increase (Decrease) in Cash and Cash Equivalents	-157.17	14.43	51.48	198.76	29.1

Note: Financial data translated to US\$ using the end of period exchange rate for 1Q14: 551.18 CLP/USD.



Phone (56-2) 2 657 50 00

Teatinos 500,

Santiago, CHILE

www.SONDA.com