



Corporate Presentation

December 2019



Improving & Transforming Customers' Business

MEMBER OF
Dow Jones
Sustainability Indices

In collaboration with a RobecoSAM brand

Agenda

1. SONDA at a Glance
2. Vision and Strategy
 - 2.1 Latin American context
 - 2.2 IT Industry
 - 2.3 Strategic Plan 2019 – 2021
 - 2.4 Strategic Plan Investments
3. Investment Attractiveness
 - 3.1 Leading company
 - 3.2 Diversified clients base
 - 3.3 Integrated business model
 - 3.4 Sustainable growth
 - 3.5 Management with vast experience
 - 3.6 Strong financial position



1. SONDA at a Glance

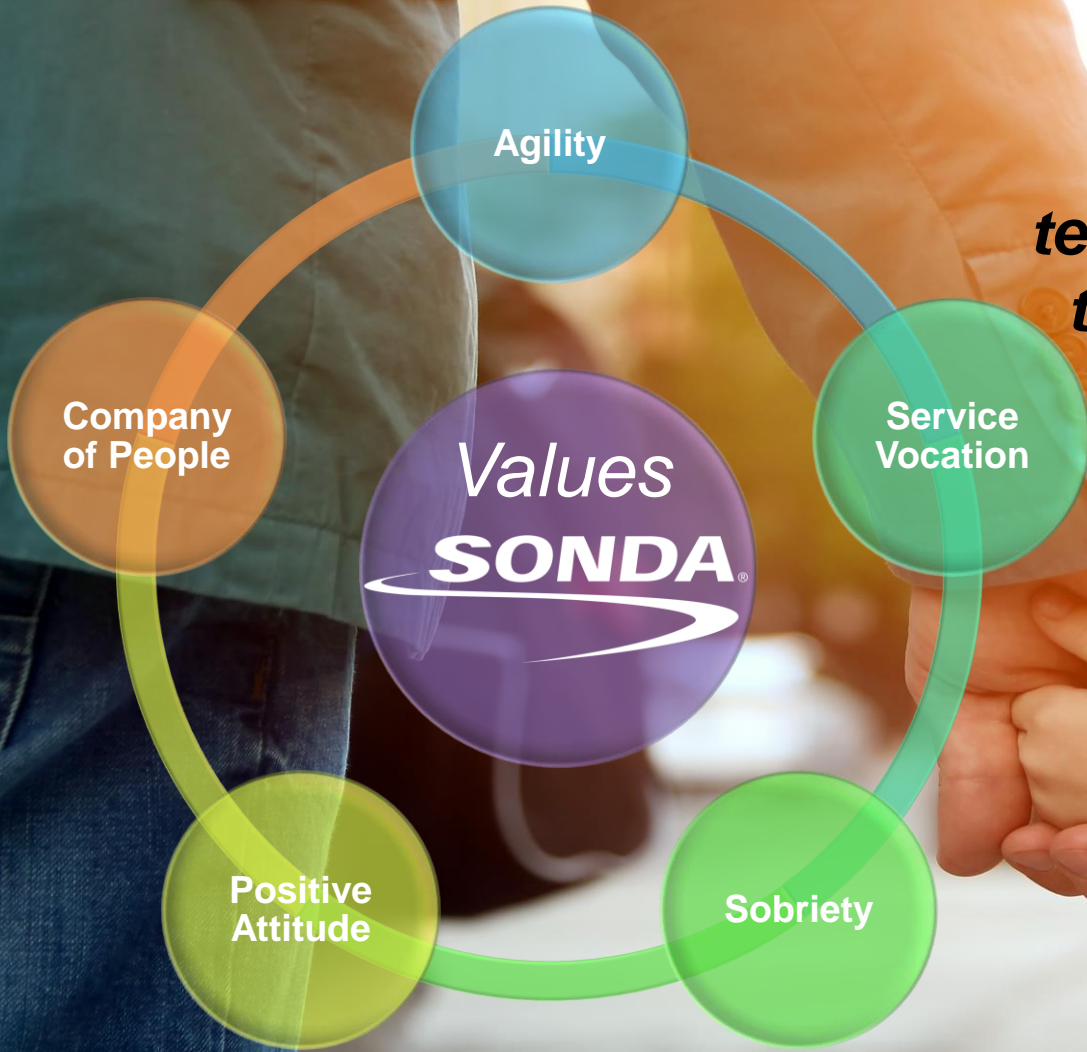
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1. SONDA at a Glance

A purpose that mobilizes us and values that guide our work...



Our Purpose

Contribute to improve people's quality of life, innovating and adding value through technological solutions in order to develop and transform the businesses and activities of our clients

1. SONDA at a Glance

...an overview of what we have accomplished...

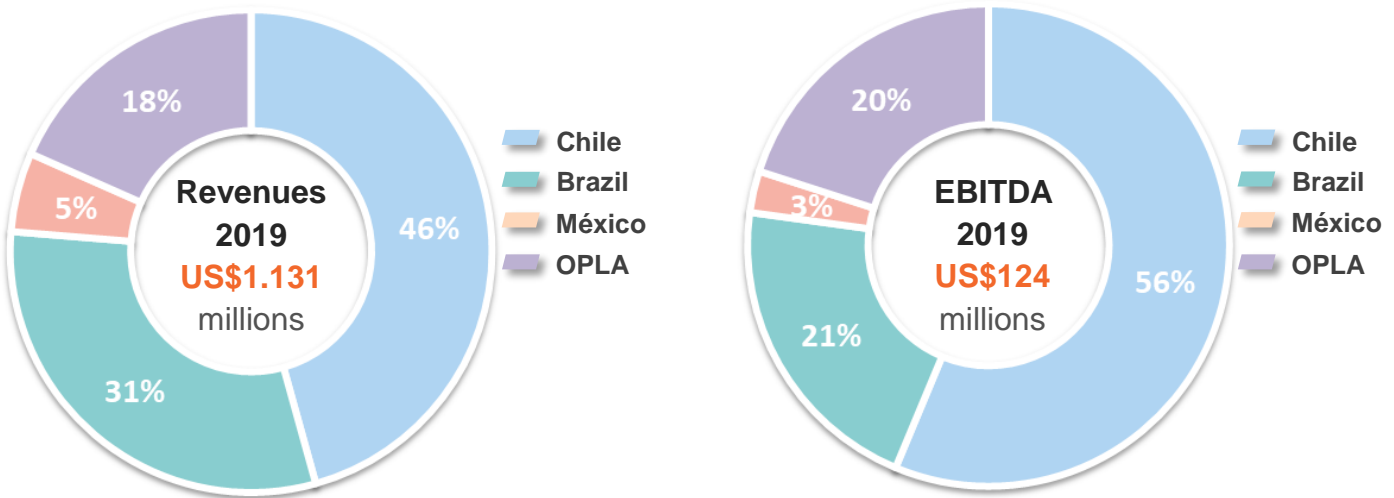
We are the leading Latin American service and IT solution network of the region

Consolidated revenues US\$ 1.131 million in 2019	Presence in 10 Countries in Latin America	Covering + 3.000 cities
Diversified base of + 5.000 Corporate clients	Employees ~ 16.000 In the region	IT professionals ~ 12.000 work at SONDA



- Chile 1974
- Perú 1984
- Argentina 1986
- Ecuador 1990
- Uruguay 1994
- Colombia 2000
- Brasil 2002
- Costa Rica 2003
- México 2004
- Panamá 2008

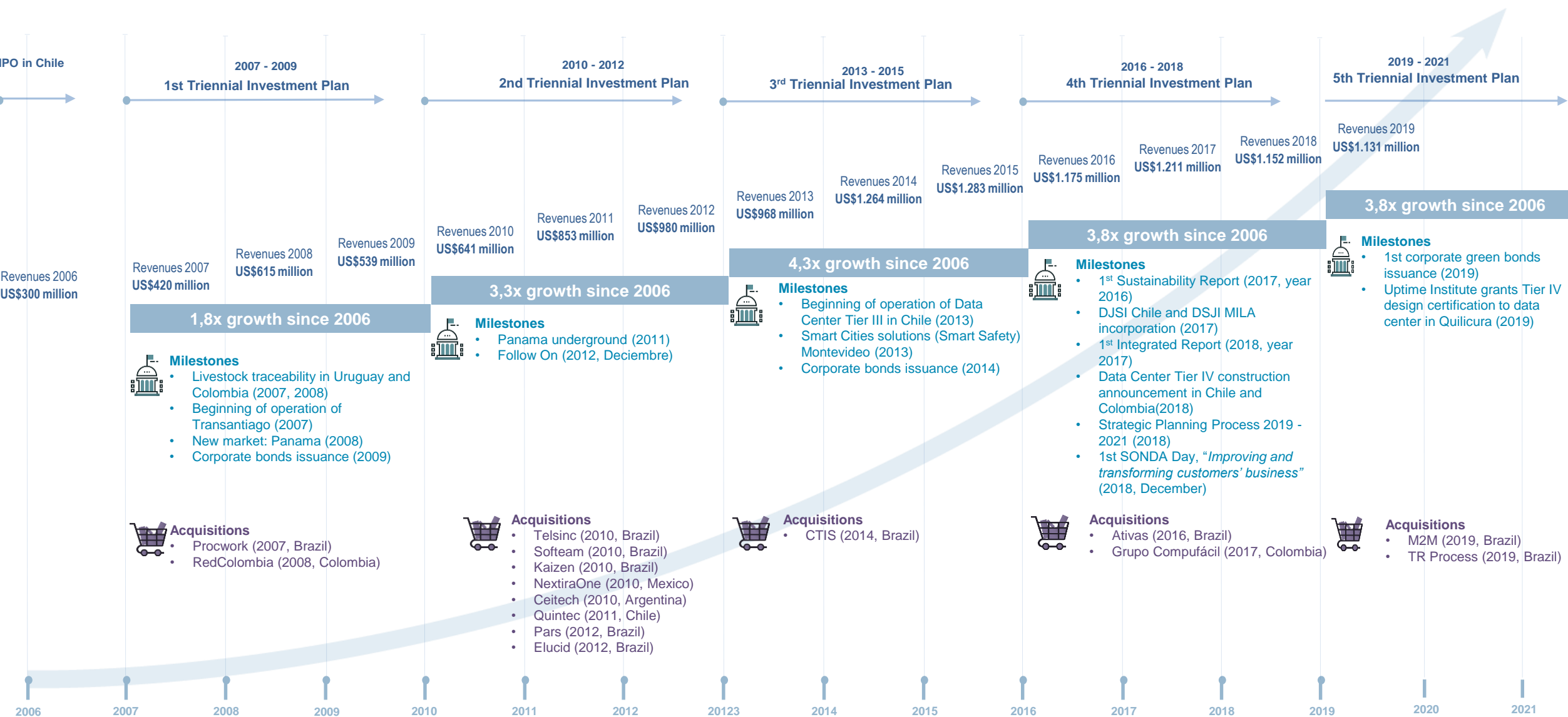
A successful history of more than 45 years of sustained growth



Figures in US\$ were converted using exchange rate = \$ 748,74 / US\$

1. SONDA at a Glance

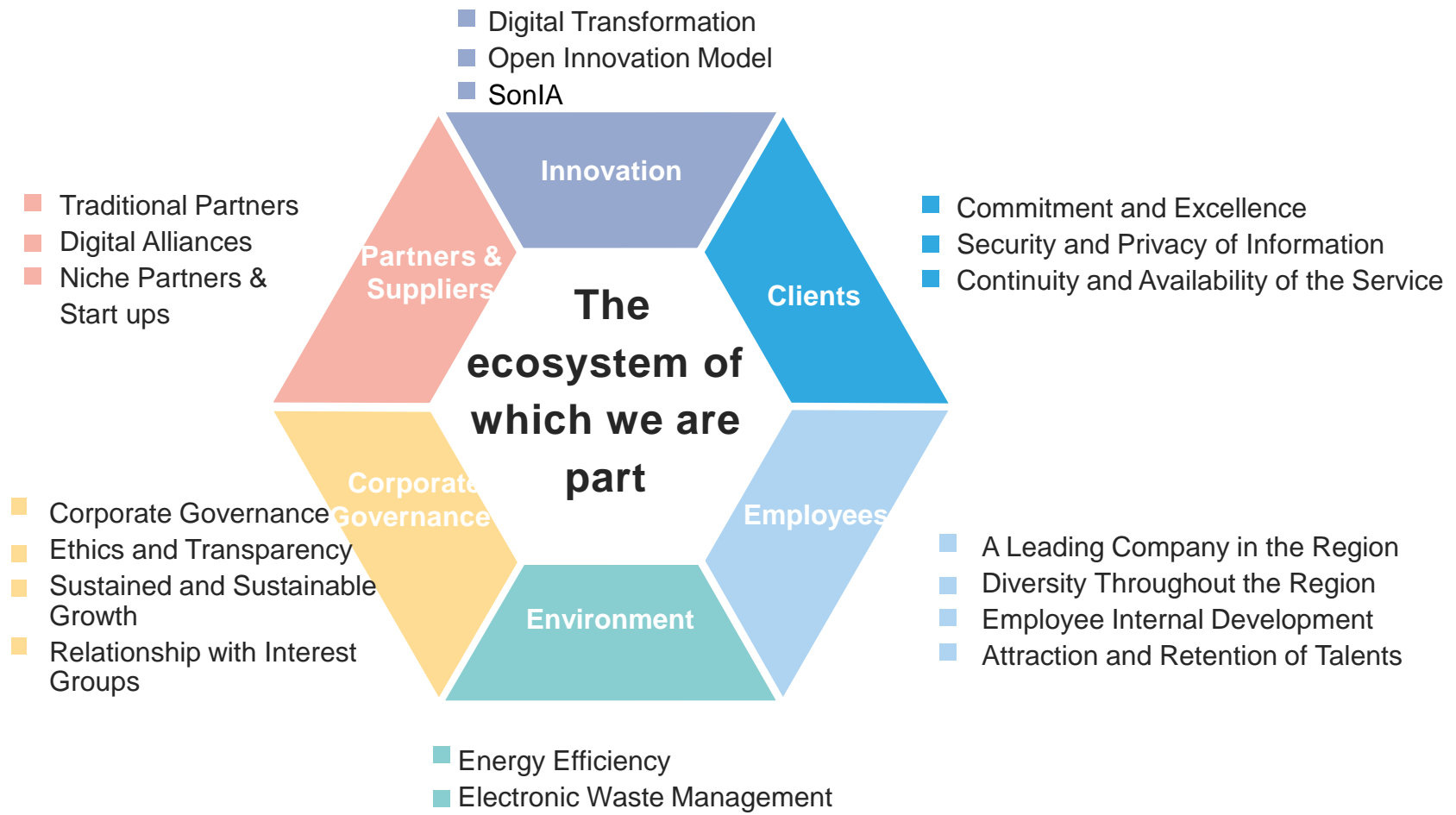
...through the commitment acquired after our IPO...



Figures in US\$ were converted using exchange rate = \$ 748,74 / US\$

1. SONDA at a Glance

...developing a sustainable Business...



*We have the strong belief that both **companies and countries** must develop their businesses and activities, satisfying their needs, **without compromising the ability of future generations of doing the same.***

- 2017**
 - 1st Sustainability Report (year 2016)
 - Incorporation to DJSI Chile and DJSI MILA
- 2018**
 - 1st Integrated Report (year 2017)
 - Rectification of DJSI Chile and DJSI MILA participation
- 2019**
 - 2nd Integrated Report (year 2018)
 - Rectification of DJSI Chile and DJSI MILA participation



2. Vision and Strategy

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2.1 Latin American Context

Technology services will be increasingly relevant before changes in organizations due to variations in technological tendencies...

LATAM Scenario

- ✓ **New governments in key countries:** With a **more liberal** economic perspective
- ✓ IT investments should **grow more than GDP** in the coming years
- ✓ Private sector: **Efficiency** search and **digital transformation**
- ✓ Government: More purchases of **IT as a Service**

- ✓ **Expected IT market size of USD\$85MMM for 2021**, being **Peru, Colombia, Brazil and México** the ones with a greater expected growth rate
- ✓ **Financial Sector, Telecommunication, Government and Retail** the main customers
- ✓ It is expected **a change in the consumption mix** towards services with more value added

- ✓ Services **with the highest expected growth towards 2021 are data center, cloud, cybersecurity and analytics** (expected growth of more than 12%)
- ✓ By 2021 the **Digital Transformation** is expected to be transversal to industries and organizations
- ✓ Massive system migration to **Cloud platforms**

- ✓ **Disruptive technologies** driving new solutions
- ✓ **New cybersecurity standards** pick up more relevance
- ✓ Flexibility, agility and scalability through **Hyper-Agile architectures**
- ✓ **Data as key driver for success**, amount and quality does matter

2.2 The IT Industry

...What has a strong impact in how technology will help our clients to solve their business needs



Strategic



Clients increasingly require partners that support their strategic guidelines, understanding their business...

Tactical



...to be able to provide tangible solutions to issues and business needs...

Transactional



...and to be increasingly efficient and competitive in their services.

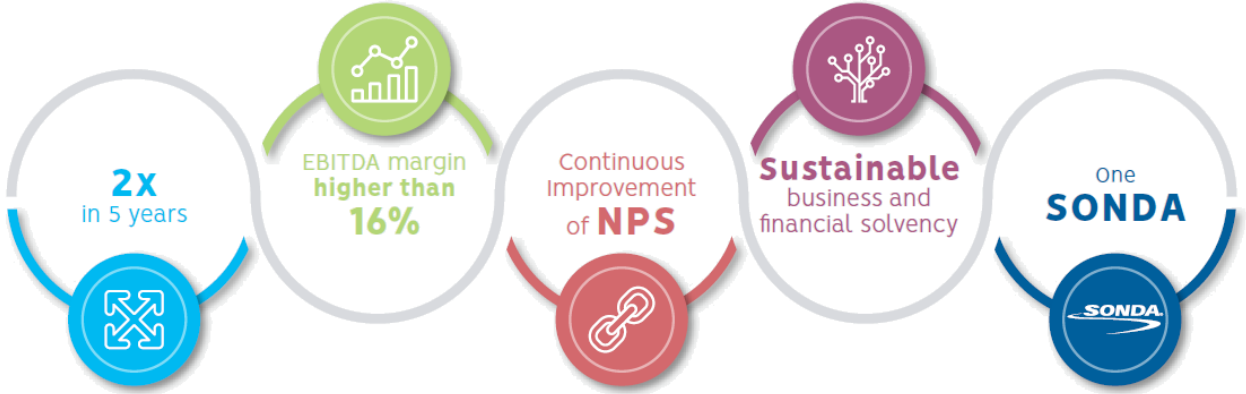
2.3 Strategic Plan 2019 – 2021

A strategic planning process highlighted by the regional collaboration and participation of SONDA...

We define an aspiration...



... and challenging objectives towards 2021...



...to achieve them we prioritize 7 strategic elements...



NPS: Net Promoter Score

2.3 Strategic Plan 2019 – 2021

...what will allow us to **improve** and **transform** our clients businesses

We will **strengthen the verticalization** of key regional industries

Improve clients operations
Transform the business model of our clients

- Platform Services
- Applications and solutions
- Operational and Technological Process Management
- Digital, Operational and Technological Transformation



- World class portfolio solutions
- Proven experience in the region
- 8% of revenues (2019)



- Transferable knowledge and solutions
- In an accelerated transformation process
- 11% of revenues (2019)



- 1º in technological consumption
- Specialized solutions portfolio
- 14% of revenues (2019)



- 3º in technological consumption
- Specialized solutions portfolio
- 9% of revenues (2019)

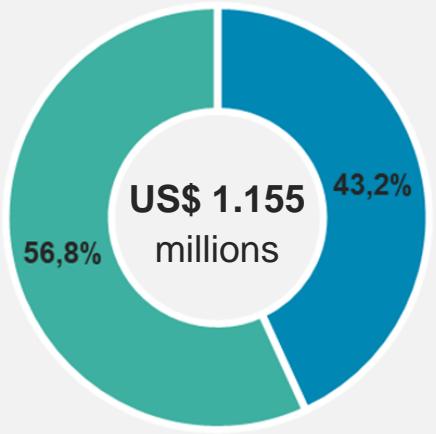
Focus in service lines with **superior value added**

2.4 Investment Plan 2019 – 2021

Investments to boost the strategic plan

Realized Investments

(2007 – 2018, US\$ millions)

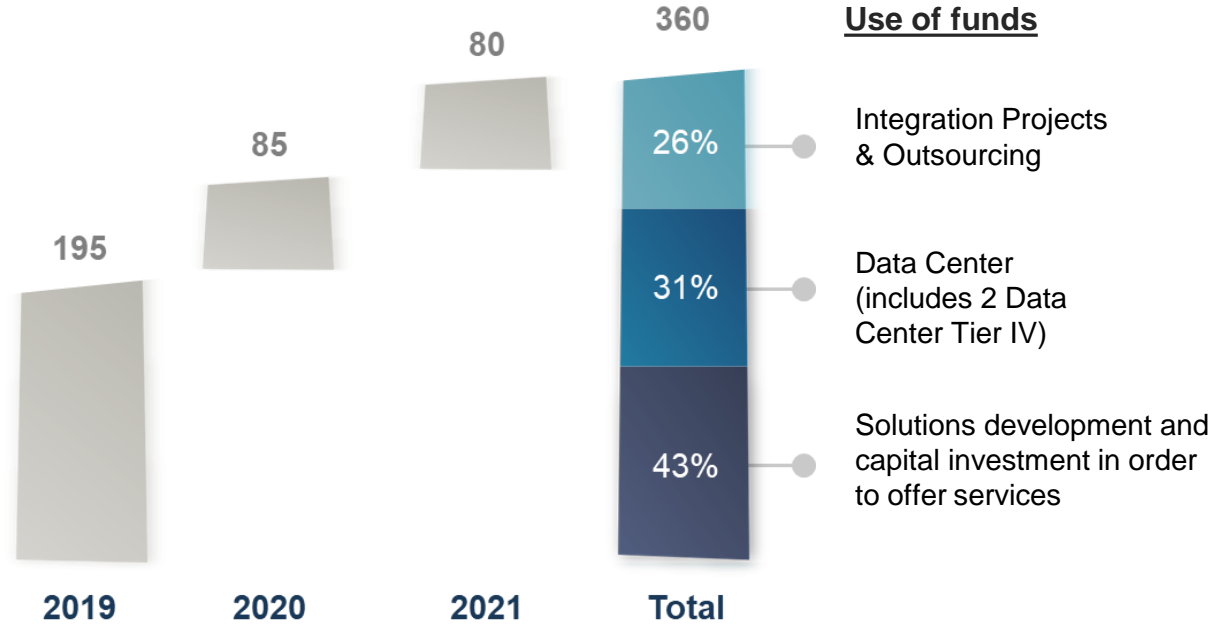


➤ M&A ➤ Orgánico

Profitable growth strategy, maintaining a solid and stable financial position and taking advantage of the opportunities in the IT industry of the region and the know-how to fully comply with our customers

Investment Plan*

(2019 – 2021, US\$ millions)



Solid strategic plan for the period 2019 – 2021 that considers an investment of US\$ 360 millions to impulse the organic growth of SONDA

(* Estimates made in December 2018, and are subject to the development and implementation of projects and new contracts, which can be delayed from one year to another

3. Investment Attractiveness



Leading Company

Diversified client base

Integrated business model

Sustainable growth

Vast experience management

Solid financial position

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3.1 Leader Latin American Company in IT Solutions and Services



45 years history with presence in Latin America,
 - Solving the business needs of our clients
 - Improving the quality of life of millions of people
 - Contributing to the development of the region

Located in 10 countries and in more than 3.000 cities, making us the largest Latin American service and IT solution network in the region

Deep service vocation and world class certifications that allow us to integrate, develop, implement, manage and operate with excellence a wide range of services and IT solutions

+12.000 IT professionals to the service of the more than 5.000 clients in Latin America

Solid track-record of large modernization and innovation projects capitalizing the growth opportunities offered by the region

Solid presence in key markets and accelerating growth in the rest of the region. Focal countries: Chile, Brazil, México and Colombia

3. Investment Attractiveness



1
Leading
Company

2
Diversified
client base

3
Integrated
business
model

4
Sustainable
growth

5
Vast experience
management

6
Solid financial
position

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3.2 Diversified Clients and Revenues Base

Focus in large corporations (Blue-Chip)

- ✓ Medium and large size companies
- ✓ Regional clients

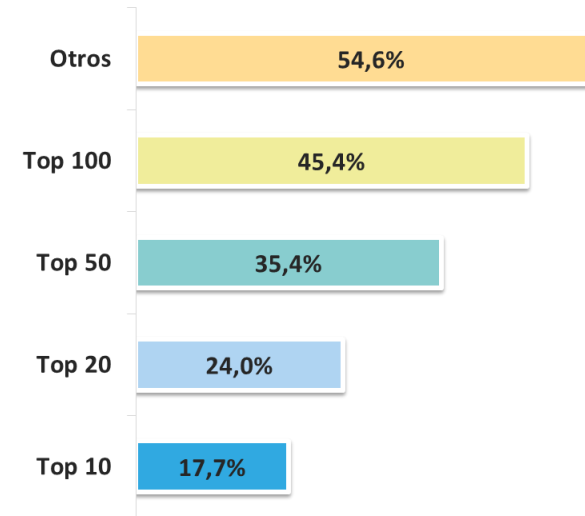
Close and long term relationships

- ✓ Long term service contracts and average duration ~3 years
- ✓ ~60% of revenues coming from multiannual contracts and consistent recurrent revenues

Clients diversification

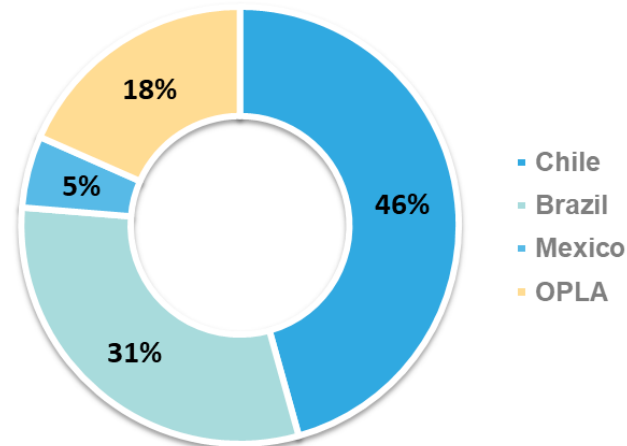
- ✓ +5.000 Latin American clients
- ✓ None of them represents more than 5% of total company revenues (dec-19)

Revenue concentration by clients (2019)



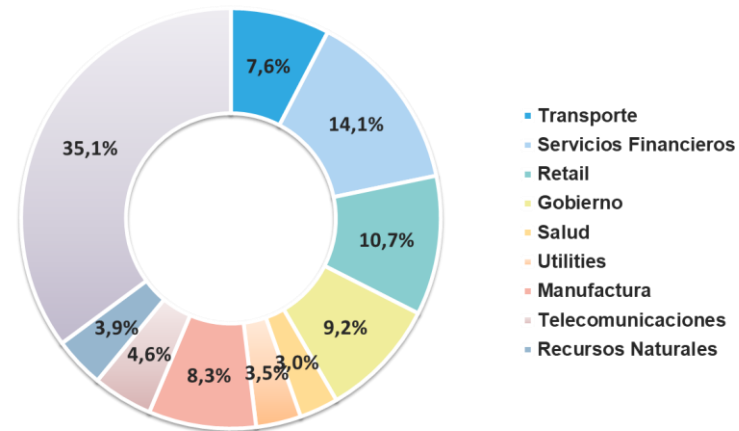
Revenue diversification by geography (2019)

Balanced regional revenue mix, with exposure to the most important Latin American economies

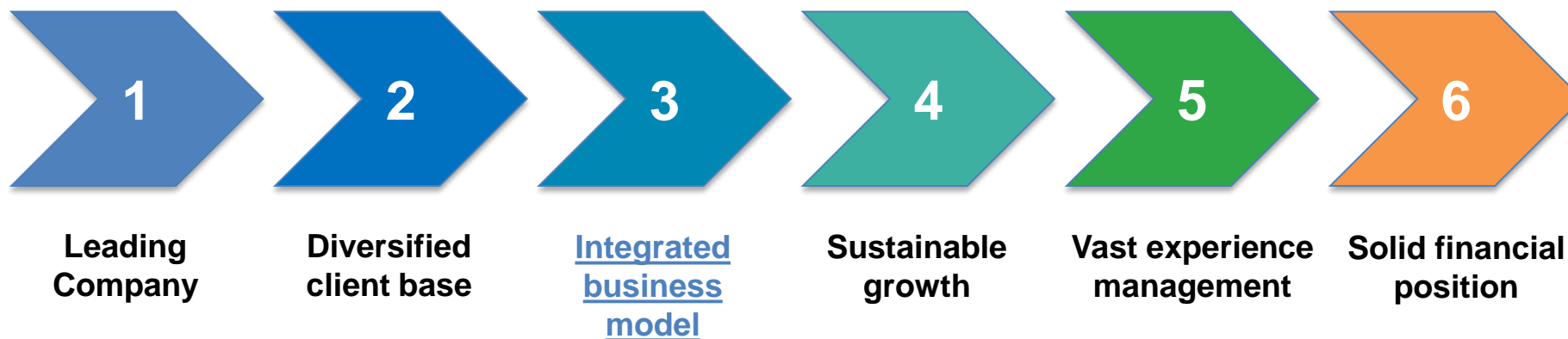


Revenue diversification by industry (2019)

Low concentration by industry



3. Investment Attractiveness



3.3 A Business Model that Adds Value to our Stakeholders

We are a strategic partner and a change agent to our clients...

...that understand their businesses and support them in their strategic decisions...

...to improve and transform their operations and business models.

We walk side by side with our clients in their process of digital transformation throughout the entire technological adoption cycle



We put our client in the center of our business



We offer a broad range of services and IT solutions



We are a comprehensive provider and a one-stop shop



We leverage our operations in a unique regional network of services and IT solutions



We share with our network the experience, the know-how and the best practices we have acquired



We build long term relationships with our clients



We are a group of enthusiasts, fan of technology, with a genuine service vocation



We orchestrate an ecosystem of great value in innovation and technologies

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3.4 Sustainable Growth Through a Clear Road Map

to **improve** y **transform** the business of our clients



Prioritizing 4 key industries

Transport



- Regional referrer with world-class solutions
- Solid track-record of high scale projects
- ~US\$700 millions in pipeline of opportunities

Retail



- Transferable knowledge and solutions
- In an accelerated transformation process
- Presence with the largest players in the region

Financial Services



- Portfolio with specialized solutions
- 1st in technology consumption
- Presence with the largest players in the region

Government



- Portfolio with specialized solutions
- 3rd in technology consumption

With priority in key services lines

Digital, operational and technological transformation



Big Data & Analytics

Transforming processes, experiences and new monetization models



Cybersecurity

We build the confidence levels required by our clients for their digital transformation process



Cloud

Advisory support to define migration strategies, applications modernization, Government models and operations on a multi cloud platform



Transformation consultancy

Advisory vision in the construction of a road for their business transformation

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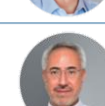
4
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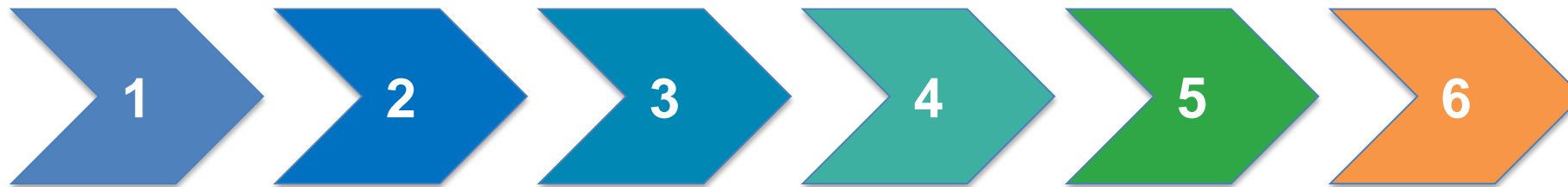
6
Solid financial
position

3.5 Corporate Governance and Management with Vast Experience in the Technology Industry

Name	Profession	Position	Board Incorporation
	Mario Pavón Industrial Civil Engineer	Chairman	2005
	María del Rosario Navarro Aesthetic degree	Vice Chairman	2013
	Juan Antonio Guzmán Industrial Civil Engineer	Independent Director	2010
	Mateo Budinich Electrical Civil Engineer	Independent Director	2014
	Hernán Marió Business and Economics Engineer	Independent Director	2014
	René Lehuedé Civil Constructor	Independent Director	2017
	Andrés Navarro Industrial Civil Engineer	Director	2017
	Alfonso Gómez Civil Engineer	Independent Director	2017
	Enrique Bone Industrial Civil Engineer	Independent Director	2017

Name	Profession	Position	Incorporation to SONDA	Industry Trajectory
	Raúl Véjar Electrical Engineer	Corporate General Manager	1982	37 years
	Rafael Osorio Industrial Civil Engineer	Chief Financial Officer	1981	38 years
	José Orlandini Electrical Engineer	Regional IT Service Division Manager	1985	37 years
	Alberto Merino Electrical Engineer	Latam Business development Manager	1988	31 years
	Christian Onetto Civil Engineer	Digital Transformation Corporate Manager	2018	18 years
	Roberto Jana Psychologist	Human Resources Corporate Manager	2015	20 years
	Raúl Sapunar Electrical Civil Engineer	Gneneral Manager SONDA Chile	1984	37 years
	Affonso Nina Electrical Engineer	General Manager SONDA Brasil	2017	31 years
	Salvador Cabral Business and Economics Degree	General Manager SONDA México	2018	30 years
	Ricardo Rodríguez System Engineer	General Manager SONDA Colombia	2018	30 years

3. Investment Attractiveness



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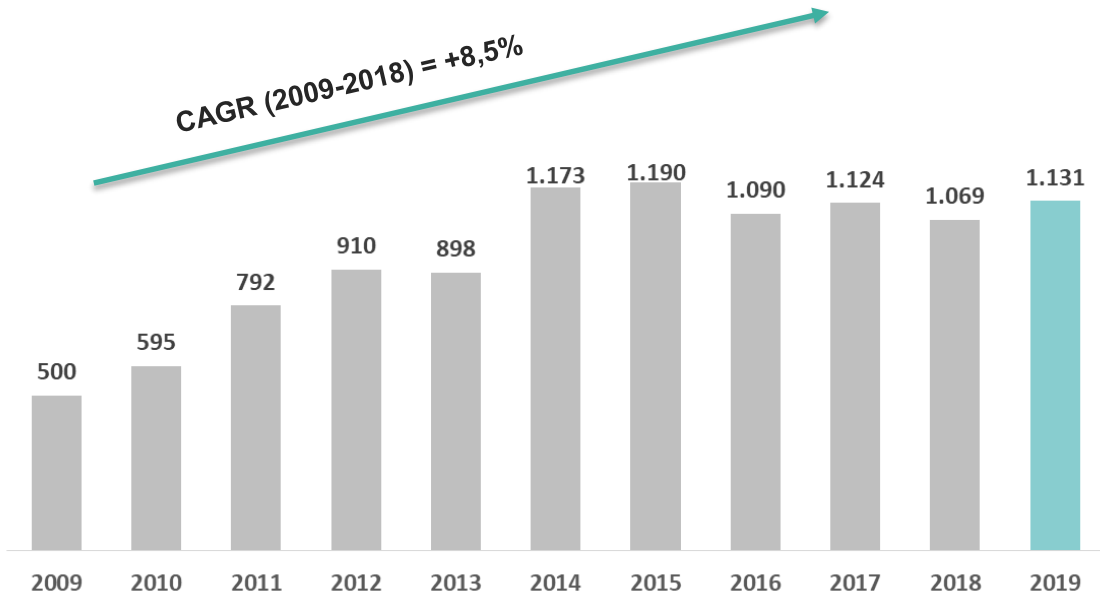
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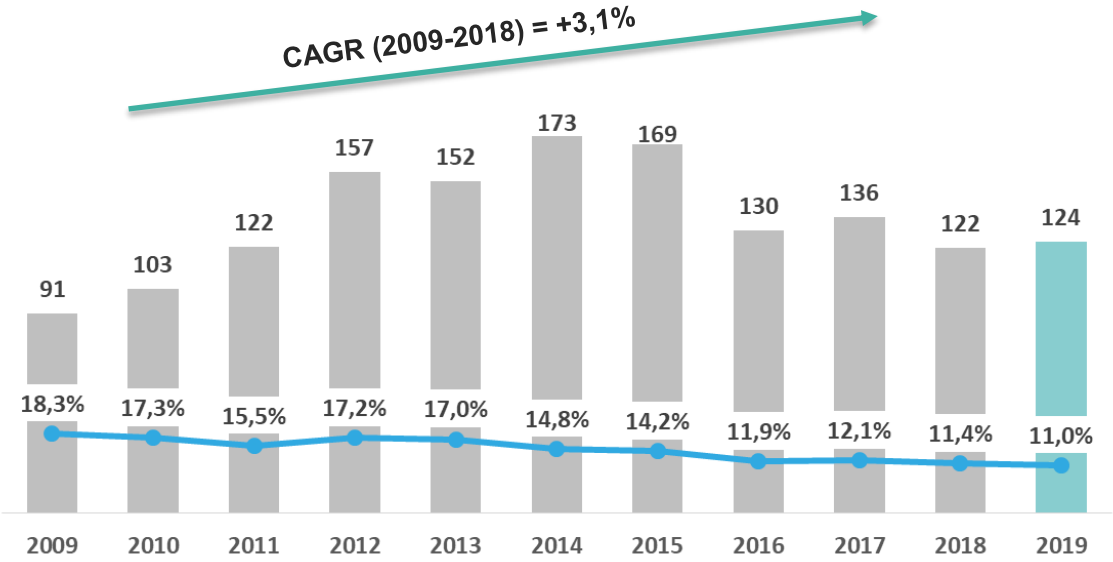
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3.6 Solid Financial Position

Revenues (US\$ millions)



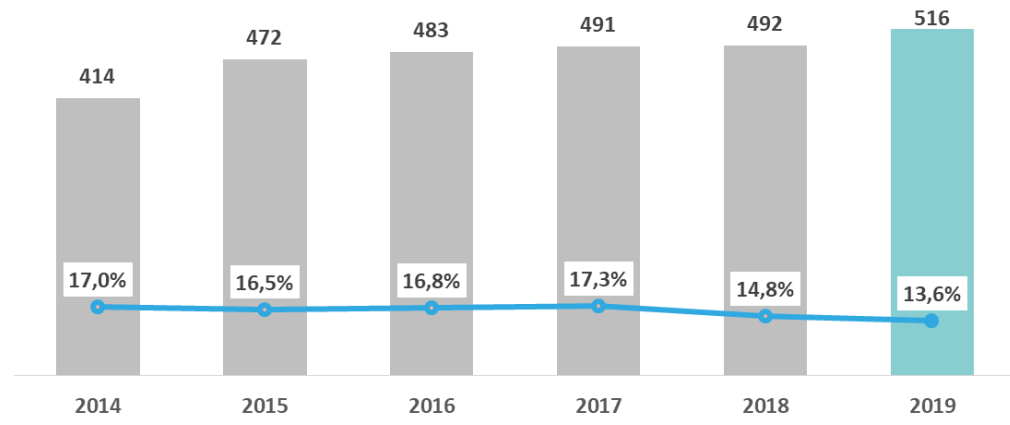
EBITDA (US\$ millions) / Mg. EBITDA (%)



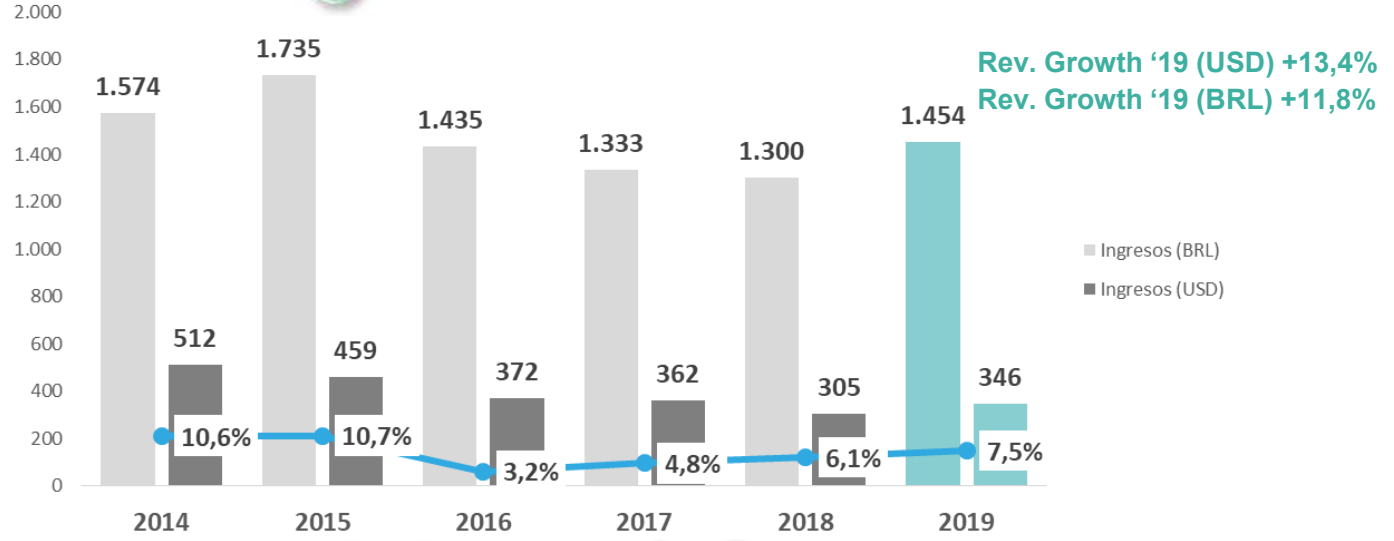
Figures in US\$ were converted using exchange rate = \$ 748,74 / US\$

3.6 Solid Financial Position (revenues in US\$ millions, Mg. EBITDA %)

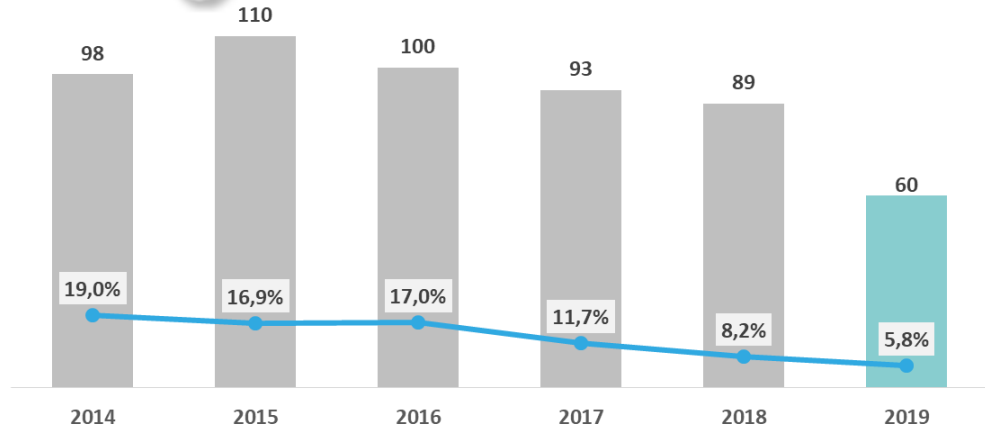
Chile



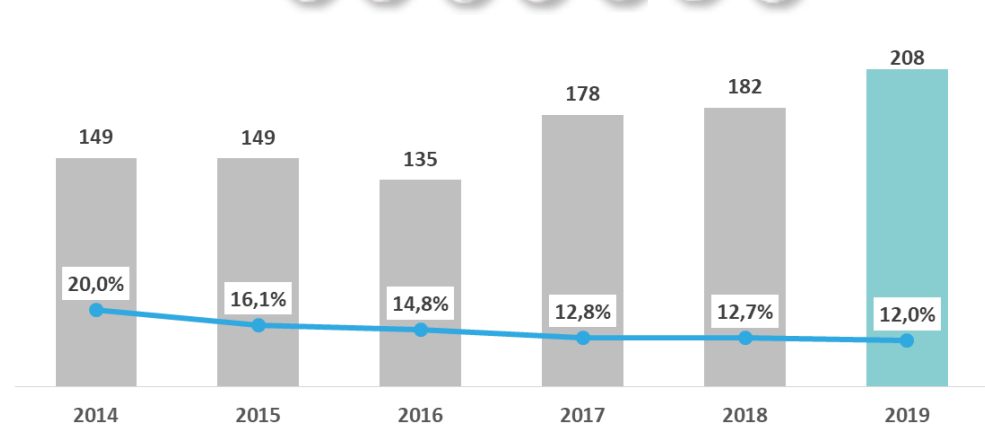
Brazil



Mexico



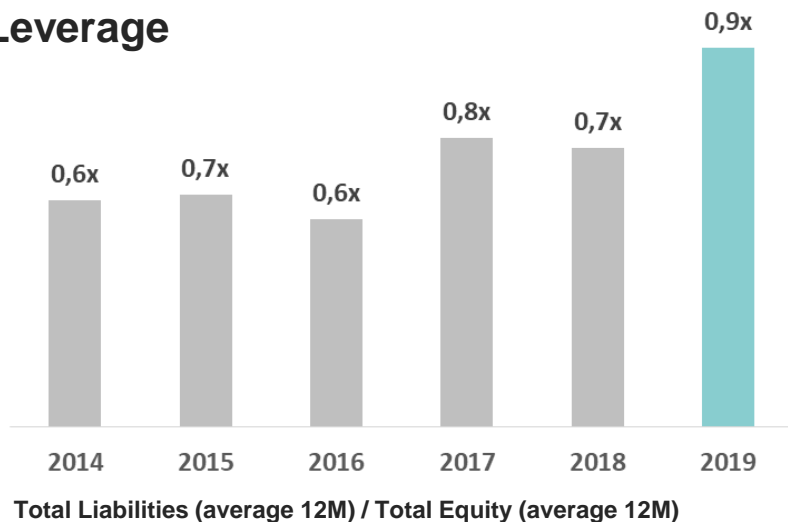
OPLA



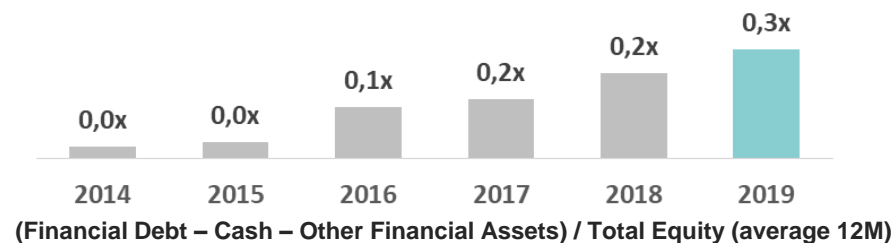
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3.6 Solid Financial Position

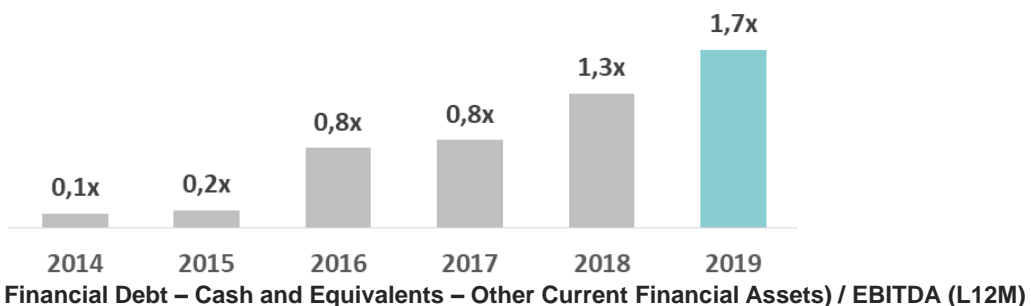
Leverage



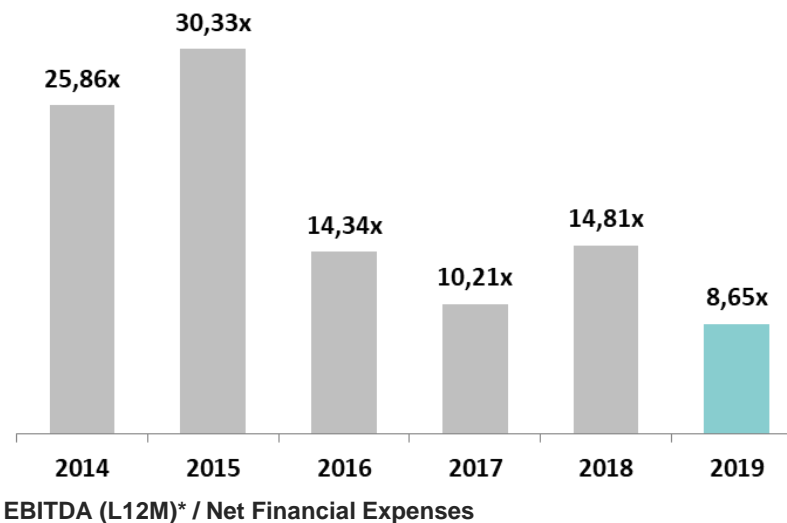
Net Financial Leverage



Net Financial Debt / EBITDA



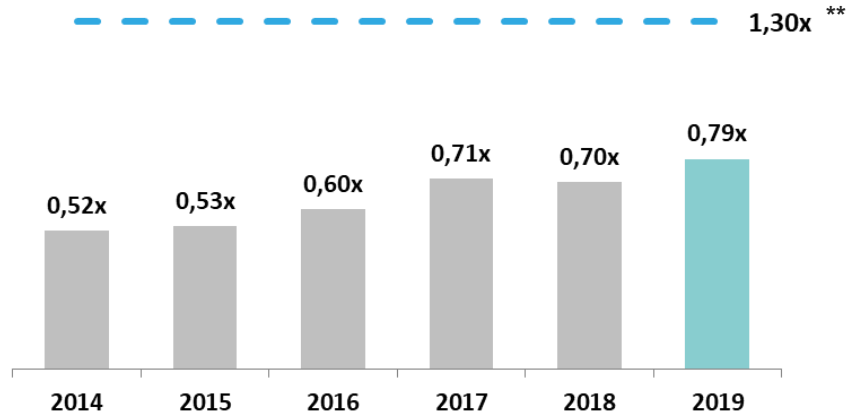
Financial Expense Coverage



* Gross Margin + Administration Expenses + Intangible Amortization (excludes amortization of projects)+ Depreciation of the year

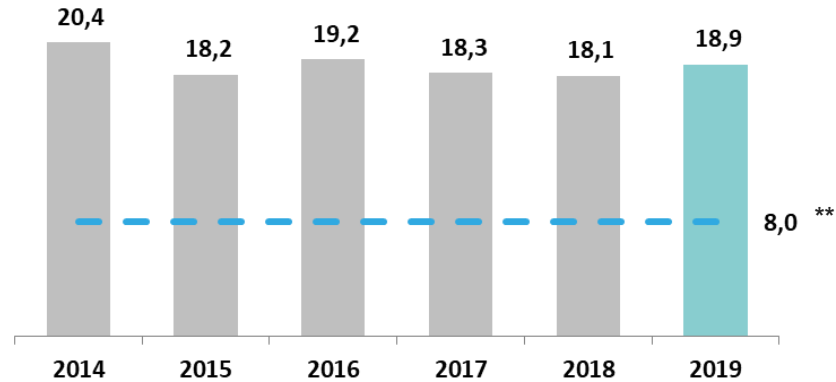
3.6 Solid Financial Position (Covenants)

Leverage



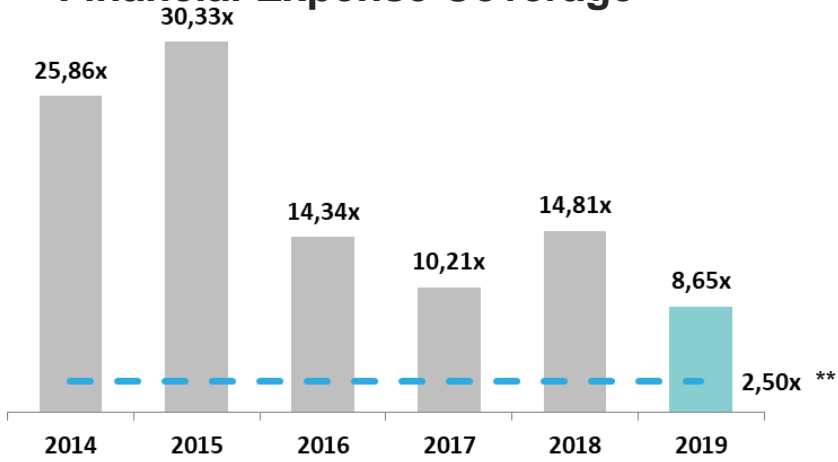
(Enforceable liabilities - Cash) / Total equity

Minimum Equity (UF)



Total equity

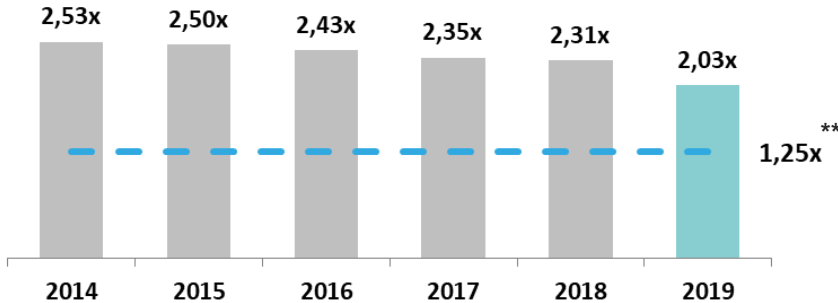
Financial Expense Coverage



EBITDA* / Net Financial Expense

* Gross Margin + Administration Expenses + Intangible Amortization (excludes amortization of projects) + Depreciation of the year

Assets Free of Encumbrances

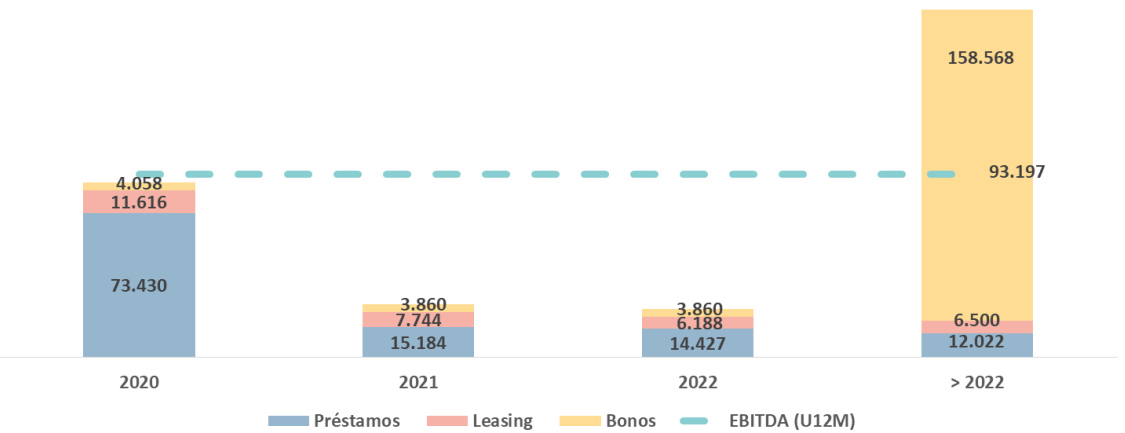


(Total Assets – assets with encumbrances) / (Enforceable liabilities - guaranteed enforceable liabilities)

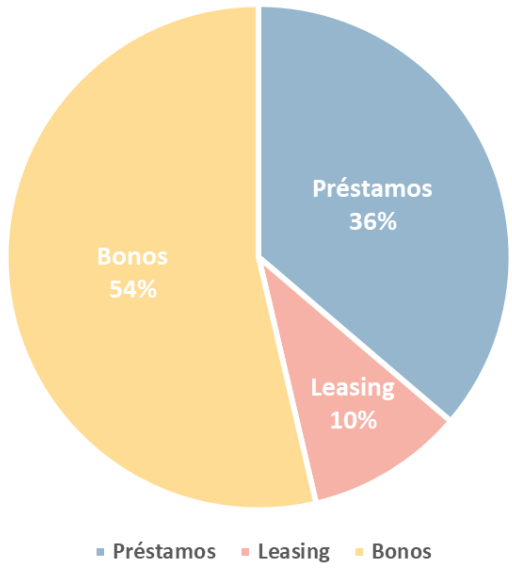
** Covenant

3.6 Solid Financial Position (Financial debt profile)

Financial debt expiration profile (12/31/19, in million pesos)



Financial debt composition (12/31/19)



3.6 Solid Financial Position (Financial Statements Summary)



Income Statement

Income Statement	Dec-19 MM\$	Dec-18 MM\$
Revenues	846.550	800.142
Cost of sales	(703.613)	(659.449)
Gross Profit	142.938	140.693
Administration Expenses	(89.468)	(84.941)
Operating Income (1)	53.469	55.752
Depreciation and Amortization	39.728	35.538
EBITDA (2)	93.197	91.290
Other Income	36.875	1.885
Other Expenses	(14.430)	(10.263)
Profit (Loss) From Operating Activities	75.914	47.374
Financial Income	7.390	8.146
Financial Expenses	(17.852)	(14.157)
Share of profit (Loss) of Associates	984	158
Foreign Exchange Differences	(1.085)	452
Income (Loss) for Indexed Assets and Liabilities	(5.063)	(2.142)
Net Income Before Taxes	60.288	39.831
Income Tax Expenses	(35.808)	(28.713)
Net Income from Continuing Operations	24.480	11.118
Net Income Attributable to Minority Interest	1.373	432
Net Income Attributable to Owners of the Company	23.107	10.685

Balance Sheet

Statement of Financial Position	Dec-19 MM\$	Dec-18 MM\$
Cash and Cash Equivalents	138.739	49.393
Other Current Financial Assets	19.345	16.078
Trade Accounts Receivable and Other Receivables, Net	279.005	240.001
Accounts Receivables from Related Companies	1.710	764
Inventories	40.619	54.685
Other Current Assets	46.320	52.148
Current Assets	525.738	413.069
Intangible Assets and Goodwill	266.325	249.061
Property, Plant and Equipment, Net	165.947	122.792
Other Non Currents Assets	136.563	112.846
Non Current Assets	568.835	484.699
Total Assets	1.094.573	897.768
Current Financial Liabilities	89.273	113.290
Other Current Liabilities	185.243	175.910
Current Liabilities	274.516	289.201
Non Current Financial Liabilities	228.367	70.080
Other Non Current Liabilities	56.762	39.660
Non Current Liabilities	285.129	109.740
Total Liabilities	559.645	398.941
Minority Interest	2.772	4.039
Total Shareholders Equity Attributable to Owners of the Company	532.156	494.788
Total	1.094.573	897.768



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