## **Earnings Presentation**

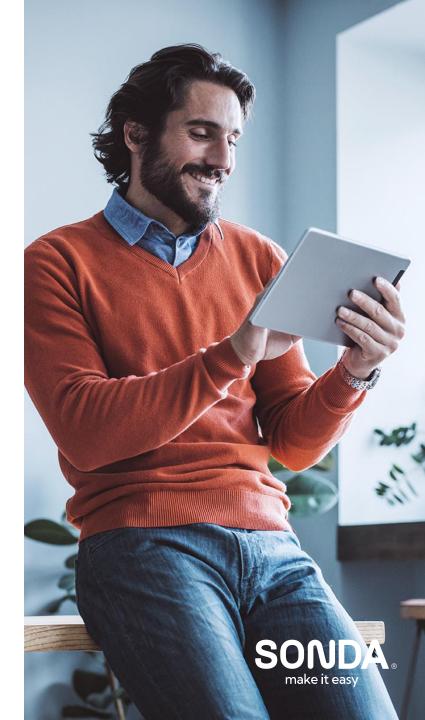
3Q & 9M 2023

October 26, 2023

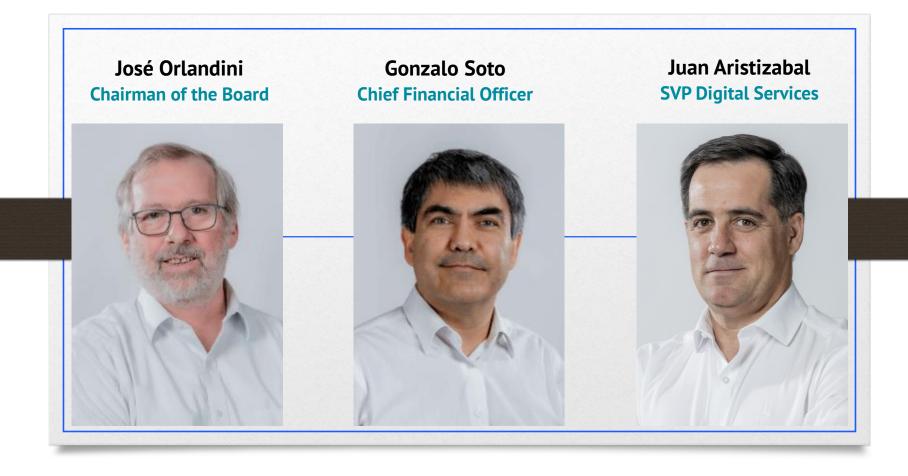


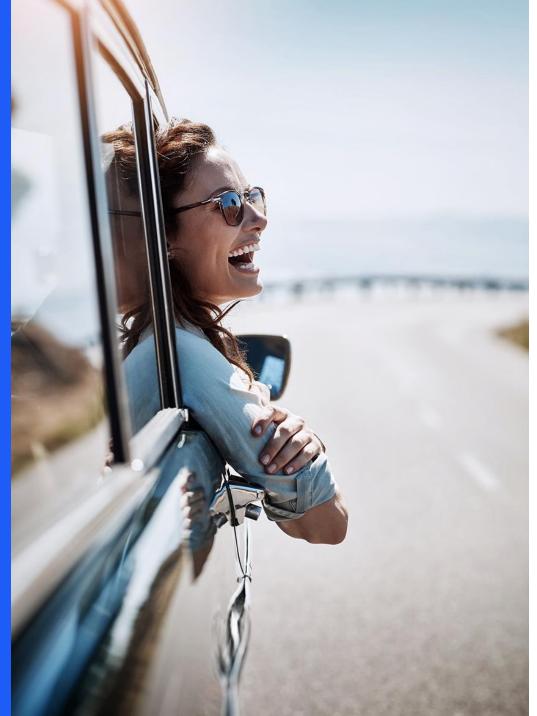
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## Speakers





## AGENDA 3Q & 9M 2023

- **✓** Highlights
- √ Financial Results
- **✓ Commercial Results**
- **✓ SONDA Digital Services: Digital**Transformation Enabler
- **✓ Final Remarks**

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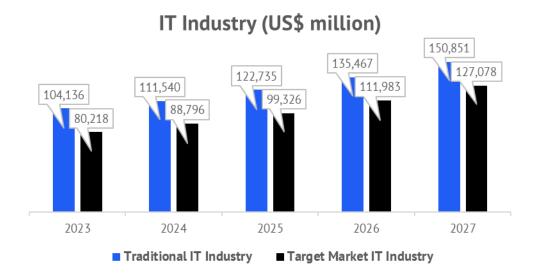
## IT Market in the Region

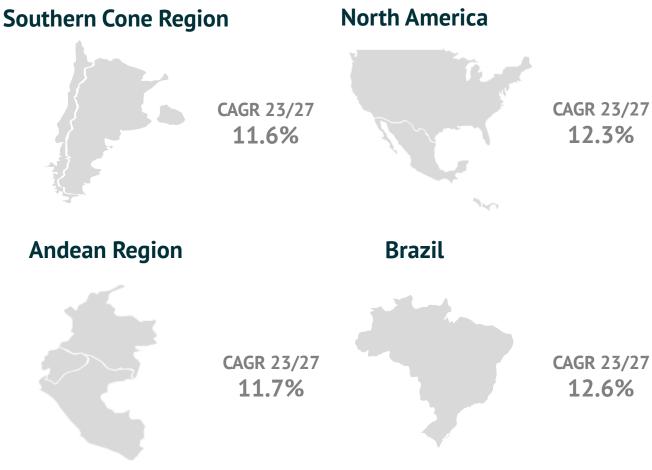
Reporting Currency compared with same period last year.

### **IT Spending Outlook in Latin America**

CAGR 23/27  $\rightarrow$  12.2%

Target Market IT Industry (Services and Applications))

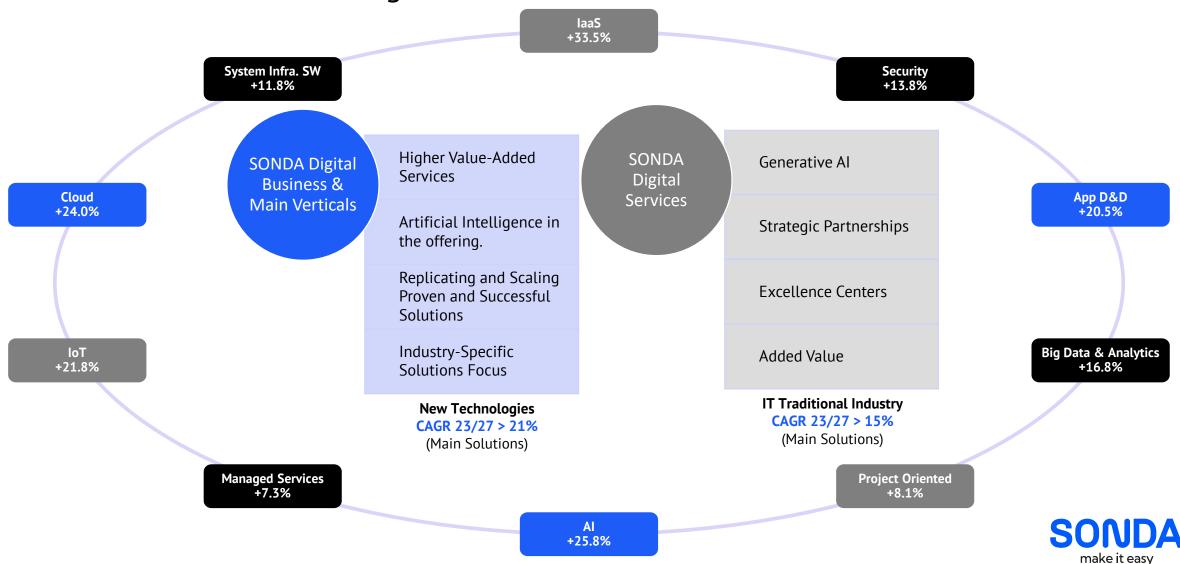




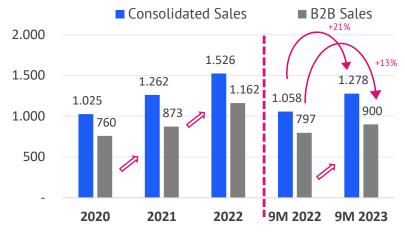


Source: IDC Worldwide Black Book Live Edition and 3rd Platform Edition Sep-23

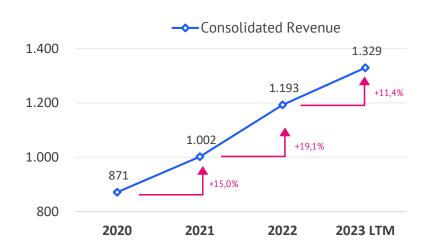
The IT Market in the Region - Focus Areas for Our Business Units

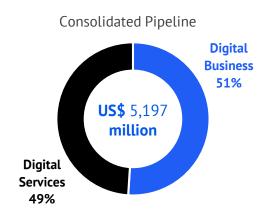


## Strategic Plan Materialization in Results (US\$ millions)



\*2022 and 9M23 figures exclude Infovía Digital Proyect (US&170 million)





Larger Client Accounts





Figures in reporting currency converted with exchange rate as of Sep-23.

## Summary of 9M2023



Consolidated Revenue reaches US\$ 980.5 million / +16.2% c/t 9M22

**Digital Business (US\$ 325.3 / +16.4%)** 

**Digital Services (US\$ 305.9 / -1.0%)** 

B2C (US\$ 349.2 /+36.8%)



Gross Profit totaled US\$ 155.8 million / +13,8% c/t 9M22 EBITDA totaled US\$ 88.4 million / -4,0% c/t 9M22



Net Income attributable to the owners reached US\$ 24.9 million, slightly higher than 9M22.

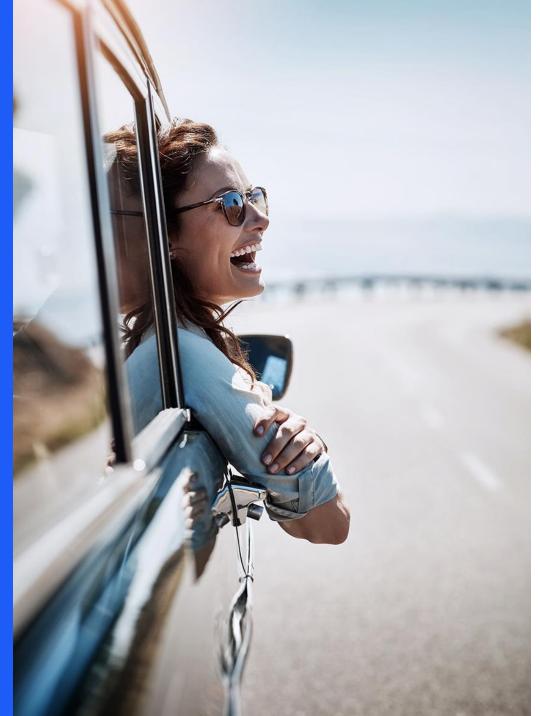


Consolidated closed deals totalize US\$ 1.278 million / +4.0% c/t 9M22

Excluding one-off Infovia Digital deal in Brazil (2Q22), closed deals rose by 20.7%

The 12 month pipeline reaches US\$ 5,197 million / Brazil represents 48% of the opportunities.





## AGENDA 2Q & 6M 2023

- ✓ Highlights
- **✓ Financial Results**
- **✓ Commercial Results**
- **✓ SONDA Digital Services: Digital**Transformation Enabler
- **✓ Final Remarks**

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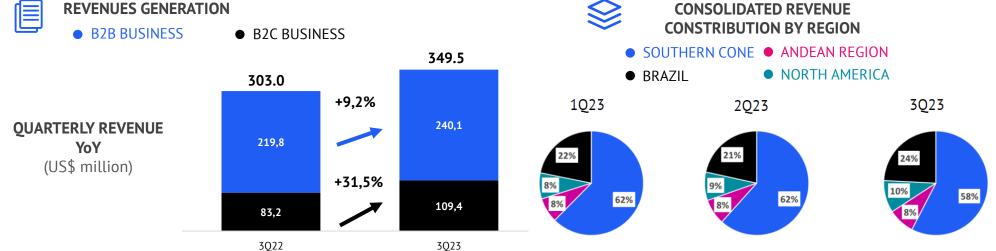
## Results: 3Q & 9M 2023

## Revenue and EBITDA 3Q 2023



# US\$ 349.5 million

U\$ 240.1 million (B2B Business)

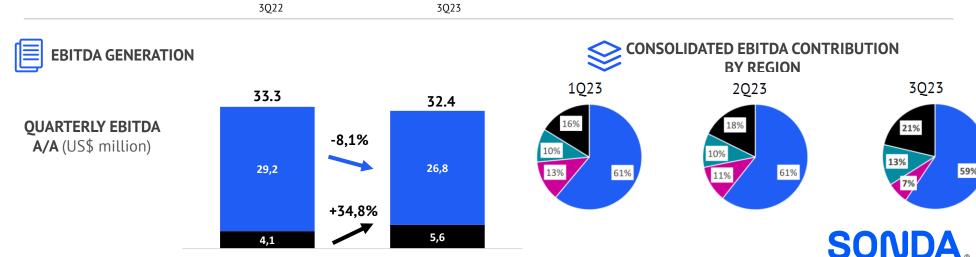




## CONSOLIDATED EBITDA

# US\$ 32.4 million

US\$ 26.8 million (B2B Business)



make it easy

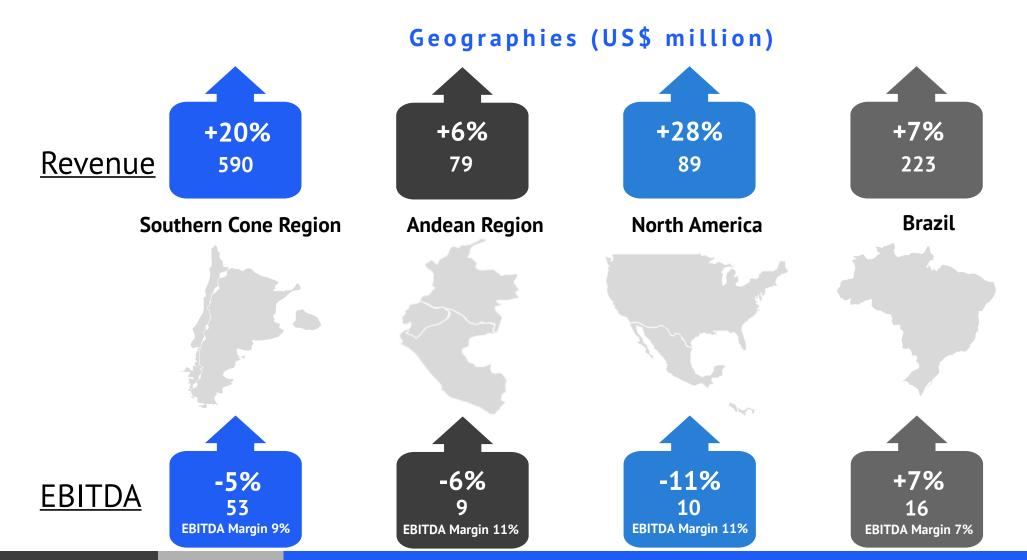
3Q23

3Q22

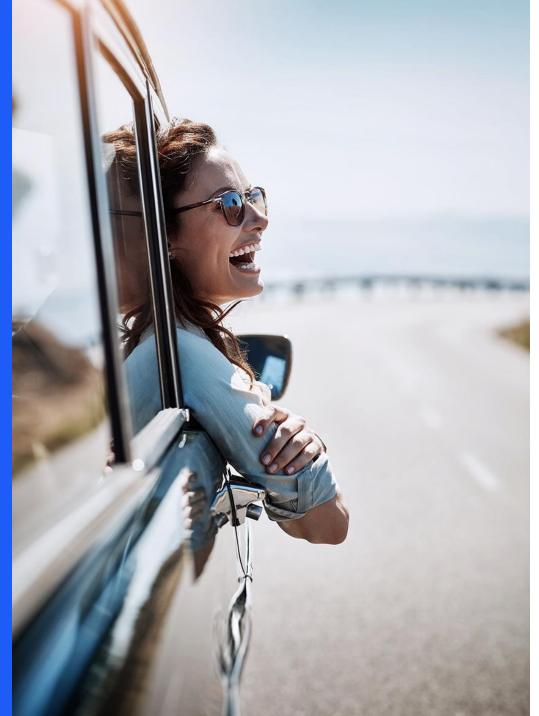
## Results: 3Q & 9M 2023

## Revenue and EBITDA 9M 2023 by Geography

Reporting Currency compared with same period last year.







## AGENDA 2Q & 6M 2023

- ✓ Highlights
- **✓ Financial Results**
- **✓ Commercial Results**
- **✓ SONDA Digital Services: Digital**Transformation Enabler
- **✓ Final Remarks**

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### Commercial Results

### Sales

CONSOLIDATED
BUSINESS CLOSINGS
3023

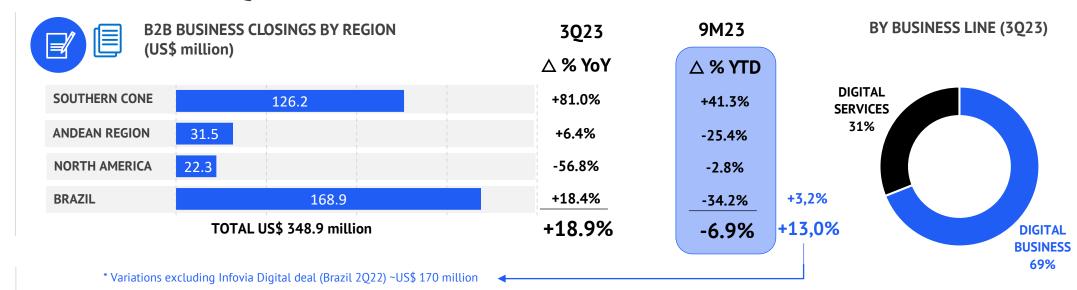
# US\$ 464.4 millones

**B2B BUSINESS** 

US\$ 348.9 million

B2C BUSINESS
US\$ 115.5
million

### **B2B BUSINESS CLOSINGS 3023**





#### **B2B BUSINESS CLOSINGS HIGHLIGHTS**

- ❖ > 90% corresponds to new contracts.
- Bussiness Closings from B&I Vertical totaled US\$ 190 million, meaning a 153% growth YoY
- ❖ Additionally, Caixa Econômica Federal (Brazil) with approximately US\$54 million (for print BPO)
- Transcaribe in Colombia, consolidating SC&M Vertical in the region



### Commercial Results

## Highlights

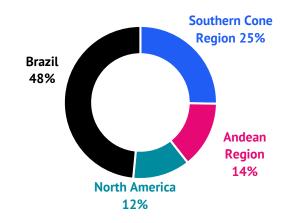


COMMERCIAL OPPORTUNITIES "PIPELINE"

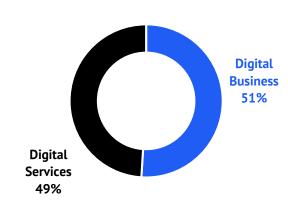
US\$ 5,197 million



#### PIPELINE CONTRIBUTION BY REGION



#### BY BUSINESS LINE





### **COMMERCIAL OPPORTUNITIES BY SIZE**

Range	Pipeline				
US\$ Millions	Southern Cone	Andean Region	North America	Brazil	Total
0 - 25	1,123	711	496	1,754	4,084
> 25	199	26	145	742	1,112
Total	1,323	737	640	2,496	5,197



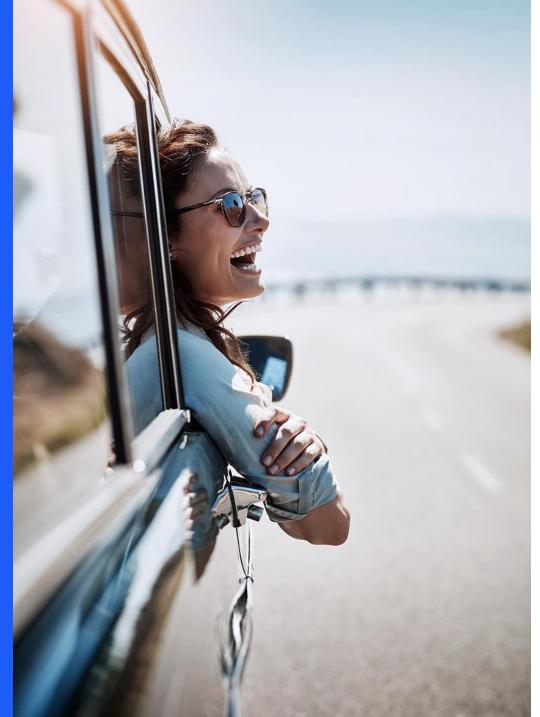
**+US\$ 25 million**Opportunities



### PIPELINE HIGHLIGHTS

- Smart Cities & Mobility opportunities reached ~US\$ 720 MM
- Cloud & Data Center reached ~US\$ 680 MM
- Digital Applications Service & Digital Business Offerings opportunities totalized ~US\$ 530 MM.
- Vertical Sectorial Industry solutions reaches ~US\$ 660
   million, (Banking & Insurance, Retail & Commerce, Healthcare, and Utilities)





## AGENDA 2Q & 6M 2023

- ✓ Highlights
- **✓ Financial Results**
- **✓ Commercial Results**
- **✓ SONDA Digital Services: Digital**Transformation Enabler
- **✓ Final Remarks**

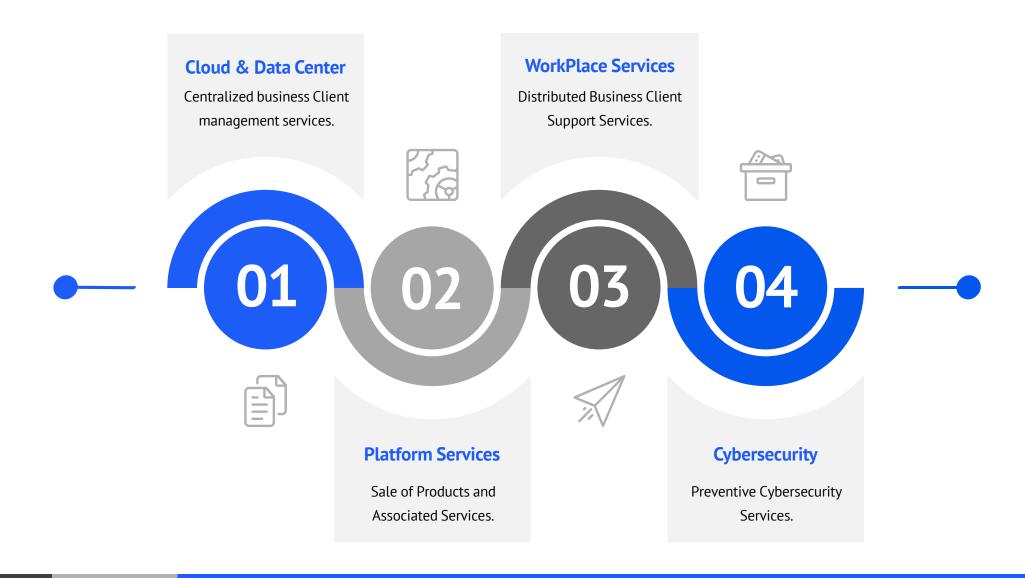
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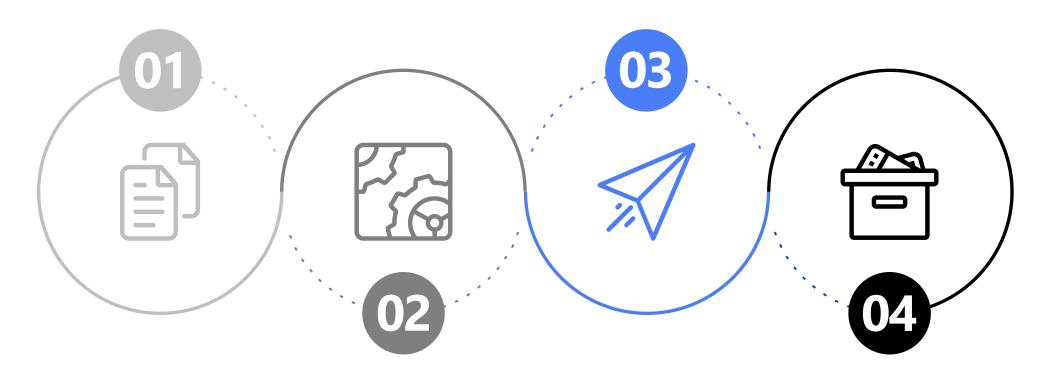
## SONDA Digital Services: Digital Transformation Enabler

### **Business Lines**



## Cloud & Data Center

## **Business Description**



### FACILITIES DATACENTER

Certified facilities for Colocation services (Wholesale and Hyperscaler).

#### **HYBRID CLOUD**

On-Premise and Public Cloud Solutions, along with consultancy and recurring services.

#### **MANAGED SERVCIES**

Infrastructure Operation (Operating Systems -Databases - Monitoring, Backup, Email, Networks).

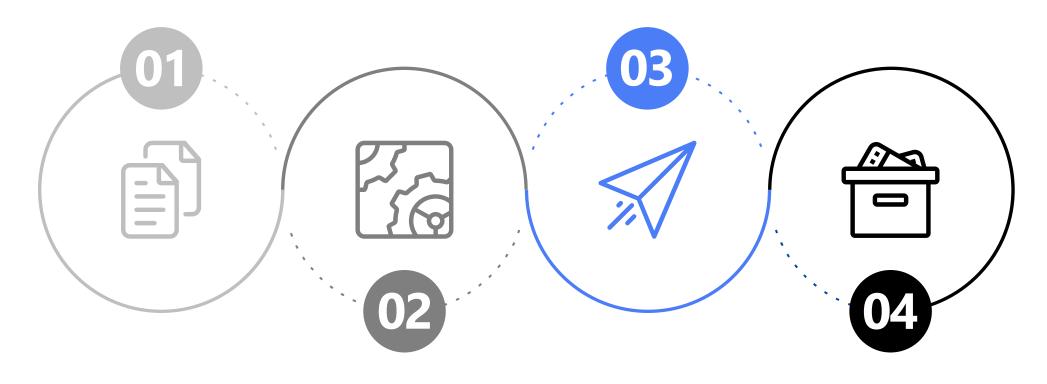
#### **PROFESSIONAL SERVICES**

Specialized professionals for Critical Mission Support at clients' premises.



## Platform Services

## **Business Description**



### MANAGED DEVICE SERVICES

Outsourcing of workplace equipment and solutions, connectivity, and data center, managed and delivered as a service to clients.

### **MANAGED PRINTING SERVICES**

Outsourcing of printing services for clients, including equipment, supplies, paper, software, and full process management, page by page.

#### **PRODUCTS**

Development and construction of opportunities in collaboration with strategic brands, for infrastructure, connectivity, data center, and cybersecurity.

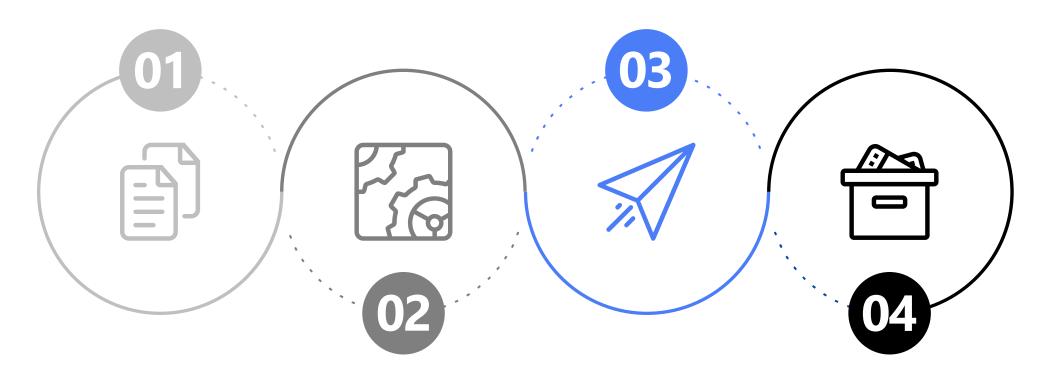
### **SERVICES**

Specialized and certified technical team for the design and deployment of high-complexity and integrated solutions.



## WorkPlace Services

## **Business Description**



DIGITAL SERVICE DESK

Centralized service for supporting the business processes of our clients.

**DIGITAL FIELD SERVICES** 

Distributed service for supporting the equipment of our clients with regional coverage.

**DESKTOP MANAGEMENT** 

Centralized service for managing the devices of our clients.

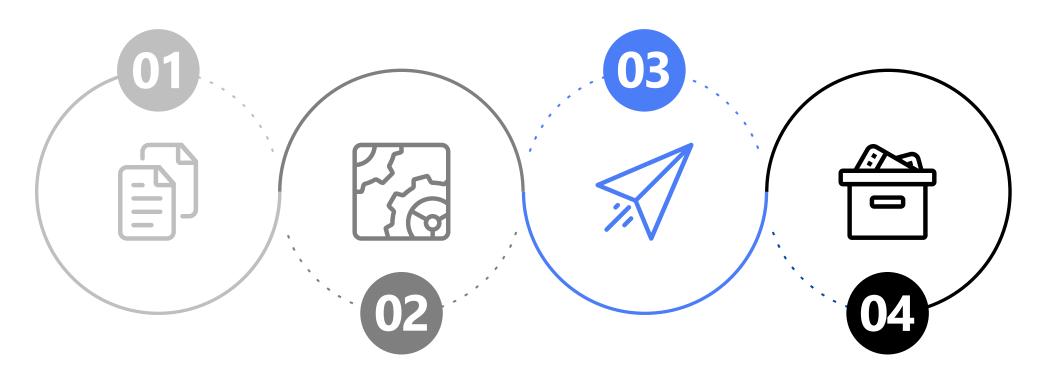
**EXCELLENCE CENTERS** 

Cross-functional support for the operation that ensures quality and process compliance.



## Cybersecurity

## **Business Description**



### PLATFORM MANAGEMENT

Use of technologies for remote platform management. Architecture design and integration Mission Critical Support.

### THREATS AND VULNERABILITIES DETECTION

Event Management, Code Review, Identity Management and Business Hardening.

### ADVANCED CYBERSECURITY SERVICES

Threat Hunting, Respuesta a Incidentes, Análisis Forense Threat Intelligence, Automatización y Orquestación.

### **OFFENSIVE SECURITY**

Breach and Attack Simulation, Ethical Phishing, Ethical Hacking.





### **Generative AI**

Applied in our centralized and distributed operations.

### **Strategic Partnerships**

Business Transformation Solutions for our clients.

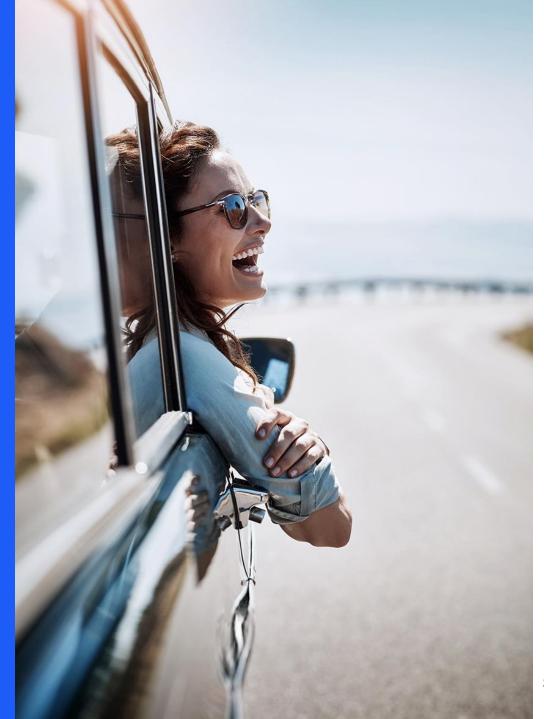
### **Centers of Excellence**

Business Practices, Business Knowledge, and Operational Optimization.

### **Value Added**

Services with a high impact on the client's business.





## AGENDA 2Q & 6M 2023

- ✓ Highlights
- **✓ Financial Results**
- **✓ Commercial Results**
- **✓ Industry Sectors**
- **✓ Final Remarks**







## Final Remarks



- Market studies continue to show high growth potential in the region.
- Implemented sales efforts drive dynamism in commercial activity.
- The competitive and economic landscape in the region puts pressure on margins.
- **B2C business maintains significant growth** in a challenging economic environment.







SANTIAGO / OCTOBER 26th, 2023 / THIRD QUARTER EARNINGS PRESENTATION