



Evolution, Agility & Innovation

17th Larrainvial Andean Conference

March 2023



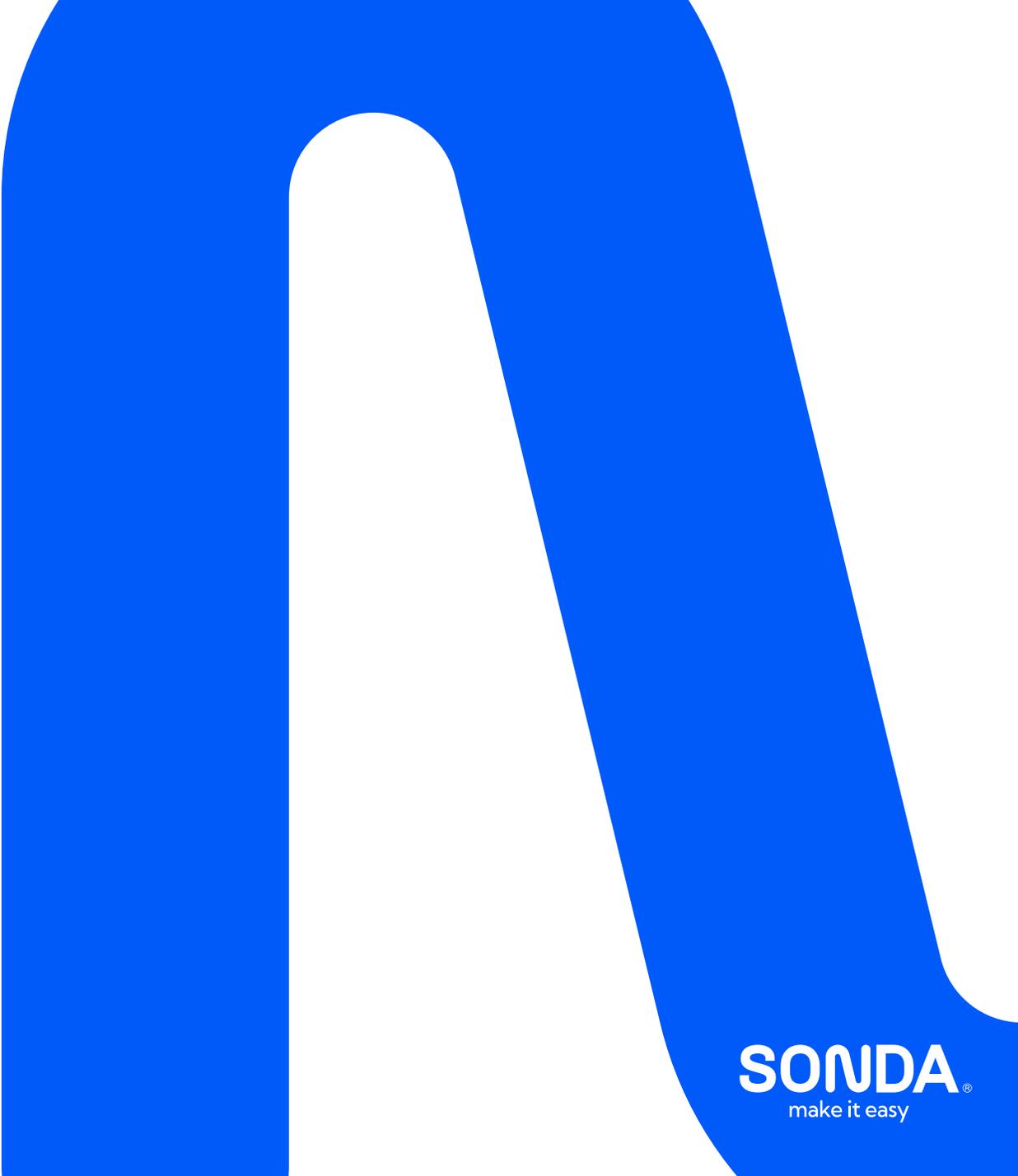
Member of
**Dow Jones
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Know more about SONDA

- I SONDA AT A GLANCE
- II STRATEGIC VISION 2022 – 2024
- III INVESTMENT ATTRACTIVE
- IV SUSTAINABILITY IN OUR DNA
- V FINANCIAL POSITION
- VI 2022 RESULTS HIGHLIGHTS



SONDA at a Glance

Our Purpose is to contribute to improve people's quality of life, innovating and adding value through technological solutions that develop and transform the businesses and activities of our clients.

About SONDA

Evolution, Agility & Innovation



Consolidated Revenues 2022

US\$ 1,248 million

Consolidated EBITDA 2022

US\$ 141 million



+13 K
Employees



+3 K
Cities Served



+650 K
Users Using Our
Services



+10 K
IT Professionals



+5 K
Clients



+4 K M2
White Rooms

Figures in US\$ were converted using exchange rate = \$ 855.86 / US\$

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We are a Key Player in the Growth Plans of Our Clients...



SONDA successfully automates through RPA Parque Arauco S.A systems

Client: Parque Arauco S.A.



Secrex Cesce insurance and credit company, expedited its logistics operations with FIN700 V75

Client: Secrex Cesce S.A.



Aguas Andinas improves collection management and customer service with a SONDA solution

Client: Aguas Andinas



Banco de Chile implements SONDA's RealAIS Investment Core for its Money Desk

Client: Banco de Chile



Comprehensive Outsourcing for a large Ibero-American telephony company

Client: Movistar Ecuador



Diario El Comercio renews platform with a solution designed to provide better service to its customers and at the same time improve its IT management

Client: Diario El Comercio, de Perú

Discover more success stories [here](#)

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... and Contribute to the **Development of the Region**



Agro Connect

We preserve the health of the animal, reducing milk waste and reducing possible fraud in the supply chain.



Connected Retail

We take the consumer experience to a new level in the retail and commerce industry.

Bosque Iluminado

Security, productivity and sustainability to 700 hundred hectares of forestry operation.



Digital Kitchen

With Artificial Intelligence we promote the efficient use of resources and avoid food loss.



Smart Safety

We support public and private entities in the development of solutions that reduce crime and the perception of insecurity in the population.



Infovía Digital

We bring connectivity and digitization to Mato Grosso do Sul in Brazil. 79 states will benefit.



Smart Detection

We promote and manage the safety of the population and distancing in times of pandemic.



We Accompany Our Clients in their Transformation and Digitization Processes since 1974...

70's



Chile 1974

- SONDA foundation (1974)
- Alliance with Digital Equipment Corporation (DEC)

90's



Ecuador 1990
Uruguay 1994

- Traffic control solutions
- cell phone projects
- FIN700 (ERP) launch
- Hospitals automations
- SAP solutions for the mining industry

2006

- IPO in Chile

2010 | 2012

2° Triennial Investment Plan

- Capital increase
- Acquisition of Telsinc (BRL)
- Acquisition of Softeam (BRL)
- Acquisition of Kaizen
- Acquisition of NextiraOne (MX)
- Acquisition of Ceitech (ARG)
- Acquisition of Pars (BRL)
- Acquisition of Quintec (CL)
- Acquisition of Elucid (BRL)
- Start of operations Panama Metro
- Cloud Business Launch in Latam

2016 | 2018

4° Triennial Investment Plan

- 1° Work Climate Survey
- 1° Sustainability Report (2016)
- Inclusion to the Dow Jones Sustainability Index (Chile and MILA)
- 1° Integrated Report (2017)
- Strategic Planning Process 2019-2021
- 1° Investor Day
- Full integration of the operations of Brazil
- Acquisition of Grupo Computácil (COL)
- Acquisition of Ativas (BRL)
- Beginning of construction Data Center Tier IV (CL)
- Transport solution in Argentina (SUBE)

2022 6° Triennial Investment Plan



United States (2022)

- Infovía Digital solution (Mato Grosso do Sul) (Brazil)
- Bosque Iluminado solution (Chile)
- Metrobus solution (Mexico)

- Automatization Civil Registry (Chile)
- Solutions for Pension Funds
- Healthcare solutions (ISAPRES)
- First ERP of SONDA
- Applications for the banking industry
- Horse betting automation
- Monitoring of environmental variables (CL)
- Start of banking projects in Latam.

- New identification system (Civil Registry, Chile)
- Tax collection outsourcing (Brazil)
- Wine industry solution
- Solution for issuing electronic health vouchers (I-med)
- Livestock traceability solution
- Public Procurement Portal Solution

1° Triennial Investment Plan

- Entrance to the IPSA
- Bonds issuance
- Acquisition of Red Colombia (COL)
- Start of operations Transantiago
- Livestock traceability solution (URU)
- Livestock traceability solution (COL)

- Bonds issuance
- Acquisition of CTIS (BRL)
- Start of operation of Data Center Tier III (CL)
- Smart Cities solutions (URU)

- First Green Bonds issuance
- Strategic Planning Process 2022-2024
- Acquisition of TR Process (BRL)
- Acquisition of M2M (BRL)
- Start of operation of Data Center Tier IV (CL)
- Tier IV certification reception (CL)

80's



Peru 1984
Argentina 1986

2000



Colombia 2000
Brazil 2002
Costa Rica 2003
Mexico 2004

2007 | 2009



Panama 2008

2013 | 2015

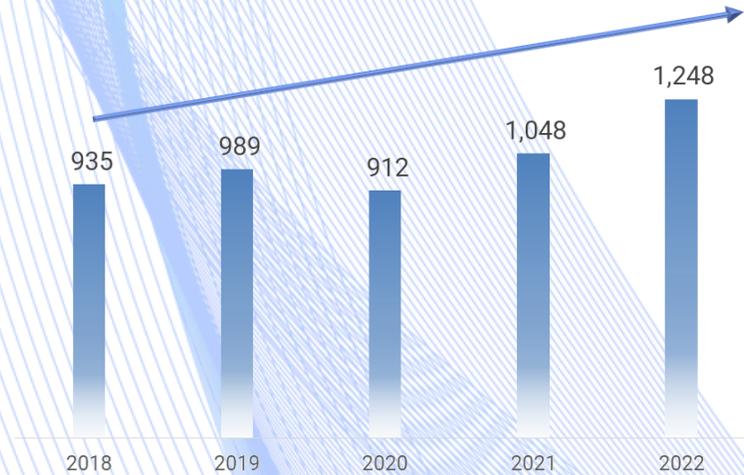
3° Triennial Investment Plan

2019 | 2021

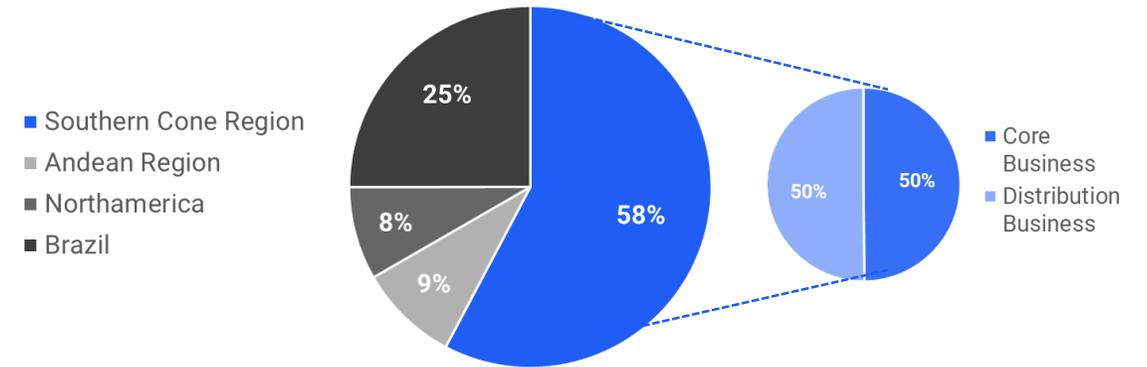
5° Triennial Investment Plan

...Through a Sustained and Diversified Growth

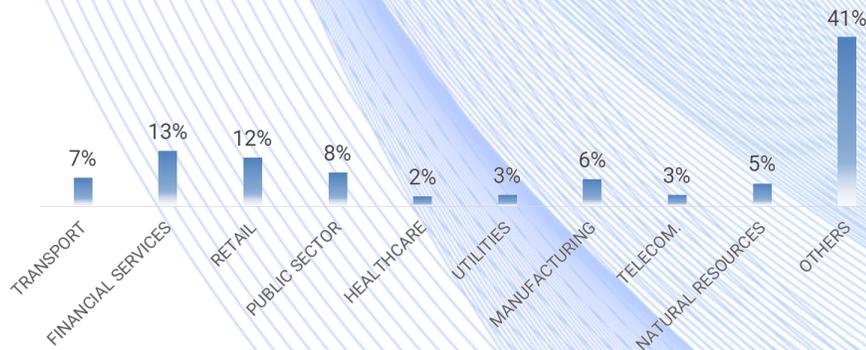
Consolidated Revenues (US\$ million)



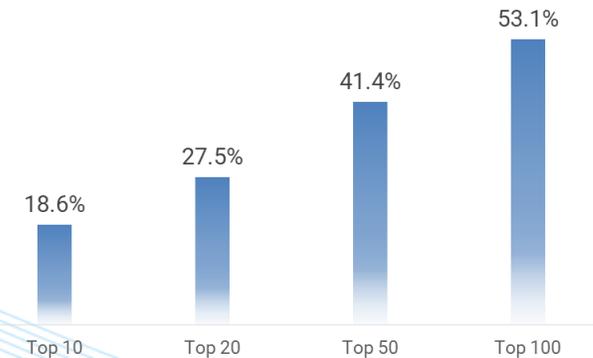
Revenue Contribution by Region



Revenue Contribution by Industry



Revenue Concentration by Clients



Figures in US\$ were converted using exchange rate = \$ 855.86 / US\$



Strategic Vision

2022-2024

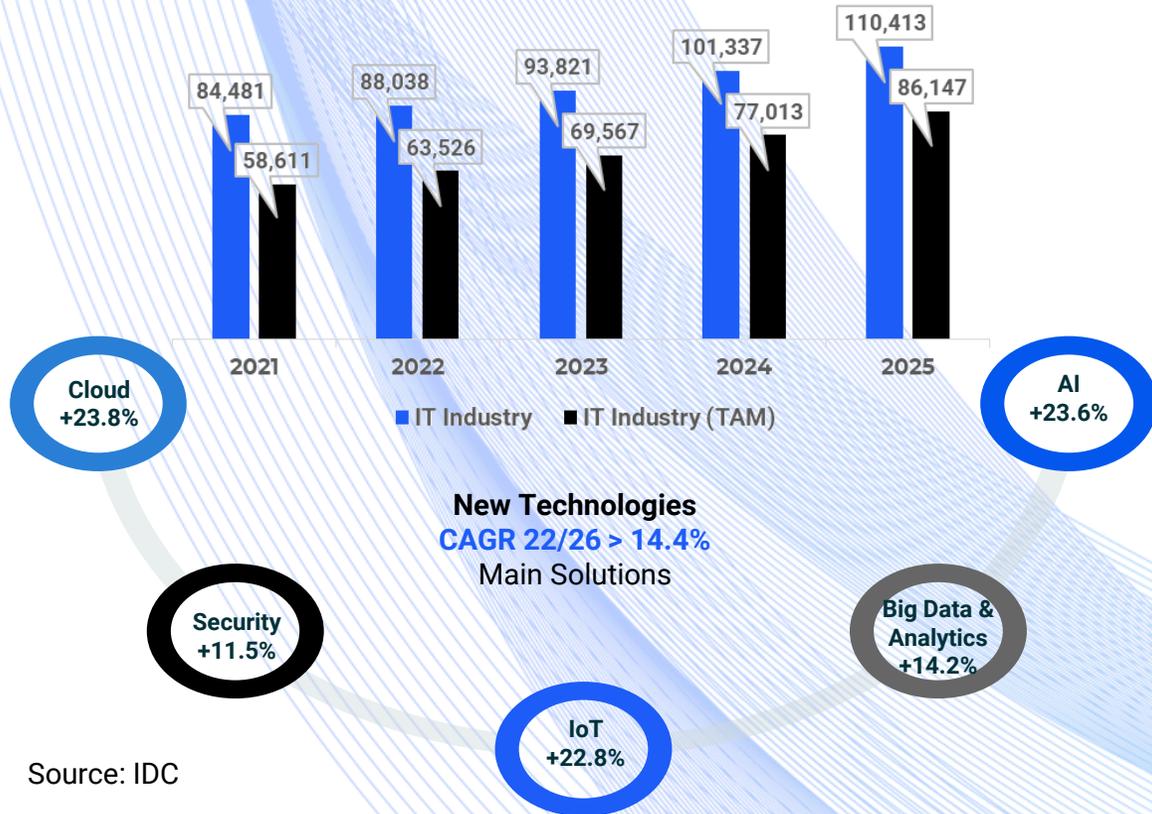
LATAM IT Industry Scenario

Latin America IT Spending Perspectives

CAGR 22/26 → 11.3%

IT Industry TAM (Services and Applications)

IT Industry (US\$ million)



Source: IDC



Expected size of the IT market US\$133 MMM para el 2026, with a TAM of US\$ 108 MMM



Resilience of IT spending in the face of economic crises



IT investments **growing more than GDP** in the coming years



Disruptive technologies drive new solutions
Health crisis accelerates **strategic changes** in companies and institutions

Our 2024 Aspiration and Dreams Towards 2024

We have defined our dreams and aspirations...

...hand in hand with the participation of our employees at a regional level

DREAM 2030

Agile, digital company with excellent services

An attractive work environment, which allows attracting and retaining technological talents with the employee at the center

Recognized as a strategic partner of our clients in the digital transformation processes

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Global IT industry leader in innovative business solutions

Leaders in the region in **Digital Transformation** and in main verticals

Digital, agile, innovative company, excellence in services and attractive to work for

Digital Business model with high growth rate and with **Clients in the USA**

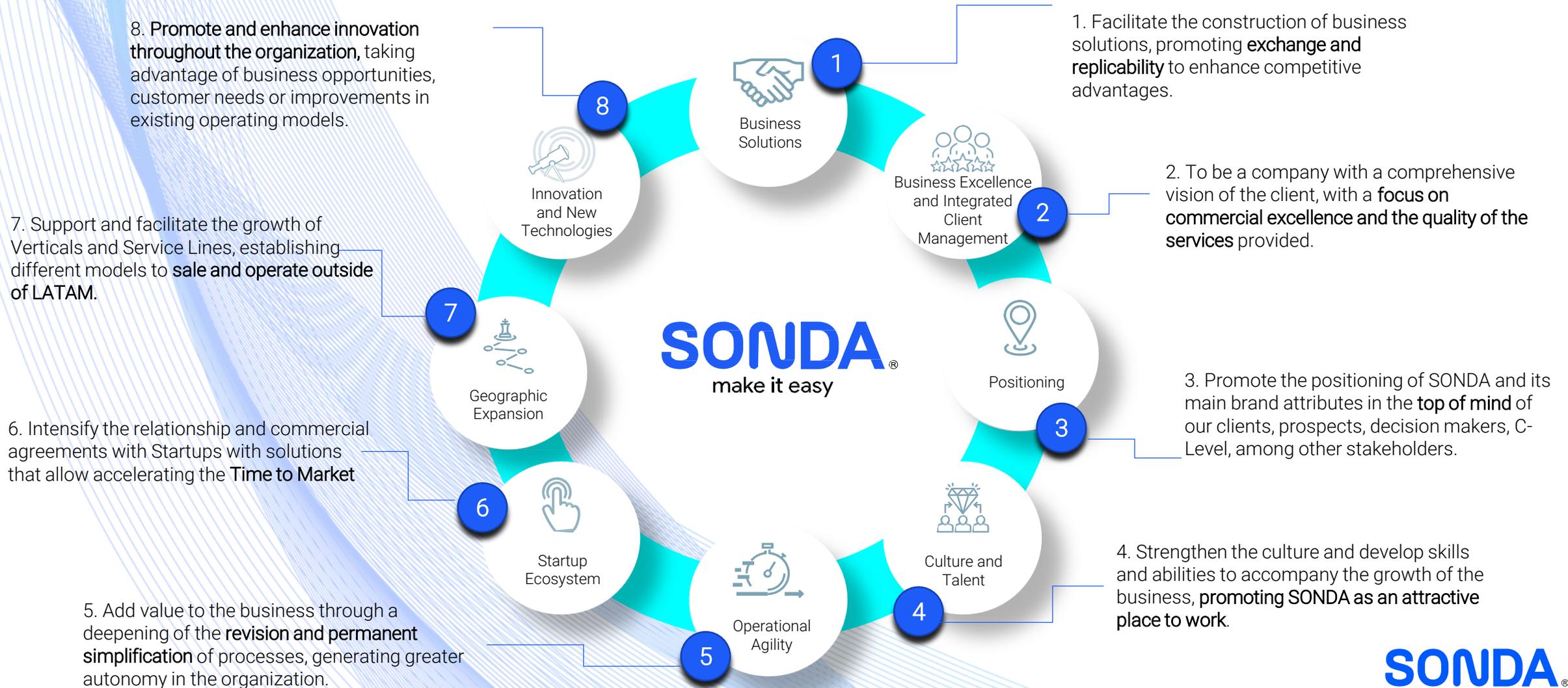
Organization consolidated by verticals, with a focus on the business of our clients and a strong commercial culture

Strong startup ecosystem, integrated into SONDA's strategy

ASPIRATIONS 2024

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To Reach them We Defined 8 Strategic Pillars...



...and Restructured Our Organization...

We have deepened the *verticalization by industries* as a way of reaching our clients

Digital Business

- Digital Strategy
- APP Modernization
- Big Data & Analytics
- Digital Automation
- Digital Quality
- Digital Development
- Digital Management

Digital Services

- Platforms Services
- Cloud & Data Center
- Cybersecurity
- Workplace Services



Smart Cities
& Mobility



Retail
& Commerce



Bank
& Insurance



Utilities



Healthcare



Public
Sector



Multi
Industry



Enterprise
Applications

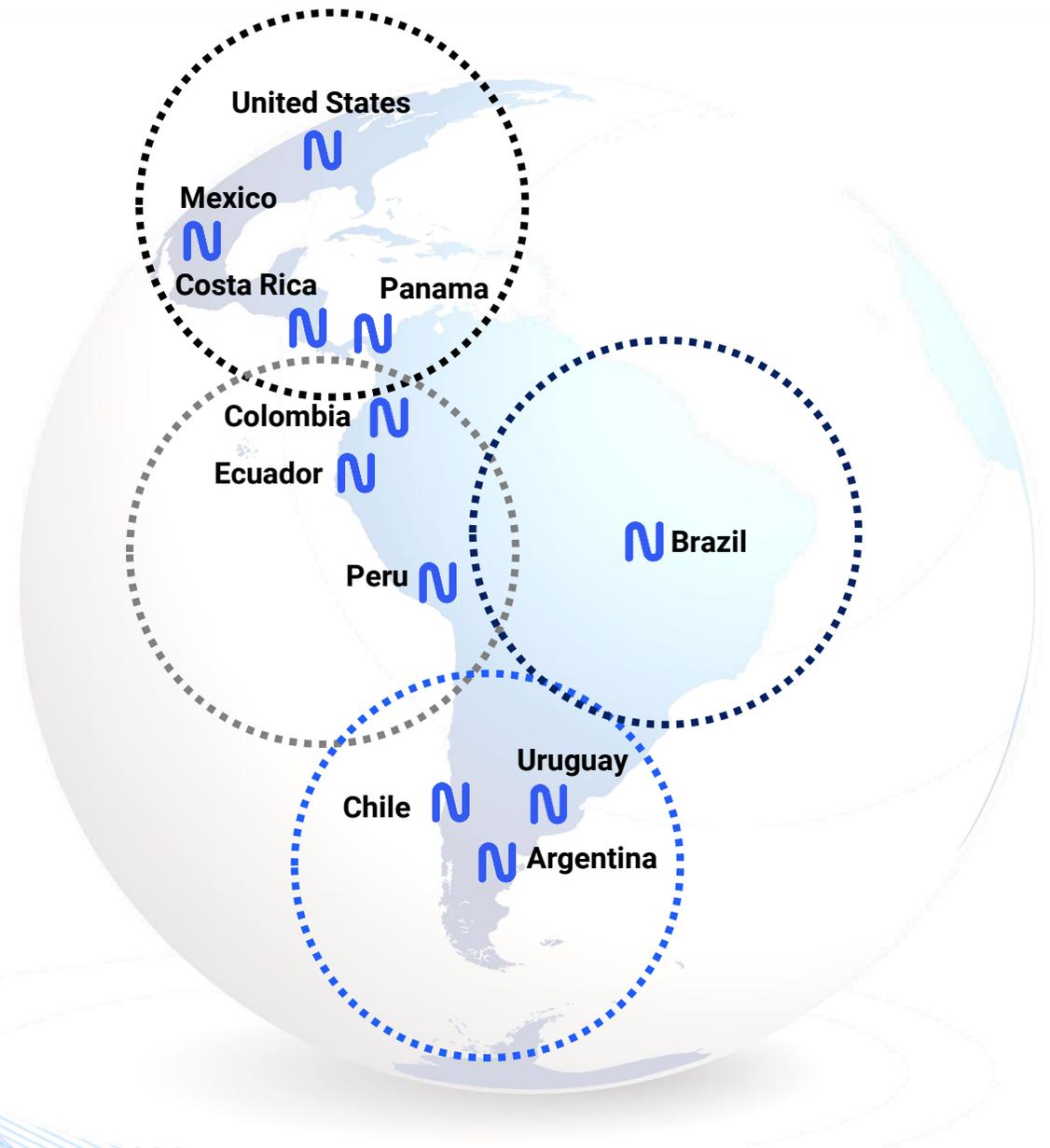
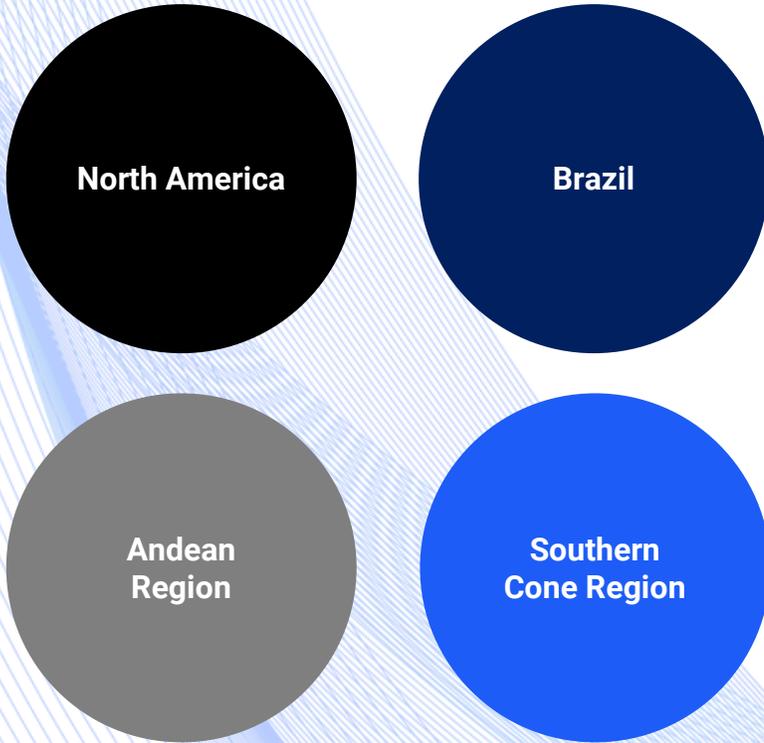


Software
Solutions

GEOGRAPHIES

CORPORATE MANAGEMENT OF MEGA DEALS

...Thus Strengthening Our Leadership in the Region



We have Solid Growth Drivers...

Smart Cities & Mobility

We have World Class solutions implemented in the main markets of Latam

Cloud & Data Center

We enable and enhance the digitization and transformation processes of our clients through services with cutting edge standards

Digital Business

We accompany our Clients in their digital transformation challenge, through the use of Disruptive technologies

Geographic Expansion

Within the framework of our challenge to expand our regional presence, reaching beyond LATAM, encompassing the USA.

Large Projects

We have a group of specialists at a regional level, responsible for proactively managing Mega Deals*

Brazil

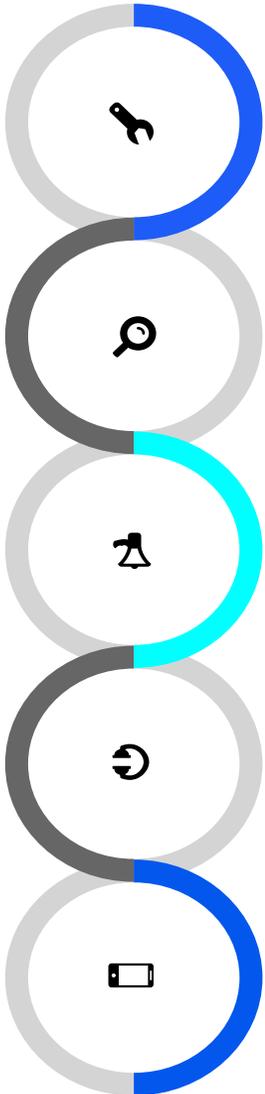
It is our largest market in the region, with unmatched growth potential



* Large Projects comprise those commercial opportunities that meet a series of requirements regarding amount, term, technological integration, among others.

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... and Strategic Focuses to Reach Our Objectives



Consolidation of **structure by verticals** and incorporation of commercial teams within them, **incorporating specialized profiles by industry**

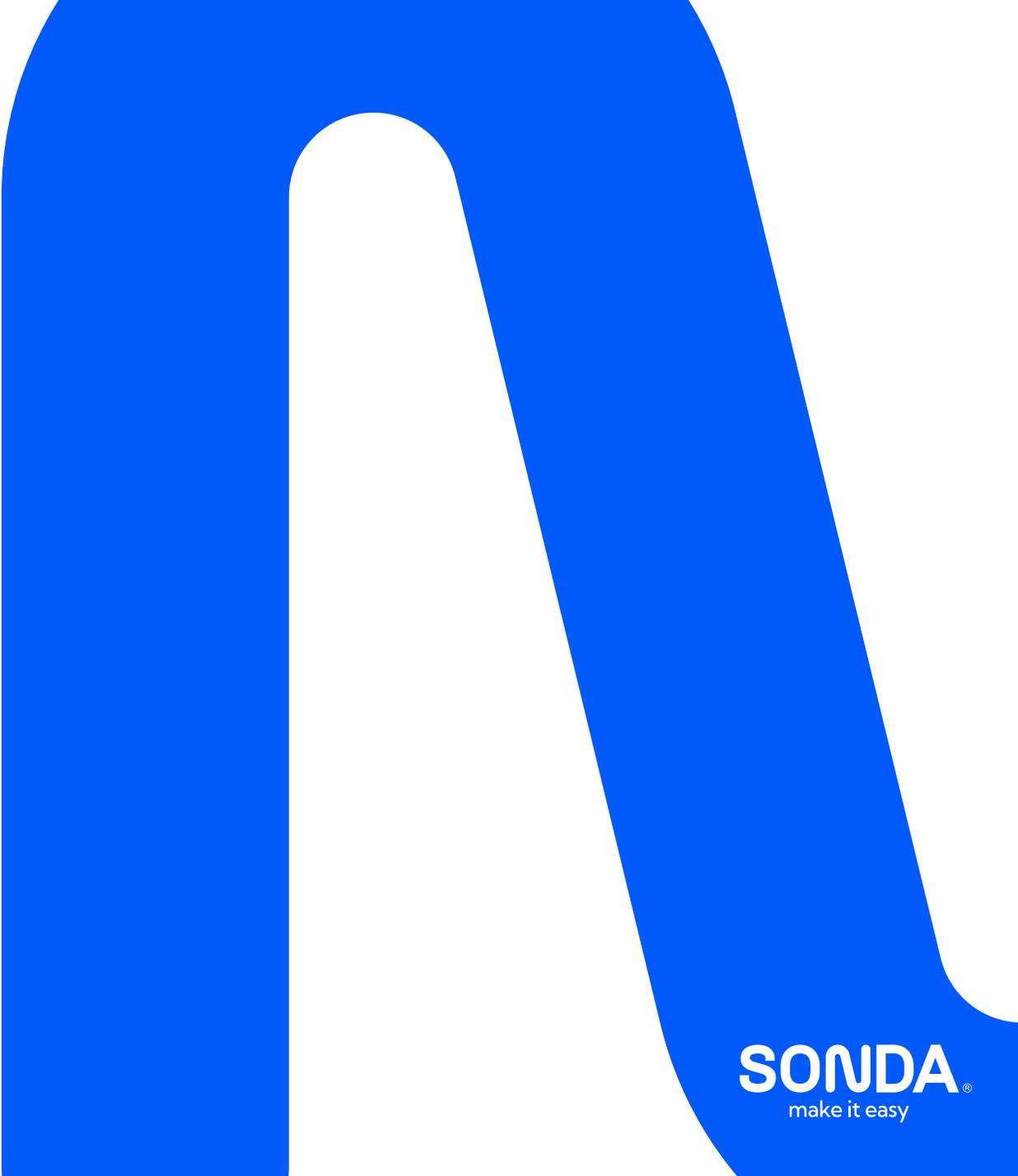
Creation of **vertical solutions, highly scalable and replicable**, leveraged in Digital Business, along with proactively addressing Mega Deals

Strengthen the **positioning as benchmarks in main verticals**, in LATAM and USA

Strong development of the Innovation ecosystem, connecting with partners, startups, centers and channels of open Innovation

Evolution of the culture to attract and retain talent and continue promoting **SONDA as an attractive place to work**





Investment
Attractive

Investment Attractive

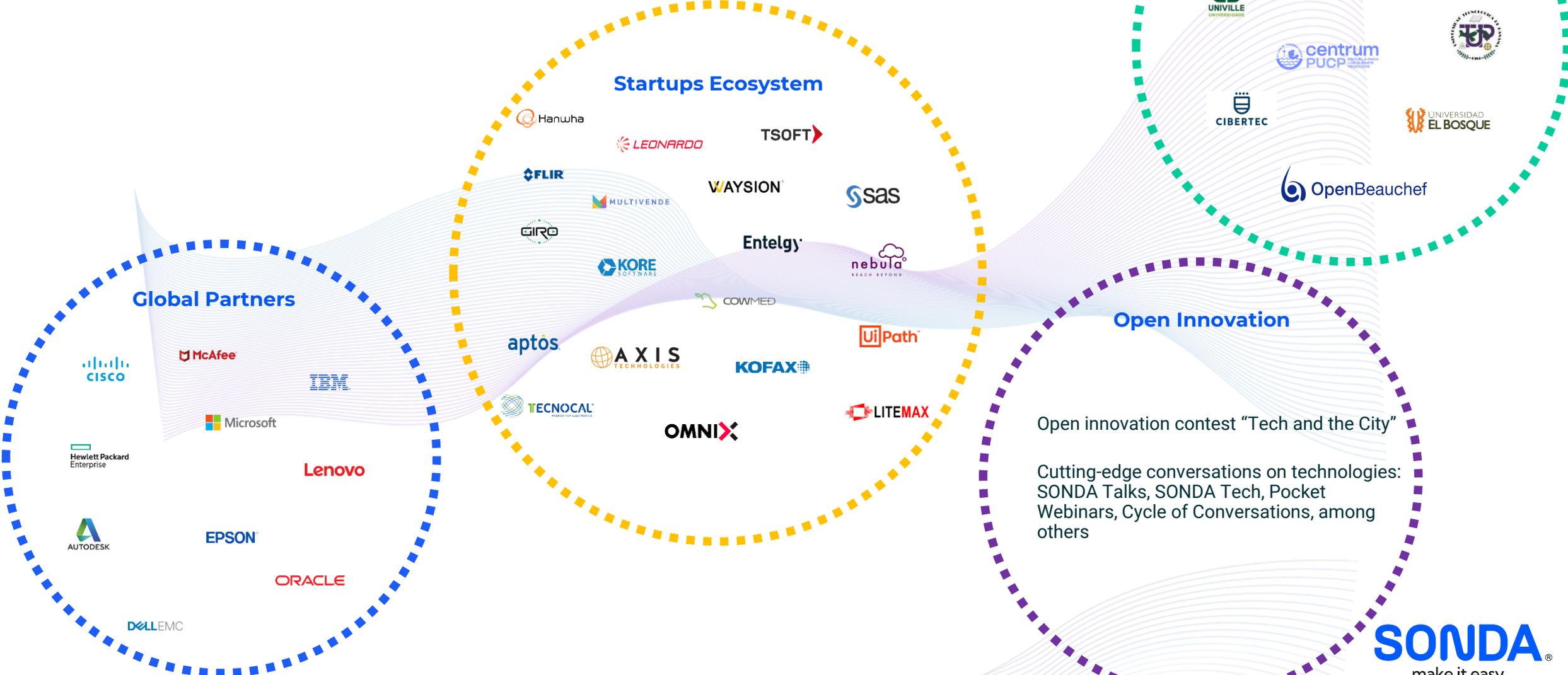
SONDA, IT Sector Leader in the Region



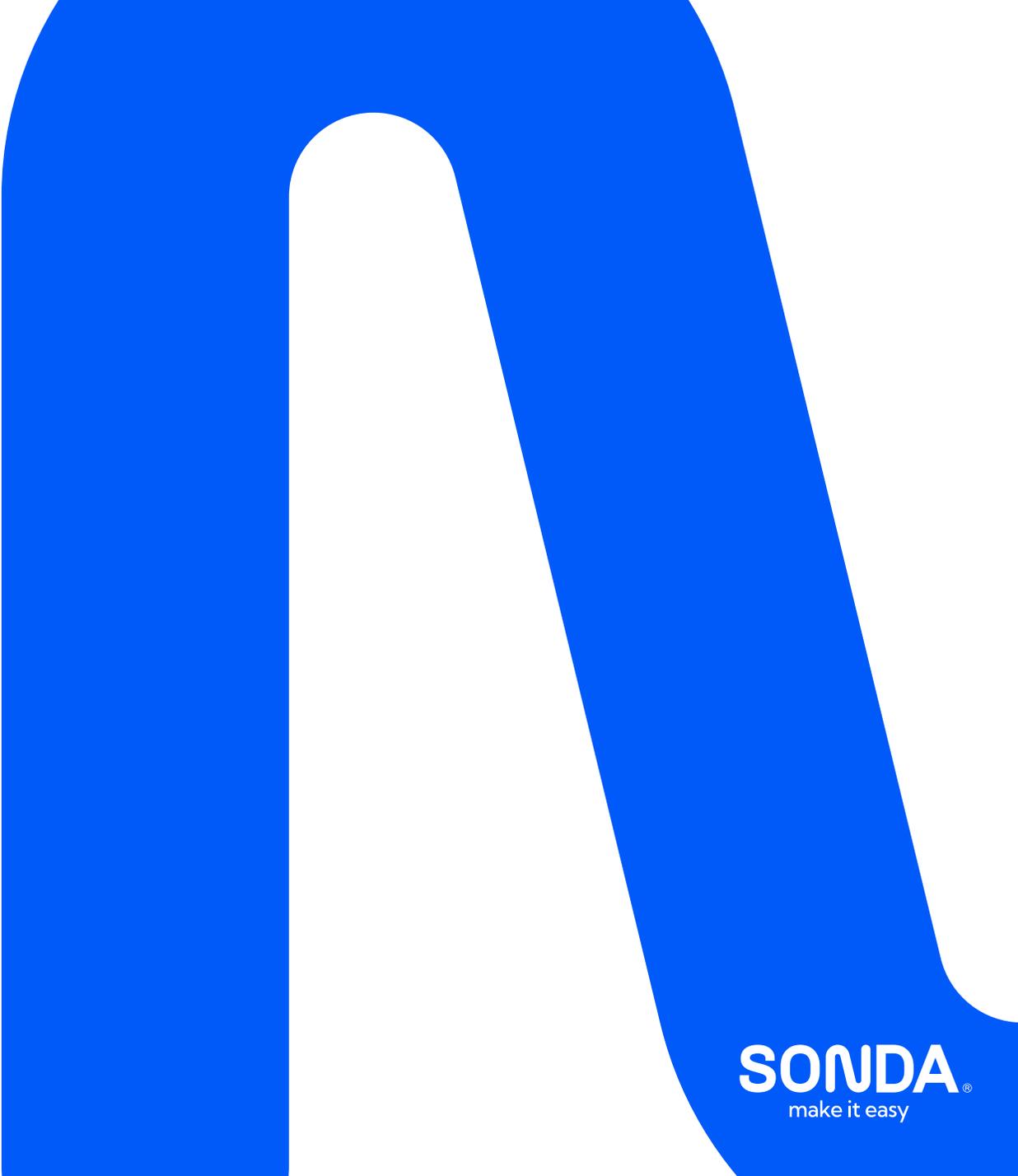
- +47 years of **sustained growth** accompanying our clients in their digitization processes
- Strong diversification:** No client represents more than 5% of revenue
- ~2/3 of revenues come from **multi-year contracts (average 3-5 years)**
- Solid financial position** that allows us to participate in **large public tenders**
- Focus on **digital transformation services** hand in hand with in-depth business knowledge
- One-Stop-Shop** with **End-to-End** solutions leveraged by an extensive **ecosystem** of technology partners

Investment Attractive SONDA, IT Sector Leader in the Region

We rely on an **ecosystem** of **innovation** and **value generation**



*Members of SONDA's ecosystem are not limited to those described in this section



SUSTAINABILITY IN OUR DNA

Our Solutions Generate a Positive Impact on People and the Environment



FISCAL BPO

Automated fiscal and tax processes with intelligent robots, making processes more agile and efficient



DIGITAL KITCHEN

Ensuring food quality
Avoid waste
Reduce electricity costs
Identify the heat map of restaurants
Reduce fines from surveillance agencies



AGRO CONNECT

Ensuring full traceability of milk
IoT's placed on the animal, in cooling tanks, trucks and collection points



PLD/FT DIGITAL SERVICES

Prevention of money laundering, fraud and terrorism



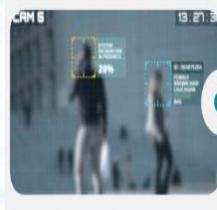
SMART FOREST FIRE SAFETY

Image recognition for the early detection of fires in forest formations



SMART METERING & PLATAFORMA IoT

IoT platforms to monitor environmental variables, effluents and precipitation
Prevent problems caused by environmental or climatic phenomena



SMART SAFETY

Automatically identify suspicious behavior by analyzing video cameras or other devices



SMART HEALTH

Remote consultations
Medical centers increase their capillarity



CONNECTED RETAIL

Flexible and modern solutions, under the "Sales Advisor" model
Ability to offer a personalized "customer journey", combining face-to-face and digital channels



SMART DETECTION

Protect the health of employees and customers
Ensuring operational continuity through traceability and facial detection and recognition



EDUCACIÓN REMOTA 360

Educational entities obtain a teaching platform and the devices to teach it remotely.
Advice from experts in various subjects and cutting-edge methodologies

We believe in the Importance of Different Perspectives and Visions to Promote Innovation

For this reason, we promote Diversity and Inclusion at SONDA

Key focus of actions:

- Strengthen a culture of D&I.
- Increase the participation of women in the IT industry.



SONDA Women | Pillars of action

Today SONDA has 29% women, a reflection of the reality of the market. Our strategy goes beyond internal actions, we want to encourage more women to be part of STEM careers



Attract

- **Hiring Policy** – 1 woman per short list.
- **Alliances** with institutions that promote the participation of women in IT
- **Talks** to family members of employees about IT careers.



Educate

- **D&I Policy**
- **Awareness** talks, promoting dialogue and debate on respect for diversity.
- **Campaign:** "Remove the label"
- **Internal Podcasts**
- **Training**



Develop / Inspire

- **SONDA female mentoring:** to develop the leaders of the future.
- **Stories Women who Transform:** testimonials from employees who seek to inspire others.



Accompany

- Politics to strengthen gender equality:**
- Temporary return of maternity leave
 - Extended maternity leave
 - Additional days paternity leave.

2024 Objectives

Overcome market reality and reach 33% of women by 2024.

Jump from 26% to 30% of women in senior leadership positions in the organization.

Have a satisfaction index of Climate and Commitment among women of 80%, as a result of internal policies and practices.

SONDA, Attractive Company for Young Talents

We promote practices valued by young people:

- Flexible culture (hybrid work, flexible hours, short Friday, ½ day off for birthdays).
- Professional development
- Diverse people and inclusive culture
- Collaborative and innovative environment

We promote actions to attract future generations of SONDA:

- **Fresh Graduates:** since 2019 seeks to attract young talent, offering an accelerated learning program, developing multiple skills, which allow us to prepare future successors, ensuring a cultural fit to the organization
- **Talks at Universities:** making people aware of the Value Proposal and some of our Solutions



In 2022 we received more than 2 thousand resumes for the Fresh Graduates Program at a regional level, incorporating 25 new young professionals.

¿Quieres transformar el futuro digital?

Inicia tu carrera y postula en el Programa Fresh Graduates SONDA.

En transformación digital, somos líderes de la región

Inscríbete en [SONDA.com](https://www.sonda.com)

Fresh Graduates

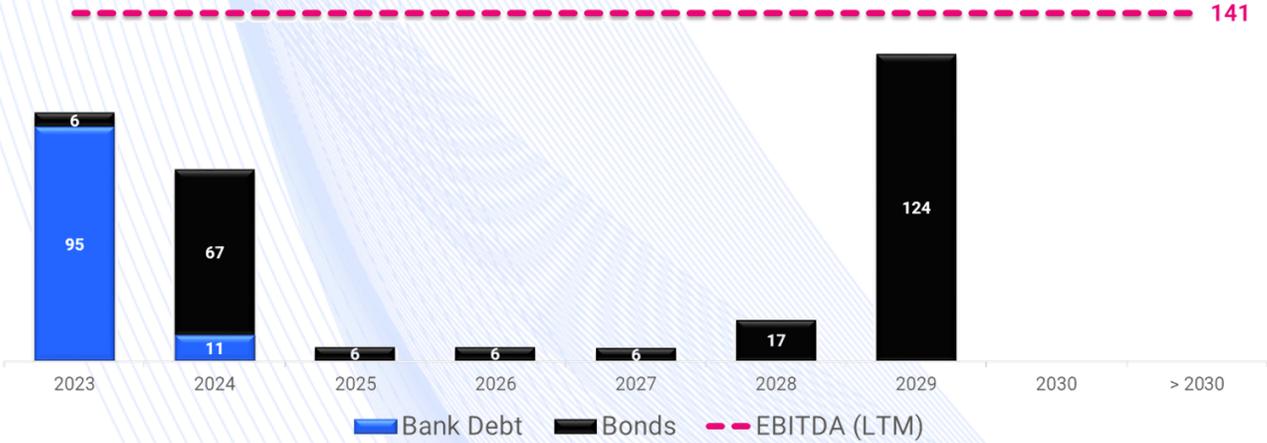


Financial Position

Financial Position

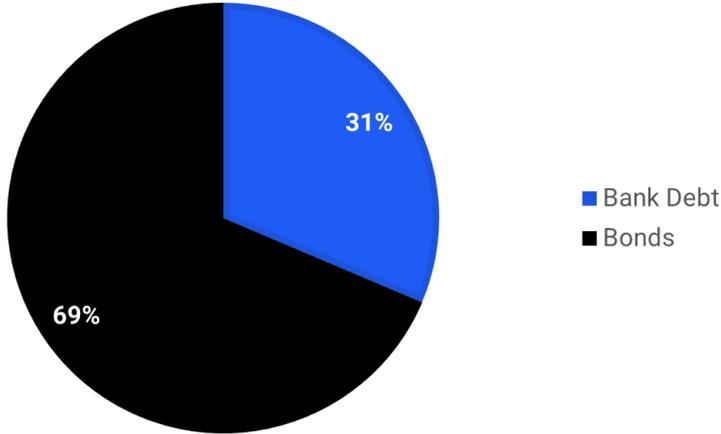
Financial Debt

Financial Debt Maturity Profile
(as of 12/31/22, US\$ million)



Financial Debt Composition
(as of 12/31/22)

Total Financial Debt: US\$ 336 million

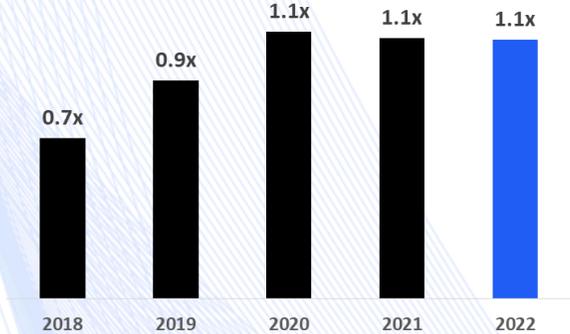


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Financial Position

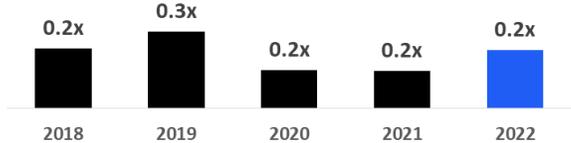
Indebtedness Indicators

Leverage



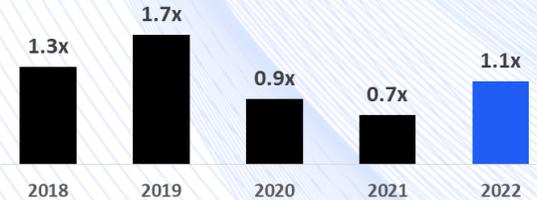
Total Liabilities (average 12M) / Total Equity (average 12M)

Net Financial Leverage



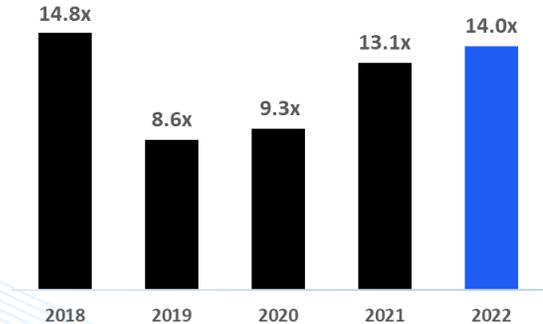
(Financial Debt – Cash and Cash Equivalents – Other Current Financial Assets) / Total Equity (average 12M) [Financial Debt: Other Financial Liabilities Current + Non Current]

NFD / EBITDA



Financial Debt – Cash and Equivalents – Other Current Financial Assets) / EBITDA (LTM)
 Financial Debt: Other Financial Liabilities Current + Non Current]
 Financial Debt does not discount CCS balance (~US\$30 MM) which as of jun-22 would lead the ratio to 0,9x

Financial Expenses Coverage

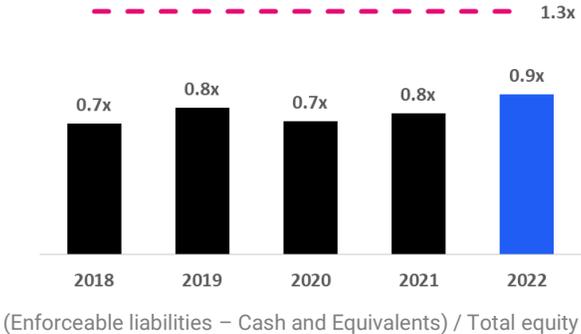


EBITDA (LTM)* / Net Financial Expenses
 * Gross Result + Administration Expenses + Intangible Amortization (excludes amortization of projects)+ Depreciation of the year

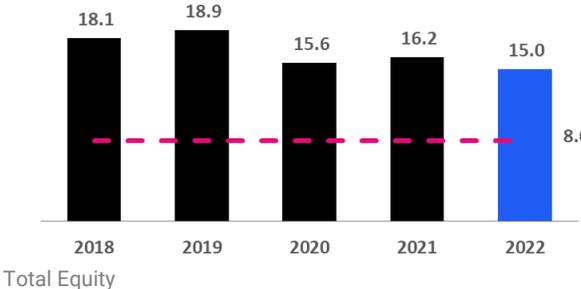
Financial Position

Financial Covenants

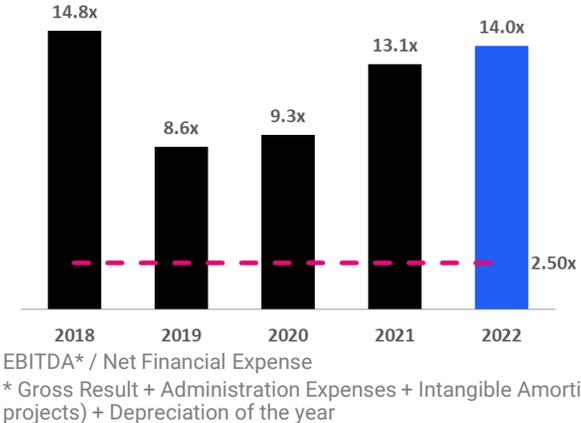
Indebtedness Level



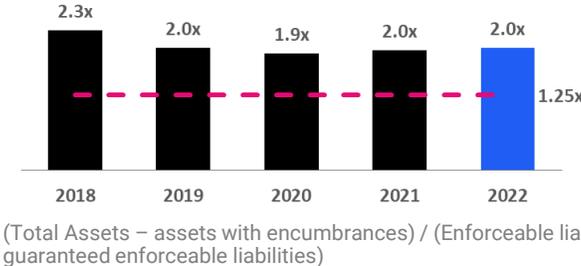
Minimum Equity (UF)



Financial Expenses Coverage



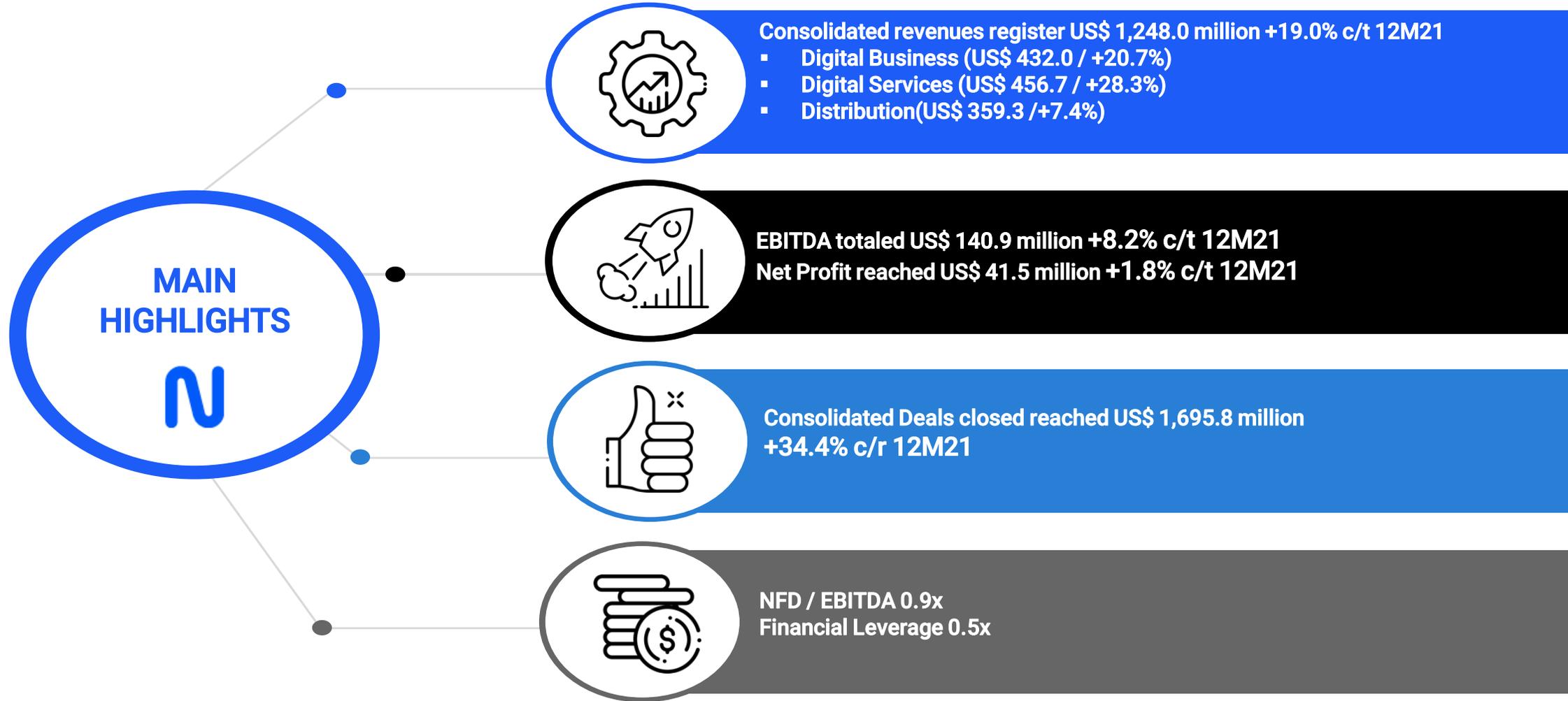
Assets Free of Encumbrances





2022 Results Highlights

2022 Results Highlights



2022 Results Highlights

Revenues and EBITDA by Geography

Reporting Currency compared to same period of 2021

Revenues
(US\$ million)



Southern Cone Region



Andean Region



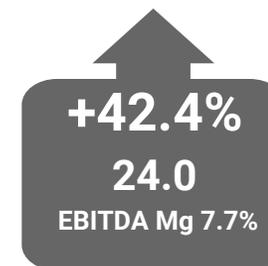
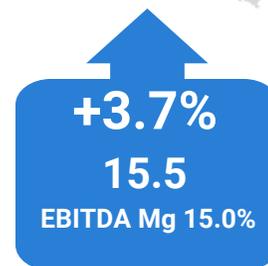
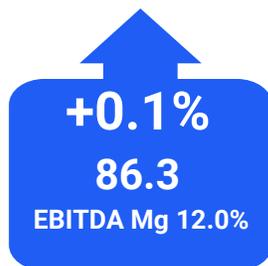
North America



Brazil



EBITDA
(US\$ million)



2022 Results Highlights

Commercial Results

CONSOLIDATED BUSINESS CLOSINGS 4Q22

US\$ 467.5 million

CORE BUSINESS US\$ 365.4 million

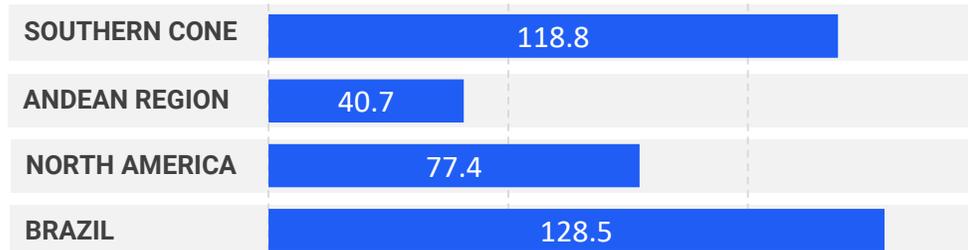
DISTRIBUTION BUSINESS

US\$ 102.1 million

CORE BUSINESS CLOSINGS 4Q22



CORE BUSINESS CLOSINGS (US\$ MM) BY REGION



TOTAL US\$ 365.4 MILLION

4Q22

Δ % YoY

+20.4%

+38.8%

+125.9%

+62.2%

+51.3%

12M22

Δ % YoY

+24.6%

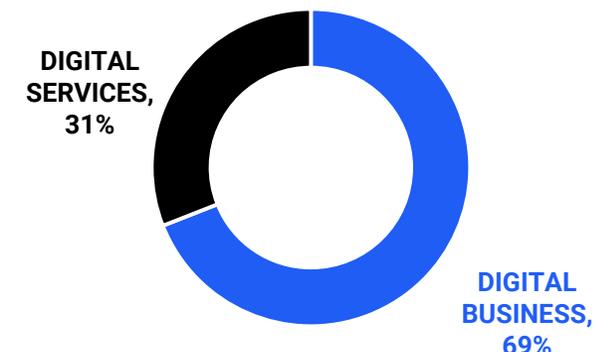
+41.2%

+93.2%

+72.1%

+52.7%

BY BUSINESS LINE



BUSINESS CLOSINGS HIGHLIGHTS

- ❖ 80% correspond to new contracts
- ❖ Businesses closed in 2022 with a high component of innovation and digital transformation and with a high impact on people's quality of life
- ❖ Large Projects has allowed the company to leverage its ability to participate and win large integration projects

2022 Results Highlights

Pipeline

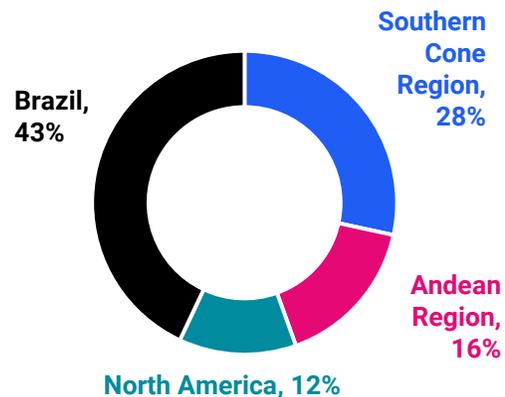


COMMERCIAL OPPORTUNITIES "PIPELINE"

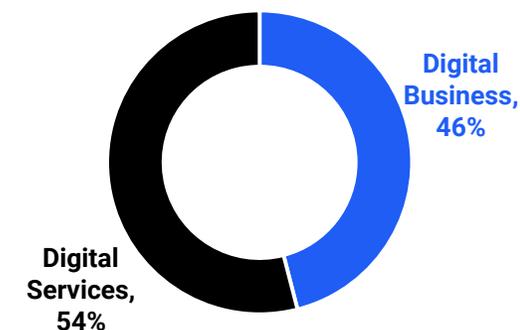
US\$ 3,555 million



PIPELINE CONTRIBUTION (US\$ MM) BY REGION



BY BUSINESS LINE



COMMERCIAL OPPORTUNITIES BY SIZE RANGE

Range US\$ Millions	Pipeline				
	Southern Cone	Andean Region	North America	Brazil	Total
0 - 25	844	507	368	1,019	2,738
> 25	165	67	75	510	817
Total	1,010	573	443	1,529	3,555



Opportunities of +
US\$ 25 million



PIPELINE HIGHLIGHTS

- ❖ Smart Cities & Mobility opportunities reached ~US\$ 700 MM
- ❖ Cloud & Data Center reached ~US\$ 580 MM
- ❖ Digital Applications Service & Digital Business Offerings opportunities totaled ~US\$ 280 MM.



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