

# Corporate Presentation

## March 2026


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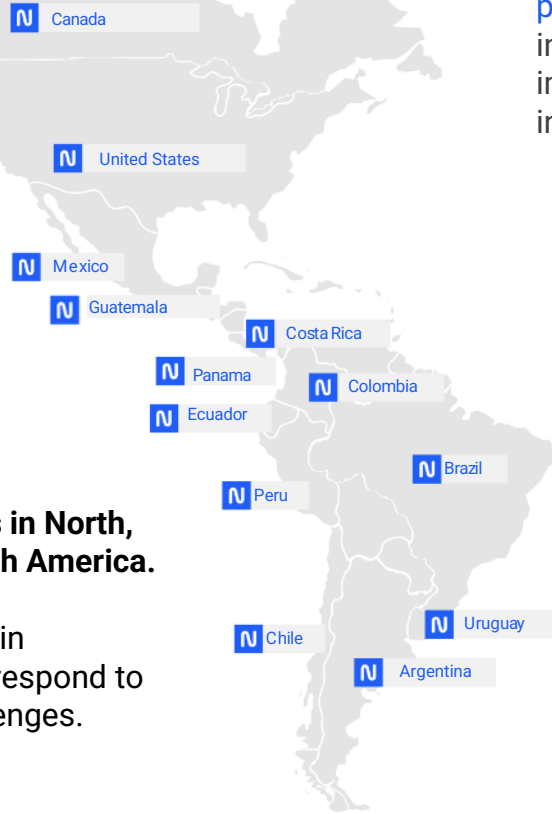
# SONDA

## At a Glance

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# SONDA in figures 2025



SONDA operates in North, Central and South America.

Promote growth in geographies. to respond to new global challenges.

We are digital transformation leaders across the region and we impact the lives of more than 500 million people. We are a significant player in many emerging industries that have achieved transformation by implementing major modernization projects and innovative solutions

We understand the challenges facing our region, and we have developed a broad portfolio of business solutions tailored to the principal industries.



13

countries in which we are present



+2,000

clients trust us



+10,700

IT professionals in our team.  
+13,800 employees across the region

Consolidated Revenues LTM 03/26  
**US\$ 1,600 millions**

Consolidated EBITDA LTM 03/26  
**US\$ 131 millions**

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## Why SONDA?



### Capacity

- ✓ Comprehensive Offering
- ✓ Technological Knowledge
- ✓ Independent Integrator
- ✓ Proven Experience



### Global Vision

- ✓ Market Knowledge
- ✓ World-Class Services
- ✓ Extensive Service Network
- ✓ Partner Ecosystem



### Commitment

- ✓ Flexible
- ✓ Strategic Partner
- ✓ Rapid Responses
- ✓ Excellence in Service



### Strength

- ✓ Publicly Listed
- ✓ Financial Strength
- ✓ Corporate Clients
- ✓ Long-Term Contracts

# SONDA at a Glance

We are a Key Player in Our Clients' [Modernization Plans](#)

## Featured Vertical Solutions



### Digitalization of SOFTYS Plant Maintenance

**Client:** SOFTYS

**Solution:** This project seeks to digitize the maintenance process of SOFTYS plants at the regional level through a SaaS application.



### Connectivity Project

Infovía Digital & Goias of Connectivity

**Client:** Mato Grosso do Sul and Goias state

**Solution:**

**Matto Grosso:**

7,000 Km optical fiber  
2.8 million beneficiaries

**Goias:**

9,300 Km. optical fiber  
5.1 million beneficiaries



### Panama promotes digital transformation in border management

**Client:** Government of Panama.

**Solution:** This initiative seeks to optimize processes at the main land border control points with Costa Rica..



### New Communications Network

**Client:** Minsal

**Solution:** Comprehensive modernization of the network infrastructure of public health facilities, through the replacement of critical equipment and the managed operation of connectivity at the Macro-regional level.



### EMV Validator Implementation and Maintenance Service – Trenes Argentinos

### Public Transport Fare Collection System Panama

### Fleet Management + Electric Chargers - Metrobús



Discover more success stories [here](#)

# SONDA at a Glance

We are a Key Player in Our Clients' [Modernization Plans](#)

## Soluciones Destacadas de Verticales



### Trenes de México, Phase 1: México City – Querétaro – Irapuato

**Client:** Department of Communications and Transportation

**Solution:** This project aims to provide telecommunications, signaling, and control services for the railway line from Mexico City to Irapuato, covering a distance of 360 km.



### Bicentennial Cable Car (Ticketing System)

**Client:** Bicentennial Cable Car Concession Company

**Solution:** The Bicentennial Cable Car will connect Providencia and Huechuraba; the ticketing system to be provided by SONDA will be fully electronic.



### PRINT BANCO DO BRASIL

**Client:** Banco do Brasil

**Solution:** SONDA will provide large-scale printing services for all of Banco do Brasil's branches in Brazil. This service includes equipment, a control, monitoring, and management system, as well as certified maintenance.



### Infovías Communications

**Client:** Estado de Mato Grosso do Sul

**Solution:** Expand the Digital INFOVIA to include public telephone services and Internet access at Government Service Centers (PAGs).



### Platform for Monitoring and Supervising Persons in Custody

**Client:** Gendarmery Chile

**Solution:** SONDA will supply and implement a monitoring platform for personnel using IT equipment. This includes a data center, monitoring system, technical support, help desk, and office setup.



Discover more success stories [here](#)

# SONDA at a Glance

We are a Key Player in Our Clients' [Modernization Plans](#)

## Featured Software Factory Solutions



The project modernizes police management, optimizing critical processes such as complaints, police reports, and reporting.

**+1.2 Millions**

Annual in-person citizen complaints

**Digitalization**

Complete complaint processes

**Data entry**

Facilitate accurate data entry for criminal prosecution



The project seeks to replace the current platform with a modern, secure, and scalable Integrated Police System.

**Data Security**

**Digitalization**

Complete complaint processes

**Automation**

Automation and data analysis capabilities



The project implements a specialized Software Factory, focused on the development and quality assurance of critical tax and customs collection systems.

**Technological Update**

Critical tax and customs collection systems

**Strategic Impact**

Scalability of the factory model for new SUNAT initiatives



This project includes implementing technological improvements, migrations, process redesign, and the development of new functionalities.

**Technological update**

Tax documents and tax auditing

**Interoperability**

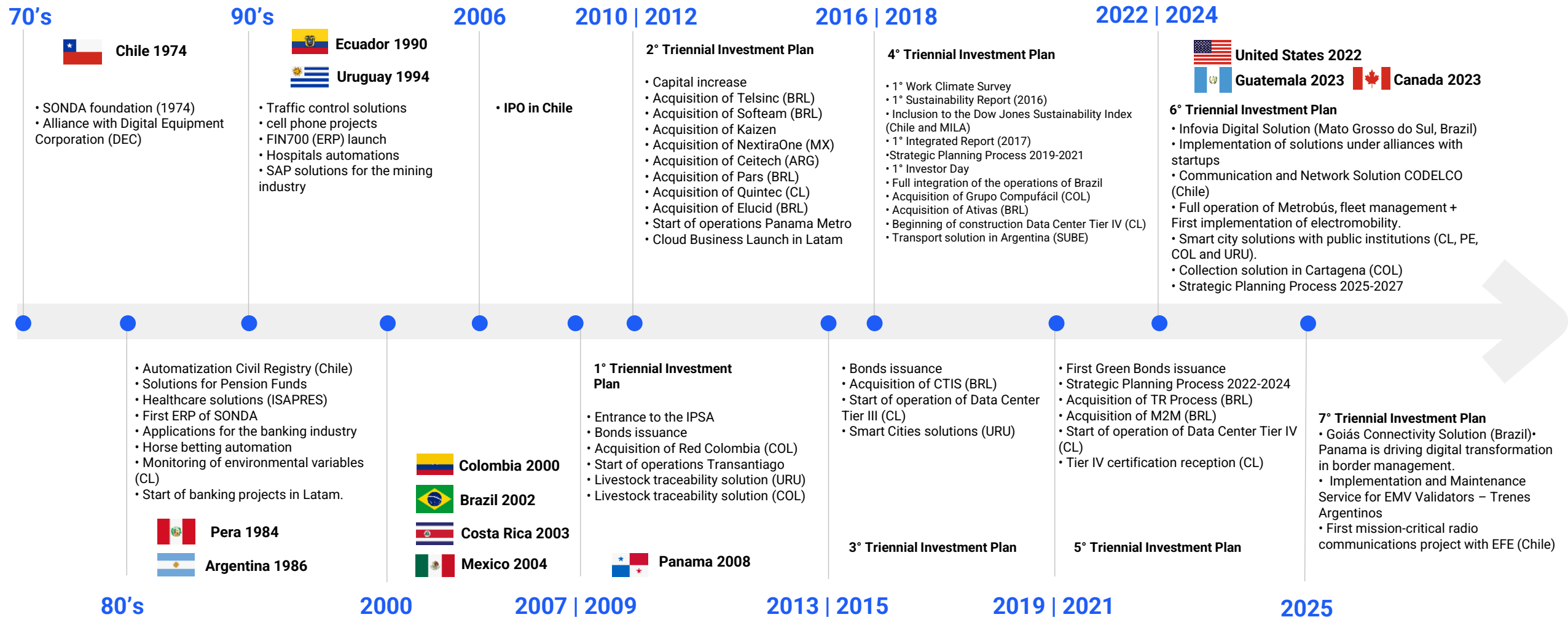
With internal and external platforms

Discover more success stories [here](#)

# SONDA in a view

## History of Growth

At SONDA, we have experienced multiple changes since 1974; changes that have transformed the identity of our company and quickly reflected our essence: a technology company that is constantly evolving and quickly adapting to the industry in which it operates.



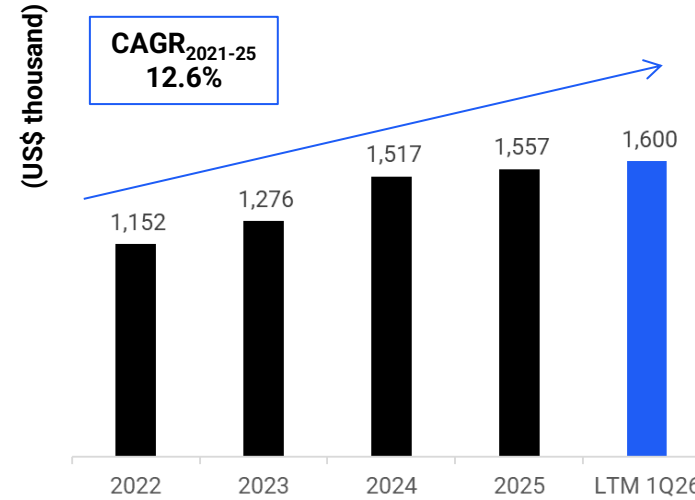
# What makes us different? Sustained and Diversified growth

- Sustained growth across all business lines

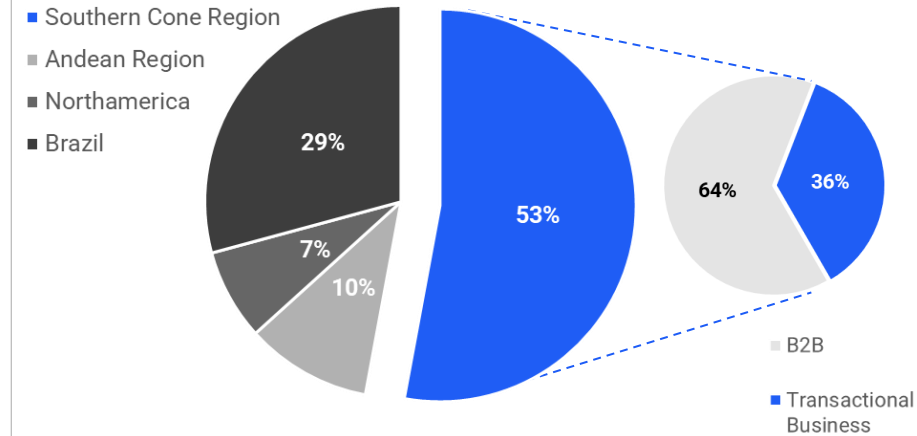
- Digital Business → CAGR<sub>2021-25</sub> 12.7%
- Digital Services → CAGR<sub>2021-25</sub> 17.6%
- Transactional Business → CAGR<sub>2021-25</sub> 7.8%

- Geographic diversification
- Highly atomized client portfolio
- Strong industry diversification

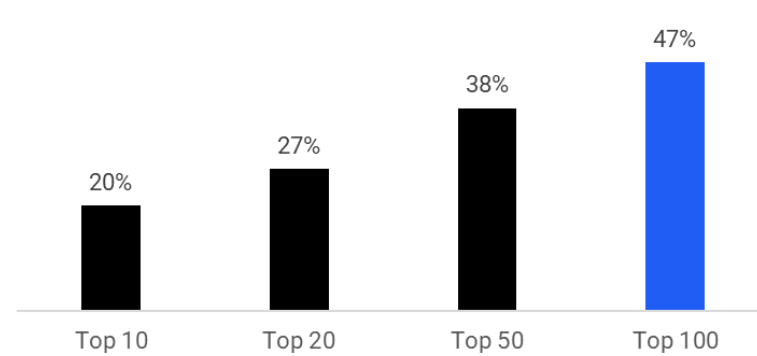
Consolidated Revenues



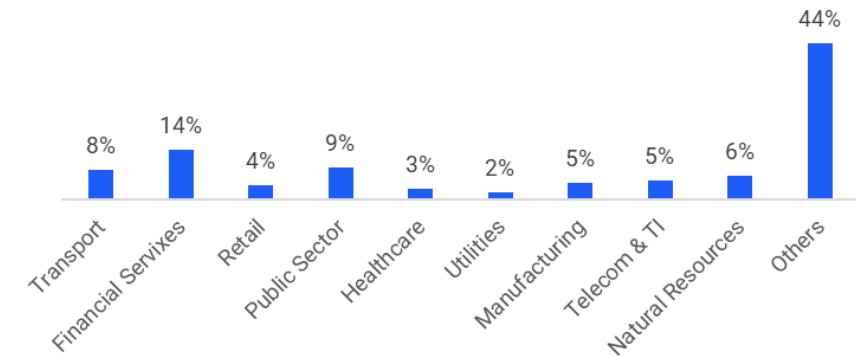
Revenues by Region



Revenues by Client\*



Revenues by Industry\*



\*Revenues by Client and by Industry as of Dec-25

Figures in US\$ were converted using TC at the close of Mar-26 = \$927.46/US\$

# Strategy



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Recognized as a **strategic partner to our clients** in their digital transformation processes

A **global leader in the IT industry** for innovative business solutions

Dream  
**2030**

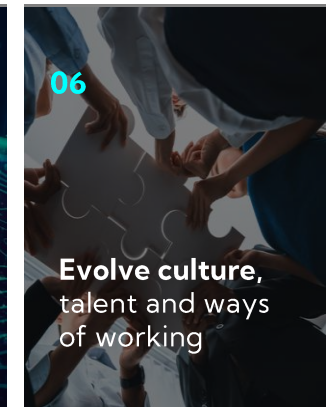
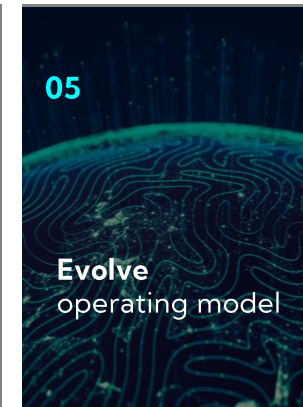
An **agile, digital company** that delivers exceptional service

An **attractive work environment** that helps attract and retain tech talent by putting employees first

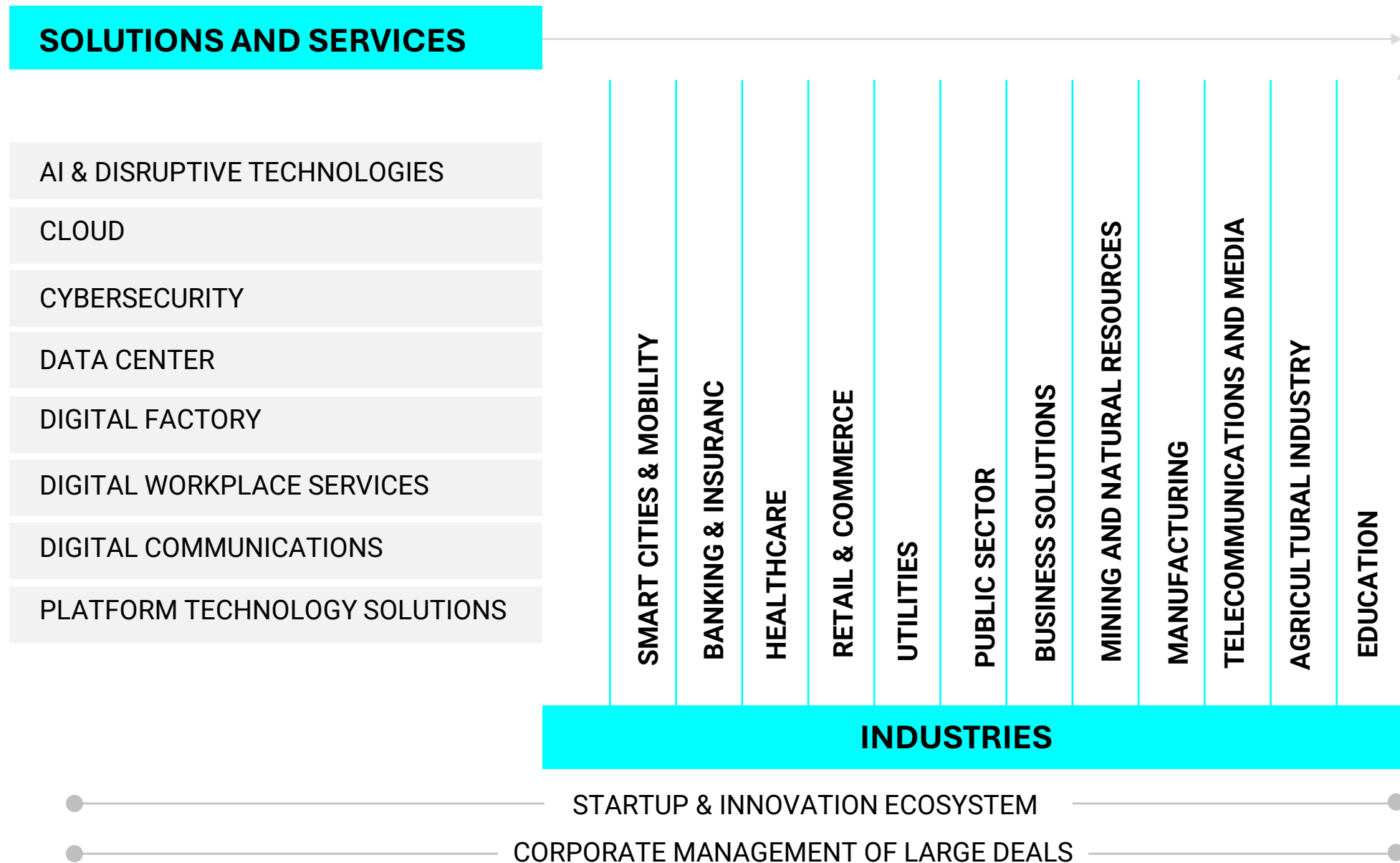
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## Enablers of **growth**

**2025 - 2027**



# Our Portfolio and Corporate Organization





# Smart Cities & Mobility

## Featured Solutions

### Smart City Transport

Support automated collection and billing systems, fleet management, and user information for the public-private transportation network.

### Smart Safety

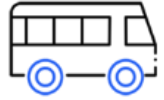
A comprehensive security solution focused on the centralized and efficient management of the public-private security network, enabling the establishment of preventive and reactive strategies.

### IoT Platform

Solutions based on IoT and AI integration that enable centralized management of information and data analysis to support efficient decision-making.

### Smart Lighting

Focus on efficient energy management of public-private lighting systems, enabling savings of up to 30% in operating costs.



# Bank & Insurance

## Featured Solutions

### Digital Banking

Functionality, technology, cybersecurity, flexibility, and accessibility.

### Cash Management

Solution for corporate banking. Optimizing customer liquidity, fund management, and more. Processing large, high-volume payments.

### Insurance

A solution comprised of a core insurance offering for life and general insurance, with omnichannel management for customers.

### Connected branch

Optimize spaces, improve customer service, and visualize new business. Based on IoT technology and specialized data analytics.



### Investment Management

Manage portfolios, holdings, and funds. Investment management.

### Credits

It operates in any institution with resources, allowing you to operate with a wide variety of operations.

### Pension management

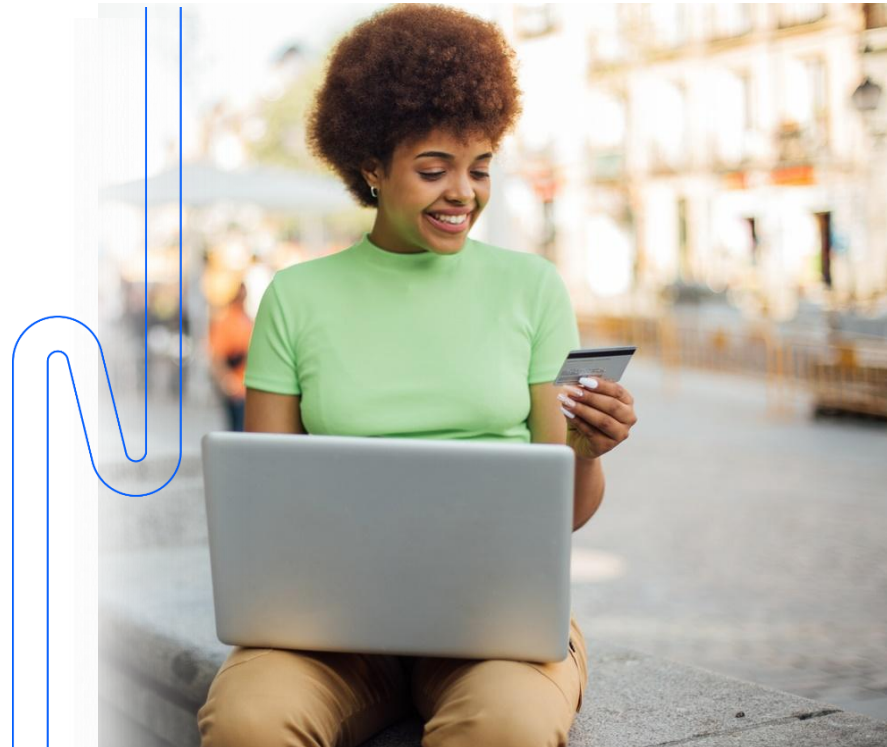
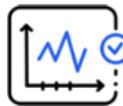
Core solution that manages all processes for members and retirees, plus the investment management solution for the funds.

### Risk Management

Early detection of fraudulent transactions. Verification of payment behavior and customer profiles.

### Robotized BPO

It allows you to eliminate operational tasks by taking advantage of economies of scale by providing services alongside AI tools.





# Health

## Featured Solutions

### HIS Solutions

Administrative and medical management of hospitals and clinics

### Beyond Health

Complete platform for managing public and private health insurance

### Remote Patient Monitoring

Mobile virtual assistant that facilitates monitoring of patient treatment through comprehensive, real-time assisted monitoring.

### Fleet management

Management and monitoring of medical vehicles.



### Electronic medical desk

SaaS solution for small and medium-sized clinics, medical centers, and medical practices

### Health logistics

Medication management

### Artificial intelligence

Applied in automation processes and clinical diagnosis.

### LIS SiSalud

Clinical laboratory management and sample traceability

### Biomedical cybersecurity

Proactive monitoring to protect hospital and clinic assets and information

# Retail & Commerce

## Featured Solutions

At SONDA, we have the experience, capabilities, partnerships, and technological resources necessary to be your strategic partner in the technological transformation toward omnichannel, focused on customer-centric strategies that deliver a unique and satisfying shopping experience for your customers.



## Shopping Experience

- Omnichannel Promotions Engine
- POS (Point of Sale)
- Gift Card and Agreement Management
- OMS (Order Management System)
- Self-Service Kiosk
- Self-Checkout
- Mobility
- Smart Lockers
- Sales Advisor
- Self-Service Solutions (Infinite Aisle)
- RFID Solutions
- Autonomous Store Solutions

## Operational Efficiency

- iStore as a Service
- Retail HW
- RPA (Robotic Process Automation)
- Reporting Analytics
- Store Systems Maintenance
- Store System Certification
- Sales Audit and Loss Prevention





# Utilities

## Energy, sanitation, oil and gas

### Featured Solutions

#### Commercial Management

We provide our clients with efficient management, facilitating, accelerating and reducing commercial operating costs through integrated technologies.

#### Service Management

Facilitates the control, planning, and management of Field Service Teams, improving routine products and optimizing client resources and personnel.

#### Asset Management

Increase the quality and security of client asset control by transforming reactive maintenance into active maintenance with applied technology, ensuring stable service delivery.

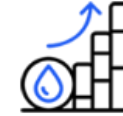


#### Operations Management

Empowers customers by providing information and technology to better manage and control their operations.

#### Business Management

It allows the client to better develop strategies for actions and decisions through well-defined processes and a productive, organized, and optimized routine.



#### Leak Detection

Leak detection solution, integrating with digital twin solutions for greater accuracy and efficiency.



#### Analytics for Oil and Gas

Data analysis solution for extracting and processing information in ERP solutions, optimizing operations in the oil industry.

# Sector Público

### Featured Solutions

#### Shopping Portal

Our government procurement solutions address the challenge of transparency and serve as an effective mechanism for cost savings by enabling public institutions to access the best offers on the market.



#### Livestock traceability

Our solution ensures and improves traceability throughout the beef production chain, guaranteeing the health and safety of meat and dairy products intended for both domestic consumption and export. It securely integrates information into a centralized database, enables online updates, and provides real-time responses using communication technologies, computers, networks, and the internet.

#### Public Transport

We develop comprehensive solutions that significantly improve passenger safety, convenience, and quality of life. In addition, they facilitate the development of more complex transportation systems by integrating various services and modes of transportation, enabling authorities to set fares more effectively.



#### ID cards and passports

We handle the entire technological process of the identification system, from the production of ID cards and passports to the implementation of a new biometric database, the development of an IT system, and the installation of all necessary data capture stations.





# Business Solutions

A portfolio of solutions featuring well-known software brands that optimizes operations and promotes a multichannel approach

Featured Solutions:

- ERP FIN 700
- Tax Solution
- SAP Solution
- Foreign Trade
- Autodesk



# Mining and Natural Resources

Solutions that enhance operational efficiency, with a focus on improving the productivity of individual miners.

Featured Solutions :

- Access control and credentialing solutions for secure entry.
- Smart sensor integration for OT systems.
- Converged IT-OT security.Traceability and security for personnel and equipment.
- Perimeter security (CCTV).

# Manufacturing

The integration of plant operations technologies with IT opens up a wide range of possibilities for transforming the manufacturing process.

Featured Solutions :

- Digitization of Maintenance Processes
- Visual Picking
- Fleet Management and Tracking
- Digital Twins for Operations
- Asset Management
- AR/VR Training and Operations/Maintenance
- Predictive Maintenance





# Telecommunications and Media

We drive innovation in telecommunications and media with technological solutions that optimize networks, enhance security, and improve the digital experience.

Featured Solutions :

- Business-as-a-Service Models
- Deployment of fixed and mobile infrastructure
- Network asset management
- System operation, management, and business continuity.



# Agroindustry

We drive the growth of the agribusiness sector with technological solutions that optimize processes, boost productivity, and create sustainable value at every stage of the business.

Featured Solutions :

- Connectivity Solutions
- Production Forecasting and Management
- Agritech Solutions
- Process Digitalization

# Education

Today, the education sector is calling for solutions that can enhance the experience of students and teachers and improve teaching methods.

Featured Solutions :

- SAP Campus
- Oracle Cloud
- Open Virtual Desktops (BYOD)
- Smart Campus





# Featured Solutions and Services

## AI & DISRUPTIVE TECHNOLOGIES

SONDA integrates, connects, and implements AI where it truly adds value—industry by industry, process by process—to transition from pilot projects to full-scale production with security, scalability, and measurable results. We do this through our AI FIRST approach and an integrated portfolio of AgentIA, Analytics, and RobOPS, embedding Artificial Intelligence into day-to-day business operations.

### ■ Consulting

We accelerate our clients' digital and AI maturity through consulting

### ■ AgentIA

Intelligent agents that automate, assist, and make decisions in real time, integrated with existing systems

### ■ Analytics

Turns data—both structured and unstructured—into real-time automated decisions by combining computer vision

## Cloud

SONDA integrates multicloud architectures, centralized orchestration, advanced FinOps practices, and continuous compliance reporting to strengthen the strategic management of digital environments, connecting governance, automation, and intelligence to provide greater control, operational efficiency, and continuous evolution of IT environments.

### ■ Infrastructure

Scalable infrastructure, flexibility, and security to ensure business continuity in any scenario.

### ■ Professional Services

End-to-end — from strategic planning and architecture to migration, modernization, and ongoing operations.

### ■ SONDA Hybrid

Multicloud management platform

## Cybersecurity

We offer a comprehensive security model that anticipates risks and responds effectively, tailored to each organization and the specific risks of each industry. We maintain a coordinated regional presence through our Federated SOC, with offices in Chile, Colombia, and Brazil, as well as specialized talent and the adoption of advanced technologies and standards that strengthen operational resilience and maximize security investments.

### ■ Strategy and Risk

We design and implement governance, risk management, and compliance frameworks

### ■ Offensive Safety

We analyze the effectiveness of technical controls, organizational processes, and response capabilities.

### ■ Cyber Defense Center

We integrate systems to protect against, detect, and respond to cyber threats.



# Featured Solutions and Services

## Datacenter

Our goal is to provide the [best IT outsourcing solution through public cloud services and on-premises physical and/or virtual infrastructure solutions](#). All of this is delivered through a flexible, scalable model with a pay-as-you-go option, enabling our clients to implement solutions quickly, efficiently, and conveniently.

■ **Infrastructure**  
World-class data center infrastructure

■ **Professional Services**  
Services designed to accelerate digital transformation

■ **SONDA AIOPS**  
A smart platform that integrates monitoring, ITSM management tools, automation, and artificial intelligence

## Digital Factory

Digital Factory serves as a [strategic technology partner](#) for industries, combining consulting, design, and implementation of end-to-end digital solutions. We transform operational challenges into concrete initiatives and provide ongoing support—both during and after each project—working closely with our clients to optimize their operations and drive sustainable business improvements.

■ **Supporter**  
We maintain and optimize your applications with managed services powered by AI and DevOps practices

■ **Custom Development**  
Digital solutions tailored to your business goals to accelerate development and optimize resources

■ **SONDA Collab**  
Bring in specialized tech talent quickly and flexibly to accelerate your digital initiatives

## Digital Workplace Services

The digital experience of employees and customers ([DEX/UX/CX](#)) is interconnected. It requires a smart, interoperable, and secure operation that integrates platforms, manages identities, and leverages AI to ensure continuity and protection. [A mature workplace drives productivity and enhances the business experience.](#)

■ **Next Generation AI Service Desk**

■ **Next Generation AI Field Services**

■ **Next Generation AI Device Management**



# Featured Solutions and Services

## DIGITAL COMMUNICATIONS

We **redefine, develop, and implement the customer journey**, incorporating techniques and technologies that enable a seamless, multi-channel, and multi-device user experience that is agile, intuitive, and consistent. In addition, we collaborate with our clients to co-design their roadmap for technological evolution.

### ■ Client infrastructure

Communication infrastructure solutions that ensure high-performance connectivity, efficient routing, and robust security for networks and data.

### ■ Digital Services

Customized solutions and advanced technologies that streamline decision-making

### ■ Connectivity

Integration of connectivity infrastructure solutions, combining multiple technologies

## PLATFORM TECHNOLOGY SOLUTIONS

We provide IT **hardware and software infrastructure** through sales, leasing, or managed services models, offering comprehensive support throughout the procurement process.

### ■ Managed Device Services

A comprehensive model for infrastructure provisioning and management that includes design, procurement, logistics, on-site implementation, maintenance, and a controlled process for equipment removal and disposal.

### ■ Partners & alliances

We work with the leading suppliers and manufacturers in the IT industry, which enables us to offer our clients reliable, up-to-date technologies that are aligned with industry best practices.

### ■ Innovation hub

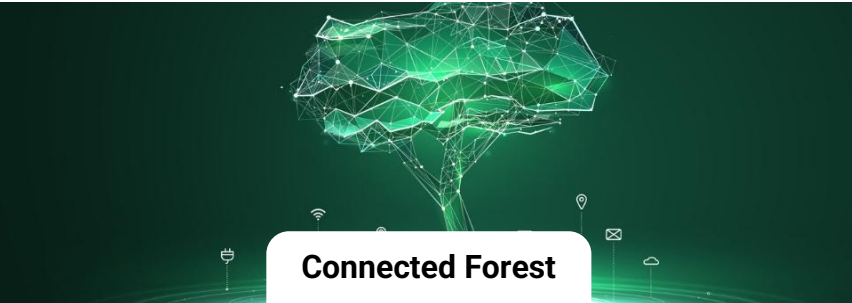
By developing innovative solutions, we combine infrastructure, services, and flexible models to streamline IT operations.

03

Innovation

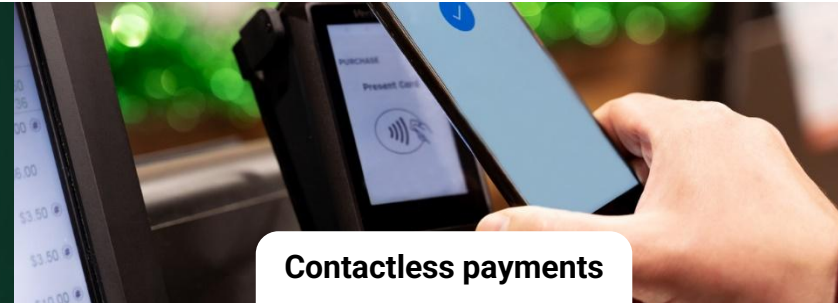
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# Innovation is at the core of our corporate strategy



**Connected Forest**

We connect 700,000 hectares of forests, allowing us to monitor and support forestry work, providing 4G internet access to local communities. Project applied in Chile and Mato Grosso do Sul, Brazil.



**Contactless payments**

We promote modernization of public transportation by implementing contactless payments, facilitating quick and safe access for users.



**Smart Campus**

We analyze student behaviour to identify dropout risks, integrating data from academic and access systems to improve retention



**Border Control System**

Infraestructure optimization in borders and station management with process automation to simplify customs procedures in El Salvador, reducing service timing.



**SONDA Hybrid**

Comprehensive administration of public, private and hybrid clouds, together with local infrastructure, allowing to manage resources, automate workflows and guarantee security, optimizing customers costs and operations,



**Extra-port access control**

At the export facility in San Antonio, Chile, we provide access control solutions, aimed at people and cargo, with unattended management and video analytics,



# Sustainability

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# Sustainability is embedded into our DNA

## ESG, Diversity and Inclusion

- **Integrated Reporting** since 2017 that complies with "Global Reporting Initiative" (GRI) standards and "NCG 519" of CMF.

- Member of prestigious **Sustainability Indices.**

SUSTAINABILITY  
**Dow Jones Best-in-Class**

- **Green Bond** issued in 2019.



- Recognized as a company committed to **Integrity** by the Fundación Generación Empresarial (Business Generation Foundation).



- **Fresh Graduates:** Attracts young talented people by offering them an accelerated learning program that develops a range of skills. This program prepares successors for the future and ensures they culturally fit into the organization



### Culture and Talent SONDA 2025

- ✓ We reached a **30% presence of women** by the end of 2024.
- ✓ Between 2023 and 2024 we **remodel** 7 of the 12 offices of our subsidiaries.
- ✓ **Sonda Tech Fan**, we encourage our employees to be passionate about technology
- ✓ **Women in IT Mentoring Program**, we promote female representation in technology.
- ✓ We continue to improve the general **satisfaction** survey within SONDA, obtaining 75% favorability during 2025.

### ESG practices within SONDA



**SONDA Wellness Program:** This initiative promotes the physical, mental and social health of our employees.



**SONDA Women:** This initiative increases the participation of women in SONDA and the IT industry. Attract, retain and strengthen leadership skills among the leaders of the future.



**Internal recycling program:** This initiative encourages responsible resource use.



**Diversity & Inclusion:** These internal initiatives aim to build organizational awareness and an increasingly inclusive culture.



**Kudos Data Center:** we have Leed Silver certification from the US Green Building Council, which ensures that energy is efficiently consumed and sourced from fully renewable supplies.

# Sustainability is part of our DNA

## Inside SONDA

SONDA's participation in the **TRAEE Program of the Santiago Chamber of Commerce**, which seeks to ensure the **proper management of electrical and electronic waste** by companies that produce or import them, within the framework of the **REP Law**.



## Within our Solutions

### Highlighted Case

### Smart City and Mobility:

**Smart Safety** solutions (video surveillance) with AI component with public institutions in Peru, Chile and Uruguay.

Important **Mobility** contracts were also expanded in Chile, Brazil, Mexico, Argentina, Guatemala, Panama, Colombia and others.

### Main ESG benefits:

- Greater security through remote surveillance in the municipalities where Smart Safety solutions were implemented.
- First fleet of buses with electro mobility in Mexico.
- It facilitates movement in cities, which encourages economic activity.
- Greater social equity, as it reduces inequality in opportunities such as employment, education and health.

SONDA improves **security** and **connectivity** in the region, improving the **quality of life** of people in all areas where these new contracts have been closed.



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## Recent Recognitions

N

### Dow Jones Sustainability Index Chile y Mila

For the 8th consecutive year, we have been included in the **Dow Jones Sustainability Index (DJSI) Chile and MILA**, positioning us as one of the companies with the best practices in corporate governance, social aspects, and environmental care.

Environment



SONDA Panama is now "carbon neutral"

Our subsidiary in Panama offset 100% of its Scope 1 and 2 carbon footprint through energy efficiency measures, switching to LED lighting, optimizing air conditioning, and upgrading its vehicle fleet, thereby reaffirming its commitment to a more sustainable operating model.

Social

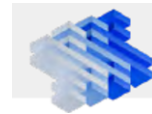


Removable Energy

We source all the renewable energy needed for our operations in Chile

Agreement with Copec EMOAC to supply 100% renewable energy to our operations in Chile for five years

Governance



IBM 2025 Recognition – Partner Plus Award

We rank among the top 10 companies, and we are the only technology company to have achieved this ranking in the category. This achievement highlights our strategy of collaborating with startups, and the ranking was compiled by the consulting firm MIC and the ESE Business School at the University of Los Andes.

# Financial Position

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# Financial Position

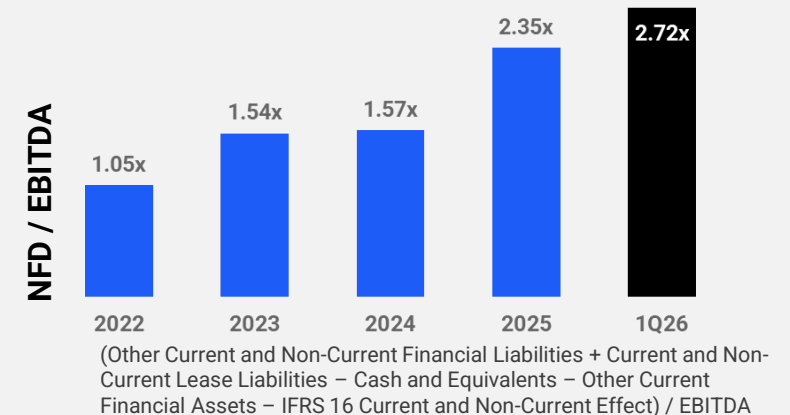
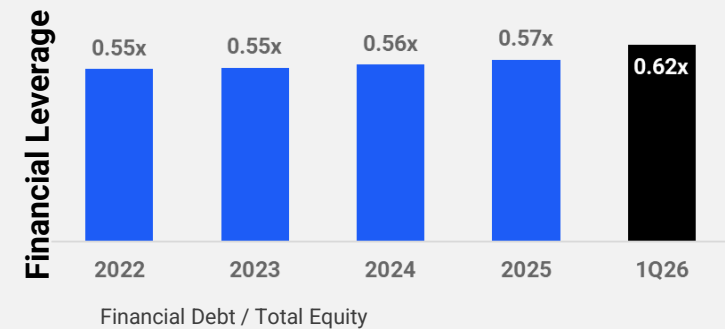
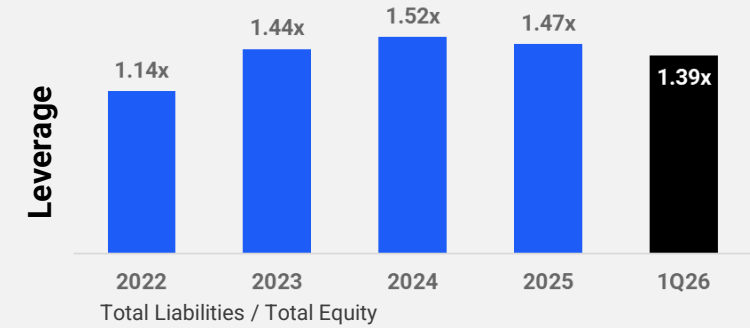
## Credit Rating

“The downgrade of SONDA S.A.’s (SONDA) long-term national ratings to ‘A+(cl)’ from ‘AA-(cl)’ reflects increased pressure on profitability(...) as well as the expectation that a challenging environment and intense competition will continue to weigh on cash flow generation through 2026. The Stable Outlook reflects the expectation that the company will gradually increase its revenue levels, stabilize its EBITDA margin, and maintain positive free cash flow (FCF) given contract restructuring, an increase in contract closures, and a conservative investment level.” **Fitch Ratings**

“The company’s regional scope of operations, with high levels of diversification in terms of its presence in Latin American economies, is a positive factor in its ranking. (...) **The 2025-2027 strategic plan has involved a greater commercial effort in its initial stages, negatively impacting margins, but with a recovery strategy based on a higher volume of contracts.**” **ICR Chile**

	Fitch Ratings	ICR
Solvency	A+	AA-
Stocks	1st Class Level 2	1ª Class Level 1
Outlook	Stable	Stable
Issuance Date	Apr-26	Sep-25

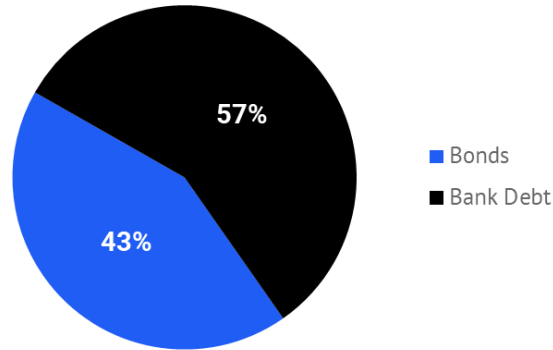
## Financial Ratios



# Financial Position

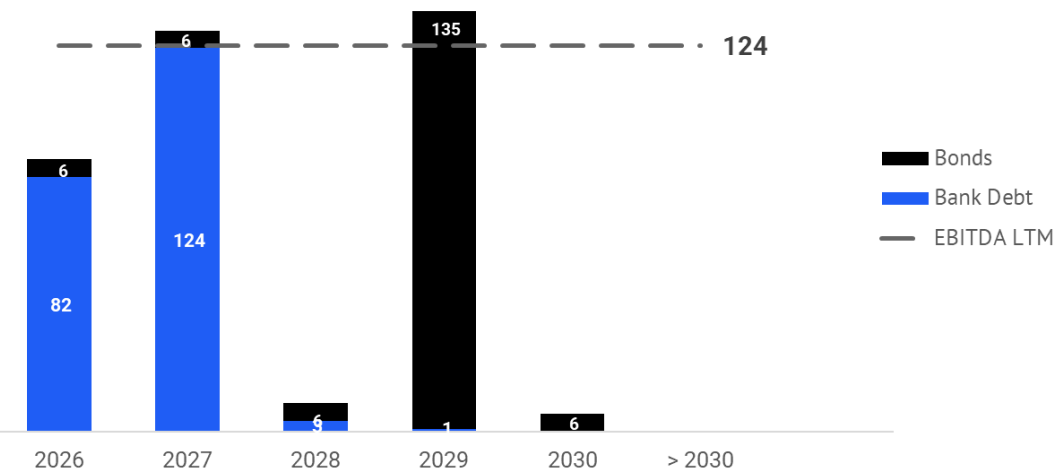
## Financial Debt

### Debt Composition:



Total Financial Debt: US\$ 405 millions  
 (Cash and Equivalents: US\$ 98 millions)  
 Net Financial Debt: US\$ 307 millions

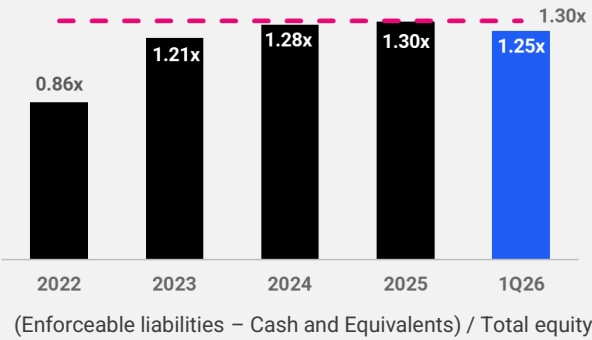
### Debt Maturity (US\$ million)



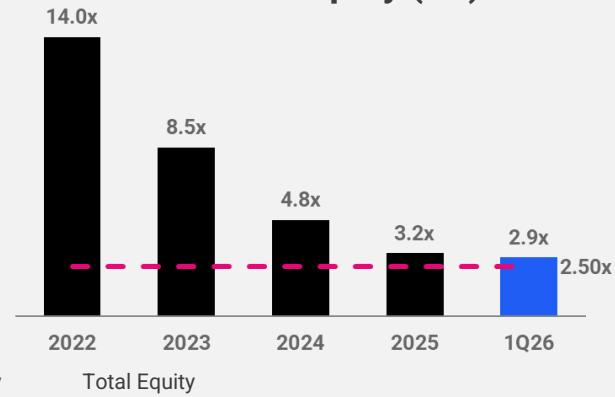
Figures in US\$ were converted using closing exchange rate December - 25 = \$ 927.43 / US\$

# Covenants

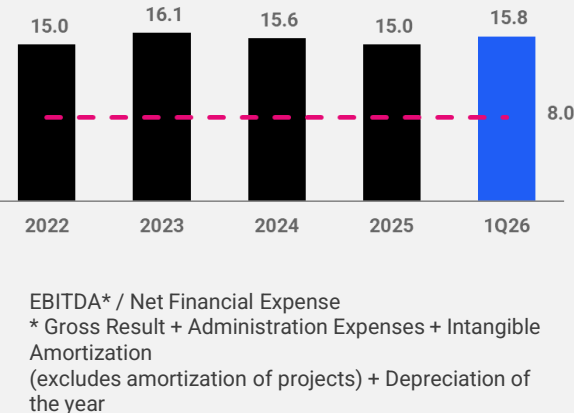
## Indebtness Level



## Minimum Equity (UF)



## Financial Expenses Coverage



## Assets Free of Encumbrances





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