

# Earnings Presentation

## 3Q & 9M 2023

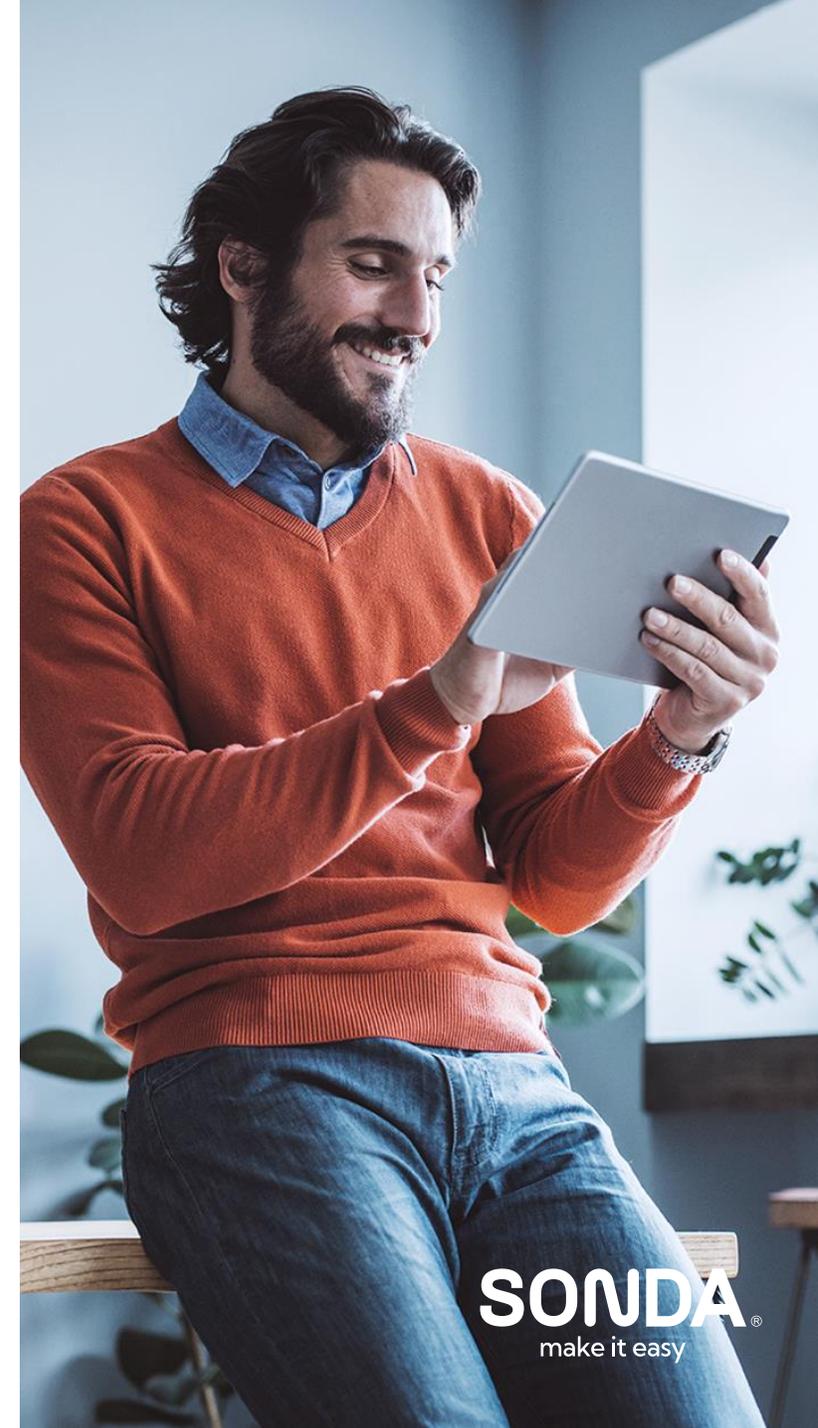
October 26, 2023

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# Speakers

**José Orlandini**  
Chairman of the Board



**Gonzalo Soto**  
Chief Financial Officer



**Juan Aristizabal**  
SVP Digital Services



# AGENDA 3Q & 9M 2023

✓ **Highlights**

✓ **Financial Results**

✓ **Commercial Results**

✓ **SONDA Digital Services: Digital Transformation Enabler**

✓ **Final Remarks**

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# Highlights

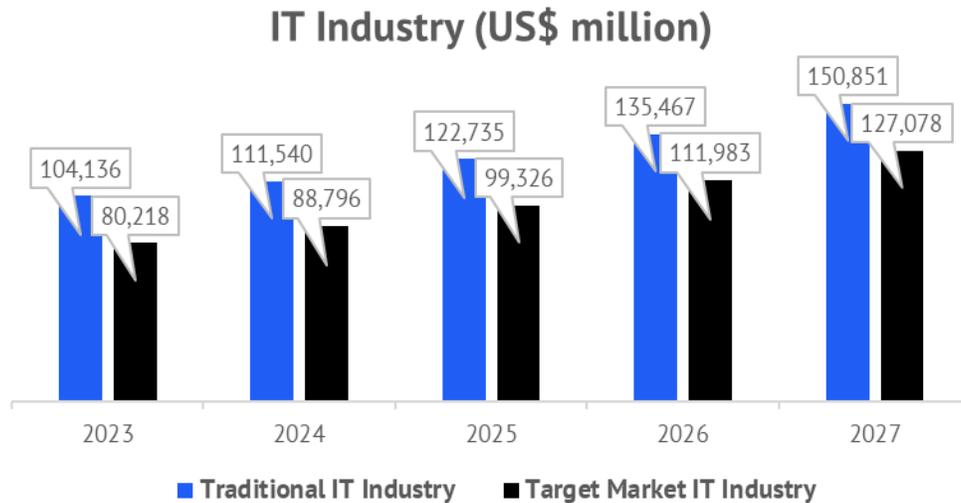
## IT Market in the Region

Reporting Currency compared with same period last year.

### IT Spending Outlook in Latin America

CAGR 23/27 → 12.2%

Target Market IT Industry (Services and Applications))



### Southern Cone Region



CAGR 23/27  
11.6%

### North America



CAGR 23/27  
12.3%

### Andean Region



CAGR 23/27  
11.7%

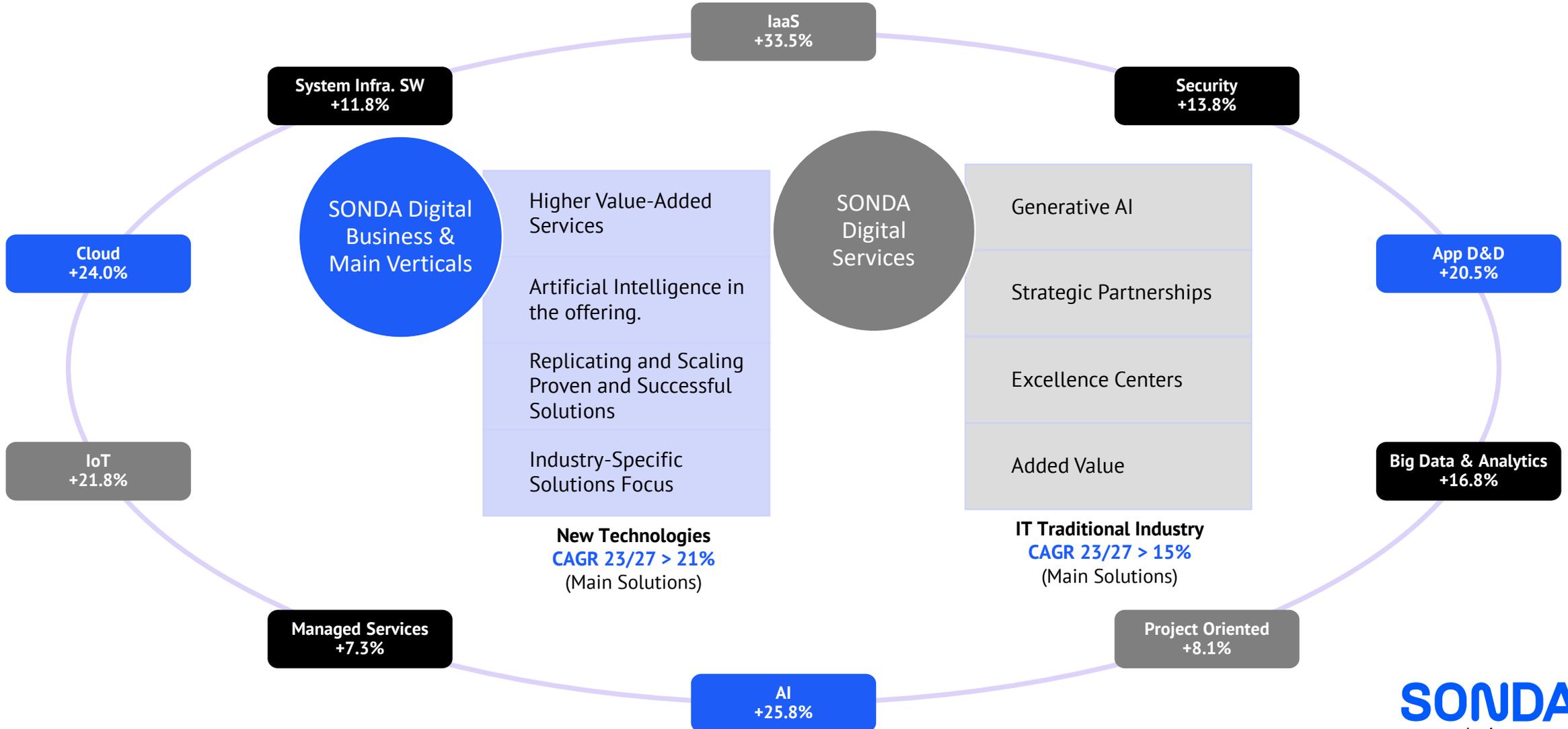
### Brazil



CAGR 23/27  
12.6%

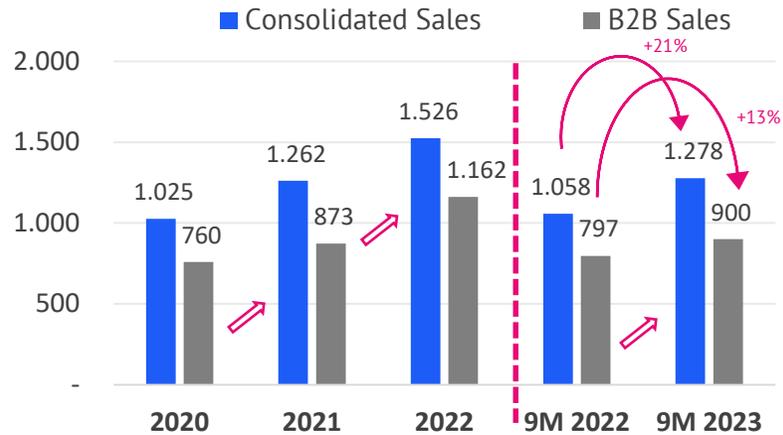
# Highlights

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

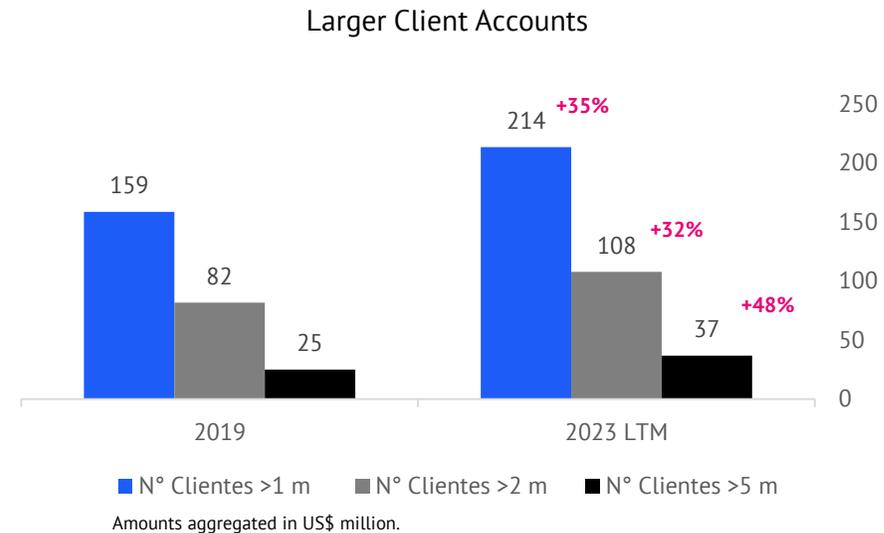
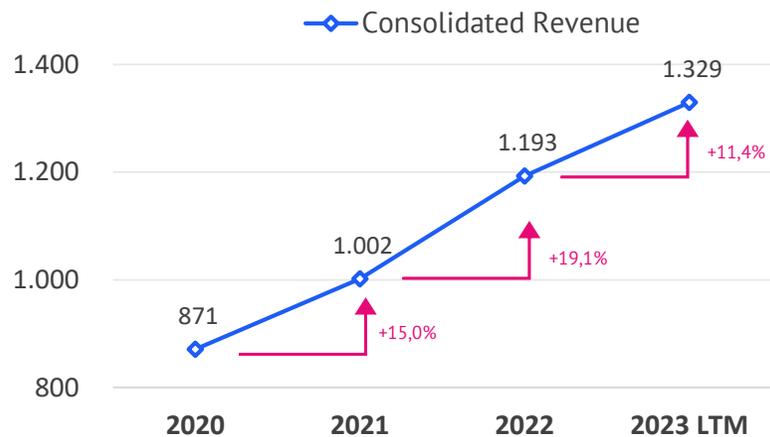
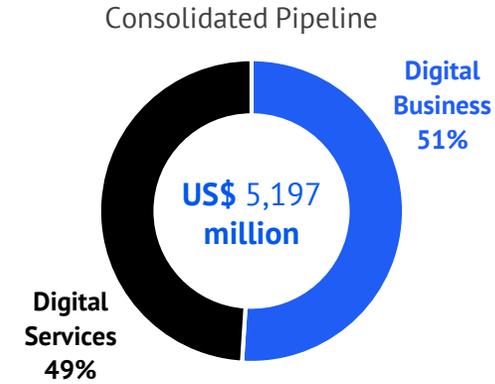


# Highlights

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



\*2022 and 9M23 figures exclude Infovia Digital Project (US\$170 million)



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

# Highlights

## 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.

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# Results: 3Q & 9M 2023

## Revenue and EBITDA 3Q 2023



### CONSOLIDATED REVENUE

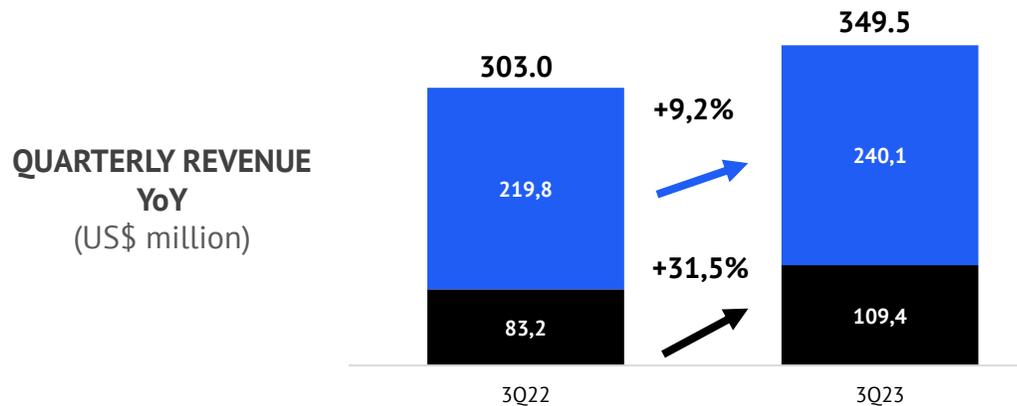
**US\$ 349.5 million**

US\$ 240.1 million (B2B Business)



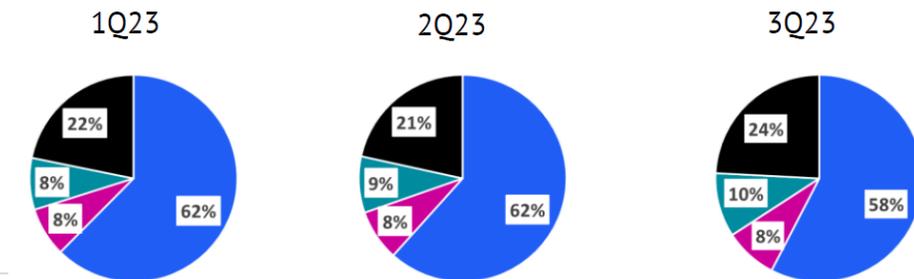
### REVENUES GENERATION

● B2B BUSINESS ● B2C BUSINESS



### CONSOLIDATED REVENUE CONTRIBUTION BY REGION

● SOUTHERN CONE ● ANDEAN REGION ● BRAZIL ● NORTH AMERICA



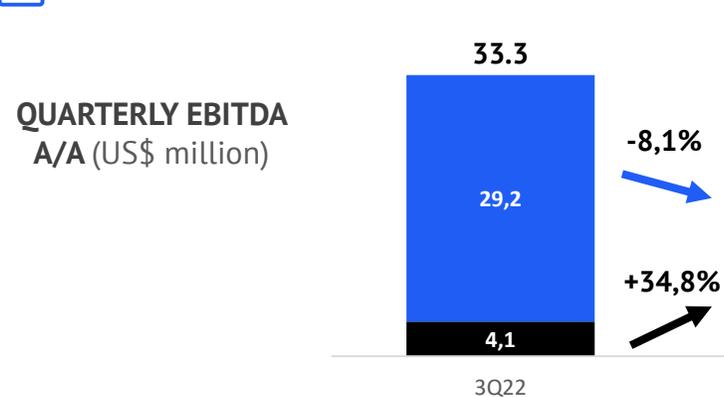
### CONSOLIDATED EBITDA

**US\$ 32.4 million**

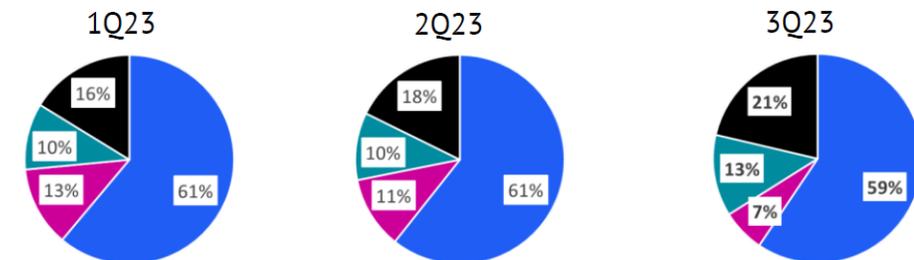
US\$ 26.8 million (B2B Business)



### EBITDA GENERATION



### CONSOLIDATED EBITDA CONTRIBUTION BY REGION

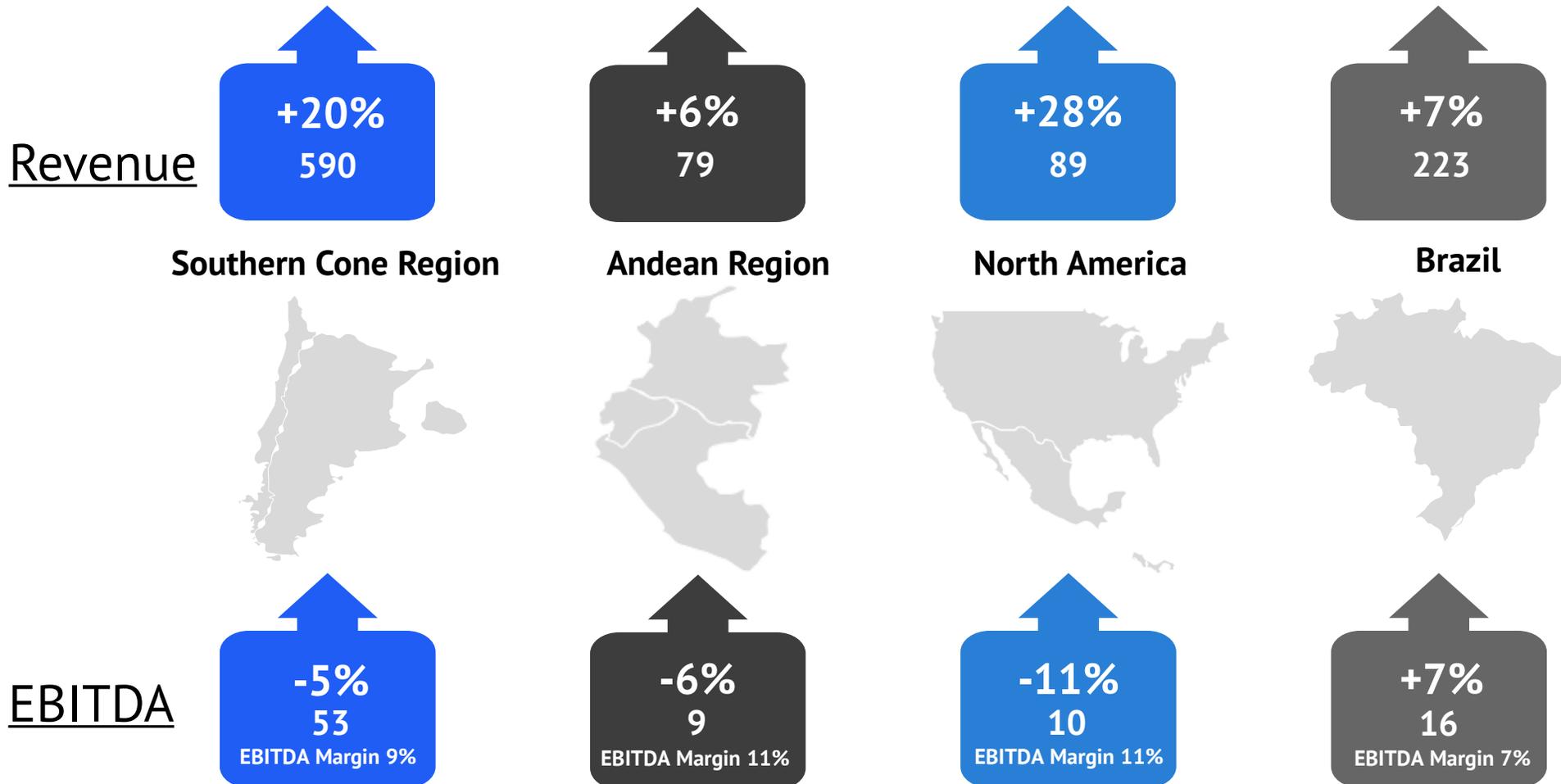


# Results: 3Q & 9M 2023

## Revenue and EBITDA 9M 2023 by Geography

Reporting Currency compared with same period last year.

### Geographies (US\$ million)



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# Commercial Results

## Sales

CONSOLIDATED  
BUSINESS CLOSINGS  
3Q23

**US\$ 464.4**  
millones

B2B BUSINESS  
**US\$ 348.9**  
million

B2C BUSINESS  
**US\$ 115.5**  
million

### B2B BUSINESS CLOSINGS 3Q23



B2B BUSINESS CLOSINGS BY REGION  
(US\$ million)



3Q23  
Δ % YoY

9M23  
Δ % YTD

+41.3%

-25.4%

-2.8%

-34.2%

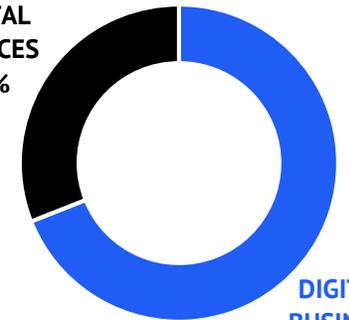
**-6.9%**

+3,2%

**+13,0%**

BY BUSINESS LINE (3Q23)

DIGITAL  
SERVICES  
31%



DIGITAL  
BUSINESS  
69%

\* Variations excluding Infovia Digital deal (Brazil 2Q22) ~US\$ 170 million



### B2B BUSINESS CLOSINGS HIGHLIGHTS

- ❖ > 90% corresponds to new contracts.
- ❖ Business 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)
- ❖ Transcribe in Colombia, consolidating SC&M Vertical in the region

# Commercial Results

## Highlights

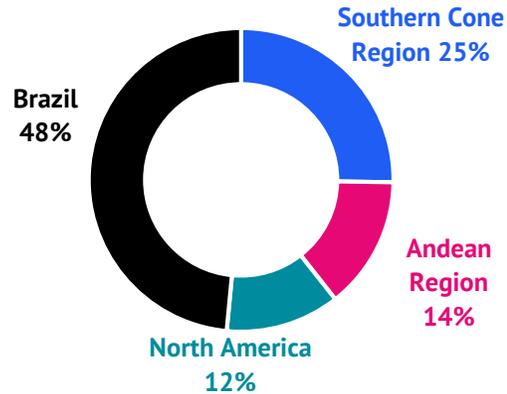


COMMERCIAL OPPORTUNITIES  
"PIPELINE"

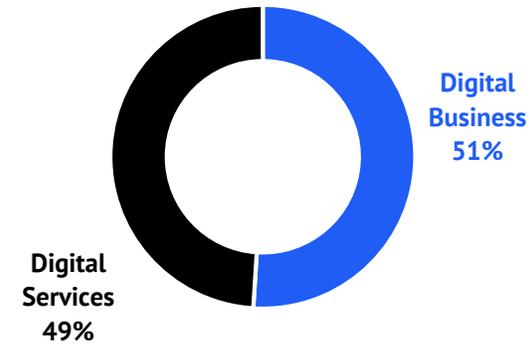
US\$ 5,197  
million



PIPELINE CONTRIBUTION BY REGION

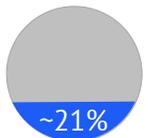


BY BUSINESS LINE



COMMERCIAL OPPORTUNITIES BY SIZE

Range US\$ Millions	Pipeline				
	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
<b>Total</b>	<b>1,323</b>	<b>737</b>	<b>640</b>	<b>2,496</b>	<b>5,197</b>



+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)

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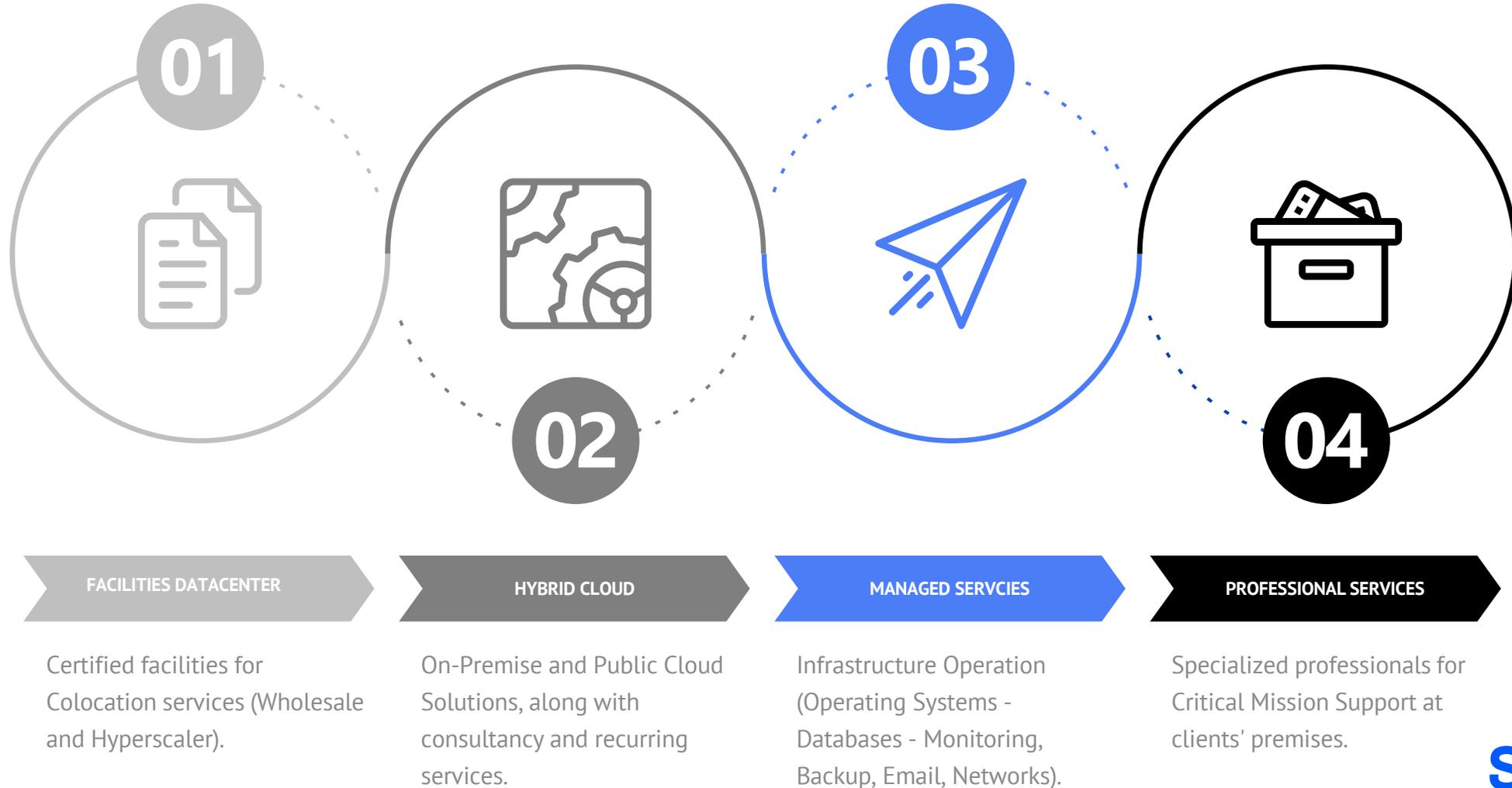
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# SONDA Digital Services: Digital Transformation Enabler

## Business Lines



# Cloud & Data Center Business Description



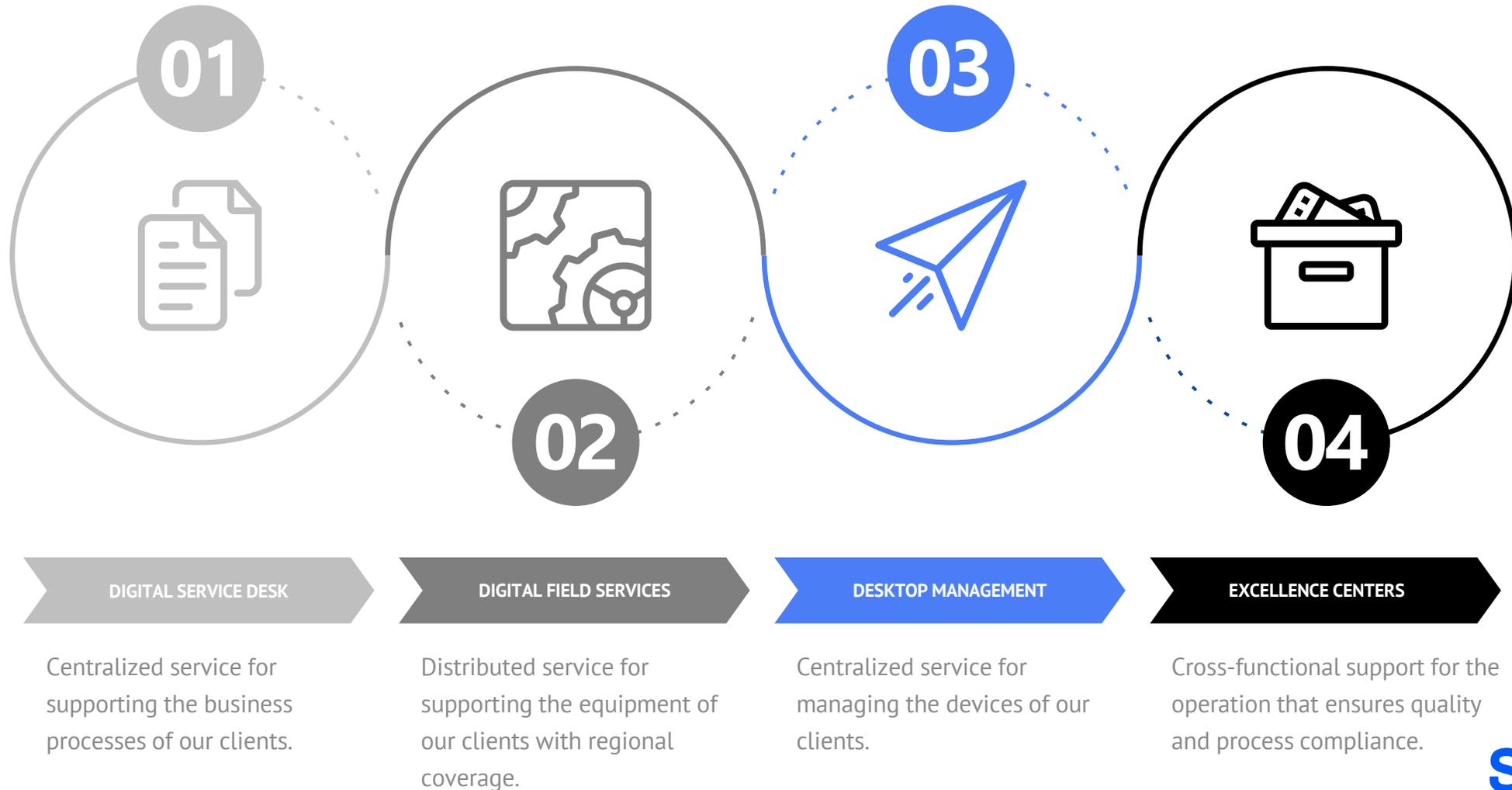
# Platform Services

## Business Description



# WorkPlace Services

## Business Description



# Cybersecurity

## Business Description





1

### **Generative AI**

Applied in our centralized and distributed operations.

2

### **Strategic Partnerships**

Business Transformation Solutions for our clients.

3

### **Centers of Excellence**

Business Practices, Business Knowledge, and Operational Optimization.

4

### **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.

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*SANTIAGO / OCTOBER 26<sup>th</sup>, 2023 / THIRD QUARTER EARNINGS PRESENTATION*