

Corporate Presentation September 2025

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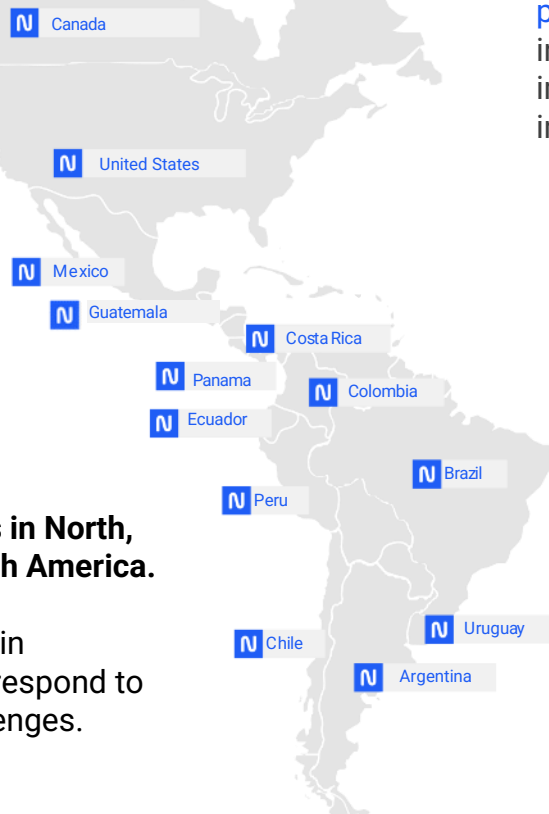
01

01
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



+9,500

clients have trusted us



+11,000

IT professionals in our team.
+14,000 employees across the region

Consolidated Revenue LTM 09/25
US\$ 1,637 millions

Consolidated EBITDA LTM 09/25
US\$ 137 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

We are a key player in the **growth plans** of our clients

And we demonstrate this through real success stories implemented in different markets



Public safety, Video Surveillance Uruguay

Client: Ministry of the Interior

Solution: Uruguay's public security plan, the Ministry of the Interior opted for the modernization of its platforms and control and public order systems, implementing video surveillance systems in Uruguay (+8,000 cameras).



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 Infovia 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..



Fleet management and first implementation of electromobility

Client: Metrobus

Solution: Full operation of Metrobus, fleet management. First implementation of electro-chargers



EMV Validator Implementation and Maintenance Service – Argentine Trains

Client: Nación Servicios (Argentina)

Solution:

- University Train, Coastal Train, Valley Train, and Tomas Jofre-Mercedes Train (SOFSE).
- FERROVIAS branches in the metropolitan area served by the SUBE system.

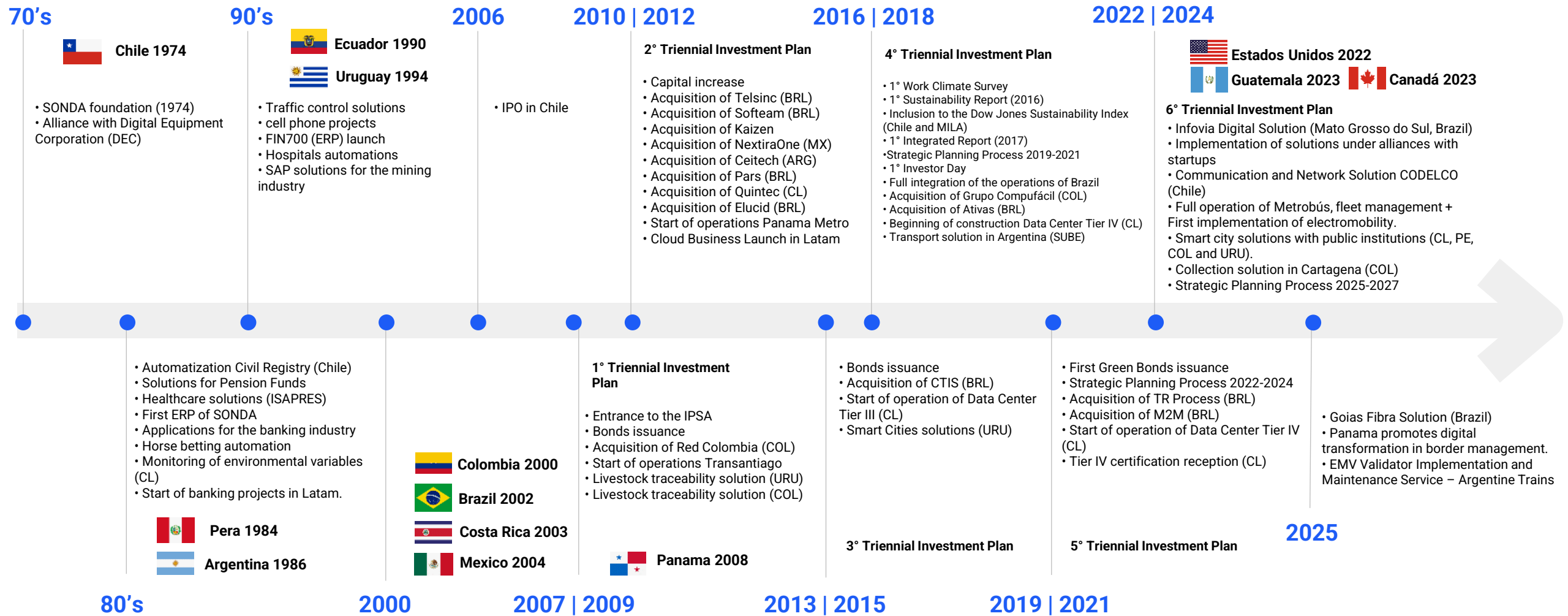


Discover more success stories [here](#)

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.

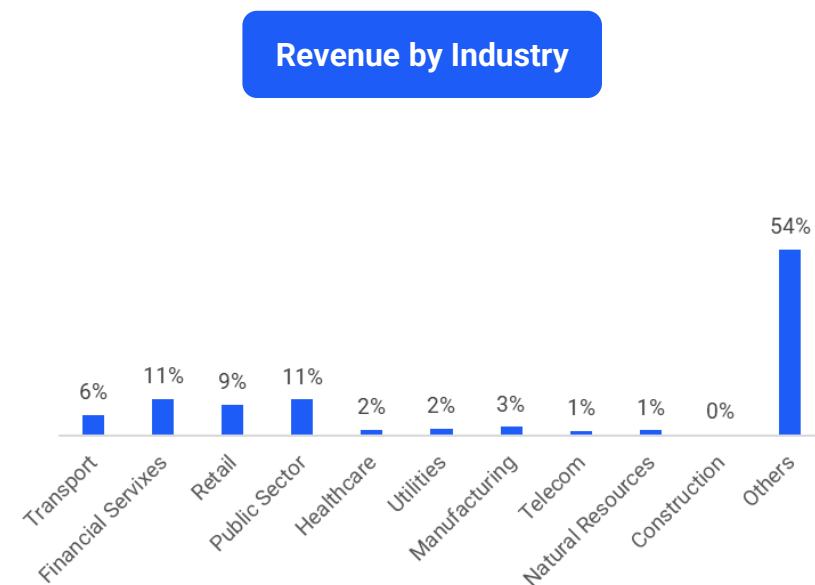
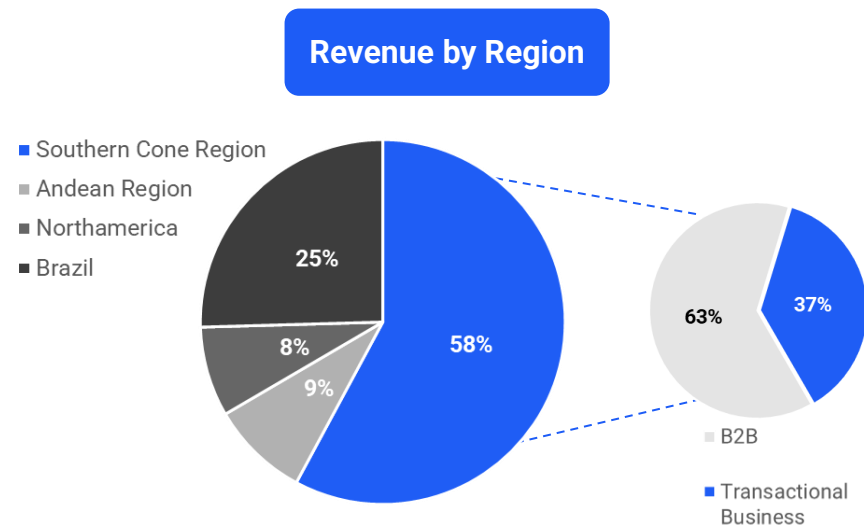
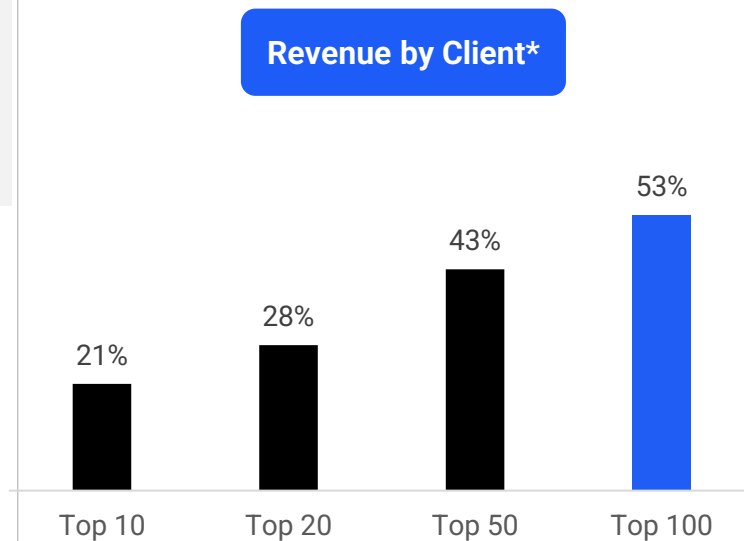
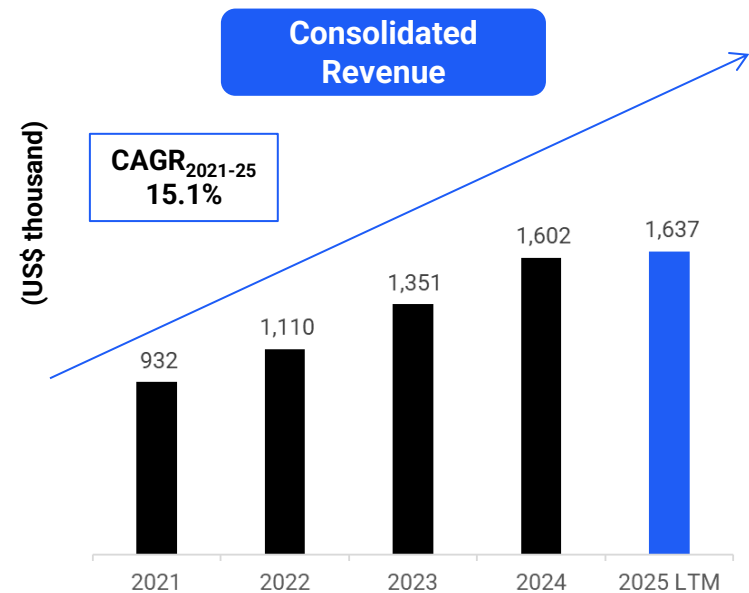


What makes us different? Sustained and Diversified growth

- Sustained growth across all business lines

- Digital Business → $CAGR_{2021-25}$ 13.5%
- Digital Services → $CAGR_{2021-25}$ 15.7%
- Transactional Business → $CAGR_{2021-25}$ 15.1%

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

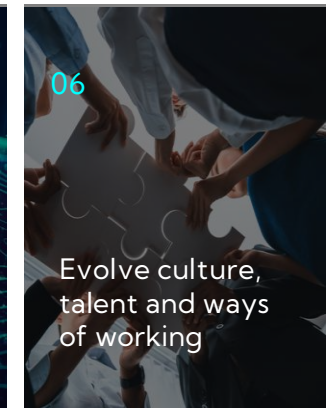
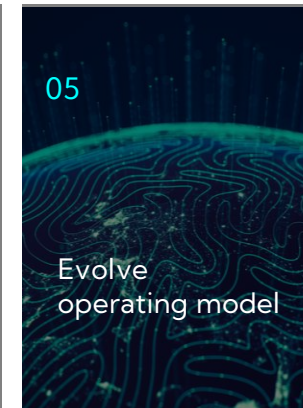
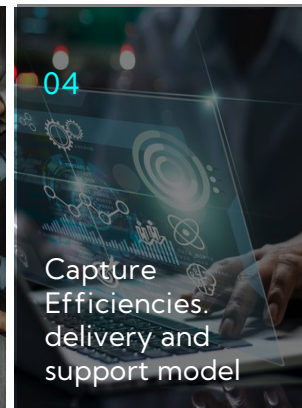
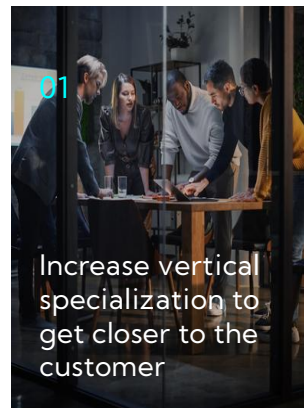


Strategy

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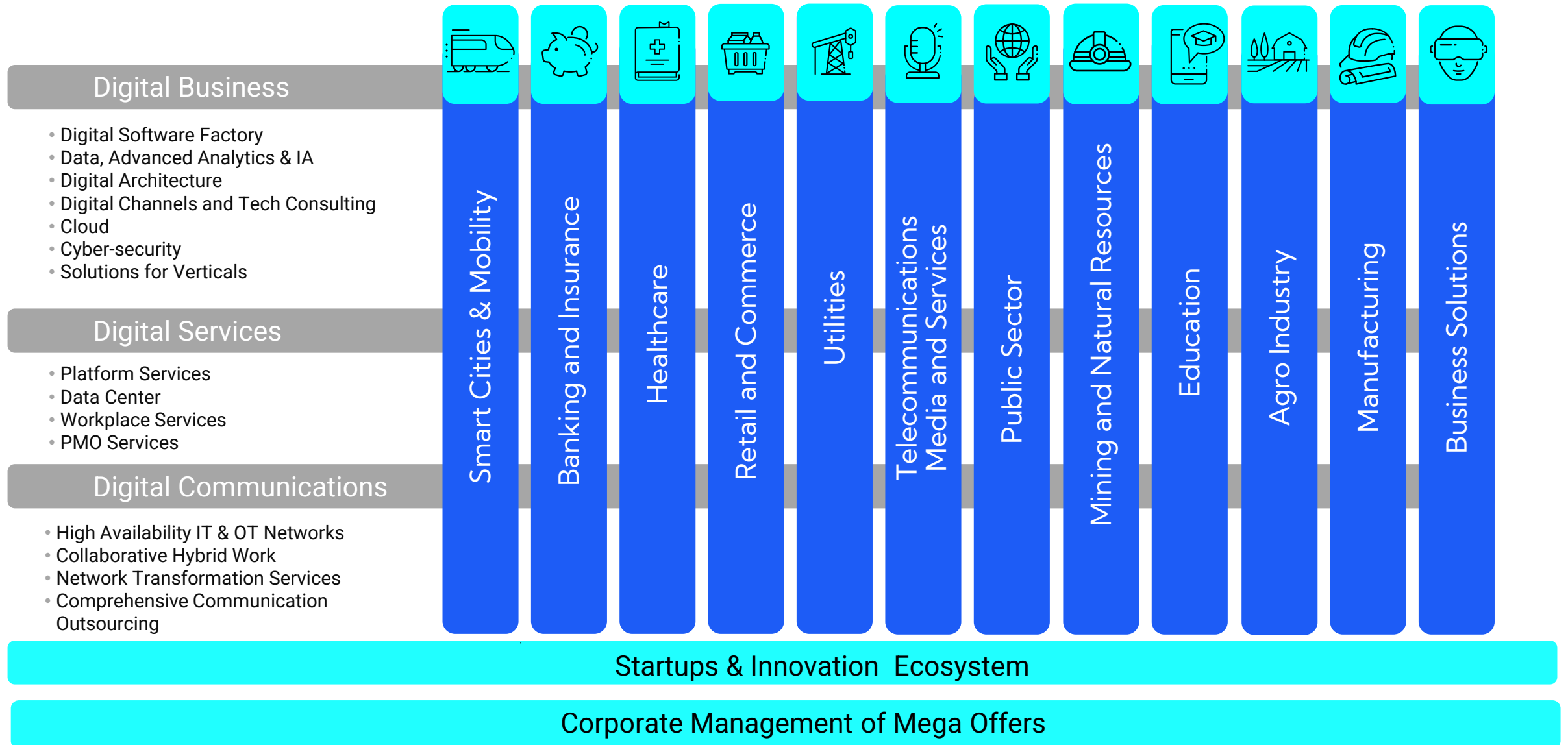
Strategy



Enablers
of growth
2025 - 2027

Our Portfolio and Corporate Organization

Our Portfolio: Verticalization as a way to reach our clients





Smart Cities & Mobility

Solutions

Smart City Transport

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

Smart Safety

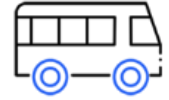
A comprehensive security solution focused on the centralized and efficient management of the public-private security network, enabling the establishment of preventive and reactive strategies.

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

Solutions

Digital Banking

Functionality, technology, cybersecurity, flexibility, and accessibility.

Cash Management

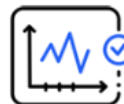
Solution for corporate banking. Optimizing customer liquidity, fund management, and more. Processing large, high-volume payments.

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

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

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.

Telecommunications and Media

Solutions

Business models as a Service

that respond to the demands of consumers and businesses (RAN sharing, energy sharing, etc.).

Network asset management

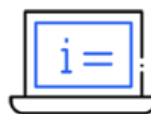
Physical survey (where tools cannot be used), implementation of an asset management system, consolidation of asset information, and subsequent operation to ensure the validity of the information.

Energy efficiency

Engineering, design, implementation, provision and operation of solutions to reduce energy use costs.

Automation and management of critical processes

Services that incorporate operational efficiencies and error reduction based on world-class tools.



Operation, management and operational continuity of the systems that support the business (internal and customer)

24/7 operation, production steps, systems integration, resource optimization, interaction with the software provider, among others.

Deployment of fixed and mobile infrastructure

Engineering, project management, infrastructure deployment, operation and maintenance.

Software factories

Implementation, integration, development and maintenance of applications that support the operation.

Comprehensive Service Centers

Specialized care center, first-level support for users and clients, resolution and referral based on care levels.





Public Sector

Efficient management of public services with an emphasis on transparency and visibility.

Solutions :

- Purchasing Portal
- Livestock Traceability
- ID Cards and Passports
- Public Transportation



Mining and natural resources

Solutions that increase operational efficiency, with a focus on improving the personal productivity of mining workers.

Solutions:

- Access control and accreditation solutions for secure entry.
- Smart OT system sensors
- IT-OT convergent security.
- COVID-19 and Transportation traceability.
- Road safety.
- Perimeter security (CCTV).



Education

Today, the education sector demands solutions that can improve the experience of students, teachers, and the way in which teaching is delivered.

Solutions :

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



Agroindustry / Manufacturing

We understand the challenges facing the agricultural and livestock industry and we have innovations to improve business efficiency and productivity.

Business Solutions

A portfolio of solutions with renowned SW Solutions brands that optimizes operations and fosters multi-channel operations.

Solutions :

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





Digital Business Solutions

Digital Software Factory

Automation, development, technological evolution, testing, and maintenance of applications that support business processes. We provide specialized technical expertise to complement internal capabilities and peak demand.

Data, Advanced Analytics & IA

We support companies' evolution toward a "Data Driven" management model that allows them to capture the maximum possible value from data (governance), visualization for decision-making, and advanced analytics and AI to improve performance and boost critical business drivers (sales, productivity, customer satisfaction, among others).

Digital Architecture

We design and implement digital architectures to address the challenges of data and application integration, performance, robustness, flexibility, elasticity, and scalability across on-premise, hybrid, and multi-cloud environments.

Cloud

Services designed to help clients manage the technology solutions that support their business and maximize their performance through cloud solutions that are fundamentally anchored in security, availability, and performance.

Cybersecurity

Its purpose is to protect the integrity of the IT infrastructure and the information stored and managed within it. Service towers have been developed based on a set of maturity models, including those from NIST (National Institute of Standards and Technology) and CIS (Center for Internet Security Critical Security Controls), supported by ISO 27001 and industry-specific models such as PCI and NERC CIP, in addition to regulatory models such as personal data protection laws.

Digital Channels & Tech. Consulting

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



Digital Services Solutions

Datacenter

Its purpose is to offer the best IT outsourcing alternative, through public virtual services and on-premise physical and/or virtual infrastructure solutions. [All of this is achieved through a flexible, scalable model with a pay-as-you-go option, allowing our clients to implement solutions quickly, efficiently, and conveniently.](#)

Workplace Services

Its main objective is to maintain the operational continuity of our clients' businesses by [providing specialized and timely technical support to respond to the requests our clients](#) users make through Help Desks and Field Services.

Platform Services

We provide [infrastructure solutions](#) to address multi-industry business needs through partnerships with the industry's leading technology providers.

PMO Services

We offer a comprehensive solution based on the provision of a Corporate PMO Service, with a regional presence in the countries where SONDA operates, [ensuring efficient coverage tailored to local needs](#). We have highly efficient, standardized procedures for project development across a variety of industries.



Digital Communications

Solutions

Collaborative Hybrid Work

A set of solutions and services [focused on collaboration and user experience](#), seeking to effectively maximize productivity for a hybrid work environment.

Comprehensive communications outsourcing

Services that [optimize business efficiency](#) by delegating communications network management to experts, allowing the company to focus on its core activities.

High-availability IT & OT networks

A [set of integrated communications network solutions and services](#) that cover both corporate networks (IT) and networks that support production processes (OT).

Network Transformation Service

Services [aimed at facilitating the evolution](#) of communications networks to meet business priorities.

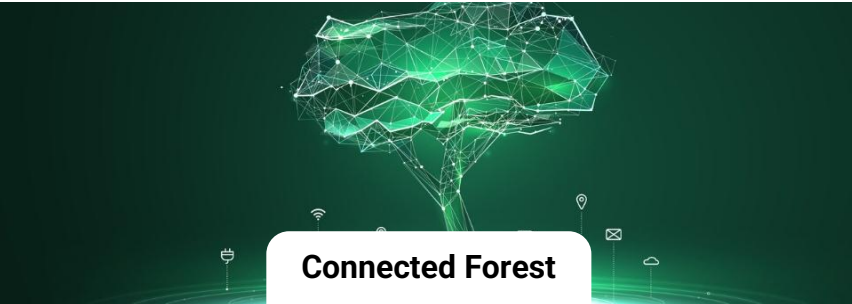
03

Innovation

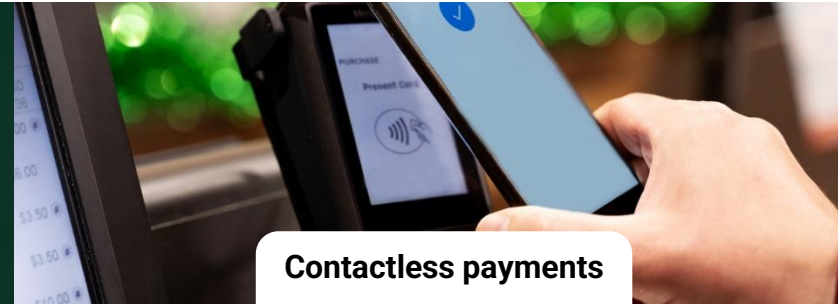
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Innovation is at the core of our corporate strategy



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.



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



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



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



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,



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

At SONDA we believe in the value of collaboration



- **We connect startups with business opportunities**, creating an ideal environment for collaboration and growth.
- We provide commercial support with **>400 professionals** across the region.
- **We finance large projects**, which allows them to focus in growth, scalability and profitability.



Adding value for **our customers** through co-creation.

At SONDA we know that "Innovation" is not simply using the latest technology or creating solutions that we understand, it requires understanding the customer's requirements, then flexibly customizing solutions that take their business to a new level.

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- **Long-term vision:** we establish strategic relationships aimed at mutual development and value generation.
- **Competitive advantage:** We combine technological development with market knowledge to position our partners as leaders.
- **Adaptability to change:** we continuously evolve to anticipate global market trends and challenges.

04

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" standards.
- Member of prestigious **Sustainability Indices**.
- **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



Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA



Culture and Talent SONDA 2024

- ✓ 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 Lovers**, we invite our collaborators to be the ambassadors of our activities on social networks.
- ✓ **Women in IT Mentoring Program**, we promote female representation in technology.
- ✓ We continue to improve the general **satisfaction** survey within SONDA, obtaining 74% favorability during 2024.

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**.



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"

Accreditation as a 'Carbon Neutral' company is part of the objectives set by the company during 2024 to reduce its environmental footprint and improve its operation in accordance with industry sustainability standards.

Social



Removable Energy

We managed to ensure that 100% of our operations in Chile, through Colbun, are supplied by renewable energy.

This is equivalent to avoiding 7,733 tons of carbon in one year, planting 73,651 trees or removing 2,062 vehicles from circulation in one year.

Governance



Ranking Venture Client Chile

We are in the top 10, being the only technology company to achieve this in the category. This achievement highlights our collaboration strategy with startups, and is prepared by the consulting firm MIC and the ESE Business School of the University of Los Andes.

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 Mexico, Argentina, Guatemala, Panama and Colombia.

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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Financial Position

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Financial Position

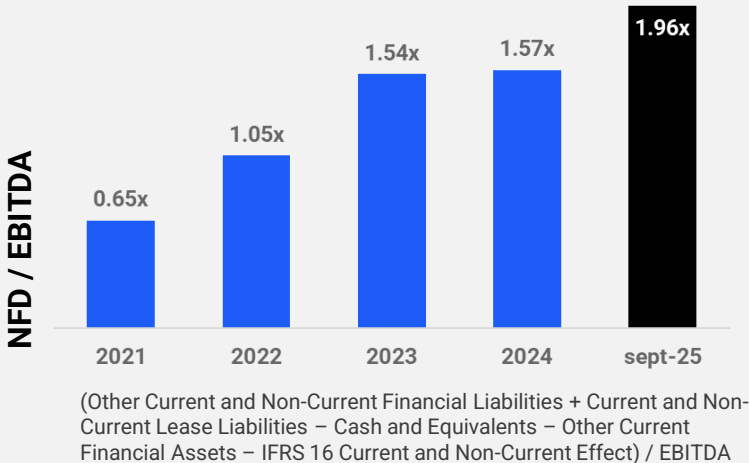
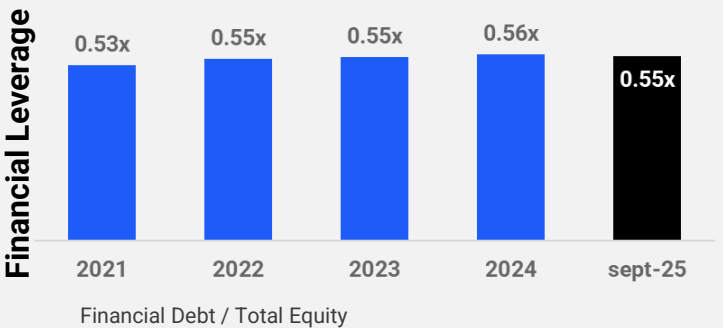
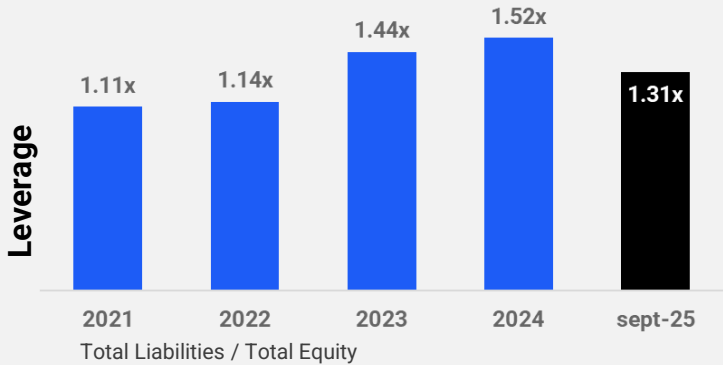
Credit Rating

“Sonda S.A.’s (SONDA) ratings are based on its leadership in the Latin American information technology (IT) services industry, its diversification of services, clients, and markets, as well as its brand recognition and recurring **revenue from long-term contracts that provide cash flow stability** and allow it to maintain solid financial flexibility.” **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	AA-	AA-
Stocks	1st Class Level 2	1ª Class Level 1
Outlook	Negative	Stable
Issuance Date	Apr-25	Sep-25

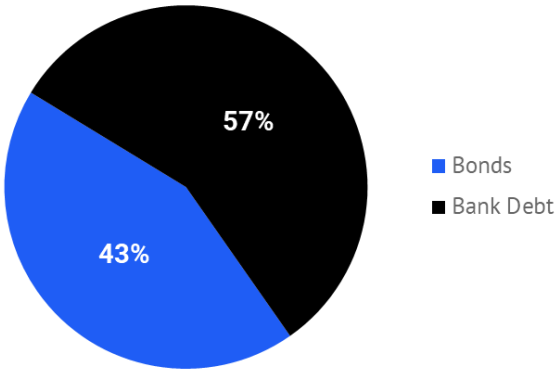
Financial Ratios



Financial Position

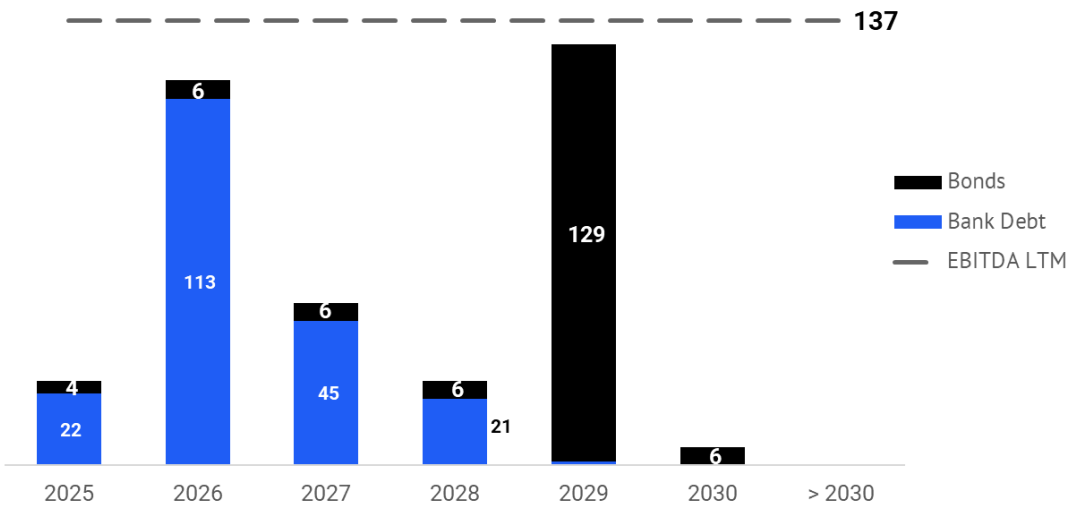
Financial Debt

Debt Composition:



Total Financial Debt: US\$ 357 millions
(Cash and Equivalents: US\$ 123 millions)
Net Financial Debt: US\$ 233 millions

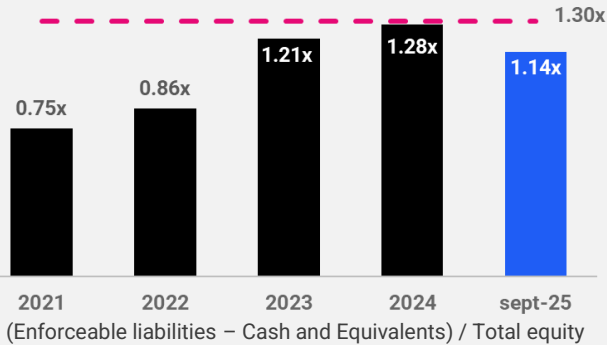
Debt Maturity (US\$ million)



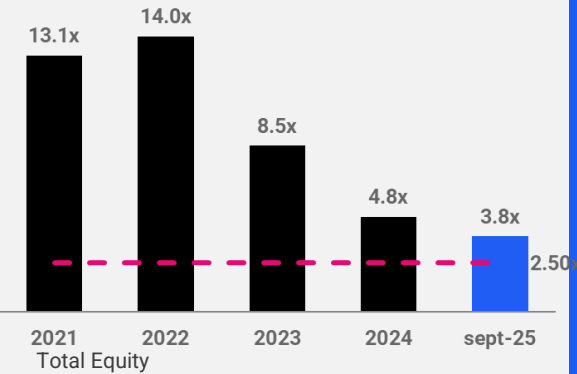
Figures in US\$ were converted using closing exchange rate September-25 = \$ 962.39 / US\$

Covenants

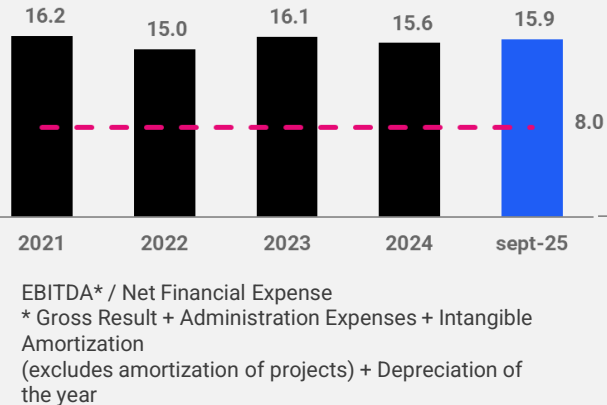
Indebtness Level



Minimum Equity (UF)



Financial Expenses Coverage



Assets Free of Encumbrances





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investors](https://sonda.com/investors)



[@SONDATalento](https://www.instagram.com/SONDATalento)
[@SONDAInnova](https://www.instagram.com/SONDAInnova)



[SONDA](https://www.linkedin.com/company/sonda)

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