

**Jonas
Bogoshi**

CEO



BCX

BCX playing a role in the lives of South Africans

Deepen Democracy



Provisioning and managing of ICT for 284 Centres

Distributing South Africa's Cash



Enable over 1 Million cash withdrawals a day

Fuel The Economy



Services 60% of South Africa's fuel stations

The Retail Industry's ICT Backbone



Enable 176 million retail transactions per month

Paying South Africa's Workforce



Process 1/3 of South Africa's payslips

Supporting Transactions



Supporting over 18000 transactional devices

Sorting Your Medication



Enabling prescriptions and claims

Enable the Flow



Managing our flow of fuel

45 000 MDNS sites

574 000+ internet sites connected

2 500+ Bank Branches & 5 500 ATM's

Support 68 000+ retail/fuel POS

Support top 5 largest retailers

Process 3,5m municipal accounts

Unsurpassed 200 000km highest speed fibre network

21 Data centres
- 3 of Africa's 4 tier IV DCs
- 16 000m²

BCX provides >80% of South Africa's fixed line voice networks

Most aggressive LTE and mobile data network growth on the continent

2 Million+ paylips per month

176 transactions pm via our various POS systems

R700 Million+ monthly payroll transactions facilitated

150 skilled resources:
Application services
Middleware
Database services

>450 certified professionals
Solutions and technical specialists

20 years experience
400 dedicated SAP personnel

2 000 software developers and engineers



Unified communications

Software defined networks

Legacy app modernisation

Tech agnostic access

Cloud & Cloud migrations

Cyber security

Big data & analytics

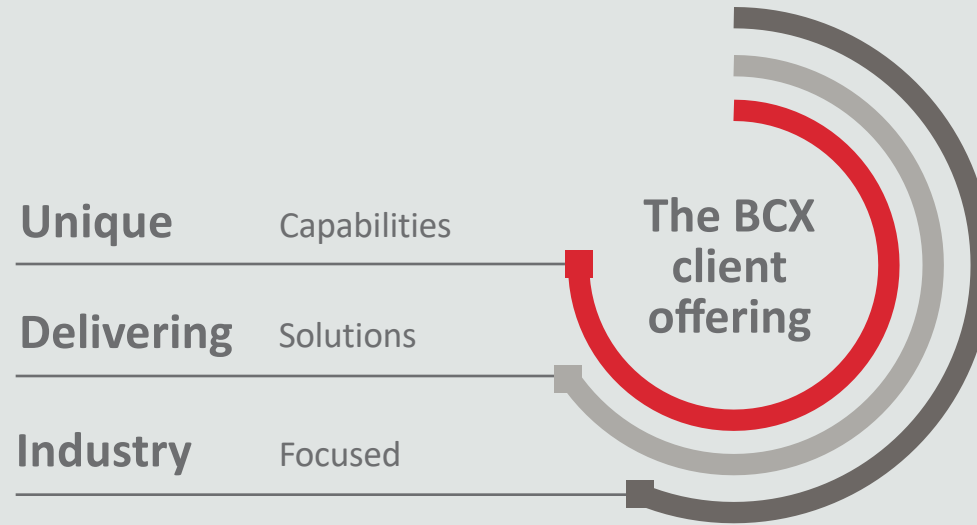
Advanced M2M solutions

Digital edge (AI, Machine learning & RPA)

IoT & Connected devices



How BCX stands out from the market



Understanding
customers business
imperatives



Unparalleled
understanding
of the market



Deep
Industry-specific
knowledge

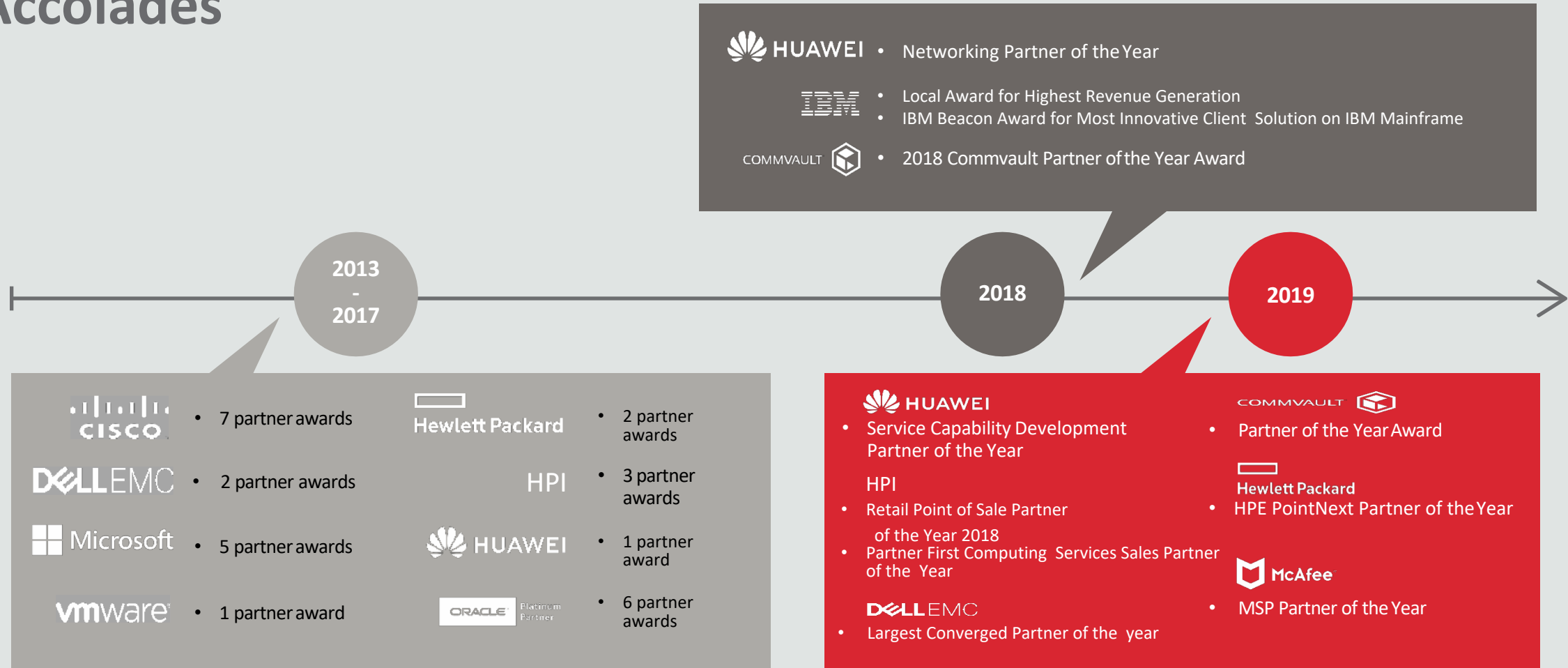


World class
infrastructure &
applications



Innovative
solutions

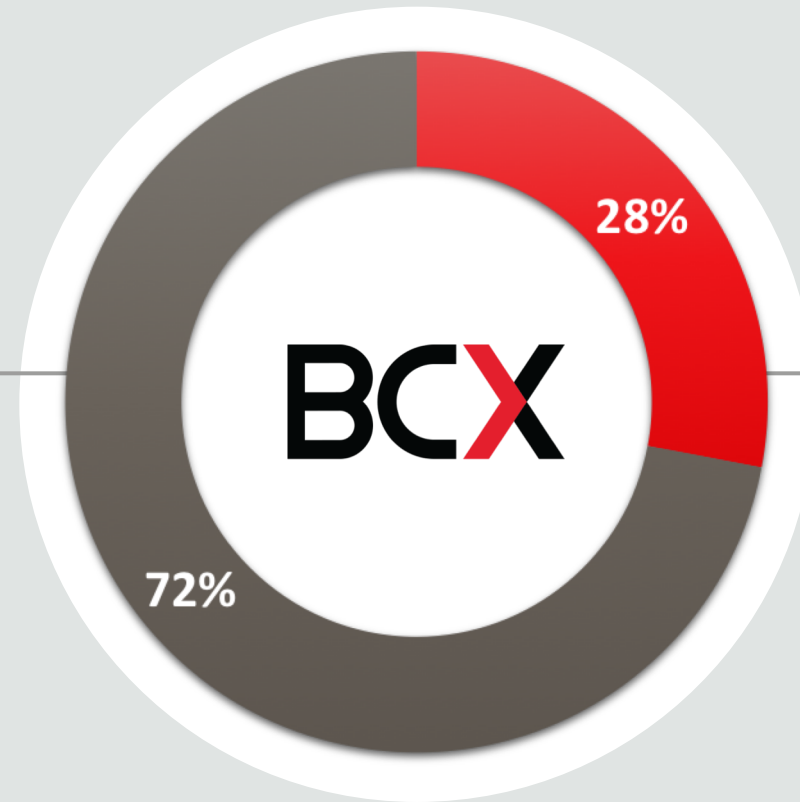
Accolades



SA Enterprise ICT market

BCX Market Share **13%**

5 yr CAGR **8.4%**










BCX Market Share **30%**

5 yr CAGR **0.2%**

- Telco spend
- IT spend

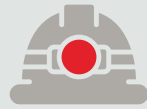
Source: BMIT analysis

Our position in the market

	Fixed voice	Fixed data	Internet	Mobile	Hardware	Software	IT services
							
CAGR (5Y)	-3%	4%	2%	3%	2%	11%	9%
BCX market share	80%	42%	15%	4%	12%	11%	13%
Competitors	<ul style="list-style-type: none"> • Liquid • ECN • Vox 	<ul style="list-style-type: none"> • Internet Solutions • Liquid • Sita 	<ul style="list-style-type: none"> • Internet Solutions • Vox 	<ul style="list-style-type: none"> • MTN • Vodacom 	<ul style="list-style-type: none"> • Dimension Data • Gijima • Data Centrix 	<ul style="list-style-type: none"> • Dimension Data • EOH • Accenture 	<ul style="list-style-type: none"> • EOH • Dimension Data • Accenture

Source: Africa Analysis & BMIT

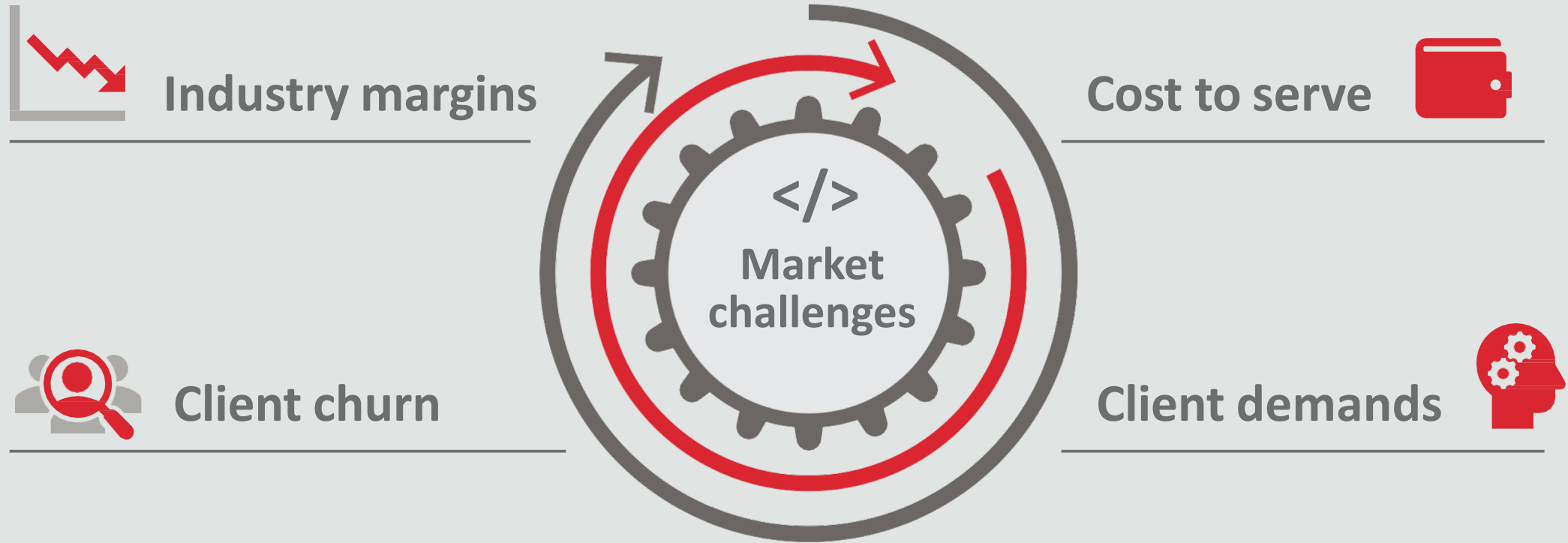
The industries we serve



	Financial	Mining	Retail	Manufacturing	Health	Government
Market size	R28bn	R8.1bn	R18.7bn	R9.9bn	R3.9bn	R29.1bn
5yr CAGR	9.4%	6.3%	9.1%	6.3%	3%	9.5%
Telco:IT Split	34:66	25:75	30:70	39:61	20:80	22:78


Source: BMIT analysis

Operating environment




Managing voice to enable to cross-sell and up-sell


Our core issues

 Customers spending less on voice

 Customer rate quality of our voice solutions highest


Our interventions


 Pricing interventions

 New offerings


 Migration to UC

Results

 Address declining voice revenues

 Win Back Voice customers

 Cross Sell Data services

 Cross Sell OTT services

Upsell
IT
services

Upsell IT services



Exit Non-Core Businesses and Geographies



Lead with **Cloud** – Drive **Hybrid Cloud** Adoption



Optimize Product Portfolio and **Digitize** Offerings



Expand **own IP** Products and Services

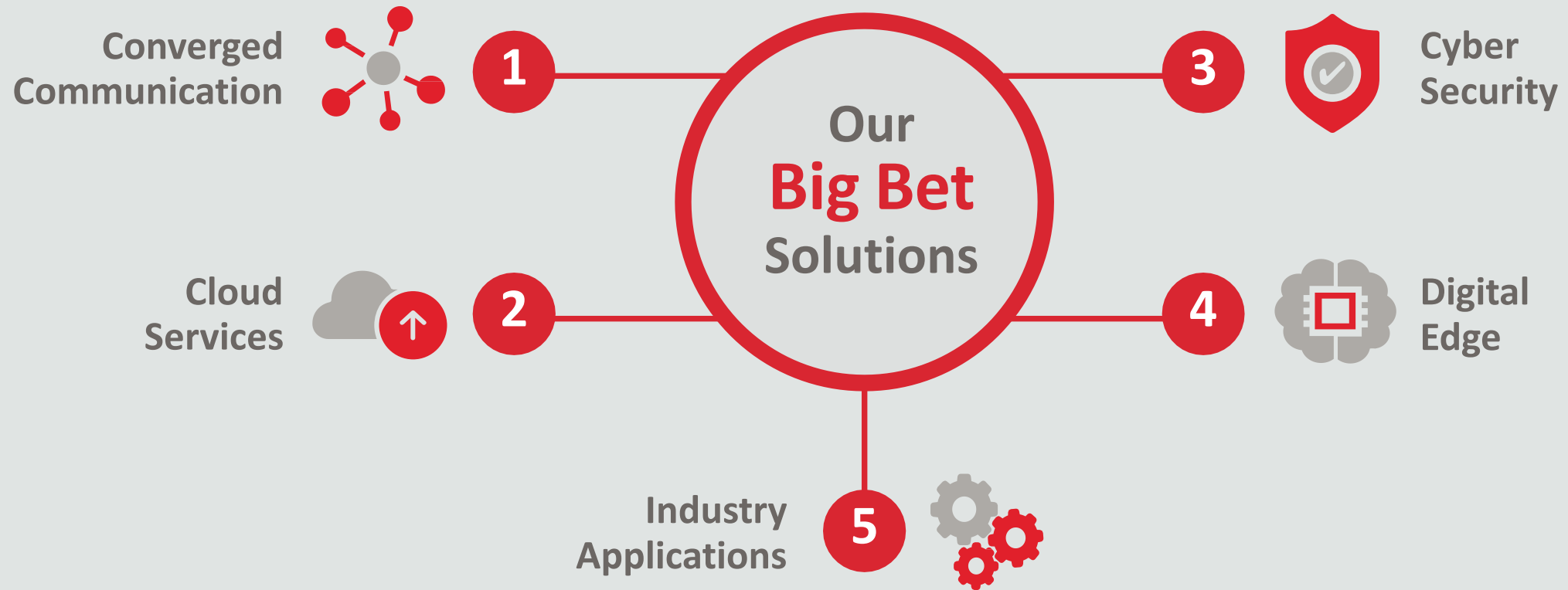


Accelerate IT Services **Revenue Growth** and **Margin Expansion**

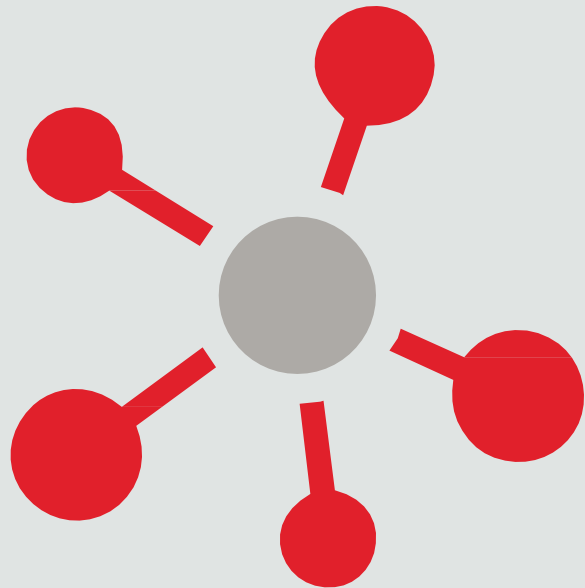


Invest in **Ecosystems** for **Scale** and Access to **Innovation**

Our focus – Big Bet solutions



1 Converged communication



Market size R31bn

Our plan

- Defend voice
- Drive data growth
- Accelerate OTT
(Connected Workplace & Security)

2 Cloud services



Market size R5bn

Growth 26% CAGR (5 years)

Our plan

- Horizon 1 - Core
- Horizon 2 - Adjacencies
- Horizon 3 - Disruptive

3 Cyber security

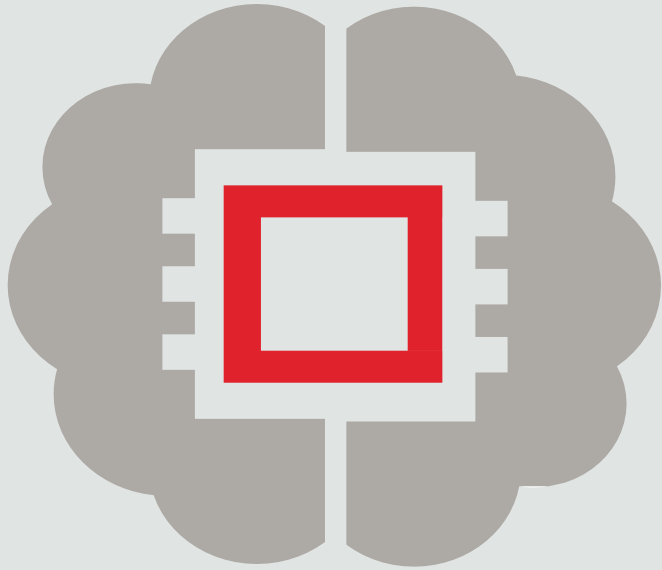


Growth 16% CAGR (5 years)

Our key opportunities

- Security Consulting
- Managed Security Services
- Managed Detection & Response (SaaS)
- Security Operations Centre

4 Digital edge



Growth 15% CAGR (5 years)

Our key opportunities

- Robotics Process Automation
- Automated Intelligent Service Management
- AI, Machine Learning

5 Industry solutions



Bespoke Application Market size R3,7bn

Bespoke Application Growth 54% CAGR
(5 years)

Focus industries

- Financial (5Y CAGR – 9.4%)
- Retail (5Y CAGR – 9.1%)
- Mining (5Y CAGR – 6.3%)
- Health (5Y CAGR - 3%)
- Government (5Y CAGR – 9.5%)

Conclusion



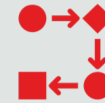
Accelerate **revenue growth** and drive **margin expansion**



Digitise offerings and touchpoints to enhance **customer experience**



Rebase **cost structure** and drive **efficiencies**



Leverage and invest in **ecosystems** for scale and access and **innovation**



Continue to improve **capital efficiency**



Attract and build **talent** for the **future**