

# Perfect Presentation for Commercial Services Company

*A leading innovative ICT solutions provider in a dynamic market*

## FY2022 Earnings Presentation

March 2023



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**Investment Case**

**Financial Overview**

# Investment Case

# A compelling investment opportunity within a dynamic and fast-growing market

A leading innovative ICT solutions provider, offering a comprehensive suite of product and services to broad customer base

1

Comprehensive and  
Integrated Service Offering  
(One Stop Shop)

2

Experienced Management  
Team and Board of  
Directors

3

Promising market potential  
with significant growth  
enablers

4

Solid partnerships with key  
public and private  
enterprises

5

Strong underlying  
fundamentals

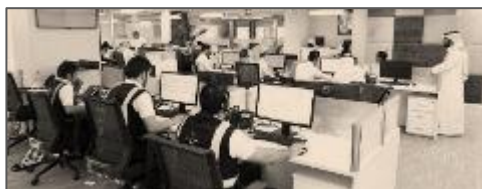
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Robust and expanding  
backlog

# Comprehensive and Integrated Service Offering (One-Stop-Shop)

2P has strong digital capabilities and scale, offering integrated and tailored solutions, whilst being agile in meeting the changing demands of customers

## Tailored Solutions for corporate clients making 2P a One-stop-shop for its customers

**CX**

- customer experience systems
- AI Chat Bot
- Technical solutions



**O&M**

- Curative maintenance
- Operate IT systems
- Preventive maintenance
- Managed IT services



**SWD**

- Yamamah
- SW Exclusive Selling Rights
- Wesal
- Tarasul
- Internet service provider

## Key KPIs in 2022

### Customer Experience ("CX")

38 Contracts

- +125 MN Calls answered<sup>(2)</sup>
- 3 Minutes Average call duration
- 92% Customers satisfaction

### Operation & Maintenance ("O&M")

98 Contracts

- 24/7 Support
- SAR 1.6 MN Revenue per contract<sup>(1)</sup>
- +890 On-ground engineers

### Software Development ("SWD")

82 Contracts

- SAR 1.1 MN Revenue per contract<sup>(1)</sup>
- +13 SWD Solutions
- 80% customer retention

## Solid partnerships with key public and private enterprises

2P's well-established partnerships have positioned the company to enhance its backlog and continue its growth trajectory



### Customer Experience ("CX")

- ❖ Customer Experience includes **implementation of call center services** through **business process outsourcing and technology**



### Operation & Maintenance ("O&M")

- ❖ O&M services involve long term arrangements which **offers management of full IT infrastructure and operations**



### Software Development ("SWD")

- ❖ Software Development services include providing customers with proper **development & installations** of **packaged software**. Also, 2P offers 2-way **bulk SMS services**

### Sample Clients



## Strong underlying fundamentals

Establishing a solid foundation to generate long-term and sustainable value to shareholders

### 2P At a glance

Revenue CAGR of

**46%**

2019 - 2022

Average Return on Equity

**58%**

2019 - 2022

Average Gross Margin

**18.6%**

2019 - 2022

# of Contracts Expansion

**2.0x**

2019 - 2022

Backlog Size

**SAR 1,730 MN**

As of FY2022

Average RoIC

**32%**

2019 - 2022

Revenue

**SAR 927 MN**

As of FY2022

Net Income

**SAR 131 MN**

As of FY2022

Active Contracts

**+ 218**

As of FY 2022

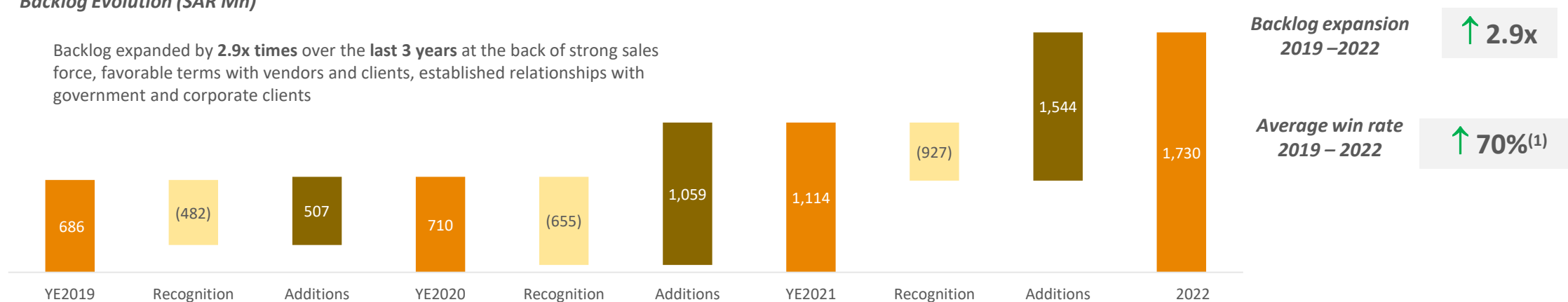


## Robust and expanding backlog

Well-diversified backlog, valued at **SAR 1,731 million**, provides high visibility on 2P's financial performance over the next few years

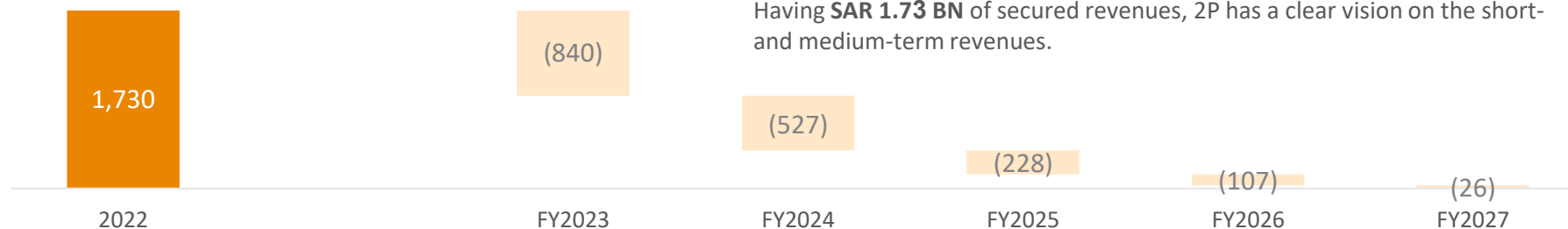
### Backlog Evolution (SAR Mn)

Backlog expanded by **2.9x times** over the **last 3 years** at the back of strong sales force, favorable terms with vendors and clients, established relationships with government and corporate clients



Having **SAR 1.73 BN** of secured revenues, 2P has a clear vision on the short- and medium-term revenues.

+185  
Projects



|                | FY2023      | FY2024      | FY2025      | FY2026      | FY2027      |
|----------------|-------------|-------------|-------------|-------------|-------------|
| <b>O&amp;M</b> | <b>60%</b>  | <b>73%</b>  | <b>87%</b>  | <b>93%</b>  | <b>100%</b> |
| <b>SWD</b>     | <b>20%</b>  | <b>20%</b>  | <b>9%</b>   | <b>5%</b>   | <b>0%</b>   |
| <b>Cx</b>      | <b>20%</b>  | <b>7%</b>   | <b>4%</b>   | <b>2%</b>   | <b>0%</b>   |
| <b>Total</b>   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

# Financial Overview

## FY22 Financial Snapshot

Robust financial performance recorded in FY22, driven by growth across the board



### Revenue

SAR 927 mn

41%



### Gross Profit

SAR 180 mn

56%



### EBITDA

SAR 145 mn

59%

**FY22**



### Net Profit

SAR 131 mn

63%



### EPS

SAR 8.76

63%



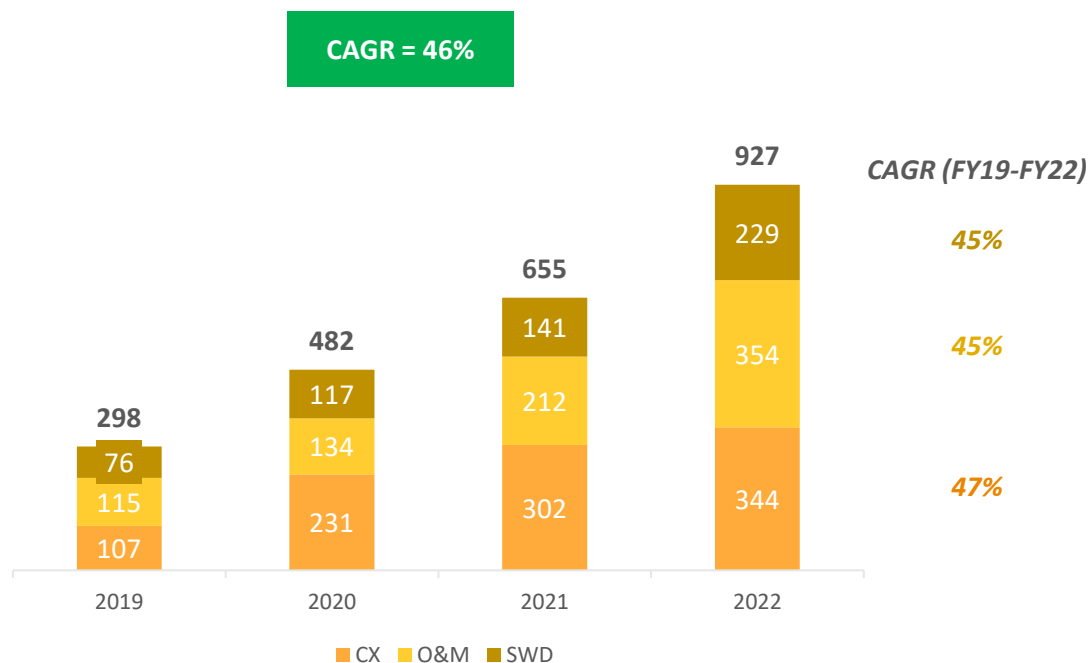
### Key highlights

- ❖ **Revenue growth** supported by sustained positive momentum across all lines of business, particularly Operation and Maintenance
- ❖ **EBITDA** growth outpacing increase in SG&A expenses
- ❖ **Net profit** increased substantially, due to enhanced top line performance

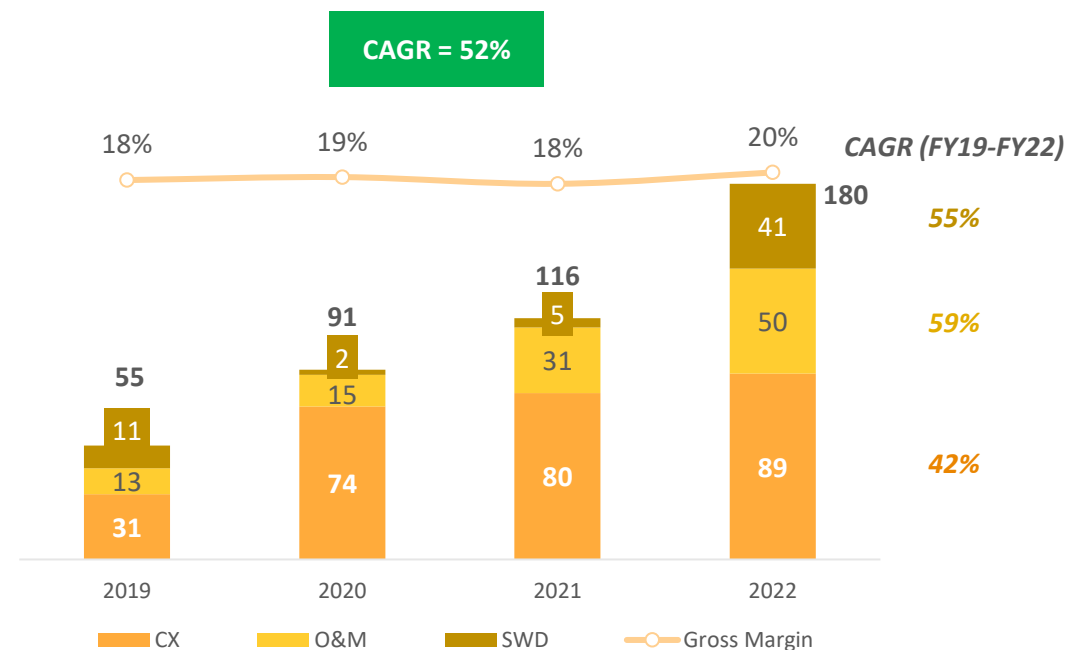
# Resilient financial performance with topline continuing to increase

2P's revenues witnessed a CAGR growth rate of 46% during 2019 to 2022

Revenue by LoB (SAR Mn)



Gross Profit by LoB (SAR Mn)



Revenue Mix

|                | 2019 | 2020 | 2021 | 2022 |
|----------------|------|------|------|------|
| <b>CX</b>      | 36%  | 48%  | 46%  | 37%  |
| <b>O&amp;M</b> | 38%  | 28%  | 32%  | 38%  |
| <b>SWD</b>     | 26%  | 24%  | 22%  | 25%  |
| <b>Total</b>   | 100% | 100% | 100% | 100% |

Gross Margin

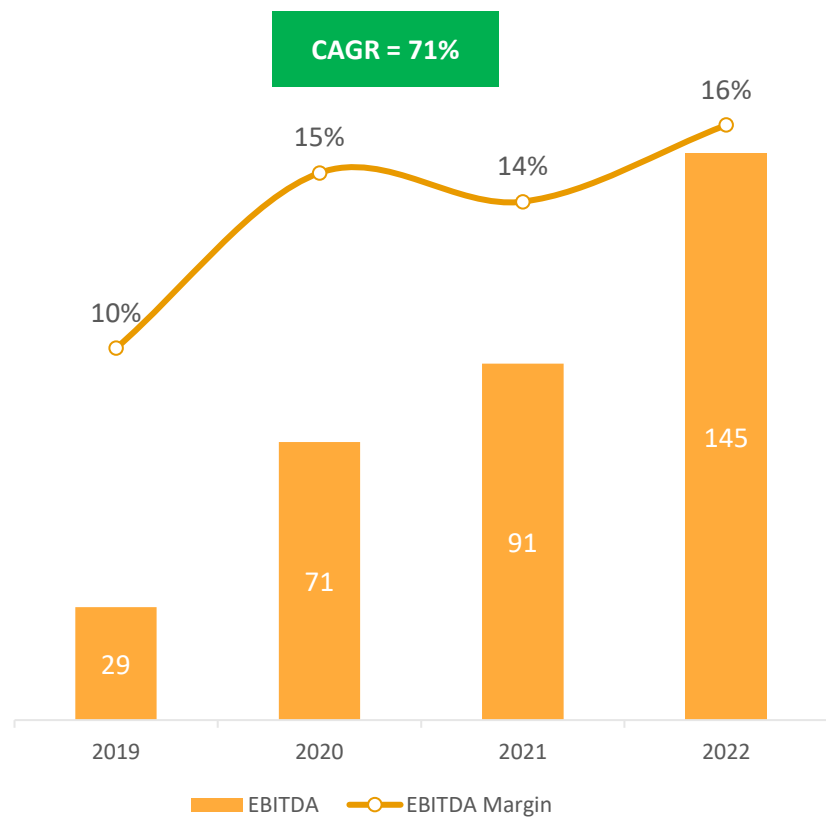
|                | 2019 | 2020 | 2021 | 2022 |
|----------------|------|------|------|------|
| <b>CX</b>      | 29%  | 29%  | 25%  | 26%  |
| <b>O&amp;M</b> | 11%  | 11%  | 15%  | 14%  |
| <b>SWD</b>     | 14%  | 8%   | 7%   | 18%  |
| <b>Overall</b> | 18%  | 19%  | 18%  | 20%  |



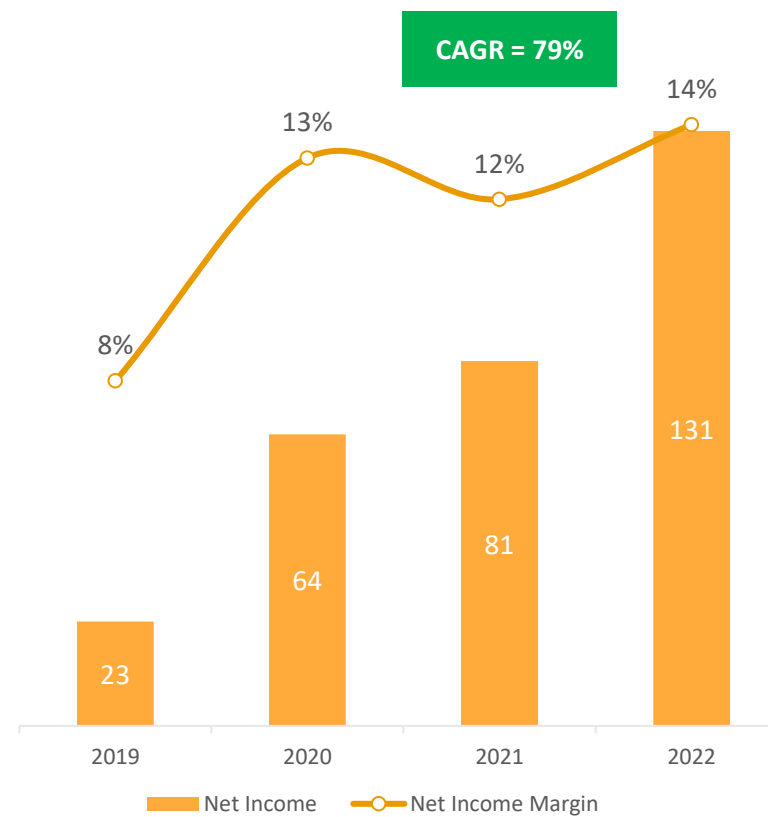
## Rising trend in profitability

EBITDA and net income growing at a CAGR exceeding 70%

EBITDA (SAR Mn)



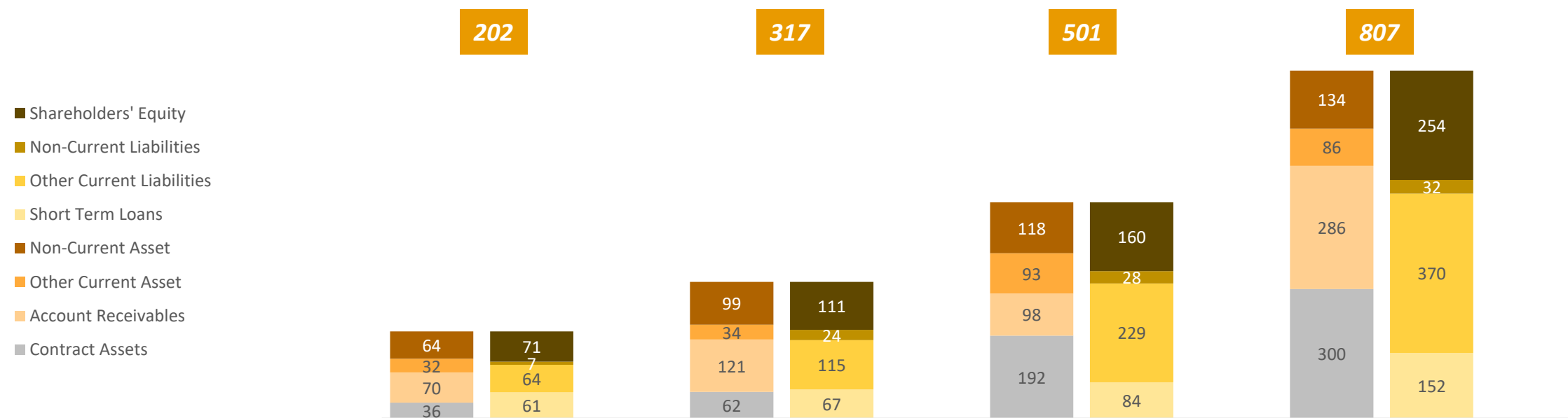
Net Income (SAR Mn)



## Balance sheet optimization

Strong focus on financial positioning, with maintenance of adequate leverage levels to support growth; average RoE exceeded 57% during 2019 – 2022

### Balance Sheet Snapshot (SAR Mn)



| Key Ratios         | 2019  | 2020  | 2021  | 2022  |
|--------------------|-------|-------|-------|-------|
| NWC/Sales          | 24.4% | 19.7% | 13.8% | 16.3% |
| RoIC               | 17.2% | 31.9% | 40.3% | 38.7% |
| RoE <sup>(1)</sup> | 38.4% | 70.9% | 59.5% | 63.6% |
| Net Debt / EBITDA  | 2.12  | 1.03  | 0.28  | 0.62  |
| D/(D+E)            | 46%   | 41%   | 37%   | 38%   |

1. Calculated as (net income / Average equity balance)

Thank you

2P