

AGENDA

Q3 FY2021 Financial Performance

102 FY2021 Outlook & Progress

03 Q&A



Q3' 2021 FINANCIAL PERFORMANCE



Q3'2021 FINANCIAL HIGHLIGHTS

Q3′2021

% Change QoQ

% Change YoY 9M 2021

% Change YoY

Revenue

174 MB.
47% Recurring Income

+3%

+15%

495 MB. 47% Recurring Income

+28%

Gross Profit

52 MB. 30% Margin

+9%

+17%

139 MB. 28% Margin

+24%

Net Profit

24 MB. 14% Margin

+18%

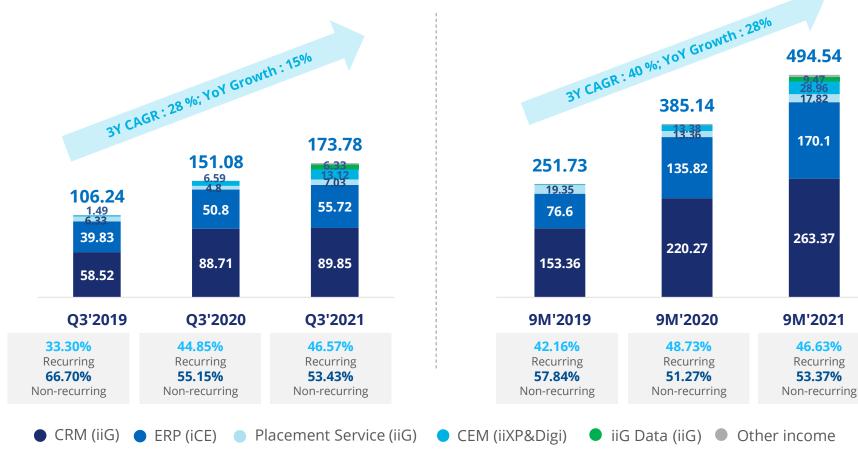
+50%

56 MB. 11% Margin

+53%

TOTAL REVENUES BY BUSINESS UNIT

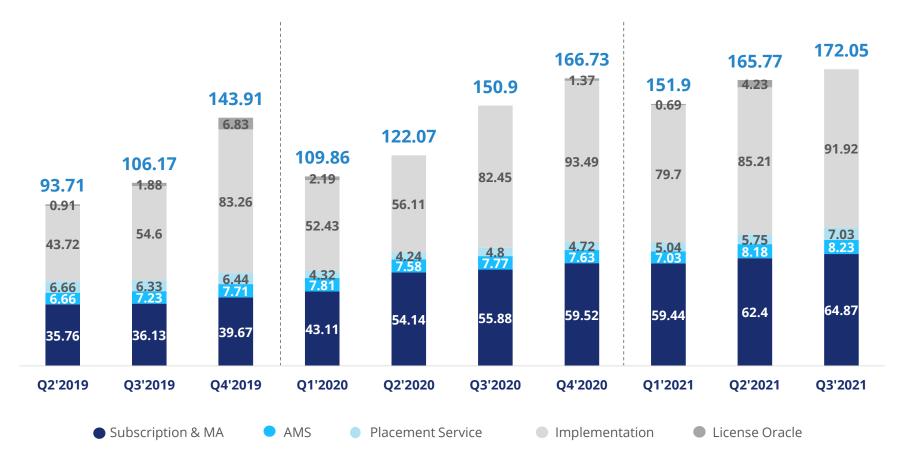
Unit: Million THB





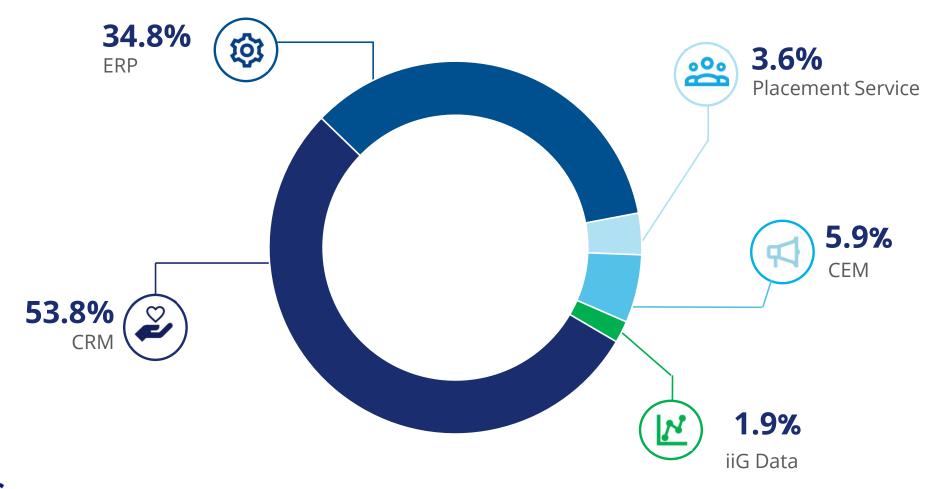
REVENUES BY QUARTER

Unit: Million THB



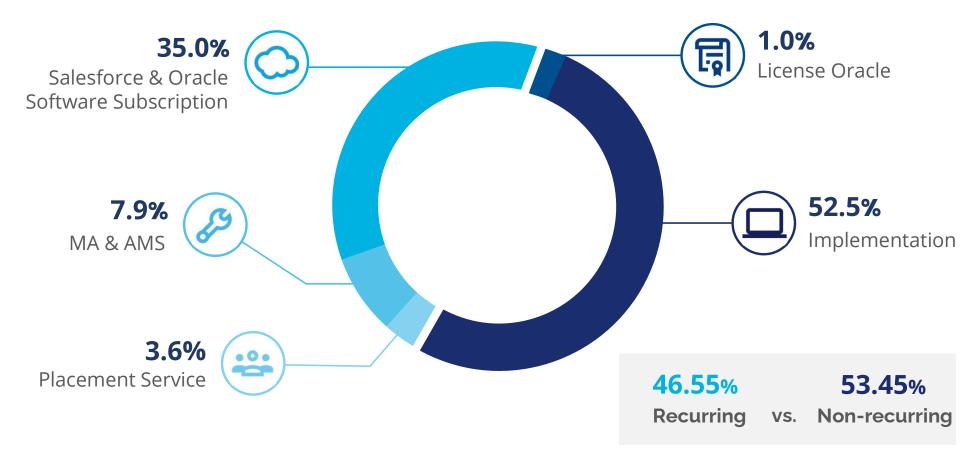


REVENUE PROPORTION 9M'2021 BY BUSINESS



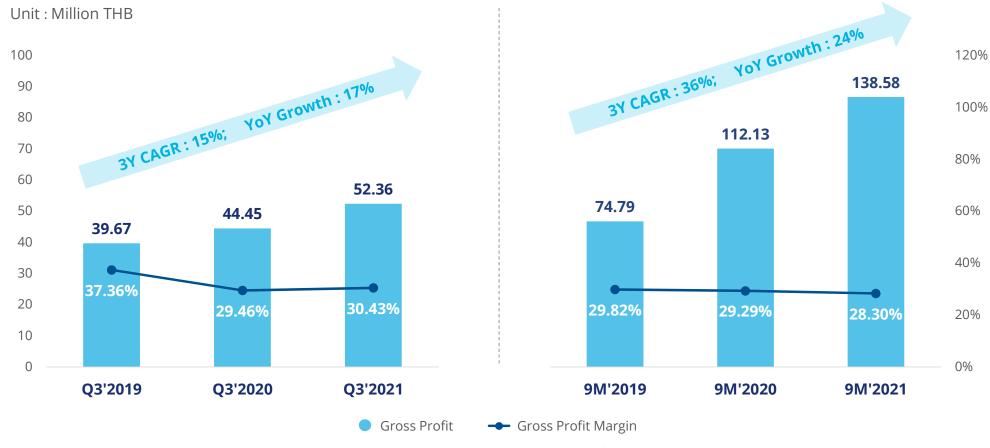


REVENUE PROPORTION 9M'2021 BY REVENUE TYPE



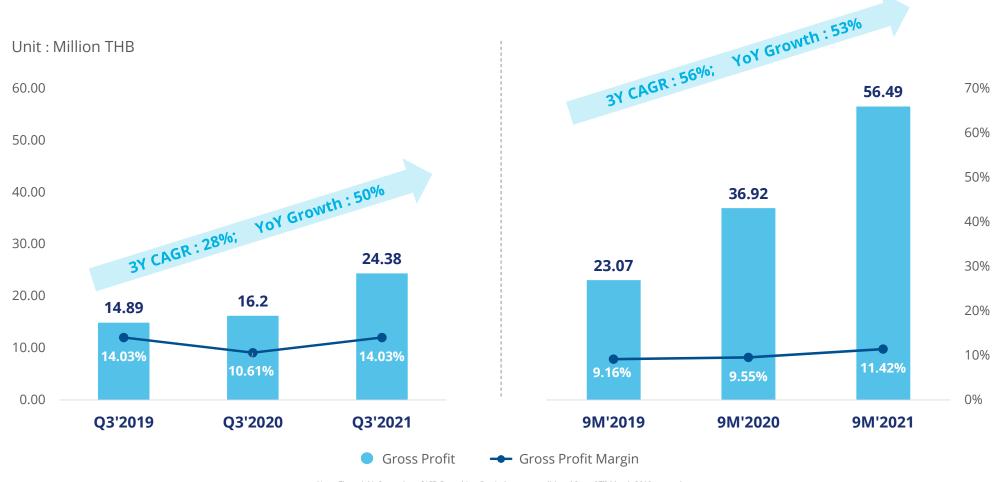


TOTAL GROSS PROFIT





NET PROFIT





Note: Financial information of ICE Consulting Co., Ltd. was consolidated from 27th March 2019 onwards CONFIDENTIAL AND PROPRIETARY ©2021 I&I GROUP PCL. ALL RIGHT RESERVED.



CRM continue to grow at 30%



ERP to grow at **10-15%**

FY 2021 OUTLOOK & PROGRESS



CEM to grow 100%



Outsourcing back to normal



Data & New Products to take off

OUR HISTORY AND MILESTONE

1991 2020 1998 2008 2017 **a**mai Salesforce.com Listed on MAI Founded & become Joint venture with Oracle's APAC & TH QAD sole reseller QAD Partner of the year | Platinum Partner iiG Data QAD platinum consulting partner Separate for QAD Salesforce's Partner of the year Asia iiG Placement Service APAC PARTNER OF THE YEAR AWARDS 2020 2001 2012 1995 2019 2021 1st Reseller of Oracle 1st Reseller of Founded 1st Reseller of Coupa and Spin off apps in Thailand Vonage in Thailand iCE consulting Co., Ltd. Salesforce.com in I&I Experience Co., Ltd. Thailand Coupa y VONAGE **Platinum** PARTNER **iiXP** iC ORACLE! Partner Cloud Standard Founded I&I Venture Co., Ltd. iiV



Invested in Diginative Co., Ltd.

Dlg Native
Make Digital WORK!

BUSINESS STRUCTURE





LINES OF BUSINESS

ERP

Consultation, Design & Implementation - Enterprise Resource Planning (ERP)

Authorized Reseller of Oracle's ERP and Coupa

iC

DIGITAL MARKETING

Consultation - Digital Marketing Strategy, Omni Channel, Advertisement, etc.



CRM

Consultation, Design & Implementation - Customer Relationship Management (CRM)

Authorized Reseller of Salesforce and Vonage



OUTSOURCING (PLACEMENT SERVICE)

Providing Placement Service for IT job positions.



CEM

Consultation, Design & Implementation Customer Experience Management (CEM) and Marketing Automation



iiG DATA

Consultation, Design & Implementation – Data Cleansing, Big Data, Data Analytics, Machine Learning and Al



BUSINESS STRATEGY

Consultation on Business Strategy, Strategic Planning & Roadmap, Data Strategy and Training



DIGITAL INSURANCE

Development & Implementation of Digital Platform for Insurance Industry

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IT INDUSTRY OUTLOOK

GARTNER FORECASTS WORLDWIDE IT SPENDING TO GROW 9% IN 2021

Table 1. Worldwide IT Spending Forecast (Millions of U.S. Dollars)

	2020 Spending	Growth	2021 Spending	Growth	2022 Spending	2022 Growth (%)
Data Center Systems	178,466	2.5	191,648	7.4	201,659	5.2
Enterprise Software	529,028	9.1	598,957	13.2	669,114	11.7
Devices	696,990	-1.5	793,973	13.9	800,172	0.8
IT Services	1,071,281	1.7	1,176,676	9.8	1,277,228	8.5
Communications Services	1,396,287	-1.4	1,444,980	3.5	1,481,878	2.6
Overall IT	3,872,052	0.9	4,206,234	8.6	4,430,051	5.3

Source: Gartner (July 2021)

Communication services

2.8%

Communication services

2.8%

BANGKOK POST GRAPHICS

IT spending in Thailand is expected to recover and grow 5% this year to 668.2 billion baht. The biggest rebound is forecast for enterprise software spending with a 13.6% jump to 45.9 billion baht as remote work support is expanded and improved.

THAILAND'S IT SPENDING

GROWTH FORECAST IN 2021

Data centre systems

Enterprise software

Devices

10.9%

9.5%

13.6%

Bangkok Post

In 2022, IT spending in Thailand is projected to continue to grow with a rise of 5.3% to 703.5 billion baht. Enterprise software is forecast to see the biggest growth with an 8.9% surge to 50 billion baht.

https://www.gartner.com/en/newsroom/press-releases/2021-07-14-gartner-forecasts-worldwide-it-spending-to-grow-9-percent-2021

https://www.bangkokpost.com/business/2057735/gartner-predicts-5-it-spending-growth-in-thailand





DIGITAL TRANSFORMATION STRATEGY

Demand Generation

Reach & Selection

Customer Experience

Customer Purchase Process

Customer Data



Process Efficiency

Asset Utilization

Agility

New Business & Service Models



DIGITAL TRANSFORMATION STRATEGY

CEM

- CDP, Segmentation
- Customer Journey
- · Digital Marketing
- Omni Channel
- Personalization
- Data-driven Campaigns

CRM

- Customer-centric
- Customer 360
- Salesforce Automation (SFA)
- Cross-sell, Up-sell
- Service Automation
- · Contact Center



ERP

- Streamlined Processes
- Single Source of Truth
- Costs Reduction
- Financial Planning/Consolidations
- What-if Analysis
- Robotic Process Automation (RPA)

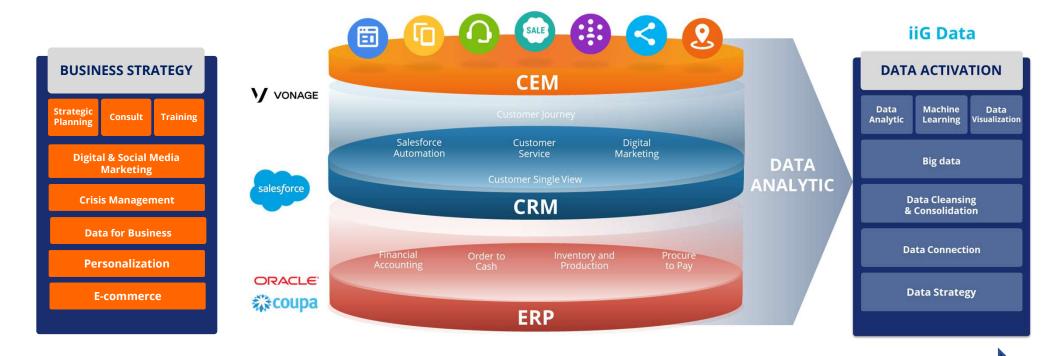
SCM

- Strategic Procurement
- Demand/Supply Planning
- Suppliers Portal
- Business Spend Management
- E-Procurement

DATA STRATEGY & ADVANCED ANALYTICS



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End-to-End Solution in Digital Transformation with <u>TANGIBLE Business Impacts</u>

GENERATE REVENUES

from Customer Data & Technology

BUSINESS EFFICIENCY

from Cost Reduction

NEW BUSINESS MODEL

from Digital and Technology

TECHNOLOGY PARTNERS





















OUR PRODUCTS



E-Tax Program



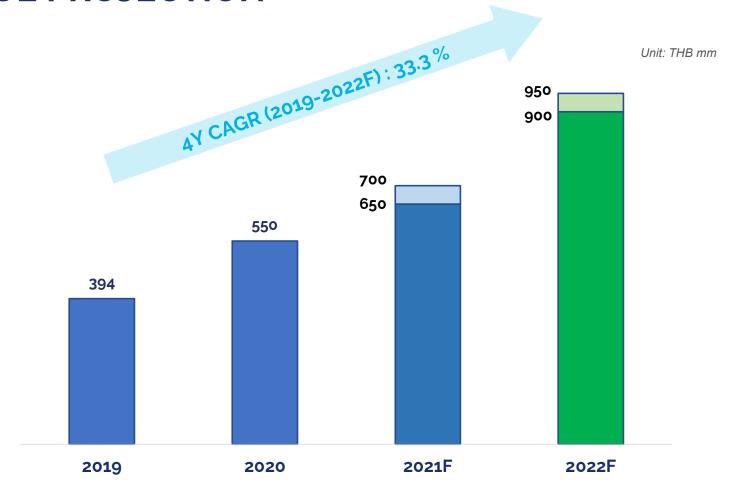
Tool for Migrating ERP from On-Prem to Cloud



Data Cleansing and Consolidation



REVENUE PROJECTION





Unit: Million THB



288
Backlog

467

Pipeline



Q&A

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