



I&I Group Public Company Limited

# OPPORTUNITY DAY

## Q3 FY2021

Nov 25, 2021

# AGENDA

**01** Q3 FY2021 Financial Performance

**02** FY2021 Outlook & Progress

**03** Q&A



# Q3' 2021 FINANCIAL PERFORMANCE

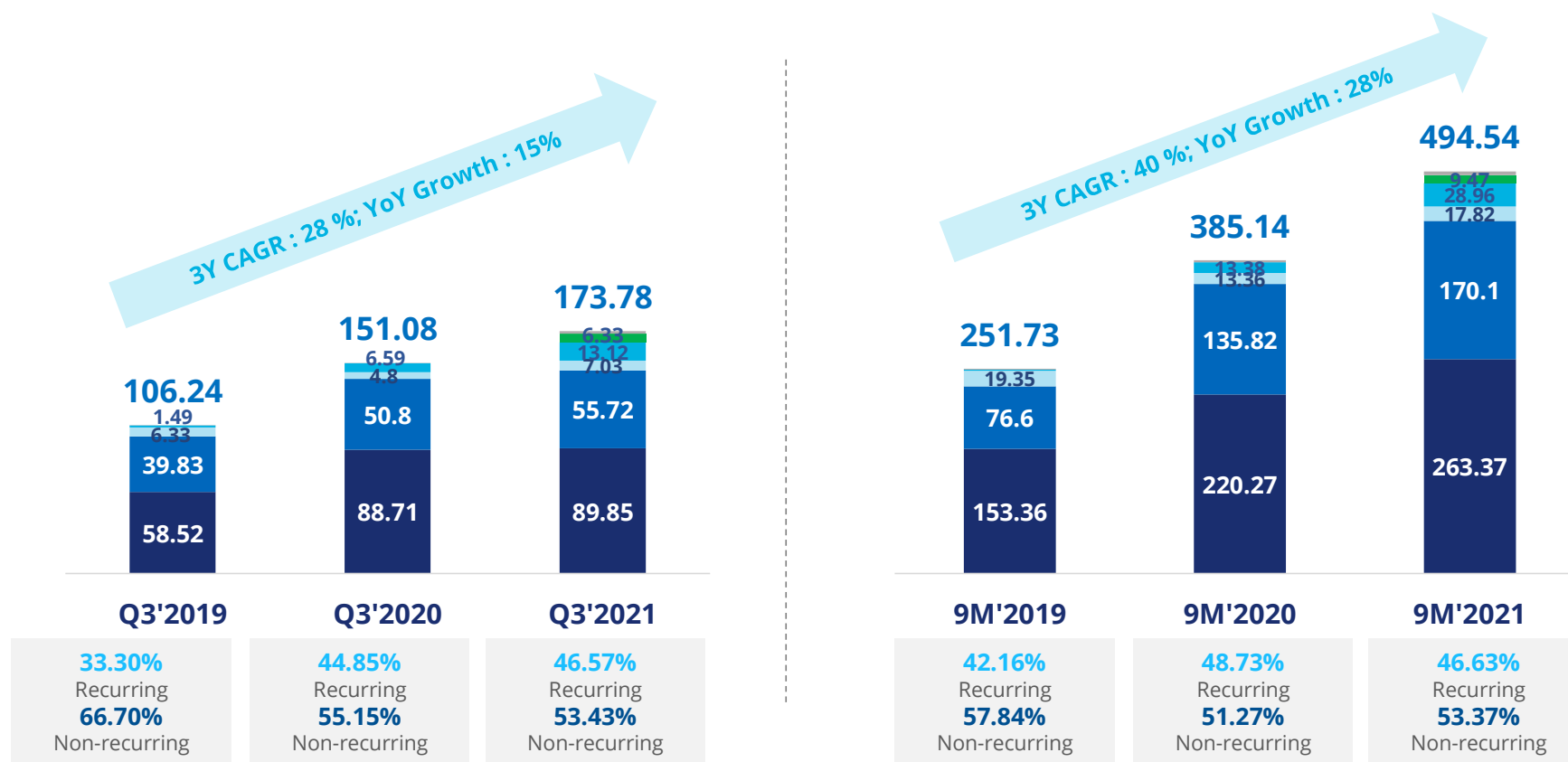


## Q3'2021 FINANCIAL HIGHLIGHTS

	Q3'2021	% Change QoQ	% Change YoY	9M 2021	% Change YoY
Revenue	<b>174</b> MB. 47% Recurring Income	<b>+3%</b>	<b>+15%</b>	<b>495</b> MB. 47% Recurring Income	<b>+28%</b>
Gross Profit	<b>52</b> MB. 30% Margin	<b>+9%</b>	<b>+17%</b>	<b>139</b> MB. 28% Margin	<b>+24%</b>
Net Profit	<b>24</b> MB. 14% Margin	<b>+18%</b>	<b>+50%</b>	<b>56</b> MB. 11% Margin	<b>+53%</b>

# TOTAL REVENUES BY BUSINESS UNIT

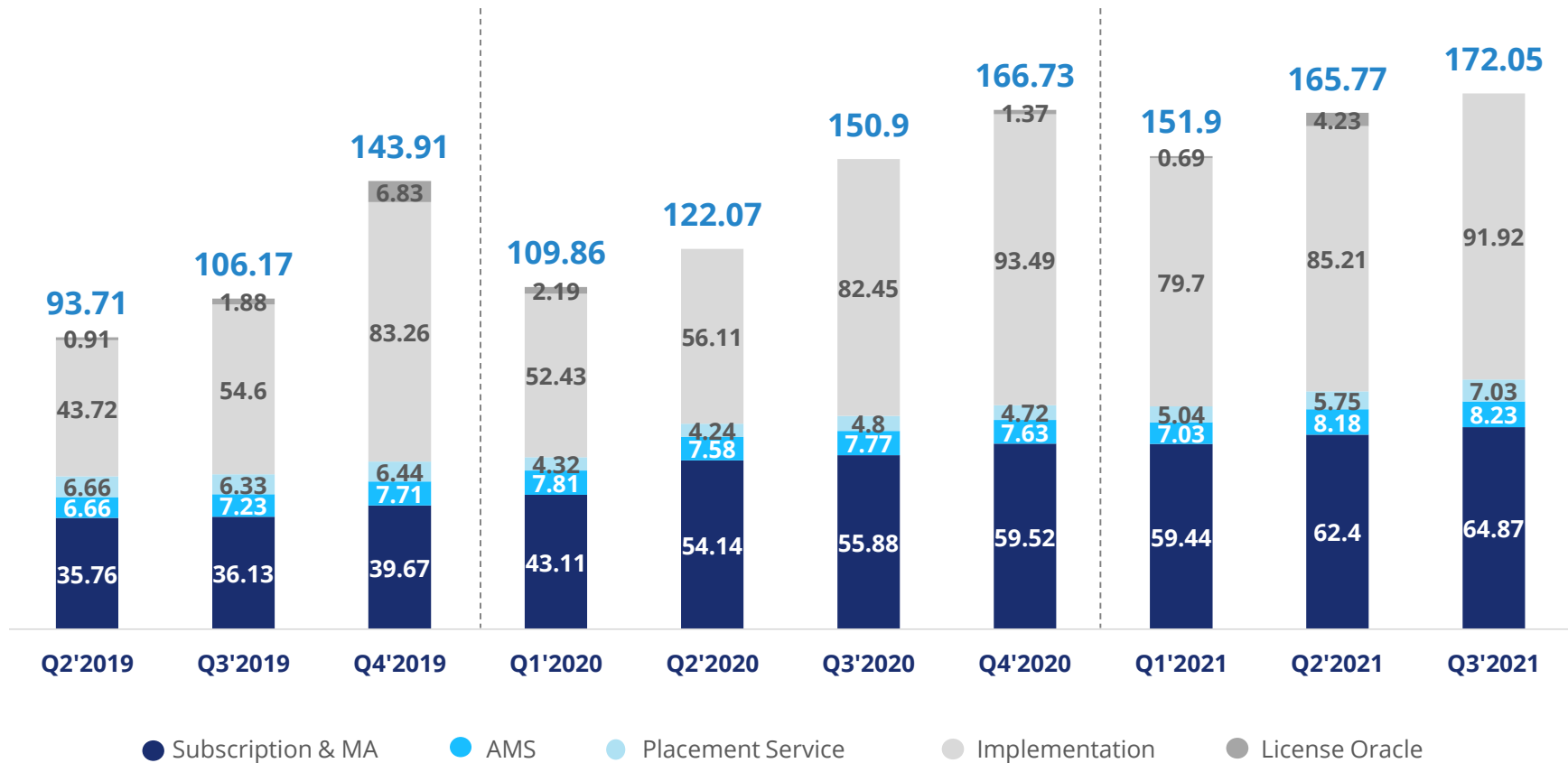
Unit : Million THB



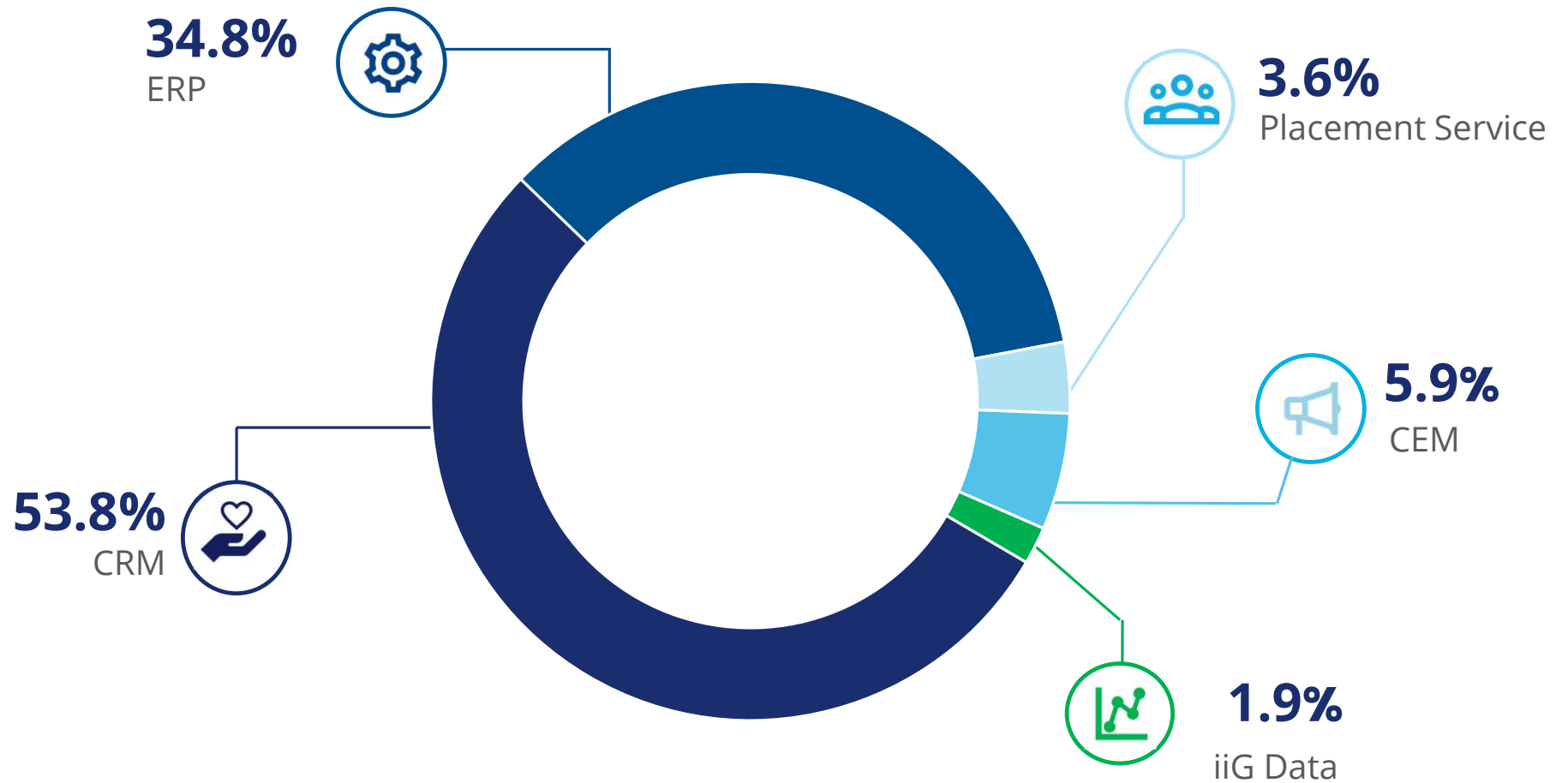
● CRM (iiG) 
 ● ERP (iCE) 
 ● Placement Service (iiG) 
 ● CEM (iiXP&Digi) 
 ● iiG Data (iiG) 
 ● Other income

# REVENUES BY QUARTER

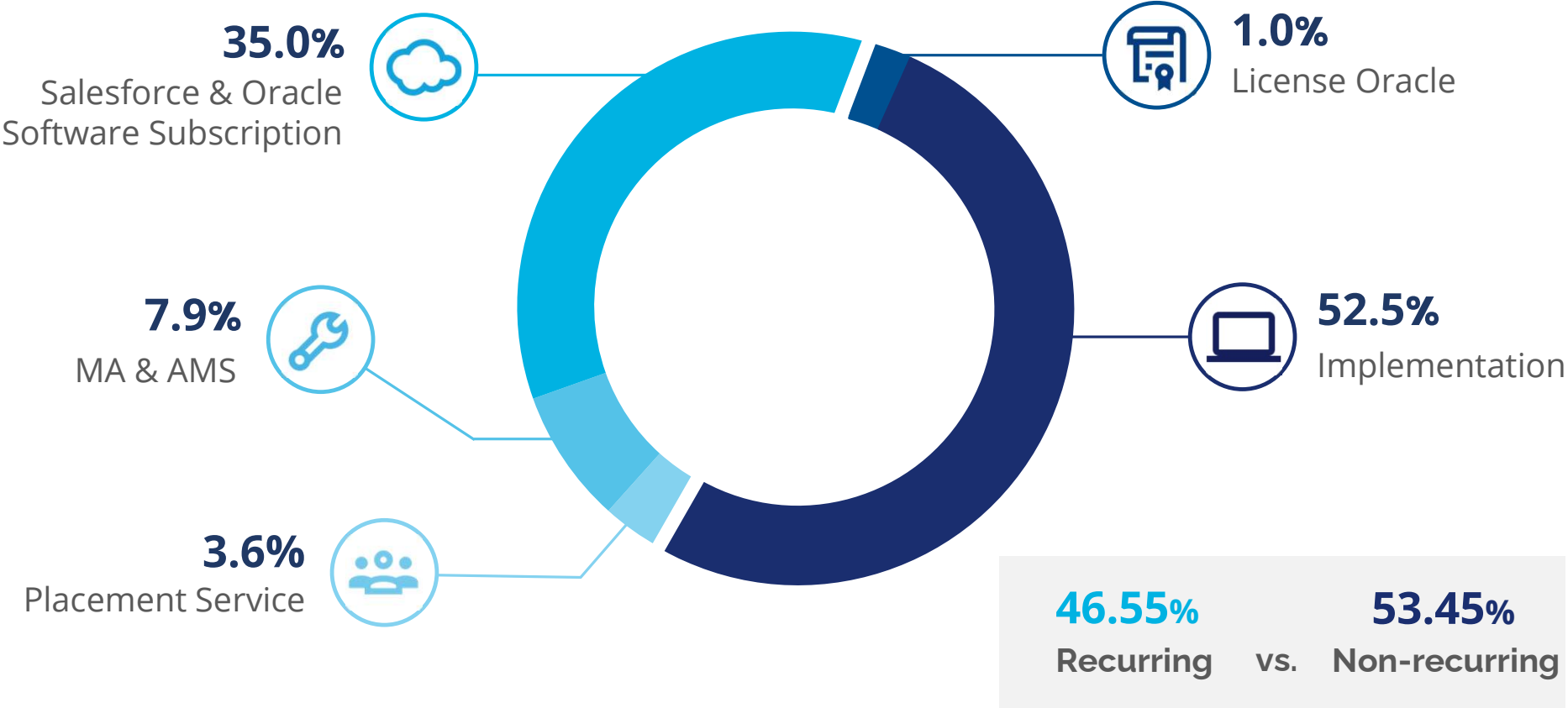
Unit : Million THB



# REVENUE PROPORTION 9M'2021 BY BUSINESS



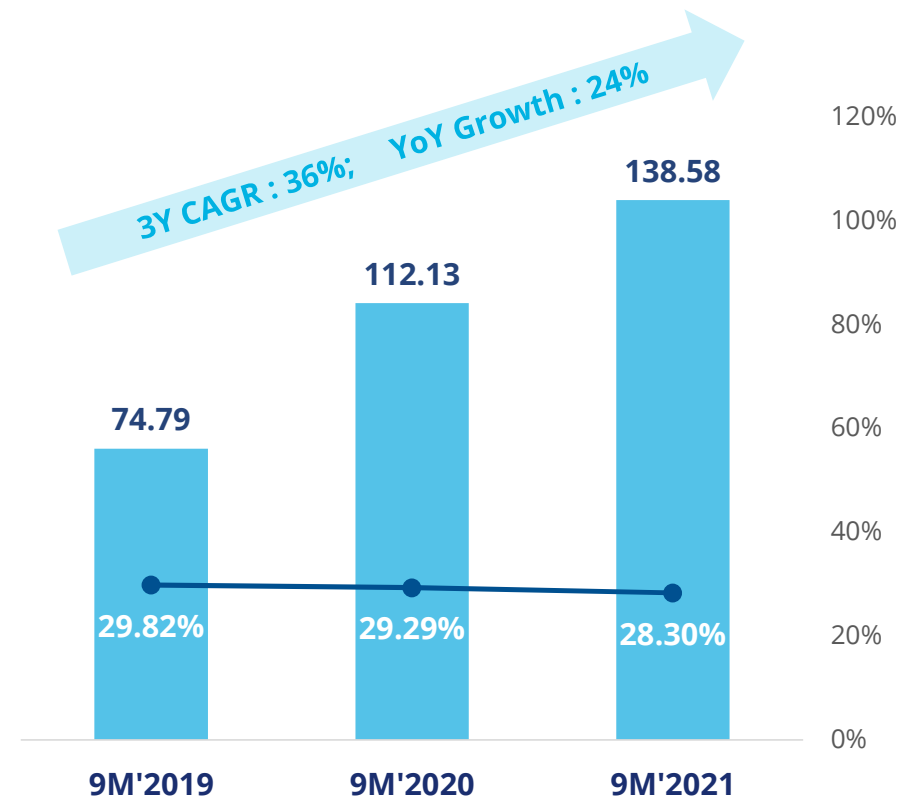
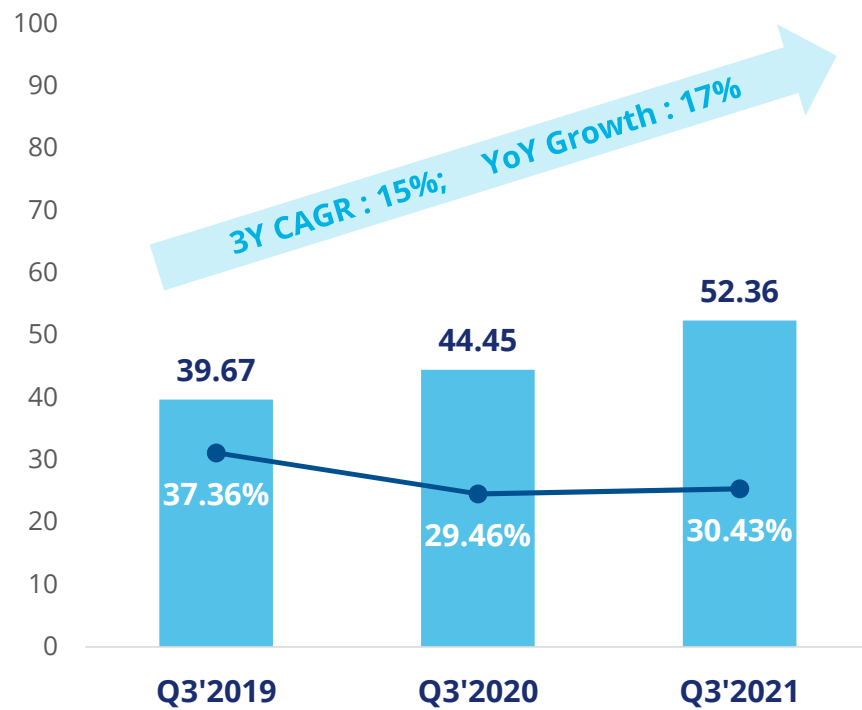
# REVENUE PROPORTION 9M'2021 BY REVENUE TYPE





# TOTAL GROSS PROFIT

Unit : Million THB



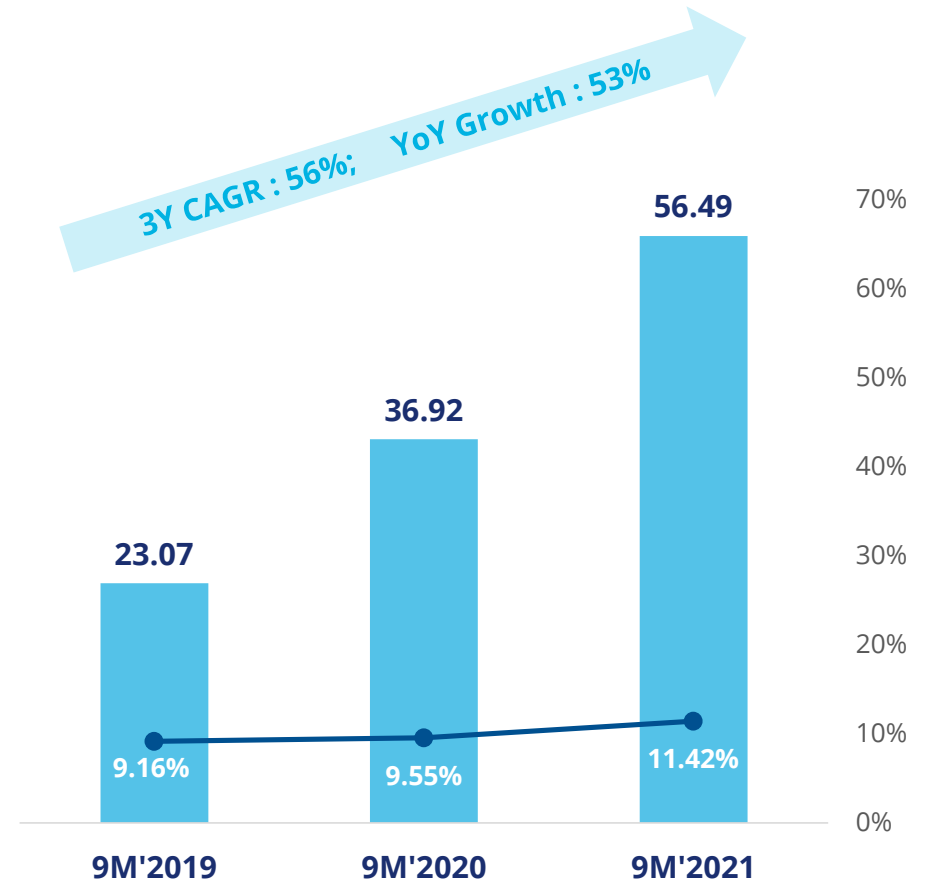
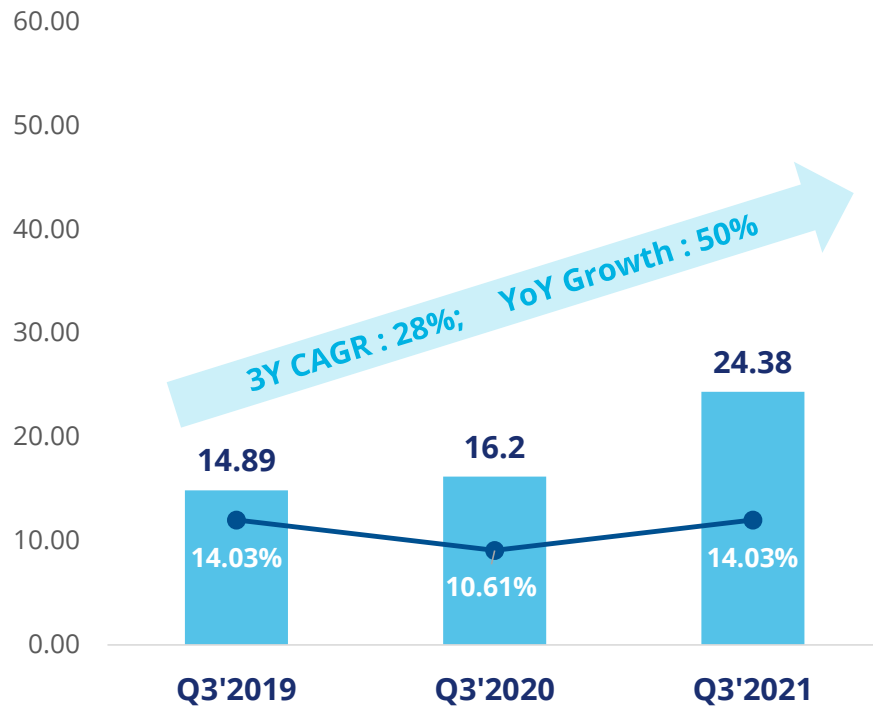
● Gross Profit    —●— Gross Profit Margin

Note: Financial information of ICE Consulting Co., Ltd. was consolidated from 27<sup>th</sup> March 2019 onwards

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# NET PROFIT

Unit : Million THB



● Gross Profit — Gross Profit Margin

# FY 2021 OUTLOOK & PROGRESS



CRM continue to grow at **30%**



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



CEM to grow **100%**

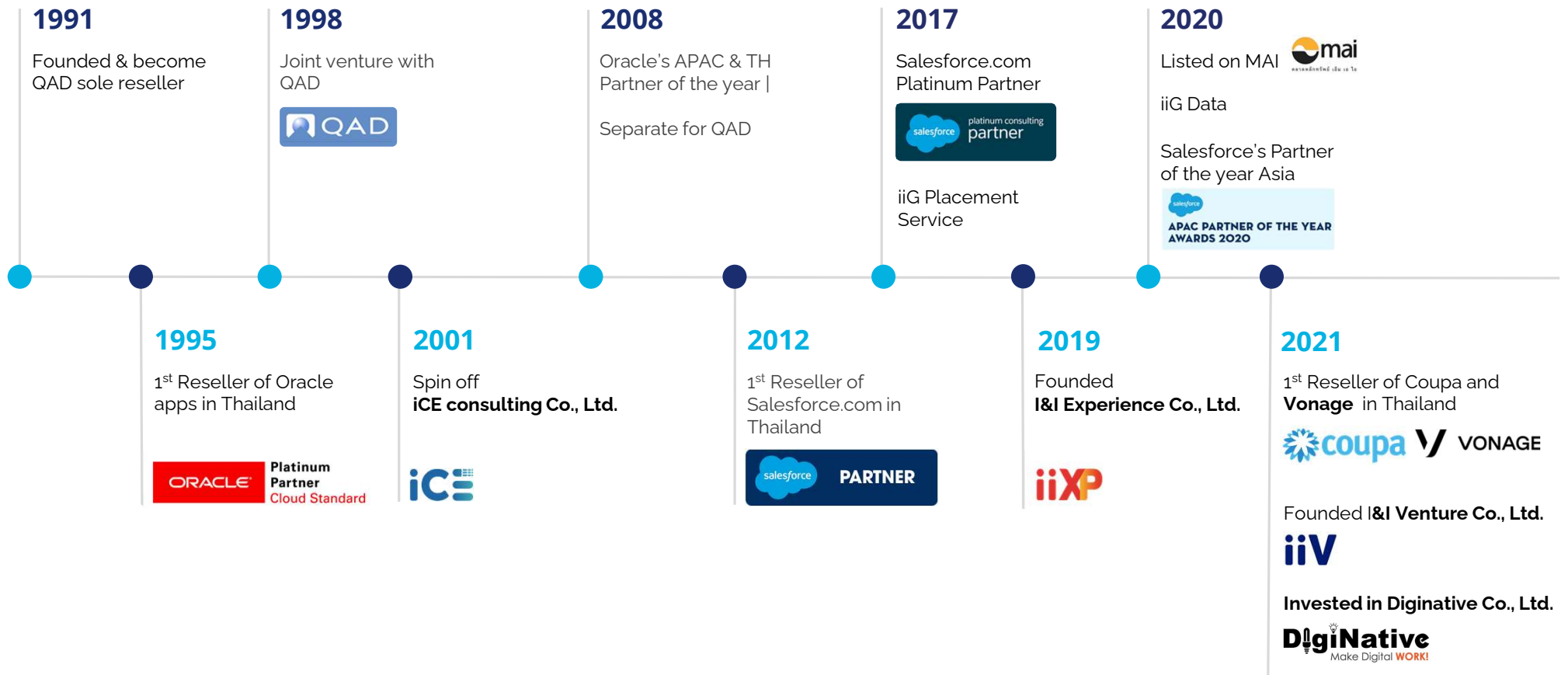


Outsourcing **back to normal**



Data & New Products **to take off**

# OUR HISTORY AND MILESTONE



# BUSINESS STRUCTURE



# LINES OF BUSINESS

## ERP

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

Authorized Reseller of Oracle's ERP and Coupa



## CRM

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

Authorized Reseller of Salesforce and Vonage



## CEM

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



## BUSINESS STRATEGY

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



## DIGITAL MARKETING

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



## OUTSOURCING (PLACEMENT SERVICE)

Providing Placement Service for IT job positions.



## iiG DATA

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



## DIGITAL INSURANCE

Development & Implementation of Digital Platform for Insurance Industry



# 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	2020 Growth (%)	2021 Spending	2021 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
<b>Overall IT</b>	<b>3,872,052</b>	<b>0.9</b>	<b>4,206,234</b>	<b>8.6</b>	<b>4,430,051</b>	<b>5.3</b>

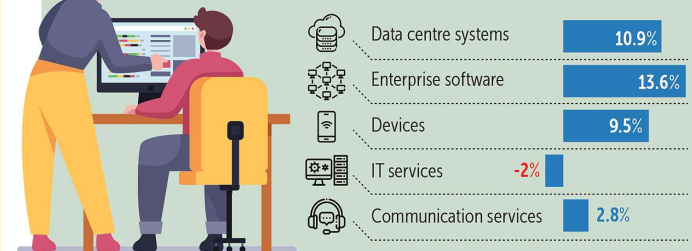
Source: Gartner (July 2021)

<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>

Bangkok Post

## THAILAND'S IT SPENDING GROWTH FORECAST IN 2021



Source: Gartner

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.

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.



# ○ DIGITAL TRANSFORMATION

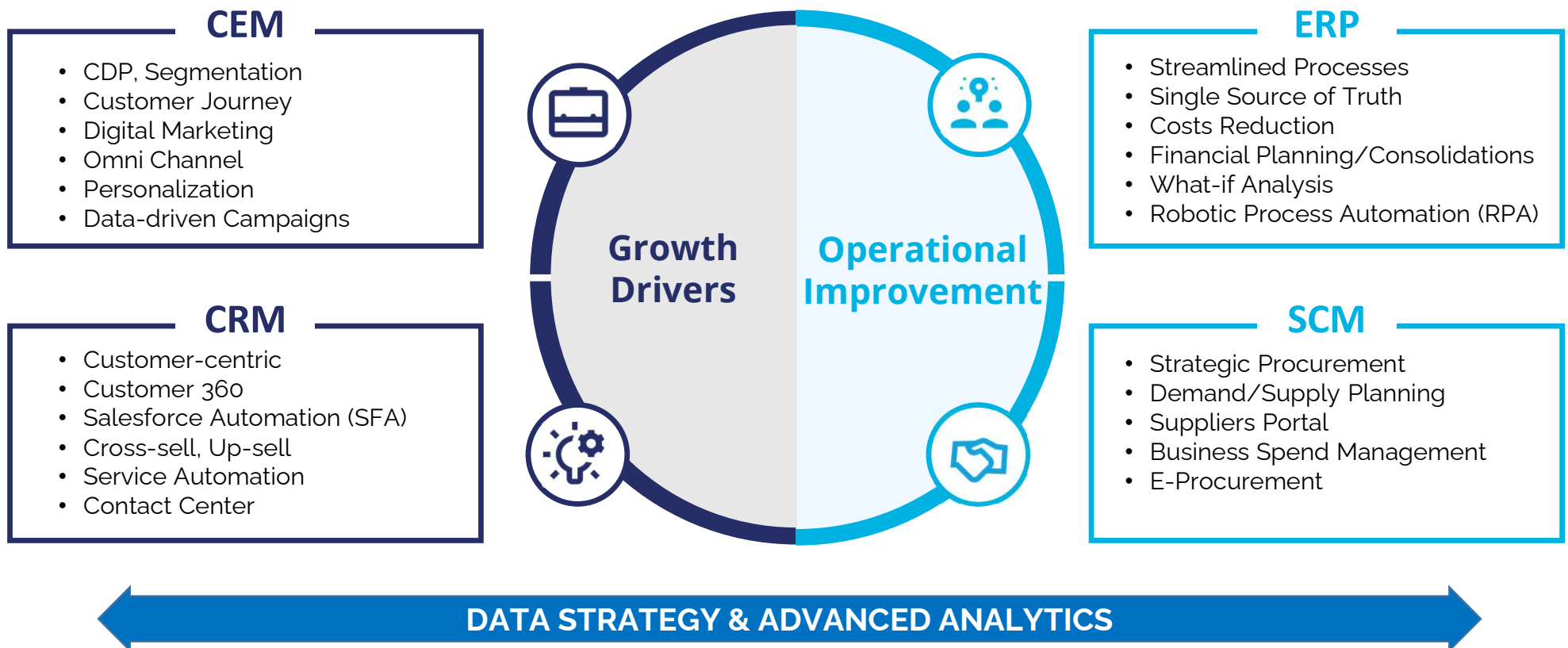


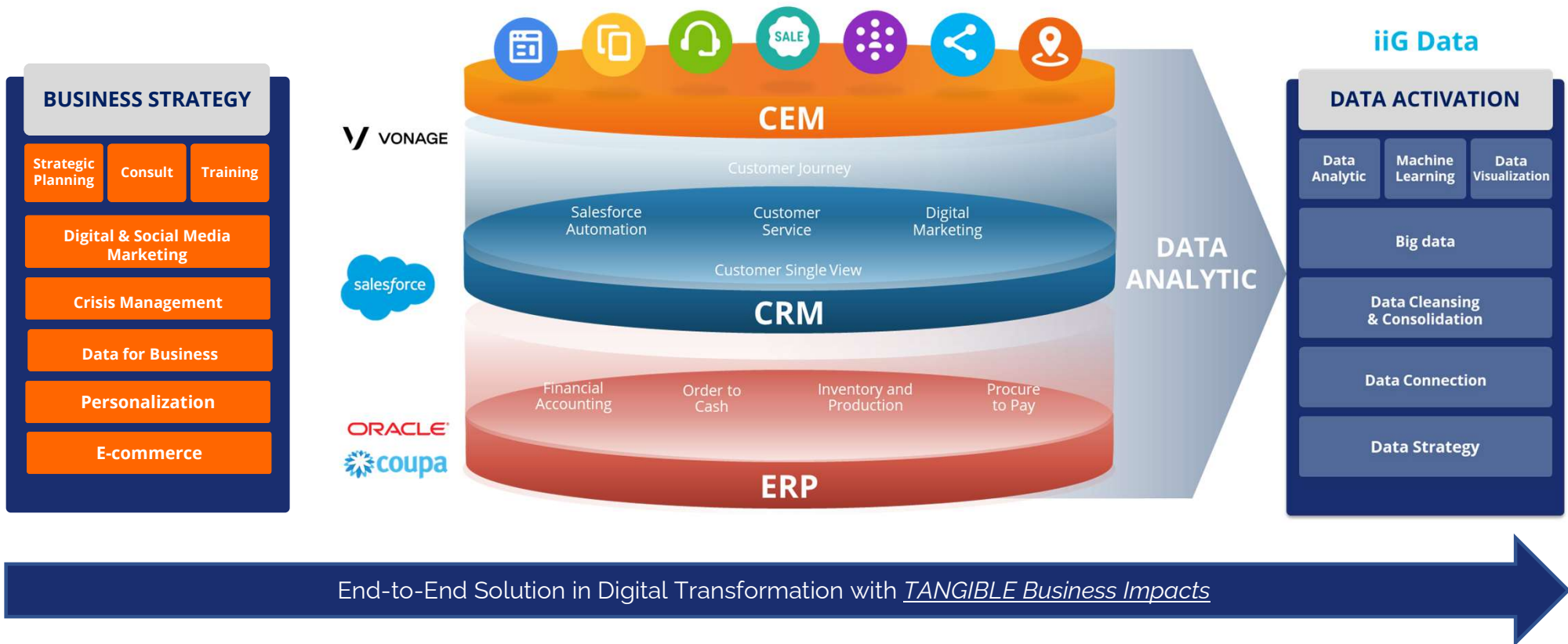


# DIGITAL TRANSFORMATION STRATEGY



# DIGITAL TRANSFORMATION STRATEGY





**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

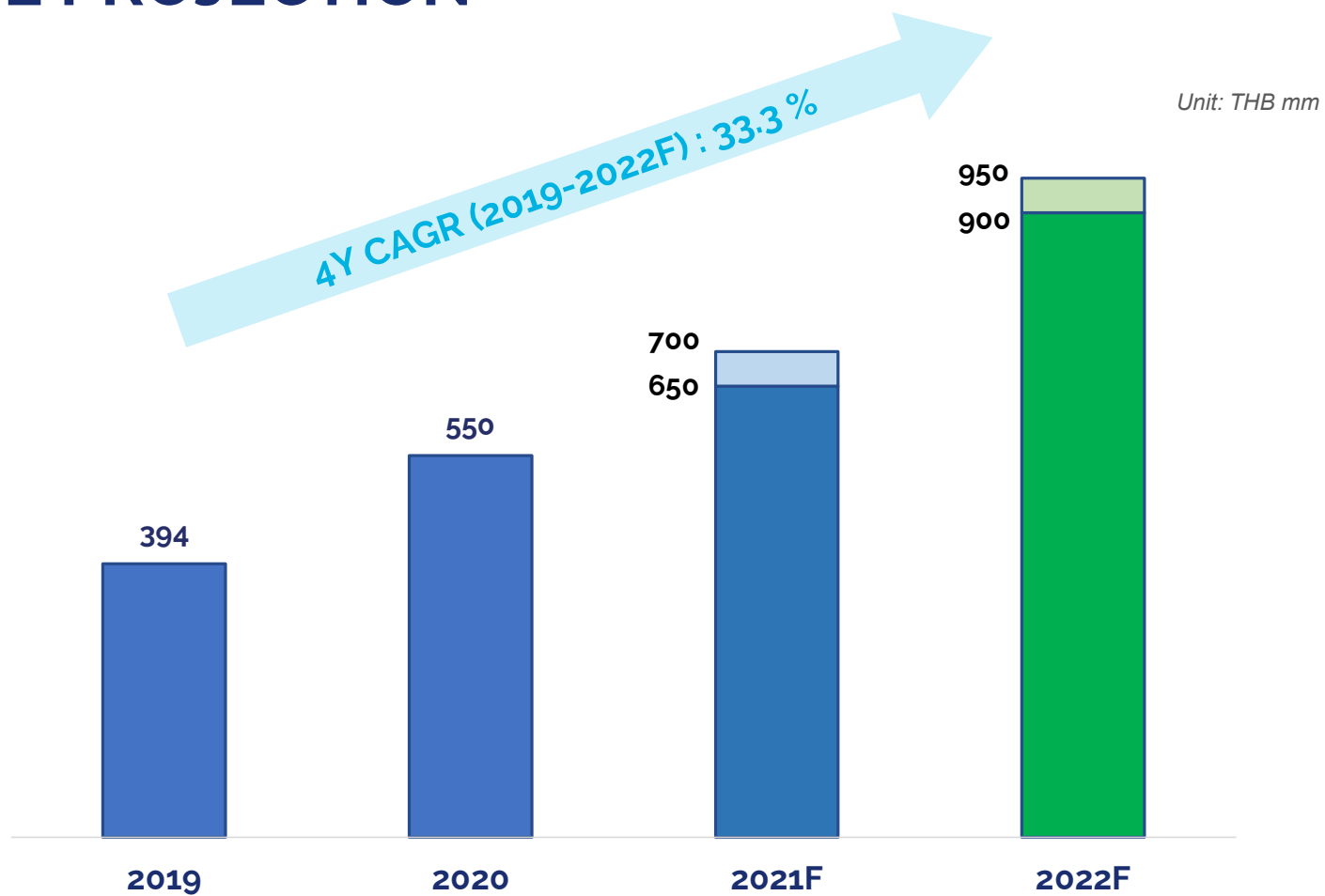


Tool for Migrating  
ERP from On-Prem  
to Cloud

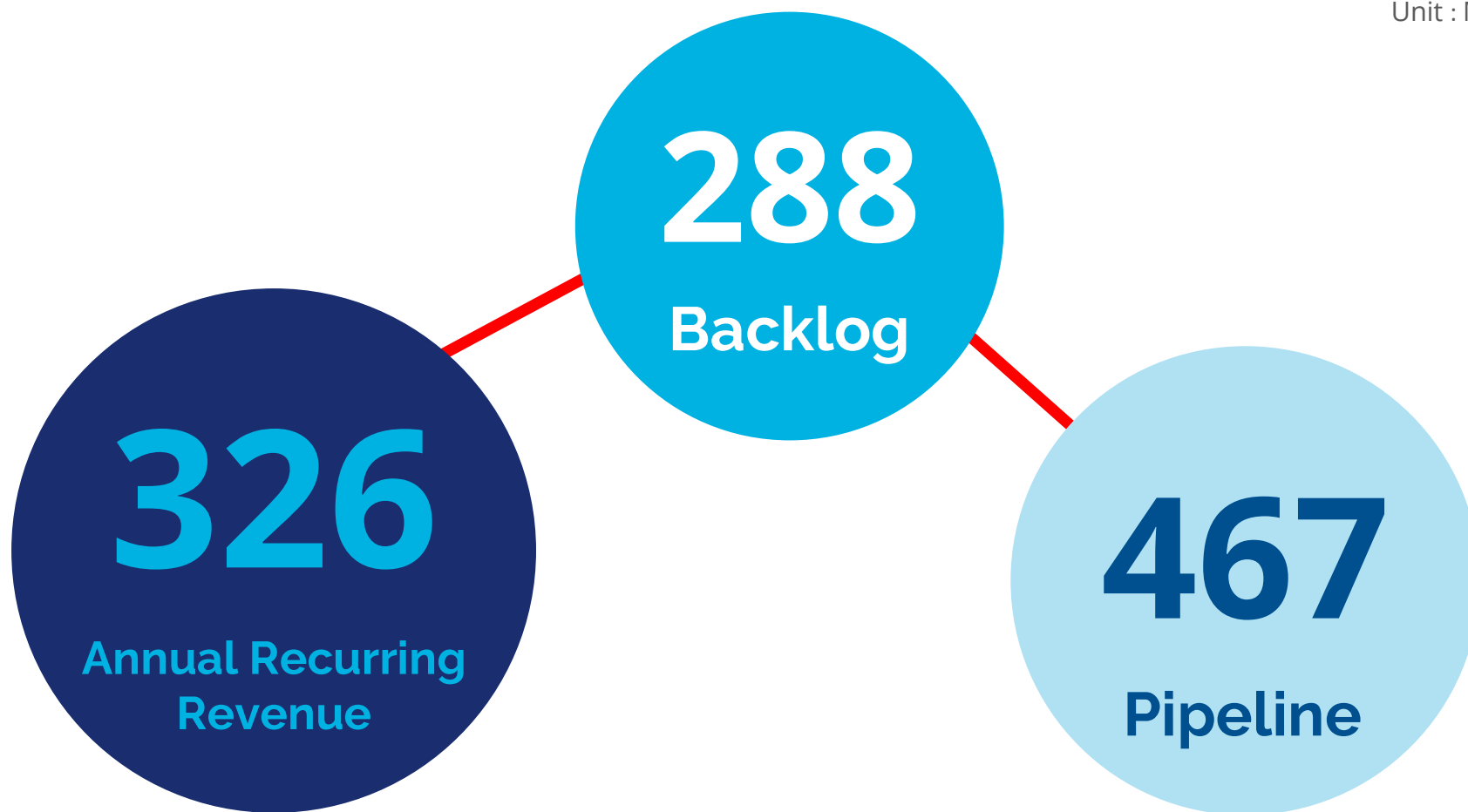


Data Cleansing and  
Consolidation

# REVENUE PROJECTION



Unit : Million THB



# Q&A

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