



# Opportunity Day

Q3 / 2024

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Somchai Mekasuvanroj, CEO

Dec 02, 2024

# OUR BUSINESS

Digital and Technology Consulting to help clients **transform** their business to **thrive in Digital Economy**

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# AGENDA

1

**Company Overview**

2

**Q3-2024 Performance**

3

**2024-2025 Goals & Outlook**

4

**Q&A**

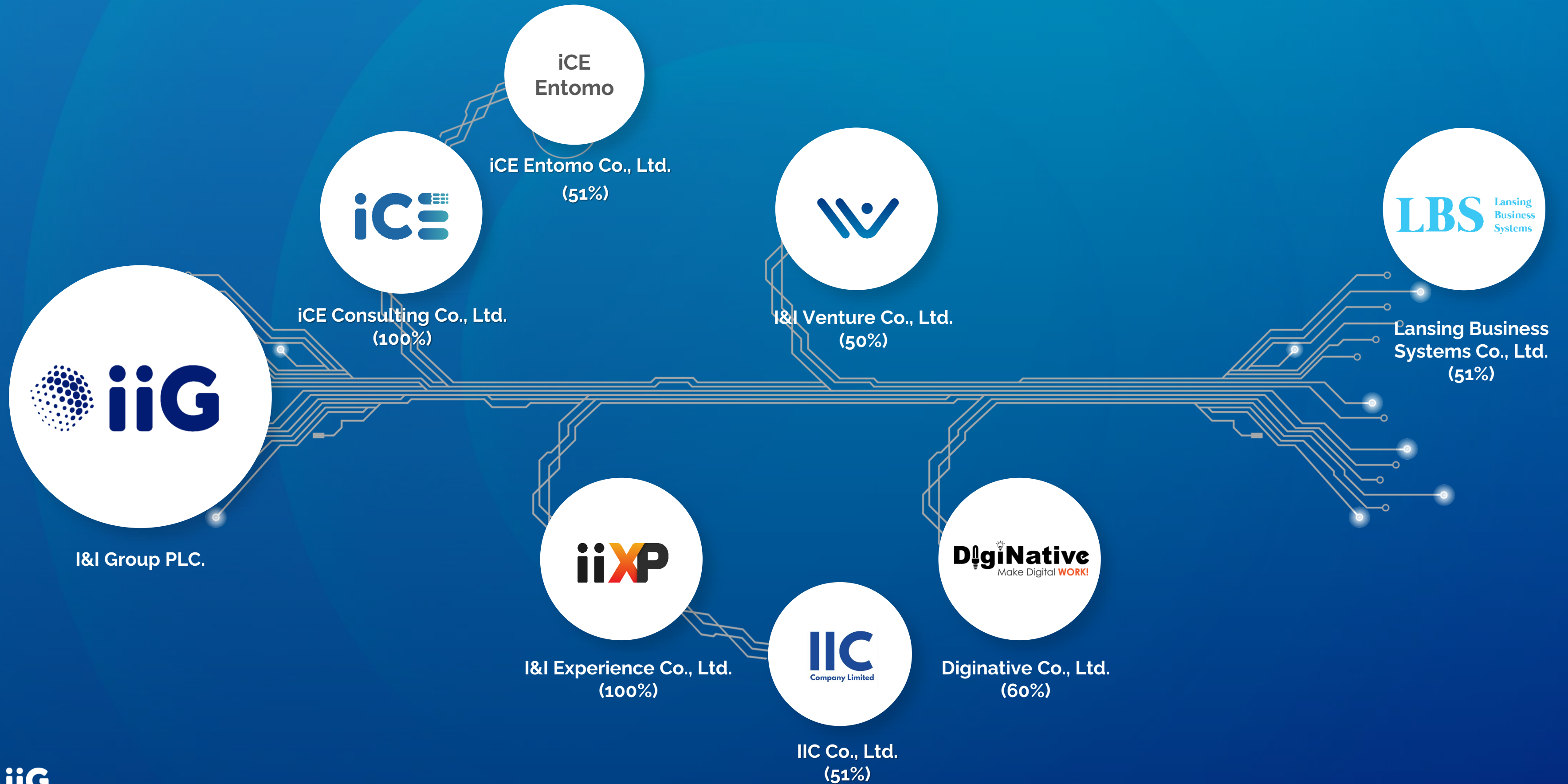




# COMPANY OVERVIEW



# GROUP STRUCTURE

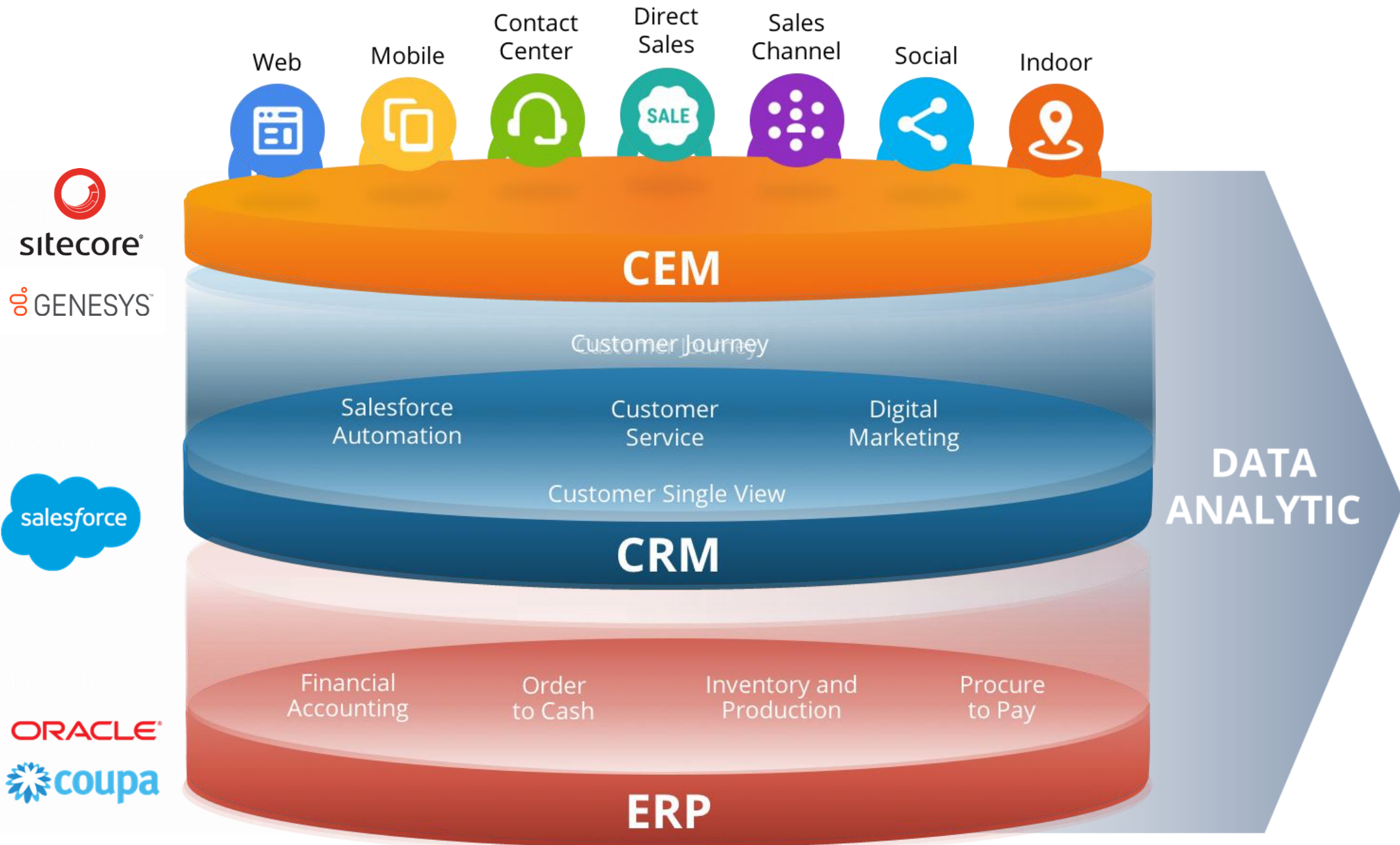


# OUR OFFERINGS



**BUSINESS STRATEGY**

- Strategic Planning
- Consult
- Training
- Digital & Social Media Marketing
- Crisis Management
- Data for Business
- Personalization
- E-commerce



## iiG Data

**DATA ACTIVATION**

- Data Analytic
- Machine Learning
- Data Visualization
- Big data
- Data Cleansing & Consolidation
- Data Connection
- Data Strategy

End-to-End Solution in Digital Transformation with *TANGIBLE Business Impacts*

**GENERATE REVENUES**  
from Customer Data & Technology

**BUSINESS EFFICIENCY**  
from Cost Reduction

**NEW BUSINESS MODEL**  
from Digital and Technology

# InsureTech



Digital Insurance Platform  
(Owned IP)

# HealthTech



Digital Healthcare & Wellness Platform  
(Owned IP)

# New Business From M&A Deals

Both Domestic and International



## CXM | MarTech



SITECORE®



Adobe



## Data Analytics | CDP

CLOUDERA



tableau®



## CRM – Customer 360



## ERP | Supply Chain

ORACLE®



## Outsourcing





# Q3 2024 PERFORMANCE

# 2024 PERFORMANCE HIGHLIGHTS



**Q2, Q3 All-time High Revenue**



**Annual Recurring Revenue ~ 800 MB**



**Upward Trend over last quarters**

# Q3' 2024 FINANCIAL HIGHLIGHTS

	Q3'24	Q3'23	% Change - YoY	Q2'2024	% Change - QoQ (Q3'24 vs Q2'24)
<b>Total Revenue</b> 69% Recurring Income	<b>287 MB.</b>	<b>246 MB.</b> 73% Recurring Income	<b>+17%</b> +41MB.	<b>272 MB.</b> 71% Recurring Income	<b>+6%</b> +15MB.
<b>Gross Profit</b> 20% Margin	<b>57 MB.</b>	<b>-4 MB.</b> -2% Margin	<b>1630%</b> +61 MB.	<b>30 MB.</b> 11% Margin	<b>+89%</b> +27 MB.
<b>Net Profit</b> 1.3 % Margin	<b>4 MB.</b>	<b>-52 MB.</b> -21% Margin	<b>107%</b> +55 MB.	<b>-24 MB.</b> -8.9% Margin	<b>115%</b> +28 MB.

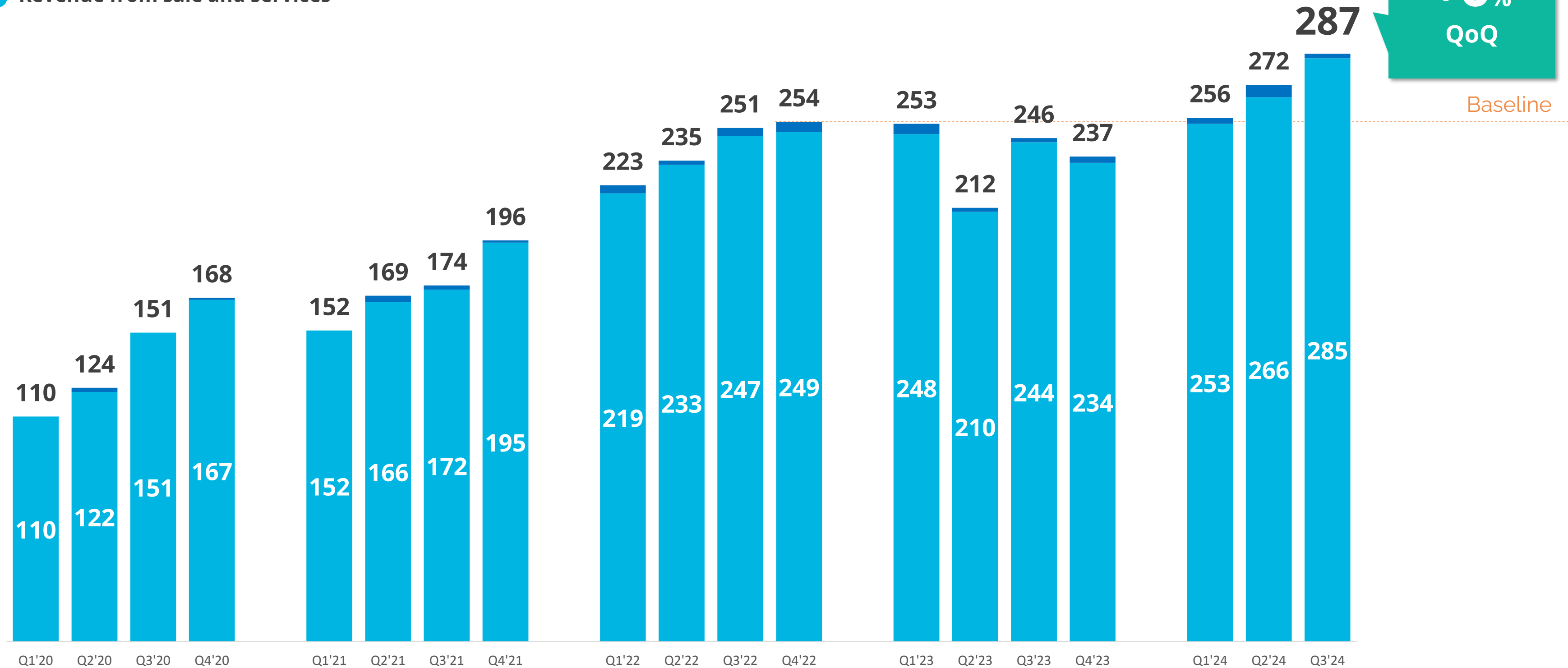


# REVENUES BY QUARTER

Unit : Million THB

- Other income
- Revenue from sale and services

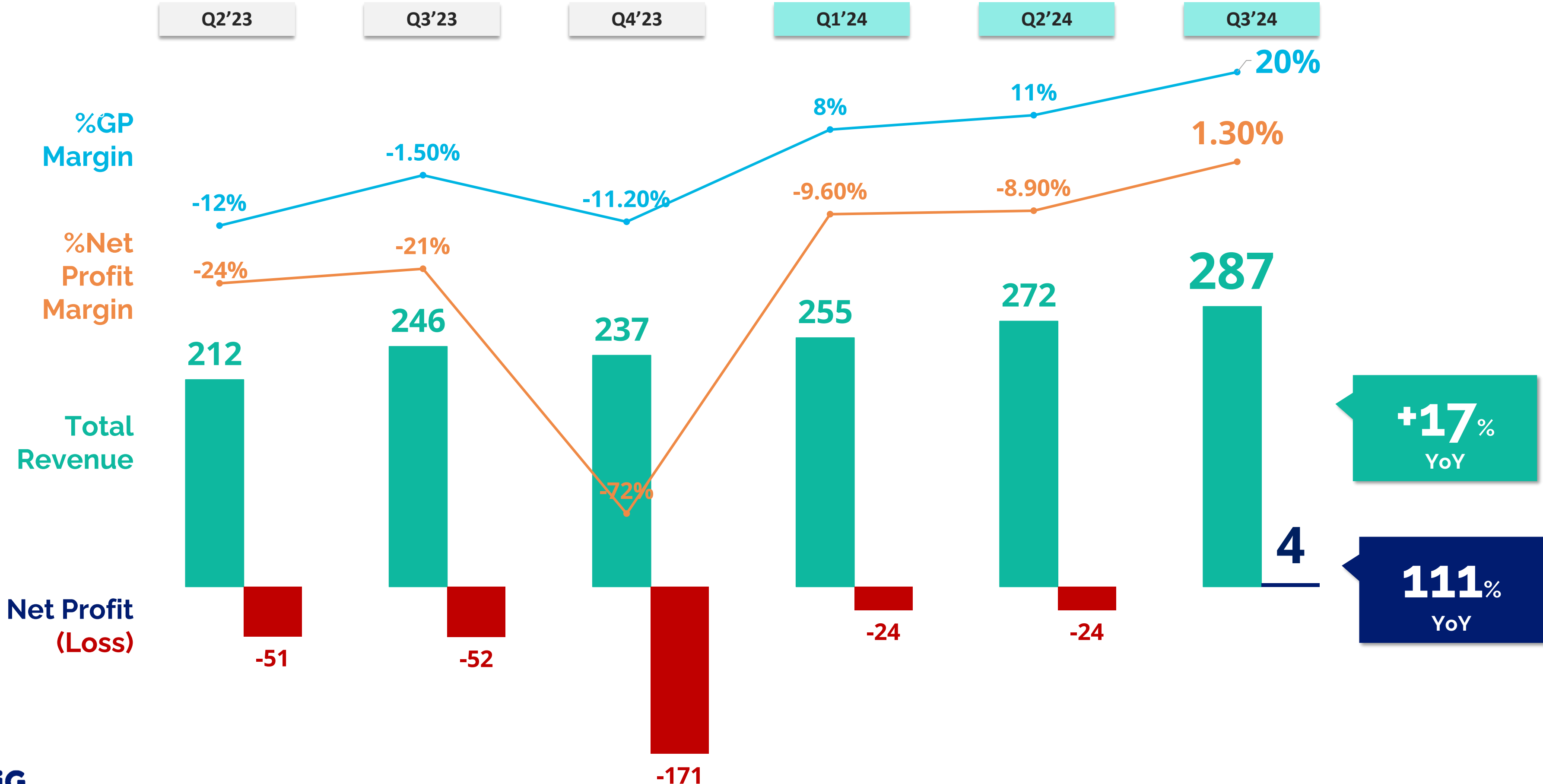
Revenue by Quarter  
All-Time High



+6%  
QoQ

Baseline

# Q3' 2024 FINANCIAL HIGHLIGHTS



# REVENUE BY TYPE

# STRONG

# RECURRING REVENUE

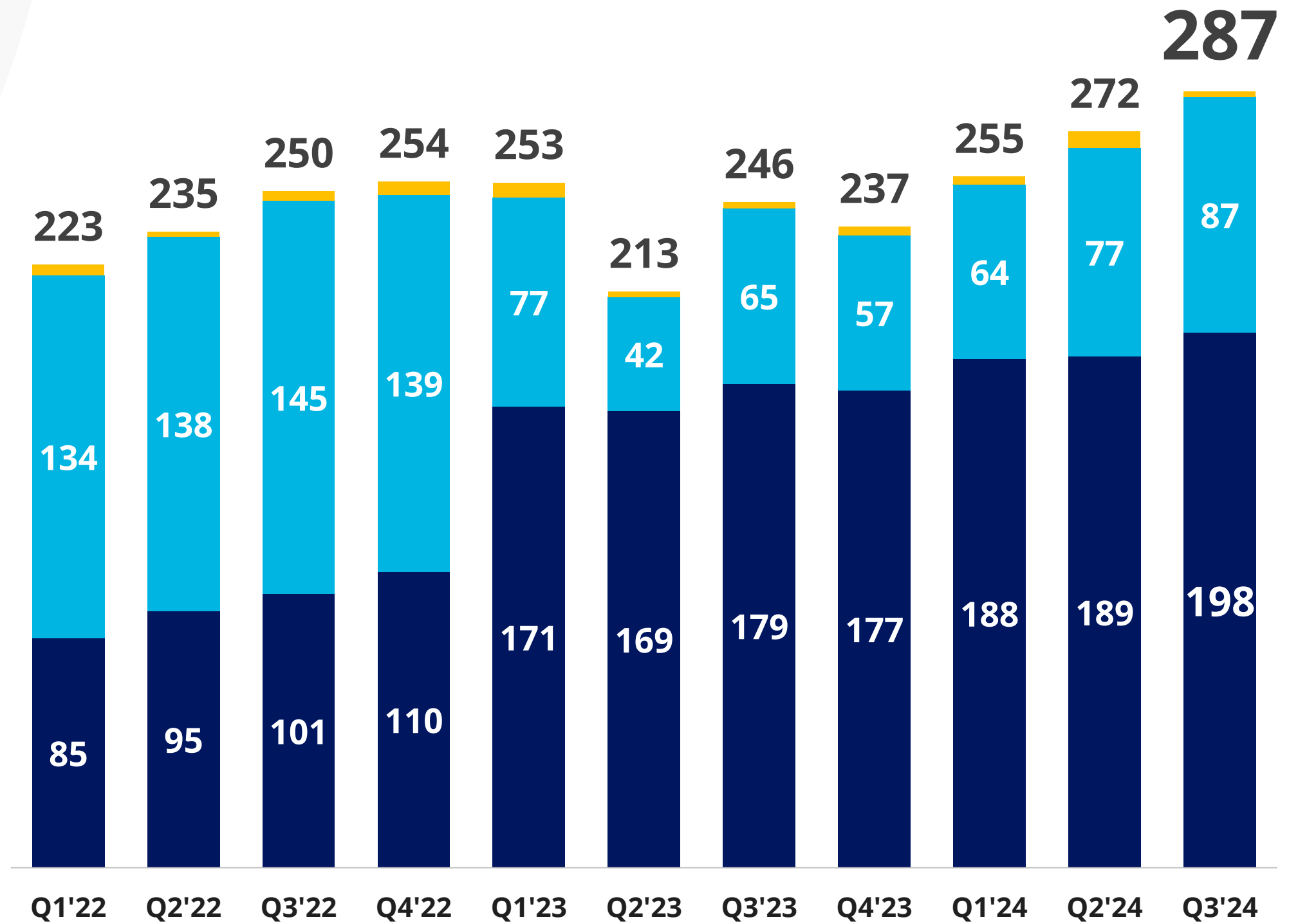
All-Time High  
Recurring Revenue  
by Quarter  
**198M++**

Unit : Million THB

- Other
- Non-Recurring Revenue
- Recurring Revenue

Total Revenue

**> RECURRING REVENUES**  
(CONTRACT VALUE)  
Reach **800M++**





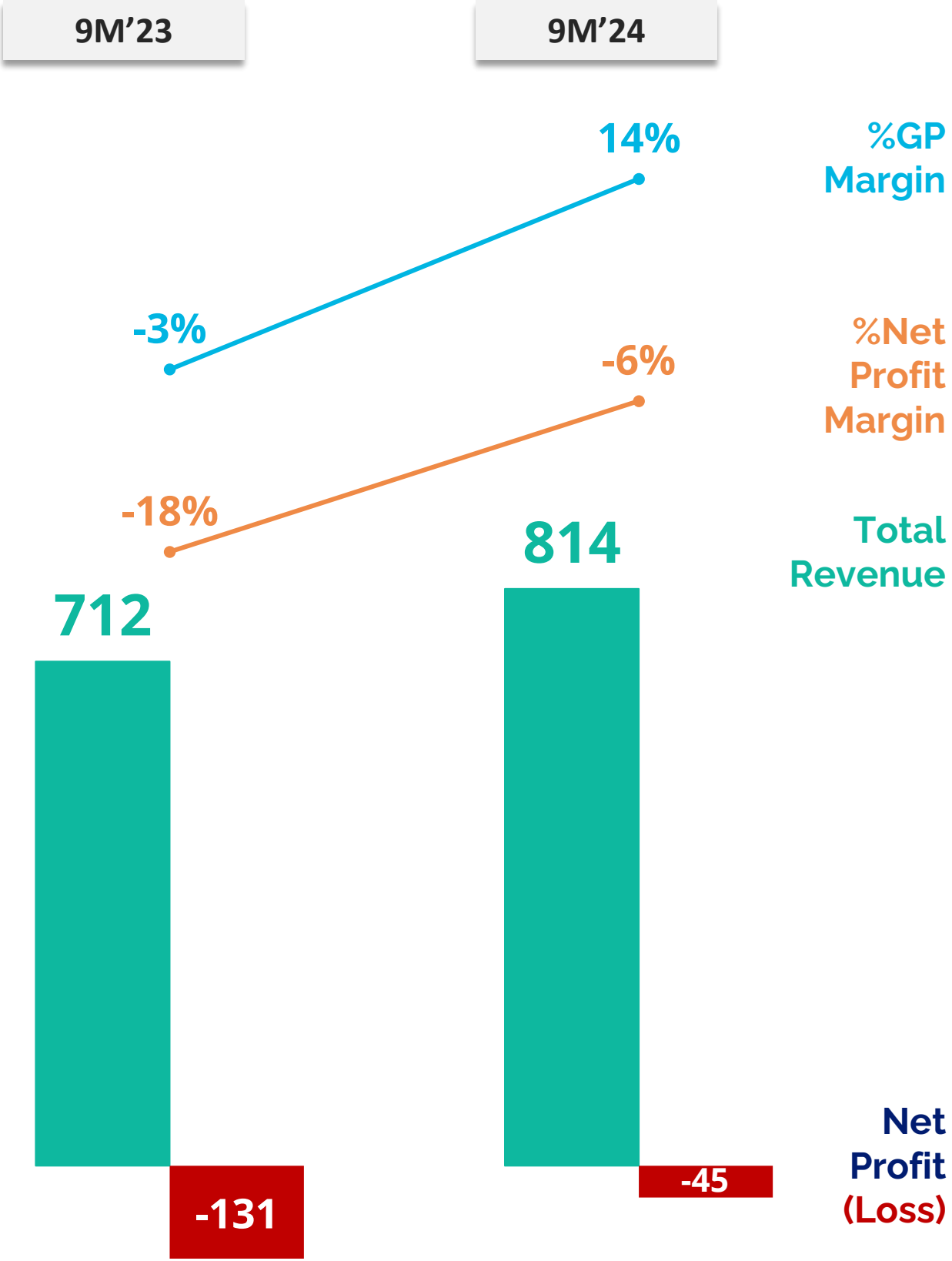
# 9M' 2024 FINANCIAL HIGHLIGHTS

**Total Revenue**

**Gross Profit**

**Net Profit (Loss)**

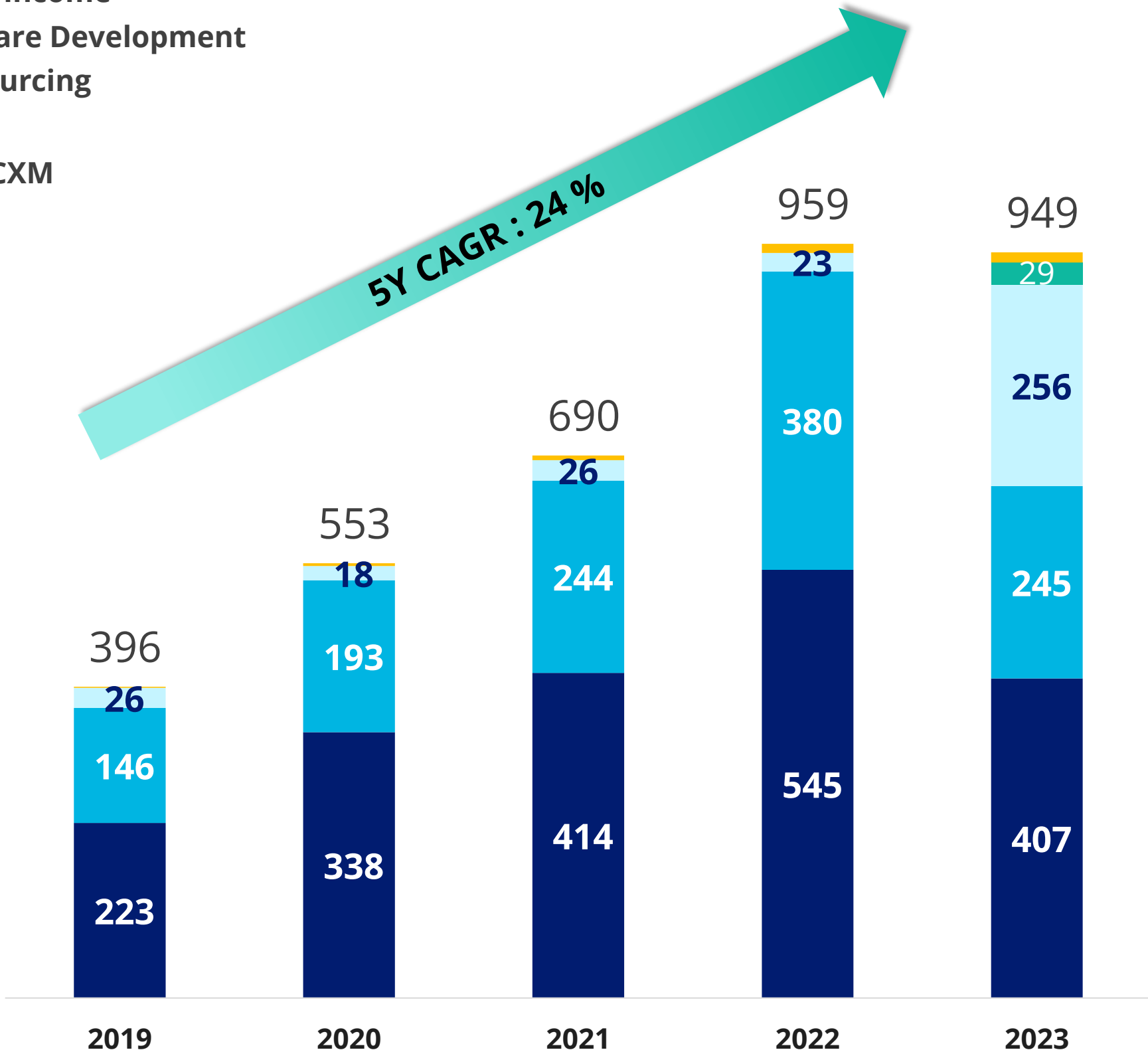
9M'24	9M'23	% Change - YoY
<b>814 MB.</b> 72% Recurring Income	<b>702 MB.</b> 74% Recurring Income	<b>+14%</b> +101MB.
<b>110 MB.</b> 13.5% Margin	<b>-20 MB.</b> -2.8% Margin	<b>652%</b> +130MB.
<b>-45 MB.</b> -5.5% Margin	<b>-131 MB.</b> -18% Margin	<b>66%</b> +86 MB.



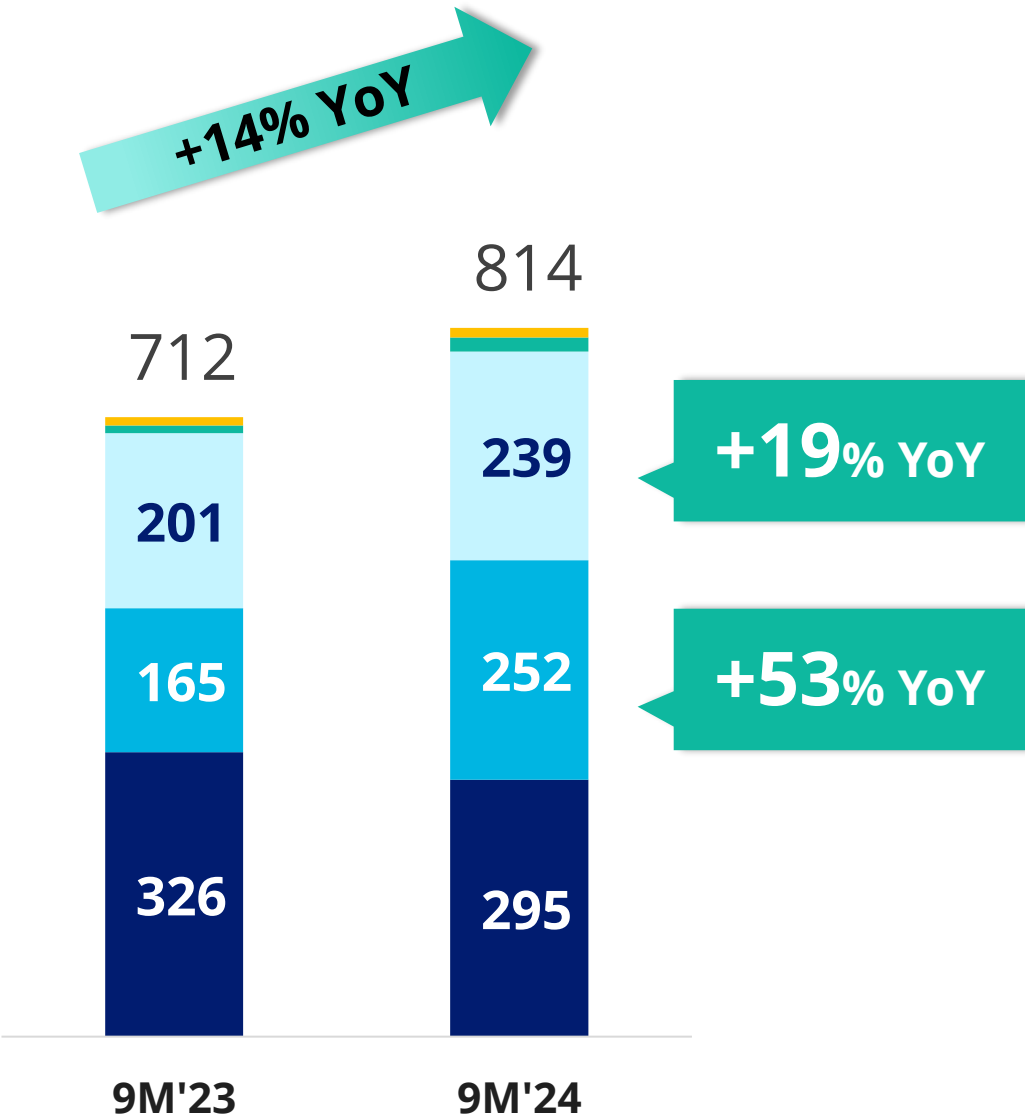
# REVENUES BY BUSINESS UNIT

Unit : Million THB

- Other income
- Software Development
- Outsourcing
- ERP
- CRM/CXM



➤ THE REVENUE FROM THE ERP HAS **RAMPED UP** FROM LAST YEAR, AND IT IS **BACK ON TRACK** AND **STILL GROWING**.



# REVENUE BY TYPE

## STRONG

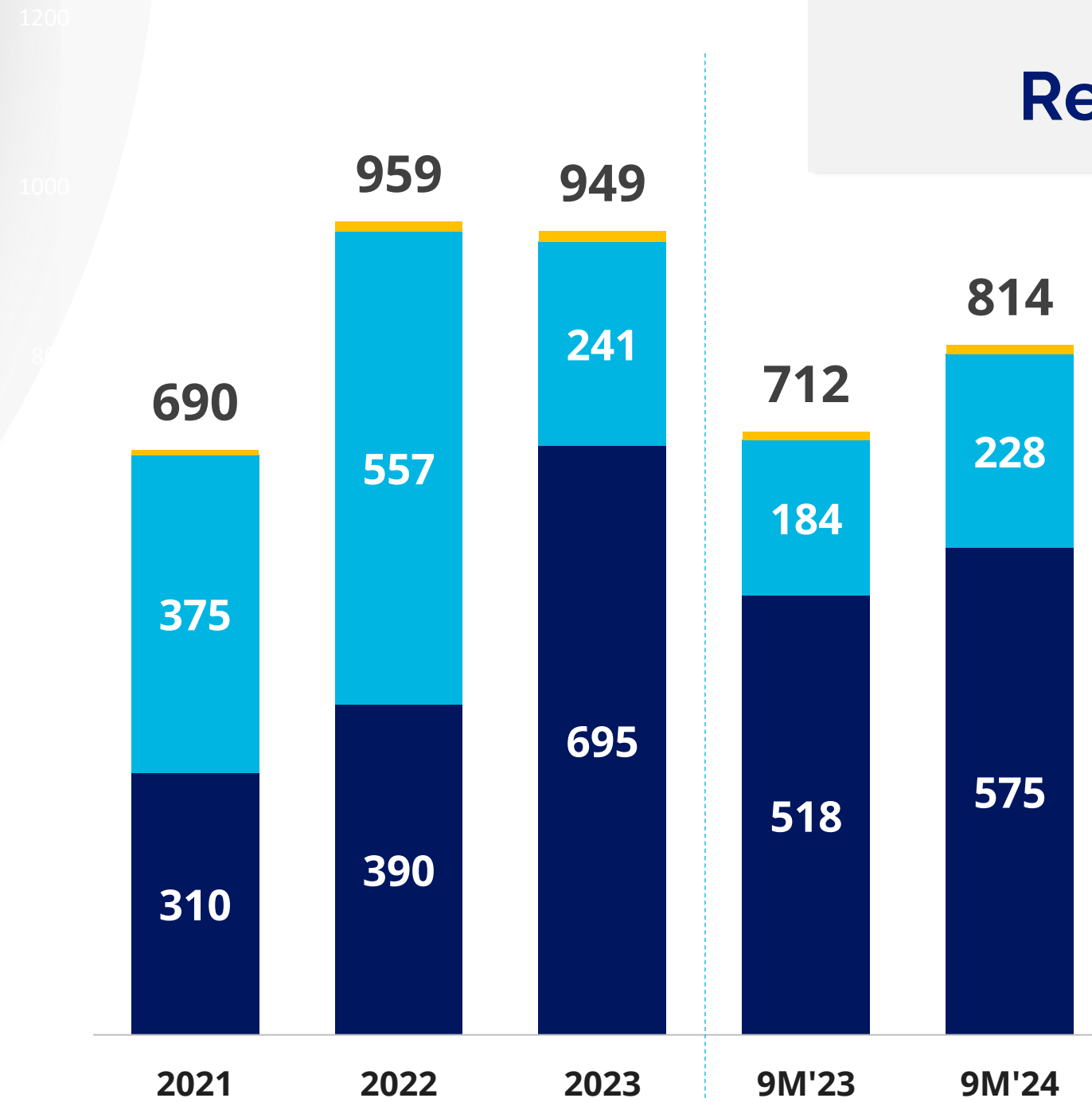
### RECURRING REVENUE

Increased  
**56.48** MB,  
**11%** Growth YoY

Unit : Million THB

- Other
- Non-Recurring Revenue
- Recurring Revenue

Total Revenue



Recurring	45.3%	41.2%	75.6%	71.6%	73.8%
Non-recurring	54.7%	58.8%	25.7%	28.4%	26.2%

## RECURRING REVENUES

(CONTRACT VALUE)

Reach **800M++**

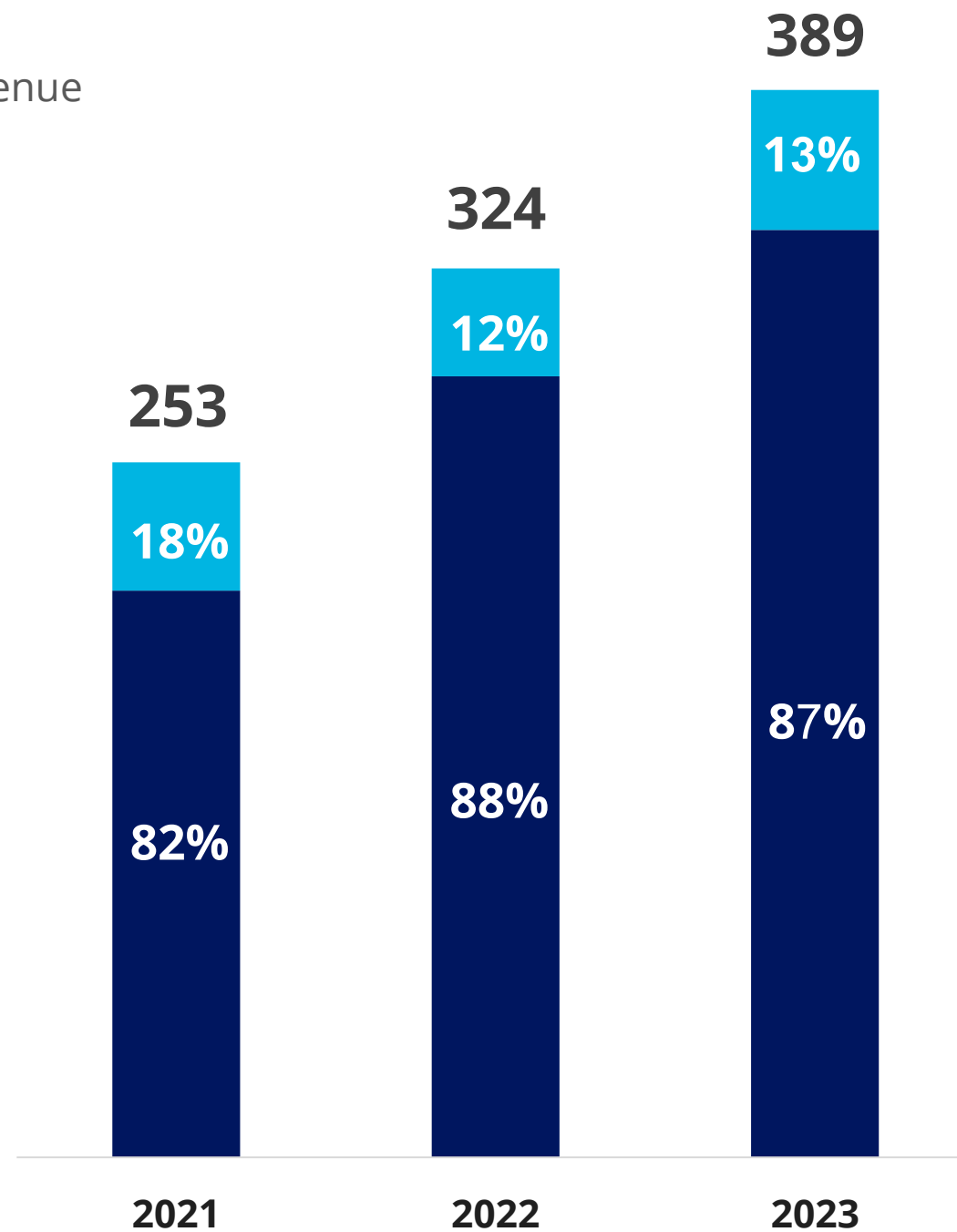


# SOFTWARE SUBSCRIPTION AND LICENSE COST & GP BREAKDOWN

Unit : Million THB

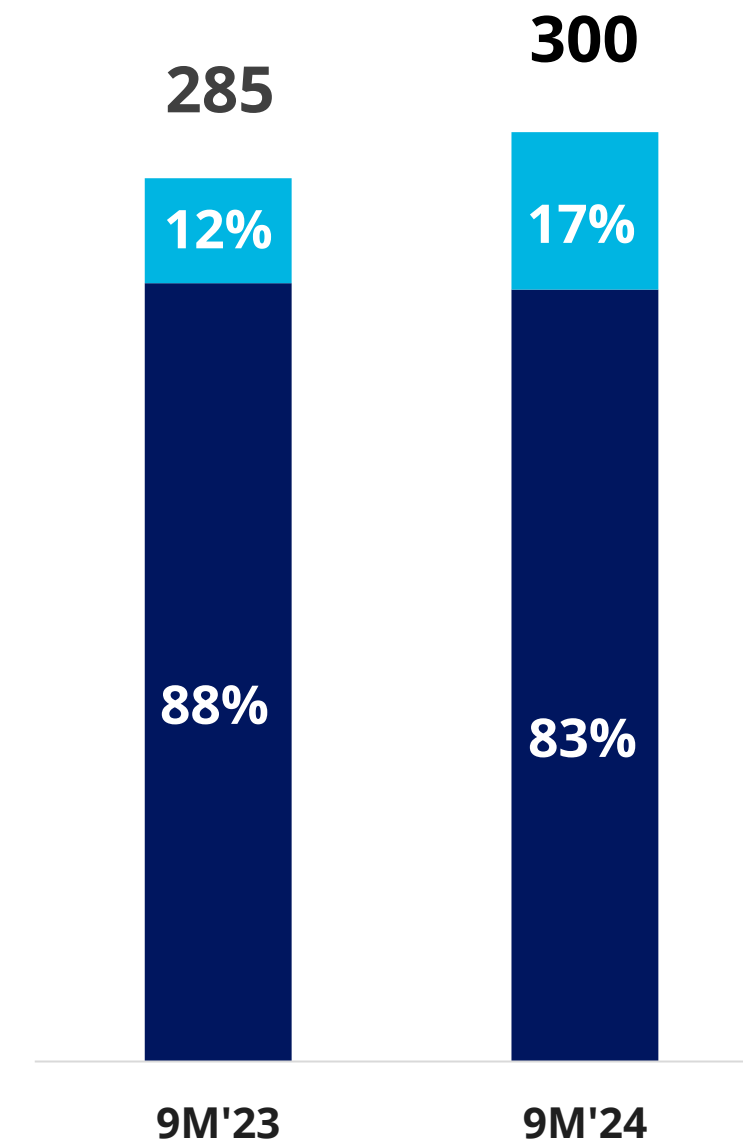
- Cost
- Gross Profit

Total Subscription & License Revenue



In 2022, Gross Profit Margin decreased by 6%, mainly from the appreciation of the USD.

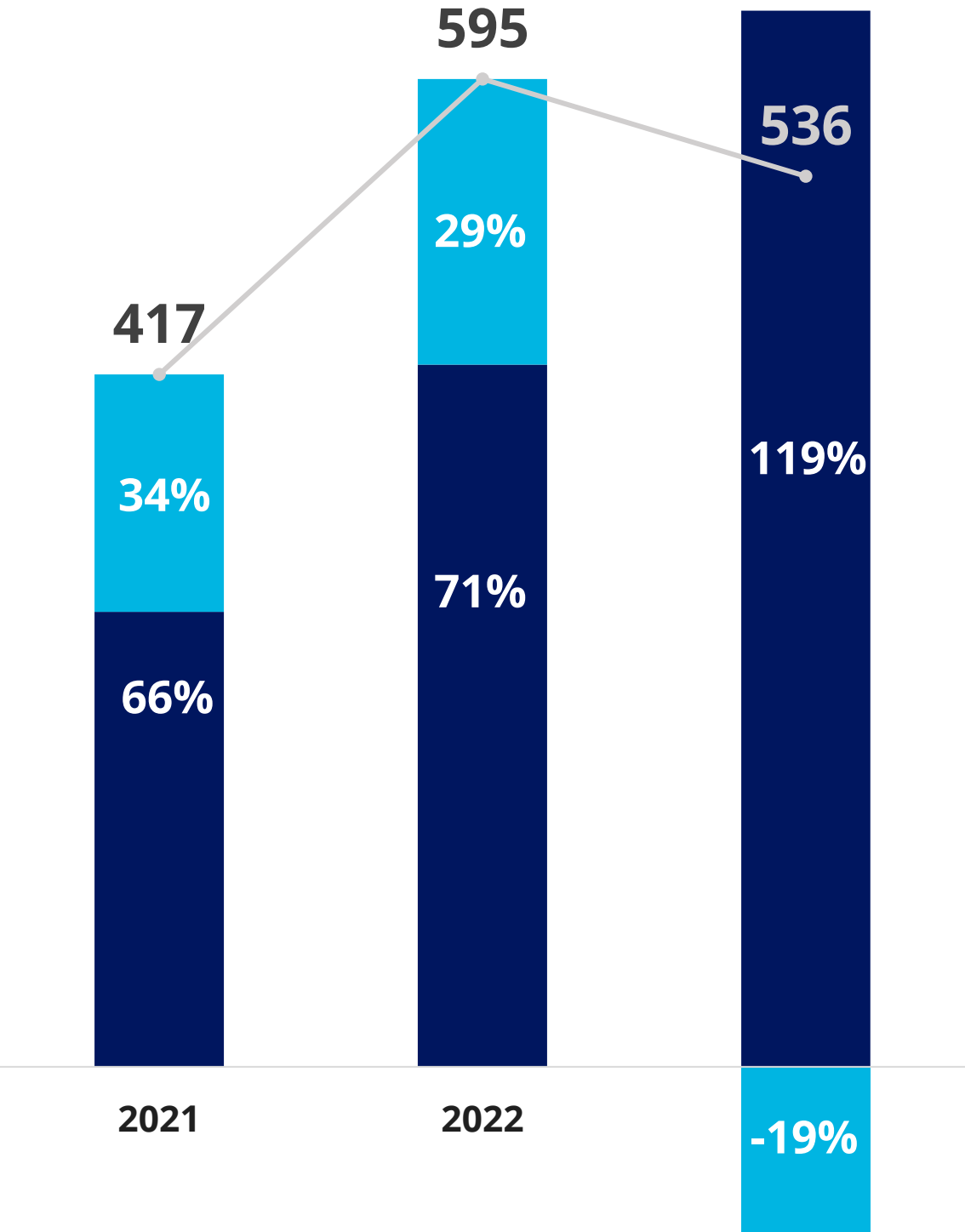
## GROSS PROFIT MARGIN IMPROVES BY 5%



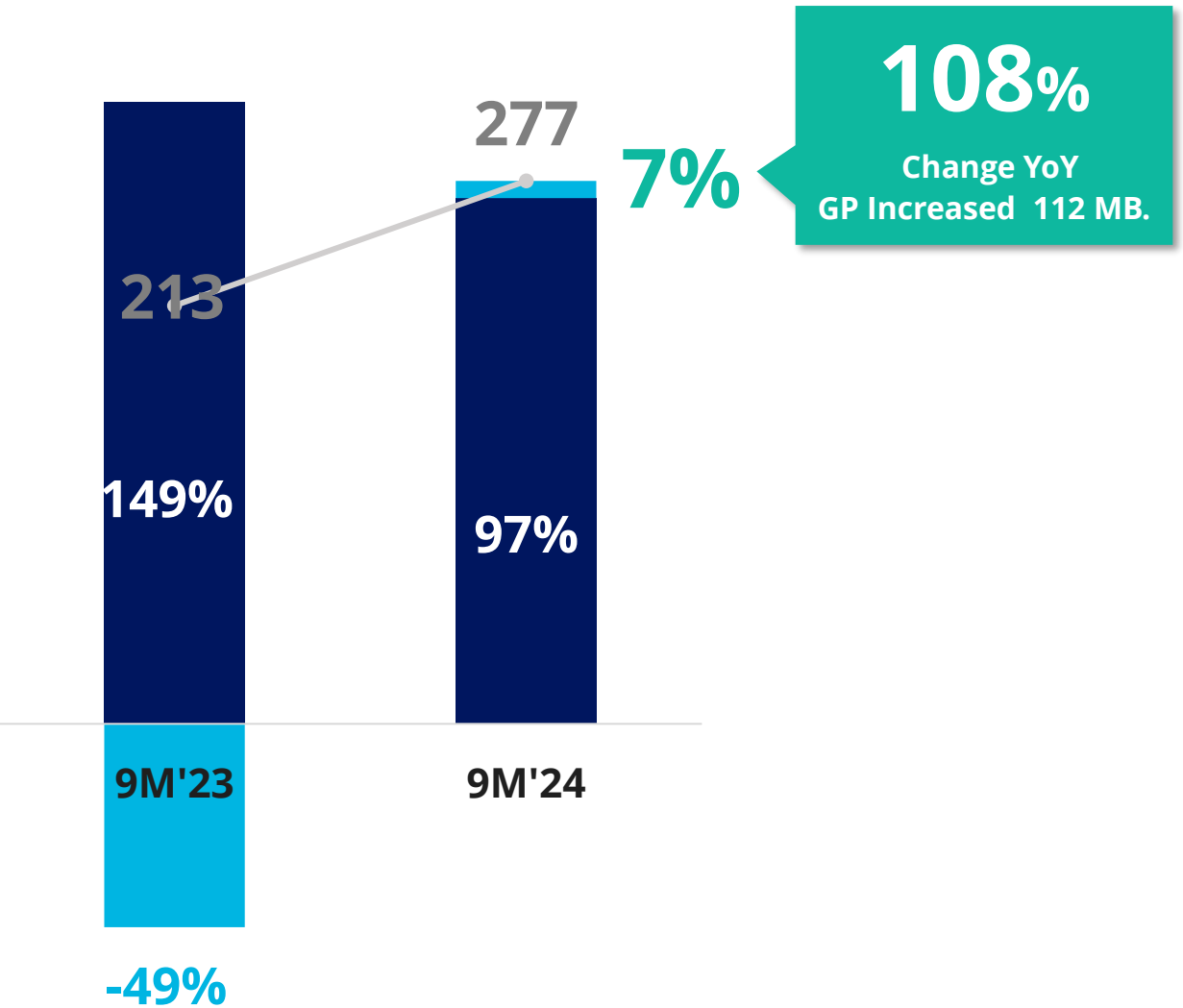
# SERVICE (Including Implementation & Outsourcing services) COST & GP BREAKDOWN

Unit : Million THB

- Total Service Revenue
- Cost
- Gross Profit (Loss)



## GROSS PROFIT MARGIN IMPROVES BY 56%

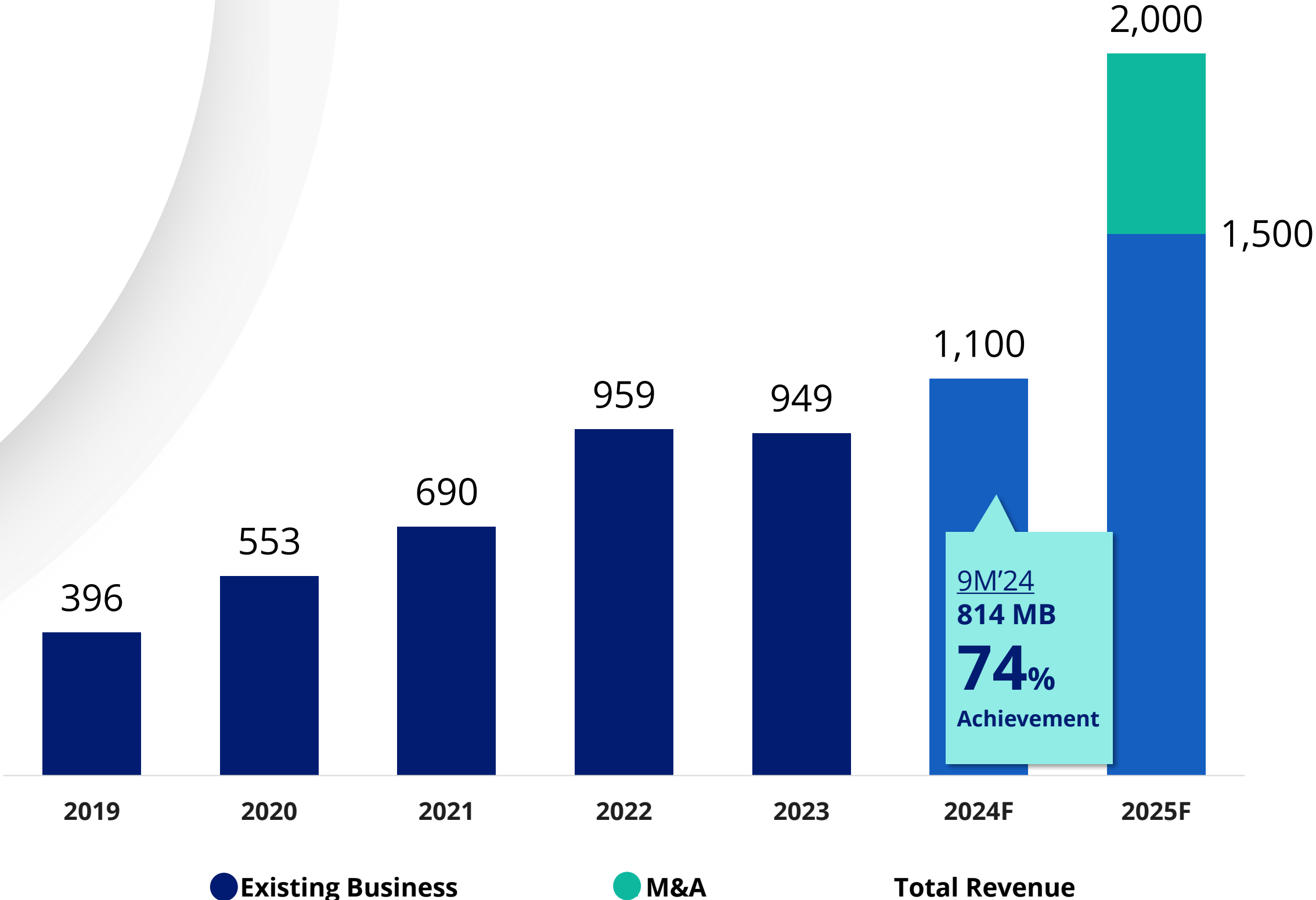




# GOALS & OUTLOOK

# REVENUE PROJECTION 2024-2025

Unit : Million THB





The first **Salesforce Net Zero Cloud** in Thailand and ASEAN for **IRPC PLC.**



The first "**Salesforce Health Cloud**" implementation in Thailand and ASEAN for **Sikarin Hospital**



The first "**entomo**" project implementation for **Summit Capital Leasing Co., Ltd.**



**Oracle Fusion** project implementation for **Ascend Group Co., Ltd.**



**Salesforce and Oracle NetSuite** implementation for **Warrix Sport PCL.**



**24-hour IT Helpdesk Services** under a 2-year contract for **King Power Corporation Co., Ltd.**



## Our New Projects : Half-year 2024



**Salesforce - DocuSign** Integration for **Siam Piwat Co., Ltd**



**Oracle NetSuite** project implementation for **Boncafé (Thailand) Co., Ltd.**



**Oracle HFM (Hyperion Financial Management)** project implementation for **Electricity Generating Authority of Thailand**



**Oracle NetSuite** project implementation for **Millennium Group Corporation (Asia) PCL.**



**New Oracle ERP Fusion** project implementation for **Tidlor Holdings PLC. (Tidlor Holdings)**



**Custom Development** project implementation for **King Power Corporation Co., Ltd.**







# Successfully Implements Adobe Content Management and Personalization Solutions for **Advanced Info Service Plc.**

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Content  
Management



Personalization





## Supports L'Oreal Thailand Co., Ltd. with Expert Development Team for Their CRM System

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Successful CRM and Telephony project implementation for contact center of Thai Group Holdings PLC.



Completed the Oracle ERP project implementation for Unita Capital Company Limited.



Successfully delivered the Oracle Procure-to-Pay (P2P) project implementation for Kasikorn Technology Group Secretariat Company Limited.



## Our Successful Projects : Half-year 2024



Celebrating first ESG platform in Thailand and ASEAN powered by Salesforce Net Zero Cloud for IRPC PLC.



Successfully completed the Oracle E-Business project implementation for The One Enterprise PLC.





# Completed Property Sales Transformation Project for SC Asset Corporation Co., Ltd.

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# GROWTH STRATEGY



**iiG's Ecosystem  
& Synergy**

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**Next - generation  
Technology**

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# ACCELERATING IIG GROWTH AS TRUST PARTNER THROUGH OUR ECOSYSTEM STRATEGY



## Co-Innovation for Growth

- Focus on exploring industry mega-trend including AI, Sustainability, and HealthTech
- Co-Innovate to ensure relevant business use cases are enabled by the technologies



## Collaborate to Scale

- Ensure all development life cycles are aligned to customer needs and ready to scale to meet high demand and business growth
- Continue to localize and develop own IP to fit Thailand market



## Co-Investment for Further Growth

- Focus in aligning investments with our partners in order to manage and meet customer's expectations



# We Are One

Leverage iiG and the Group's Strengths to Support **Aero Healthcare, Australia**



Aero Healthcare is a global company specializing in first aid, wound care, and personal protective equipment.

- Public Access AEDs
- Pre-Hospital Emergency
- Wound Care & First Aid
- Medical Supplies & Equipment
- First Aid Training Supplies





# New Joint Venture

# NEW JOINT VENTURE – IIC CO., LTD.

## Registered Capital

THB 8,000,000(Eight Million) Divided into 80,000 ordinary shares with par value of 100 Baht per share

## Objectives

IT Infrastructure Solutions, Cyber Security, and related services.

## Shareholding Structure

1. I&I Experience Company Limited held 51% of Total shares
2. Mr. Chinsamith Kullama held 49% of Total shares

## Board of director

Total 3 Directors, Nominate from IIG 2 Seats

## Nature of Business

IT Infrastructure Solutions, Cyber Security, and related services.

## Source of funds

Working Capital

Vision

Leading Professional AI Infrastructure solution

Mission

Working with trusted Partner



## Our Solution



## Network & System



## Cybersecurity



## AI Cloud



## Data Center



## Smart City



# Mergers and Acquisitions

## M Intel: One of the Top Salesforce providers in Thailand



**100+**  
Customers



**100+**  
Projects success in 5 years



**50%+**  
Revenue from existing customers



**150+**  
Deployments

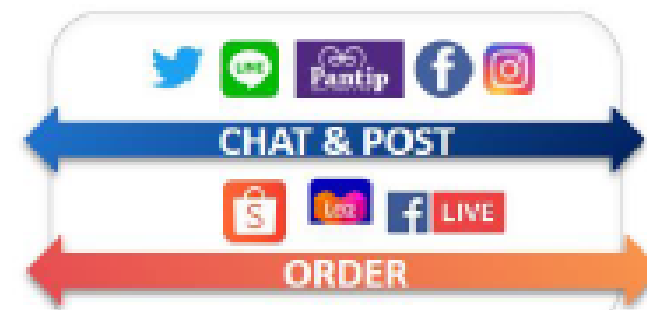
<b>ISO 27001</b> INFORMATION SECURITY MANAGEMENT SYSTEM	<b>CERTIFIED</b> User Experience Designer	
<b>SALESFORCE CERTIFIED</b> Administrator	<b>SALESFORCE CERTIFIED</b> Service Cloud Consultant	<b>SALESFORCE CERTIFIED</b> Sales Cloud Consultant
<b>SALESFORCE CERTIFIED</b> Marketing Cloud Consultant	<b>SALESFORCE CERTIFIED</b> Marketing Cloud Email Specialist	<b>SALESFORCE CERTIFIED</b> Pardot Specialist

“ **Fastest growing Salesforce partner in APAC** ”

- Only Salesforce partner with ISO27001 security certification
- Only Salesforce partner with Salesforce certified UX Designer
- Only Salesforce partner with dedicated omni-channel connectors development team
- Flexible payment term with possible zero-cr in the project



**130+**  
Employees





## Establishing Clear Leadership as Thailand's No.1 Salesforce Provider

Assisting iiG in **bolstering its marketing and credibility** through the acquisition of M Intelligence, making iiG a clear No. 1 leader in **Salesforce in Thailand**.



## Customer Base Expansion

iiG will be able to tapping into M Intelligence's existing client network and offering a broader range of services. This strategic move will **strengthen iiG's market presence and attract new clients seeking innovative digital solutions**.



## Marketing Technology and Customer Experience Enhancement

By leveraging M Intelligence's **expertise in MarTech and CRM platforms**, iiG can **optimize marketing tools and enhance client interactions**, resulting in more effective solutions, improved ROI, and higher satisfaction and retention rates.

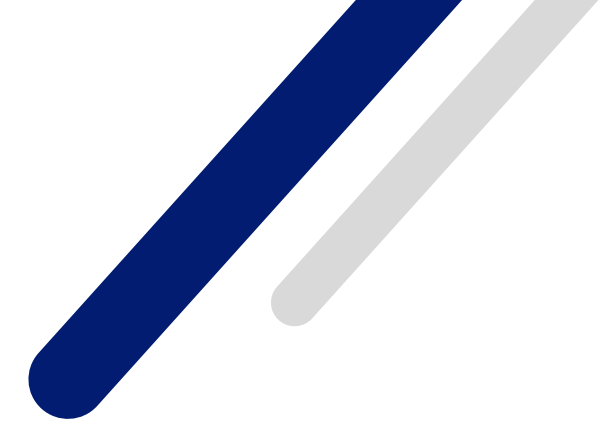


# Next-Gen Technology

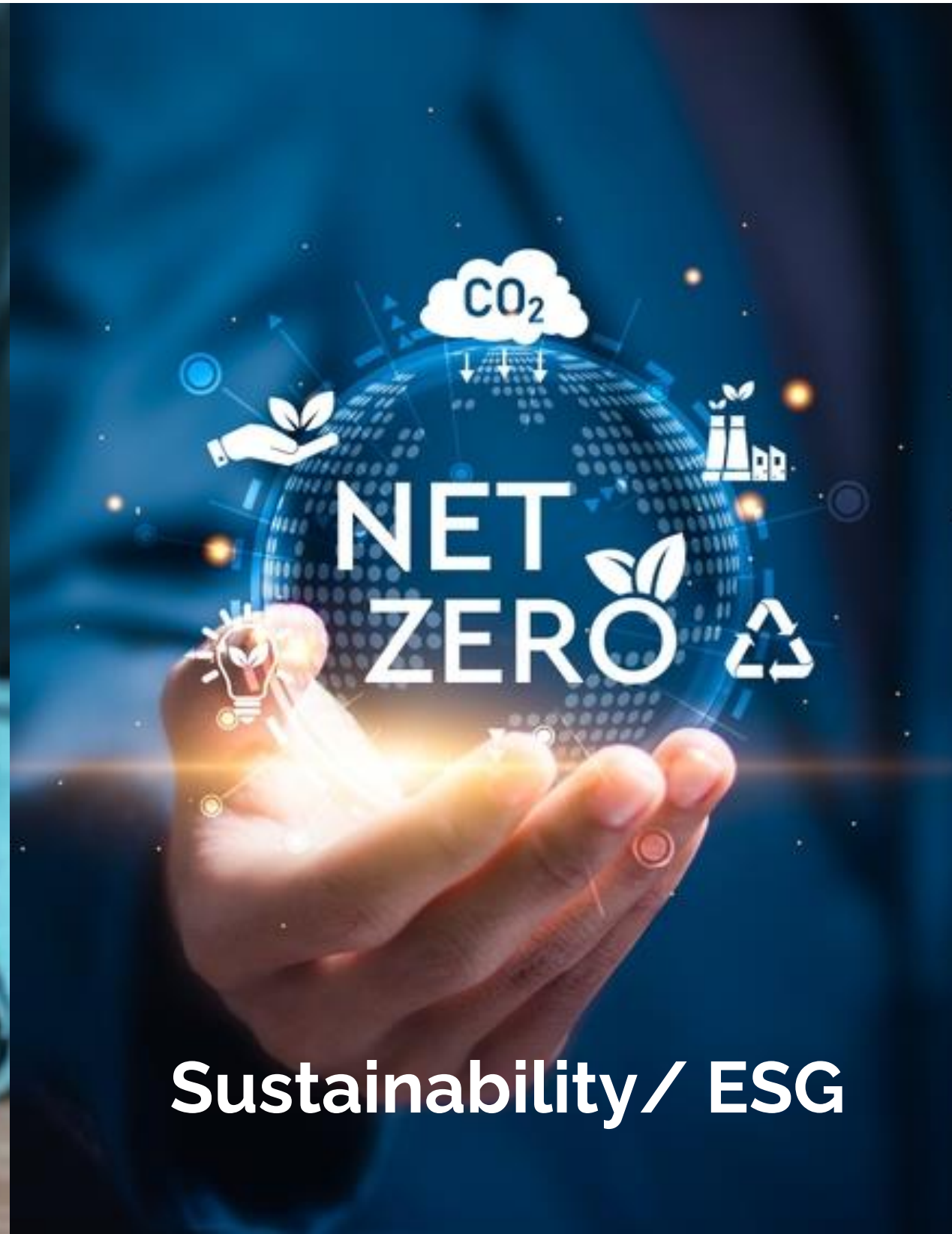




# NEW S-CURVES



**AI Agents**



**Sustainability/ ESG**



**HealthTech**

# AN ERA OF AI - GEN AI





# The Future of Digital Insurance



I&I Venture Co., Ltd.

**Making AI and advanced technology  
accessible for INSURANCE**

1.Sales

2.Underwriting

3.Claim

4.Service



Motor

Telematics

Adaptive Premium

Personalized Renewal



AI Inspection

AI auto-approval

Self-service claim processing

AI Damage assessment

AI Repair Recommendation

AI Claim Settlement

AI Surveyor assistant

Fraud Prevention / Anomaly detection

Predictive Claim Reservation



AI Virtual agent

Service Automation

Service Sentiment Analysis



Health

Adaptive Premium

Chronic Diseases Prediction based on wearable devices

Voice Bot Selling

Automated AI Underwriting

AI Analytic UW fraud detection



Self-service claim processing

Claim Request & Approval

AI Claim Settlement

AI Analytic claim fraud prevention (customer/doctor/hospital/agent)



AI Virtual agent

Service Automation

Service Sentiment Analysis

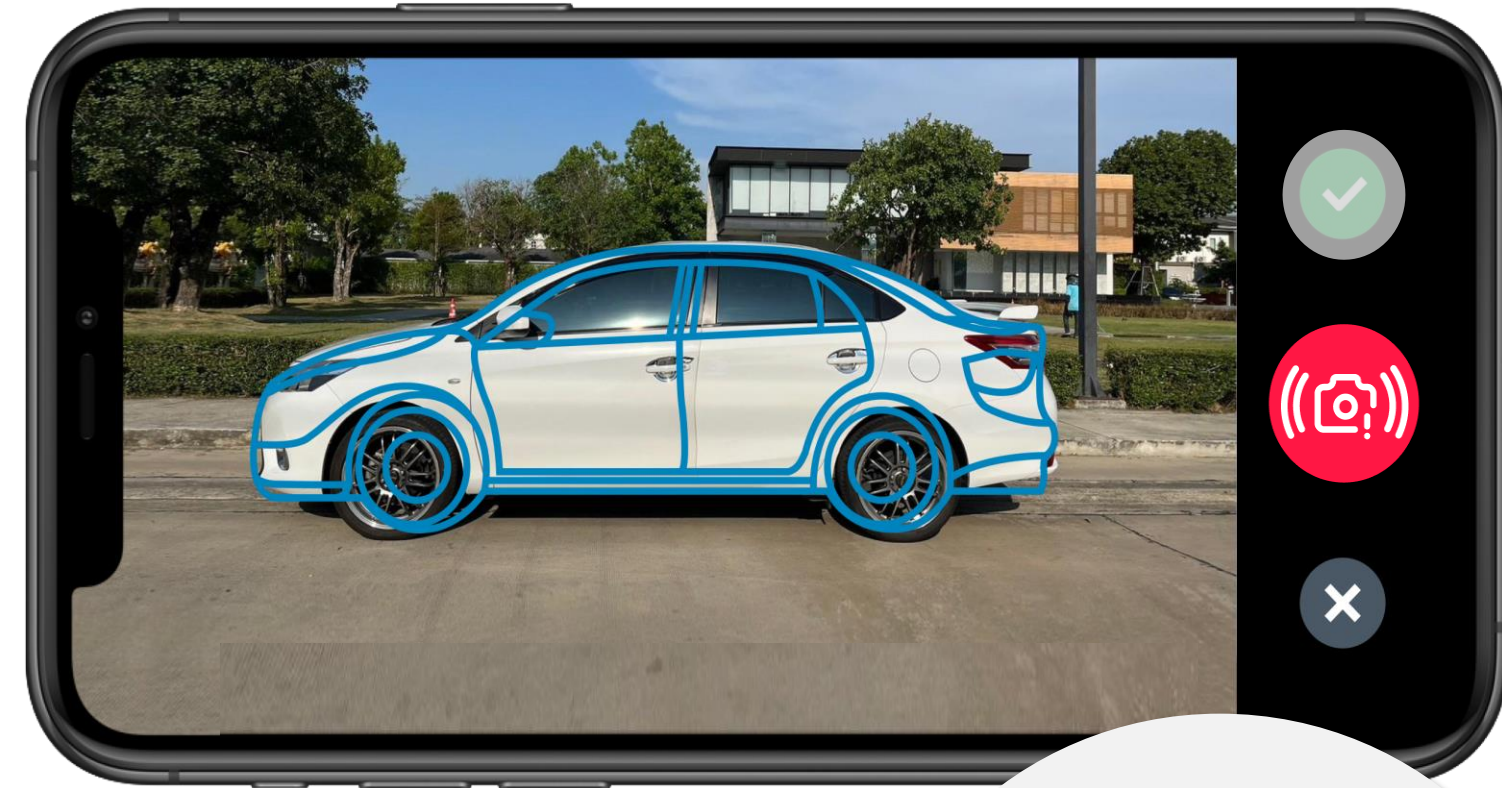




# AI-Powered Insurtech Solution



➤ **Moverse Claim**



➤ **Moverse Inspection**

MVP Launched in Q2

AI inspection will reach 440,000 car images by Dec 2024

Pilot run with Viriyah and garage in Q3 2024

Launch A VDO + Self-Claim in 2025

Launch Moverse Connect ; VDO Call Claim with staff assistant + real-time chat and image annotation in Q1 2025

Launch VDO feature in 2025





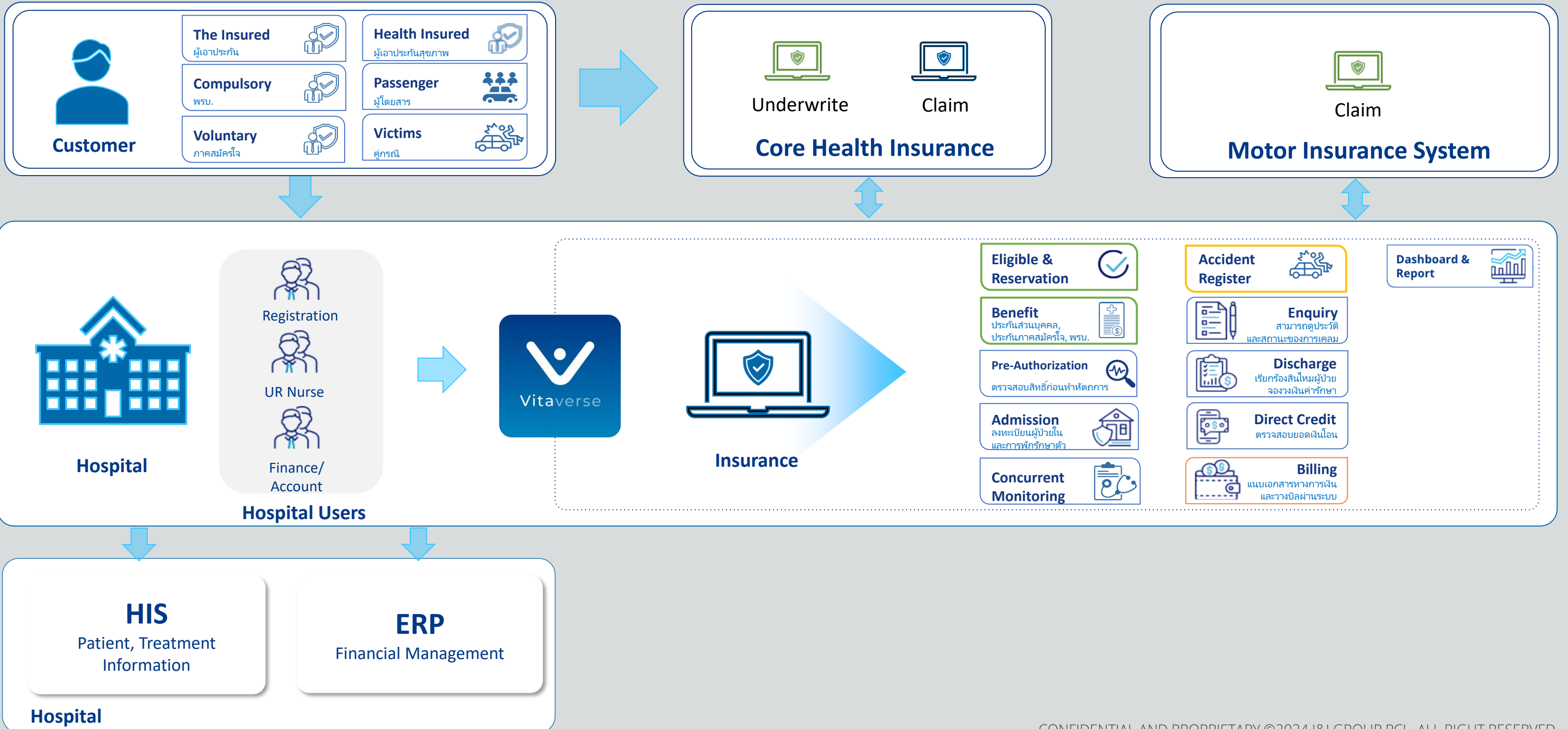
# AI-Powered Insurtech Solution



## Vitaverse Claim

- MVP pre-launched in Q2
- Pilot run with Viriyah and hospitals in Q1 2025

### Claims (Health & Personal Accident)

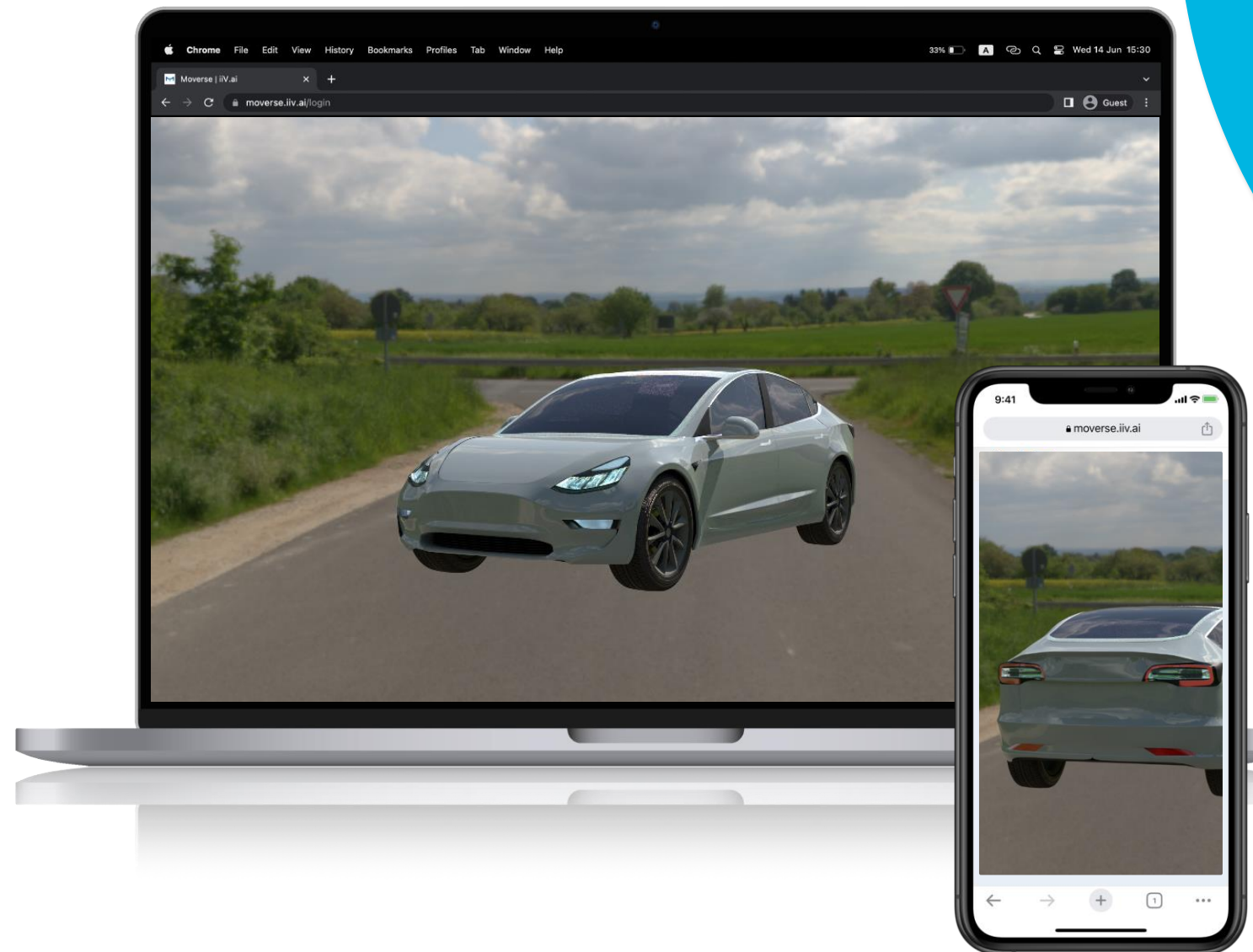




# AI-Powered Insurtech Solution



## iiV AI Lab Progress



### Accelerating model development with Generative AI

- Advanced car photo synthesis with Generative AI
- 4x faster model learning speed for scalability and coverage.
- Dynamic model customization to fit with emerging business changes e.g new EV car models, damages, etc.

Live video  
processing with AI  
for future self claim  
automation.  
(Prototype).



# The 3rd wave of AI is Agents

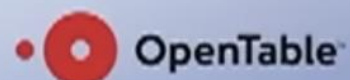
Wave 1

Predictive

Wave 2

Copilots

“Agentforce could be  
Salesforce’s most powerful  
support tool yet”



“Agentforce  
outperforms  
our old chatbot  
by 40%”

WILEY

“Agentforce will free our  
teams to focus on their  
highest-value tasks”

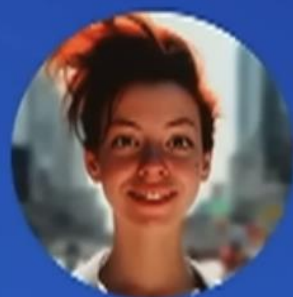


Wave 4

Robotics

Wave 5

Artificial  
General  
Intelligence





Introducing  
**Agentforce**

GA October

**Humans with Agents drive customer success together on the Salesforce Platform**

Trusted and secure

Scalable and accurate

Easy to customize, built-in AI

Customer 360 integrated

Unified metadata platform

Open ecosystem





# Launch your Agentforce from miles ahead with the Salesforce Platform



## Customer 360 profiles



## Data Cloud

Structured & unstructured data with Zero Copy

## Actions

Prompts  
Flows & Apex  
MuleSoft

## Channels

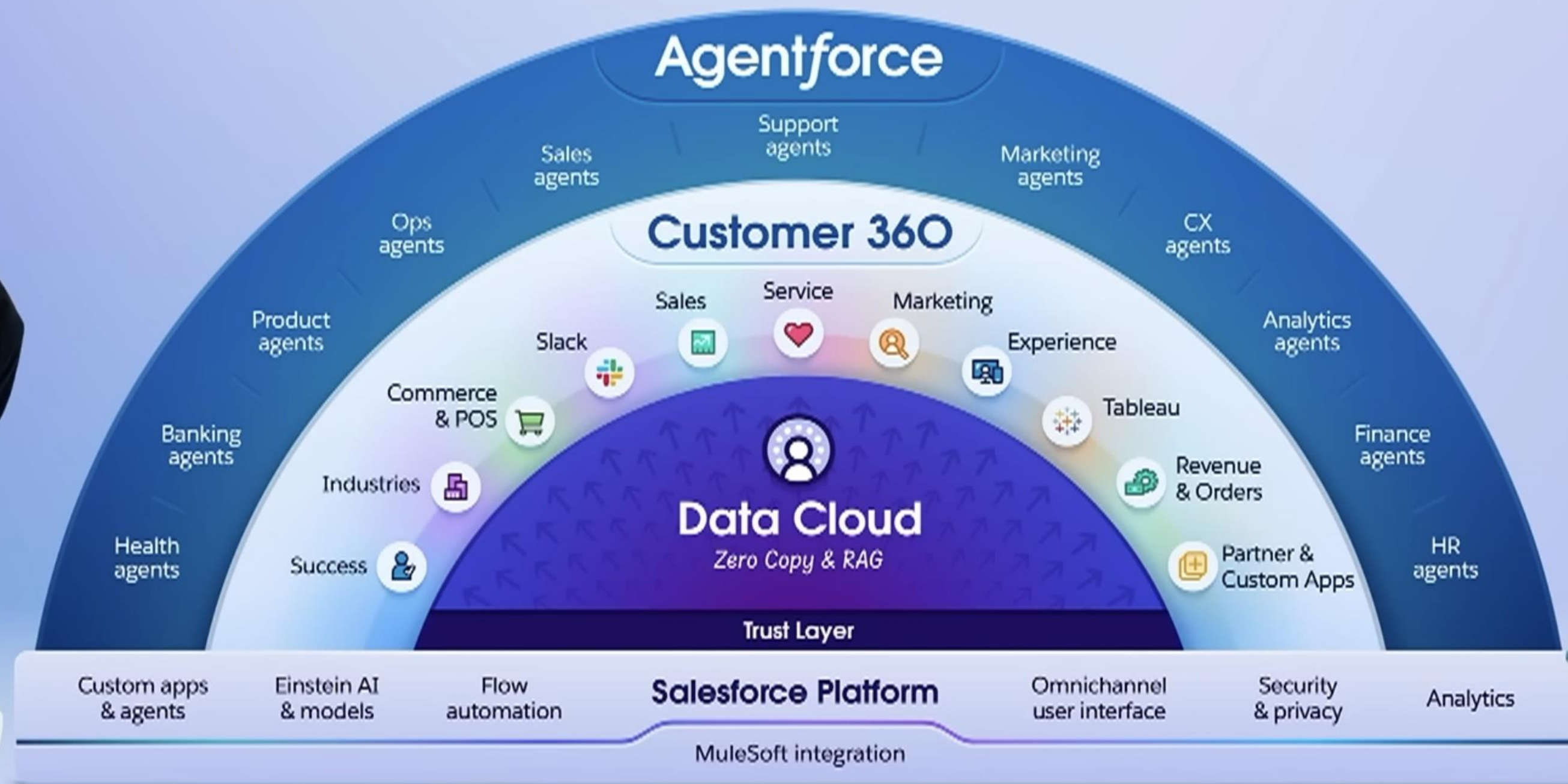


## Trust & security

Trust Layer. Guardrails. Toxicity detection. Sharing model.



# Only the Salesforce Platform brings together Customer 360 + Data + Analytics + Agents





# Agentforce

What AI was meant to be.

**75%**  
of AI's value is in  
the front office



**Augmented  
employees**



**Better customer  
experience**



**Higher  
revenue**







# iiG Is Pioneering Business Use Cases to become a Leader in Gen AI Era



We have been certified Salesforce AI Associate Certification

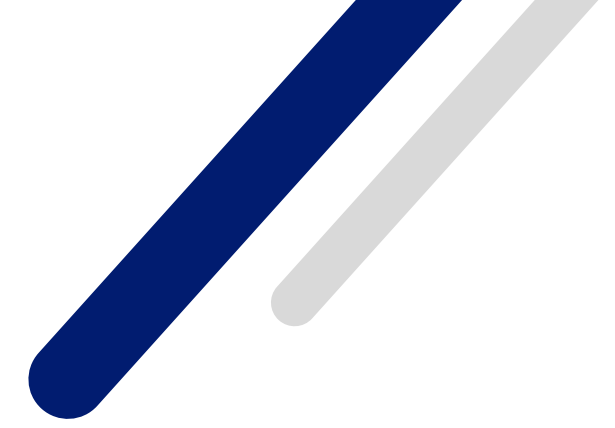


## Pilot with Key Customers of iiG

A leading business in the industries of

- Real Estate
- Insurance
- Retails

# NEW S-CURVES



AI Agents



Sustainability/ ESG



HealthTech





Celebraing first ESG platform  
in Thailand and ASEAN  
powered by **Salesforce Net  
Zero Cloud** for IRPC PLC.





# iiG – NET ZERO TECHNOLOGY ENABLER



## Climate-Unfriendly businesses will soon struggle.

Net-Zero target is already happening. Businesses must commit publicly to world in balance collectively sooner rather than later. There's no way around it.

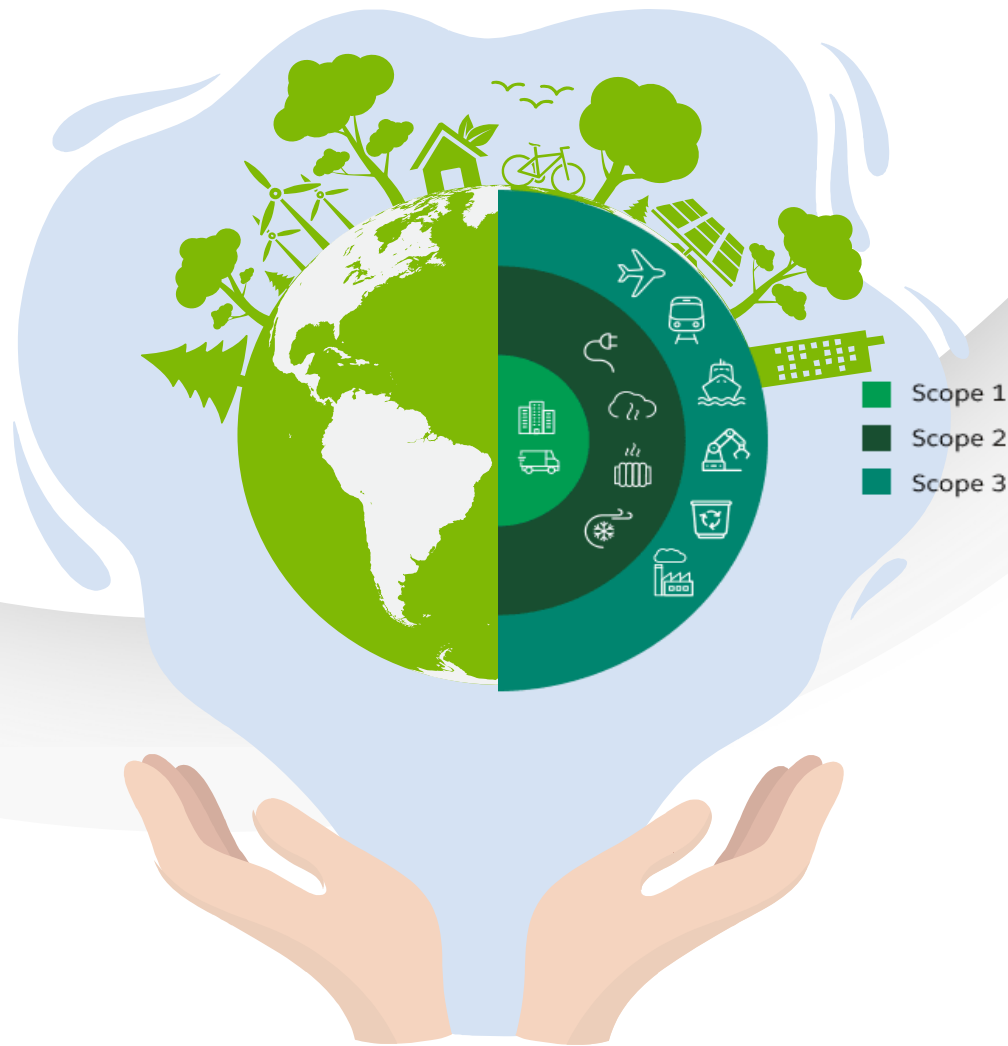
**Cut GHG emission in half by 2030 to limit global warming to 1.5°C**

World	APAC	Thailand	Company
<ul style="list-style-type: none"> <li>As of 2023, <b>37% of the world's largest companies</b> commit to achieve net-zero emissions.</li> <li>In 2022, low-carbon investments in emerging markets reached an all-time high of <b>\$85 billion</b></li> <li>EU implemented Carbon Border Adjustment Mechanism (<b>CBAM</b>) to curb carbon emissions from imported goods.</li> </ul>	<ul style="list-style-type: none"> <li>Over <b>670 companies</b> in APAC have committed to emission reduction through initiatives like the Climate Disclosure Program (CDP)</li> <li>McKinsey's analysis suggests that approximately <b>40% of emissions</b> in selected Asian countries could be reduced with an <b>economically positive business case</b></li> </ul>	<ul style="list-style-type: none"> <li><b>60+% of listed companies</b> disclose GHG scope 1 &amp; 2 in 2023 according to <b>One Report 56-1</b> by SEC</li> <li>KBank has funded for green projects totaling more than <b>20 billion baht</b> in the first half of 2023.</li> <li><b>Climate Change Act</b> will soon be enacted to drive climate change actions, such as <b>greenhouse gas emissions trading system, carbon tax</b>, etc.</li> </ul>	<p>Companies that adopt net-zero strategies early can gain all these advantages.</p> <ul style="list-style-type: none"> <li>Environmental Responsibility</li> <li>Cost Savings</li> <li>Regulatory Compliance</li> <li>Investor Attraction</li> <li>Global Partnerships</li> <li>Brand reputation</li> </ul> <p> Join Net-Zero path and choose <b>iiG</b> as your most trusted sustainable partner.</p>

Consumers, as Global Citizen, do not only aware of their environmental impact but also actively support businesses that value on sustainability and Net-Zero commitments.

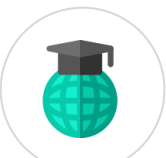
# iiG MISSION TO NET-ZERO TECHNOLOGY LEADER

Partner with us to empower your business with our cutting-edge technology, as we sustainably journey together towards a Net Zero future and turn you into a real Ecopreneur.



## Reduce Emissions

What gets measured gets done. CO2 Reduction requires a powerful and sophisticated tool to account and actualize carbon footprint. One of iiG recent achievement is **Salesforce Net-Zero Cloud** implementation at **IRPC**, Petroleum and Petrochemical company



## Educate

We must foster a widespread awareness that moves us away from the harmful idea of "infinite growth" and towards the responsible and thriving management of our resources, environment, and societies.



## Innovate

We must ignite an ecopreneur revolution to support innovators in developing and scaling the new technologies needed to achieve Net Zero. The International Energy Agency states that we can halve emissions by 2030 with current proven technologies, but reaching Net Zero will require even more innovation.



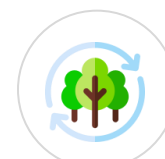
## Remove Carbon

Proactively investing in a diverse array of nature-based and industrial solutions to remove carbon from the atmosphere. From Artificial Intelligence to Data Analytics, energy usage optimization and maintenance requirement prediction can contribute to Decarbonization.



## Advocate

Everyone has a duty to advocate for government policies that promote innovation investment and hold accountable those who act irresponsibly.



## Reforest

Our planet's tree population has plummeted from six trillion to just three trillion, with deforestation continuing at the rate of a football field every second. We must safeguard and restore our forests to enhance their capacity to regenerate and capture carbon.





# Organizations Are Facing Multiple Challenges

Overcoming these challenges is crucial to meeting net zero goals.

## Reliance on spreadsheets and manual processes

47% of organizations surveyed still use spreadsheets to manage their ESG data.

## Siloed data

Over 70% of firms report taking an ad hoc or decentralized approach to acquiring and managing their ESG data.

## Lack of visibility into the Scope 3/supply chain

Lack of visibility into supplier practices and the absence of monitoring mechanisms in global supply chains with diverse regulatory environments increase complexity.

## Inadequate policies, skills, and systems for assurance

Only 29% feel they have the ESG policies, skills, and systems to be ready for ESG assurance.



Organisation



Stakeholders

# ESG Is Increasingly Becoming a Strategic Priority for all Industry



## Wave of New ESG Regulations with Broader Requirements

There are more than **2,400 ESG regulations covering 80+ jurisdictions worldwide**, representing an increase of 155% in the past decade.

ESG reporting is **rapidly shifting from being largely voluntary to a mandatory disclosure landscape**.



## Closer Alignment of ESG, Finance, and Business Strategy

Roughly 76% of executives surveyed **view ESG as central to their business strategy** and about 72% approach it as a **revenue enabler rather than cost center**.

Nearly 1/3 of **CFOs are examining the potential effects of climate change** scenarios on financial outcomes.



## Supply Chain Sustainability Becomes Critical

BDC's study finds **92% of major buying organizations are expected to require their suppliers to disclose ESG information in 2024**.

In addition, 75% of these large organizations plan to increase the number of ESG criteria requirements.



## Increased Investment in ESG Technology

A study by KPMG found that **90% of business leaders will increase their ESG investment in the next three years**.

Deloitte predicts the tipping point will be reached in 2024 for ESG software sales, with revenue climbing from \$1 billion in 2024 to \$1.8 billion in 2028.

Sources:

*ESG News: Global ESG Regulation Increases by 155% Over the Past Decade*

*IBM: ESG Data Conundrum*

*Goodlab - ESG Trends; GoodLab*

*Deloitte*

*KPMG: KPMG Survey: Addressing the Strategy Execution Gap in Sustainability Reporting*



# Introducing Net Zero Cloud

## ESG Management Platform

### Efficiently Manage Sustainability Data

Track progress to net zero in one place and ensure data is auditable for investor and regulatory reports.

### Automate Supplier Emissions Tracking

Collaborate efficiently with suppliers to track and take action on full value chain emissions.

### Forecast & Reduce Risk

Get intelligent emissions tracking, reduction recommendations and forecast risk to achieving net zero targets.

### Integrate Sustainability Into Every Decision

Simulate the emissions impact business processes can have and get a roll up summary of emissions recorded and forecasted

**1500+**  
stakeholders  
engaged with  
emissions data



# Net Zero Cloud

Encompassing all ESG capabilities



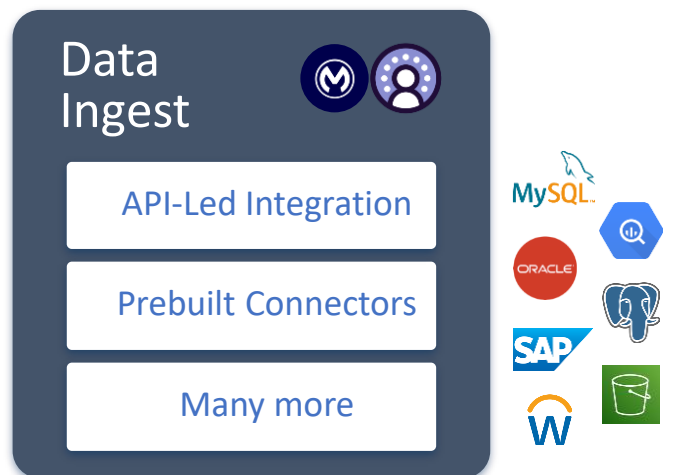
# Single ESG platform from data to impact...



TRANSFORM

MANAGE

REPORT



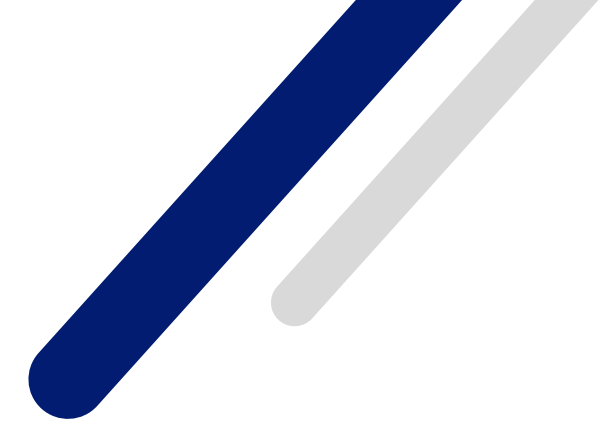
**Salesforce Platform** | Menu-Based, Click not Code | Intelligence | Automation | Data

**Hyperforce** | Trusted infrastructure | Scale | Security





# NEW S-CURVES



AI Agents



Sustainability/ ESG



HealthTech



# The first “ Salesforce Health Cloud” implementation in Thailand and ASEAN

## What is Health Cloud ?

It is Salesforce's premier patient and member relationship software for healthcare and life sciences that harnesses the power and security of the cloud, and social and mobile tech. It delivers personalized engagement with a unified view, smart patient management, and a connected engagement experience.

Source : <https://www.salesforce.com/healthcare-life-sciences/health-cloud/>

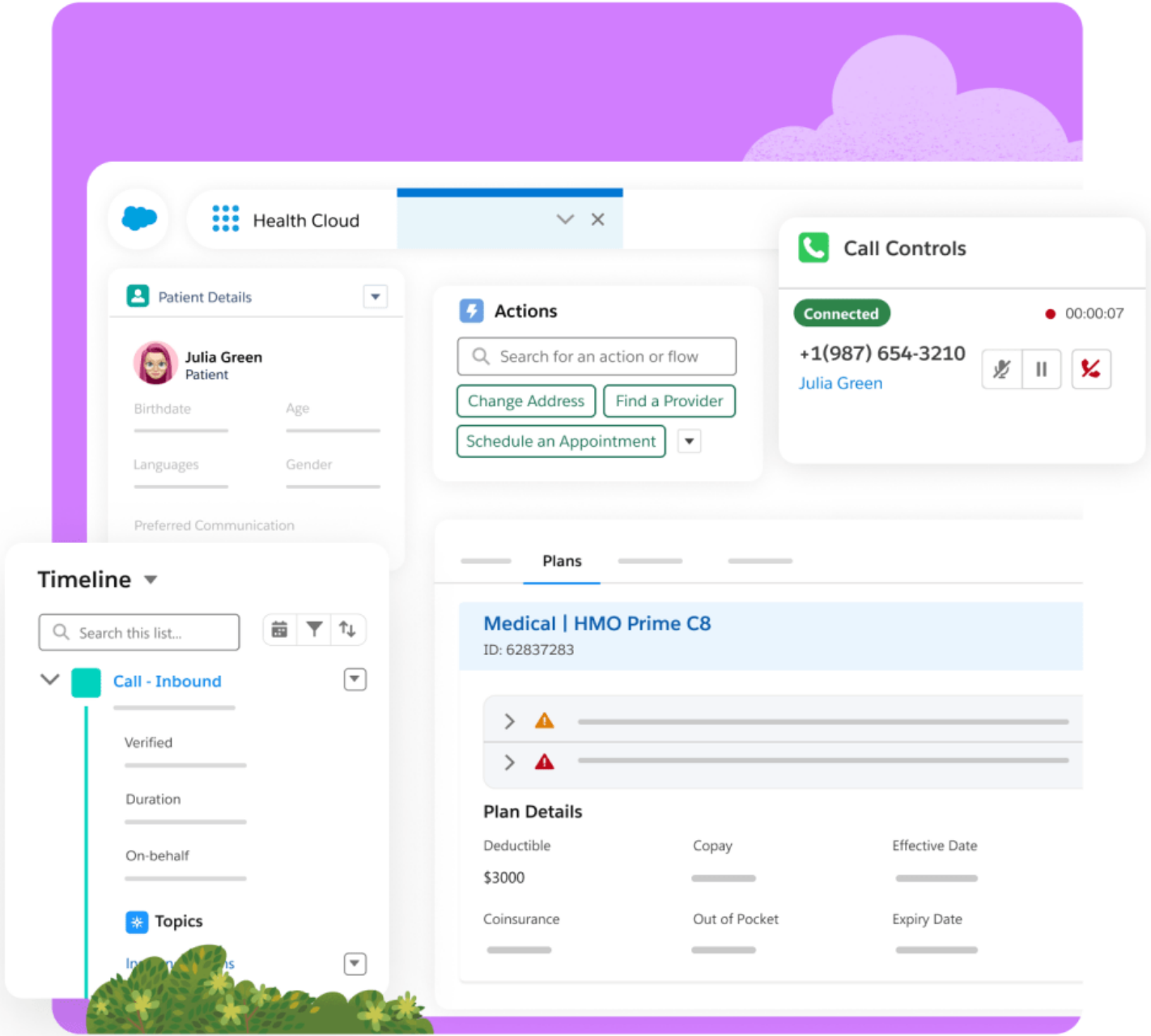
Improve personalized care plan and promote patient's health and well-being

Personalized Care Plan

Resource Planning

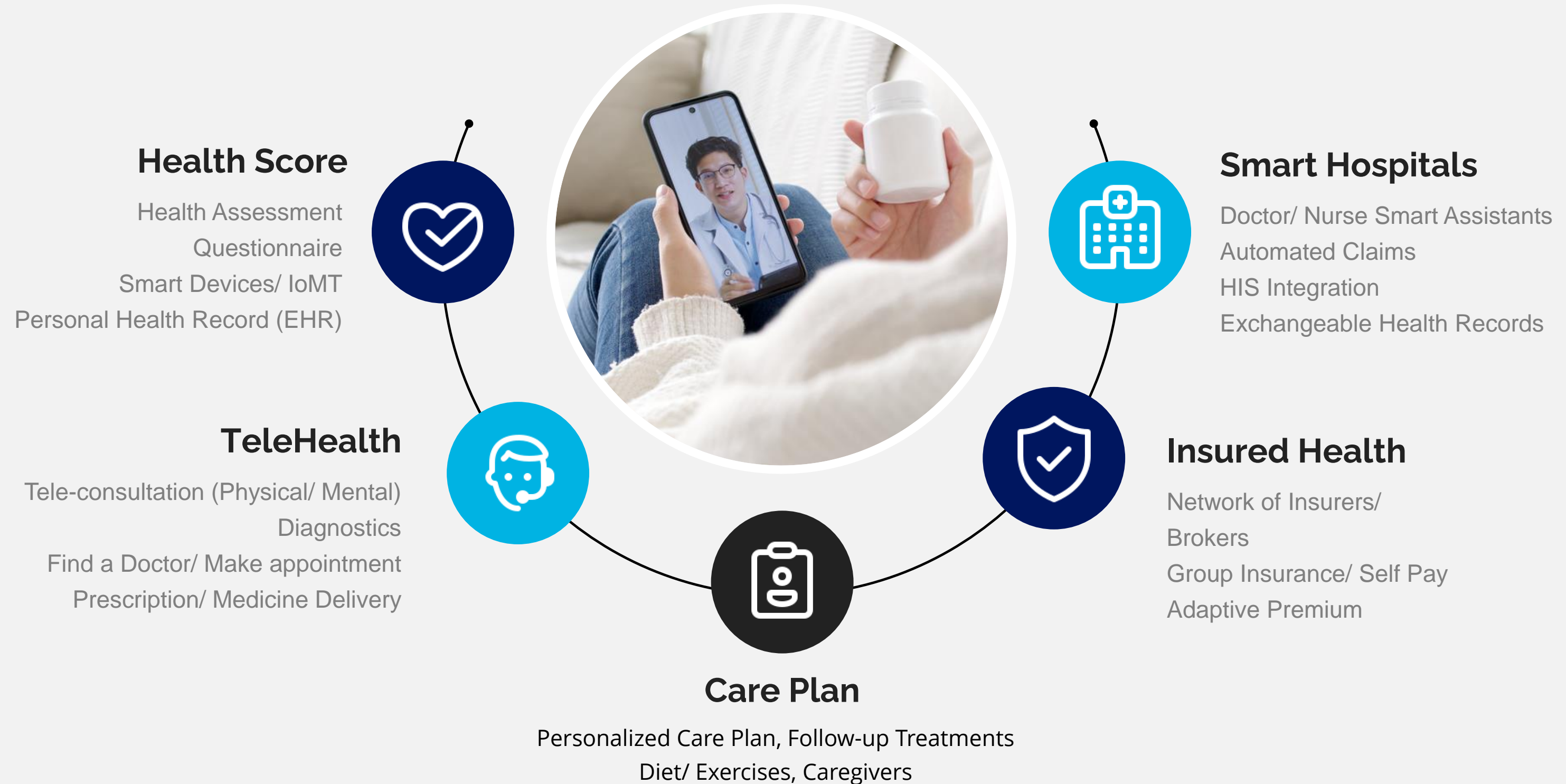
Information Utilization

Patient Engagement



# DIGITAL HEALTHCARE FOR THAILAND

**Ecosystem** Corporate, Population, Policy Makers, Hospitals, Clinics/ Wellness, Caregivers, Family/ Community, Coaches, Insurers/ Brokers







# Q&A

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