

Singtel Investor Day

Group Enterprise

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CEO, Group Enterprise



Group Enterprise at a Glance

Group Enterprise
FY15 Revenue¹



S\$6.2b

+2.1%

AU Enterprise
Improved
Performance

EBITDA: **+1.7%**

Mobile : **+5%**

Customer
Experience

SG

+2_{pp}

AU

+5_{pp}



GE
ICT Revenue

S\$2.4b

+7%



**Growth Engines
Momentum**

1. Operating revenue excluding fibre rollout and maintenance

Leadership in Singapore and Asia Pacific

Singapore Enterprise
Operating Revenue

s\$4.5b
+4.5%

#1

Market Leadership in Singapore

International Data in Asia Pacific

Domestic Data

DC & Hosting, Enterprise Cloud, Enterprise Mobility
Business Services

**Investing in
next-generation
network technologies**

**Software-Defined
WAN Pilot with
Customers**

**Infrastructure
Investments**

Submarine Cables

• FASTER & SEA-ME-WE 5

HK Data Centre

Advanced Security
Operations Centre

**Large infrastructure
outsourcing for
the Singapore
government**



Example of how Singtel enables end to end ICT solutions for a leading financial information provider

Provide integrated & secured managed connectivity services to >300 locations in APAC region

Data Centre hosting of applications and services

Integrated & regional enterprise mobility solutions and services

Improved performance in Mobility and ICT & MS for AU Enterprise

FY15 Operating Revenue¹

A\$1,543m **+0.4%**

FY15 EBITDA²

A\$300m **+1.7%**

Improvements in our
Customer Experience

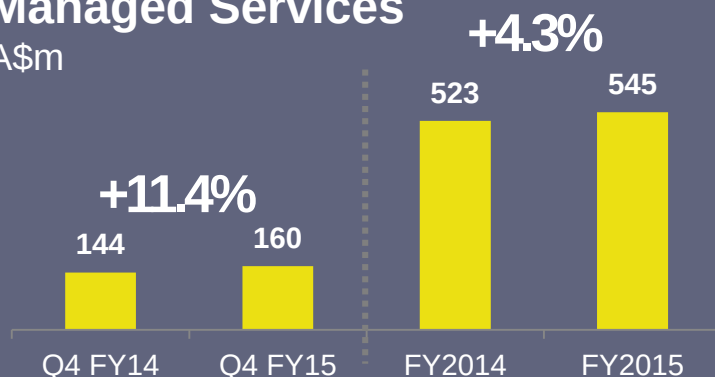
Net Promoter Score



+5.2 pp

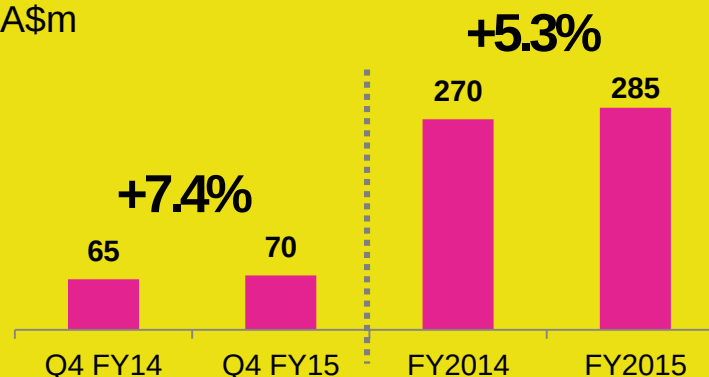
ICT &
Managed Services

A\$m



Mobile

A\$m



1. Excludes small and medium business segment which is reported under Australia Consumer

2. Comparatives have been restated for certain adjustments; included A\$10m of writeback of provisions in December 2013 quarter

Optus Business provides integrated ICT services to support Westpac Banking Corporation's regional aspirations

WESTPAC BANKS ON OPTUS FOR INTERNATIONAL GROWTH, MOBILE AND CONTACT CENTRE TRANSFORMATION

9 May 2014, 2:09 pm

Optus has announced today a new five year deal with Westpac to provide domestic mobile network and managed services and, for the first time, delivering Westpac's international services and contact centre transformation



5 year contract to provide **managed communications infrastructure & international data services** to serve offices in Asia Pacific, New Zealand, the U.K. and the U.S.

Provide service management to >13,000 mobile devices across Westpac's fleet in Australia

Transform Westpac's contact centre operation to enable it to respond to changing customer expectations

Optus Business provides managed WiFi and analytics solutions to deliver differentiated digital experience for Scentre Group's customers

SCENTRE GROUP AND OPTUS PARTNER TO ROLLOUT AUSTRALIA'S LARGEST SHOPPING CENTRE WIFI NETWORK

26 February 2015, 12:16 pm

Scentre Group and Optus today announced a partnership that will offer Westfield shoppers a new level of digital connectivity, with a national rollout of a state-of-the-art WiFi service across 21 Westfield shopping centres



- 5** year partnership to provide
- **WiFi solution** with advanced **location analytics**
 - enablement of **personalised content** for subscribers
- in 21 Westfield Shopping Centres

National rollout follows successful pilots at two Westfield Shopping Centres

- Attracted **~3,000 sessions per day** at each centre
- **Lengthened average stay in-centre by 12%**

Turbo-charging our Growth Engines

Cyber Security



To be a leading global managed security services provider

Enterprise Cloud



To be a leading trusted enterprise cloud service provider in Asia Pacific

Smart & Safe City



To be the lead partner for Singapore's Smart Nation program and leverage it to address Smart Cities program in the region

Accelerating our cyber security capabilities

EXPERTISE

Security professionals



>1,000 Security Professionals

TECHNOLOGY

Global partner, technology & start up ecosystem

Trustwave®
TrustKeeper®



Trustwave®
Security begins with Trust™

5 Global SOCs

9 Engineering Centres

Trustwave®
SpiderLabs



ASOC
Security Incident and
Event Monitoring



CYBER
COMPETENCY CENTRE
R&D, Incubation and Cyber Range

Growth in Enterprise Cloud

More than 70
agencies onboard
Singapore
G-Cloud



Optus Business
selected to be part of
**Australian Federal
Government's
Cloud Panel**



Strategic Partnerships



Acquired Ensyst
to bolster our cloud
professional & managed
services capabilities

Momentum in Smart and Safe City

SURF@ NCS

– living lab to test smart city innovations



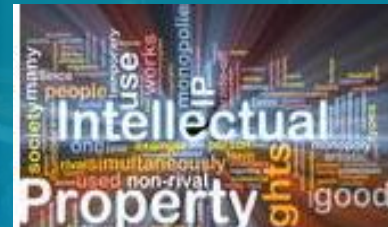
Develop vibrant
technology eco-system
to co-create
smart city
solutions



Sino-Singapore Guangzhou Knowledge City

Xiamen Municipal Bureau of Information Technology

Strategic partnerships in the region to develop smart cities



Developing
and hardening
Intellectual Property to scale

Innovative Smart & Safe City solutions developed by NCS

Intelligent SURF Centre (ISC) Innovations



Little India Safe City Project



Transportation: Digital Traffic Red Light Solution



Healthcare: Automated Pharmacy Dispensing



... and many more

Our strengths in Asia Pacific are exemplified by our industry wins



**Computerworld
Readers' Choice Awards 2014**
Unified Communications Software Suites
Data Centre and Hosting
Managed Connectivity and Managed Services



Asia Communications Award 2014
Project of the Year - G-Cloud



**SingTao Daily IT Square Editors' Choices
HK Awards 2014**
Best Managed ICT Service Provider



ComputerWorld HK Awards 2014
IT Outsourcing and Managed Services -
SingTel



Australian Business Awards 2014
Service Excellence Award - Optus
Brand Excellence Award - Optus



**NetworkWorld Asia Readers' Choice
Product Excellence Awards 2014**
Managed Infrastructure Services
Managed Security Services



**NetworkWorld Asia Information
Management Awards 2014**
Best in Disaster Recovery & Business
Continuity - SingTel
Best in Security as a Service - SingTel



Best Partner Award



Top RSA SecureWorld Partner



Land Transport Excellence Awards 2014
Best Collaboration Partner Award for
MyTransport.SG



SiTF Awards 2014
SGH Automated Pharmacy Dispensing
System (APDS)



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