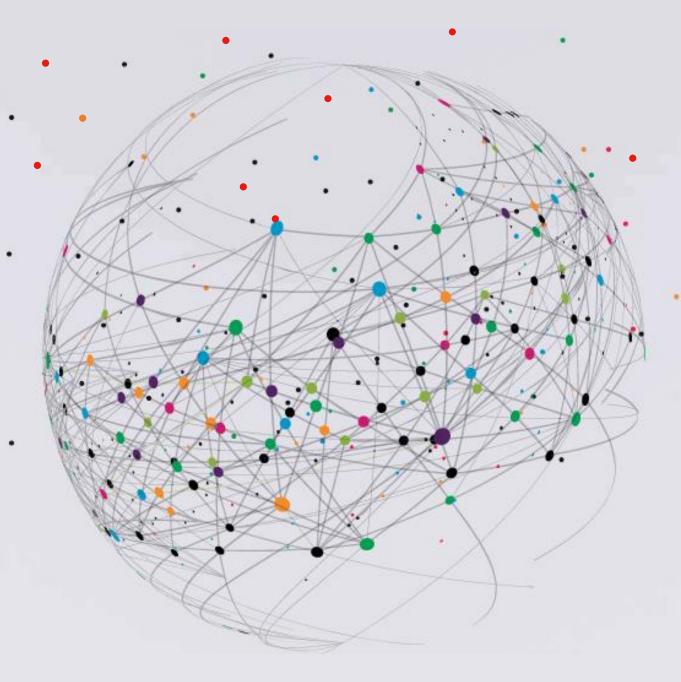


**Accelerating Business** 

AGC Networks Ltd.

**INVESTOR PRESENTATION** 

February 2021



Think **Global.** Act **Local.** 

## **SAFE HARBOUR**



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# **SNAPSHOT**



### Who Are We

AGC Networks including Black Box is a leading digital technology solutions provider, having expertise in architecting, deploying, managing and securing customer IT and communications infrastructure

## What We Do



We deliver technology solutions for our customers by harnessing technology innovation to digitally transform and accelerate their business in the areas of connected buildings & IoT, digital workplace & customer experience, data center & edge networks, wireless & mobility (including 5G) and cyber security



We also sell and distribute technology infrastructure products to enhance customer experience through online web, distributors, integration partners and value-added resellers



# **OUR JOURNEY FROM LOCAL TO GLOCAL**





Reputation Building

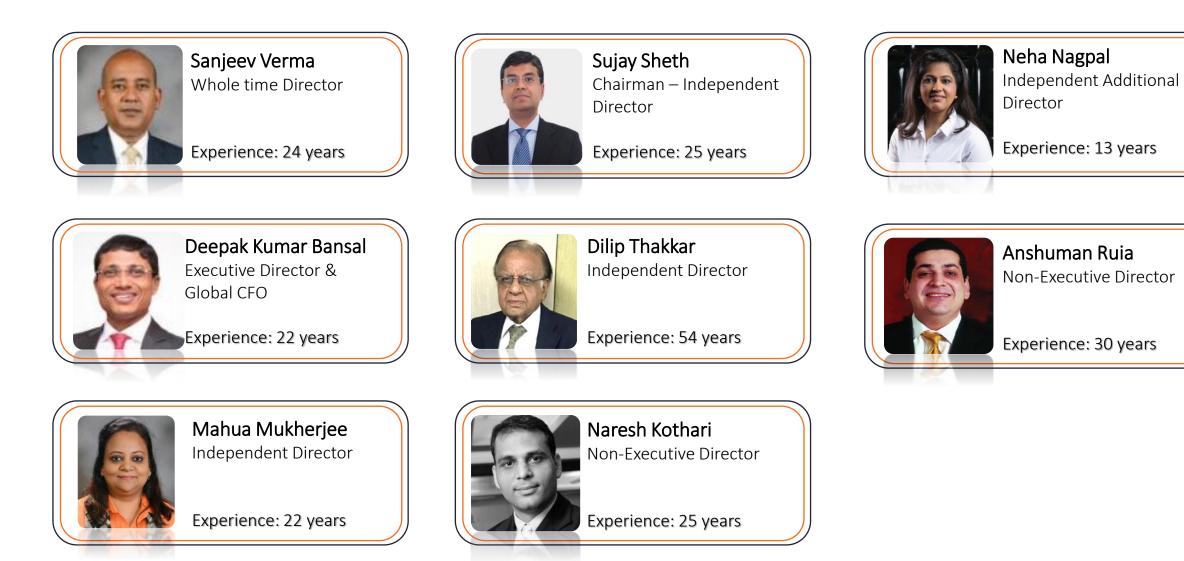
Expansion

Consolidation

Profitable Growth

## **OUR BOARD OF DIRECTORS**





# **OUR MANAGEMENT TEAM**







Deepak Kumar Bansal Executive Director &

Experience: 22 years



**Rick Gannon** Head of GSI Business

Experience: 20 years



Lisa Davidson Head of HR North America & Europe

Experience: 16 years



Mahua Mukherjee Head of HR APAC, India & **MEA Business** 

Experience: 22 years



Doug Oathout Head of Partnership & Alliances

Experience: 18 years

**Bikram Sahoo** CTO Experience: 24 years



## **IMPROVING FINANCIAL FLEXIBILITY**



**Promoter Funding** 

 Promoters infusing equity through warrants: Rs.225 Crores at Rs.675 per Warrant



- Money will be used to meet the growth requirements of the company, reduction in liabilities and general corporate purposes
- Rs.73 Crores received in Jan'21 as an initial subscription amount



Balance Sheet Strength

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Transformation at Blackbox has
 improved the financial strength

- Promoter funding to help in increasing the net worth further and reduce the liabilities
- Cash & Cash equivalents as on 31<sup>st</sup> December 2020: Rs.418 Crores



### Credit Rating

- CRISIL has assigned BBB-/Stable rating (Investment Grade) to the long-term facilities and A3 for short-term facilities
- Ratings reflect upon healthy business risk profile, driven by the established market position and the improving profitability & cashflows of the company

The Financial Flexibility will help to:

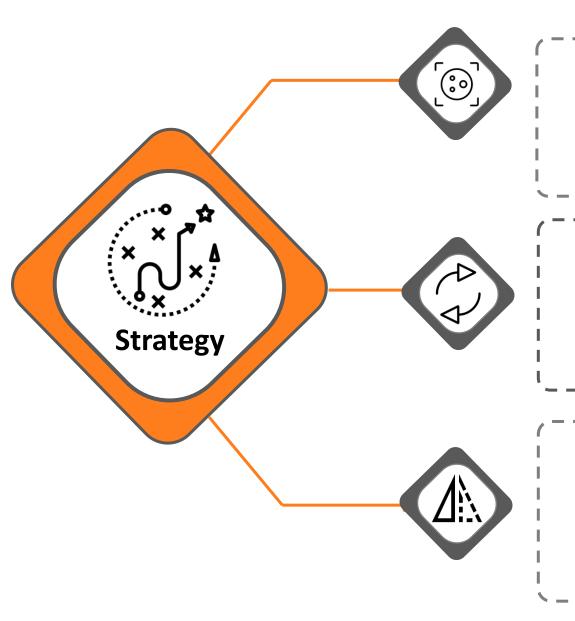
- Improve business offerings and acquire larger customers
- Extend business within existing markets to build scale and size
- Faster growth through inorganic acquisitions





## **INORGANIC GROWTH STRATEGY**





Identify Businesses that provides expansion through scale and revenues currently operating with sub-optimal margin profile

- ✓ Capability expansion in areas like Cloud, Data center, Cyber Security, IOT
- ✓ Geographic expansion within US and Europe and APAC

## **Complementary to existing business**

- ✓ Scale up existing businesses
- ✓ Acquire new customers
- ✓ Diversify to newer geographic locations
- ✓ Acquire capabilities in newer delivery verticals and solutions

### Transform the acquired entities

- ✓ Execute short term synergies
- ✓ Identify and implement mid-term transformation opportunities
- ✓ Exit non-strategic, low margin revenue segments
- ✓ Simplify capital, financial and tax structure

# **ACQUISITION HISTORY**



Company Acquired	Rationale	Strategic Objectives fulfilled
Black Box Corporation	<ul> <li>Expands offerings, scale and Geographic reach to Service Global Enterprise Clients</li> <li>Increased AGC's combined revenues by over \$600mn</li> </ul>	
Pyrios Pty Ltd (Australia) Pyrios Pty Ltd (New Zealand)	<ul> <li>Increase and strengthen AGC   Black Box presence and offerings in the Australia and New Zealand market</li> <li>Enhance the current solution portfolio of AGC and Black Box in the Unified Communications and Contact center space and Cloud services</li> </ul>	<ul> <li>Business that provides expansion</li> </ul>
Fujisoft Technologies UAE	<ul> <li>Establish and scale presence in Middle East region</li> <li>Enhance the current solution portfolio across Cloud Computing &amp; Virtualization, Cyber Security, Managed SoC &amp; NoC, Managed Services, Data Center and Collaboration solutions</li> <li>Opportunity to cross sell between the current customers of Blackbox and the acquired Companies</li> </ul>	
Mobiquest (Singapore)	<ul> <li>Custom application development to enable clients to manage data integration with legacy systems</li> <li>Digitized and automated processes and workflows to monitor and manage key performance indicators (KPIs) to improve visibility and boost operational efficiency</li> <li>Digital transformation services with end-to-end lifecycle management of software applications with application services through technologies such as RPA, blockchain, AI/MI and IoT</li> </ul>	

## IMPROVED SERVICE OFFERINGS and SCALE VIA ACQUISITION OF BLACK BOX

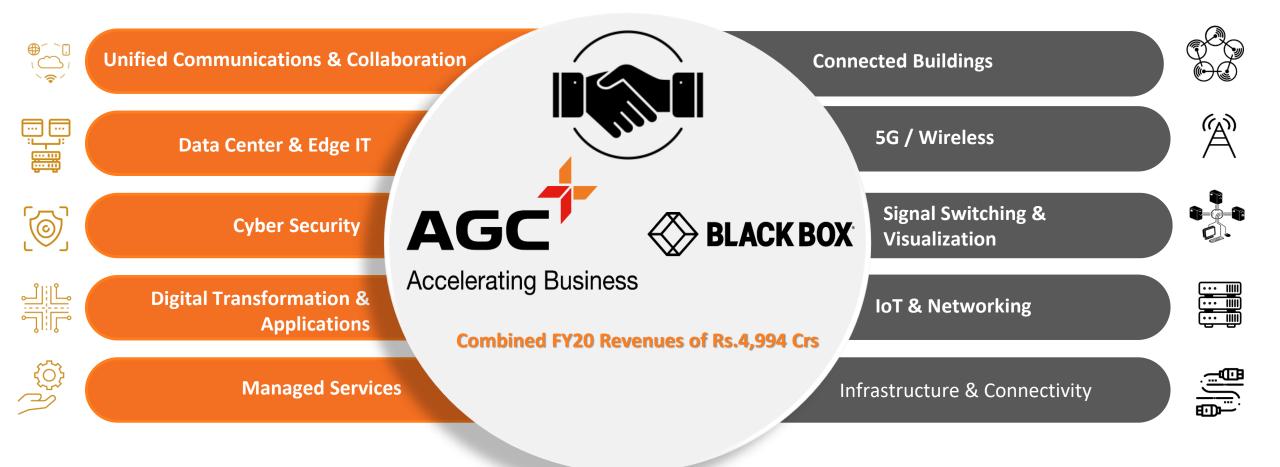




BLACK BOX

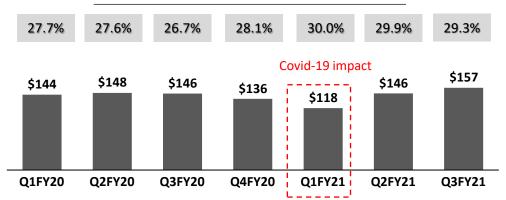
Focus on Global Solutions Integration Business (GSI)

Focus on Global Solutions Integration (GSI) + Technology Product Solutions business (TPS)

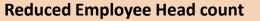


# **BLACK BOX TRANSFORMATION SINCE AGC ACQUISITION**





### Revenue\* (in Mn \$) & Gross Margins



 Significantly reduced costs that contributed to improved Gross Profit and EBITDA



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### **Reduced Statutory Costs**

Transition from Public to Private Company implicitly reduces costs



### Procurement Costs

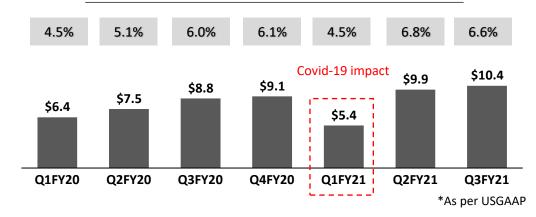
 Reduced procurement costs for products services including conversion of Sub-contractor labour to lower cost employees

### **Insurance Costs**

Significant improvement in Insurance costs including reduction in retentions



Adjusted\* EBITDA (in Mn \$) & EBITDA Margins



### **Facility Optimization**

 Underutilized spaces being negotiated including consolidation of spaces in North America and Europe



### **Reduced Admin Costs**

 Reduced costs on account of improved policies on Outside service costs, travel etc.



### **Reduced IT and Communication Costs**

 Reductions in carrier costs, improved IT systems, overseas help desk, etc.

### **ERP Consolidation**

 Integration of legacy ERP instances into SAP, Salesforce CRM, ServiceNow and others

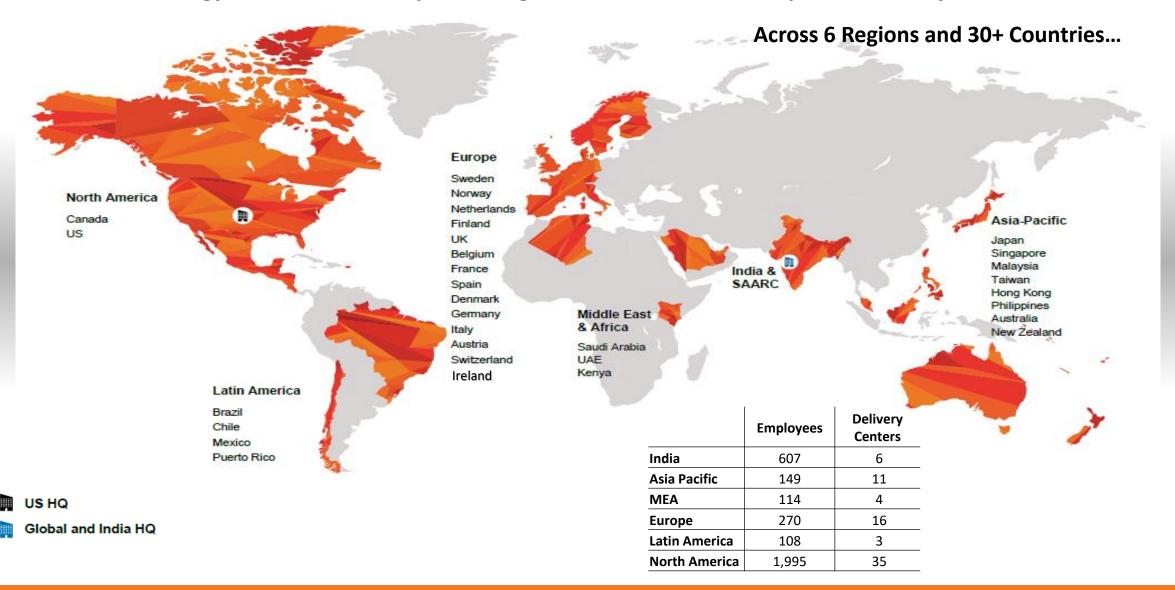


## THINK GLOBAL – ACT LOCAL



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### Our strategy is to be 'GLOCAL' by delivering solutions to a client locally wherever they are!



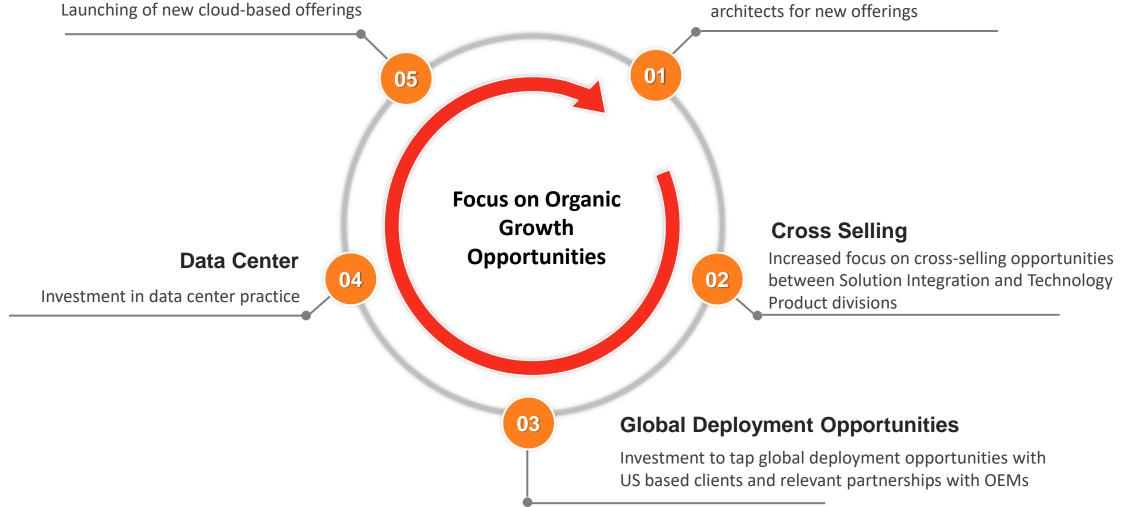
## **ORGANIC GROWTH OPPORTUNITIES**

**Cloud based Offerings** 



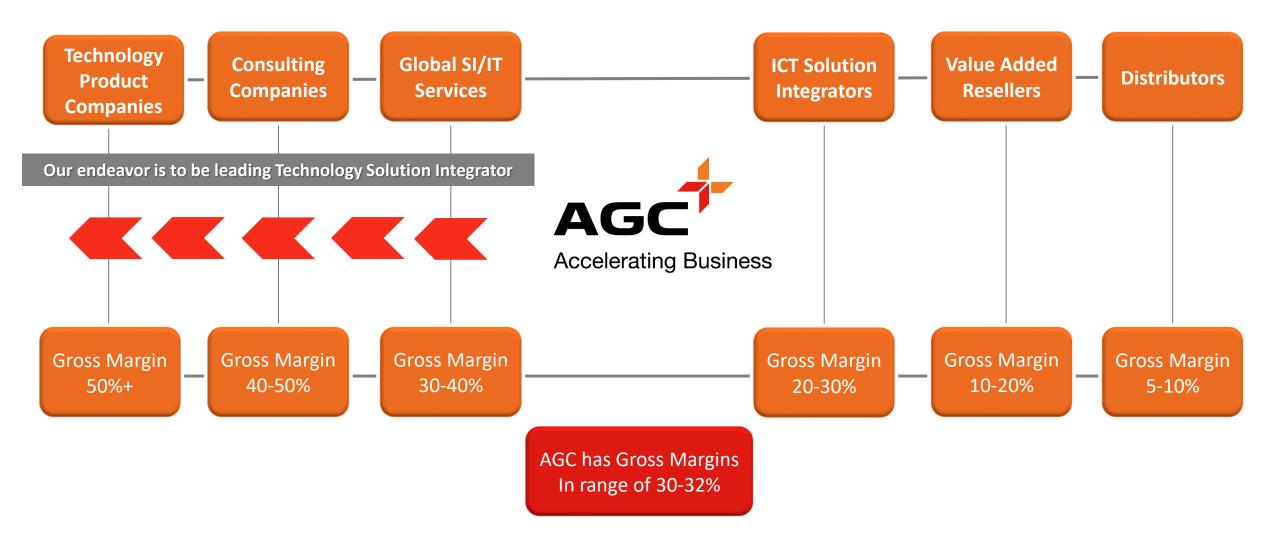


Investment in refreshing the sales team, hiring of partner managers and solution architects for new offerings



## **OUR ENDEAVOR**





## WAY FORWARD





To become a Leading IT Solution Partner for Global Clients



## **DEFINED BY TECHNOLOGY**

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Spending on communications services -Unified Communications technology reached **\$1.4 tr** in 2020

TODAY

TOMORROW

**3X** Growth in Hybrid Cloud Adoption by enterprises

Global IT spending is projected to total \$4 trillion in 2021, an increase of 3.7%

Existing tech is redefining business operations, making it more customer-oriented

**92%** of companies have experienced commercial consequences due to data breach

**89%** of companies compete primarily on basis of customer experience

**\$96Bn** UCaaS Market size is forecast to reach USD 96.0 billion by 2023

**86%** of consumers are willing to pay more for an upgraded experience

The Global Manage Services market is expected to grow from USD 223.0 bn in 2020 to USD 329.1 bn by 2025 at a CAGR of 8.1%

APAC offers new opportunities in MSP's. **SME's are adopting managed services at a faster rate** as compared to large enterprises

> Emerging tech will be disruptive. Delivering experiences on the customer's fingertips will be vital

The Cloud Manage Services market is projected to reach a market size of USD 116.2 bn by 2025, growing at CAGR of 13.3%

Digital initiatives and partnership among the globe and local players are expected to boost the overall market growth

## **GROWTH DRIVERS**



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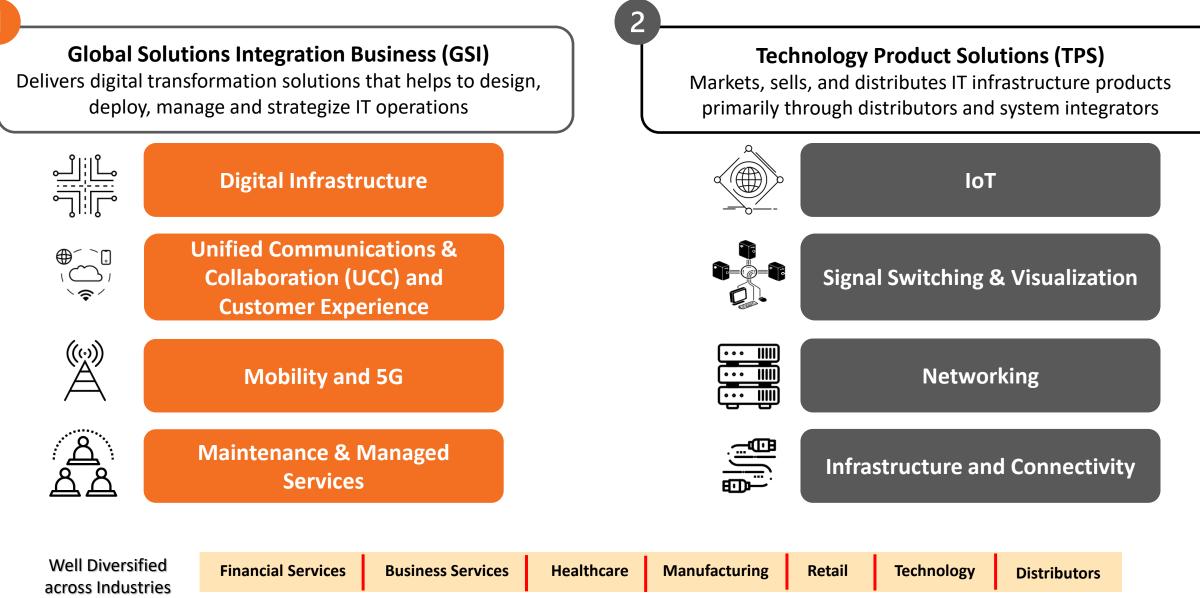
#### Based on various sources such as Gartner, GMM Insights etc below are the management estimates

	Industry Size (USD Bn)	Drivers
Unified Communications and Collaboration $\bigoplus_{i} \subset \bigcup_{i}$	<b>30</b> 2019 2026	<ul> <li>Widespread global network of 4G connectivity</li> <li>Ongoing investments for early commercialization of 5G networks</li> </ul>
Edged Data Center	(23%) 23	<ul> <li>Increasing adoption of smartphones and rising internet penetration</li> </ul>
	6	<ul> <li>Introduction of 5G smartphones by global players, resulting in an increased demand for advanced facilities for enhancing data traffic management</li> </ul>
	2019 2026	<ul> <li>Rising trend of IoT devices, compelling service providers to place facilities closer to the network edge</li> </ul>
Cyber Security	10% 335	
<u> </u>	157	<ul> <li>Need for timely support and professional assistance to aid the growth</li> </ul>
	2019 2027	<ul> <li>Rising trend of employing third-party vendors owing to their robust solutions offered at optimum costs</li> </ul>
Digital Transformation		
	23% 3,294	<ul> <li>Growing adoption of AI &amp; robotics in manufacturing industries</li> </ul>
		<ul> <li>Increasing adoption of Internet of Things (IoT) in different industry verticals</li> </ul>
J m L Ō	965	<ul> <li>Government initiatives &amp; policies towards digitization in developing nations</li> </ul>
	2019 2025	<ul> <li>Demand for streamlining business processes and the adoption of 5G technology</li> </ul>



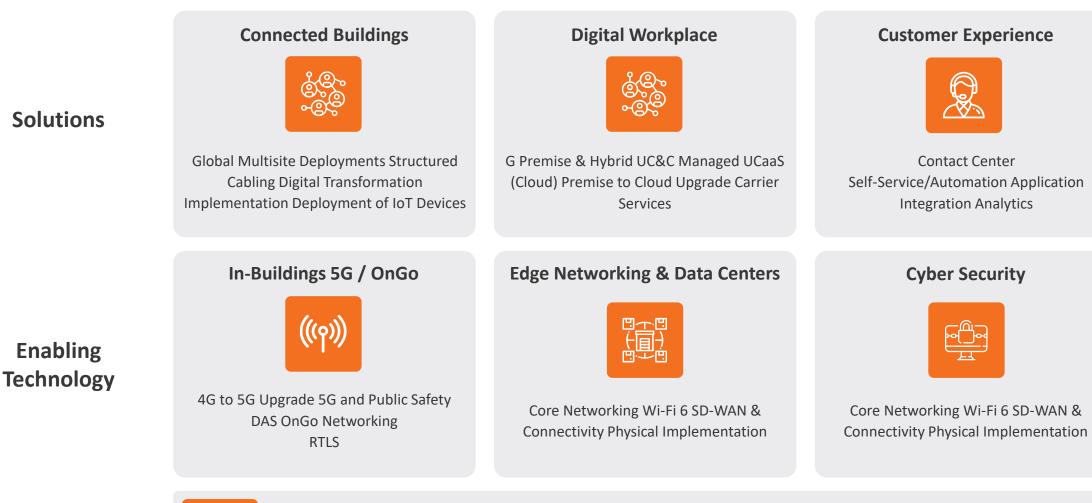
## **PRODUCT SOLUTIONS & SERVICES OFFERINGS**





## **KEY PILLARS IN GSI PORTFOLIO**





### **Delivery Models**



### Services

Professional (Consult, Assess, Design, Project Management) & Field (On-Site, Deploy) Support (Monitoring (NoC & SoC), Incidents, Remote Activities), Managed Services (XaaS, Custom)

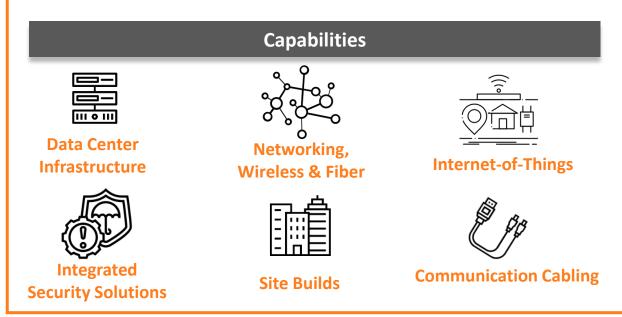


# DIGITAL INFRASTRUCTURE



### **Solution Overview**

- Professional, managed and support services including strategy, assessment, capacity planning, consulting, design, performance analysis and implementation for infrastructure deployments, modernizations, and active management
- Provides the ability for organization to achieve the most out of existing infrastructure as well as design, plan and deploy next generation infrastructure





## Contact Center Infrastructure Upgrade for an Indian Logistics Company

**The Client:** Our client is an Indian Logistics Company providing courier delivery services & has a subsidiary cargo airline that operates in South Asian countries

### The Challenge

The client decided to upgrade their existing Contact Center technology that was obsolete and move on to a robust optimized architecture so as to ensure maximum uptime

### **The Solution**

AGC explained the merits of a centralized set-up vis-à-vis the existing decentralized set-up & ensured optimization on the design by leveraging their existing infrastructure to the maximum. This involved complete Contact Center consolidation with back-office transformation on softphones. AGC's Professional Services were a part of this deal which showcased AGC's capability as a true Solution Integrator

### Benefits

A future-ready solution with low. Total Cost of Ownership and high uptime

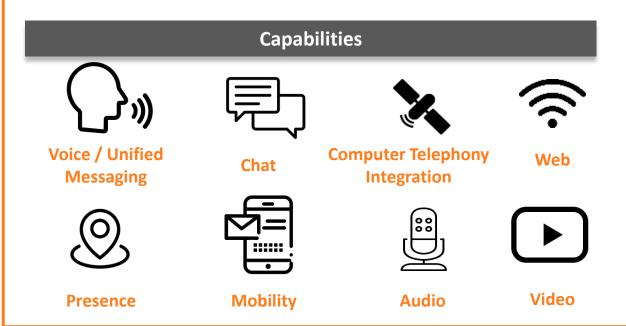


# **UNIFIED COMMUNICATIONS & COLLABORATION (UCC)**



### Solution Overview

- Comprehensive solutions to transform, migrate, and integrate unified communication and collaboration platforms
- Supports real-time engagement by integrating voice, video, data, messaging, conferencing and mobility technologies



# Seamless Migration for Voice Technology Service

**The Client:** This healthcare provider, known worldwide for its excellence in clinical care, was given the highest recognition and national rankings in six specialties ranging from cardiology/heart surgery to neurology/neurosurgery

### The Challenge

The client was utilizing PRI, an outdated voice technology service that lacks redundancy and scalability. In addition, the client's current service provider (as well as others) were phasing out legacy PRI services in the region

### **The Solution**

AGC provided an up-to-date voice technology service delivering 2,000 SIP call paths over a redundant MPLS network. The on-site AGC technical team enabled a seamless migration from the old to the new system

### **Benefits**

The new centralized SIP service gave the client flexibility and scalability to add capacity as needed and redundancy with failover between circuits. Best of all, it reduced the client's voice technology service costs by nearly 30%.

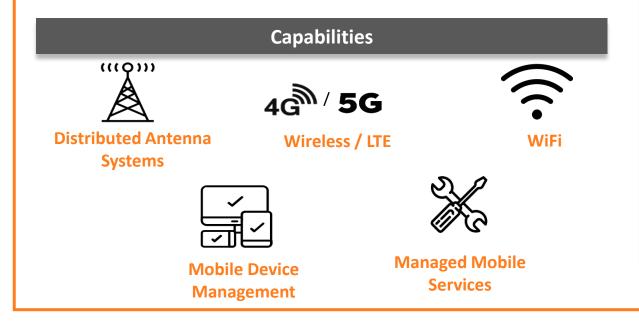


# **MOBILITY and 5G**



### **Solution Overview**

- Enterprise WiFi, distributed antenna systems (DAS) / small-cell design, deployment and management to enable connectivity in challenging locations from high-rises to buildings with large footprints and below ground features
- Establish in-building wireless DAS, called InterWireless 4G





## Ubiquitous, 5G-Ready Wireless Coverage

**The Client:** This large, university-based healthcare system cares for tens of thousands of patients a year. It is world renowned for its neuroscience, cancer research and treatment capabilities

### The Challenge

The client needs to provide mission-critical cellular coverage in multiple existing and new buildings across its very large campus. The wireless coverage is designed for use by physicians, staff, patients, and visitors

### **The Solution**

AGC has, so far, designed and installed the CommScope IONEra Digital Distributed Antenna (DAS) System with more than 500 universal access points (UAPs) in nine buildings across the campus

### Benefits

Future-ready and 5G capable, the DAS system provides ubiquitous, multioperator, in-building wireless coverage to support physician/staff communications and patient/visitor satisfaction



# **MAINTENANCE & MANAGED SERVICES**



### Solution Overview

- Value proposition covers the full lifecycle of IT services from procurement of technology to configuration, design, implementation and management of complex environments
- Standardized set of offerings for on demand requirements, day 2 support, projects and managed edge services with ability to be bundled or à la carte to address the unique needs of each customer
- Feam of off-site and on-site technicians capable of providing 24x7x365 support from break-fix to complex management, deployment, and integration. Providing 4 hour response time

Capabilities







Digital Engagement

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Desktop & Application Management



**Enterprise Mobility** 



Service Desk



**IT Staffing** 



## Global 24/7/365 Managed Services

**The Client:** The client is a widely known multinational company and pioneer in communications and computing technologies. AGC partnered with a global information technology services and consulting company on the project

### The Challenge

The client needed a single managed services provider with global reach as well as local expertise to provide uniform, consistent IT services at its many locations spanning North and Latin America

### **The Solution**

The 24x7x365 solution involves more than 150 on-site staffers at 14 of the client's locations. Services include LAN/ WAN support, equipment installation and management, plus structured cabling in offices, data centers, and manufacturing facilities. deal which showcased AGC's capability as a true Solution Integrator

### Benefits

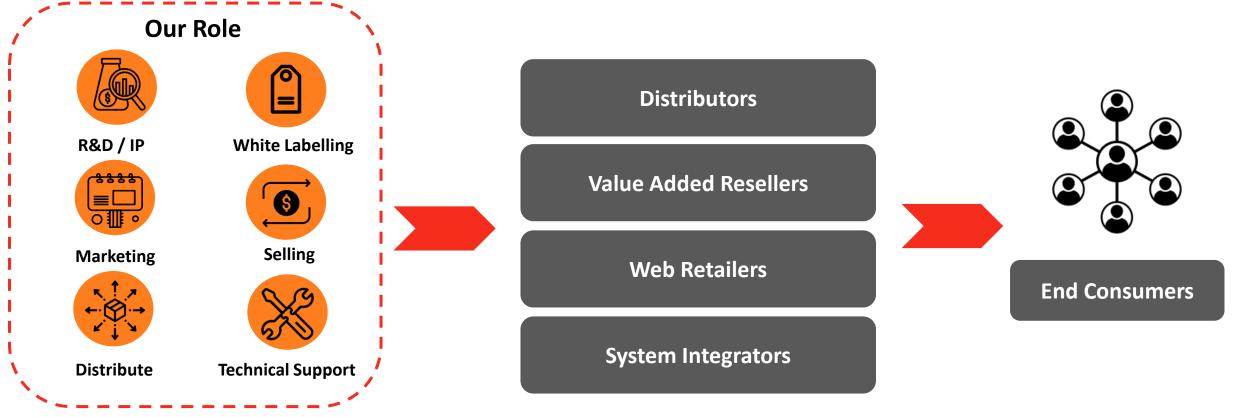
With outsourced managed services, the client now benefits from consistency, uniformity, and services optimization across all its information technology disciplines and at all of its locations

# **TECHNOLOGY PRODUCT SOLUTIONS**



## TPS provides connectivity that enables businesses to better visualize and analyse information

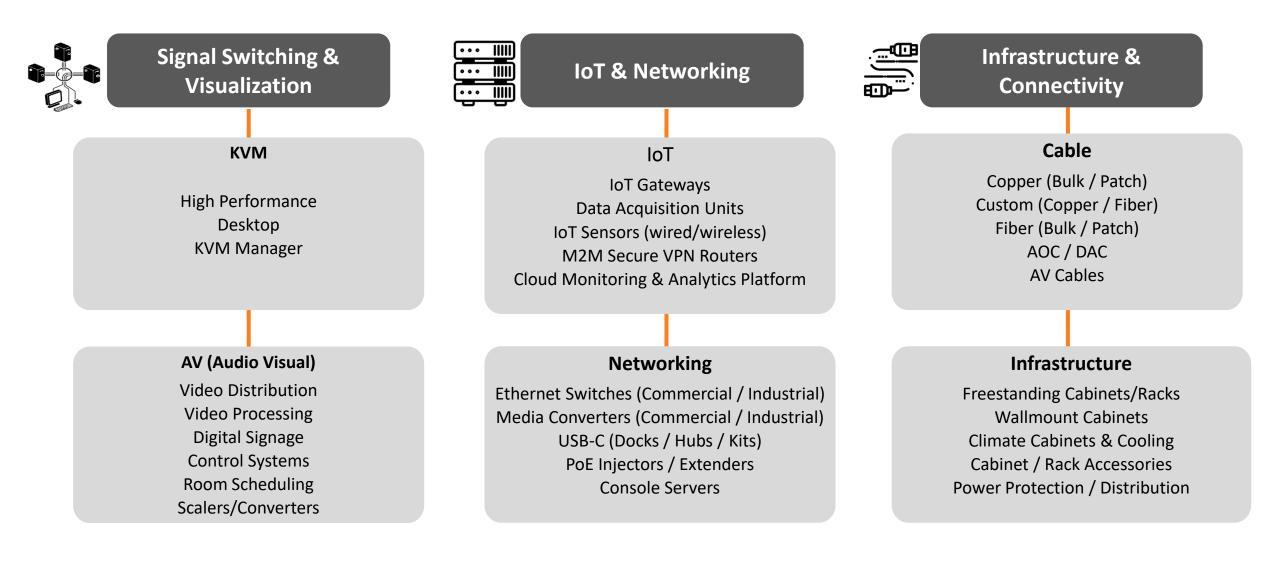
- ✓ Strong brand awareness with 40+ years of history with sizable installed base
- ✓ We are a market leader in control room designs and deployments with reputation for being the best at complex signals and challenging environments



IT infrastructure products under 'Black Box' brand

# **TECHNOLOGY PRODUCT SOLUTIONS PORTFOLIO**





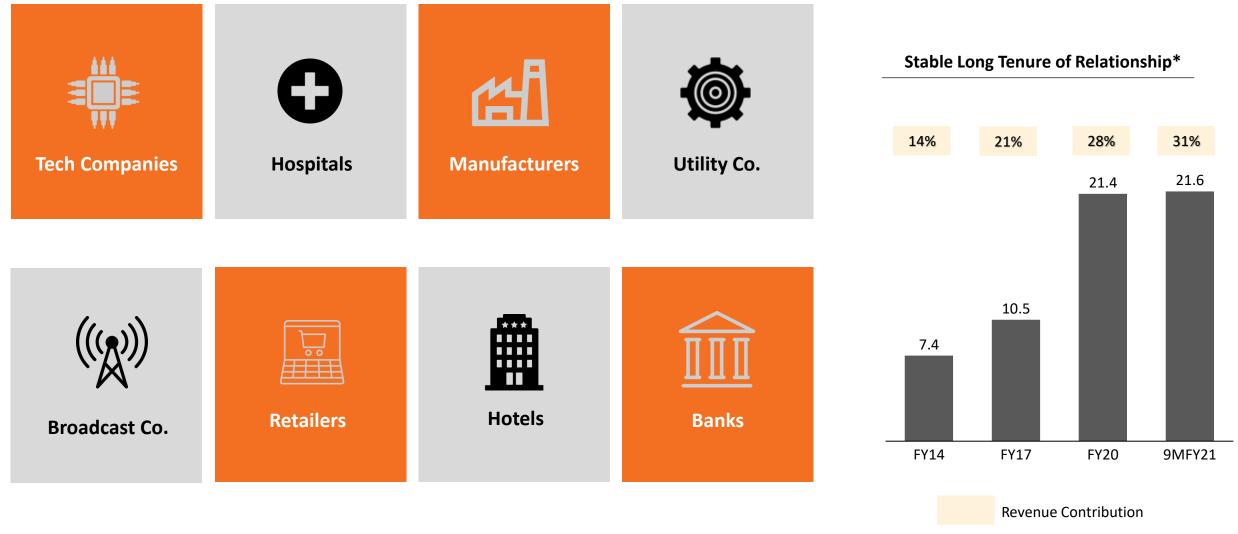
## **OUR CUSTOMERS**





## **ENTRENCHED CUSTOMER RELATIONSHIP**





\*Top10 Clients – Weighted Average No. of Years

## **OUR PARTNERS**

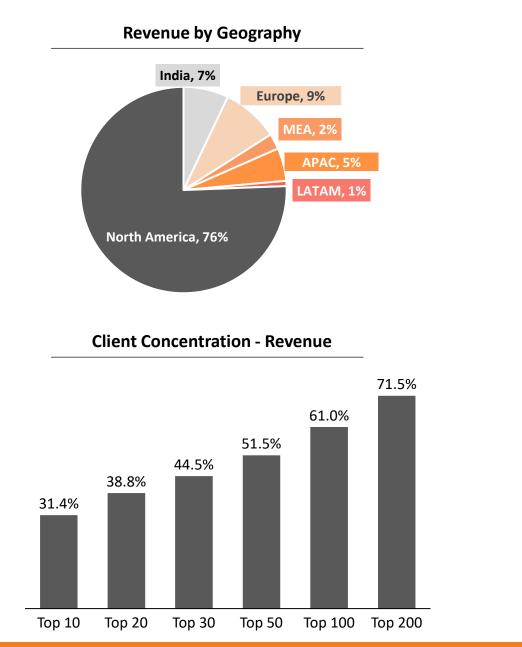


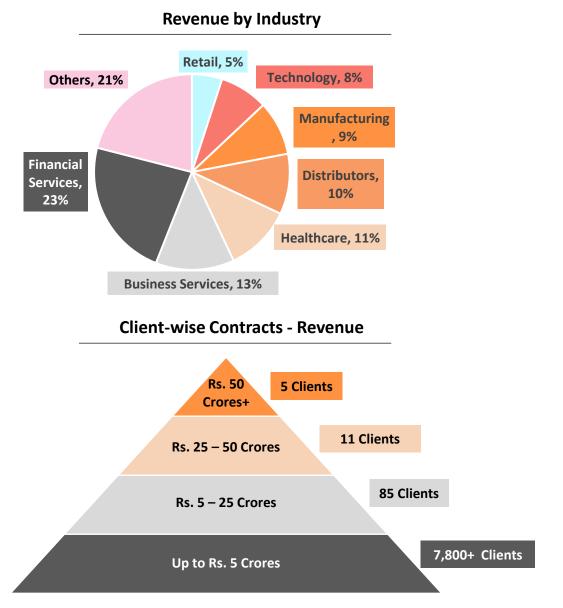
cisco	AVAYA	C McAfee Together is power.	Paloalto	Accu-Tech
NUTANIX	<b>Hewlett Packard</b> Enterprise		JUNIPEG.	<b>Symantec</b>
Servers Connected	ORACLE	<b>NICE</b> ®	VERINT	ρoly
KVM & Beyond	ADDER	🕅 Mitel	COMMSCOPE®	riverbed
Reach Further' Together	ANIX(ER.	PRYSM	<b>CITRIX</b> ®	CORNING

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## WELL DIVERSIFIED GLOBAL BUSINESS MODEL – 9MFY21







## **ORGANIZATION SIZED TO SCALE GROWTH**



AGC Skills Across		
Digital Workflow	1876	
Connected Building	365	
Data Center	341	
Edge Network	236	
Customer Experience	241	
Solution Architect	180	
Cyber Security	48	
Product Engg. / R&D	30	
5G Mobility	22	

Employee strength of Sales team increased from 200 as on March-2017 (largely in India) to 500+ as on December-2020 (across the Globe)

### **Talent Acquisition:**

- Ratio-centric manpower including sales, delivery and services team – capable and technically competent to achieve growth
- Dedicated talent acquisition team focusing on high quality hires across functions globally
- Focus on newer and future ready technology capabilities
- 🗧 Multi-skilled
- Investment in refreshing the sales team and hiring of partner managers

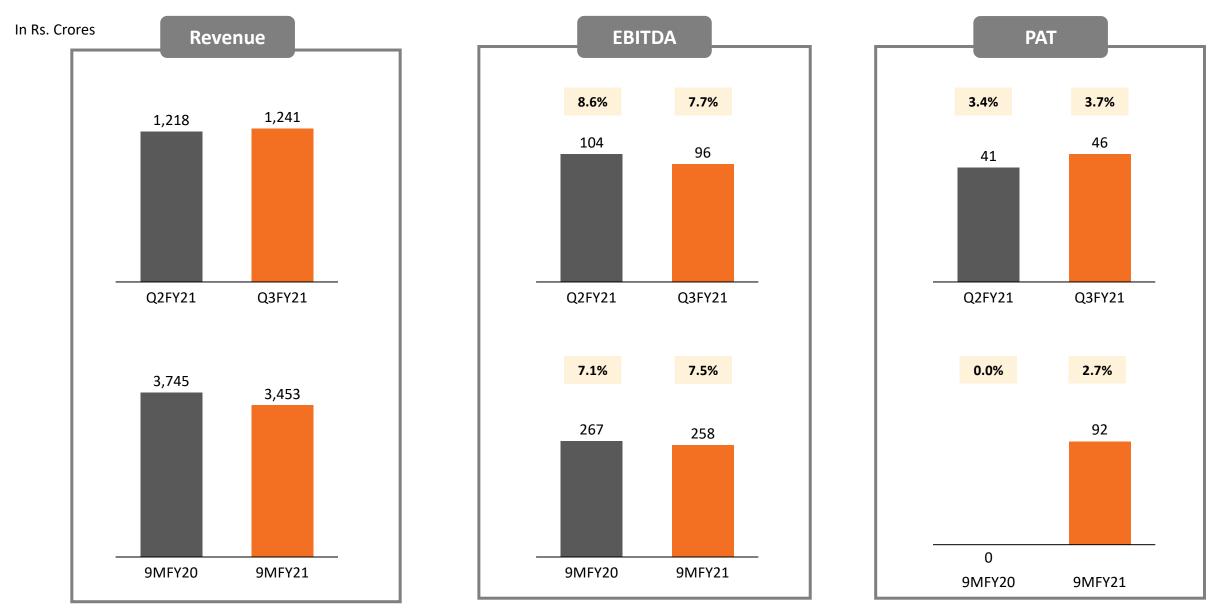
### Training & Development:

- Building the organizational capability level with requisite training
- Core & new skill up-gradation to enhance business prospects
- Various Certifications by OEMs





# Q3 & 9MFY21 CONSOLIDATED FINANCIAL HIGHLIGHTS



# Q3FY21 – CONSOLIDATED P&L



Particulars (Rs. Crs. )	Q3FY21	Q3FY20	YoY	Q2FY21	QoQ	9MFY21	9MFY20	ΥοΥ
Revenue from Operations	1,241	1,258	-1%	1,218	2%	3,453	3,745	
Gross Profit	390	390		391		1,097	1,154	1
Gross Profit Margin	31.4%	31.0%		32.1%		31.8%	30.8%	1
Total Other Expenses	294	283		287		839	887	
EBITDA	96	107	-10%	104	-8%	258	267	
EBITDA Margin	7.7%	8.5%		8.6%		7.5%	7.1%	9MFY21
Other Income	1	1		7		9	31	performance is not
Depreciation (as per IND AS 116)	21	25		27		73	76	comparable
Depreciation (as per business)	6	7		10		24	21	with same
EBIT	75	83		85		194	221	period last
EBIT Margin	6.1%	6.6%		6.9%		5.6%	5.9%	year as Q1FY21
Finance Cost (as per IND AS 116)	21	33		29		70	100	performance
Finance Cost (as per business)	18	29		25		60	89	was impacted
Exceptional Item Gain/ Loss	(3)	(94)		(13)		(22)	(112)	due to COVID
Profit before Tax	52	(44)		43		102	9	IOCKOOWII
PBT Margin	4.2%	-3.5%		3.5%		2.9%	0.3%	
Тах	5	5		2		10	10	
PAT	46	(49)	-	41	12%	92	(0.1)	
PAT Margin %	3.7%	-3.9%		3.4%		2.7%	0.0%	
Basic EPS	15.52*	(16.53)*		13.92*		30.88*	(0.03)*	

\*Not annualised

## HISTORICAL CONSOLIDATED INCOME STATEMENT



Particulars (Rs. Crs. )	FY18	FY19	FY20	Q1FY21	Q2FY21	Q3FY21	9MFY21
Revenue from Operations	733	1,853	4,994	994	1,218	1,241	3,453
Gross Profit	204	496	1,555	316	391	390	1,097
Gross Profit Margin	27.8%	26.8%	31.1%	31.8%	32.1%	31.4%	31.8%
Total Other Expenses	170	450	1,186	258	287	294	839
EBITDA	33	47	368	58	104	96	258
EBITDA Margin	4.5%	2.5%	7.4%	5.8%	8.6%	7.7%	7.5%
Other Income	5	6	33	1	7	1	9
Depreciation (as per IND AS 116)	8	15	99	25	27	21	73
Depreciation (as per business)	8	15	29	8	10	6	24
EBIT	30	38	303	34	85	75	194
EBIT Margin	4.1%	2.1%	6.1%	3.4%	6.9%	6.1%	5.6%
Finance Cost (as per IND AS 116)	25	45	129	21	29	21	70
Finance Cost (as per business)	25	45	114	17	25	18	60
Exceptional Item Gain/ Loss	14	(73)	(125)	(6)	(13)	(3)	(22)
Profit before Tax	19	(79)	48	7	43	52	102
PBT Margin	2.6%	-4.3%	1.0%	0.7%	3.5%	4.2%	2.9%
Тах	4	(1)	7	3	2	5	10
PAT	15	(79)	41	4	41	46	92
PAT Margin %	2.0%	-4.3%	0.8%	0.4%	3.4%	3.7%	2.7%
Basic EPS (in Rs.)	5.24	(26.97)	13.83	1.45*	13.92*	15.52*	30.88*

\*Not annualised

# **HISTORICAL BALANCE SHEET**



Particulars (Rs in Cr)	Mar-18	Mar-19	Mar-20	Sep-20
Non-Current Assets				
Property, Plant And Equipment	23	156	63	70
Right Of Use Asset	-	0	187	140
Goodwill	84	205	234	267
Other Intangible Assets	7	38	43	41
Financial Assets	7	11	55	48
Deferred tax assets	60	95	93	83
Other Non-Current Assets	5	29	77	77
Total Non-Current Assets	184	535	751	726
Current Assets				
Inventories	31	151	137	142
Trade Receivables	208	862	361	317
Cash And Cash Equivalents	12	263	369	432
Financial Assets	42	99	405	479
Other Current Assets	104	522	312	314
Sub-Total - Current Assets	396	1,897	1,584	1,684
Total - Assets	580	2,432	2,335	2,410

Particulars (Rs in Cr)	Mar-18	Mar-19	Mar-20	Sep-20
EQUITY AND LIABILITIES				
Equity				
Equity Share Capital	28	30	30	30
Other Equity	62	(11)	(78)	(9)
Total Equity	90	19	(48)	21
Non-Current Liabilities				
Borrowing	20	587	15	200
Lease Liabilities	-	2	119	86
Other Financial Liabilities	5	2	-	19
Other Non-Current Liabilities	12	47	63	61
Provisions	11	117	197	161
Sub-Total - Non-Current Liabilities	47	755	395	526
Current Liabilities				
Borrowing	118	207	242	208
Trade Payables	139	551	547	550
Lease Liabilities	-	2	79	66
Other Financial Liabilities	46	275	563	430
Other Current Liabilities	137	490	472	502
Provisions	4	133	85	107
Sub-Total - Current Liabilities	444	1,658	1,988	1,863
Total - Equity And Liabilities	580	2,432	2,335	2,410

# **Annexure – Links to Stock Exchange Intimations**



Particulars	Links			
CRISIL Ratings Rationale	Press Release			
Black Box Corporation Acquisition	Press Release 4 Press Release 3 Press Release 2 Press Release 1			
Fujisoft Technologies UAE	Press Release			
Pyrios Pty Ltd (Australia) Pyrios Pty Ltd (New Zealand)	<u>Press Release 2</u> Press Release 1			
Q3FY21 & 9MFY21 Results	<u>Results</u> <u>Press Release</u>			

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