

# Webcentral 2021 Annual General Meeting – Chairman’s Address

ASX Announcement, 21 December 2021



The Chairman’s Address for the Webcentral 2021 Annual General Meeting (**AGM**) commencing at 11:00 am (Melbourne time) today is attached to this announcement.

The AGM will be conducted via an online platform at <https://meetings.linkgroup.com/WCGAGM21>

Details on how to access the virtual meeting are contained in the Notice of Meeting lodged with ASX on 17 November 2021.

## Chairman’s Address – Mr Joe Gangi

The last 18 months has been a tremendously exciting and transformative period for Webcentral. As you are by no doubt already aware, in the last month, Webcentral and 5G Networks have fully, and finally, come together to create a leading integrated, full-service online digital solutions provider with unique strategic merit that delivers strong value to shareholders. This Meeting marks our first Annual General Meeting of the Webcentral Shareholders following the completion of the merger between Webcentral and 5G Networks.

Critically, several operational programs have now been implemented to ensure that the ongoing business transformation could deliver a more positive experience for customers in addition to an improved financial performance to grow shareholder value. I am very pleased to highlight that the successful delivery of these programs has been instrumental in Webcentral achieving significant business improvements in the second half of FY21.

Accordingly, the Company has reported outstanding EBITDA performance with growth of 391% for the six-months ended 30 June 2021 compared to the prior comparative period and has stabilised revenue, achieving \$78.3m for the group in the FY21 period. The active strategy to improve customer care has been delivered through the investment in our Australian based customer support teams, who have dramatically improved customer engagement and retention. Our customer Net Promoter Score (NPS) provides evidence of this improvement with end of year results of plus 12 – the highest NPS in the Company’s history. Our customer Net Promoter Score has continued to improve since year end with latest results of plus 28 and plus 13 for our Melbourne IT and Webcentral brands respectively.

The significant changes and improved organisational effectiveness have been driven by a dedicated and experienced executive team, strongly led by Managing Director, Joe Demase. The organisation is now operating within a cohesive, collaborative customer driven culture, which has been nurtured and reinforced through the ongoing communication of a clear strategic vision and purpose.

Importantly, the Australian market conditions during FY21 have been severely impacted by the ongoing COVID pandemic. This has caused some purchase delays for Australia businesses as a result of fluctuating levels of confidence when considering investment in their online services.

However, despite the impacts of COVID, we expect organic growth to resume in FY22 as customers respond favourably to the improvements in Webcentral services, products and support, in addition to the simplified offers which are now well supported by modernised e-commerce and technology platforms.

Webcentral is now focused on achieving its strategic goals of organic growth, bolstering web hosting revenue and continuing targeted M&A activity for this FY22. Webcentral remains dedicated to improving and simplifying the service experience for its customers with sales and marketing resources continuing to target growth opportunities across the small and medium business segments.

With operational stability now achieved in FY21, combined with modernised and simplified technology platforms and improved customer care, the outlook for Webcentral is exciting and positive. The Board looks forward to the talented staff continuing the transformation journey and guiding this Company from strength to strength in FY22.

Finally, on behalf of the Board, we are most appreciative of the continued support of Webcentral’s shareholders, customers and business partners. We also wish to say thank you to our Managing Director, all our staff and executives for their commitment and unfailing service during a challenging FY21.



## Investor Enquiries

Joe Demase  
Managing Director  
jd@webcentral.com.au  
1300 10 11 12

Glen Dymond  
Chief Financial Officer  
gd@webcentral.com.au  
0408 199 712

## About Webcentral

Webcentral is an Australian owned digital services company who empower more than 330,000 customers to grow and thrive in the online world. Our portfolio of digital services is extensive, with market leading offers across domain management, website development and hosting, office and productivity applications and online marketing.

Our customer focussed heritage has been built on expertise, innovation and personalised service; critical attributes delivered through our culture and embraced by our people. This is demonstrated through more than 25 years of online industry leadership across Australia's digital foundation brands such as Melbourne IT, Netregistry and WME.

The Webcentral mission is dedicated to leading online success for our customers. We achieve this by building trusted and valued client relationships which convert successful business outcomes at each milestone across the customers' digital journey.