

## **ASX Announcement**

**Symbio Holdings Limited (ASX: SYM)**

**7 April 2022**

# **Morgan Stanley Alpha ex-100 Conference presentation**

Symbio Holdings Limited (ASX: SYM), a leading voice communications software provider, is giving the attached presentation at Morgan Stanley's Alpha ex-100 Conference today.

This announcement has been authorised for release by the Chair.

**ENDS**

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### **About Symbio**

Symbio (ASX: SYM) is a software company changing the way the world communicates.

Symbio's technology replaces old-fashioned telecom networks with software, making it faster and easier to deliver modern cloud-based communication services, unlocking endless new applications for calling, messaging and phone numbers.

Symbio is the backbone for the global cloud communication industry. Over 500 service providers – from telecom start-ups to the world's biggest software companies – rely on Symbio for the connectivity, quality and expertise they need to solve complex communication challenges.

Headquartered in Sydney, Symbio powers billions of calls and messages each year, owns networks in three countries and employs over 450 staff worldwide.

For more information about Symbio visit [www.symbio.global](http://www.symbio.global)

# Morgan Stanley Alpha ex-100 Conference

Investor Presentation

**Rene Sugo**

GROUP CEO

**Kate Denton**

ACTING CFO

**Thursday 7 April 2022**



# Who is Symbio?

- Provides software that enables voice and unified cloud communication
- Launched in 2002 as MyNetFone (MNF Group)
- Listed on the ASX in May 2006
- Lead by co-founder and CEO, Rene Sugo
- Simplified business to focus on wholesale opportunity in APAC
- Rebranded to Symbio and admitted to the ASX tech index in Q2'22
- Targeting 100 million numbers on network by 2030



# The ultimate opportunity

Symbio is disrupting the multi-billion dollar telecom industry

- **Turning telecom infrastructure into code**

With our software platform, businesses from any part of the world, of any size, can 'switch on' communications coverage in a new region and move legacy voice services to the cloud.

- **High value product**

The value we provide is critical to the tech stack of enterprise, government, conferencing and collaboration providers.

- **Top-tier customers + growing market**

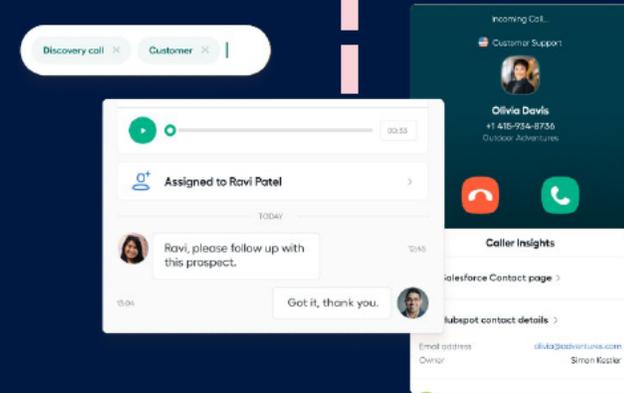


## Symbio APIs & software

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•{"name": "Remote Trunk 1",  
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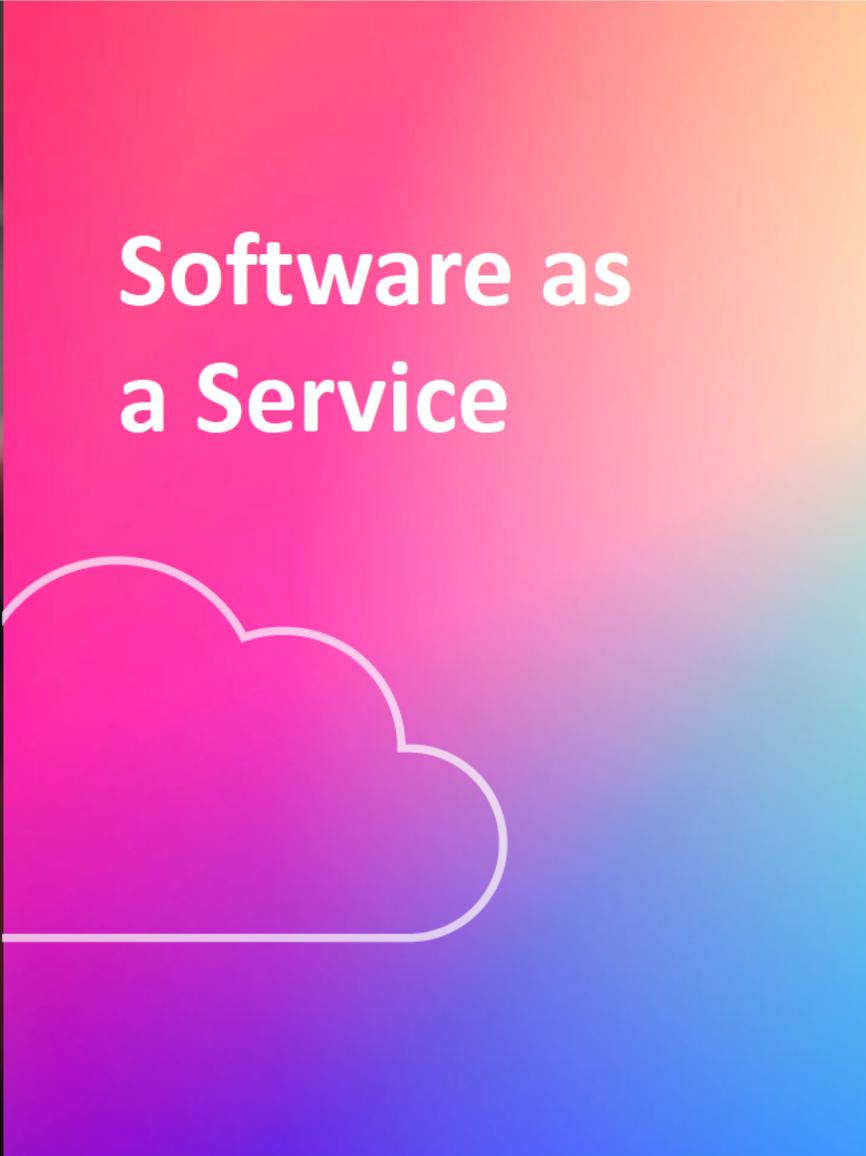
Our customers' apps & software

SIP connectivity



# Global tech megatrends fuel Symbio's opportunity

Cloud communication and connectivity are essential for remote and hybrid working



# Cloud adoption is no longer a choice

Around the world, cloud and software are replacing legacy telecom products

## The shift to cloud is happening now

Asia-Pacific is the next growth region for the adoption of cloud communication. Symbio is ahead of the trend, positioning to be the software and infrastructure backbone that powers calling and messaging in our region.



The pandemic has accelerated adoption of cloud communications

By 2024

# 74%

of enterprise UC licenses will be cloud-based<sup>1</sup>

By 2023

# 90%

of global enterprise will leverage CPaaS<sup>2</sup>

By 2022

# ISDN

no longer supported in many parts of the world<sup>3</sup>

1. Gartner, UCaaS Magic Quadrant (2020); 2. Gartner, CPaaS Market Guide (2020); 3. Gartner, Market Guide for Global SIP Trunking Services (2020)

# Vision and strategic investment areas

Simplifying and re-aligning to become a world-class software company

With our business transformation complete, and growth accelerating, we are investing to become a major global player in cloud communications.



# Vision and strategic investment areas

Investing to become a major global player in cloud communications

## FY22 strategic priorities

### Scale & expansion

Grow market share in A/NZ and expand into new countries

### Business simplification

Simplify and structure business to serve key growth markets

### Software leadership

Build the best software for delivering cloud communications

## H1 progress

- ✓ Announced Vision 2030 and new target markets of Japan, South Korea, Taiwan, Vietnam and Malaysia
- ✓ Singapore customer wins
- ✓ Commenced Malaysian market entry
  
- ✓ Disposed of non-core direct businesses
- ✓ Re-aligned business into three focused segments – CPaaS, TaaS and UCaaS
- ✓ Rebranded to Symbio across the business

- Investing in people resources to accelerate innovation and market expansion
- Building talent pools in new geographies

## H2 strategic initiatives

- Successful Singapore market entry
- Establish Malaysian market presence ready for launch by December 2022
- Announce additional market entry plans
- Grow market share in home markets
  
- Building Employee Value Proposition to make Symbio the leading tech employer in the region
- Streamline Customer Experience to accelerate growth
  
- Launch major product initiatives across all segments – CPaaS, TaaS & UCaaS

✓ Complete    ○ In progress

# Business divisions

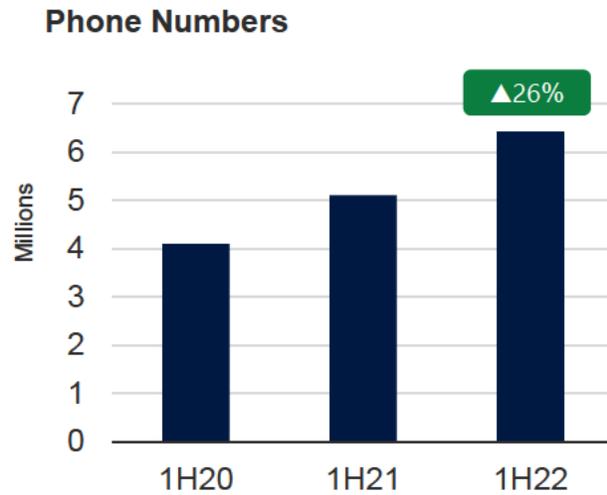
Each division serves a key target market with a distinct geography and product set

	Communication Platform as a Service (CPaaS)	Telco as a Service (TaaS)	Unified Communication as a Service (UCaaS)
Customers	Software companies & large telcos	Small telcos & Managed Service Providers (MSPs)	Enterprise & Government
Markets	Worldwide	Australia, NZ & Asia Pacific	Australia, NZ & Asia Pacific
Products	<ul style="list-style-type: none"> <li>• Numbers &amp; porting</li> <li>• Call termination</li> <li>• Messaging</li> </ul>	<ul style="list-style-type: none"> <li>• White label telecom</li> <li>• Billing software</li> <li>• Management software</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Teams</li> <li>• Cisco Webex</li> <li>• Contact Centre</li> </ul>
Primary Brand			

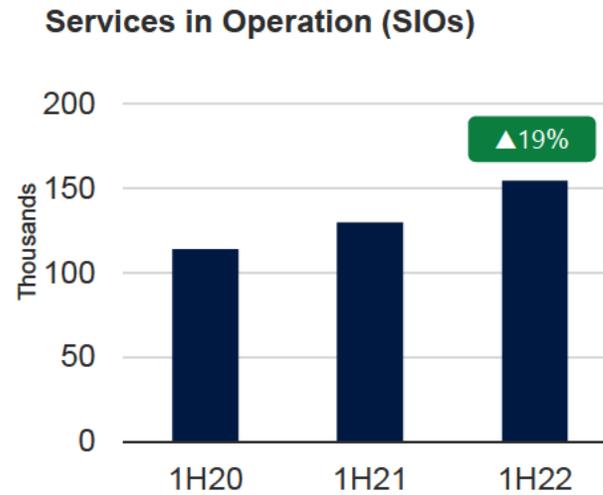
# Business division performance

Strong growth across divisional KPIs driving recurring revenue

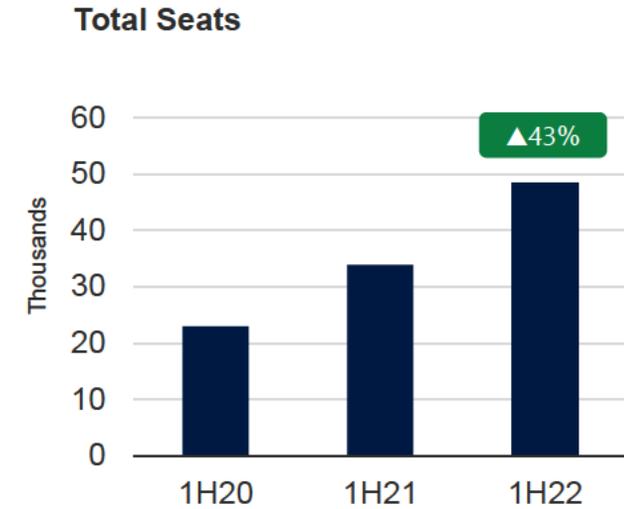
## Communication Platform as a Service (CPaaS)



## Telco as a Service (TaaS)



## Unified Communication as a Service (UCaaS)



# 1H22 performance – affirm FY22 EBITDA guidance range

Strong performance from continuing operations with 26% growth in phone numbers



1. Continuing EBITDA excludes restructure and impairment costs, gain or loss on sales of businesses, net interest, share scheme costs, acquisition costs, tax, depreciation and amortisation and results of discontinued operations.
2. Continuing NPAT-A excludes amortization of acquired customer contracts & acquired software, tax affected restructure and impairment costs, and tax affected gain or loss on sale of businesses and results of discontinued operations.
3. NRR (Net Retention Rate) is 1H22 revenue compared to 1H21 revenue of Symbio's top 10 customers (excluding those that are minutes trading only). These customers combined represent approximately 22% of 1H22 revenue. No single customer is more than 5% of revenue.
4. Continuing figures represent a like-for-like comparison with prior corresponding period restated to only include continuing businesses.

# Asia strategy update

Regional expansion will position Symbio as a major player in the global cloud communications industry



## Singapore

- Customer pipeline continues to build. Customer onboarding a key focus.
- UCaaS testing commenced with pilot customers scheduled for Q4 FY22
- 100,000 numbers needed to be cash flow positive, targeting by June 2022.

## Malaysia

- Voice market is dominated by Telekom Malaysia (81% market share) – ripe for technology disruption.
- Local corporate structure established. Regulator consultation underway.
- Actively negotiating with acquisition targets, seeking market entry by end of 2022.

## Other markets

- Continue to scan for acquisition targets in Taiwan, South Korea and Japan as follow-on markets.

# Summary & outlook

Rapid progress against strategic vision

## Stronger

Strong balance sheet.  
Proven team.  
Fueled for growth.

## Faster

Lean and focused business.  
Clear vision.  
Already delivering progress.

## Bigger

Asia is our future.  
TAM >500 million people.  
100 million numbers.

# Thank you

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