

scicom

EMBRACING

CHANGE.

DELIVERING

EXCELLENCE.

ANNUAL GENERAL MEETING 2021

Scicom (MSC) Berhad

26th November 2021

DISCLAIMER



This presentation contains a wide variety of statements, including “forward-looking statements”. These “forward-looking statements” were made on the date of issuance and are based on reasonable expectations, estimates, forecasts and projections at that time. These “forward-looking statements” may include, without limitation to words such as “expect”, “estimate”, “believe”, “anticipate”, “forecast”, “predict”, “project”, “potential” and similar terms or the negative of such words. Such statements are, by their nature, subject to risks and uncertainties which involve variables and factors beyond the Company’s control, hence causing actual results to differ materially from those expressed in the “forward-looking statements” for any reason whatsoever.

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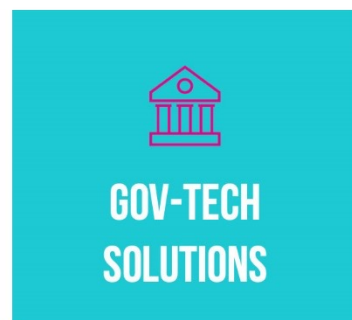
SCICOM AT A GLANCE



PROVIDING DIGITAL STRATEGY, TECHNOLOGY, CONSULTING & OUTSOURCING SERVICES



BPO - CUSTOMER CARE



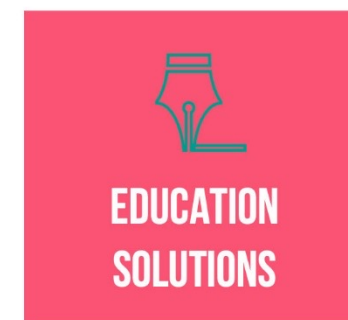
GOV-TECH SOLUTIONS



E-COMMERCE



DIGITAL



EDUCATION

3.9k+

employees

40+

languages

50+

nationalities
employed

43

clients

216.2M

Revenue in FY2021 (MYR)

FY 2021 ACHIEVEMENTS

Launch of
My Private Vaccine
(in collaboration with the leading *Vaccine Provider in Malaysia*)



Employee Registration

Employers can seamlessly register the employees they want vaccinated
(Each employee's vaccination eligibility will be assessed based on the details provided)



Appointment Booking

Employers can easily book vaccine appointments for their employees
(Confirmation messages will be sent detailing appointment date(s) and time(s))



Vaccine Administration

Employees can get their vaccines administered at designated off-site or clinic-based locations



Certificate Issuance

Once employees have been inoculated with both doses, they will receive a digital vaccine certificate that will automatically be uploaded to the MySejahtera mobile application

SCICOM ACHIEVEMENTS FOR FY2021 (2/2)



Launch of **Scicom Learning Campus** (Scicom's Electronic Learning Management System (SeLMS))



Creation of Training Content

Build online course content quickly (and with limited technical expertise) using pre-existing resources and programs



Delivery of Training Sessions

Deploy a wide range of training sessions as per stakeholder needs/ requirements (assessments, webinars, on-demand quizzes etc.)



Performance Monitoring

Track and assess employee (or client) progress & performance in real-time according to custom metrics

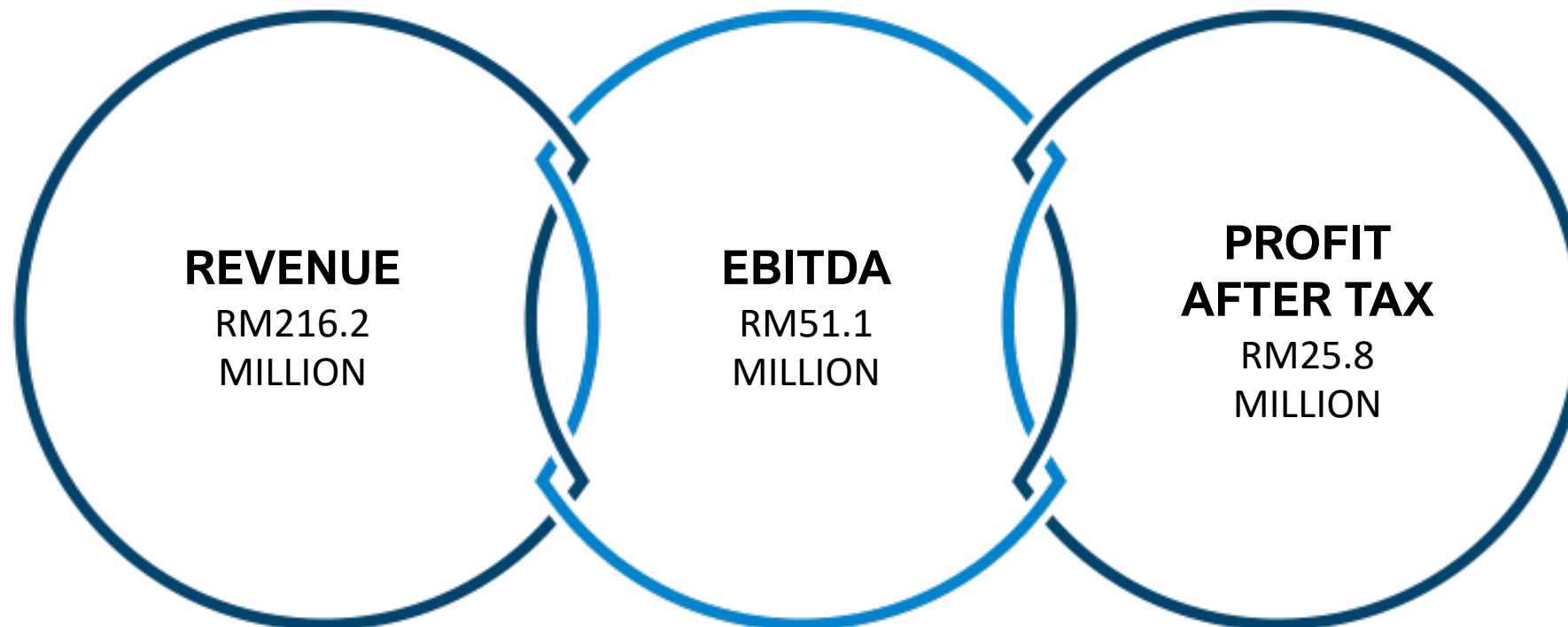


Certificate Issuance

Issue certificates for completed training programs and create custom reports according to stakeholder requirements

FY 2021 FINANCIAL PERFORMANCE

KEY FINANCIAL METRICS (FY2021)



GROUP FINANCIAL PERFORMANCE (2/2)

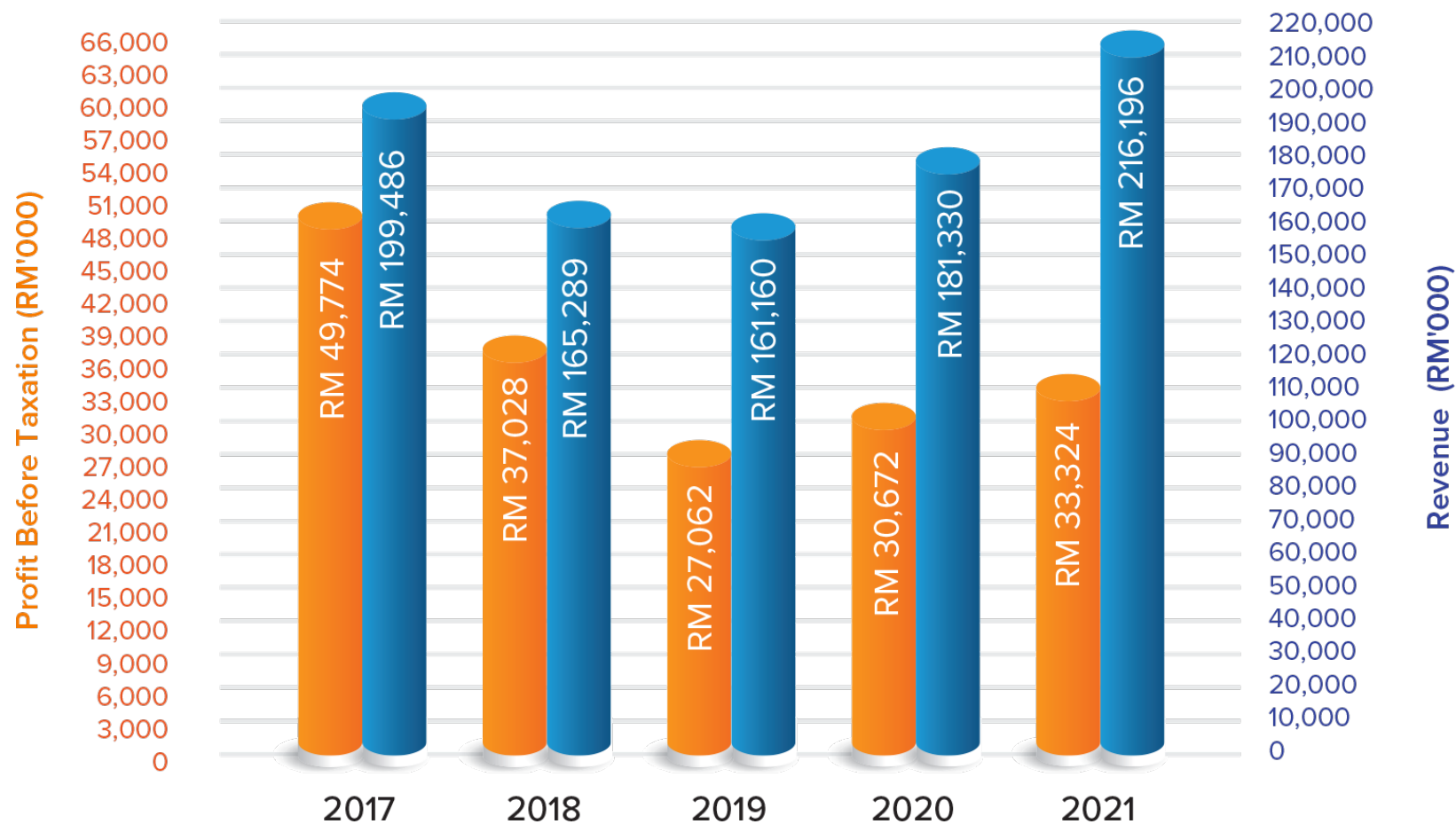


FINANCIAL METRIC GROWTH (FY2020-FY2021)

RM ('000)	FY2020	FY2021	% Increase
REVENUES	181,330	216,196	↑ 19.2%
PROFIT BEFORE TAX ("PBT")	30,672	33,324	↑ 8.6%
PROFIT AFTER TAX ("PAT")	22,053	25,814	↑ 17.1%

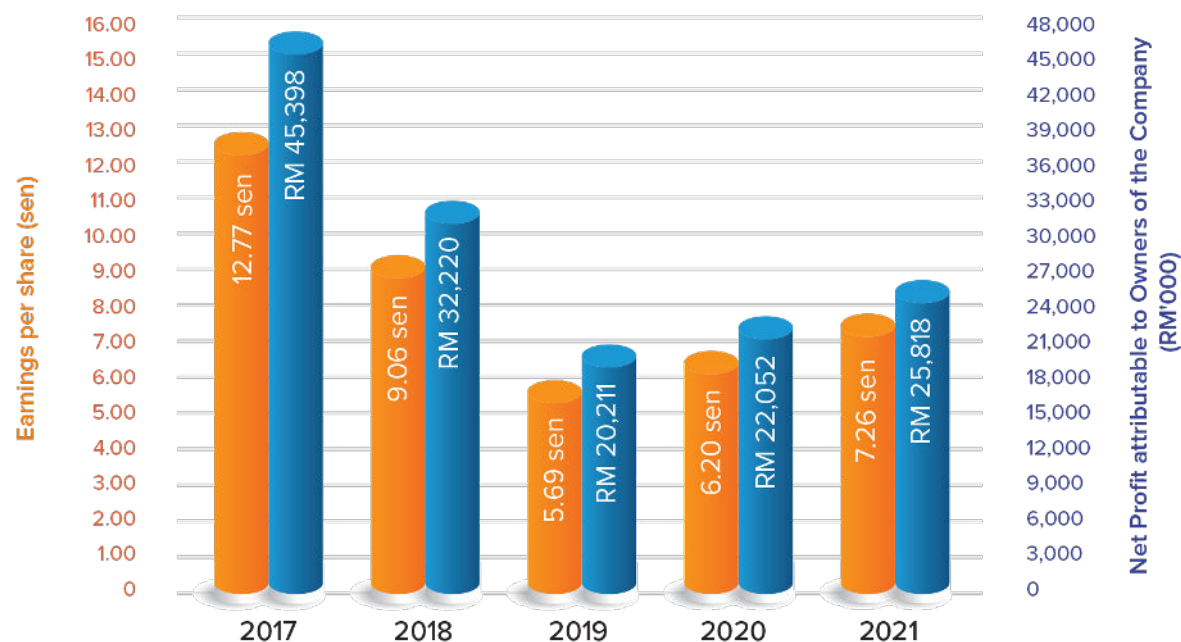
5 YEAR TREND

REVENUE AND PROFIT BEFORE TAXATION

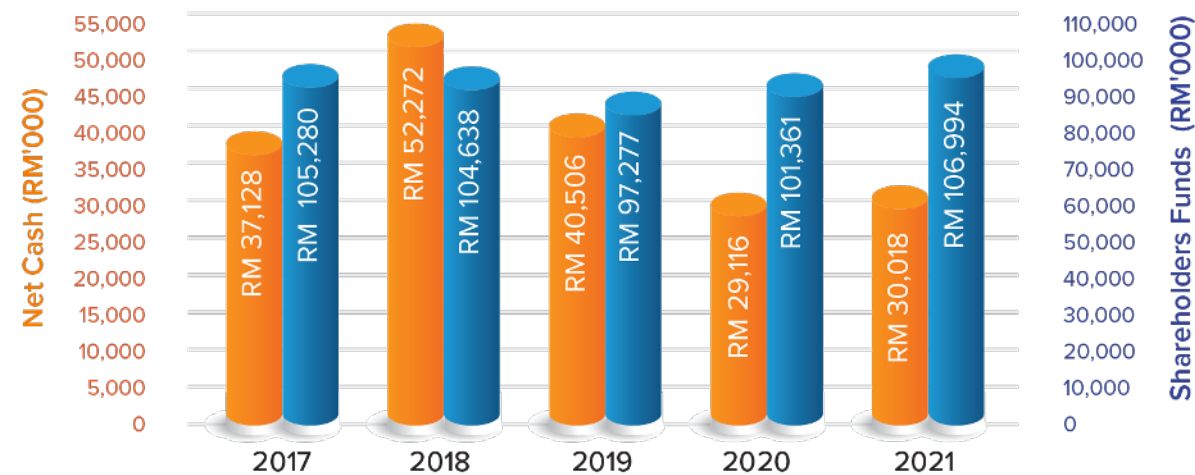


RETURN TO SHAREHOLDERS

NET PROFIT ATTRIBUTABLE TO OWNERS OF THE COMPANY AND EARNINGS PER SHARE



SHAREHOLDERS' FUNDS AND NET CASH



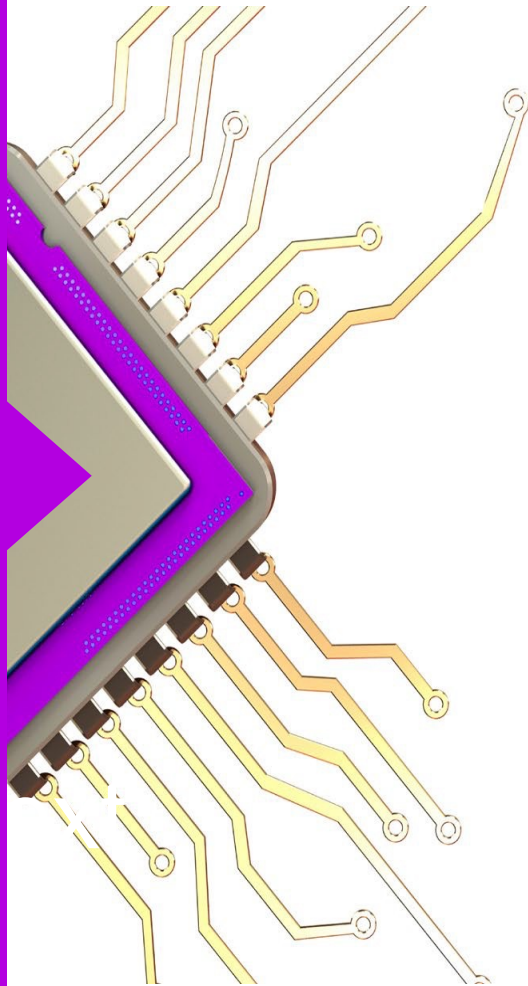
FY 2022 OUTLOOK & STRATEGY

**BUSINESS
PROCESS
OUTSOURCING**

**GOV-TECH
SOLUTIONS**

**DIGITAL
SOLUTIONS**

**EDUCATION
SOLUTIONS**



STRATEGIC SCICOM GROUP INITIATIVES TO DRIVE NET PROFIT **GROWTH**



Leverage technical, process and industry expertise to deliver digitally integrated business solutions that are cost effective



Geographic market development to drive revenue growth



Investing in operational excellence based on a high-touch, high-tech approach.



Smart talent sourcing: provide unique offering of worldwide talent mix with work-at-home capabilities

AT THE FOREFRONT OF **BPO** INNOVATION



MULTILINGUAL
MULTICHANNEL
EXPERIENCE



ROBOTIC
PROCESS
AUTOMATION



CHATBOTS
& VIRTUAL
ASSISTANTS



SOCIAL
MEDIA
SUPPORT



PREMIER
CUSTOMER
CARE



PREMIER
TECHNICAL
SUPPORT

CHANNELS



Inbound



Outbound



Chat



Email



Social Media



Face-to-Face

SERVICES

Customer
Service

Customer
Acquisition

Technical
Support



IT Service
Desk

Backoffice

SECTORS



Consumer
Electronics



Media
& Ent.



Financial
Services



Airlines, Travel &
Tourism



Telco



eCommerce



Healthcare



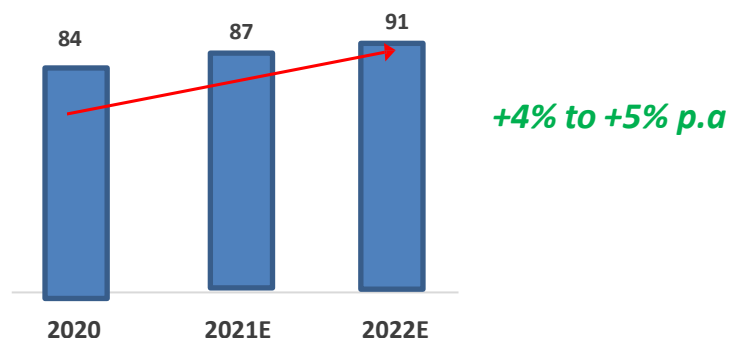
Government

BPO CUSTOMER CARE MARKET OPPORTUNITY

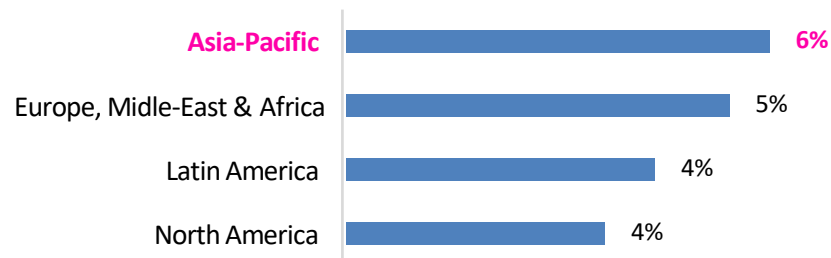


Significant addressable market of **USD 91 bn** globally (growing at **4-5% p.a.**) with the **APAC** region expected to see the highest growth

CX outsourced market size*
(\$US bn) and growth (%)



CX outsourced market growth by region **
(2020-2024E CAGR)

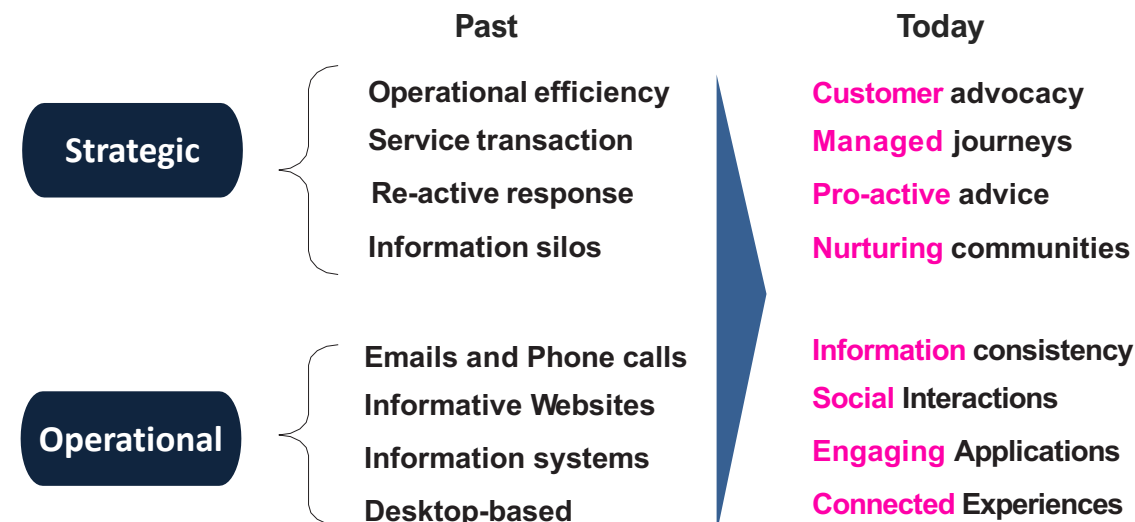


* Source: Everest (2020) CX outsourcing market size

** Source: Frost & Sullivan (2020)

The future is looking bright for consumer care

The digital economy is fuelling the demand for digital and omnichannel integration, combining A.I, ML and RPA technology to provide better customer care.



Scicom is the leading regional partner for companies to navigate customer experience and digital transformation.

FY 2022 STRATEGY FOR BPO SERVICES



1. Ongoing expansion of next-generation BPO services

Focus on providing a Business Process as a Service (BPaaS) solution

Service innovation and Simplification

Design and integrate new digital customer experiences

Connected platform architecture

Unlock the full power of data and technology investments

2. Provide 'high touch' and 'high tech' experiences

Continue to provide digital, social, and virtual assistant technology solutions in line with customer engagement trends

Personalized experiences

Create personalized & intelligent customer experience

Omni-channel optimization

Maximize channels to ensure profitable client growth

Driving BPO Growth

Providing digitally integrated customer care solutions that meet client expectations with speed, agility and innovation

3. Enhancing workforce flexibility and fluidity

Continue to make investments to recruit for the right skills, provide highly engaging training and prepare our workforce for the post pandemic future of work

Agile operating model

Maximize our talent pipeline and enhance our WFH culture

SCICOM HAS A UNIQUE VALUE PROPOSITION FOR BPO SERVICES



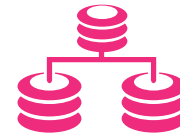
Scicom is the partner of choice for digitally integrated customer care services. We manage customer care operations to meet rising client expectations with speed, agility and innovation.



Connecting technology,
people and processes



Leading edge technology for
Customer Care Solutions.
Robust and redundant IT
architecture



Vendor neutral
technology products/
services



High touch management
enabling talent to reach
full potential



Faster deployment &
Continuous improvement. ISO
27001 & 9001 certified.



Award winning BPO.
4000+ staff in 2 locations

TRANSFORMING THE DIGITAL LANDSCAPE, ONE GOVERNMENT AT A TIME



Scicom drives governments to digitise and adapt to change. Our Gov-Tech solutions help to better coordinate resources, to respond to mission critical issues rapidly and effectively, and ultimately help governments serve citizens better.



GOV-TECH
SOLUTIONS

OUR RANGE OF SERVICES INCLUDE

International Student Management Systems



Border Control Solutions



Border Management Intelligence



Advance Passenger Screening Systems



Interpol Integration



E-Visa Implementation



Medical Screening Solutions



Citizen Identification Solutions



Phytosanitary Information Management Systems



Biometric Technology



Analytics and Business Intelligence



Blockchain Technologies



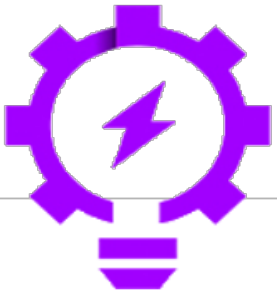
Migrant Worker Management Systems



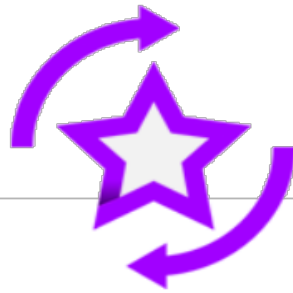
GOV-TECH MARKET OPPORTUNITY

Our value proposition is to partner with governments in emerging countries to digitise the delivery of government services.

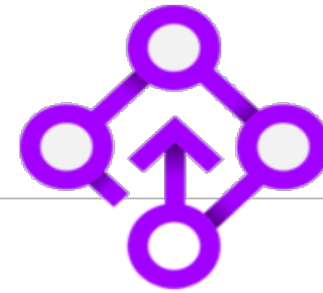
Digital government is changing how federal, state, and local governments deliver services, distribute welfare, collect taxes, maintain security and engage with its citizens.



There are significant post pandemic opportunities to grow our GovTech business, as cash strapped governments are relying on long term private-public partnerships to lower the cost of delivering government services



Digital maturity in government remains low in emerging countries; 80% of governments are still at the early or the developing stages of digital maturity.

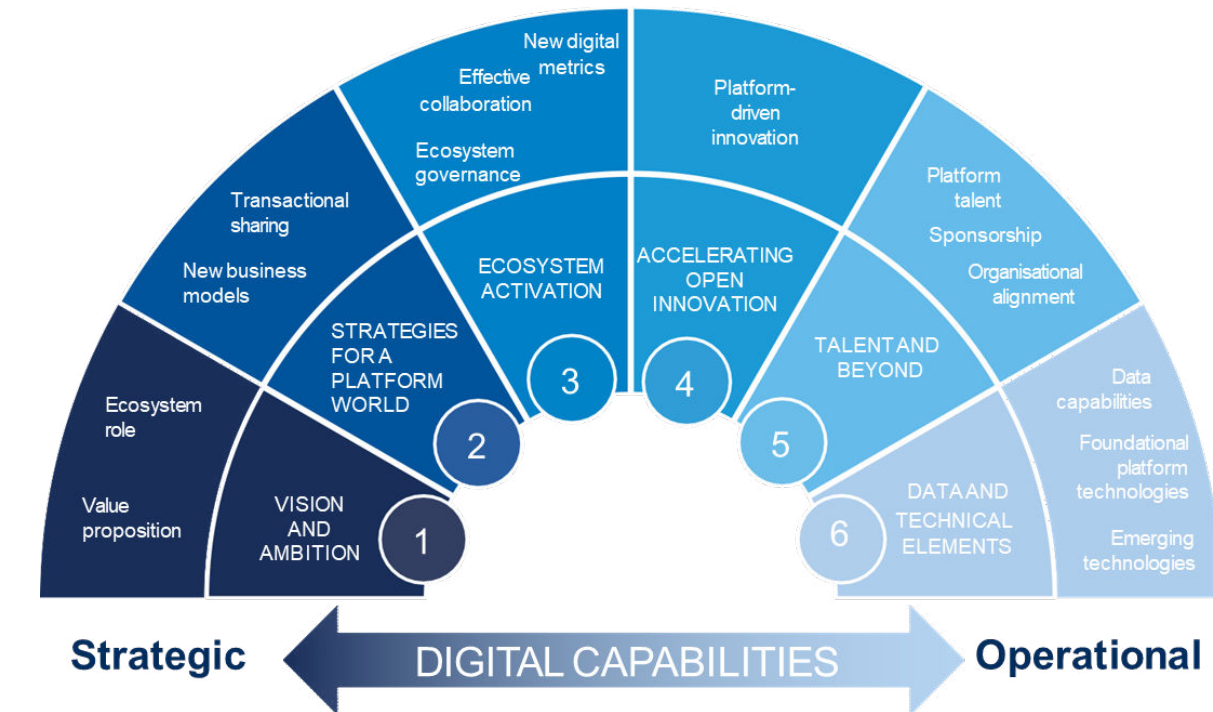


Scicom has a ready suite of Identity Management and Border Control solutions and the ability to customise these offerings according to individual country requirements

For FY2022, Scicom's GovTech will continue to focus on enabling developing countries to design and deploy Government as a Platform (GaaP) models for service delivery

ON-GOING STRATEGY FOR GOV-TECH

For FY2022, Scicom will focus on developing platforms/ ecosystems to shape digital capabilities and deliver desired outcomes for governments all over the world.



Scicom has the digital capabilities to succeed in the platform economy



My Private Vaccine

In FY2021, Scicom developed the *My Private Vaccine* platform that enabled the Malaysian government to manage end-to-end vaccine logistics.

The solution is scalable and played a crucial role in enabling millions of residents to return to work safely.

STEERING ACROSS THE DIGITAL TRANSFORMATION AGE



Scicom has an established footprint and an inherent DNA in combining the physical areas of customer experience (CX) with the digital realms (DX) of business to create connected and personalised commercial experiences for the new-age business. It is powered by its people who bring decades of experience and domain knowledge in the areas of customer experience, technology, marketing, communications and business strategy.



DIGITAL
SOLUTIONS



DIGITAL/ eCOMMERCE MARKET OPPORTUNITY



Our value proposition is to provide end-to-end digital solutions aimed at creating high quality Customer Experiences (“CX”) for clients in the public and private sectors



HEALTHCARE

Large global market size of **USD 427 billion** expected for the Health Information Technology (“HealthTech”) market **by 2027**



E-COMMERCE

Global retail eCommerce sales to reach a new high (**~USD1.4 trillion**) **by 2025**; eCommerce software market expected to grow by **USD3.4 billion from 2020 to 2024**



HIGHER
EDUCATION

Some of the biggest obstacles for international student recruitment are border closures (**77%**) as well as visa processing being delayed/ suspended (**69%**)



DIGITAL
RECRUITMENT

80% of employees say they want to **continue working from home** after the Covid-19 crisis is under control; **25%-30%** of all jobs globally are expected to be remote by the **end of 2021**

STRATEGY FOR DIGITAL / eCOMMERCE

For FY2022, Scicom will focus on developing personalised, engaging digital solutions for clients in four (4) focus sectors. Solutions will aim to capitalise on key issues/ trends:



HIGHER EDUCATION

- Increasing requirement for institutions of higher education to **embrace new digital methods of student recruitment**
- Need for new platforms to **streamline the remote delivery of course content**



HEALTHCARE

- Need for new “HealthTech” solutions in line with the **rising incidence of COVID-19, government mandates, and escalating healthcare costs**
- Need for new “InsureTech” solutions to make coverage and benefits **more accessible to the general population**



E-COMMERCE

- Retailers looking for end-to-end eCommerce solution providers that **offer services across the value chain (reducing the need for retailers to maintain any online eCommerce functions in-house)**



DIGITAL RECRUITMENT

- Need to source, pre-screen, interview & onboard new employees **without stakeholders having to set foot in corporate spaces**

LEARNING TO THRIVE IN A TRANSFORMING WORLD



The Scicom Education Group offers total learning solutions for the business world. It brings years of training and education experience, with a practising faculty of lecturers, and the capability of delivering a variety of training and education solutions.



EDUCATION
SOLUTIONS



EDUCATION MARKET OPPORTUNITY

Our value proposition is the provision of customised corporate, English proficiency and digital training software solutions for a variety of clients



50%-100% of in-person training programs were **postponed or cancelled** during the first half of 2020 (across North America & Europe)



The global **Learning Management System (LMS)** market is expected to grow from **USD 13.4 billion in 2020 to USD 25.7 billion by 2025**, at a Compound Annual Growth Rate (CAGR) of 14.0%



STRATEGY FOR EDUCATION

For FY2022, Scicom will focus on promoting our Learning Management System (LMS) solutions to two (2) main stakeholder groups:



Scicom Employees

Creation of a more well-rounded, multi-functional workforce and to increase overall employee effectiveness

#1

#2



New & Existing Clients

Creation of custom domain, sector and skill-specific training modules for a variety of different clients