



*Celebrating*  
**OUR PEOPLE  
OUR BUSINESS**



**2022**

# **ANNUAL GENERAL MEETING**

**SCICOM (MSC) BERHAD**

# **AGM Agenda**

**Financial Performance**

**Sustainability Performance**

**Strategic Outlook**

**Q&A**

# FINANCIAL PERFORMANCE

## OVERALL PERFORMANCE

### Sustained revenue and profit growth

**Scicom delivered the highest ever revenue of RM 265 million.**

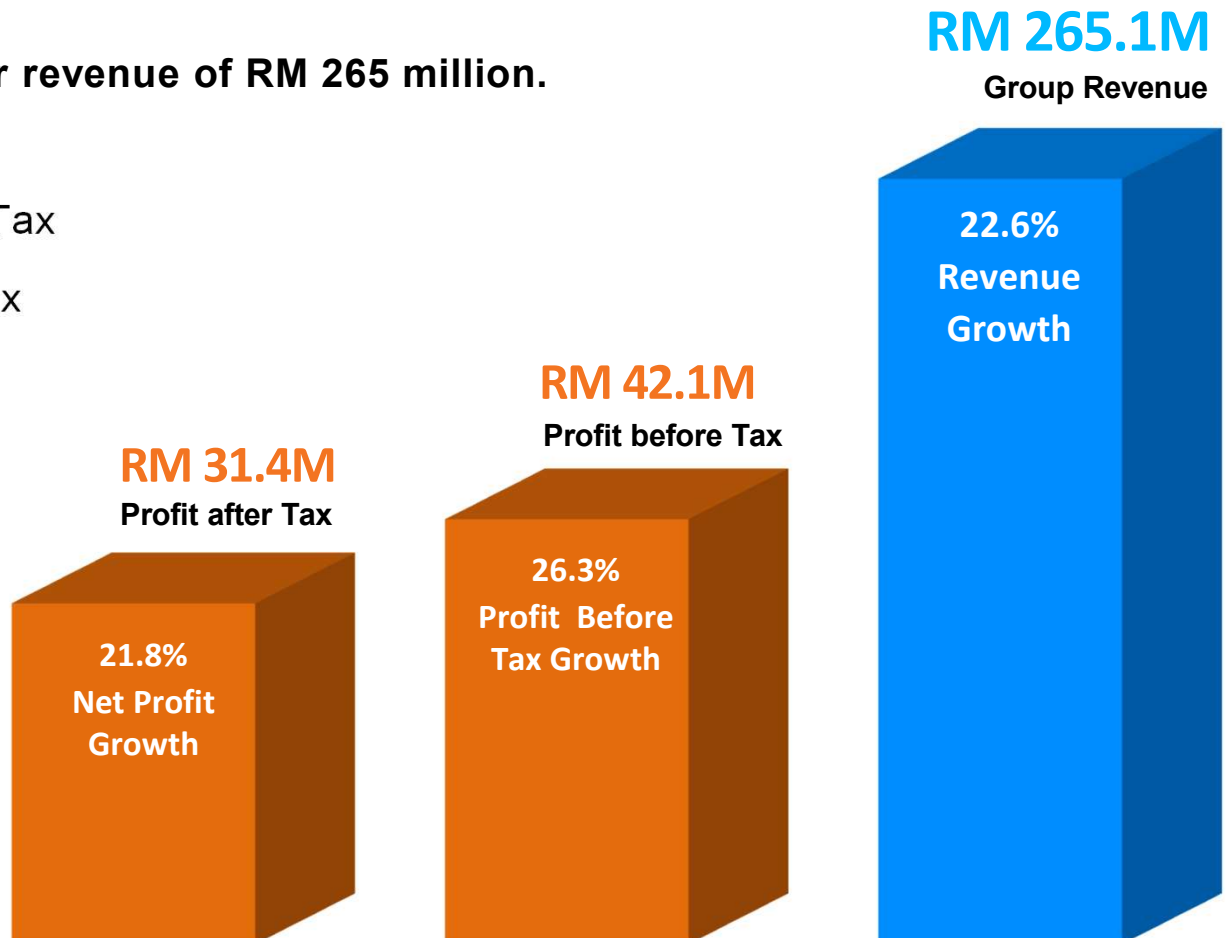
- RM 265.1 million – Revenue
- RM 42.1 million – Profit before Tax
- RM 31.4 million – Profit after Tax

### Sustainability performance

- Inducted into **FTSE4Good**  
**Bursa Malaysia**  
Sustainability Index



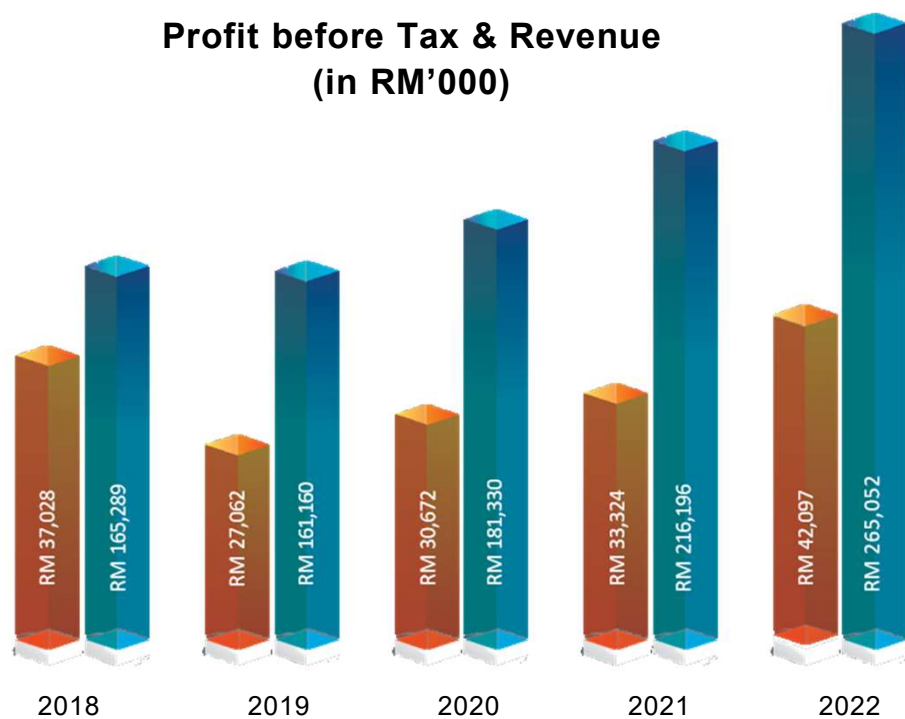
FTSE4Good





## FINANCIAL PERFORMANCE

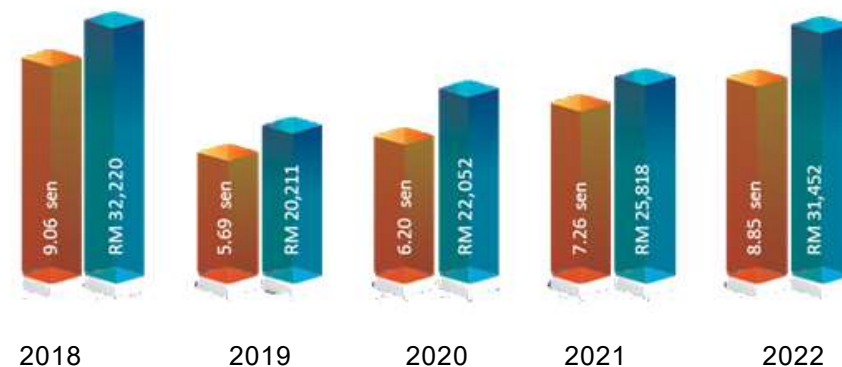
### Revenue, PBT, PAT, and EPS



**Profit before Tax & Revenue**  
(in RM'000)



 Profit before Tax  
 Revenue

**EPS (sen) & Net Profit Attributable To Owners Of The Company (in RM'000)**



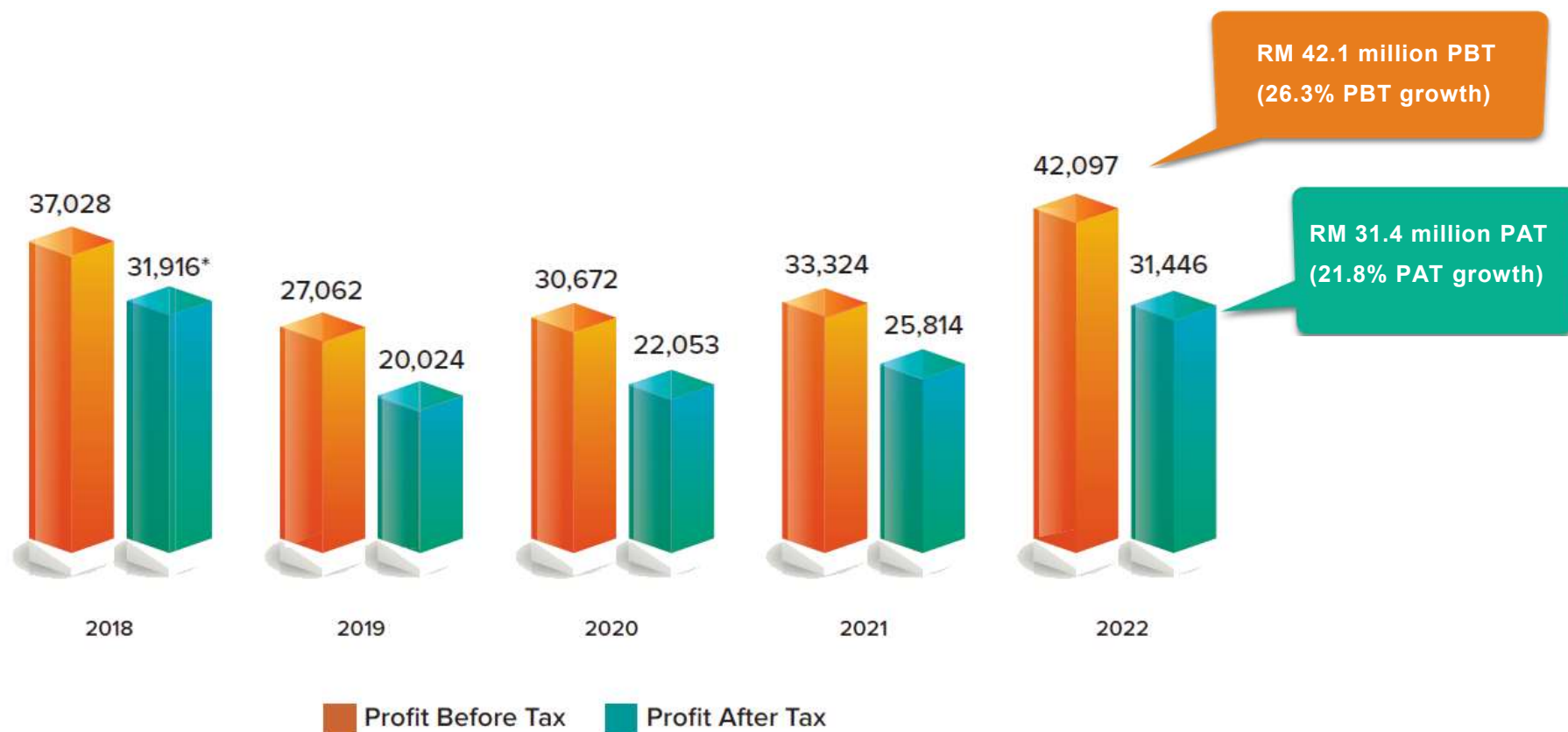
 Earnings per Share (EPS)  
 Net profit attributable to owners of the Company

## FINANCIAL PERFORMANCE

### Group Profit – PBT and PAT



In FY2022, the Group recorded a profit before tax of RM42.1 million and profit after tax of RM31.4 million



## FINANCIAL PERFORMANCE

### Balance Sheet



Strong balance sheet with zero gearing and net cash of **RM 36.8 million**

**TOTAL ASSET**  
RM 165.0 M

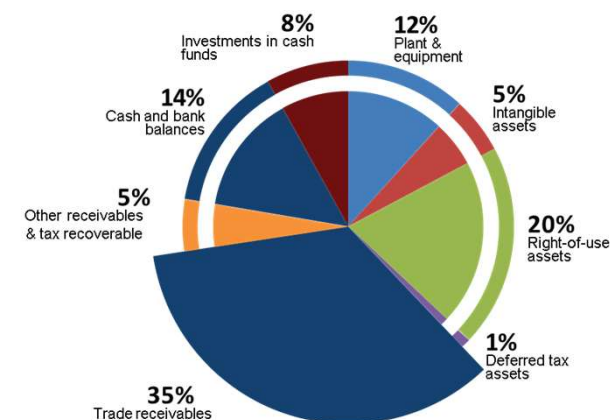
- Fixed and Intangible assets: – **RM 28.4 million**
- Right-of use assets – **RM 32.6 million**
- Trade and Other Receivables and tax recoverable – **RM 67.2 million**
- Cash and Bank balances and investment in cash funds – **RM36.8 million**

**TOTAL LIABILITIES**  
RM 52.9 M

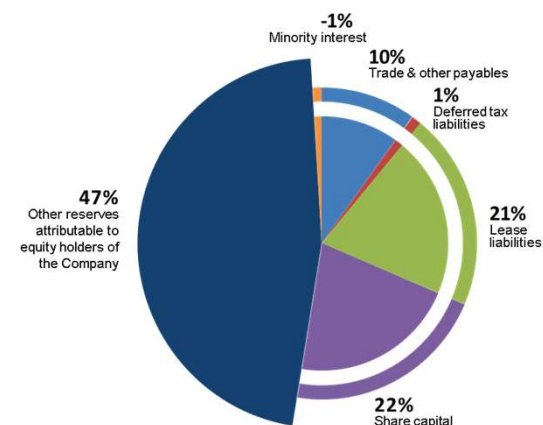
- Payables and deferred tax – **RM 18.5 million**
- Lease liabilities – **RM 34.4 million**

**SHAREHOLDERS  
EQUITY**  
RM 112.1 M

- Share Capital – **RM 35.5 million**
- Reserve – **RM 76.6 million**



**TOTAL ASSETS**



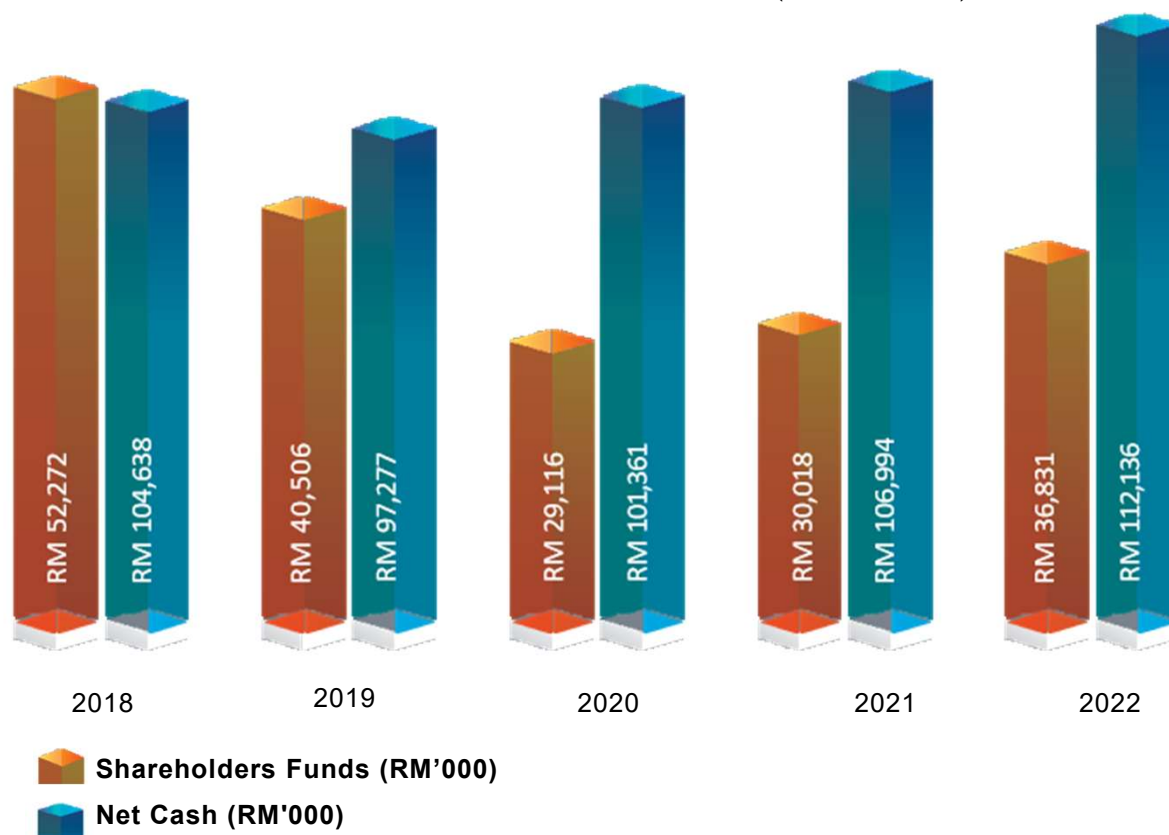
**TOTAL LIABILITIES, CAPITAL AND RESERVES**

## FINANCIAL PERFORMANCE

### Shareholders' Funds and Net Cash

In FY2022, the Group continues with zero borrowings with net cash increased from RM30.0 million to RM36.8 million.

**Shareholders' Funds & Net Cash (in RM'000)**

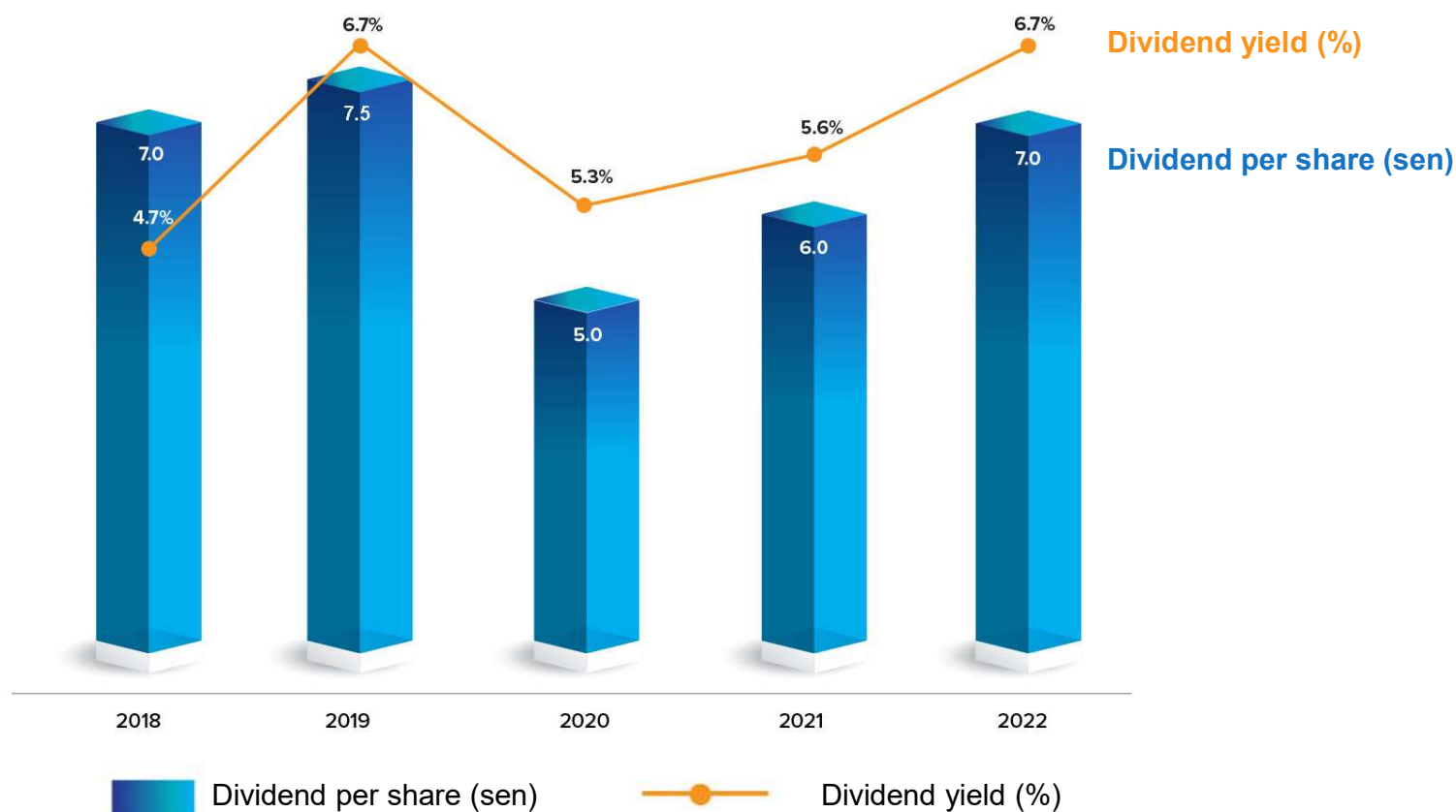




## RETURN TO SHAREHOLDERS

### 7 sen dividend per share, 79.1% dividend payout ratio

The total dividend declared for FY2022 was 7.0 sen per share, equivalent to RM24.9 million or 79.1% dividend payout ratio against net profit. The dividend yield for FY2022 was 6.7%.



## CASH FLOW & CAPITAL ALLOCATION

Disciplined capital allocation that provides Return to Shareholders



### STRONG CASH FLOW

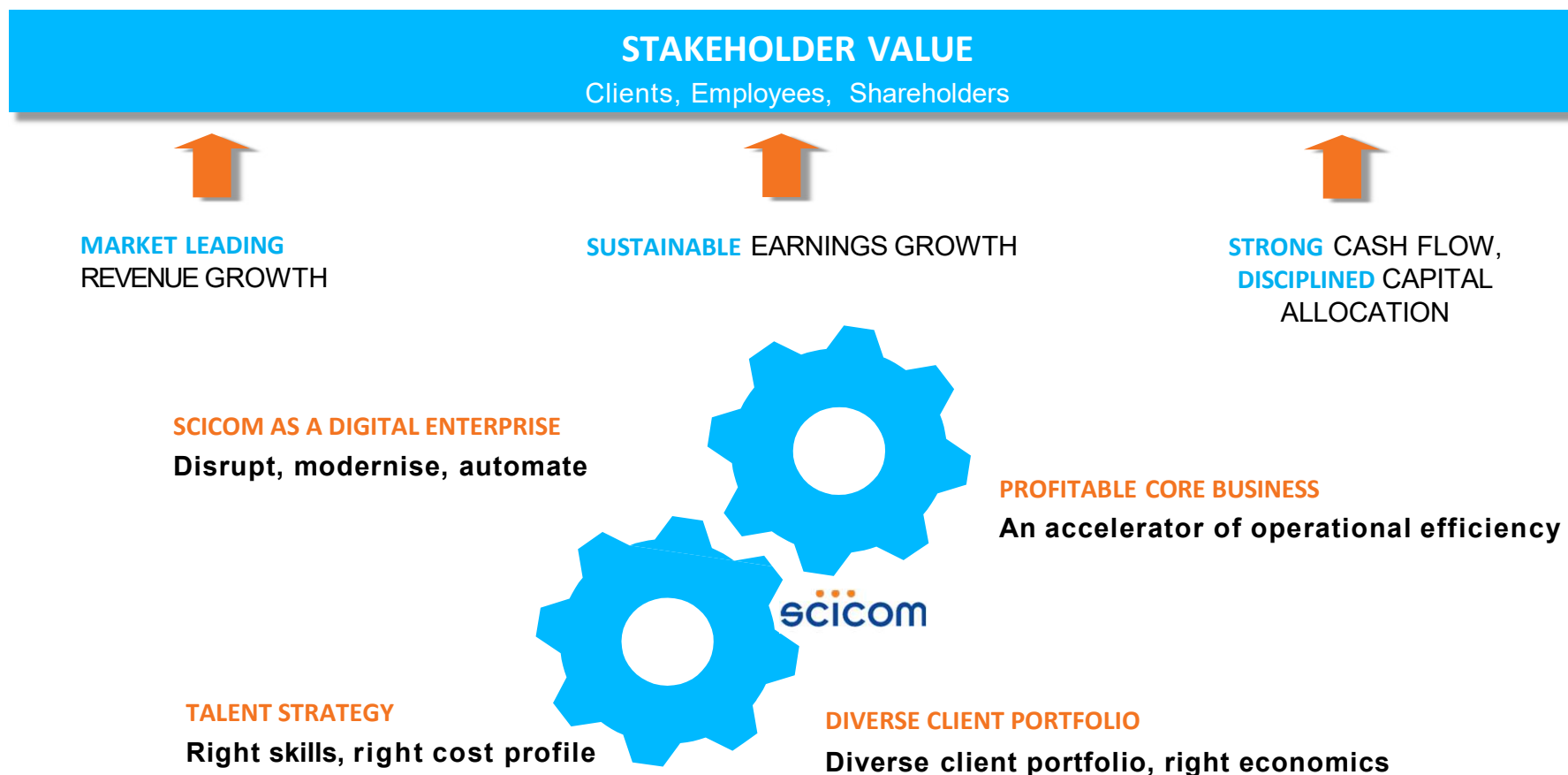
- Disciplined financial management
- Capital-light model
- Efficient operating expense structure

### SMART & DISCIPLINED CAPITAL ALLOCATION

- Invest in the business
  - Capital Expenditures: 17.3% of operating cash flow
- Return to Shareholders
  - Dividend of 7 sen per share
  - Dividend payout ratio of 79.1%
  - Dividend yield of 6.7%

## KEY DRIVERS OF SHAREHOLDER VALUE

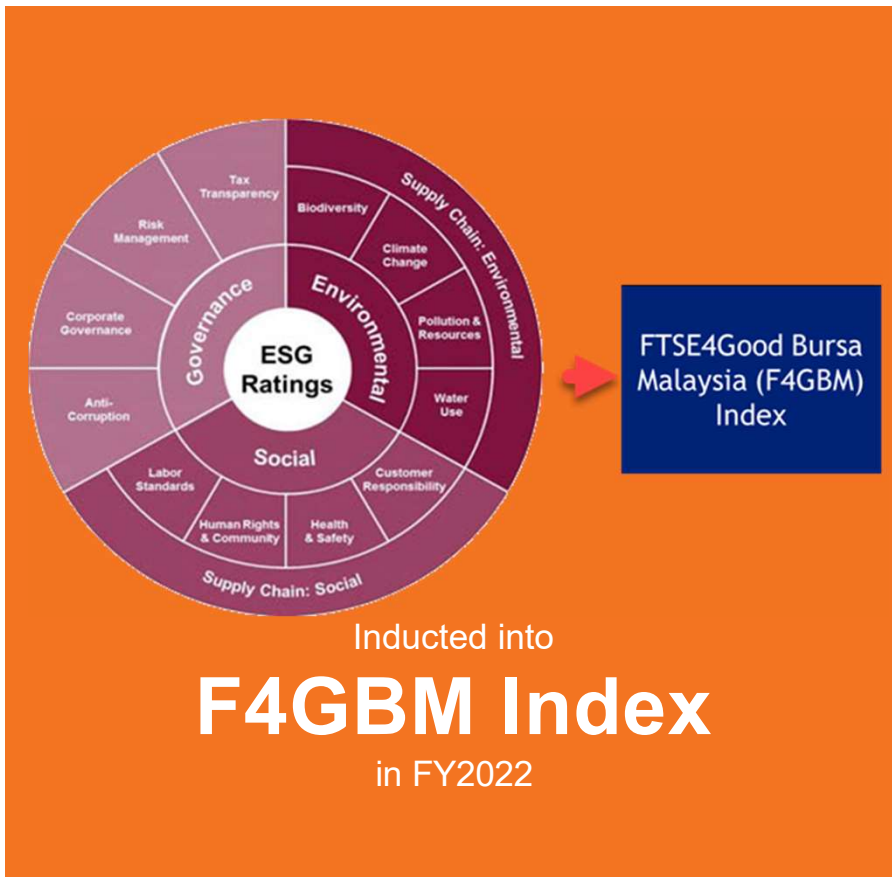
### Strategies to ensure continued growth



# **SUSTAINABILITY PERFORMANCE**

## SUSTAINABILITY STRATEGY

### FY2022 Sustainability Achievements & Highlights



For the financial year 2022, Scicom has achieved the following sustainability milestones:

- Achieved double digit growth in revenue and profit. Highest ever revenue of RM265.1 million.
- Declared a higher dividend payout of 7 sen as compared to 6 sen in FY2021.
- Successfully completed 202.8 million transactions in the form of voice, social media, data processing and visa processing during the financial year.
- Invested RM2.7 million on Workplace Health & Safety and WFH Measures (in response to Covid-19).
- Enabled approximately 80% of employees to work from home (WFH).
- Received 'Majikan Prihatin' award by the Government for significant contribution to the Government's effort in providing employment to first time job seekers, retrenched employees and long-term unemployed employees during the pandemic period.
- Achieved a 4-star Employer Rating on JobStreet Malaysia.

## HOW SCICOM CREATES VALUE

### Accelerating sustainable and inclusive growth



#### OUR BUSINESS

BUSINESS PROCESS  
OUTSOURCING

GOV-TECH  
SOLUTIONS

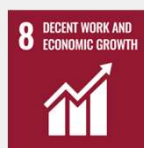
DIGITAL  
SOLUTIONS

EDUCATION  
SOLUTIONS

#### OUR IMPACT ON UN SDG

Our contribution to the UN SDGs  
through Scicom's sustainable strategy:

##### Growth & Health:



##### Inclusion:



##### Climate:



#### SUSTAINABILITY STRATEGY

##### Clients

Sustainably enhance clients' customer experience and business performance.

Positively impact those connected to client work, including clients' customers and communities

##### Our People

Support staff well-being and foster a culture of continuous learning and a diverse and inclusive workplace

##### Communities

Strengthen local communities via charities, pro bono activities, and other community building efforts

##### Climate

Support environmental sustainability practices that reduces CGH. Pursue strategy to reduce environmental impact.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

### ESG framework that creates value for stakeholders

Scicom undertook a process to integrate our ESG priorities into a FY2022 ESG Framework. The ESG framework and the Materiality Matrix outlines specific actions that will enable us to accelerate sustainable and inclusive growth.

#### ESG FRAMEWORK to accelerate sustainable and inclusive growth

##### Economic

- Generate sustainable returns from our products/ services
- Invest in technology solutions that improve operational efficiencies and enhance customer experience and satisfaction for our clients
- Improve cybersecurity measures and develop resilience against any and all risks to our information technology ("IT") infrastructure

##### Environment

- Continuously identify initiatives that will optimise energy consumption
- Promote the recycling and reduction of waste
- Increase awareness of environmental policy initiatives within the Group

##### Social

- Attract, develop, excite, and retain a diverse workforce while creating an inclusive culture for all
- Provide a safe and healthy environment for all employees
- Align all Corporate Social Responsibility ("CSR") initiatives within the Group's activities
- Empower our colleagues to give talent, time, and financial support to create positive change in local communities

##### Governance

- Meet the highest professional, legal, and ethical standards— while enhancing transparency and accountability
- Ensure that all applied sustainability strategies are tracked and monitored
- Ensure that Scicom's stakeholder engagement structure facilitates the effective deployment of all sustainability initiatives as well as the seamless operations of all business divisions

# STRATEGIC OUTLOOK



# Scicom (MSC) Berhad

Scicom is an award winning and trusted partner for enterprise digital and customer service solutions.

## 2022 Awards



- IAOP - The 2022 Global Outsourcing 100
- MDEC Digital Economy Industry Appreciation Award. Top Investment to Date (GBS – Local)
- Majikan Prihatin – Employment Category



### BPO

Premier Customer Care , Technical support, associated fulfilment BPO



### GOV-TECH

Digital Government Solutions



### DIGITAL & ECOMMERCE

Ecommerce , Digital Media Solutions



### EDUCATION

Corporate Education, Youth Training Programmes



### MED-TECH

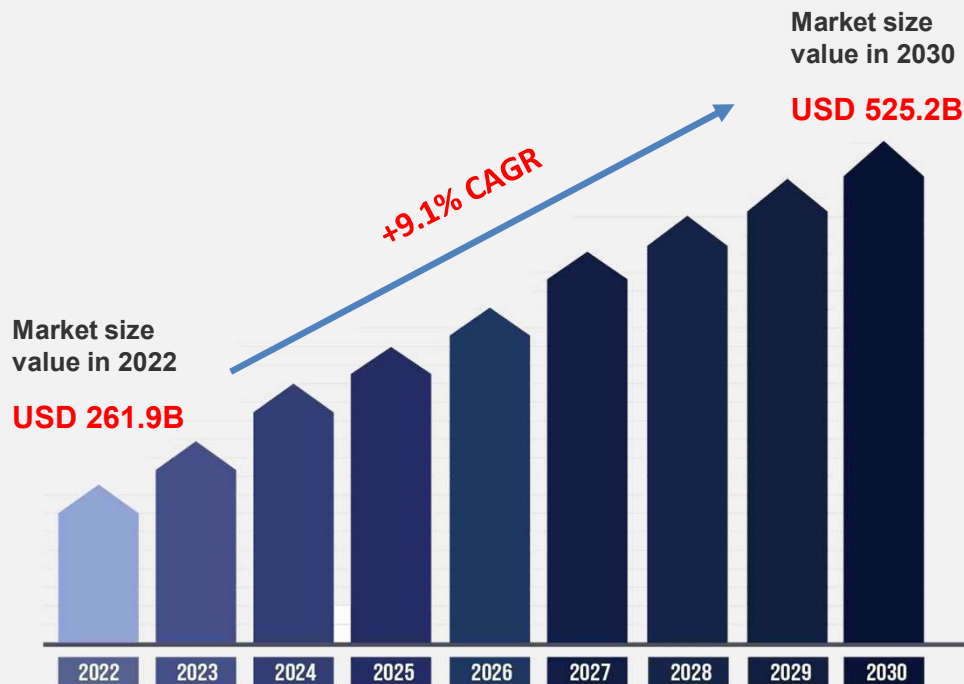
Digital Commerce Solutions

## BUSINESS PROCESS OUTSOURCING (BPO)

### Global Market size growing at 9.1% CAGR

#### Global BPO Market Size and Growth

Revenue in USD billion and CAGR from 2022 to 2030\*



\* Source: Grandview Research

#### Customer Service BPO

- Significant addressable market that is growing at 9.1% CAGR.
- The customer services segment accounts for ~30% of the total BPO market, i.e., USD 78.6 billion.
- Customer service segment is expected to retain its dominance, attributed to the increasing number of companies across the globe that are outsourcing CS and technical support.

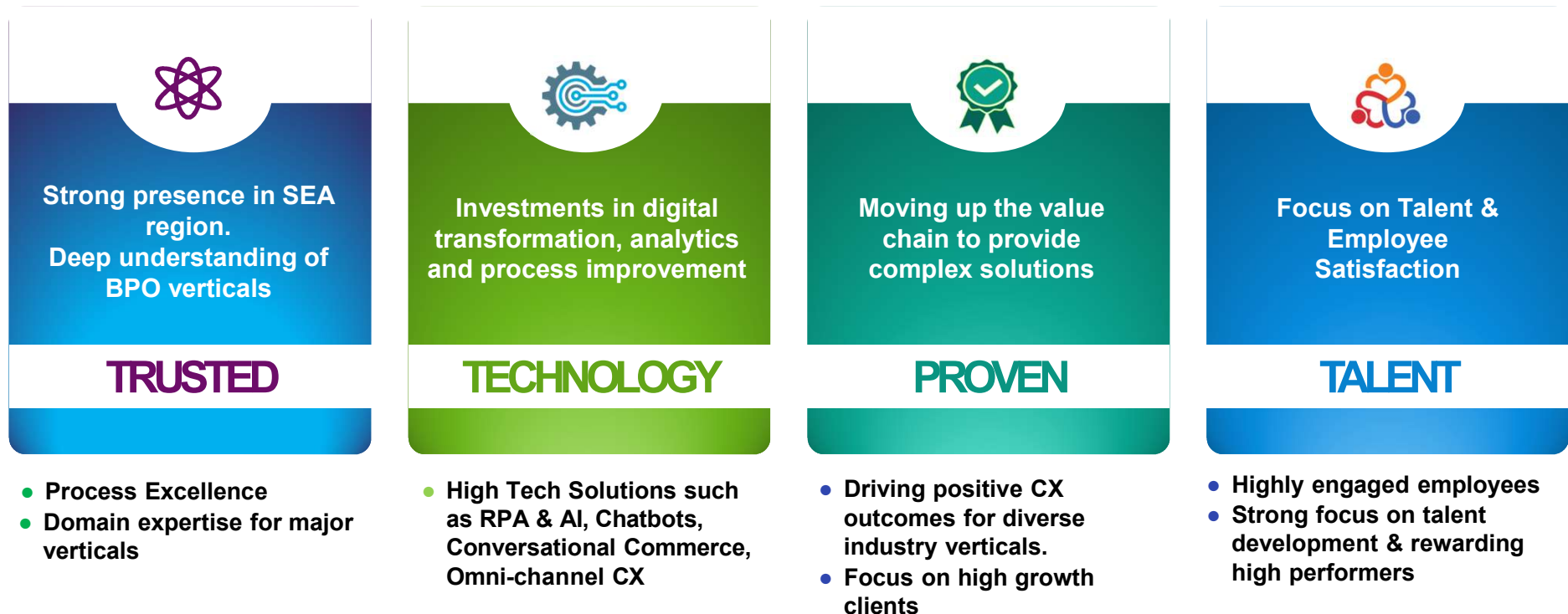
#### Focus:

- Advancing digitally led customer experience strategy – conversational commerce.
- Strengthen our position with existing clients and grow market share in developed countries.
- Attract and retain top talent, invest in internal capabilities to build a high-performance culture.

## BUSINESS PROCESS OUTSOURCING (BPO)

### Scicom BPO is well positioned for future growth

In a competitive global environment, Scicom has maintained its market leadership for digital and Customer Experience solutions. Blending proven expertise with best-in-class digital technology, industry domain expertise and great people to deliver sustainable and profitable growth.



## GOV-TECH

### Government-as-a-Platform (GaaP) and public value creation



## Growing at 7-8% a year

GovTech's outsourced digital transformation, business process services (BPS) and associated technology industry in developing markets is growing at 7-8% a year. One of the best aspects of GovTech is its international replicability.

### The focus is on:

#### Digital value creation

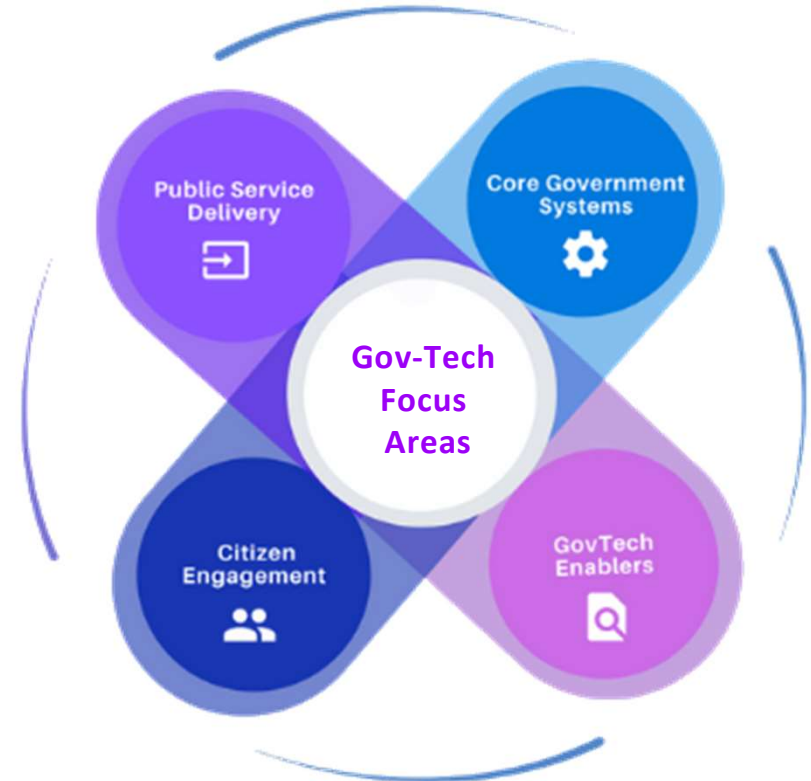
**Partner with government to innovate service delivery.**

Scicom's GovTech will continue to focus on building and deploying solutions for existing clients - differentiate via bespoke government solutions and private-public finance offerings.

#### Sales campaigns

**Selling ready suite of Gov-Tech Solutions – Identity Management, GovTech.**

Focus is to continue to build traction with targeted clients and to close deal with an emerging nation country. Sales cycle has been on-going for past 3 years.



**GovTech enables governments to deliver integrated public services conveniently, efficiently and securely.**

## SCICOM DIGITAL

### Digital commerce solutions

Scicom Digital enables businesses to scale digital commerce strategies to drive optimal sales performance and profitability, strengthen brand loyalty and generate new market growth.



**What we do: design and implement next-gen digital commerce solutions for clients.**

- Build digital channels – create direct to customer channels
- Provide services that integrate with and support digital channels
- Capture and analyse data to better serve customers and unlock new revenue streams.



### eCommerce Market Size & Growth

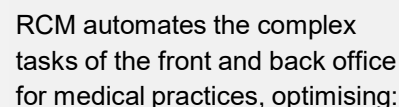
The B2C Ecommerce market in Asia Pacific is expected to grow by 12.53% on an annual basis to reach US\$3,468.6 billion in 2022. Forecast to grow to US\$5,306.2 billion by 2026. CAGR of 11.21% during 2022-2026\*.

### Focus

- Pilot and market Scicom's Health Tech solution. This is a corporate insurance business model that is modern, consumer-friendly and cuts out the middleman (Third Party Administrator). The solution provides core health insurer: member experience, care routing, and claims systems.
- Continuous improvement and expand service offerings with existing clients.

\* Source: Grandview Research. Revenue in USD billion and CAGR from 2022 to 2030

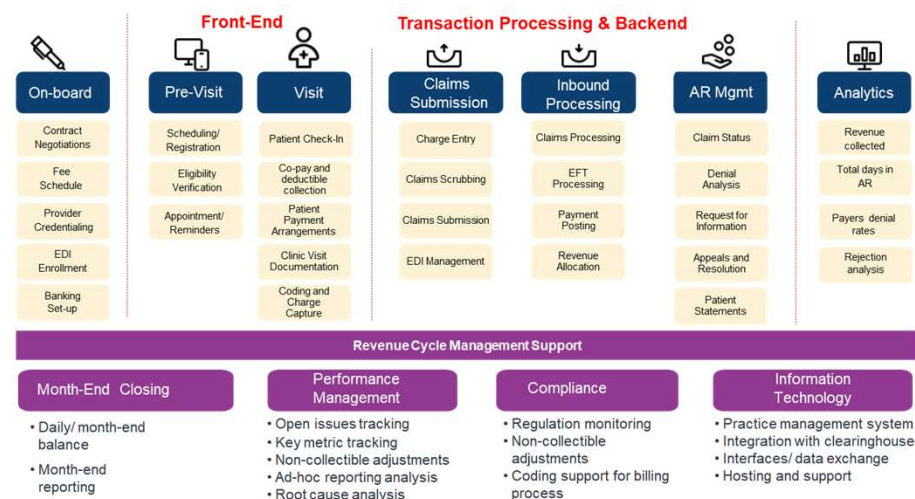
The global Revenue Cycle Management (RCM) market size was valued at USD 243.1 billion in 2021 and is projected to grow at 11.6% (CAGR) from 2022 to 2030\*.



- Patient visits and consolidation of health records
- Claims management, accounts receivable and claim resubmission
- Medical practice workflow, reducing redundant staff effort
- Patient participation in health programs to generate maximum revenue

**What we do:** Providing the core technology platform for **Electronic Health Records** for medical practices and a clearing house platform for medical **Revenue Cycle Management**.

Electronic Health Records digitises a patient's medical data. Revenue Cycle Management provides clinics and hospitals with web-based practice management solution & revenue cycle automation solution to increase medical staff productivity and reduce clinical admin costs.





## Defining skills the workforce will need in the future world of work

**What we do: enable workforce to build the essential skills they need to thrive in a global and digital world.**



**Bespoke corporate training solutions/ learning paths**



**Learning Management System (LMS)**



**Course creation - from instructional design to content to production.**

**Scicom Education works with businesses and government to create custom courses and bespoke learning solutions. Working with subject matter experts, our team manage the end-to-end development of customised courses.**

## Malaysia's Education Market Size

Organisations and governments are investing in their people in order to unlock greater value and growth.

Malaysia's Human Resource Development Corporation (HRDC) fund disbursed ~RM400 million in 2021, and budgeted RM 750 million for FY 2023 for corporate training programmes. Government budget for training unemployed youths and upskilling B40 population is estimated at RM 100 million.

## Focus

- Identify priority skills and learning paths for targeted clients.
- Create agile learning solutions to guide clients through transformation. Deliver bespoke learning solutions that is aligned to competency models and jobs frameworks so that learning programs meet real and relevant performance needs.

## PATHWAYS TO PROFITABILITY & GROWTH

### Strategic Scicom group initiatives to drive sustainable growth



## Positioning for Growth

Scicom operates in growth industries and is aligning its sales strategies and operations to increase sales



01

Continue to refine and deploy advanced enterprise grade digital and customer service solutions for existing clients.

02

Create new customer offerings and penetrate new markets.

03

Investing in digital infrastructure and talent.

04

Execute on sales campaigns. Build awareness across multiple channels and target key decision makers.



# Q & A



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**OUR PEOPLE  
OUR BUSINESS**



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**AGM  
2022**

**THANK YOU**