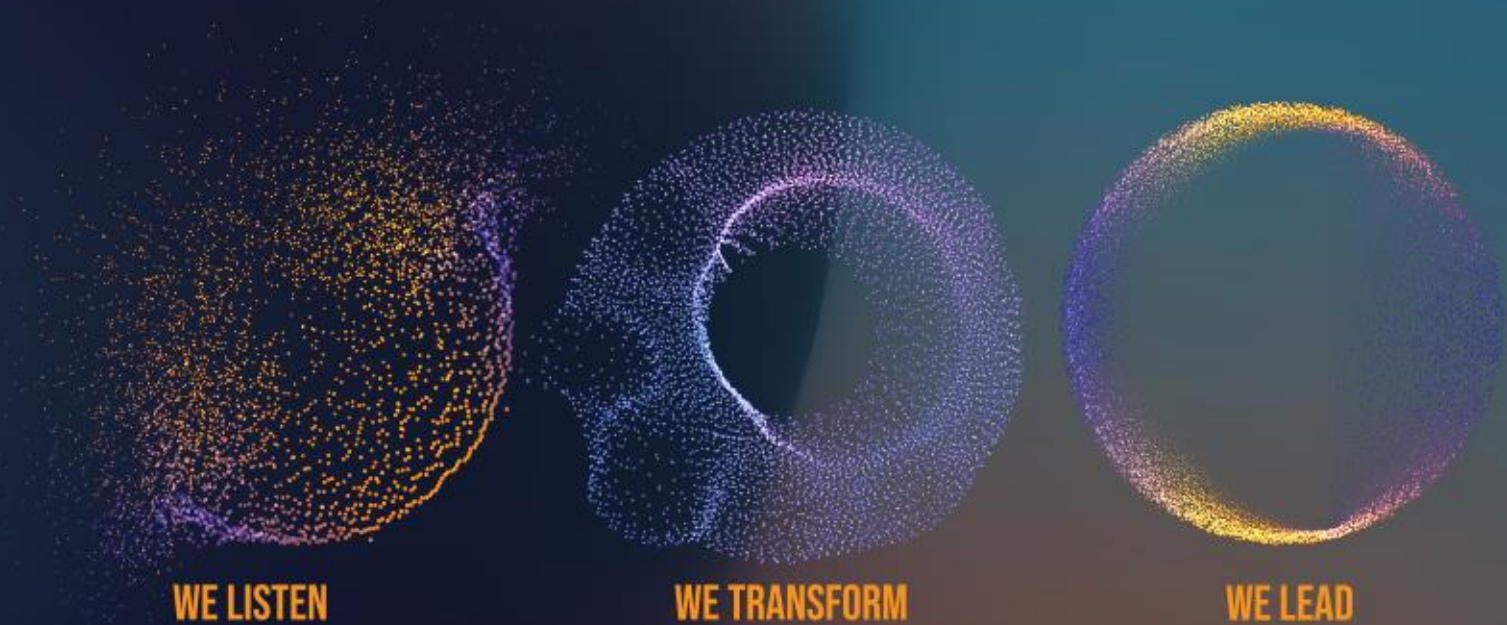


TRANSFORMING THE FUTURE, TODAY

2024

ANNUAL GENERAL MEETING



11 DECEMBER 2024
SCICOM (MSC) BERHAD

AGM AGENDA

- **Financial Overview**
- **Sustainability Performance**
- **Strategic Outlook**
- **Q&A**

FINANCIAL OVERVIEW

Revenue and Profit

OVERALL PERFORMANCE

FY 2023

FY 2024

Variance

RM 245.3M
Revenue



RM 224.0M
Revenue



-RM 21.3M
Revenue



RM 41.9M
Profit before Tax



RM 33.4M
Profit before Tax



-RM 8.5M
Profit before Tax



RM 32.3M
Profit after Tax



RM 24.3M
Profit after Tax



-RM 8.0M
Profit after Tax

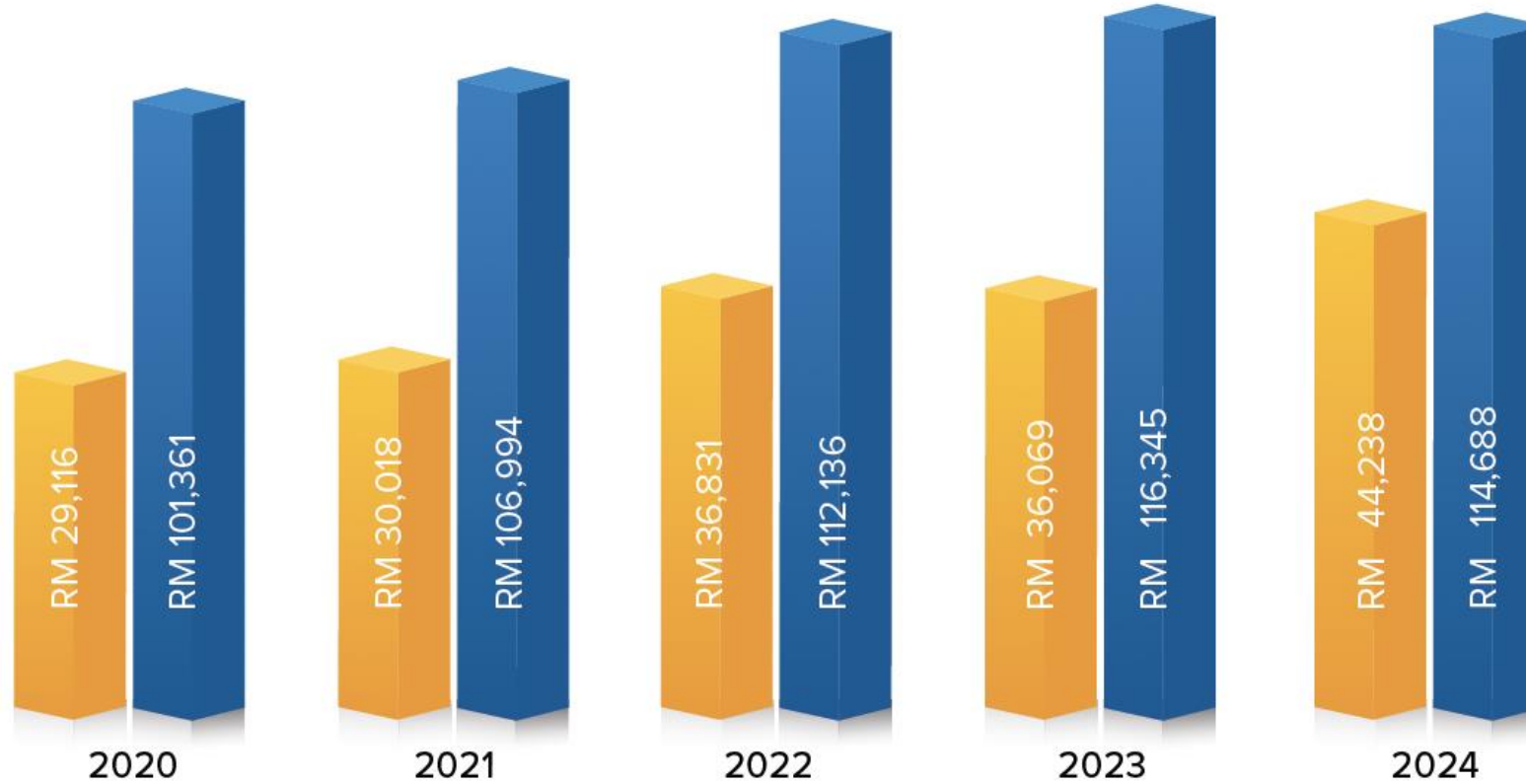


Shareholders' Funds and Net Cash

FINANCIAL PERFORMANCE

In FY2024, the Group continues to have zero borrowings and maintains a net cash position of RM44.2 million.

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

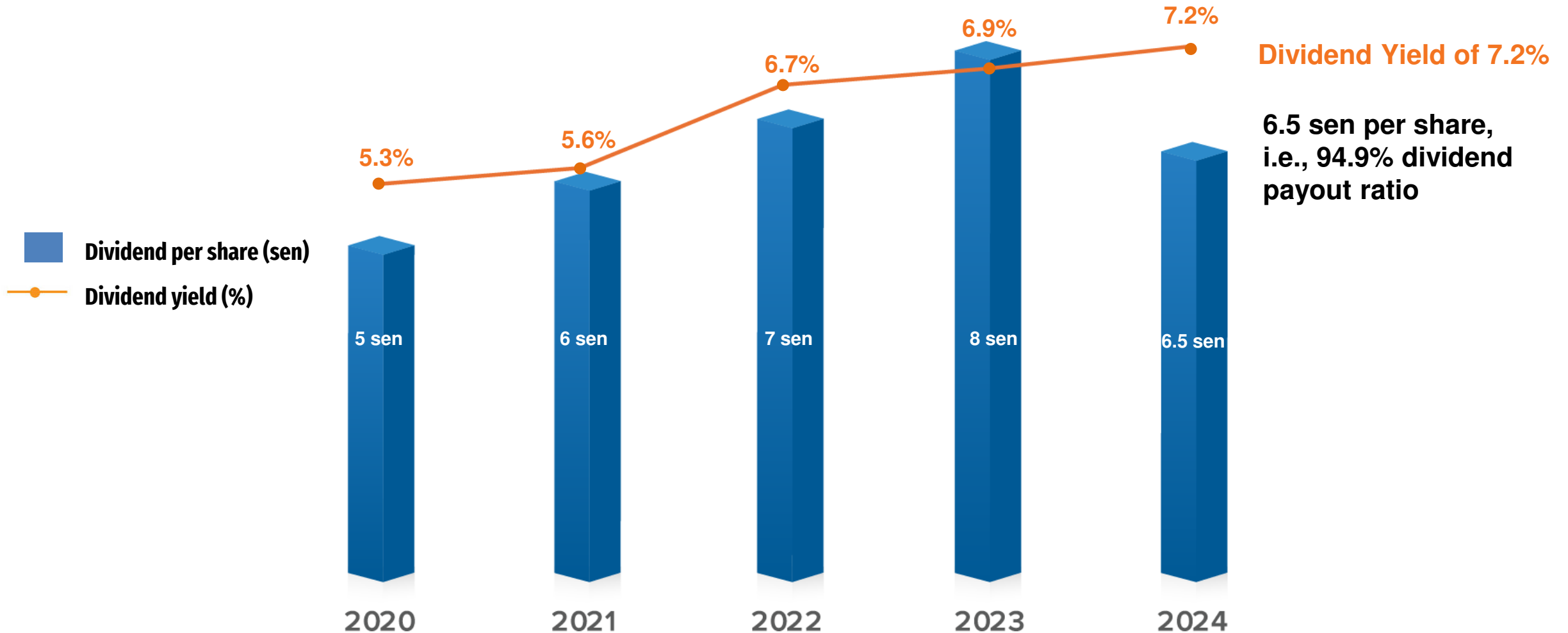


 Net Cash (RM'000)
 Shareholders' Funds (RM'000)

6.5 sen dividend per share, 94.9% dividend payout ratio

RETURN TO SHAREHOLDERS

The total dividend declared for FY2024 was 6.5 sen per share, equivalent to RM23.1 million, reflecting an **94.9% dividend payout ratio against net profit.**



Disciplined capital allocation that provides Return to Shareholders

CASH FLOW & CAPITAL ALLOCATION



STRONG CASH FLOW

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

SMART & DISCIPLINED CAPITAL ALLOCATION

- Invest in the business
 - **Capital Expenditures: 11.0% of operating cash flow**
- Return to Shareholders
 - **Dividend of 6.5 sen per share**
 - **Dividend payout ratio of 94.9%**
 - **Dividend yield of 7.2%**

SUSTAINABILITY PERFORMANCE

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

Scicom's ESG vision and mission

At Scicom, our commitment to accelerating sustainable and inclusive growth informs and guides our Environmental, Social, and Governance (ESG) agenda.

Sustainability Vision

Scicom is committed to fostering sustainable growth by embedding environmental responsibility, social equity, and economic resilience into our operations. We aim to minimise our environmental impact, support community well-being, and drive innovation for a sustainable future, creating long-term value for our stakeholders.

Sustainability Mission

To harmoniously blend our core values of people, integrity, teamwork, innovation, and quality into sustainable practices. We are dedicated to achieving total customer delight while ensuring our operations reflect an abiding commitment to environmental and social responsibility.



How we bring our strategy to life

Clients

Sustainably enhance clients' customer experience and business performance.

People

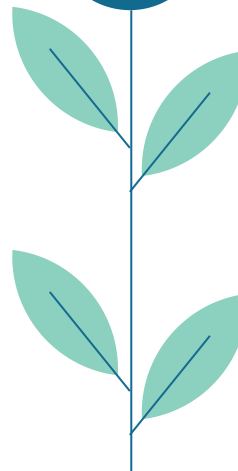
Support staff well-being, foster a culture of continuous learning, and promote a diverse and inclusive workplace.

Communities

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

Climate

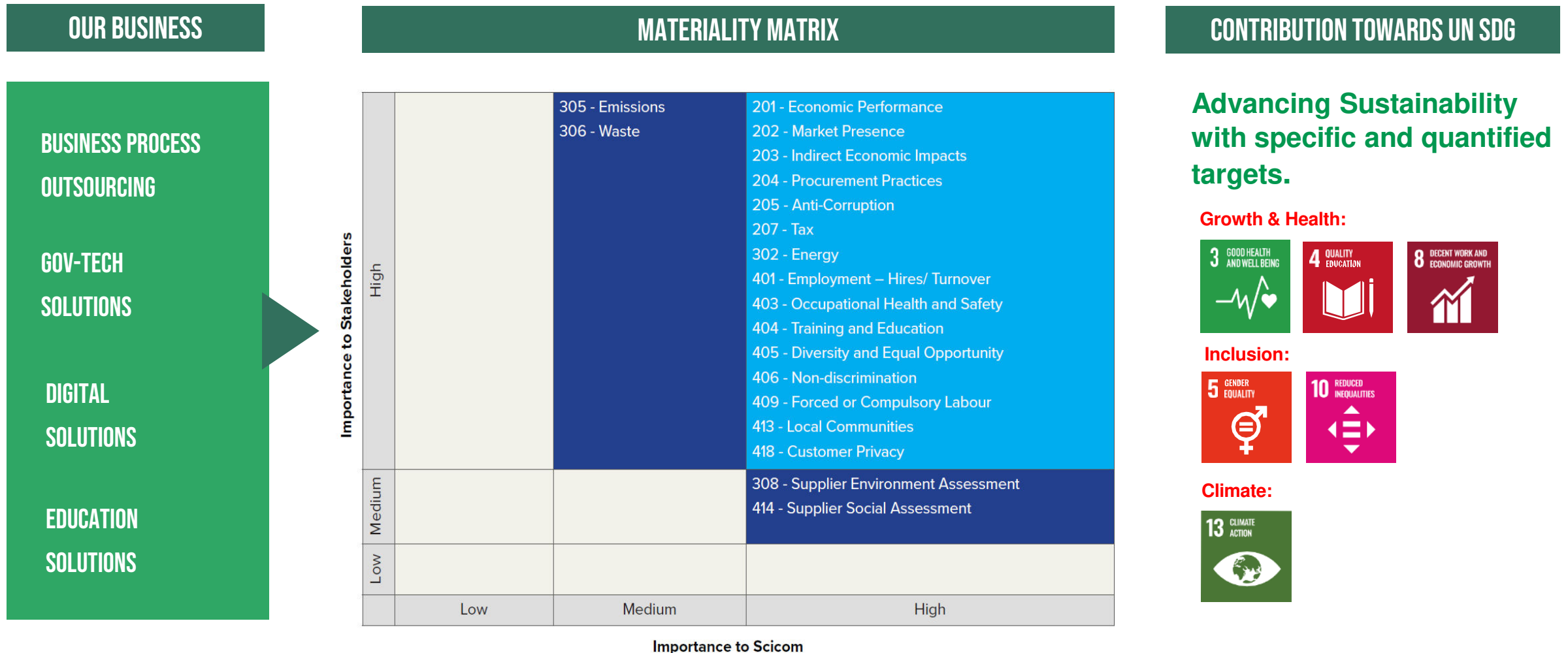
Support sustainability practices that reduce Greenhouse Gas (GHG) emissions. Implement strategies to reduce environmental impact.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

Approach to ESG that creates value for stakeholders

Our ESG priorities were identified through periodic materiality assessments and are integral to the Group’s broader sustainable and inclusive growth strategy



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) FY2024 Sustainability Achievements & Highlights



FTSE4GOOD INDEX SCORE

FTSE4 Good Index Score: 3.1 out of 5
Included in the FTSE4Good Bursa
Malaysia Index since 2022.



BURSA MALAYSIA'S ESG RANKING

3 stars ★ ★ ★

This puts Scicom in the top **36th** percentile of companies for good ESG disclosure and performance, ICB super sector: Industrial Goods & Services.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) FY2024 Sustainability Achievements & Highlights



Forbes 'Best Under a Billion 2023' recognises 200 small and mid-sized publicly traded companies in the Asia-Pacific region that have excelled despite global challenges like inflation and rising costs.



Scicom's CMMI Level 3 certification reflects our commitment to delivering consistent, high-quality, and innovative solutions, ensuring global standards and excellence for our clients.

STRATEGIC OUTLOOK

BUSINESS PROCESS OUTSOURCING (BPO) – CUSTOMER CARE BPO

AI Call Centre size growing at 22.7% CAGR

Global BPO Customer Care Market Size and Growth

Revenue in USD billion and CAGR from 2024 to 2030*

Year 2023	Year 2032	CAGR
\$ 1.6B	\$10.7B	22.7%

GROWTH DRIVERS

- Demand for AI enhanced customer experiences and seamless omnichannel support.
- Adoption of AI, ML, automation, and self-service tools for improved efficiency.

FUTURE TRENDS

- Expansion of AI-driven personalisation and predictive analytics
- Use of Generative AI and conversational AI platforms.

CHALLENGES

- Managing increasing customer expectations for real-time support.
- Building effective AI models demands extensive datasets,

OPPORTUNITY

- Scaling AI-integrated customer service models for tailored interactions - AI-powered chatbots and predictive routing improve customer engagement.

* Source: Fortune Business Insights. *Call Center AI Market Size, Share, Growth, Trends and Forecast 2023-2032.*

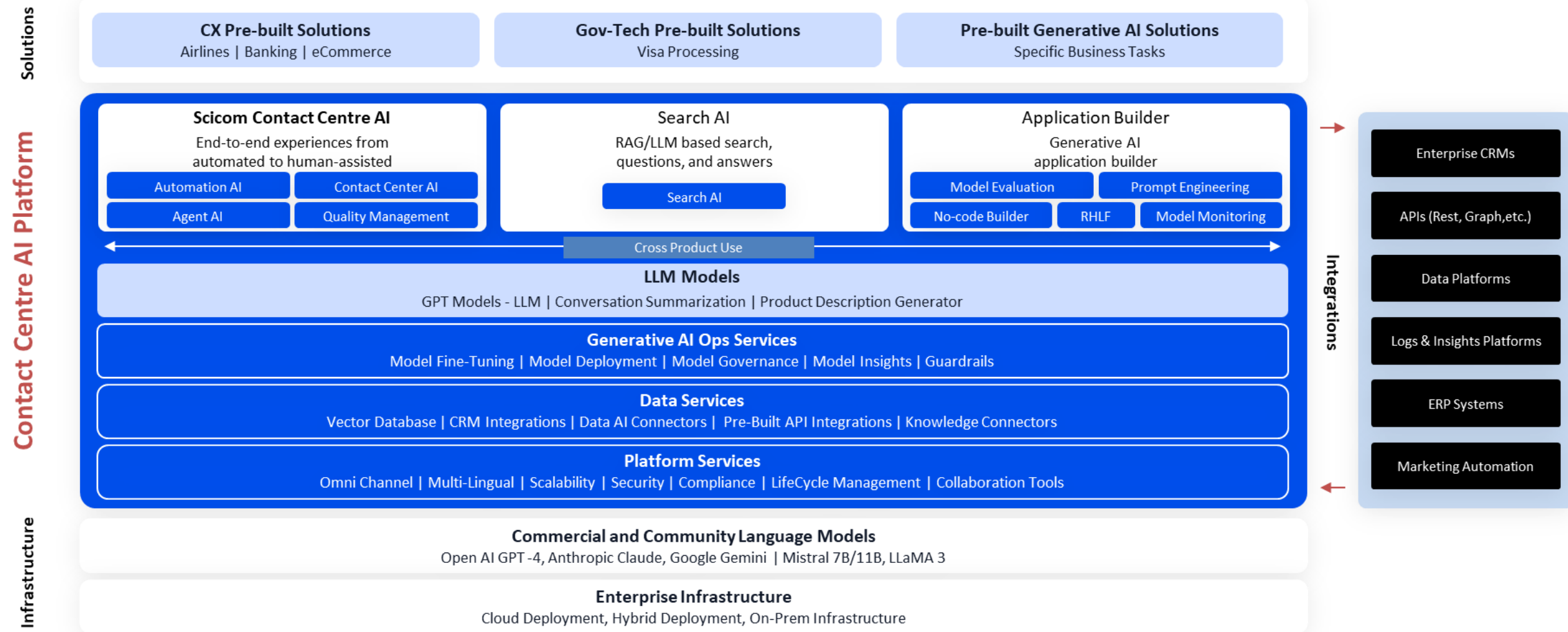
FY2025 FOCUS

Provide innovative autonomous, AI-driven BPO solutions

1. AI-Driven Transformation
 - Scale AI for service efficiency and cost reduction.
 - Enable faster, more productive customer responses.
2. Next-Generation Omnichannel Platforms
 - Integrate chat, voice, and social with AI-powered systems.
 - Provide real-time, personalised customer experiences.
3. Industry-Specific AI Solutions
 - Develop tailored AI for industries like e-commerce and airlines.
 - Increase customer satisfaction with autonomous contact centre solutions.

BUSINESS PROCESS OUTSOURCING (BPO) – CUSTOMER CARE BPO

Scicom's framework for leveraging AI



GOV-TECH

Government Technology (Gov-Tech) and public value creation

Gov-Tech Market Size and Growth

Revenue in USD and CAGR from 2023 to 2032*

Year 2023	Year 2032	CAGR
\$ 531B	\$2T	15.8%

Key Drivers: Digital transformation, cloud adoption, AI integration, and cybersecurity.

In FY2025, the focus is on:

Growth through managed service delivery in Emerging Markets

- **Border Control Solutions:** Efficient immigration management and real-time data handling.
- **Identity Management:** Streamlining verification and reducing fraud.
- **Migrant Worker Management:** Transparent and compliant labour flow solutions.

* Source: Business Research Insights. GovTech Market Size, Trends, and Growth Report, 2023-2032

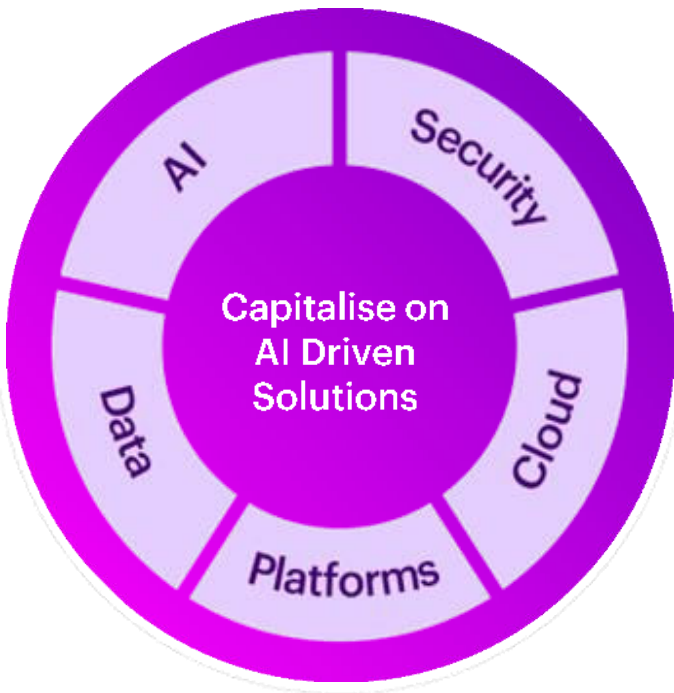


GovTech enables governments to deliver integrated public services conveniently, efficiently and securely.

SCICOM DIGITAL

Digital commerce solutions

Scicom Digital empowers businesses to scale their digital commerce strategies, driving optimal sales performance and profitability, strengthening brand loyalty, and generating new market growth



WEBSITE



MOBILE APP



eCOMMERCE



DIGITAL
CONTENT &
ADVERTISING



COMMS &
LOYALTY
PROGRAM



AI
CUSTOMER
SERVICE

eCommerce Market Size & Growth

Year 2024	Year 2033	CAGR
\$ 18.77T	\$67.05T	15.2%

FY2025 Focus

1. Digital Channel Development

- Create user-friendly commerce platforms that enhance customer interactions. Integrate social care to boost customer engagement and support.

2. Advanced Service Integration

- Leverage AI and RPA to streamline operations and automate processes.
- Enhance decision-making with real-time data-driven analytics.

3. Data-Driven Innovation

- Utilise data analytics to discover new revenue opportunities.
- Improve customer experiences by tailoring solutions to evolving market needs.

* Source: GlobeNewswire, E-commerce Market Size by 2033.

What we do: Enable the workforce to build essential skills needed 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 Academy works with businesses and governments to create custom courses and bespoke learning solutions.

Working with subject matter experts, our team manages the end-to-end development of customised courses.

Malaysia's Education Market Size

Malaysia's Human Resource Development Corporation (HRDC) fund disbursed RM 1.78 billion in 2023 for corporate training.

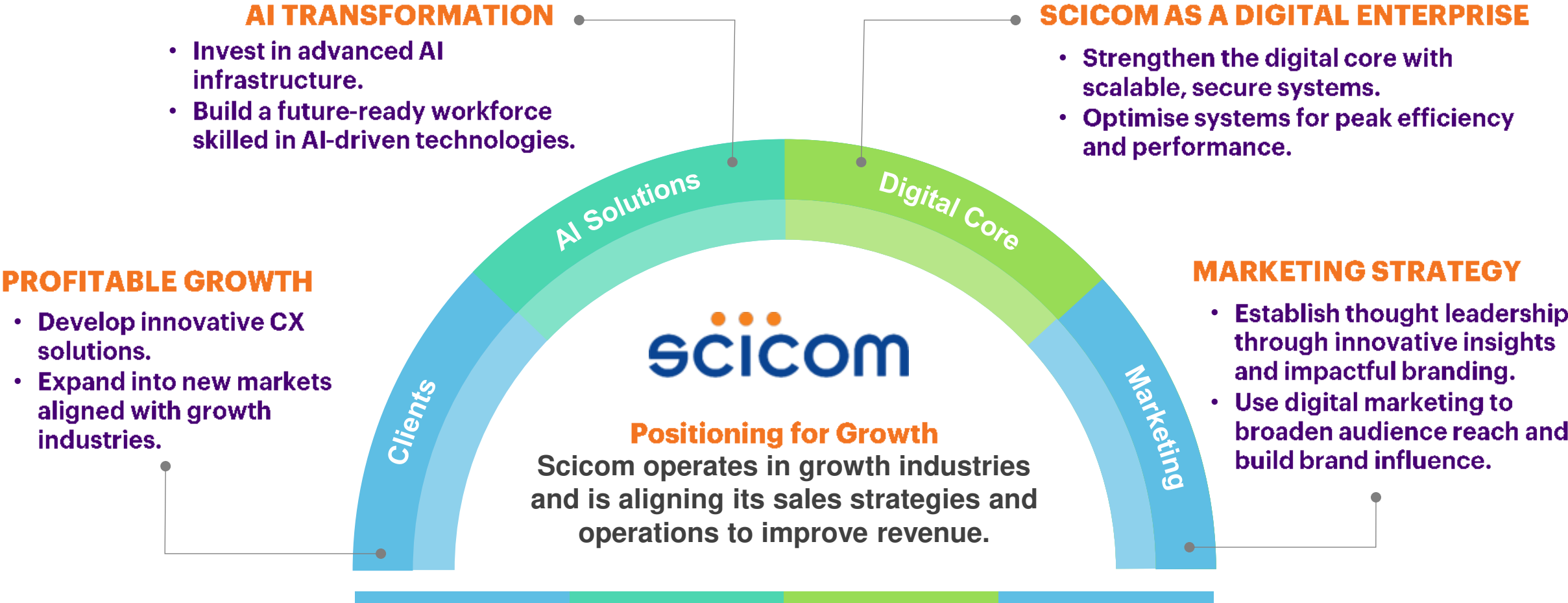
Scicom Academy, the training division of Scicom is a HRDF registered Training. This accreditation allows Scicom Academy to offer HRD Corp claimable courses, enabling employers to utilise their HRD Corp levies for employee training programmes.

FY2025 Focus

- Launch specialised eLearning courses in artificial intelligence and automation.
- Develop targeted programs in partnership with industries for future-ready skill development.
- Position Scicom Education as a leader in AI workforce transformation and digital economy enablement.

PATHWAYS TO PROFITABILITY & GROWTH

Strategic Scicom pillars for sustainable growth



SHAPING TOMORROW

Scicom is well positioned for future growth

Scicom excels in Digital and Customer Experience solutions by integrating cutting-edge AI technology, diverse industry expertise, and exceptional talent.



Broad expertise and insights across diverse industries

RESILIENT

- Domain expertise for major verticals
- Process Excellence



Leading-edge digital platforms, including AI, Security, Blockchain, and Data Analytics, to stay ahead in the industry

INNOVATIVE

- Border Control Solutions
- Generative AI, LLM for Knowledge Base, Conversational Commerce



Providing high-value, integrated services to solve complex business challenges

VALUE-DRIVEN

- Driving positive outcomes for diverse industry verticals.



Motivated, innovative, and future-ready workforce

WORKFORCE

- Culture of continuous learning, adaptability, and collaboration.

QUESTIONS & ANSWERS (Q&A)

THANK YOU