

Capital Markets Day Gamma 2023 Strategy Update

London Edinburgh 15th January 2019 17th January 2019



Agenda

Setting the scene

- Objectives for the day
- Introduction to Gamma and the team
- Thoughts on the business
- 2023 Strategic Planning approach

The Market Opportunity

- Telecommunications market sizing
- Coffee Break
- Main market trends and opportunities

Our strategic priorities moving forward

- Key strategic priorities
- Overview of plan and approach

Wrap-up / Q&A

Objectives for the Day

- Update on Gamma's medium to long-term strategy
- Provide a clear understanding of our planning approach, the methodology adopted and our key conclusions
- Provide a view of the market opportunity for Gamma
- Explain our strategic priorities and ambitions moving forward
- Meet the Gamma team and provide an opportunity for Q&A

Gamma Senior Leadership Team



CEO Andrew Taylor





App Services & Marketing
Alan Mackie



Channel Sales Daryl Pile



Chief Technical Officer Phil Stubbs





Access & Digital Strategy David Doherty



Direct Sales
David
Macfarlane



Operations John Murphy





Commercial Malcolm Goddard

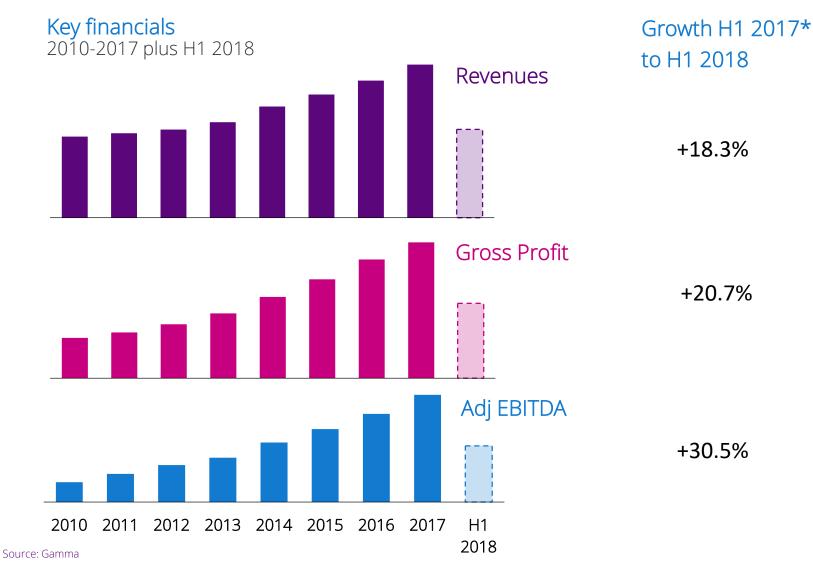


Human Resources Pam Williams

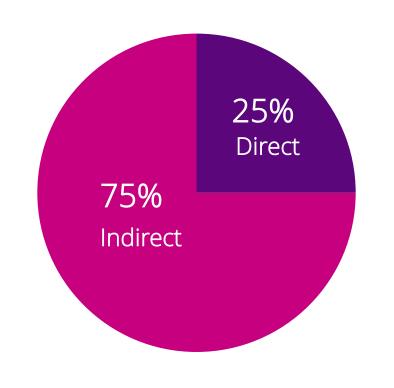
A quick snapshot of our business

- A UK based provider of voice, data & mobile communication services, enabled by a next generation network
- Focused on the UK and European B2B communications market
- Recently acquired Dean One, a provider of communications services in the Netherlands
- 75% of our sales are through +1,100 Channel Partners and 25% through Direct sales
- Market leader in two major growth markets in the UK (SIP & Cloud Telephony) with both Data and Mobile providing enabling technologies to drive additional growth
- +1,000 employees, located in Newbury, London, Glasgow, Manchester, Port Solent, Budapest and Amsterdam
- Excellent financial strength and track record, with no debt, +90% recurring revenue and good cash generation

Gamma is a fast-growing B2B Cloud Communications Provider

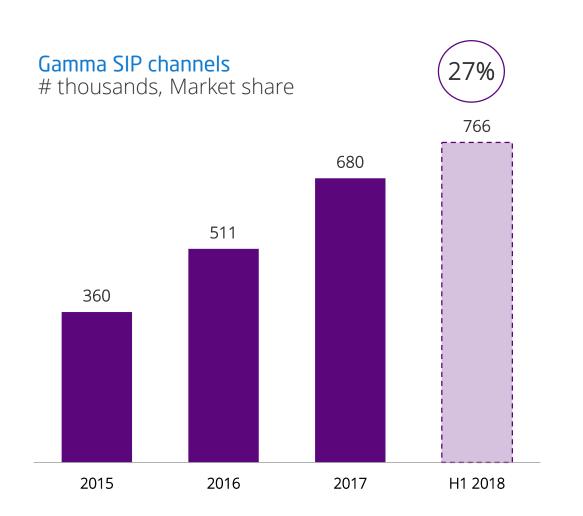


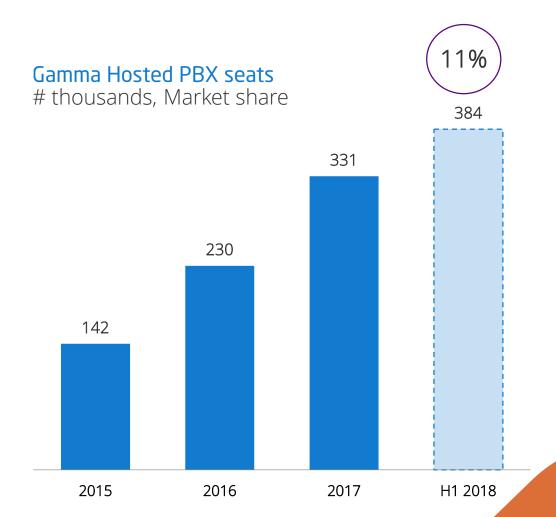
Margin breakdown by route to market % H1 2018



*The H1 2017 figures have been restated for the effects of the adoption of IFRS 15.

Gamma is leading the UK transformation to IP Voice









Setting the scene

Introduction to Gamma

Thoughts on the business

Strategy planning approach

Core Gamma Foundations - What makes us different

Product and Network Quality

Driving innovation on the back of strong network and product foundations (carrier grade, high availability and rock solid end-user performance)

Channel Automation Portal capabilities (built around the channel with overlay support geared to make Gamma easy to do business with)

Digital Platforms

Training (Academy) and Marketing enablement (Accelerate) to drive channel engagement and growth (providing the channel with the edge to be successful and grow their businesses)

Commercial Agility

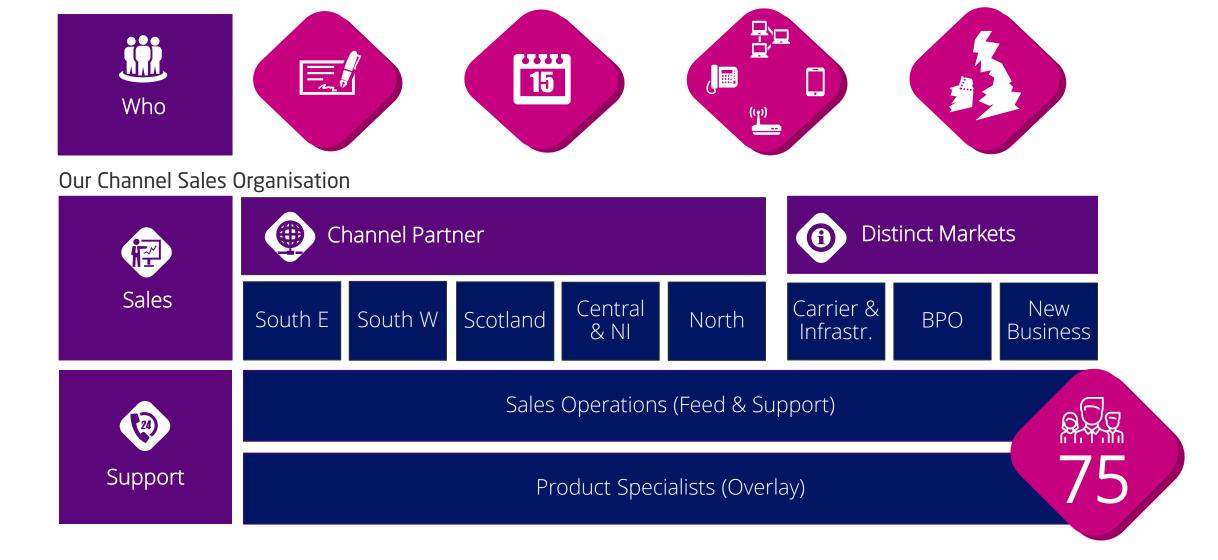
Providing our partners leverage and flexibility (driving incentives and not causing price erosion) and selling on value and not price

People

Human aspect of channel and direct customer engagement (long standing, consistency, built on trust and a balance of strong business ethics) – culture, skills and delivering against our mutual promises

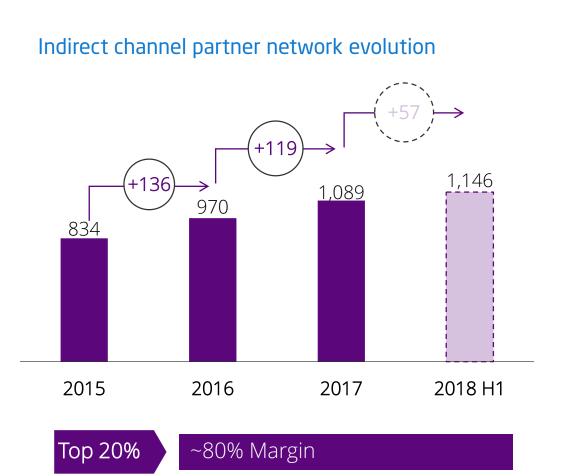
Channel Partners and our sales organisation

Who are the indirect channel partners?

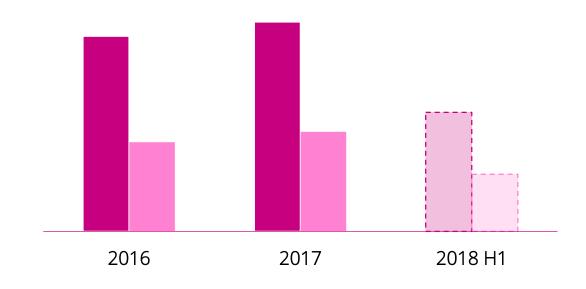


Our indirect channel strategy

Consistent growth in reach and revenues year on year



Indirect revenue and margin



- 75% of Gamma's revenue and margin
- 85% of Gamma's SIP & Horizon seats
- 90% + of revenues are recurrent

Opportunity in existing base **Sustained competitive advantage**

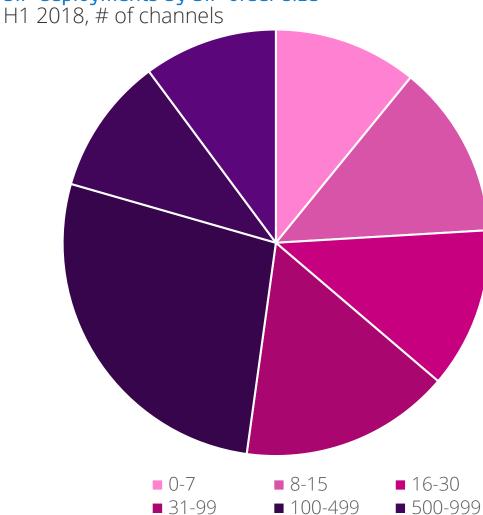
Greater Wallet Share

- 48% of SIP provisions, 100+ channels (~400 seats)
- Gamma Cloud PABX 16 seats on average
- Evolve services to fit larger business needs
- Existing channel serves this market well today

Why Gamma

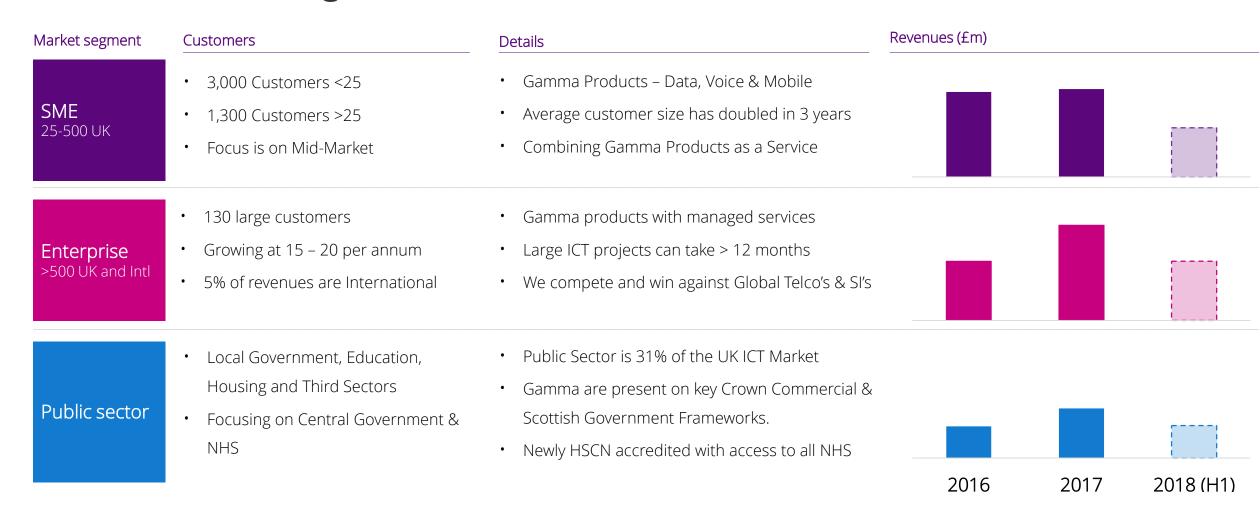
- Human Factors
- Long-term Business Model
- High quality designed for and by the Channel
- Difficult to replicate relationships





Our Direct Business customer base is delivering 20%+ revenue growth

Direct business segmentation



Gamma USP is a combination of disruptive products and world class Customer Service

Direct Customer Engagement

Sales Continual Customer Business Engagement Assessment Challenges Continual Business value Customer solutions with Value Managed engagement to experienced teams Proposition Service assess the value of matched to their 3 Gamma Services market segment to the Customer + -x = Transformational Managed services reduce cost migration to new Transform Design and complexity Gamma Services Delivery Customer Solution Transformation Design

Differentiation against competition

Gamma	Fixed	Mobile	Systems
Market	Operators	Operators	Integrators
Data	Service	Product	Network Owner
Voice	Next Generation	Product	Network Owner
Mobile	Fixed / Mobile	Fixed / Mobile	Fixed / Mobile
	Convergence	Convergence	Convergence
Managed	End to End	End to End	Expert
	Solution	Solution	Focus

Many organisations rely on Gamma for their business critical communications and services









A Large Financial Institution

A Large Retailer

- Complete Managed Communications Service
- 500 Sites connected with Data and our Cloud PABX
- 2000 Mobile users with Gamma Mobile
- Contact Centre, Hosting and Security Services

- Typical SIP deployment
- 1200 SIP Trunks for UK Contact Centre
- Gamma Access and Cloud IVR for DR
- All Inbound Traffic

- Complete Managed Communications Service
- 400 site Network with 2100 Seat Cloud PABX
- 3000 Mobiles
- Intelligent call handling at all sites

- 20 Site Core
 Network with 900
 Seats of Cloud
 PABX
- 100 Seat Contact Centre
- 900 Mobiles with Connect

- Very large SIP deployment
- Removal of 55k
 Legacy PSTN Lines
 from 4 UK
 operators
- Migrated to Gamma highly diverse SIP Solution with 24k Gamma SIP Trunks
- All inbound and outbound contact centre traffic

- 1,000 Site Network
- Network expansion into Ireland
- Gamma Ethernet / FTTC with 4G backup
- Global peering into Frankfurt DC
- Cloud Security

Original contract extended to 5 Years

3 Year product agreement

5 Year managed services contract

Crown Framework Contract - RM1045 Multi-year agreement

5 Year managed services contract



Agenda

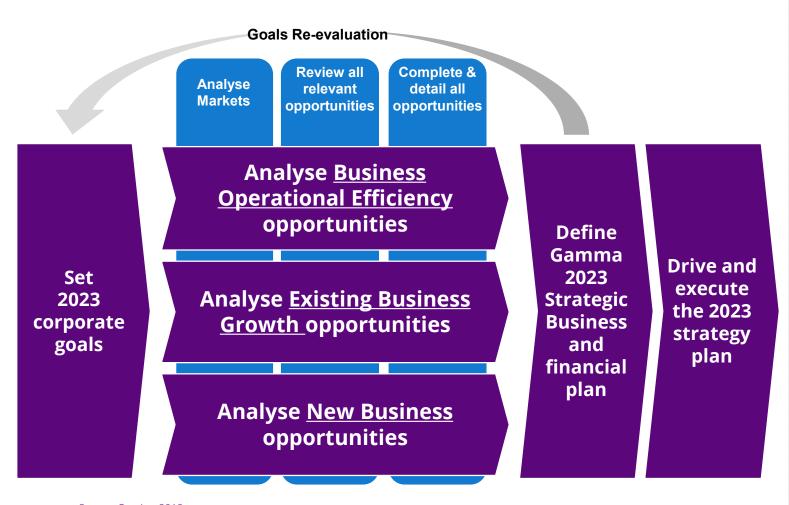
Setting the scene

Introduction to Gamma

Thoughts on the business

Strategy planning approach

A thorough process to define Gamma's 2023 Strategic Plan...



Thorough internal process

• +50 1-2-1 **interviews**, multiple **workshops** including the SLT and Board, and +10 internal workstreams launched

Robust insights gathering

 +100 reports compiled and analysed through advanced BI analysis, interviews with analysts (Analysys Mason, Cavell, MZA, ...) and with both channel partners and customers

Externally supported by Outvise experts

 Team of seasoned management consultants with relevant telecommunications and digital experience

Source: Outvise; 2018

...Focused on key strategic areas and a financial and action plan

Key strategic areas

Data New **UCaaS** Mobile products Access and services services International Market segments Route to market Digital Network Efficiencies Transformation Financial plan Action plan



Key strategic questions

What growth can we continue to drive from our core products and markets?

What strategy should we pursue to maximise growth from cloud telephony?

What **new growth markets** (products, segments, geographies) should we enter?

How should we use technology to evolve our value proposition?

How will our business model be impacted by long term market trends?



Identified key growth opportunities

Cloud Telephony & UCaaS represents a significant opportunity for established and trusted players.

Data Access is a core need for businesses operations as well as a strategic enabler for UCaaS. Market trends are set to open new business opportunities in this market.

Mobile is set to become the access device for business communications and collaboration.

There is an opportunity for those who deliver a seamless and quality assured customer experience.

Europe represents a significant growth opportunity due to low VOIP penetration and migration levels across all markets.

Build on our **Digital Capabilities** to drive operational efficiencies and automation, while strengthening existing and developing new digital channels to market



2023 strategy plan based on four key strategic priorities

1 Evolve our strong cloud telephony position into the UCaaS market



Build on our Fixed and Mobile Telecom strength to differentiate our proposition from pure OTT's



3 Expand to Europe to gain continued growth and scale



4 Continue to build on our digital capabilities to assure agility and sustain competitiveness





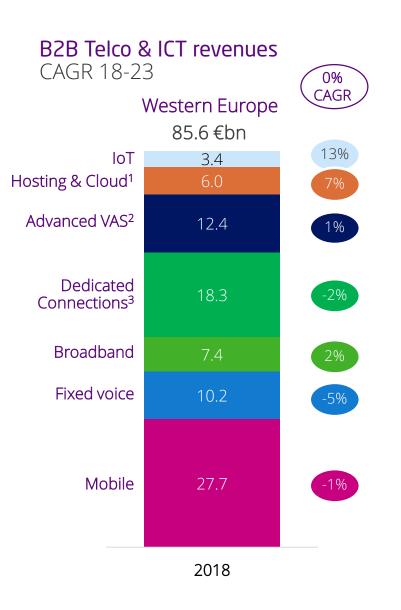
Setting the scene

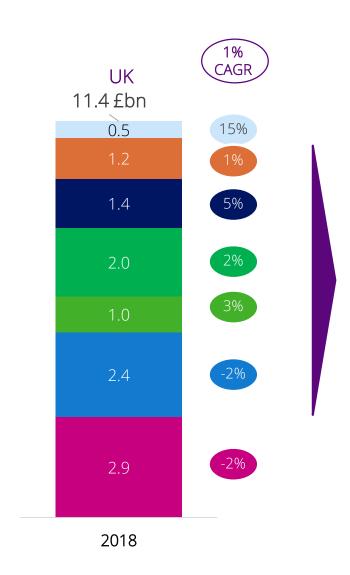
The market opportunity

Our strategic priorities moving forward

Wrap-up and Q&A

Telco and ICT market growth from 2018-2023





Key market insights

- 1 Overall market is flat
- Growth in new services compensates decrease in traditional
- UK is expected to have a better trend than Western Europe growing at 1% with better trends in Fixed Voice & Dedicated connections than WE
- Significant opportunities in Fixed (Data & Voice), Mobile and VAS

Market developments will create significant opportunities for Gamma

- Market demand moving progressively from Traditional to SIP to Cloud Telephony to UCaaS
- Data market impacted by new demand and new innovative services
- Mobile experience becoming a key driver for UCaaS. Ability to provide E2E Quality of Service (QoS) will become a relevant differentiator
- Other European Markets are following the UK cloud telephony path
- Businesses purchasing behavior and the channel role will evolve over time
- Digital Transformation impacting the telecommunications value chain



Setting the scene

The market opportunity

Our strategic priorities moving forward

Wrap-up and Q&A

Key principles driving our thinking and strategic prioritisation

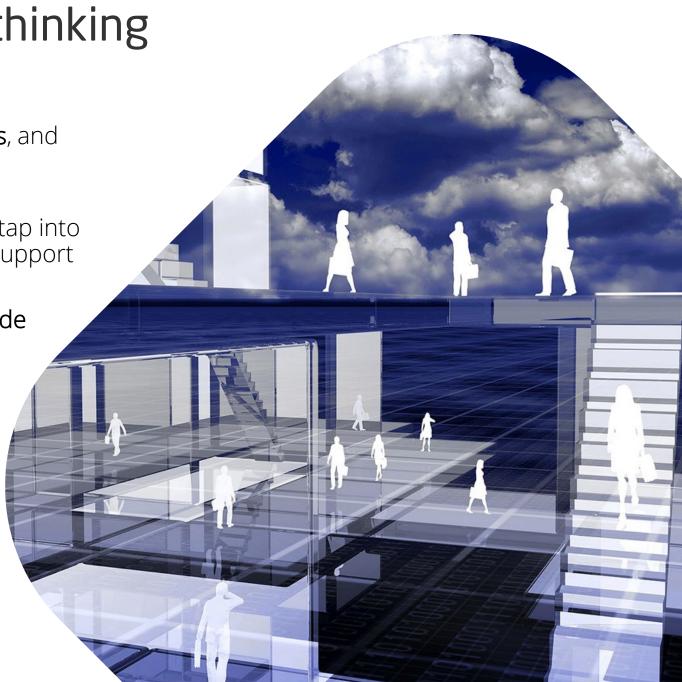
Understand **end customer needs and behaviours**, and build our products and processes accordingly

Build **cloud native communication products** that tap into growth markets and are easy to sell, set-up and support

Ensure and reinforce an end to end business grade reliability and QoS (as Gamma's USP)

Leverage our current routes to market, direct and indirect, boosting their digital capabilities to both sell and service

Ensure our products, services and processes are scalable and built for operational efficiency



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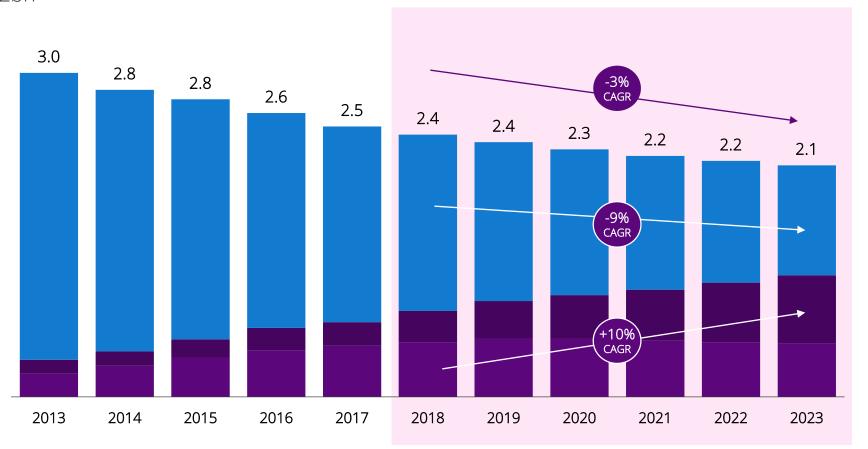


4 Continue to build on our digital capabilities to assure agility and sustain competitiveness



In the fixed voice market, traditional voice is rapidly migrating to IP voice

UK B2B fixed voice revenues £bn

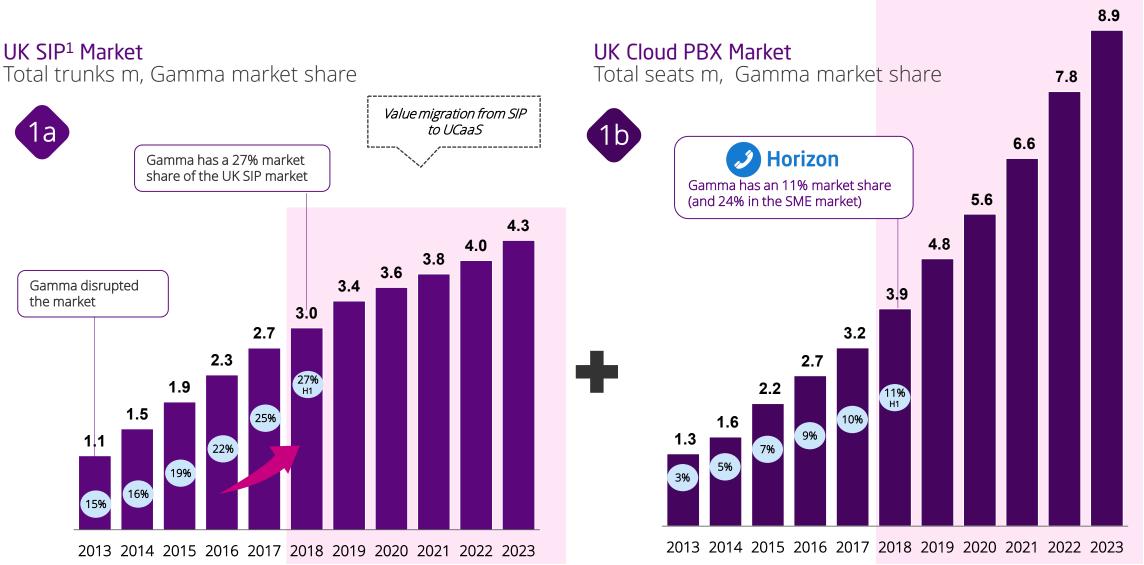


Fixed voice market will fall at 3% CAGR

Traditional voice will fall at 9% CAGR

IP voice will grow at 10% CAGR

IP Voice made up of SIP Trunking and Cloud PBX services

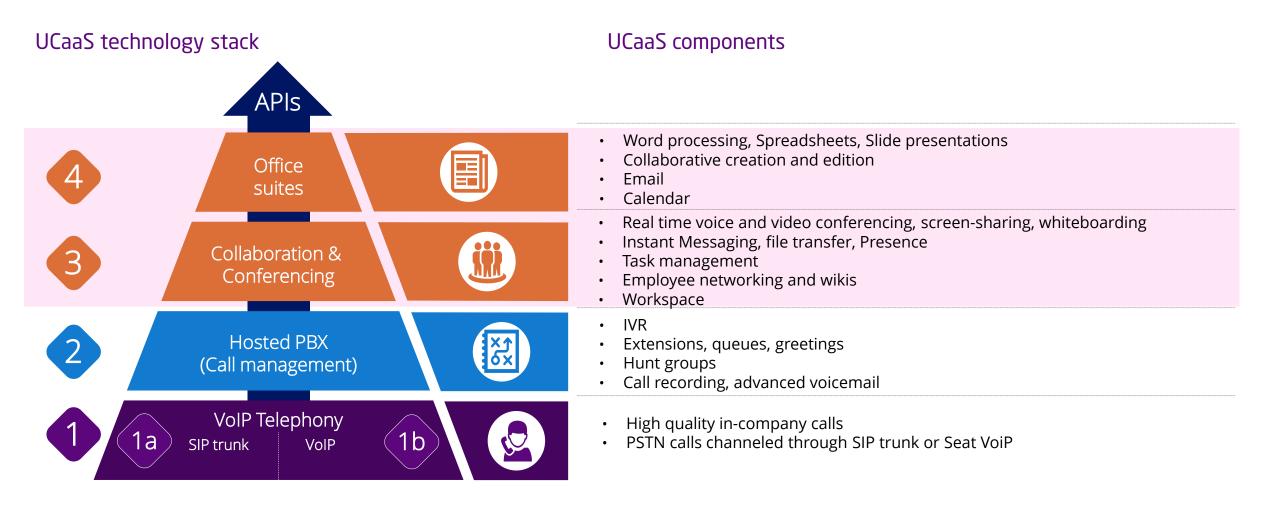


¹ SIP trunk includes SIP trunks sold to Hosted PBX platforms

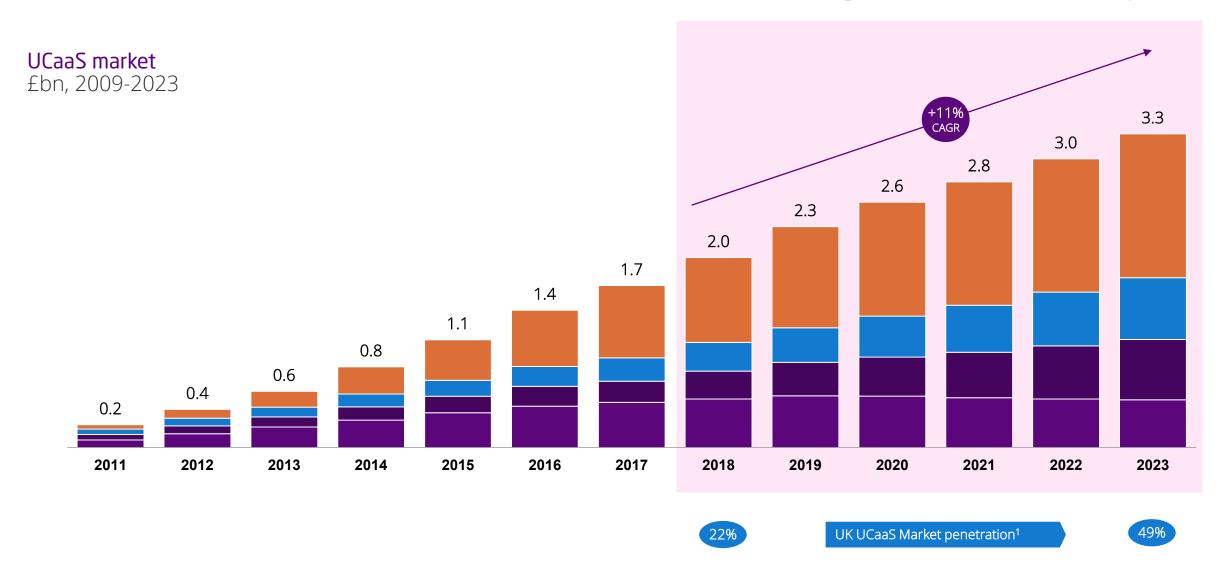
Sources: Analysis Mason, Gartner, Cavell & Outvise/Gamma analysis

² Horizon includes VoIP seat + Hosted PBX

UCaaS market development will create new adjacent market opportunities for Gamma

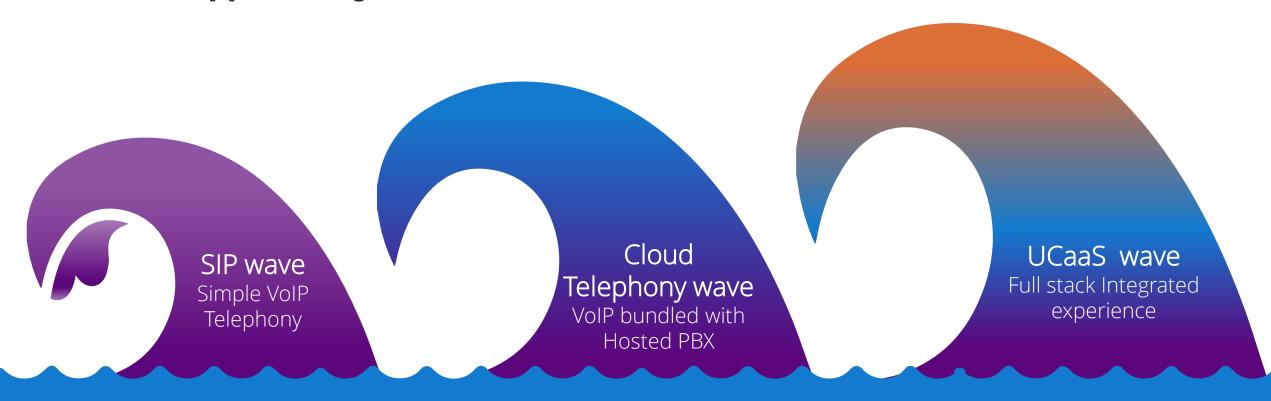


The overall UCaaS market is expected to grow 11% per year



Traditional fixed voice migration has created three waves: SIP, Cloud Telephony and UCaaS. Gamma is well positioned to capture them

Market opportunity



Mid-term

Long-term

The size of the opportunity is attracting different types of players to the UCaaS market, increasing competitive pressure

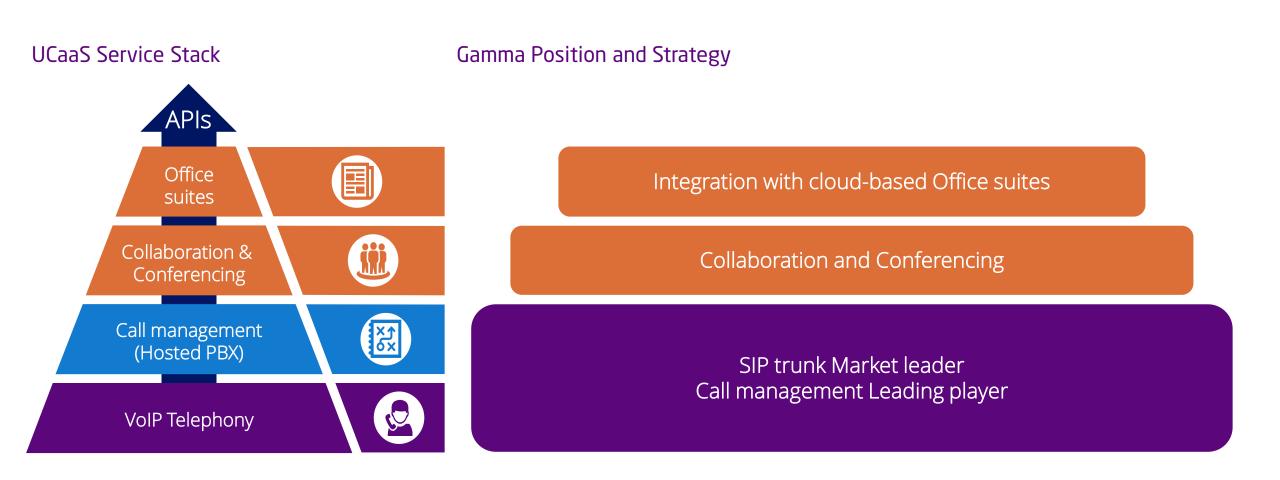
UCaaS competitive environment



Key market insights

- The **product** offering will become more sophisticated
- Price pressure will increase, resulting in ARPU decrease in basic Cloud PBX services
- Channel will be disrupted:
 - Competition for our partners will increase
 - Digital will become mainstream in SME
- Customer ownership will move from the access provider to the UC provider

We will leverage our leadership position to extend our offering to adjacent markets and provide a compelling UCaaS proposition

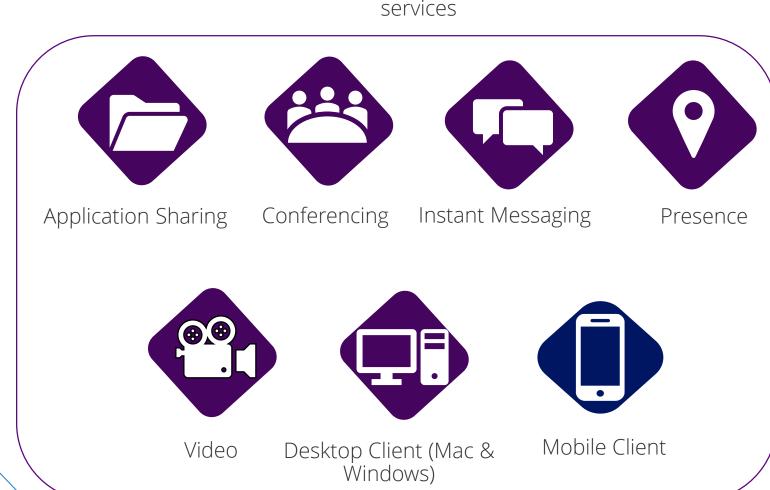


Horizon Collaborate

New Services

Service Launch H1 2019







Key strategic priorities

1

Evolve our strong cloud telephony position into the UCaaS market



Build on our Fixed and Mobile Telecom strength to differentiate our proposition from pure OTT's



3 Expand to Europe to gain continued growth and scale

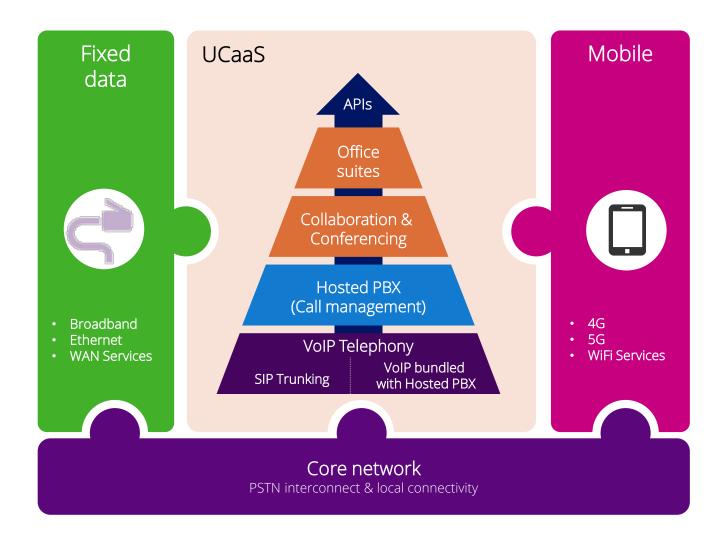


4 Continue to build on our digital capabilities to assure agility and sustain competitiveness



A full telecom wrap is a critical part of Unified Communications to deliver a business quality user experience

UCaaS and the network wrap



Fixed data access is a £3bn market where new regulations and technology will generate additional opportunities for Gamma

B2B Fixed Data revenues £bn



Key market insights

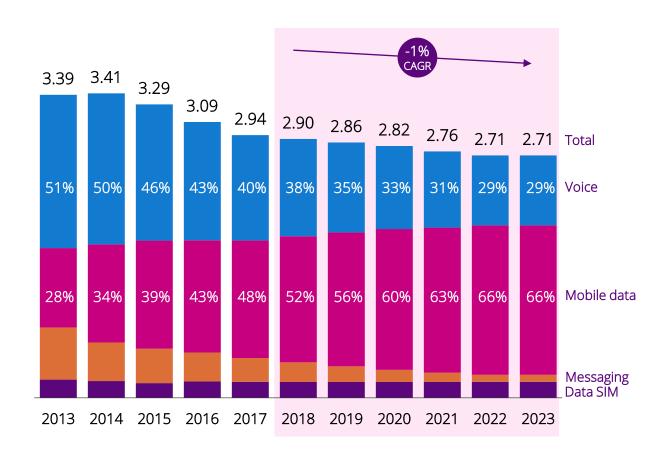
- Fixed data is a market of £3.2bn and it is mostly stable (-1% CAGR 2018-2023)
- Strong disruption is expected in the market due to
 - Higher speed demand & technology
 - New regulation
 - New FTTP deployments
 - 5G bridging Fixed Data Access
- Broadband will grow from £0.9bn to £1.1bn due to a subscriber base increase
- Software defined networks will become mainstream, delivering key enhancements to dedicated connections

Source: Outvise

B2B mobile is also a £3bn market in which mobile data will strongly grow, substituting mobile voice

B2B Mobile revenues

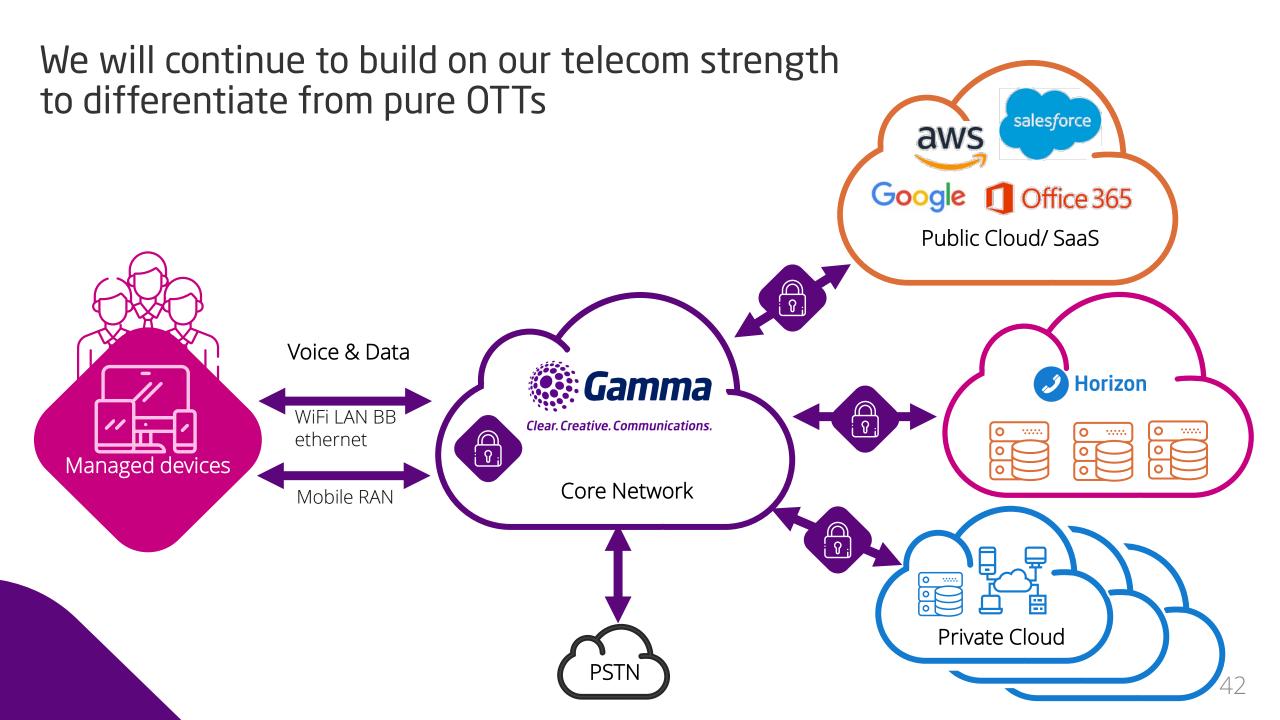
£bn, % of mobile voice and data



Key market insights

- Mobile is a market of £2.9bn and it is mostly stable (-1% CAGR 2018-2023)
- Mobile data amounts to 52% of the revenues and will grow to 66% by 2023
- Mobile data substitutes for voice and messaging. VoIP calls and Instant messaging are substituting traditional calls and SMS
- Mobile experience will be a key driver for UCaaS. The ability to provide E2E QoS will become a relevant differentiator

Source: Analysys Mason, Pyramid



Data access services will continue to focus on enhancing quality for our communication products

Strategic objectives of data access services

Ensure Quality of Service for our Communications apps

 Keep control of network quality and security to maintain clear USP in our communication applications

Increase revenues and margin contribution

- Capture a fair share of the Data access market
- Build SD-WAN offering for Enterprise & mid-market to protect MPLS revenues and capture additional deals
- Build portfolio of Value Added Services to increase Data Access differentiation, increase margins and customer retention

Increase Channel Partners' loyalty



- Provide single point of contact for both Data and Voice services
- Promote cross-selling of Voice and Data
- Provide entry point for Enterprise and Government segments

Mobile is a fundamental enabler for our UCaaS value proposition

Mobile as a key differentiator for UCaaS

- End to End seamless experience and QoS
- Fixed Mobile Convergence capabilities
- Customer contract ownership for Channel Partners
- Good understanding of mobile market and drivers



We have defined and started to implement the most effective operating model to support our strategy and are working with potential partners to implement it

Key strategic priorities

1 Evolve our strong cloud telephony position into the UCaaS market



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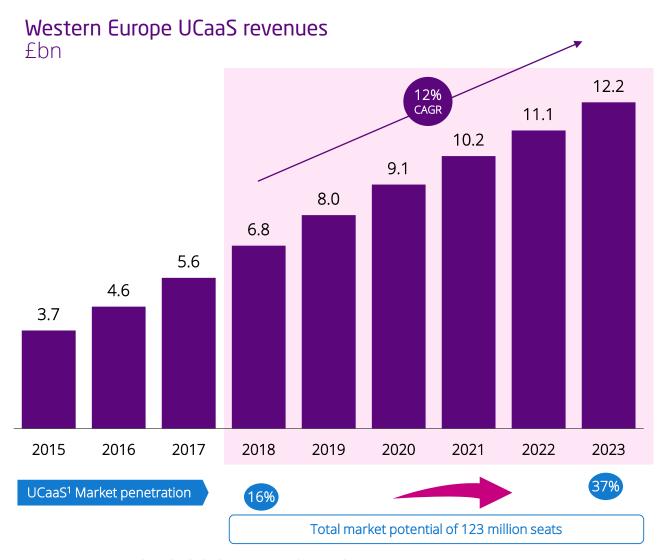
3 Expand to Europe to gain continued growth and scale



Continue to build on our digital capabilities to assure agility and sustain competitiveness



Major UCaaS growth opportunity in Western Europe



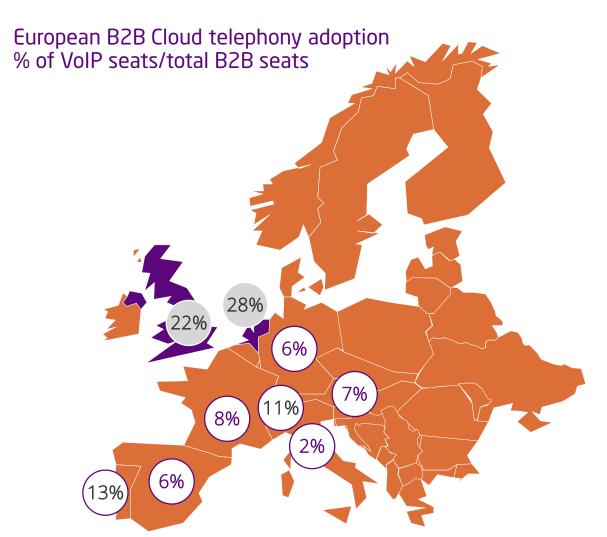
Very large market with 123m seats and £6.8bn

Growing at 12% CAGR

16% Market penetration

At least two years behind UK and Netherlands

UK is the leading VoIP telephony market and Gamma is well positioned to lead the VoIP migration in the rest of Europe



Gamma has developed unique UCaaS assets and know-how in the most advanced European market

Other European countries are now following the UK cloud telephony migration path, creating a significant market opportunity for Gamma

Gamma has started its geographical expansion with the acquisition of Dean One in the Netherlands

European expansion will provide significant benefits to Gamma

Levers

Realise new market opportunities

Diversify risks

Improve efficiency

Opportunities

- Leverage Gamma's expertise to replicate its success story in less mature markets on a similar trajectory
- Expand Gamma's unique approach into existing European businesses
- Capture international customers by being able to serve UK customers in EU & vice versa
- Acquire "Gamma-like" companies at a lower valuation
- Reduce Gamma's country-concentration risk in the UK
- Provides scale for future product and technology development
- Create and drive revenue synergies
- Drive fixed and variable quick win cost synergies

Our first acquisition is a fast growing cloud telephony company and a good example of our target profile



The Netherlands Market

- The Netherlands cloud telephony market is highly attractive (4th largest in Europe)
- The Netherlands is an attractive location to start the expansion to other key EU markets
- A clear market challenger, with Cloud telephony as it's main product
- Focused on SMEs market and selling through Channel Partners
- With €15+ m revenues, growing at 25% CAGR (2011-18), 50% Gross margin and 5-10% EBITDA
- With an outstanding and experienced Management team

Synergies

Target

Company fit

- Gamma and Dean One are strongly aligned businesses
- With clear synergies at product and operational level

We have developed a strong capability within Gamma to support our inorganic growth ambitions

- Created an M&A capability, utilising both internal and external resources, to successfully execute this aspect of our growth strategy
- Established a European Board (including both Gamma and Dean One leadership) to co-ordinate and manage our M&A activities
- A highly targeted approach to evaluating acquisition opportunities
- With a primary focus on European countries where we have identified maximum growth opportunity (e.g. Germany, France, Benelux, Spain)
- Supported by a thorough approach towards market / country analysis and developed a methodology and approach to evaluating and integrating acquisition targets

Key strategic priorities

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Businesses purchasing behavior change

Key market trends



Customer sophistication will increase

- Customers will "pull" more
- Brand importance high (low-end)
- Integration requirements (high-end)



New channels will disrupt the current route to market



- UCaaS providers will push simple dealer model
- Specialist SPs will push integrator dealer model



Products and Customer Service will be more standard and automated, simplifying:

- Sales and Provisioning
- Customer support and training

E-commerce will become the key channel in SME



SME: end-to-end digital sales

In the years ahead, new channels will appear and existing channels will evolve

Route to market trends

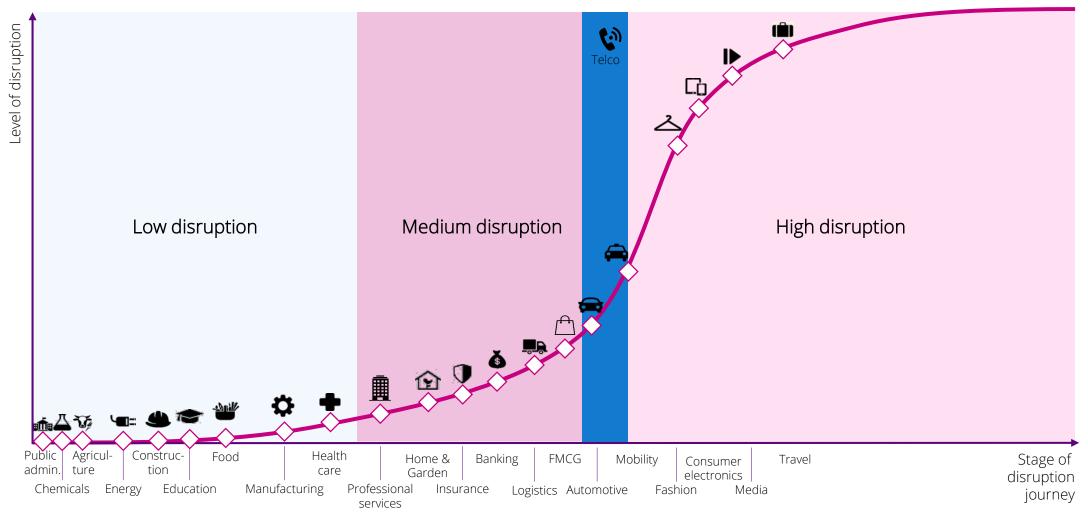






Telco digital disruption is here and it will increase significantly in the coming years

Digital disruption status per industry



Source: Outvise analysis

Gamma's digital Portal has been a key innovation in the industry and part of our success with the Indirect Channel







The Gamma Portal empowers the channel, providing full control and flexibility

Through our Digital Portal, Partners can:

- Provision and manage services online
- Port numbers
- Generate reports
- View bills and invoices
- View product and training news
- Access the Knowledgebase to download documentation
- Maintain accounts

Digitalisation objectives

Improve customer experience



We have an opportunity to lead the provision of an end-to-end communications portal for the business market that evolves with channel and user behaviors

Improve ability to launch/ adjust products fast



Ability to increase rate of innovation, based on more flexible and automated systems and networks

Ensure ability to be cost competitive & scalable



Operations and network digitalisation will have an impact on our operational costs and improve our margins

Key strategic priorities

Evolve our strong cloud telephony position into the UCaaS market Build on our Fixed and Mobile Telecom strength to differentiate our proposition from pure OTT's Expand to Europe to gain continued growth and scale Continue to build on our digital capabilities to assure agility and sustain competitiveness

These strategic decisions will have a very positive impact on our Indirect Channel

- Enhance profitability for Gamma and Partners, digital programmes drive automation in sales, provisioning, service & lead generation
- Increase Cloud PABX margins, through UCaaS "Collaborate" service and enhancements like Hosted Contact Centre
- Expand mid-market sales with augmented UCaaS and Data offerings through existing and new channel partners
- Continue to grow partner base in core and adjacent markets (e.g. IT Resellers) and nurture alliances with key vendors

... and a positive impact on our Direct Channel initiatives

- Accelerate the mid-market segment (250-499) with UCaaS & product improvements, go to market messaging and expansion and realignment of our sales teams
- Boost Public Sector revenues renewing Crown Commercial frameworks plus adding the new UCaaS and contact centre lots. Entering the NHS with HSCN and focus on large central government
- Further drive into Large Enterprise by providing new SD-WAN services
- Address the Enterprise UCaaS market with Microsoft Office Suite and Cisco Webex Teams
- Improve overall success rate and margin by continuing our investment in Direct Digital Delivery



Setting the scene

The market opportunity

Our strategic priorities moving forward

Wrap-up and Q&A

An ambitious plan for long term sustainable growth

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3 Expand to Europe to gain continued growth and scale



4 Continue to build on our digital capabilities to assure agility and sustain competitiveness



Wrap-up

Strong foundations: Gamma is in very good shape and very well positioned to deliver future profitable growth

Significant market opportunity: The UK and European market opportunity for Gamma is very significant and at the early stage of the growth curve

Focused on delivering long term profitable growth: A highly focused organic and inorganic strategy which will deliver strong long-term growth and shareholder returns

A growth strategy that is aligned with Gamma's core capabilities and strengths: focused on core and adjacent product, channel and geographical market opportunities

A strong team and excellent track record: very experienced, and with a clear focus on delivering against our short, medium and longer term growth commitments

Excellent financial strength: +90% recurring revenues, good cash generation and no debt



Thank you Q&A

