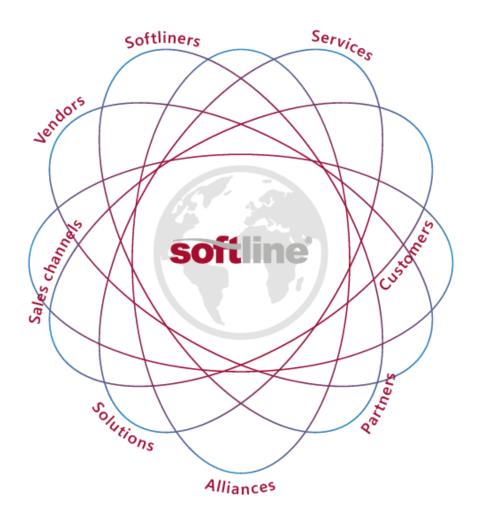


Digital Transformation. Accelerated. Secured.

Softline: Global leader in Digital Transformation & Cybersecurity



At the centre of Digital Transformation (DX)

>**6**k

vendor relationships, covering all aspects of DX c.150k

B2B customers to draw DX experience from >1m

SKUs available to customers

Full suite

of DX solutions for any organisation CloudMaster
ActivePlatform

our platforms for customers to manage IT outcomes

14

International presence with a focus on emerging markets

c.**60**

countries of operation

c.100

offices in cities around the world

London

headquarters of the global organisation, incorporated in Cyprus, listed at LSE >25

years of experience

in the IT market

delivery centres, serving customers 24x7 in 13 languages

Our key differentiator is a combination of scale, capabilities & offerings

\$2.2b

FY2021 turnover

All buying methods

supported by our systems and organisation 8.4_k

Softliners deliver value to customers

> **4**k

of them are technologists and developers

20

acquisitions since 2014 to expand capabilities and to be closer to customers

Softline's mission

We help organizations to transform and operate efficiently and securely in the digital economy

Digital Transformation.
Accelerated, Secured.

Businesses

We help develop and implement digital transformation scenarios to grow and accelerate revenue, increase profits, as well as enabling new models for generating income and ensuring overall resilience

Governments

We support a number of governments in their digital transformation, so that better outcomes can be delivered to citizens and other stakeholders

Societies

With digital technologies, we help societies to develop faster and facilitate more equality. Technology means more opportunity. We further diversity & inclusion

Employees

Our relationship is built on partnership with employees, sharing our success. We offer opportunities for development, well-paid jobs, and immersion in the latest digital technologies



1. Leadership

We strive to be No.1 in the key lines of our business. We take full responsibility for our promises and actions

2. Customer focus

We create business value for our customers. We are focused on understanding and solving their issues and helping them with the next step in their digital transformation

3. Teamwork

The team's success is everyone's success. We are one global team, and we offer long-term partnership to our employees

4. Innovation

We know and anticipate market trends. We focus on searching for growth opportunities. We make substantial investments in cutting-edge technologies and innovative solutions

5. Responsible business

We support the sustainable use of the environment and development of societies. We observe laws and business ethics. We respect the traditions of every country where we operate. We are passionate about and committed to maintaining high ESG standards



We assist our customers around the world with

Digital Transformation

We have the right resources and competencies, and the global presence to draw on talent and international expertise

We make sure that customers get business value from the Digital Transformation

DIGITAL means driven by digital technology

- **Infrastructure** the bedrock for applications and data. From datacenter to desktop, we build infrastructure of any complexity for our customers
- Cloud infrastructure as a service without capital investment. We help customers harness the full power
 of cloud using multi-cloud or poly-cloud approaches alongside our platforms and services
- Applications we know how to acquire, build, modernize applications to gain a competitive edge
- Data we help customers to manage data, to obtain better insights and to improve return on data
- Services consulting, architecting, development & deployment, implementation, support for all solutions, training and education. We help to leverage technology to its fullest extent
- **Cybersec** the foundation of our solutions. We protect our customers' most valuable assets
- Next-gen Artificial Intelligence, data analytics, IoT, etc. We enable customers to gain tangible, measurable return on their investments with impactful innovation from our Digital Lab

TRANSFORMATION means major changes in business processes and models

- Horizontal solutions similar transformative solutions for organizations in different industries, required for any modern business to operate
- Vertical solutions we have hands-on expertise and extensive knowledge of key business processes in our customers' own industries as well as of the best transformation scenarios



We deliver actual digital transformation, not just tech

Digital Transformation. Accelerated, Secured.

Technology Megatrends & Components























connected by Softline solutions & services with

c.150,000 Customers





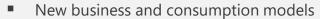












- New technologies and offerings
- The need to understand customer's requirements
- The need to support installed base
- The need for the "last mile"









- Digitally transform at scale
- Bring new solutions into existing landscape
- Streamline procurement and processes
- Secure the enterprise & ensure compliance
- Access talent





With complete solutions & services portfolio

Digital Transformation. Accelerated, Secured.

Full solutions provider







Hardware

- Comprehensive offering
- Major established international vendors & innovative vendors from different countries and regions
- Advanced statuses with vendors
- Specialists in licensing, consumption and transformation
- Delivered as a single procurement, subscription or as-a-Service

Comprehensive services portfolio



Hybrid Infrastructure



Cloud Services



Next-Gen Focus



Future Workplace



Cybersecurity



Customization Services

- Global, secure and effective
- Infrastructure, applications and data
- Supporting all stages of implementation

Softline Digital Platform underpins customer interactions and is a key differentiator



E-Store

ActivePlatform 🕢 Billing and provisioning platform







Comprised of key components for DX

Digital Transformation. Accelerated, Secured.



Digital



Microsoft Solutions



Cybersecurity



Cloud Solutions & Services



Software



Modern Hybrid Infrastructure



Technical Support and Outsourcing



Premier Services



Learning and Certification



Asset Management, DITO



Future Workplace



Business Solutions: CRM, ERP, BI, Workflow

Purposeful innovation for vertical use cases





IoT & Operational Technology



RPA



Big Data & Al



Corporate Mobility



E-commerce & industry specific SW





We attract best talent to deliver more value for customers

Digital Transformation.
Accelerated, Secured.

Highly-motivated and talented teams

Customer-first DNA & technology delivery & SW engineering capability...

8.4k including

2.8_k

&

>4k

sales & marketing force bringing our solutions to customers

engineers, developers and other IT specialists

As of March 31, 2022

We bring talent from emerging markets and beyond with the most advanced Long-Term Employee Partnership Program:

Announced Jan 2022

- Comprehensive 100% of employees to be issued share options, including those coming from acquired companies
- Fair tenure and term dependent: employees will receive options worth up to 45% of their annual pay each year at the Board's discretion, when the share price reaches certain growth targets

- Generous in addition to employees' regular income: building a unique, long-term employeecompany partnership thanks to each grant vesting over five years, and ...
- ... allowing employees to spend up to 15% of their annual income on acquiring shares at a 15% discount within Employee Share Purchase Programme











84%

Latest Employee

Engagement Index⁴









Why Softline? Six reasons

Digital Transformation.
Accelerated. Secured.

Recognized by customers, vendors, and market experts as a reliable, proficient and highly-qualified **Digital Transformation market leader** with 25+ years of experience



Our own platforms, innovation, knowledge & experience available to customers to accelerate their Digital Transformation

One point-of-contact for all IT needs to solve all technology problems, to obtain multi-vendor solutions & support, and to ensure success in the most complex transformation projects



Our solutions and services

address customer needs across
the entire value chain



Always on hand. **We know what to do next.**We speak your language in almost 60 countries and in almost 100 cities



The **best talent in the industry** thanks to our unique long-term employee-partnership approach

Digital Transformation.

Accelerated. Secured.

Get engaged with Softline in your market for any IT or digital transformation need

- Do you have a plan for digital transformation? Do you know what to do next? We can help with both
- Browse https://softline.com for the right solution and the use cases, if you know what you want or just call us with your problem

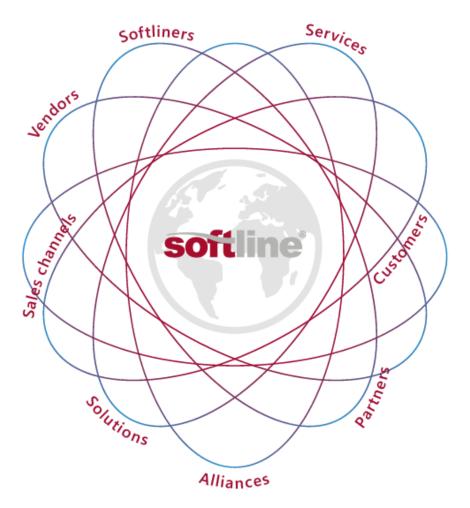
- Use our website to find the right office
 https://softline.com/about/offices-worldwide
- Call or email us in your market to get advice, ideas or proposals
- You can also reach out to our London HQ hq@softline.com





Digital Transformation. Accelerated, Secured.

Softline: Global leader in Digital Transformation & Cybersecurity



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Digital Transformation. Accelerated, Secured.

Executing our proven three-dimensional growth strategy towards Dream 2.0

1 Geographic Expansion

32 EMEA

16

LATAM

9

APAC

Portfolio Expansion

SW Services HW Cloud DX & Cyber Vertical

Sales
Channel
Expansion

Direct Indirect E-commerce Digital platform

Global leader & innovator in DX solutions, platforms and services

Channelling **talent from emerging markets** to where the demand is

Known for employee-company partnerships with **20,000 employees**

Operating in **100** countries

Platform for consolidation of the sector

Sector leader in **ESG & Compliance**

Dream 2.0



IPO results demonstrate Softline's potential

Digital Transformation. Accelerated, Secured.



IPO day - 27th of October 2021



During the IPO, US\$ 400mn was raised



Cyprus-registered Softline is primary listed on the **London** Stock Exchange Ticker: SFTL ISIN: US83407L2079



The funds received will be used for **acquisitions** and organic investments (80:20) to support growth strategy



Being public helps to attract and retain the best talent

Softline gained favorable coverage from equity analysts:

Bank	Rating	Target Price
J.P.Morgan	Neutral	\$8.5
Credit Suisse	Outperform	\$8.3
VTB Capital	Buy	\$15
Citi Research	Buy	\$11
Gazprombank	Outperform	\$9.7
SBER CIB	Buy	\$10.79
ITI Capital	Buy	\$13.6
Average TP		\$10.98

Analysts rank Softline as a global IT solutions provider peered with























For more information, please visit: https://softline.com/investor-relations

Or email ir@softline.com





ESG – much more than just acronym

Digital Transformation.
Accelerated, Secured.

Creative, focused, and all about action

Focusing on relevant UN SDGs

E

Our **Environmental Policy** purpose is to ensure environmentally sound and sustainable development of the company in the short and long-term and to minimise negative impact on the environment

- Adherence to environmental compliance
- ISO14001 Environmental Management certified until end of 2022
- Waste management processes implemented in major offices
- Introducing a supplier code of conduct focused on Environmental and CSR credentials













S

Our **Corporate Ethics and Compliance Code** reflects our dedication to the preservation of basic rights and human dignity in our workplace and beyond.

Diversity, equality, inclusion and human rights are key focus points

Active community presence in India, Latin America, Europe – supporting education & economic growth

84%

Employee Engagement Index

Getting recognised for achievements











Awarded the **Microsoft Community Response Award** for 2021



- Approach to corporate governance complies with all applicable laws, rules, regulations and policies
- Corporate Ethics and Compliance Code underpinned by full suite of corporate policies

- We are **leaders in compliance** in the sector
- 4 INED places out of 7 Board Director seats
- Unwavering commitment to compliance and ethical and responsible business







Partnered with 6000+ vendors

Digital Transformation.
Accelerated. Secured.

Starting with leading international vendors:

























And with the highest partnership statuses defining Softline's advantage:

Microsoft Partner























































Trusted advisor to c.150k B2B customers globally

Digital Transformation. Accelerated, Secured.

Global Enterprises







































Corporate Customers of all sizes































































































































We can serve & help customers at all stages of the value chain

Digital Transformation. Accelerated, Secured.



Advise & Design





Develop & Build



Deploy & Deliver



Manage & Optimise

- Map out vision of demand
- Delivery and execution roadmap
- Set goal and anticipate outcome of proposed service

 Based on vision and objective procure appropriate solution from vendors

- Develop offerings to meet business needs in terms of cost, quality and delivery
- Build, process and service components
- Deliver offerings and support, comply with protocols
- Integrate services into customers' IT infrastructure
- Continuous management of services throughout lifecycles
- Support and maintenance to the daily operation

Custom application development

System & network implementation

Application management

Software & Hardware deploy & support

Services & change

management

Hosted infrastructure services

Network & endpoint outsourcing

IT consulting

Software Asset Management

IT education & training

Hardware

Software & Cloud

Vendor management & digital supply chain Softline Digital Lab

Vertical solutions



Customer outcomes

- Streamlined procurement and budgeting
- Cost-effective digital solutions
- Compliance and better ROI
- 83% Customer NPS¹
- Less complexity smaller number of providers
- Ability to grow projects as requirements change





Softline: services & solutions

Digital Transformation. Accelerated, Secured.



Digital



Cybersecurity



Cloud Solutions & Services



Software



Modern Hybrid Infrastructure



Microsoft Solutions



Business Solutions: CRM, ERP, BI, Document Workflow



Technical Support and Outsourcing



Learning and Certification



Asset Management, DITO



Future Workplace



Premier Services

Purposeful innovation for vertical use cases



CAD/CAM



IoT & Operational Technology



RPA



Big Data & Al



Corporate Mobility



E-commerce & industry specific SW



Digital Transformation. Accelerated. Secured.

Digital

A single point of entry for the full cycle of digital transformation: from defining opportunities to delivering results. Experimentation & innovation with Softline Digital Lab



DIGITAL INNOVATION

- Research on digital transformation trends
- Identifying client pain points, testing hypotheses
- Selection and piloting new solutions



DATA ANALYSIS

- Consulting & expertise in data analysis
- Data management methodology
- Data visualization
- Building Big Data solutions



SOFTWARE DEVELOPMENT

- Tailor-made apps using WW technology & vertical industry expertise
- Application modernization
- Resource augmentation for development, testing & quality assurance









Softline is a leading partner of Microsoft

Digital Transformation.
Accelerated. Secured.

Microsoft is the world's most strategic technology vendor for the digital transformation of enterprises

700+

Microsoft Certified Professionals

Microsoft Partner

Microsoft Partner

Microsoft Expert

MSP

Member of
Microsoft Intelligent
Security Association

Microsoft

Time-proven and successful





Years of collaboration



One of 10 Microsoft globally managed partners worldwide



Best licensing practices

LSP status in 34 countries CSP since launch (T1 and T2) SPLA reseller for 8 years

In a number of countries, we are the only Azure Expert Managed Service Provider Microsoft Advanced Specializations:

- Windows Server and SQL Server Migration to Microsoft Azure
- Adoption and Change Management
- Kubernetes on Microsoft Azure
- Linux and Open-Source Database Migration to Azure
- Microsoft Windows Virtual Desktop
- Cloud Security
- Identity and Access Management
- Information Protection and Governance
- Threat Protection
- Azure Virtual Desktop Advance Specialization

Microsoft Partner of the Year 2020









- Security Partner of the Year 2021 Malaysia
- Modern Work Partner of The Year 2021 Malaysia
- Security Partner of the Year 2021 Cambodia
- Security Partner of The Year 2021 Myanmar
- Security Excellence Award Philippines
- Modern Work Partner of The Year 2021 Cambodia
- Winner of 2021 Microsoft India's Cloud Champions programme

Cybersecurity

Digital Transformation.
Accelerated. Secured.

Industry-leading security services to improve our customers' security posture

c.300

100+

140+

Cybersecurity projects implemented

Sales & pre-sales employees

Engineers

Softline offerings



Web services protection



Web and email protection



Antifraud



Infrastructure protection



Access management



Data network protection



Industrial security



Compliance



Security Operations Centers (SOC)

Value proposition and differentiation

- The full range of solutions from Identity management to cloud security
- Network of Security Operation Centres Global SOC (Bangalore, India)
- Comprehensive range of security solutions, on-premises & cloud, protecting SMBs and larger Enterprises
- Established process for assessing, designing, implementation and support
- Maintaining high standards of management with



















92% CSI and 90% NPS











Cloud solutions

Digital Transformation.
Accelerated. Secured.

Cloud-based subscription and delivery

c.5.3k

Microsoft CSP billed cloud customers in 2020

c. 10k

Microsoft CSP billed cloud subscriptions in 2020

 7_{k+}

Customers on ActivePlatform¹

Softline offerings



Software as-a-Service



Consumption of hyperscale clouds



Vendor Partner Programs (SPAL, CSP, VSPP etc.)



Vendor and Partner hosted offers



Vendor and Partner cloud subscription programmes

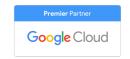
Value proposition and differentiation

- Extensive experience
- **Streamlined product and solution sourcing**, comprehensive selection
- Simple order management and administration
- Scale, access, vendor expertise reflected in competitive pricing
- End-to-end support
- Capacity management with ActivePlatform



















Cloud services

Digital Transformation. Accelerated, Secured,

Cloud enablement, migration and management services

500+

99.98%

50+

Engineers

Corporate clients

Azure Managed Services Clients

SLA

Datacentres

Softline offerings



Solutions for business

- Virtual office and desktop
- CAD in the cloud
- Corporate email
- DRaaS



Digital Platform & Multicloud

- Automation and Self-Services
- Single management platform
- Hybrid Cloud



Virtual resources as-a-Service

- Virtual infrastructure, data centres and servers
- Private cloud, cloud backup
- Sovereign clouds



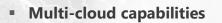
Device as a Service

- Dedicated servers
- Co-location
- Hardware as-a-Service

CloudMaster

- Unified public and private cloud management interface
- SSO access, infrastructure template editor
- Cloud resource management tools
- Aggregate billing, quotas, and cost analytics per managed cloud

Value proposition and differentiation











- **Expert**, **Advanced** or **Premier** status in all major clouds
- Proprietary cloud and **Data Centre network**
- Mature, scalable processes, high SLAs
- Global Delivery Centre & Cloud Support Centre
- Own public cloud Softline Cloud







DevOps Competency Microsoft Workloads Competency

Migration Competency MSP Partner

Well Architected



























Software: license & subscription

Digital Transformation.

Accelerated, Secured.

Seamless procurement and provisioning of software at scale

25+ years

Extensive licensing experience

Thousands

of software vendors

Subscription

As an alternative to conventional licensing

Softline offerings



License & Software delivery



Subscription



Programs for Service Providers

- Licensing at optimal cost
- Software Asset Management
- Consulting
- Flexible pay-per-use model
- High reliability, SLA
- Compliance
- Microsoft SPLA and CSP T2
- VMware, Citrix, Veeam
- Smart licensing

Value proposition and differentiation

- Broad selection of offerings from several thousand vendors
- Seamless software purchasing and catalogue management powered by
 E-Store and ActivePlatform
- Local support, services and delivery capabilities
- Competitive pricing in local currencies
- Global Alliance network of partners

















Modern hybrid infrastructure

Digital Transformation.
Accelerated, Secured.

From datacenter to the edge and with related services

250

Projects per year

200 +

Engineers employed

82

Post sales support contracts

200+

Hardware vendors



Datacenters, HVAC

- Air conditioning, uninterrupted power supply
- Smart structured cabling systems
- Dispatching
- Video surveillance and analytics



Basic Infrastructure

- Compute and storage design, delivery, configuration and commissioning
- Basic services (AD, networking services, file services, certification services, printing, email)



Networking Infrastructure

- Switching, routing, load balancing
- Wi-Fi networks
- Enterprise telephony
- Call centers
- Unified communications, video conferencing



Virtualization

- Server and storage virtualization
- Desktop virtualization (VDI/VDI 3D)
- Network virtualization
- Application virtualization



ITSM

- Automatic service management
- Service Desk
- Business continuity, disaster recovery, backup
- Availability and performance monitoring, configuration management





























Outsourcing & Technical Support

Digital Transformation.
Accelerated, Secured.

Delivering managed services to customers of all types globally

8000+

Customers receiving outsourcing and tech support

400+

certified engineers

200+

vendors supported

24/7

We provide round-the-clock multi-vendor technical support and solve cross-vendor problems

- Softline offers multiple types of technical support: basic, incident-based, optimal, and resource-based
- Unified online technical support

- Full coverage across all time zones, follow-the-Sun operations
- Maintenance of entire customer infrastructure
- Finding solutions for cross-vendor problems



Softline Premier Services

A suite of services for Microsoft technologies aimed at increasing the level of infrastructure maturity and stability, as well as performance and security. Services are packaged, deliver a specific result and output value, and have a defined implementation time





Microsoft Partner





Infrastructure assessment for compliance with best practices and vendor support requirements



Business systems performance analysis and monitoring optimization



Development of disaster recovery plans and alignment with SLA



Deep technical learning. In-depth specialized seminars with lab work



Dedicated expert support (regular on-site support throughout the year)

Softline Education

A reliable business partner in corporate training for the development of employee competencies and training professionals in business and IT

Softline + Academy IT create, develop, and deploy bespoke corporate training solutions for different aspects of digital transformation, and can deliver innovation in corporate EdTech



Asset Management & Digital IT Optimisation

Digital Transformation.
Accelerated, Secured.

Our practice for controlling and managing software and IT assets is world-class. We follow assets through their lifecycle from budgeting to decommissioning using specialized tools and dedicated roles



German Softline AG is part of Softline and is a Gartner-recognised specialist in SAM and ITAM with **200+ consultants**

DITO as-a-Service

Management of software assets without the need to purchase special software, overload infrastructure, or to involve personnel

Regular updates on:

- compliance of installations and licenses
- software usage statistics, including cloud applications
- analysis of hardware operation
- analysis of the current state of cybersecurity
- the cost of ownership of software and cost reduction recommendations
- opportunities to reduce technological and legal risks
- infrastructure transformation opportunities

Specialized Solution Assessment projects

SA Modern Workplace

Infrastructure assessment for evaluating efficiency in cloud usage

SA Cybersecurity

The analysis of cybersecurity threats relating to software licensing and renewal

SA Data Optimization

In-depth analysis of the server environment, usage and licensing of SQL Server

SA Infrastructure Optimization

Analysis of the usage of desktop and server applications

Future Workplace solutions and services

Digital Transformation.
Accelerated, Secured.

A modern workplace with the full suite of supporting services for an agile, mobile, secure and productive workforce

1000+
projects completed

200+

certified engineers

70%+
adoption rate
for MS Teams®

































Full suite of solutions and services for Future Workplace



Relevant advanced statuses from Microsoft, Google, Zoho, MyOffice, Adobe, Citrix, etc.



Device and enterprise connectivity



Migration and Deployment Services with embedded security and device management



Training and Management of Change



Ongoing support & Service Management

Business Solutions

Digital Transformation. Accelerated. Secured.

Real project experience and best global practices

Alfresco









We help with

- Reducing cost
- Growing sales
- Improving client relationships
- Raising quality
- Accelerating business processes

Our services

- Business process analysis
- Solution development, implementation, migration, and customization
- Management of Change



































Electronic document workflow and business process automation



Electronic archives



Warehouse Management Systems



Portal solutions



Business Intelligence



Remote work facilities



Stream document and data input



Project management



CRM





Purposeful innovation for vertical use cases

Digital Transformation.

Accelerated. Secured.

A capability available to customers to co-innovate in the most important domains in their industries for the most impactful business outcomes. This is the next frontier of the Digital Transformation



CAD/CAM

Full suite of tools and services for automating all aspects of industrial design and engineering



IoT & OT

Digitizing operational technology (OT) and improving overall industrial operations, cost of maintenance and safety with the Internet-of-Things (IoT)



RPA

Improving the efficiency and velocity of business processes through Robotic Process Automation using best-in-class tools & methodologies



Artificial Intelligence

Services to improve return-on-data for enterprises. Designing, deploying and running artificial intelligence systems for decision-making and automated actions



Corporate Mobility

Architectures, tools and services to build, secure and run comprehensive corporate mobility infrastructure for enterprises of all sizes



E-commerce & industry-specific SW

A number of tools and platforms for technology vendors to build and manage e-commerce presence. Merchant-of-Record services for software vendors in dozens of countries internationally. Specialised SW is available for FinTech and EdTech markets.

















































Softline® We know we can

Digital Transformation.

Accelerated. Secured.