

Progress is

change + diversification



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STARHUB INVESTOR DAY 2020

Strateq = Strategy + Technology

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FORWARD-LOOKING STATEMENTS



The following presentation may contain forward-looking statements by StarHub Ltd (“StarHub”) relating to financial trends for future periods.

Some of the statements in this presentation which are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. These forward-looking statements are based on StarHub’s current views, intentions, plans, expectations, assumptions and beliefs about future events and are subject to risks, uncertainties and other factors, many of which are outside StarHub’s control. Important factors that could cause actual results to differ materially from the expectations expressed or implied in the forward-looking statements include known and unknown risks and uncertainties. Because actual results could differ materially from StarHub’s current views, intentions, plans, expectations, assumptions and beliefs about the future, such forward-looking statements are not and should not be construed as a representation, forecast or projection of future performance of StarHub. It should be noted that the actual performance of StarHub may vary significantly from such statements.



Strateq symbolises the combined use of 'strategy' and 'technology' to help customers transform their businesses.

BUSINESS SEGMENTS



Enterprise System Solutions
Enterprise IT Infrastructure

1983



Data Centre & Business Continuity Solutions
Data Recovery, Business Continuity, Cloud Solutions

1989



Petrol Retail Solutions
Managed Services
Customer Experience

1993



Healthcare Solutions
Hospital Information System

1997



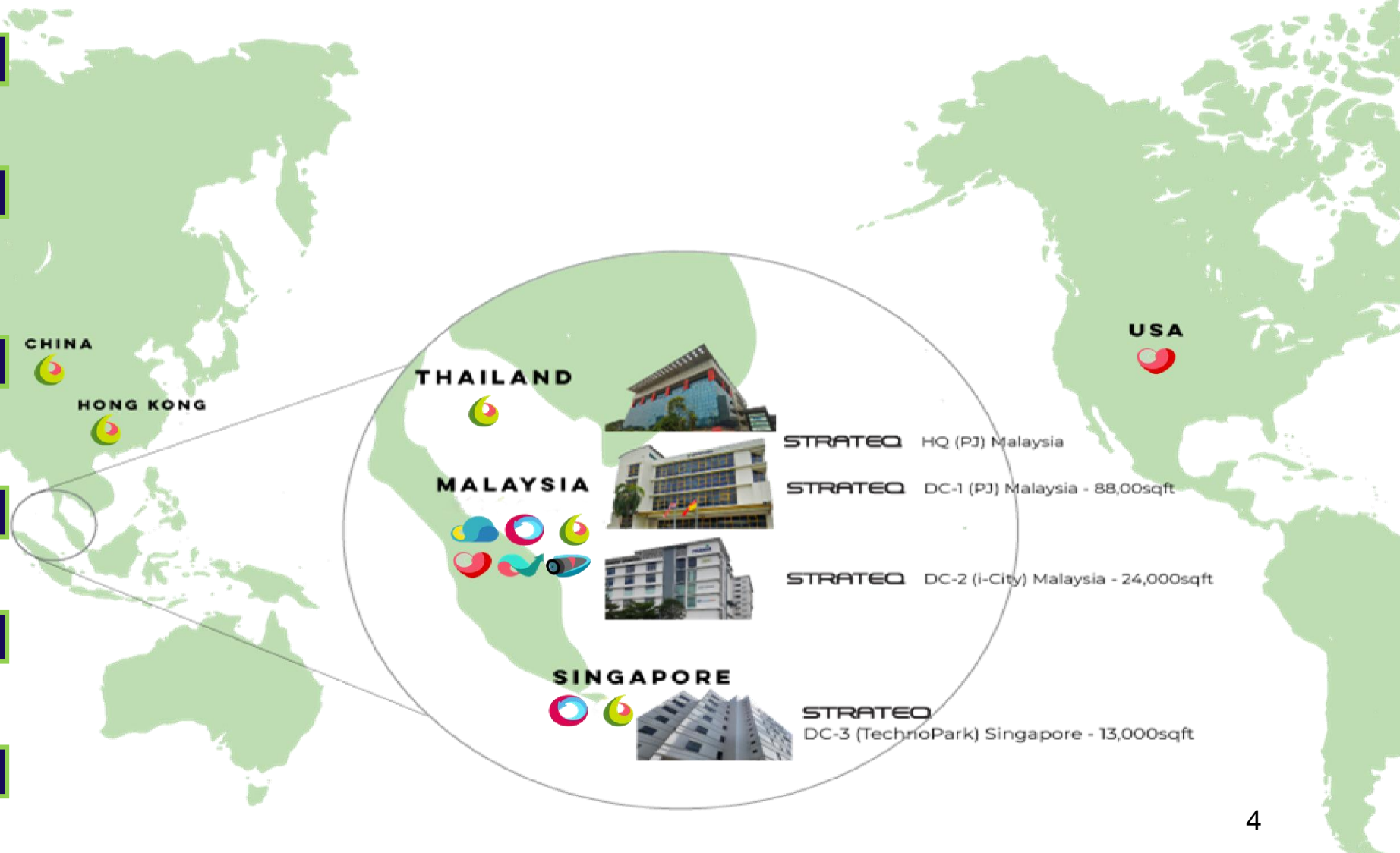
Enterprise Business Solutions
Data Analytics &
Software Engineering

2012



Sentry Security Solutions
Shaping Security Intelligence

2018





STRONG & DIVERSIFIED CUSTOMER BASE



- Long-term partnerships with Fortune 500 and multinational companies
- Counts the biggest O&G companies in the world as its customers
 - >20 years relationship with top three O&G customers
 - Potential to grow alongside customers and scale solutions across customer's retail footprint
- >100 data centre clients across various industries including banking, insurance, securities and the public sector

KEY CUSTOMERS:



OIL & GAS

- Petronas Group
- Shell
- ExxonMobil
- Chevron
- PTT Retail Management (PTTRM)
- Petron



HEALTHCARE

- Hospital Putrajaya
- National Cancer Institute
- Hospital Sultan Haji Ahmad Shah
- Pantai & Gleneagles Hospitals
- Orthopedic Specialist Centre
- Universiti Malaya Specialist Centre
- Izard County Medical Center
- Pickens County Medical Center
- AMD Healthcare Group



FINANCE / BANKING

- Alliance Bank Malaysia Bhd
- Affin Bank
- Khazanah Nasional Malaysia
- CIMB
- MIDF Berhad
- Bank Islam



OTHERS

- Ministry of Education
- Lembaga Hasil Dalam Negeri
- Jabatan Akauntan Negara Malaysia
- T-Systems Malaysia Sdn Bhd



01 SERVICE

MANAGED SERVICES



PROFESSIONAL SERVICES



- Project Management
- Data Centre
- Consulting
- Data Science
- Resource Allocation / Time & Materials
- Training
- Install, Move, Add, Change (IMAC)

02 PRODUCT (Proprietary)

PRS



HEALTHCARE



ENTERPRISE BUSINESS



03 SYSTEM INTEGRATION

>40 International Partners, Including:



IN-HOUSE DEVELOPED PROPRIETARY PRODUCTS



PETROL RETAIL



SMART SD
Automated Service
Delivery Desk



**Customer
Experience Centre
(CXC)**
AI Integrated
Omnichannel Contact
Centre & BPO



SMART PAYMENT
Payment Support
Platform for Diverse
Solutions

HEALTHCARE



Total Healthcare Information System
Open-Source technology & extensible



PATIENT FACING APP
Time efficient medical care

ENTERPRISE BUSINESS



AGORA TRADE NETWORK
Marketplace-Connecting
Businesses



**SOFTWARE
ENGINEERING**
UI/UX Application
Development



**CENTRE OF
EXCELLENCE for
DATA SCIENCE**



Strategic Technology, Customer Centric Solutions

Continuously innovate, commit to operational excellence, consistently deliver value

Proven BC Expertise since **1989**

>40 declared disasters & **>1000** disaster recovery tests

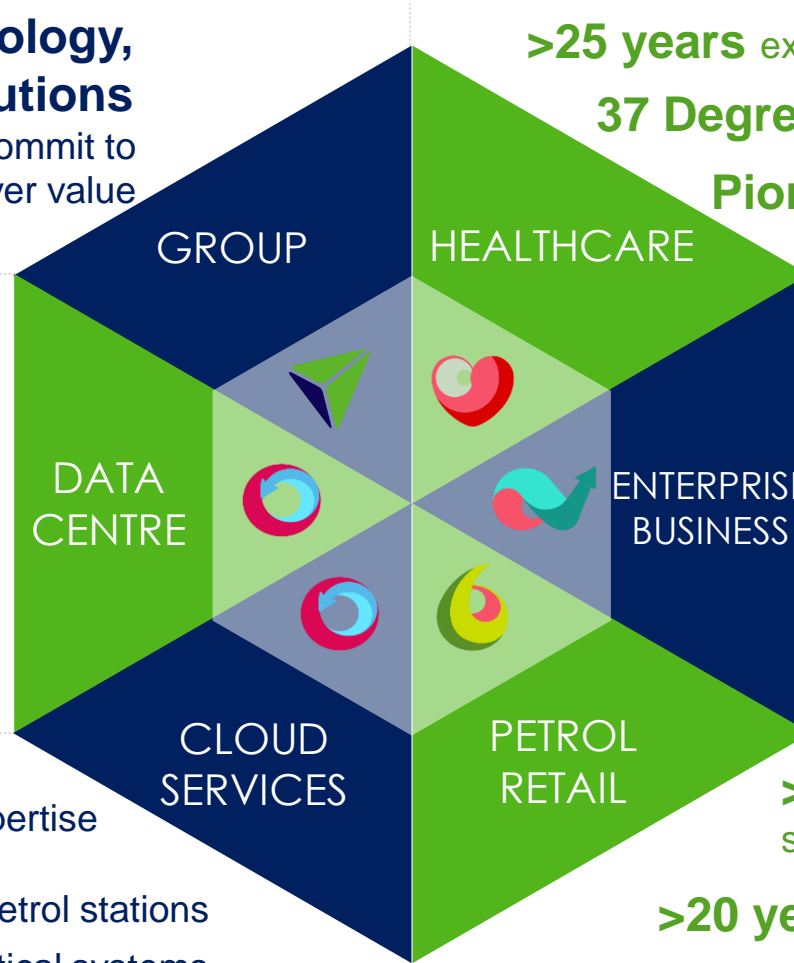
Accredited: **MS ISO9001:2008** & **ISO/IEC27001:2005**

One-stop business recovery centre approach

>20 years in Managed Services with Cloud Expertise

24/7 support for **4000+** petrol stations & **20+** hospitals critical systems

Expertise in managing Premise & multi-clouds services



>25 years experience in HIS for public & private hospitals.

37 Degrees designed to cover all aspects of patient records.

Pioneer in Malaysia – first homegrown integrated HIS.

Help **various industries** to identify key target, reduce operational costs, optimise business decisions

Highly skilled, qualified, experienced

Data Scientist, Data Engineers, Data Specialists, Solution Architects & Developers

>5000 petrol stations in **5** countries with managed services & solutions

>20 years serving the largest oil majors

Achieved **Zero Incidents, Zero Tolerance** while complying to Oil Co. HSSE Policies

IDENTIFIED GROWTH PILLARS



- Software Engineering
- Data Analytics
- Data Science Centre of Excellence
- User Experience Apps
- AI Chatbot
- Augmented Reality
- eCommerce

Enterprise Business Solutions
Data Analytics & Software Engineering

MANAGED SERVICES

- Capture more market share in MY, TH, HK, SG, CN

Petrol Retail Solutions
SMART SD & CXC

SMART SD

- Bundle SMART SD into our service offerings in MY, SG, TH, HK, CN
- Offer SaaS Model for non-oil service providers.

CXC

- Provide AI Integrated Omni-Channel Contact Centre + BPO

Core Growth Segments

Healthcare Solutions

USA

- Intention to be a leader in Cloud EHR in critical access and rural or community hospitals market (under 100 beds)
- Prudently expand to bigger hospitals

MALAYSIA

- Target ASEAN hospitals, new private medical centres, clinic groups
- Deepen penetration for Healthcare products (Patient Facing App)
- Subscription model & Cloud SaaS model

Data Centre & Cloud Solutions

DATA CENTRE (DC)

- Upsell BCP capabilities for Starhub's Clientele
- Explore building of new DCs
- Implement MY-SG high speed link to enable cross border DR

CLOUD

- Target SME Industry for total cloud offerings

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