

# Data#3 (DTL) 2010 results presentation

John Grant - Managing Director  
Brem Hill – Chief Financial Officer  
September 2010

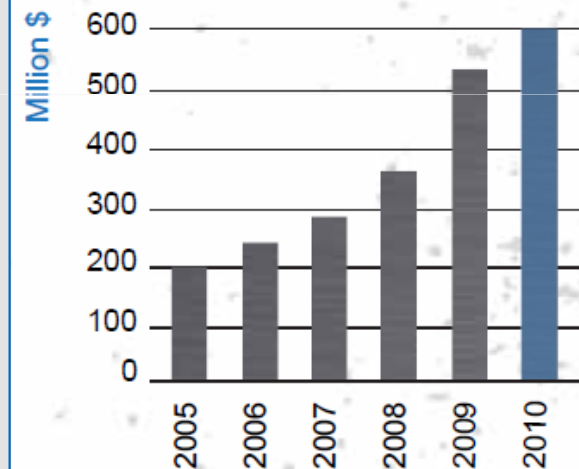
Cogs in a wheel.  
Partners who provide innovative and ground breaking technologies.  
Investors who appreciate and support sustained financial performance. A team of professionals who function seamlessly to deliver exceptional solutions. Customers who demand and receive service that exceeds expectations. Stretching technology's boundaries to solve the business problems of our customers. Thinking of each business success as our own. Each element in place and functioning in harmony for an accomplished professional outcome.  
Cogs in a wheel.

# Strong organic growth continues

## Revenue

- Total revenue up 13% to \$599M
  - 58.6% under contract
- Product revenue up 14% to \$514M
  - Contribution to profit up 5% to \$18M
- Services revenue up 7% to \$85M
  - Contribution to profit up 95% to \$7M
  - Project services revenues up 28%
  - Managed services revenues up 34%
  - Recruitment and contracting revenues down 22%

Total revenue grew by 13% to \$599.2 million with 58.6% under contract



# Shareholders well rewarded

## Profit

- EBITDA up 12% to \$16.3M
- EBIT up 13% to \$15.2M
- NPAT up 11% to \$10.9M

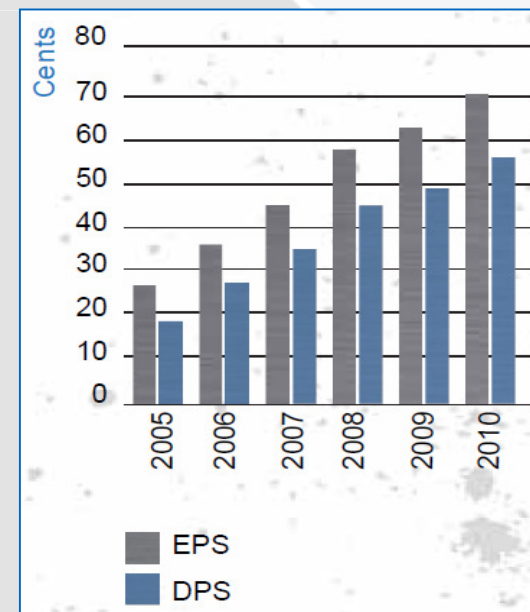
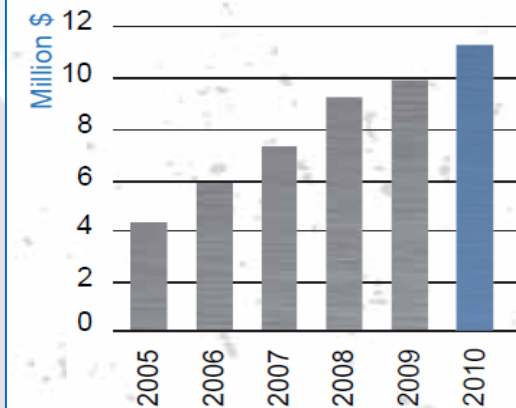
## Earnings

- EPS up 11% to 70.9 cents

## Shareholder returns

- 30 June share price up 33% to \$8.01
- Dividend up 12% to 56 cents per share
- Total shareholder return of 43%

Net profit after tax increased by 11% to \$10.9 million



# Strong cashflow and no debt

## Cashflow

- \$44.9M operating cash inflow, up 130%
- \$8.2M financing cash outflow for dividends
- \$64.3M cash on hand at 30 June

Receivables down 10% to \$86.4M

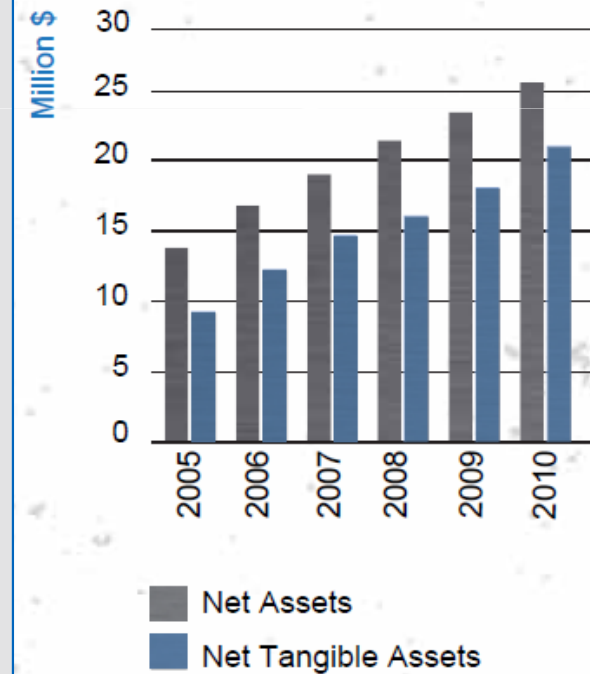
Inventory (on order) up 47% to \$9.0M

Payables up 3% to \$110.0M

No debt

Net Assets up 12% to \$26.1M

Net assets increased by 12%, and net tangible assets increased by 17%



# Strategy well implemented

## People

- 92.7% recommend Data#3 as employer of choice
- Online learning hours up 42%
- Turnover 50% industry average
- 85 in leadership development program

## Solutions and partners

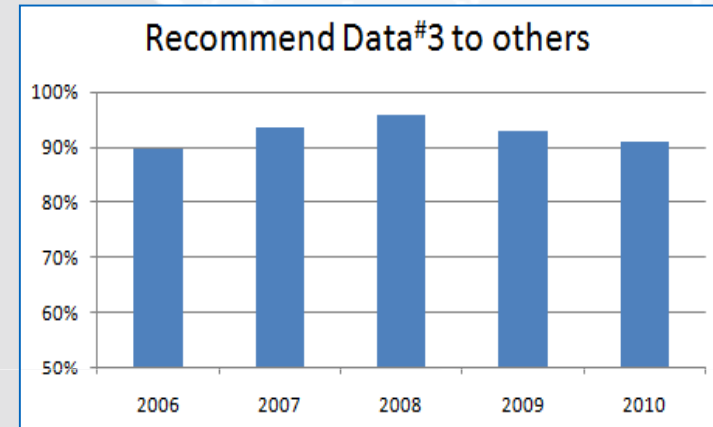
- 28 partner awards in the year
- Tender win rate 53%

## Operational efficiency

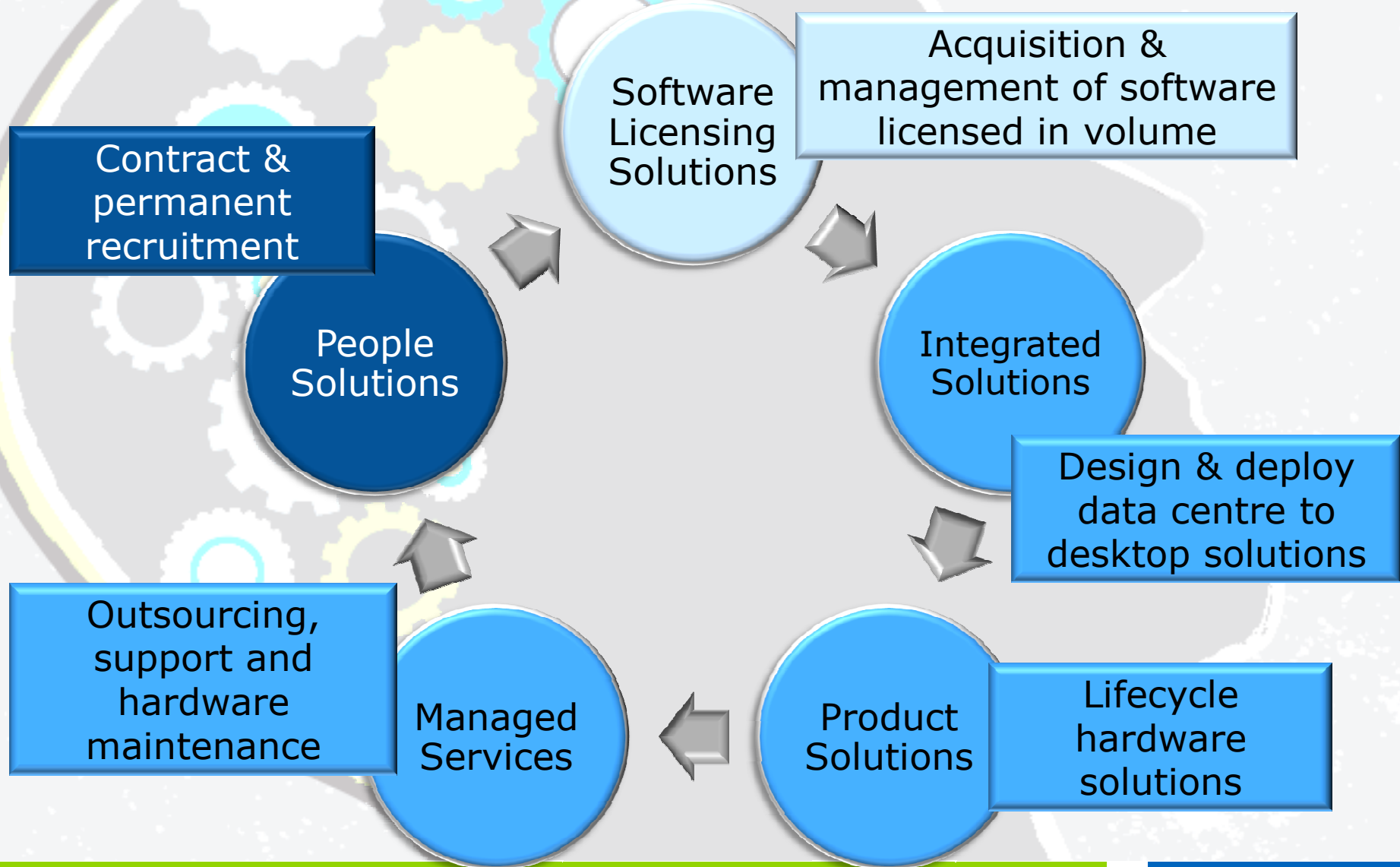
- Investment up 40%
- Cost ratio improved to 83.4%

## Customer satisfaction

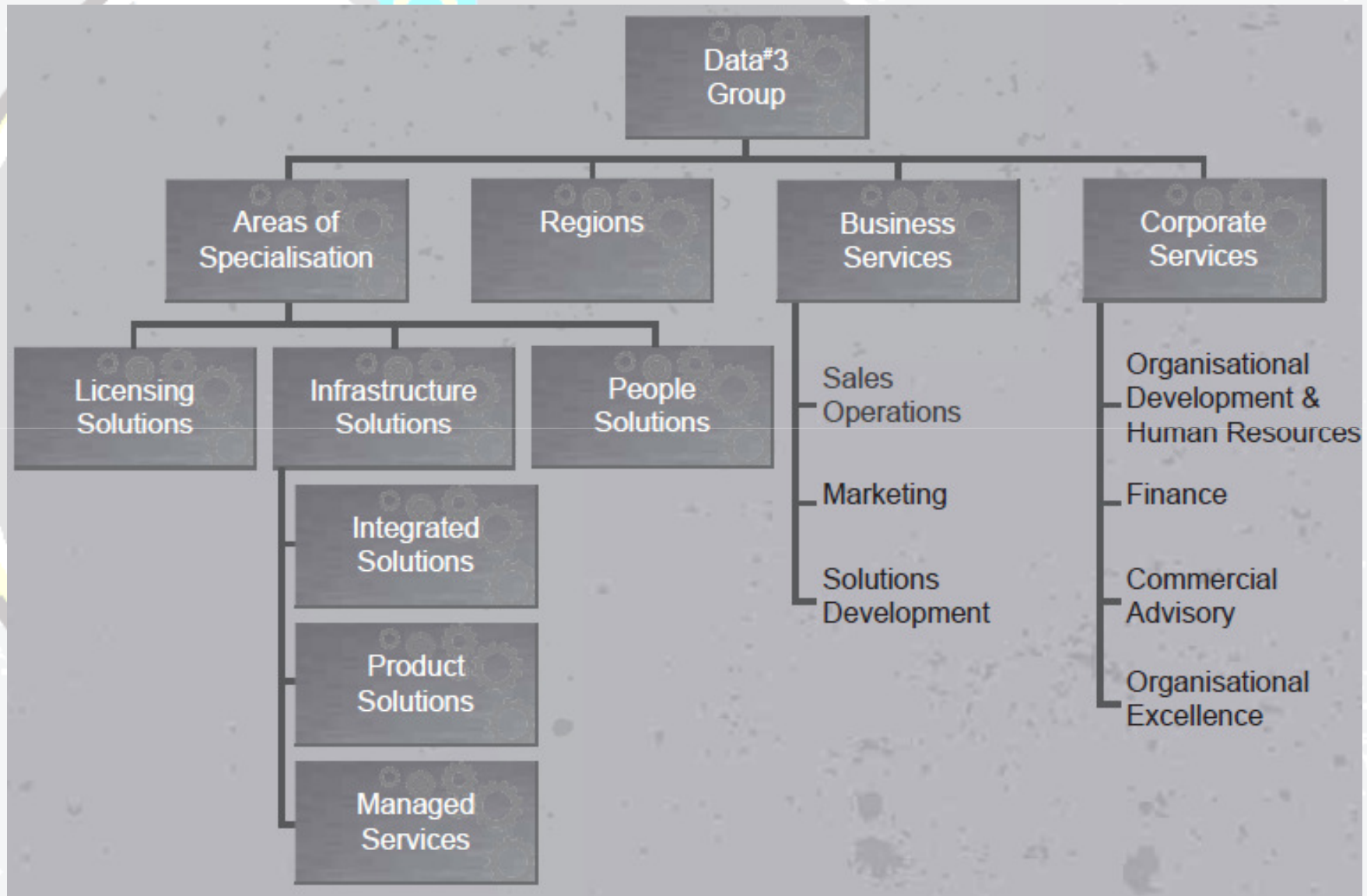
- 92.5% met or exceeded expectations



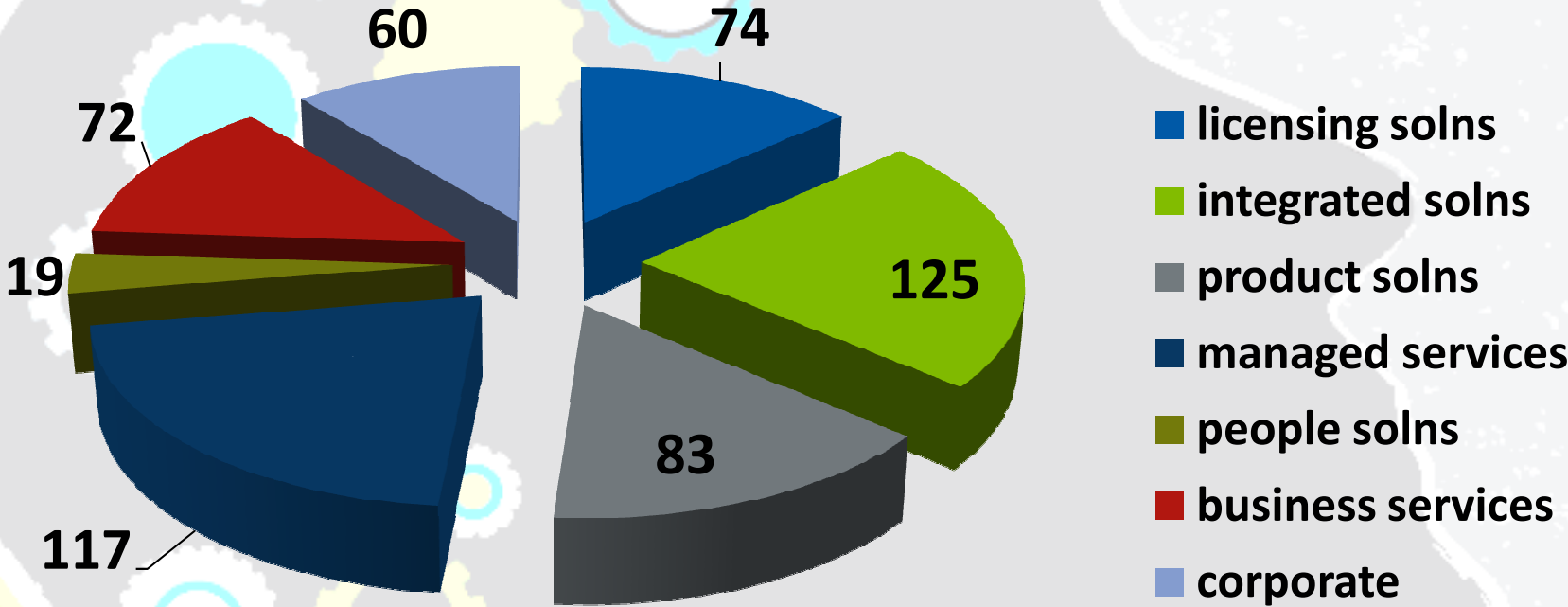
# Our business



# Structured to support growth



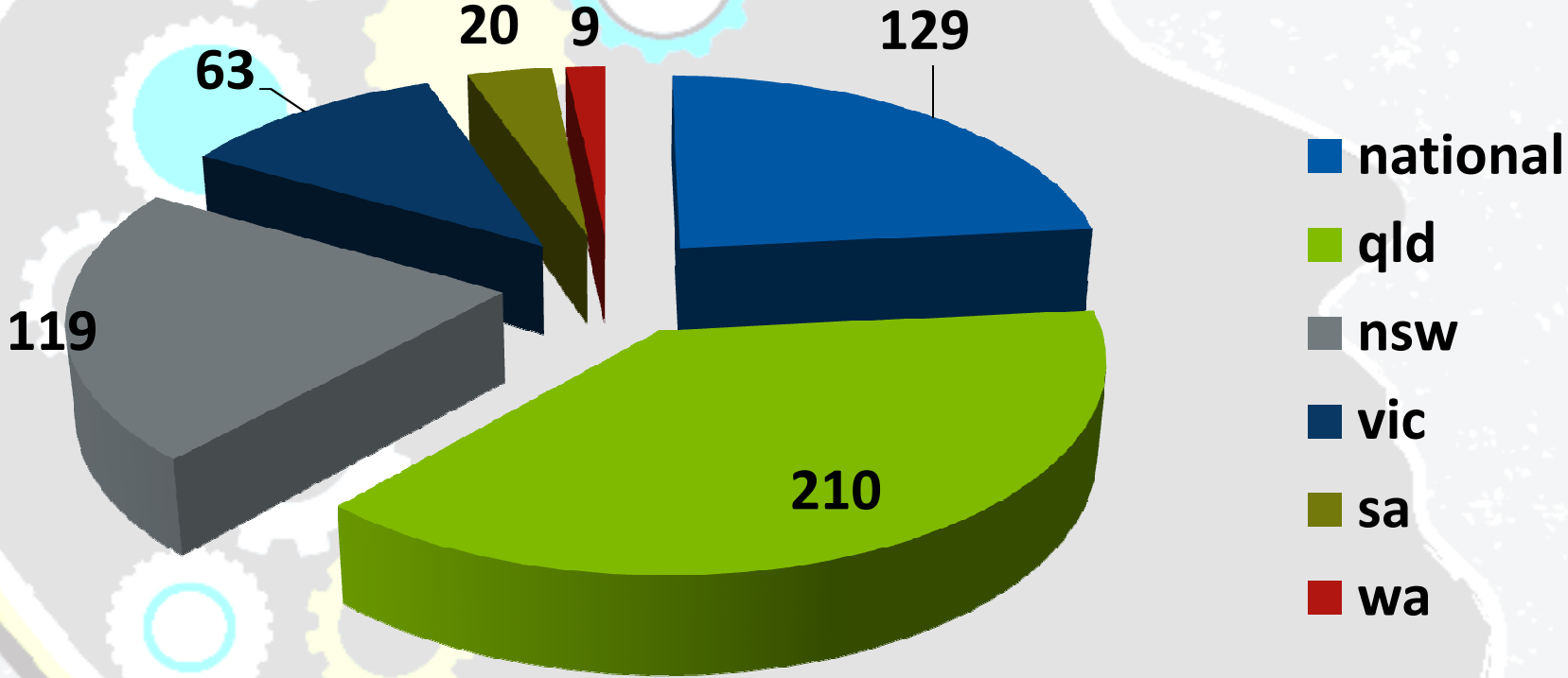
# Building scale in all businesses



**Permanents up 7% to 502**  
**Casuals down 20% to 48**  
**Contractors up 3% to 277**



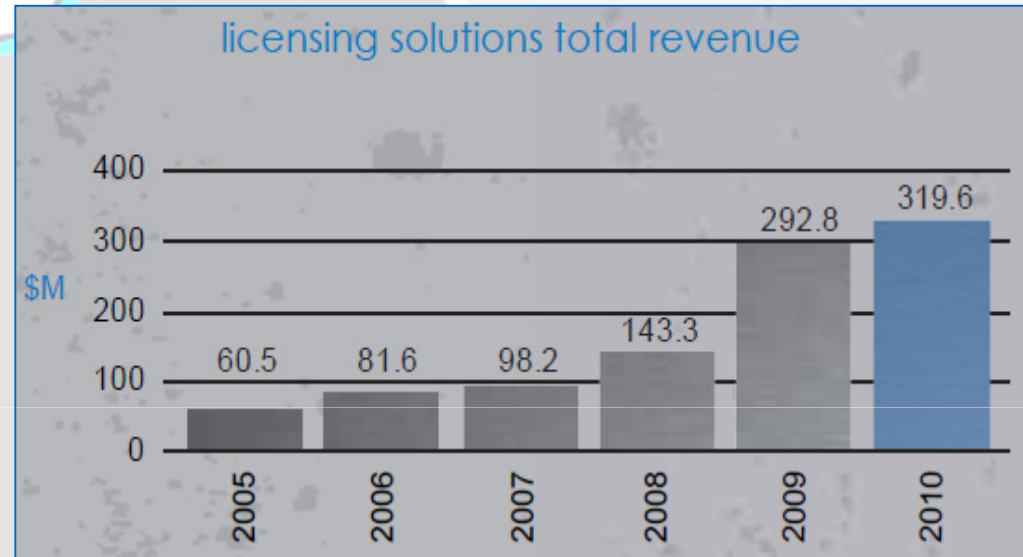
# Building scale in all locations



# Licensing solutions solid

## Growth

- 15<sup>th</sup> consecutive year of growth
- Revenue up 9%
- \$250M under contract
- Member Microsoft Worldwide Partner Engagement Board



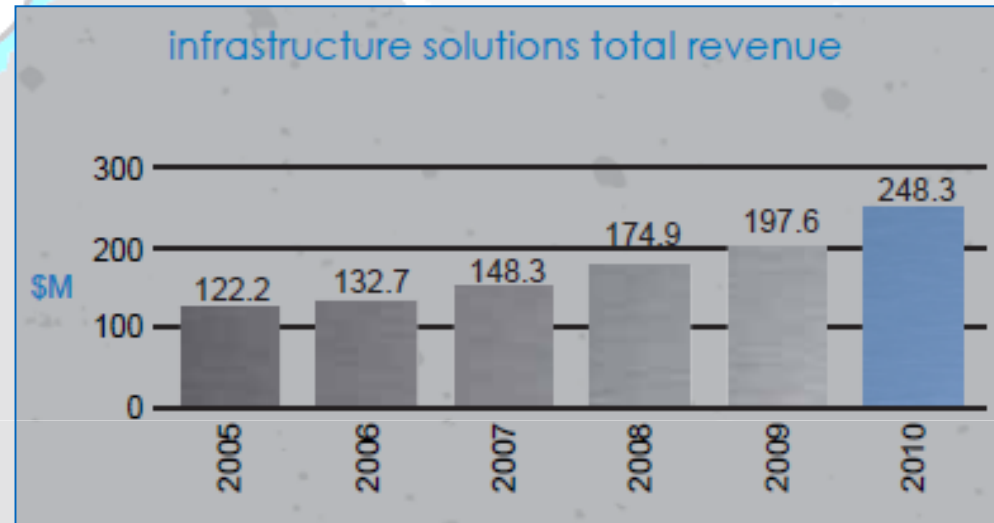
## In 2011

- Partner with Telstra to sell Microsoft Cloud services
- Telesales to grow mid-market (< 2,000 seats)
- New practice in worker productivity
- Enhanced online customer portal and EDI to suppliers
- Increased contribution to profit

# Infrastructure solutions strong

## Growth

- Revenue up 26%
- \$80.5M under contract
- Expanded supply chain capability
- Leading partner for HP and IBM and in Cisco's top 5



## Some great new customers

- CenITex (Victorian Government)
- Bendigo Bank
- NBN Co
- Vodaphone Hutchinson Australia
- BEA Systems
- NAB Capital
- McWilliams Wines
- Origin Energy

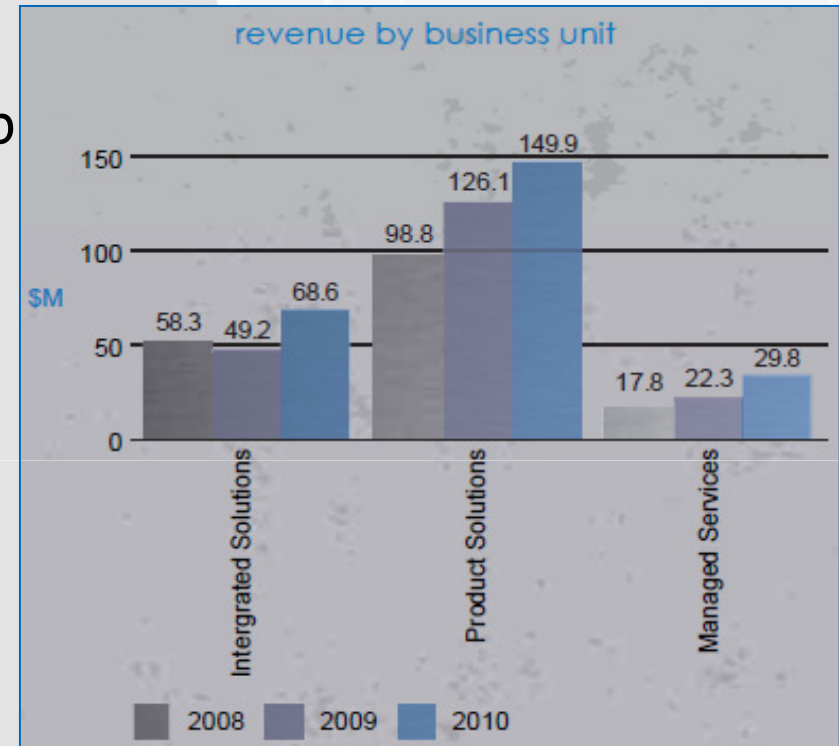
# Infrastructure solutions strong

## Growth

- Integrated Solutions revenue up 39% to \$68.6M
- Product Solutions revenue up 19% to \$149.9M
- Managed Services revenue up 34% to \$29.8M

## In 2011

- New customer acquisition
- Expansion in WA
- Extension of solutions into cloud services
- Improvement in supply chain capacity and processes
- Sales skills and process development
- Increased contribution to profit



# People solutions consolidating

## Revenue

- Declined 22% to \$31M
- Considerable improvement in profit
- Implemented new candidate and administration systems



## In 2011

- 'Back to basics' as an IT only recruiter
- New partnerships to expand offerings
- Discrete focus on servicing our Managed Services business
- Increased contribution to profit

# Supporting performance

## Business Services

- Technology roadshow – “Juice IT” - unique in our market
- New online presence [www.data3.com.au](http://www.data3.com.au) for engaging with our customers
- Enhancing supply chain – warehousing and configuration centres + new customer portal + integration to suppliers
- Optimising the effectiveness of our sales teams

## Corporate Services

- Improved management reporting systems
- Enhanced risk management and legal frameworks
- Certification in sales and service delivery
- Leadership development
- Activity based workplaces

Investment in Business Services up 16% and Corporate Services up 20%

# Our plan for 2011

IDC Aust projections for growth (ex Telco) - 4%

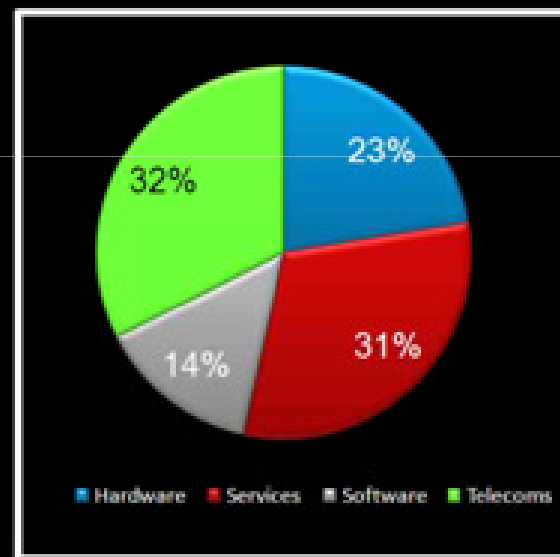
## Australian Business ICT Market by Segment Forecasts CY2010 - 2013

Australian Business ICT Market by Segment

AUD\$B	2010	2011	2012	CAGR 2010-13
Hardware	10.1	10.2	10.6	2.2%
Services	14.0	14.6	15.1	3.9%
Software	6.2	6.7	7.2	8.1%
Telecoms	14.7	15.7	16.6	6.6%
Total ICT	45.1	47.2	49.5	4.6%
Growth	4.4%	4.5%	4.8%	

Source: IDC Australia March 2010

% of Business ICT Market by Segment



Telecoms Business Revenue in IP & Mobile Data is driving growth in the market in FY10, In 2011-2012 a significant Hardware Refresh is forecast to drive additional market growth

# Our plan for 2011

## 2013 planning horizon – targeted outcomes:

- To be the employer of choice in our industry
- To ensure our solutions are in line with the many ways our customers will be absorbing technology
- To be backed by strong and innovative partners
- To be a consistent, predictable, low risk and easy to do business with partner for our customers
- To provide valued thought leadership to our customers and partners
- To have sustained financial performance across the period

## Our assumptions for 2011

- Governments investment tight
- Business investment up
- Labour costs up
- Operational costs up (particularly for new / expanded premises)
- Increasingly positive perception by partners



# Outlook for 2011

We believe we continue to be well positioned to engage with and find opportunity in an improving market. With the broad geographic access we have to the market, we are targeting to once again increase market share to deliver organic growth in all areas of the business.

In addition we will remain watchful for partnering and acquisition opportunities mindful of the cultural and financial issues that accompany them.

Our overall financial objective is to improve on the performance of 2010.

# Data#3

