

# GROWTH THROUGH ENHANCED CUSTOMER EXPERIENCE

Steve Collar, CEO of SES Networks



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A SNAPSHOT OF THE BUSINESS

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DELIVERING GROWTH ACROSS MARKET VERTICALS 3

INNOVATION AND THE FUTURE

Investor Day 2017

### **SES Networks at a Glance**



Unique global **GEO-MEO** distributed network/architecture



**99.99%** measured service availability (benchmark: 99.97%)



**>300** enterprise customers, including major tier one global clients



Up to 2 Gbps per MEO beam with low latency (<150 ms)



Our IFC/IFC partners serve ~90% of total connected aircraft market



**>One million** cruise passengers served each year



**62** global government clients served in 28 countries



**13** U.S. Government agencies served by dedicated Government team

Investor Day 2017

# **SES Networks' Value Proposition**



Agility Leading change to grow the market for satellite and deliver customer value



**Application Optimised Infrastructure** unique multi-frequency, multi-orbit infrastructure offering application optimised performance, speed and reach



Global Scale End-to-End Solutions Delivering Fixed data, Mobility and Government networks for end-users, globally across 130 countries with 60 satellites



**Strong Vertical Focus** Deep insights into the market verticals that we serve delivering the solutions that our customers demand



**Customer Engagement** and **Fully Managed Experience** partnering to create new markets and monetise opportunities; managing and optimising end-user experience



# **Growth Outlook across all Network Verticals**

| Fixed Data | Telco/MNO         | +13 billion connected devices by 2021(1)                   |
|------------|-------------------|--|
|            | Cloud services    | +70% managed IP traffic growth by 2020 <sup>(2)</sup>      |
|            | Enterprise        | +160% fixed internet traffic growth by 2020 <sup>(2)</sup> |
| Mobility   | Energy            | <b>+55,000</b> in-service terminals by 2021 <sup>(3)</sup> |
|            | Aero              | <b>+12,000</b> connected aircraft by 2021 <sup>(3)</sup>   |
|            | Maritime          | +7,000 connected vessels by 2021 <sup>(3)</sup>            |
| Government | U.S. Government   | +12% U.S. Defense budget growth by 2021 <sup>(4)</sup>     |
|            | Global Government | >50% increase in UAV-ISR in-service units(3)               |

<sup>1)</sup> Source: Ericsson

<sup>2)</sup> Source: Cisco

<sup>3)</sup> Source: NSR

<sup>4)</sup> Source: U.S. Department of Defense. Base budget, excluding overseas contingency operations (funded annually)



# **Enabling Clients with Customised, end-to-end Solutions**

Delivering tailored solutions across a wide range of growth applications **▲ 130 Countries Served** Providing reliable and secure connectivity across the value chain ▲ >60 satellites ▲ 1 million enterprise-**GEO-MEO Satellite Architecture** grade connections Infrastructure **▲ Global Service Provider ▲ 30 Gbps Managed** 血 **Network Platform** Internet PoP/ Gateway Remote terminal Customer and Hub and modem **Data centre Customer analytics Hosted Functions** Service platform "Up-to-stack" **Provider** applications Internet portal Wi-Fi access

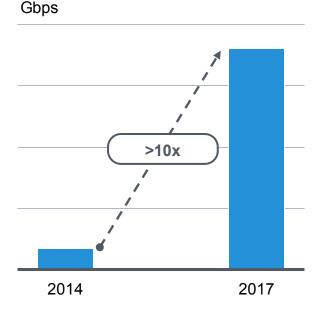


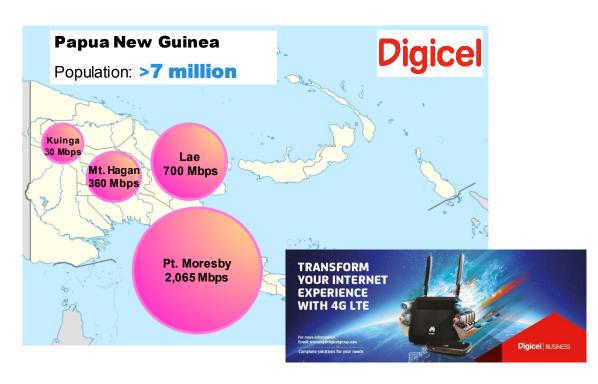


# Enabling 4G With Major Telcos – Explosion of Data Demand

- Largest Telco / MNO in Pacific demanding network solutions, instead of just satellite capacity
- Delivering high performance, cost-effective solutions in 4 major population centres in PNG
- ▲ Enabling >2x increase in 3G subscribers nationwide and new business in mining sector
- ▲ Supporting >40,000 LTE subscribers

# Digicel MEO bandwidth

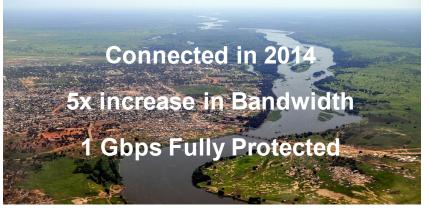








# **Connecting Africa - One Story at a Time**





Juba

Mogadishu





N'Djamena

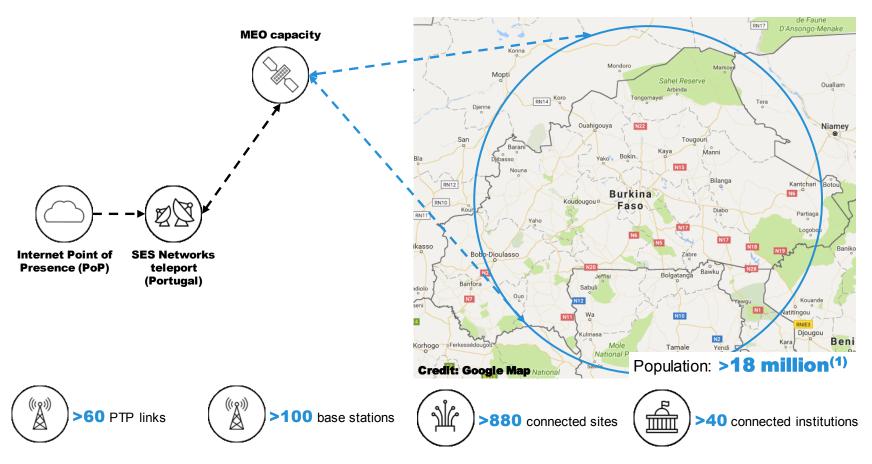
**Entebbe** 





# **Delivering Core Infrastructure supporting Nation Building**

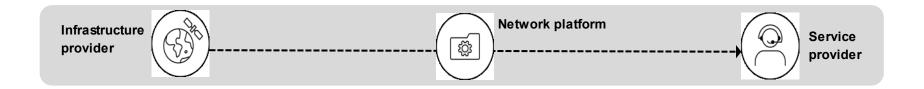
- ▲ Turnkey, fully managed hybrid (satellite and terrestrial) network in Burkina Faso
- ▲ Expanding ICT infrastructure, capabilities and performance across the country



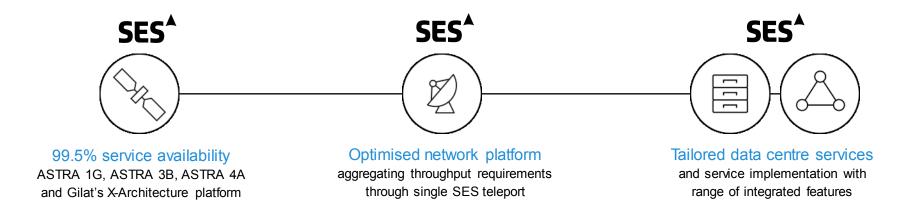




# **Expanding Turnkey Solutions for Global Cloud-based Services**



roviding a complete solution that brings internet services to Sub-Saharan Africa



▲ Expanding future capabilities with flexible and scalable SES GEO and O3b MEO HTS solutions

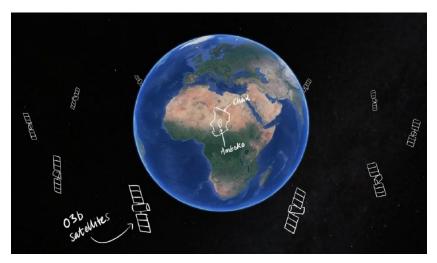




# **Connecting the Unconnected - A Force for Good**









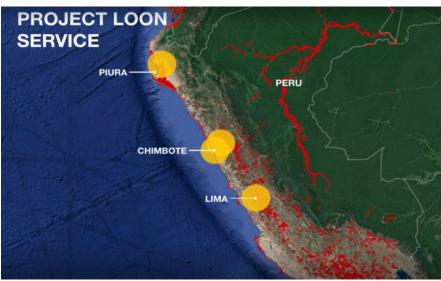






# Response + Performance = Impact





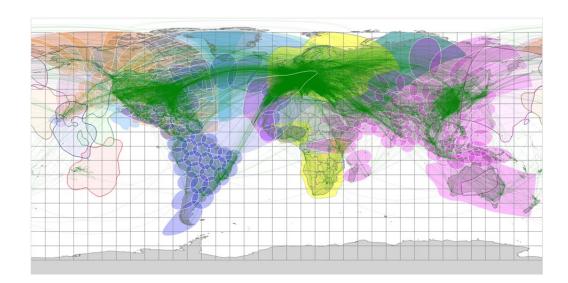








# Strategically Positioned With all IFC/IFE Service Providers



- ▲ SES Networks has been extremely successful to date in driving the growth in aero-mobility through investment in dedicated and specialised payloads, capitalising ahead of the competition
- ▲ Around USD one billion in secured backlog with all four of the leading IFC/IFE service providers
- ▲ Substantial opportunities in the aeronautical segment remain with aircraft penetration rate increasing from ~25% today to >60% by 2026

# **Commercial Aero Backlog**

## **Around USD 1 billion**

### **Satellites Accessed**

>20

### **Airlines Served**

>15

### Service provider served





THALES

Panasonic

SES'

# ENABLING NEXT GENERATION INFLIGHT CONNECTIVITY AND ENTERTAINMENT



### **Panasonic**

### **Panasonic Avionics Corporation**

nmercial flight hours

Delivering an entertainment experience to >500 million
 passengers every year

# SES<sup>^</sup>

- ▲ Global connectivity network, including optimised HTS payloads, ensuring ubiquitous coverage
- ▲ 'Home-equivalent' connectivity experience
- ▲ Enabling 95% of Lufthansa passengers to watch livestream of World Cup Finals and Super Bowl







# Enhancing Passenger Experiences Through Partnerships

▲ Developing smart IFC/IFE solution for **THALES** using five key principles:

| 1 | Collaborative processes | ▲ Working closely with Thales to design HTS satellite to support delivery of FlytLIVE inflight connectivity and streaming services |  |
|---|-------------------------|--|--|
| 2 | Tailored coverage       | ▲ Designing HTS payload specifically for aero mobility throughout the Americas to fully meet Thales' service requirements          |  |
| 3 | Customised service      | ▲ Providing specialised service packages   |  |
| 4 | Diverse fleet options   | ▲ Enabling roll-out of services in 2017 using existing network   |  |
| 5 | Open<br>architecture    | ▲ Driving collaboration and innovation at every level  |  |

▲ Total commitment represents **significant share of expected investment** in SES-17

# A DIFFERIENTIATED INNOVATOR

**Expanding leadership in the maritime growth markets of Caribbean & Asia** 



### AN INNOVATORS DREAM - CRUISE

- ▲ Unrivalled connectivity > 1 Gbps to a single cruise ship
- ▲ Benefitting more than 1 million passengers a year
- ▲ Fully integrated service offering
- ▲ Benefitting leading cruise lines globally

### FIT FOR PURPOSE - MERCHANT

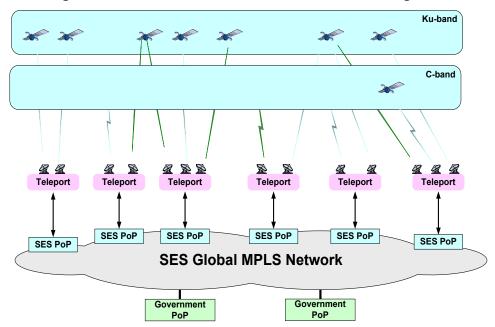
- ▲ Fully managed Maritime+ service, highest reliability
- ▲ Benefitting critical communications workers at sea
- ▲ Launch of volume-based service offering driving adoption
- ▲ Network of Channel Partners guarantee global service level





# Delivering Turnkey Solutions to U.S. Army through TROJAN

- ▲ SES GS's TROJAN program is a managed service that meets mission critical U.S. Army Intelligence and Security Command (INSCOM) requirements:
  - Global, multi-band, end-to-end managed services
  - Meeting Service Level Agreement
  - Self-healing terrestrial network provides access to Army intelligence units
  - Centralised network management in SES GS's secure NOC
  - Customised monitoring and control, as well as bandwidth management tools

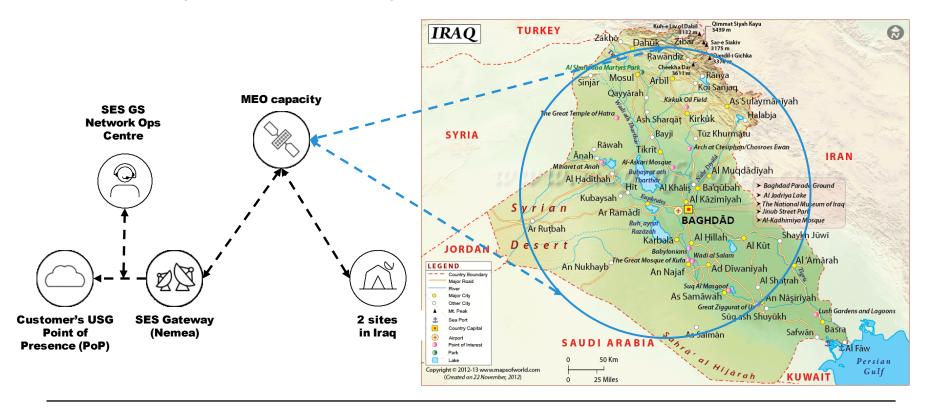






# Differentiated Service Offering for U.S. Central Command

- ▲ SES Government Solutions has delivered two turnkey, mission-critical high-performance traffic nodes in Iraq delivering services to two different customers
- ▲ New capability enabling high speed backhaul and supporting latency sensitive applications
- ▲ End-to-end managed services delivered including leased remote terminals with 'on-site' service support and 24 x 7 secure NOC with terrestrial backhaul to U.S. DOD PoP
- ▲ Understanding the mission and shaping requirements is fundamental to shared success



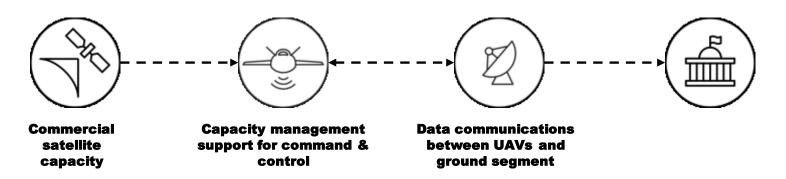




# Global Government – A Long Term Growth Driver



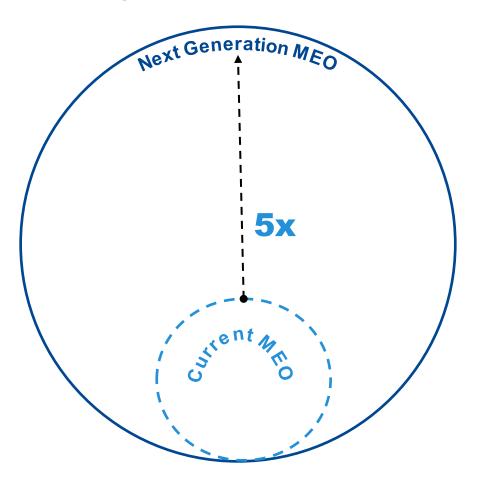
▲ GOY secured long-term contract for end-to-end service





# Innovating Network Capabilities to Expand Growth Potential

### **Expanding MEO addressable market**





Small towns and remote locations



Remote offices



Data centres



Cloud access



Smaller mobile production vessels



Smaller cruise ships



**Next Generation MEO** 

**Current MEO** 

Large yachts



Inter-regional commercial ships



Commercial aircraft



VIP aircraft



Multiple units in theatre



Small cities / towns



Large multi-national organisations



Fixed rigs/larger production vessels



Large cruise ships



Larger fixed/mobile installations



# FUTURE OF THE NETWORK Ubiquitous, broadband customer experience in all verticals and markets

### STATE OF THE ART

- Ultra-HTS performance to support all applications
- ▲ Total flexibility in assignment of power, bandwidth, location
- ▲ Prime real estate the best orbit with perfected spectrum
- ▲ A network that scales with the market
- ▲ State-of-the art performance with simple, proven operation

### STEP CHANGE IN NETWORK SERVICE

- Massive, distributed network serving small dishes
- ▲ Serving land, air and sea, in motion or stationary
- ▲ 'From where you are to where you want to be'
- ▲ Responsive to 'elastic' demand delivering experience



# Unlocking the Value in our Customers' Networks

expand addressable market improve profitability accelerate time to revenue improve cap-ex investments JNLOCKI improve staff productivity customer experience **TOP LINE GROWTH BOTTOMLINE IMPROVEMENT** CORPORATE RESPONSIBILITY **OPERATIONAL EXCELLENCE** service delivery excellence eco-friendly government compliance de-risk change enhance network security maximise subsidies







1

A STRONG
GROWTH OUTLOOK
ACROSS OUR
MARKETS

2

DIFFERENTIATED
VALUE FOR OUR
CUSTOMERS AND
PARTNERS

3

CONTINUAL
INNOVATION FOR
LONG-TERM
SUCCESS

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