

SysGroup Plc

The Technology Partner
for AI and Digital Transformation

Investor Meet Company. 11am 10 December

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SysGroup Transformation Journey

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SysGroup
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Today's future-
proofing mandate

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Difference

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Our future vision

SysGroup: Today's Proposition

End-to-end solution

Assess

Architect & Implement

Manage & Support

Your IT foundations
delivered via 5 strategic pillars

ANALYSIS

CONNECTIVITY

HOSTING

PROTECTION

SECURITY

Today's future-proofing mandate

FORRESTER[®]

Over 75% of IT leaders say future-proofing their IT architectures is critical to their digital transformation efforts.

Gartner[®]

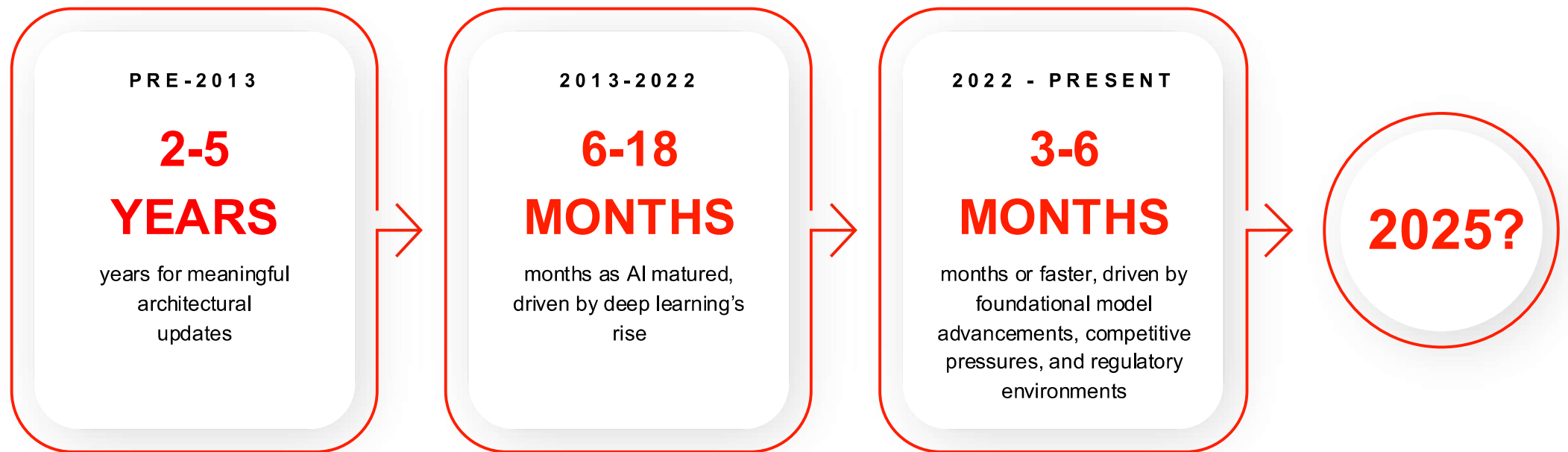
IT executives rank “future-proof technology investment” among their top 3 priorities when planning IT budgets.

IDC

A majority of CIOs see future-proofing as essential for aligning IT with evolving business goals and staying competitive.

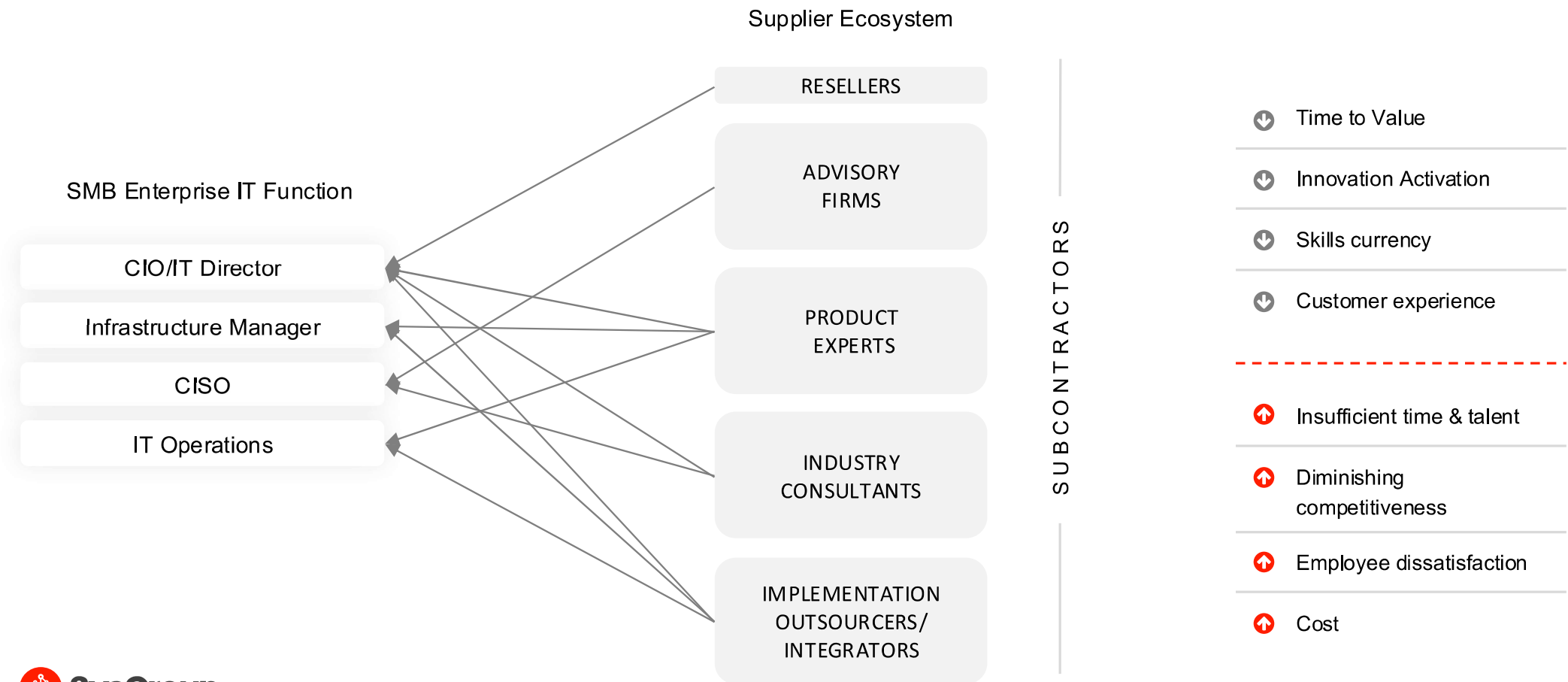
46% of organizations believe they are struggling to keep up with the pace of technological change, highlighting a gap between ambitions and execution when it comes to future-proofing. - Accenture

The requirement to innovate and modernise IT is intensifying at an unprecedented pace

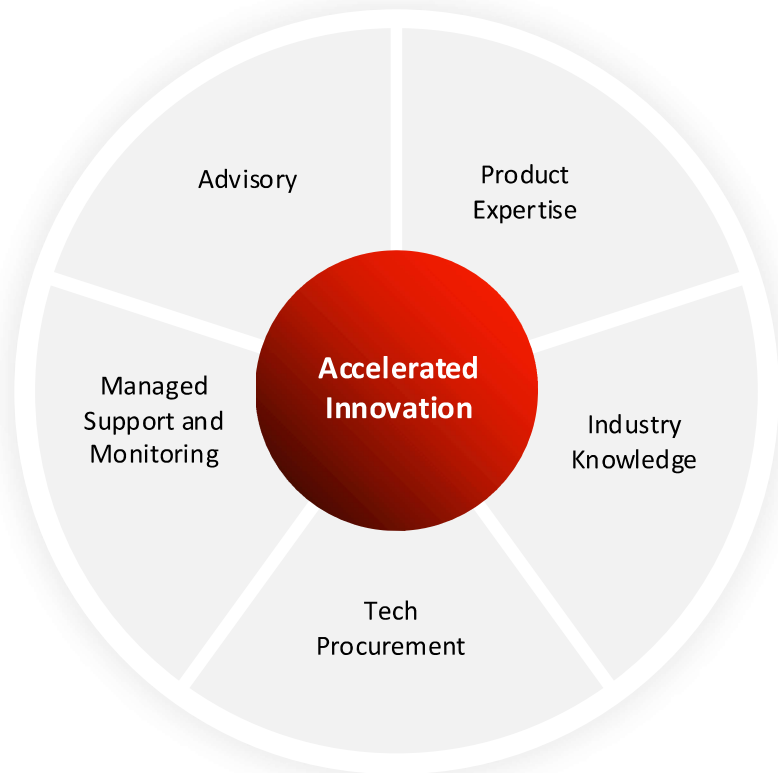


Requirement is to build a future proof foundation, built to adapt to what's next

Traditional Approach: **Disjointed definition, execution and management**



The SysGroup difference



End-to-End Approach				
Advisory	Product Expertise	Industry Knowledge	Tech Procurement	Managed Support and monitoring
Strategy and implementation	Advanced certifications with market-leading products	Technical practitioners with solution expertise	Simple, managed process from leading providers	Security and customer focused

Assess



Architect



Implement



Manage



Support

SysGroup: Solution Pillars

Analysis

- Data Management
- Data Strategy
- AI/ML Model Implementation
- AI/ML Model Support

Hosting

- On-Premise
- Public Cloud
- MSP
- Private Cloud
- Hybrid Cloud
- Modern Workplace

Connectivity

- Zero Trust
- Leased Lines
- End User
- 5G
- Managed Firewall/Connectivity

Protection

- Backup as a Service
- DR as a Service
- Immutable Backups
- Archiving

Security

Cyber Maturity Assessments

Penetration Testing

vCISO

Zero Trust

Privileged Access Management

Email Security

Legacy technology pre April 2023

AI is the Most Consequential Development in our Generation

- AI will be mission critical for businesses
- UK Companies are not prepared to adopt AI
- There will be lack of skills and knowledge to implement and manage AI
- SysGroup has high conviction of the need of AI MSP in the UK
- Our Five Pillars uniquely position us to address the need
- We want to demonstrate the impact of AI through our own transformation
- Project Genesis takes AI from POC to realisation

Project Genesis: Project Scope

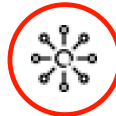


Transformation of the SysGroup business and processes, both internal and customer facing, utilising existing technologies and the adoption of AI/ML to improve efficiency, customer experience and job satisfaction

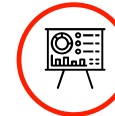
Project Objectives



Further automate and improve internal processes & cross functional touch points



Ensure customer touchpoints are effective and efficient



Clean and enhance company data to improve business capability and enable ongoing AI/ML developments



Enhance SysGroup's data architecture for AI/ML and improved data warehousing



Adopt AI/ML technologies to add value for all business functions



Showcase SysGroup as an AI/ML adopter to our customers/investors

GenAI-Powered Platform for Service desk



Focus: Service Desk

- Resource Intensive
- Complex Customer Onboarding
- High value (ROI) use cases identified

Targeted outcomes:



Improve Customer Service

- Reduced incident management times
- Higher NPS scores



Increase efficiency

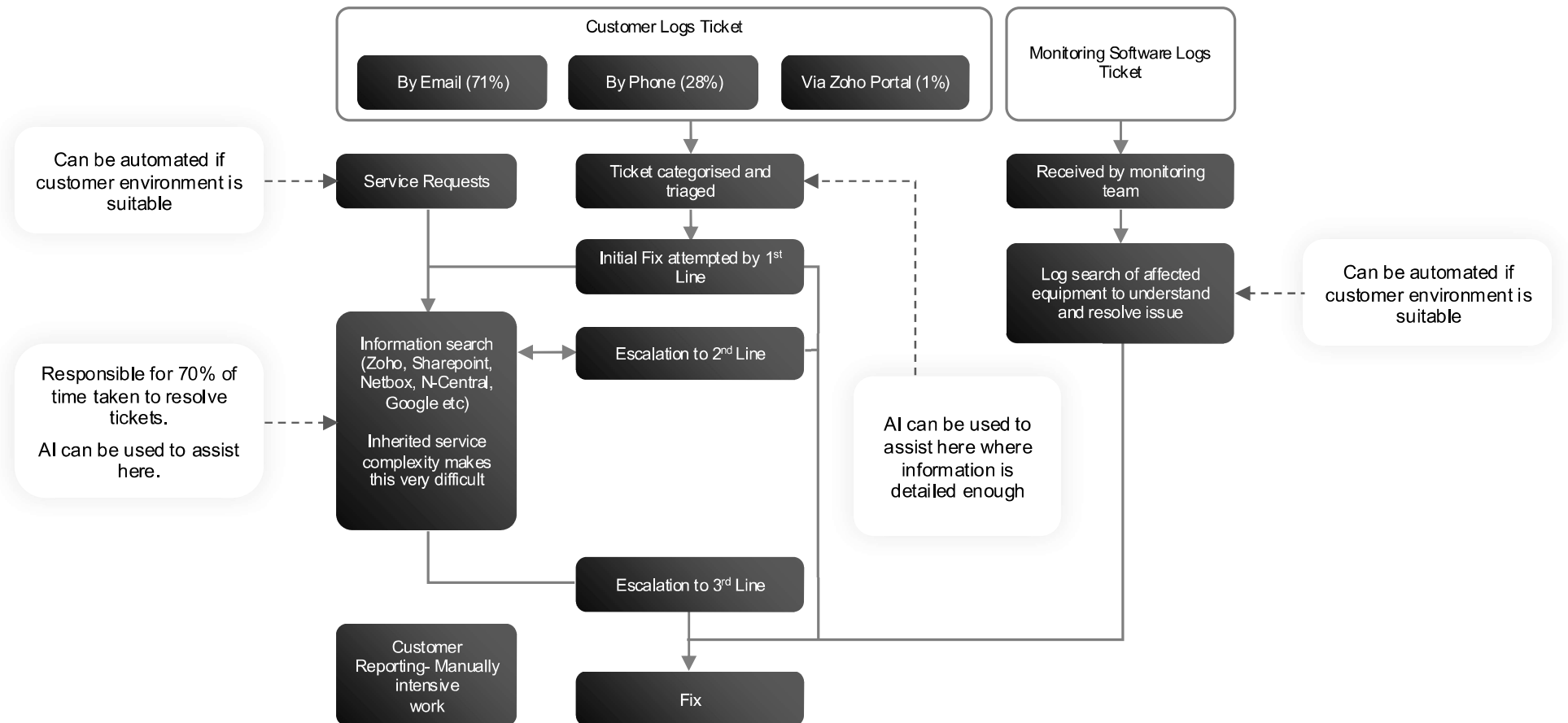
- Target 50% increase in service line efficiency by end of 2025
- Demonstrate by onboarding new customers, without increasing headcount



Reduce menial tasks

- 20% automated service requests

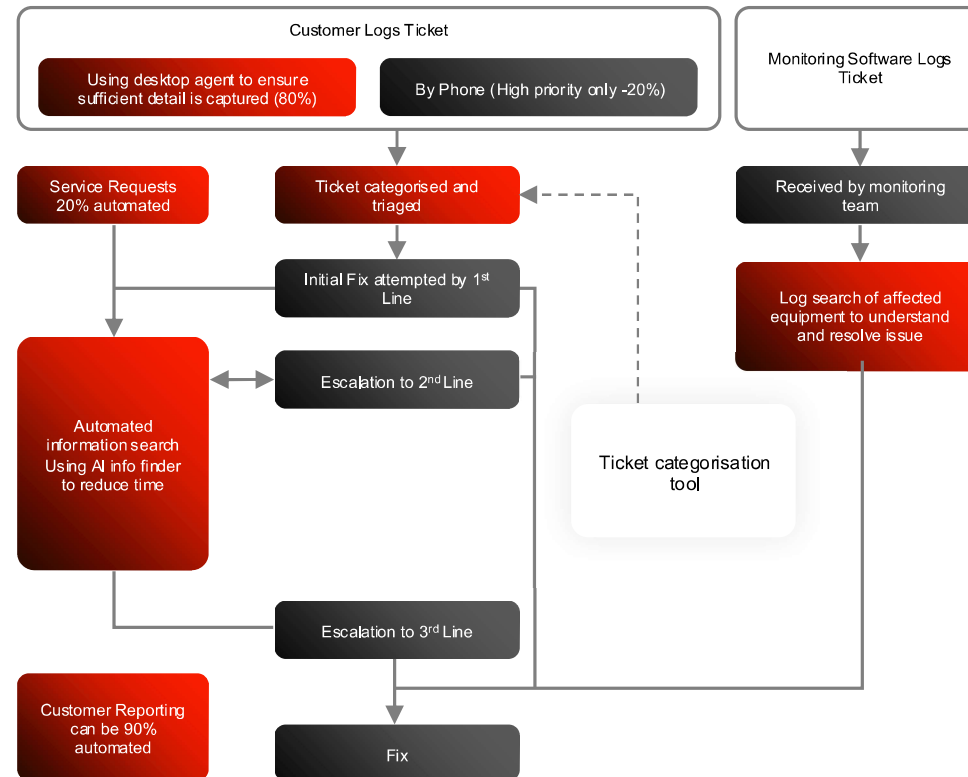
Current High Level Process (The problem)



Project Genesis: Our Gen AI Powered Platform for Service Desk

FOCUS

- Improve resource efficiency
- Streamline customer onboarding
- Identify high value (ROI) use cases to support growth strategy



TARGETED OUTCOMES

Improve Customer Service

- Reduced incident management times
- Higher NPS scores

Increase Efficiency

- Target 50% increase in service line efficiency by end of 2025
- Demonstrate by onboarding new customers, without increasing headcount

Reduce Menial Tasks

- 20% automated service requests

MSP Acquisitions Enablement Engine

✓ Ambitious Target of making acquisition every 6 months

✓ Project Genesis has to support these ambitions

✓ Build a base platform to acquire and import quickly without the integration headache.

✓ Drive additional value from legacy data from acquisition through standardised structure

✓ Built like a SaaS Product

Summary

SysGroup - to become AI MSP to UK SME and consolidator of the fragmented MSP segment

- We believe that AI will be mission critical to all businesses
- UK companies are not prepared to adopt AI
- Much of the implementation and management of AI will be outsourced
- Significant investment to position ourselves as the AI MSP
- Our goal is to guide SMBs through the complex AI value chain and support their transformation journey from end to end
- Implementing Project Genesis to transform SysGroup to achieve significant productivity gains as well as demonstrate the benefits of AI, serving as a live case study of best practices for our customers
- Leverage our AI transformation to enable our acquisition strategy

Q & A



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