

# MANAGING DIRECTOR'S PRESENTATION

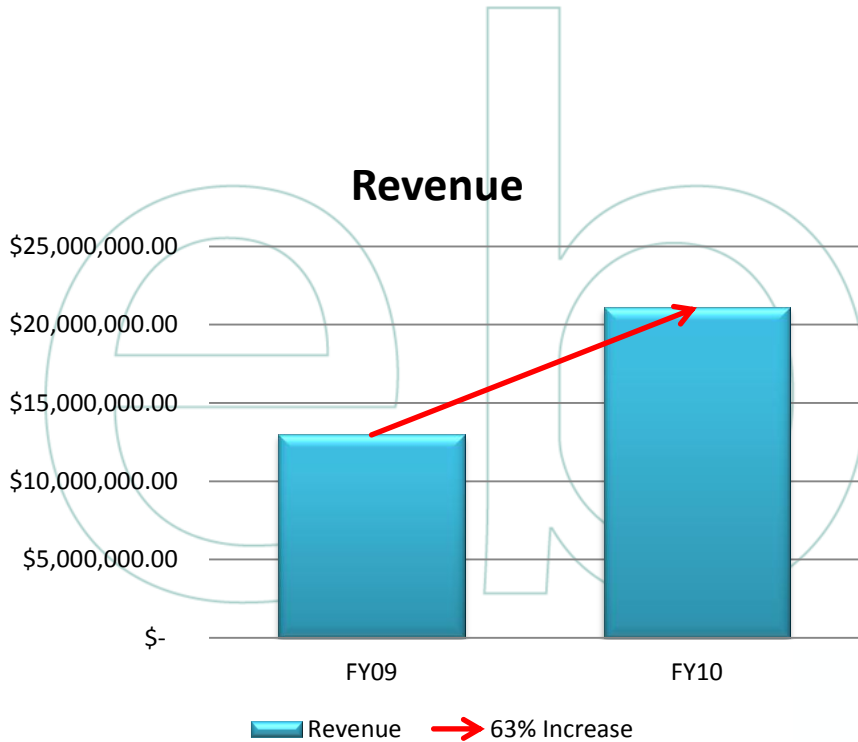
AGM - 11<sup>TH</sup> NOVEMBER 2010

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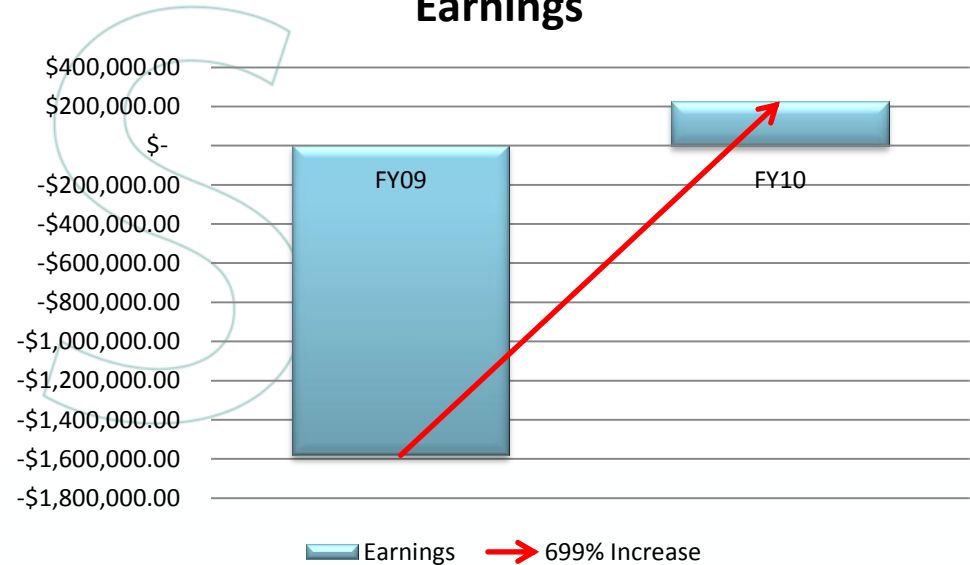
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# Financial Performance Previous Years

## Revenue



## Earnings



# Overview of Year

- Stable end-of-year position in improving market
  - modest operating profit
  - solid balance sheet – cash reserves & undrawn bank facilities
- Investment in core management systems – New Finance, CRM, Job Cost and Payroll.
- Vendor recognition - EMC Velocity Premier Partner; VMWARE Premier Partner – 1 of 8 Nationally
- Industry recognition – Corpnet - CRN Fast 50 – placed 13<sup>th</sup> nationally
- New Board placements with solid commitment and local accessibility
- Large focus on getting core business process correct
- Acquisition effort distracted core business in 1<sup>st</sup> half of FY10
- Successful customer acquisition – 20 new customers
- No report from IBS of progress towards delivery of market-ready SafeWorlds product

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## **FY2011 FOCUS**

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# Looking Ahead - 2011

- Strategy Refresh
- Branding Refresh
- Reduction in Fixed Costs
- New Product Development – Managed Solutions Focus and Differentiated Solution Streams .
- **Core focus in 2011: substantially increasing profit and ensuring core business is performing and growing exponentially.**
- With a consistent profit growth engine EBS will focus on acquisition opportunities to accelerate reach, capability and growth

# Snapshot - Acquired Clients in FY09



## Summary & Focus

Customer Retention & Acquisition + Service Quality  
with an Exceptional Experience + Efficient Core  
Business Processes + Exceptional Talent + Right  
Innovation

=

Sustainable Engine For Building Core Business

+

Selective Acquisitions

=

**Real Shareholder Value**

THANK YOU

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