

Corporate customers business

Pasi Mäenpää
Executive Vice President



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Building our customers' productivity...

Fulfilling customer needs...



Find me a way to serve my customers better



Help me to develop efficient ways of working



Help me to keep my business secure and running



Find ways to harness IT to support my business

... is yielding results

Smart phone penetration

+28%

Video conferencing usage growth

+47%

Number of video end-points globally

>7000

Growth of SaaS contact centre clients

+16%

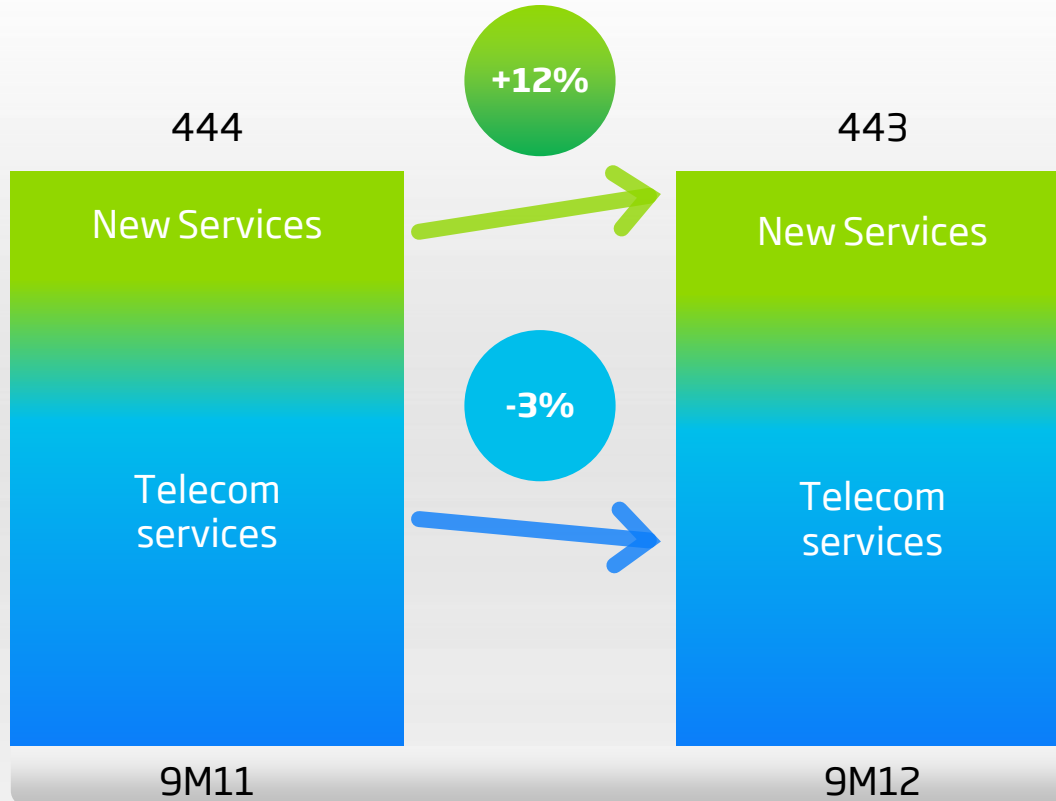
Virtual data centers

>100

Growth 9M11 - 9M12

...is transforming our business

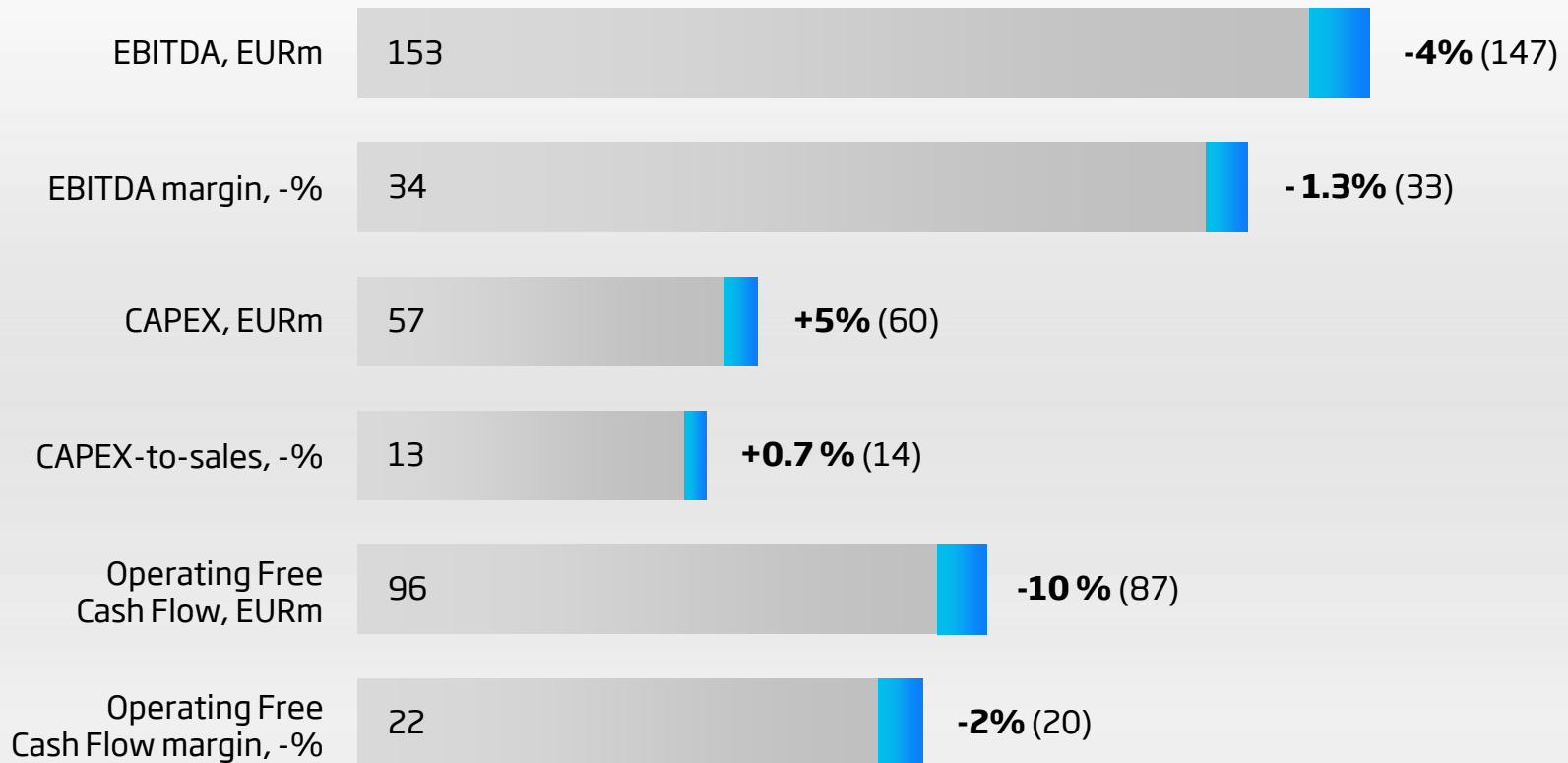
Revenues EURm



While profitability has remained strong...

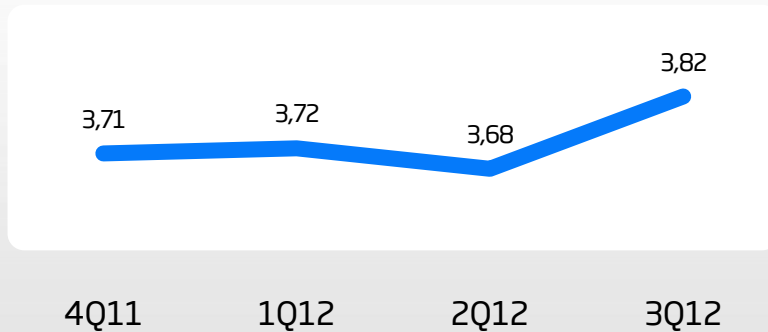
9M11 versus 9M12

■ 9M11 ■ 9M12

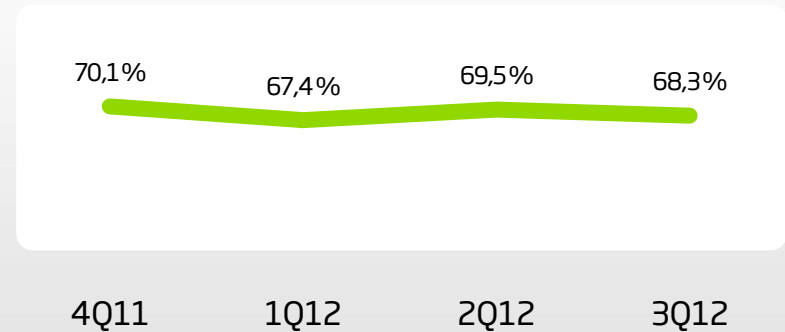


...we strive for increased operational excellence

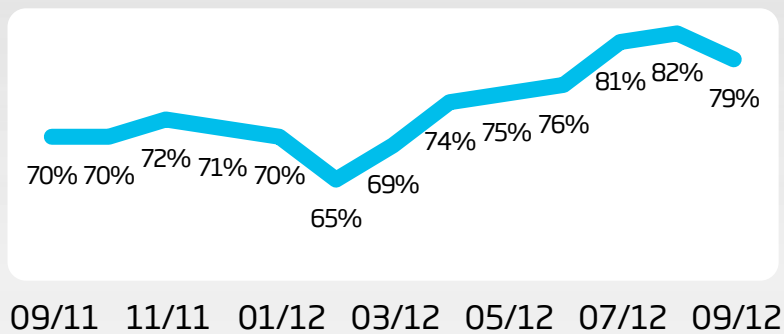
Personnel satisfaction



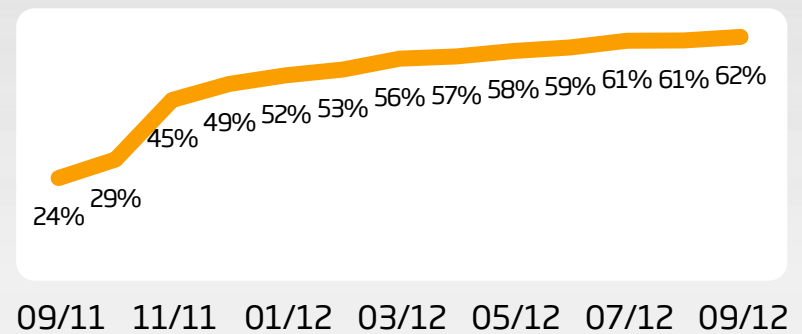
Order-to-delivery automation



First call resolution rate

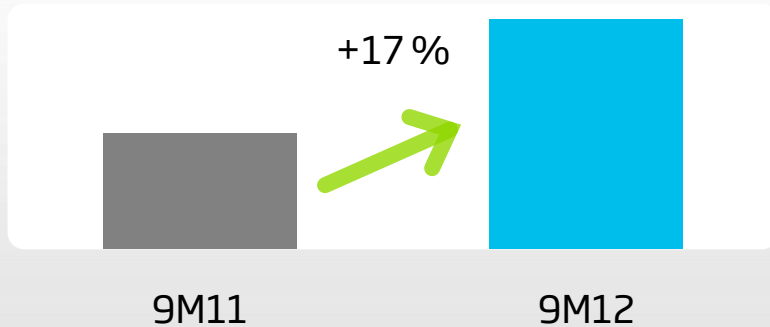


Electronic billing rate

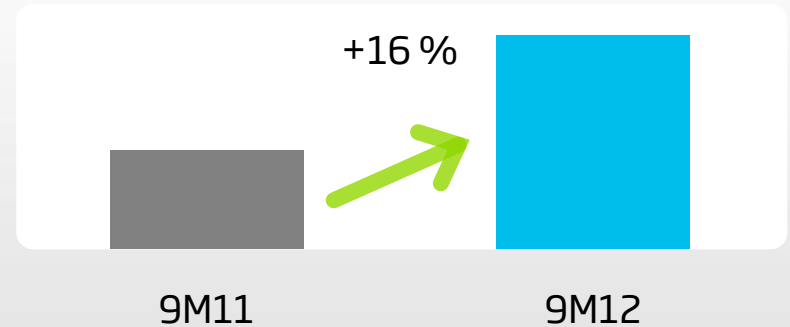


Mobile data growth and...

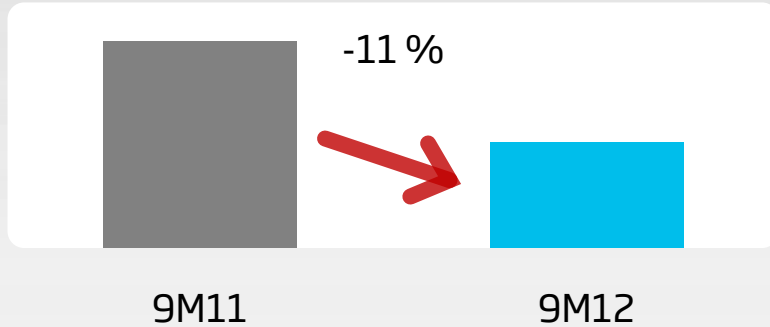
Mobile subscription base



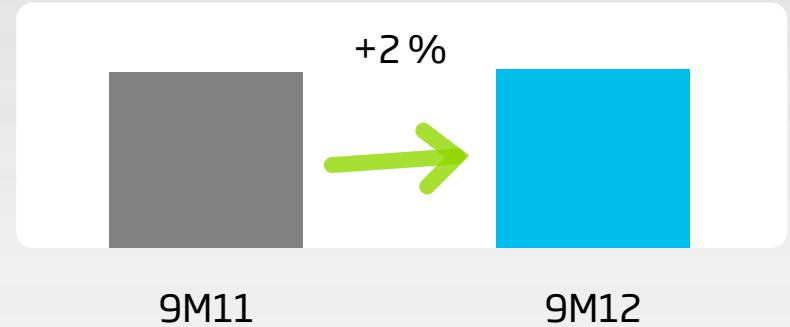
Mobile data penetration



Fixed network subscriptions



Data network connections



...New services uptake...

Customer Interaction

- Outsourced customer care
- Mobile customer Interactions



Visual Communications

- Video conferencing
- Digital signage



Cloud and IT

- IT outsourcing
- Cloud applications and infrastructure



...drives our customers' productivity and loyalty

Customer case Veho¹

Leveraging Connectivity to full ICT

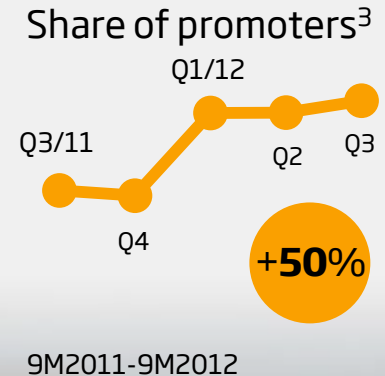
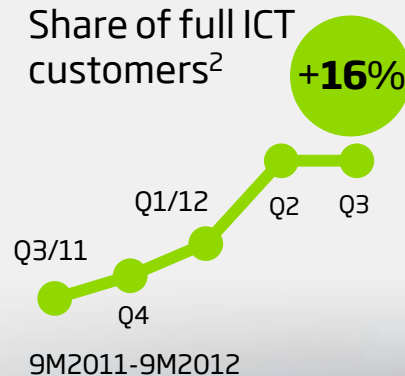
What?

- Secure data networks
- Business mobility services
- Customer care
- IT outsourcing and cloud infrastructure

Why?

- One optimized ICT-solution
- Fewer points of contact - one responsibility
- Easier to steer

Broad offering drives wallet share and loyalty



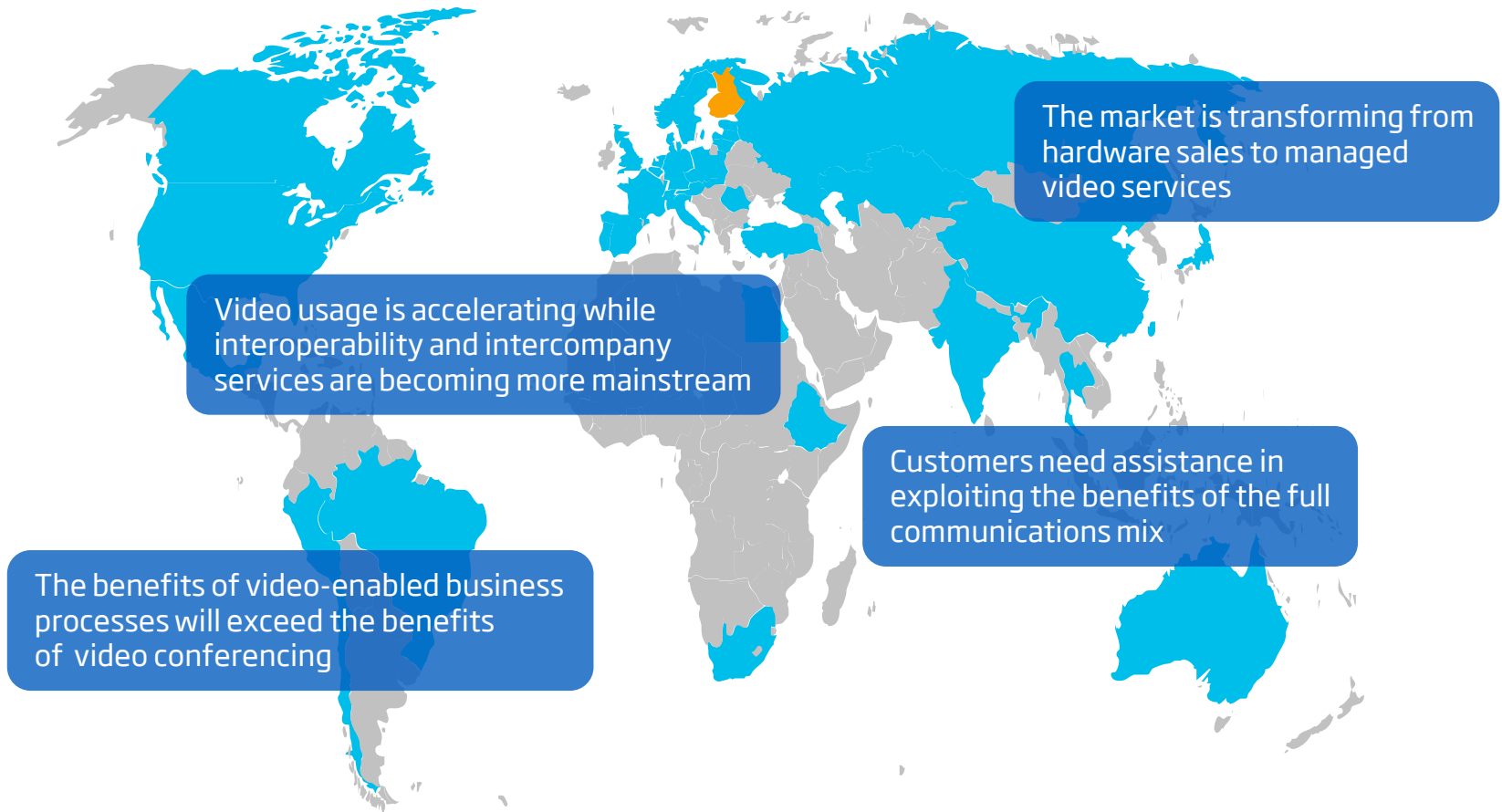
¹ Veho is the leading car trade group in Finland. <http://www.veho.fi/en>

² Share of customers buying 5 or more services

³ Net Promoter Score



Visual communications growing international...



...with our differentiated approach

Opportunities

1. Technical interoperability being solved
2. New video-enabled business processes business emerging
3. Unified communication increases video adoption
4. Desktop and mobile video expand business opportunity

Key competences

1. Specialized staff with video sales and integration skills
2. Multivendor technology knowledge
3. Telco network acquisition
4. Service management capability

Points of differentiation

1. Simple and easy managed service
2. One-stop-shop for visual comms + rest of ICT
3. Technology independence
4. Good references

Management priorities

1

New
Services

Drive profitable **growth** for
New services

2

Mobile

Drive **mobile data** services

3

Performance
and quality

Drive for process automation
and **quality**



Thank you!
Q&A



Forward-looking statements

Statements made in this document relating to the future, including future performance and other trend projections, are forward-looking statements. By their nature, forward-looking statements involve risks and uncertainties because they relate to events and depend on circumstances that will occur in the future. There can be no assurance that actual results will not differ materially from those expressed or implied by these forward-looking statements, due to many factors, many of which are outside of Elisa's control.