![Dimension Data logo]

dimension data

accelerate your ambition

People, Planet, *and Profit*

June 2018

Contents

For Dimension Data it's not just about the *financial profit,* **it's also about** *how we're innovating and delivering the right outcomes* **for our clients and the world.**

Message from our Group CEO

For 35 years, Dimension Data has been helping organisations do great things through the use and adoption of technology.

Our vision is to become the leading global systems integrator and managed services provider.

Our 28,000 people, in 47 countries around the world, help our clients transform their businesses. We bring the world's best technologies, from consulting, technical and support services, to fully managed services, to our global client base. Our technology expertise in digital infrastructure, customer experience, digital workplace, cybersecurity, and digital business solutions helps our clients on their digital transformation journeys.

Our passion to enable great things is seen in our sponsorships and the partnerships that we've nurtured over the years. As the official technology partner for Amaury Sport Organisation, we're helping revolutionise how billions of cycling fans watch the biggest cycling race in the world. As part of this we're using machine learning and complex algorithms to combine live and historical race data to create a rich and immersive viewing experience.

Our commitment to innovation extends beyond the business world and into how we work with our communities to make a positive impact on the world. We're using the power of technology to minimise our own environmental impact, and that of our clients. At the same, time we're working with Cisco to use technology to protect endangered animals. This year we've expanded our Connected Conversation programme to Zambia, Kenya, and Mozambique to protect the elephant, as well as the rhino from poaching.

With the backing of our parent company, NTT, our continued investment in innovation enables us to find new and flexible ways to deliver value to our clients. As part of our goal to provide our clients with access to the latest technologies, we made five strategic venture capital investments in the past year. The investments bolster our capabilities in four key areas of our business: cybersecurity, customer experience (CX), digital workplace, and digital business solutions.

None of this would be possible without our great team. Our people are our biggest differentiator, and their growth and career development are critical to our success. This is why continuous learning is core to our culture. Now, more than ever, we're ensuring that our people are agile and have the relevant skills to help our clients on their digital journeys.

Creating a diverse and inclusive culture, where innovation is fostered, and our people's unique abilities are embraced, is a focus for us. We've been certified as a Global Top Employer for the fourth year running – testament to how we continue to raise the bar each year, creating a world-class work environment for our people.

This is our third People, Planet, and Profit report. We're proud to share stories of how we're helping our clients, people, and communities do great things. You'll read about the great work our people are doing to give back to our communities, the ways we use technology to make a positive impact on our planet, and how we're measuring our success – not just financial profit but how we're innovating to help our clients achieve their business goals.

Jason Goodall
Group CEO
Dimension Data

*We believe that our continued **investment in innovation** enables us to find new and flexible ways to **deliver services to you** today, and tomorrow.*

Who we are

We believe we can make a difference.

Every day, we enable our clients to do great things through the use and adoption of technology. The world is changing faster than ever, accelerated by disruptive technologies. With every wave of change, there are opportunities to respond and reinvent your business.
But, with change comes complexity.

We make it our mission to understand your business, and help you navigate this complexity to find new opportunities.
We listen, advise, and apply real-world experiences to architect the right solution for you by understanding your market and applying our technical knowledge to achieve your outcomes, not ours.

We believe that our continued investment in innovation enables us to find new and flexible ways to deliver services to you today, and tomorrow.

We put our clients at the centre of everything we do. While we drive efficiency through global consistency, it's how much our people care about your business that sets us apart.

As a member of the NTT Group , we continuously evaluate market developments, and bring together the best technology, capability, and global infrastructure in your environment.

We believe in the great things that technology can do to accelerate the ambitions of our clients, our people, and the communities we work in every day.

We are Dimension Data – a global technology integrator and managed services provider.

- *USD 8 billion turnover in FY17*
- *Proud member of the NTT Group*
- *Over 28,000 employees*
- *Across 47 countries on five continents*
- *8,000 clients across all industry verticals*
- *Servicing 70% of Fortune 100 and nearly 60% of Fortune 500 companies*
- *USD 2 billion investment in R&D*

What we believe in

Our mission
Dimension Data accelerates the ambitions of our clients, our people, and the communities we work in by helping them use and adopt technology to do great things.

Our vision
To become the leading global systems integrator and managed services provider for hybrid IT.

Our values

Personally and professionally we settle for nothing less than excellence.

We put our clients at the centre of everything we do.

We never stop looking for more innovative, more relevant ways of creating value.

Each of us can achieve great things, but as a team we can achieve the unimaginable.

We value our diversity. We respect and care deeply about our people, our community, and our environment.

We do what's right. Unthinkingly. Unquestionably. And without exception.

We make a difference by **bringing together the world's best technology** *provided by market leaders and niche innovators, and providing our clients with the* **service support they need for their business.**

What we do

How we help our clients achieve great things.

Dimension Data is a global systems integrator and managed services provider that helps our clients do great things through the use and adoption of technology.

We believe that technology helps businesses reach their full potential. We ensure that our clients have the right digital infrastructure in place for their business so they can harness the power of data, turn it into information, and extract insights. This allows them to build more valuable relationships with their customers, embrace the new ways people want to work, and navigate a landscape of ever-changing security threats.

We believe that *technology helps businesses* **reach their full potential.**

We make a difference by bringing together the world's best technology provided by market leaders and niche innovators, and providing our clients with the service support they need for their business – from consulting, technical and support services, to fully managed services. And our long-term partnerships with the leading technology companies give our clients access to the world's best resources.

As a proud member of the NTT family, our **continued investment in innovation** enables us to find new ways to deliver services to our clients today, while also keeping an eye on the future.
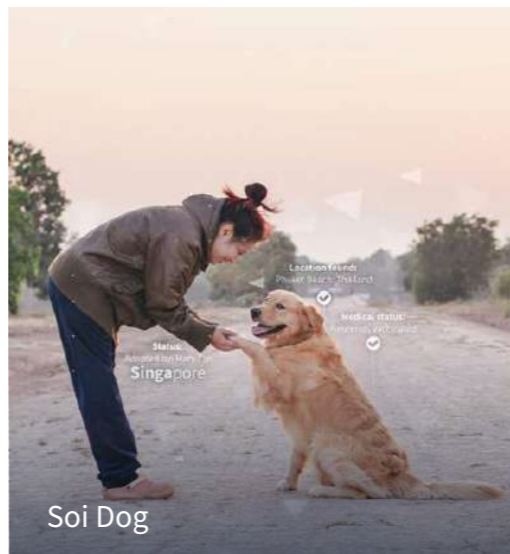
Client stories

We believe technology helps you achieve great things.

At Dimension Data, we're passionate about helping our clients do great things through the use and adoption of technology.

Our clients are at the centre of everything we do, and our desire to enable greatness for our clients inspires us every day. We're proud to share some of our recent client stories with you.

Soi Dog

Soi Dog is now able to provide much needed medical care to a growing population of animals, thanks to an always-on network and pervasive wireless connectivity.

State Bank of India

State Bank of India strives to be one of the top 10 global digital banks. The bank views seamless customer experiences across its omnichannel presence as the touchstone of success in the digital age. Their nationwide network uses digital applications and fast connectivity to increase productivity and serve its customers better.

ISPPC

ISPPC uses the Internet of Things to transform their hospitals into hyperconnected healthcare hubs with a human touch.

ALMA

The Atacama Large Millimeter/submillimeter Array (ALMA) generates massive amounts of data to be relayed from a remote location to the rest of the world. The data offers insights to scientists across the globe on matters we're only beginning to understand.

Hirsch's

Appliance and homeware retailer, Hirsch's, moved into the digital age by taking its brand online, while retaining its strong family values. Cloud and other technology from Dimension Data has helped the brand create a continuous customer experience through ecommerce.

First Choice Global

First Choice Global is changing the fintech outlook for Africa with innovative financial solutions. Stripping both the cost and time involved in global money transfers, they have empowered Africans working internationally to send money home.

Ronald McDonald House

Ronald McDonald House uses advanced connectivity to create a home away from home for parents supporting a child in hospital.

Reliance Securities

Reliance Securities is revolutionising the brokering industry by adopting technology that enables omnichannel customer communication. This gives traders the just-in-time information they need to make informed decisions, wherever they are.

West Yorkshire Police

West Yorkshire Police Service uses live tracking technology to coordinate its vehicles and ensure the safety and security of the Tour de Yorkshire.

If you believe you can do anything,
we're here to help you do it.

> **Read more of our Believe in Greatness client stories**

People

Our great people are our biggest differentiator, and their growth and career development is critical to our success. Now, more than ever, we're ensuring that our people are agile and have the relevant skills to help our clients on their digital transformation journeys.

Developing our people

We believe that retaining and developing great skills is essential to the future of the company, and to helping our clients achieve great things.

Message from Marilyn Chaplin, our Global People and Culture Executive

'As the business continues to transform while still balancing the need to perform, the capability of our leaders remains paramount. This past year saw the launch of our Capability Framework which clearly articulates the 10 key capabilities and associated competencies we're focusing on in order to build our current and future leaders. Global programmes are designed and delivered with these capabilities and competencies in mind and tailored to the specific target groups, depending on individual's experience and level in the leadership pyramid.'

Dimension Data Hall of Fame

The Dimension Data Hall of Fame is a global recognition programme which identifies and recognises our outstanding technical talent.

The Hall of Fame inductees are recognised for accelerating the digital business ambitions of our clients; inspiring, encouraging, and mentoring others; being recognised in the broader, external technology community for their excellence and promoting Dimension Data; and contributing to our brand reputation in the technology space.

In February 2018, a group of Hall of Famers attended the NTT R&D Forum in Tokyo, Japan. This was followed followed by a workshop with NTT leadership and our Group CTO, Ettienne Reinecke, where they discussed our 2020 strategy and plans to further engage and leverage the Hall of Fame going forward.

'I'm passionate about building *high-performance teams* that succeed in *a digital first world,* helping to *drive the transformation* of Dimension Data.'

Adam Skovron - Vice President: Group CTO Office and Hall of Fame inductee

'I love challenges, the greater, *the more rewarding. I've always tended to be the volunteer picking up the complex work others would avoid,* which has seen me working on *several great projects* across the company.'

Philip Neeson - European Senior Service Product Manager and Hall of Fame inductee

Leading in a digital world

Among the initiatives that we've developed to engage the next generation of leaders is our Leading in a Digital World programme. This global leadership development programme is run through IE Business School in Madrid and participants complete a virtual and face-to-face curriculum, concluding with a week-long study block in Madrid.

The objectives of the programme are to:

• foster a culture that embraces future-focused leaders equipped with forward-thinking insights

• promote agile leaders who are able to lead in uncertainty and change

• cultivate a global mindset and ensure cultural and business understanding of different geographies and business realities

• understand the power of data and our digital strategy and develop an analytical mindset

• develop a personal leadership style and build strategic leadership capability

NTT Young Leaders Programme

The NTT Young Leaders Programme brings together the brightest minds across the NTT Group in Tokyo on an annual basis. The two-day workshop focuses on enhancing attendees' business skills and driving innovative thinking.

Each year Dimension Data sends 10 of our high-performing individuals, still in the early stages of their careers, who are eager to be introduced to the NTT Group strategy and structure. The young leaders get the opportunity to network with colleagues from other NTT companies, meet senior leaders, and learn about how Dimension Data and NTT work together.

'It was fantastic to have the *opportunity to network with young leaders* **from across the globe and** *learn more about how we operate* **as a group of companies.'**

Katie McEntegart - Client Manager for UK & Ireland

'The objective of the programme is *to foster a culture of future-focused leaders,* **who are equipped with** *forward-thinking insights.'*

Ruth Rowan – Group CMO & programme sponsor

A new way of learning

Our people are our biggest differentiator, and their growth and career development are critical to our success.

Our experience working with clients across the world has shown us that traditional ways of learning won't give our people the skills they need to thrive in our fast-paced digital world.

Continuous learning is core to our culture. Now, more than ever, we're ensuring that our people are agile and have the relevant skills to help our clients on their digital transformation journeys, no matter what challenges arise.

Over the past year, we've launched key learning programmes to enable our employees to develop the skills they need to remain current in our industry.

Learn to Code

Learn to Code is an initiative aimed at giving our people the opportunity to learn to code in a fun and supportive environment.

Coding is becoming a critical skill across the business environment and this programme has seen over 3,000 registered learners across 31 countries complete 987 courses.

This is a testament to the success of the programme with many using time during their holidays to complete the courses.

We're ensuring that our people are agile and have the relevant skills to help our clients on their digital transformation journeys, no matter what challenges arise.

Le Code to France challenge

With our Learn to Code journey well underway, this year we launched the Le Code to France challenge.

We've challenged our employees to help us take our Tour de France solution to the next level by creating new data insights, with the aim of implementing the winning idea into our solution this year.

Participants were challenged to innovate around the way we use data to enhance the fans' viewing experience, provide new data insights to commentators and journalists, collect valuable data insights to share with cycling teams, and find new ways to showcase our capability to our clients and partners.

The challenge was open to all our people across the organisation and the winning team will have the opportunity to go to the last stage of the Tour de France in Paris this year.

Network Automation Superhero

The skills that a network engineer needs have radically changed. The technology that powers the modern network is now driven by software. We needed to augment the deep domain expertise of our more than 4,000 network engineers with software and automation skills to enable us to continue delivering client-relevant solutions and services.

We introduced the Network Automation Superhero course – a self-paced, online, and curated learning curriculum delivered from some of the most innovative learning platforms.

This is a great step forward as content is tailored for network automation and provides our engineers with a fast, effective way to develop knowledge in this area.

The technology that *powers* **the modern network is** *now driven by software.*
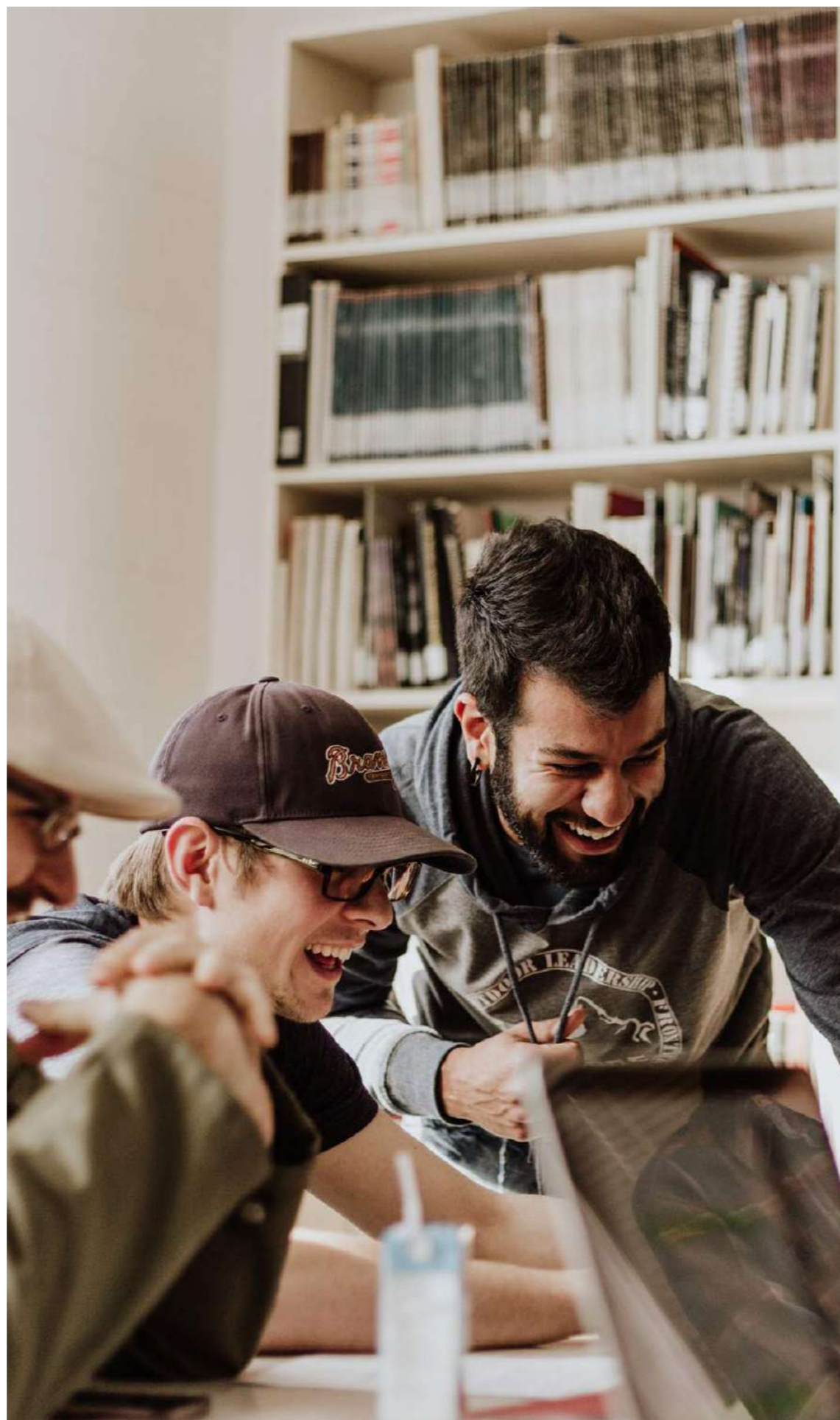
DDU Pathways

With a vast array of learning platforms available we saw the opportunity to augment the learning experience we already provide through our Dimension Data University (DDU) with the best the world can offer.

DDU Pathways represents the next generation of learning systems for enterprises, incorporating social aspects into the learning experience. This allows us to integrate course content from a variety of providers such as our technology partners, independent training providers and our own, internal content.

This world-class learning platform gives our subject matter experts the ability to create relevant learning paths – curated journeys that align our go-to-market strategy with relevant material from across a multitude of sources.

Social spaces are another great feature of the platform, where employees can share content and collaborate with one another on the learning material.

With a vast array of *learning platforms* **available we saw the opportunity** *to augment the learning experience* **we already provide through our Dimension Data University (DDU) with** *the best the world can offer.*

Innovation through collaboration

To drive innovation in today's market, we're seeing an increasing trend towards more work being done in code – creating innovation through collaboration.

Our developers are spread across various departments and regions, often unable to meet face-to-face. **To improve collaboration, we adopted an open source development technique: InnerSourcing.**

By adopting InnerSourcing, we can accelerate innovation at Dimension Data. We do this by leveraging the great talent across our organisation by connecting communities of expertise and building on our values of innovation and teamwork to create sophisticated solutions for our clients.

By adopting an open source culture and platforms, we can highlight pockets of innovation across our organisation, build on them, share them across our regions, and enhance these solutions.

InnerSourcing can be applied anywhere we write code or build automation. It encourages collaboration across teams and reduces time-to-market, while increasing software reuse. As a global organisation, our strength centres on our people, and the way we work together, helping us to become more responsive to our clients' needs.

We're committed to making InnerSourcing part of our culture as we grow this programme over the coming years.

Diversity and inclusion

As a global company our workforce is a mix of different cultures, races, lifestyles, ages, and genders. We're focused on creating a diverse and inclusive culture, where we foster innovation and embrace all our people's unique abilities.

We recognise and celebrate our people's individuality and strive to make Dimension Data a great place to work for all our people.

Discover some of the initiatives happening across our organisation to create a diverse and inclusive culture.

HeForShe

Our Asia Pacific team is leveraging Lean In and the HeforShe movement to drive awareness of unconscious bias in the workplace.

HeForShe Singapore strives to create an environment that enables women to #LeanIn to their careers and passions. This is done through supporting and empowering men to acknowledge, address, and help eliminate micro-moments of unconscious – and conscious – bias in the workplace and beyond. John Lombard, our Asia Pacific CEO, is one of the founding members of HeforShe Singapore. We hosted the inaugural event at our Singapore office, which was attended by more than 100 internal and external participants.

*We recognise and **celebrate our people's individuality** and strive to make Dimension Data **a great place to work** for all our people.*

Gender diversity at 30% compared to industry average of 18%
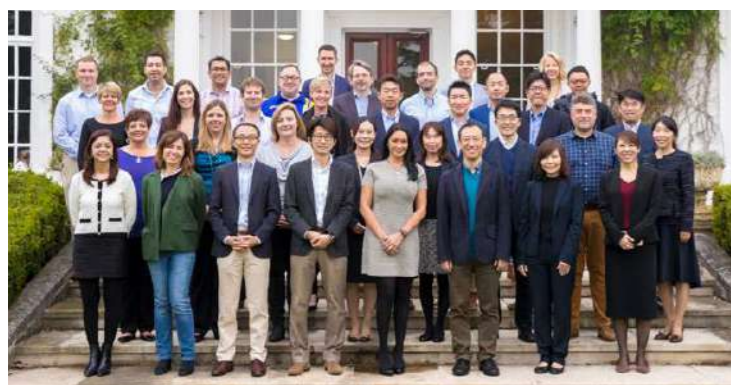
NTT Leading Excellence and Accelerating Diversity (LEAD) programme

The aim of the NTT LEAD programme is to foster a culture of diversity and inclusivity within the NTT Group. Selected senior leaders from all of the NTT Group companies attend this programme, which focused on the changing world of work and the mindsets that will be required to thrive in the global market. It also offers female leaders the opportunity to further develop the leadership skills required to thrive as women at senior levels in the organisation. Each year we send between five and seven senior leaders to the four-day event in Switzerland.

Inclusion @ work

Inclusion@Work is a group within Dimension Data that builds awareness, drives action, and maintains accountability for inclusion in all spheres in the workplace.

The group's purpose is to create a diverse and inclusive environment and culture, to foster innovative thinking and career advancement.

The aim of the *NTT LEAD programme* **is to foster** *a culture of diversity and inclusivity* **within the NTT Group.**

Global Top Employer

We've been certified as a Global Top Employer for the fourth year running, with 31 of our countries recognised across all five regions.

Austria, Belgium, France, and the Netherlands were certified in the top five in their respective countries, with Dimension Data in France achieving number one status and South Africa certified in the top 10.

Of the 1,380 companies certified by the Top Employers Institute, we are one of only 13 to have achieved Global Certification this year.

Each year we continue to raise the bar and drive innovation in our people practices.

Of the 1,380 companies certified by the Top Employers Institute, we are *one of only 13* **to have** *achieved Global Certification this year.*

Heads, Hearts and Hands for Qhubeka

The focus of our employee giving programme is youth and education, and ensuring our efforts help uplift communities in these key areas.

In line with this, we again partnered with Qhubeka, whose mission is to move people forward with bicycles.

All the bicycles that our employees donate are distributed to children in their last three years of high school.

Our goal is to help Qhubeka to provide children with robust, locally made bicycles, getting them to school quicker and safer. We hope to combat learners' frequent absenteeism as a result of walking to school every day, giving them more time for homework and to enjoy their childhood.

While Qhubeka is an African initiative we have seen all our regions enthusiastically embrace the programme, and to date our employees have helped raise funds that have put almost 1,500 children on bicycles.

Across the globe, our employees participated in a variety of fundraising events, including:

🚲 **riding stationary bikes with smoothie makers attached in France**

◎ **walking challenges in Taiwan**

✋ **a 'dabbing' challenge across Europe**

All of these raised money toward getting children on bicycles.

Our employees also took part in two bike distributions in conjunction with Qhubeka, allowing our people to see the impact of their efforts first hand.

We hope to *combat learners' frequent absenteeism* **as a result of walking to school every day,** *giving them more* **time** *for homework and to* *enjoy their childhood.*

Planet

We believe in using technology not only for economic benefit, but also for environmental and social benefit. We're committed to leaving the world better than we found it.

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Planet

We believe in using technology not only for economic benefit, but also for environmental and social benefit.

We're committed to leaving the world better than we found it. We do this by leveraging the power of technology to minimise our environmental impact and that of our clients, as well as protecting endangered animals.

This year we've continued on our journey to use technology to protect endangered species in Africa by **expanding our Connected Conservation programme** to new reserves in Zambia, Kenya, and Mozambique. The programme now protects both elephants and rhino from the ravages of poaching.

Last year **we were gold certified under the Ecovadis programme** – which recognises supplier sustainability – with Dimension Data being rated in the top 5% of organisations rated.

We believe in *using technology* **not only for economic benefit, but also for** *environmental and social benefit.*

Connected Conservation

In 2015, we saw the opportunity to use technology to protect the rhino from widespread poaching.

Through our Connected Conservation programme we continue to harness the power of technology to protect endangered species for future generations.

Through technology and services that span key areas of digital business, Connected Conservation is proactive in that it tracks the movement of people entering and exiting selected game reserves in Africa, which helps to prevent poaching before it occurs.

Vulnerable animals can then roam undisturbed. The solution includes digital infrastructure, hybrid cloud, digital workplace, and cybersecurity.

In 2018, we're growing, scaling, and expanding Connected Conservation to other parts of Africa, including Zambia, Kenya, and Mozambique, to protect the elephant, as well as the rhino.

The expansion follows the successful pilot solution rolled out in South Africa, which saw poaching reduced in a private reserve by 96% since being deployed in late 2015.

We're adapting the technology to each new reserve according to the environment and weather. Our vision is to continue to apply the solution to protect even more endangered animals in more geographies with the support of our partners.

'**Our vision is to** *eradicate all forms of poaching* **globally through continued** *innovation in technology,* **expanding the solution in Africa into the Kruger National Park, and other countries in Africa** *to protect more species in more countries.*'

Bruce Watson – Group Executive, Cisco Alliance and Connected Conservation sponsor
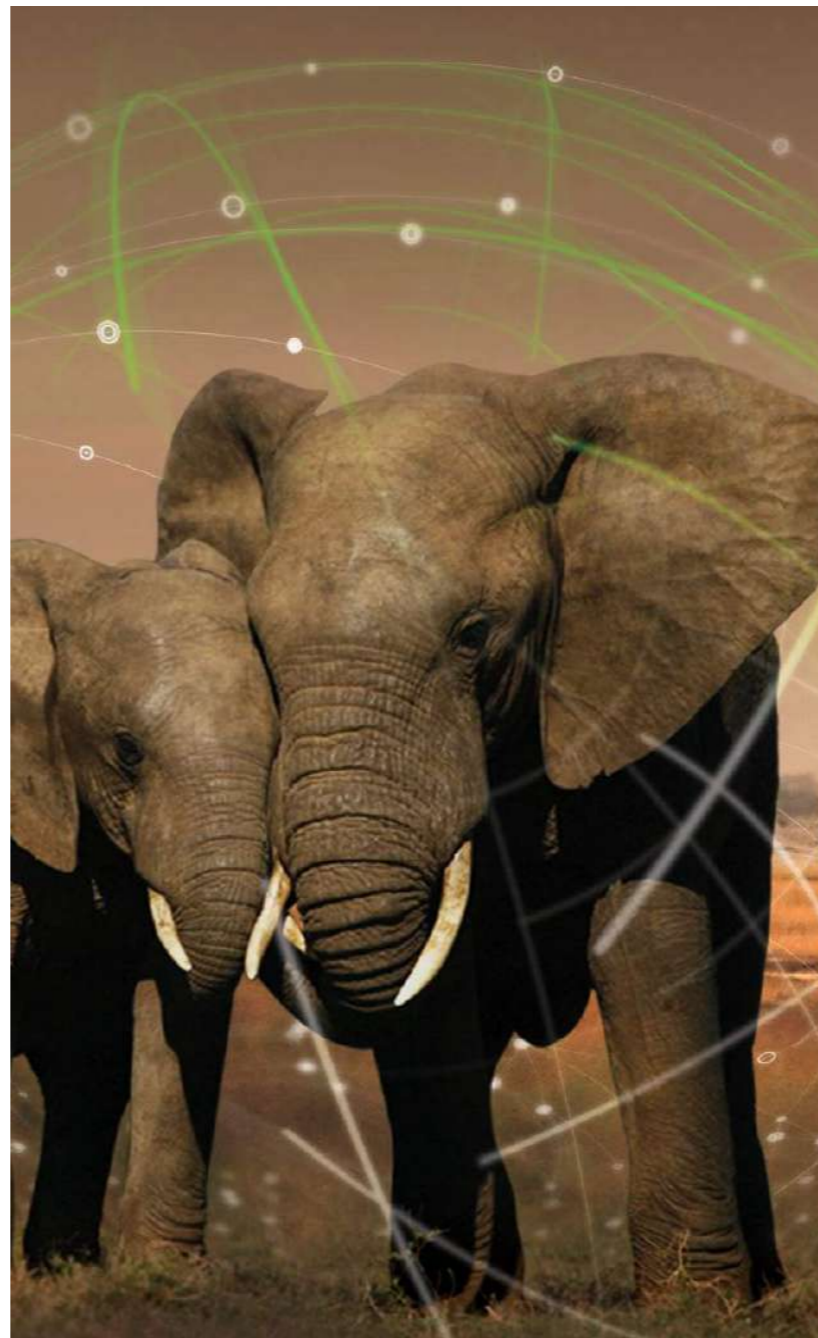
Carbon footprint

Four years ago, we set ourselves a five-year environmental ambition to use technology to reduce 1.8 million tons more carbon for our clients than we produce ourselves, while also preventing 4,000 tons of electronic waste from going to landfill.

We believe that, by doing this, we can reduce pollution, conserve natural resources, and potentially save up to USD 2 billion for our clients.

To achieve this ambition, we help our clients to reduce their carbon emissions, limit our own carbon emissions, and manage the electronic waste generated by ourselves and our clients.

Monitoring our carbon footprint

While we aim for rapid business growth, it's essential that our carbon footprint does not increase at the same rate. Our carbon output is largely the result of our services operations, the energy consumed within our cloud business, and from the data centres we host for our clients in Africa.
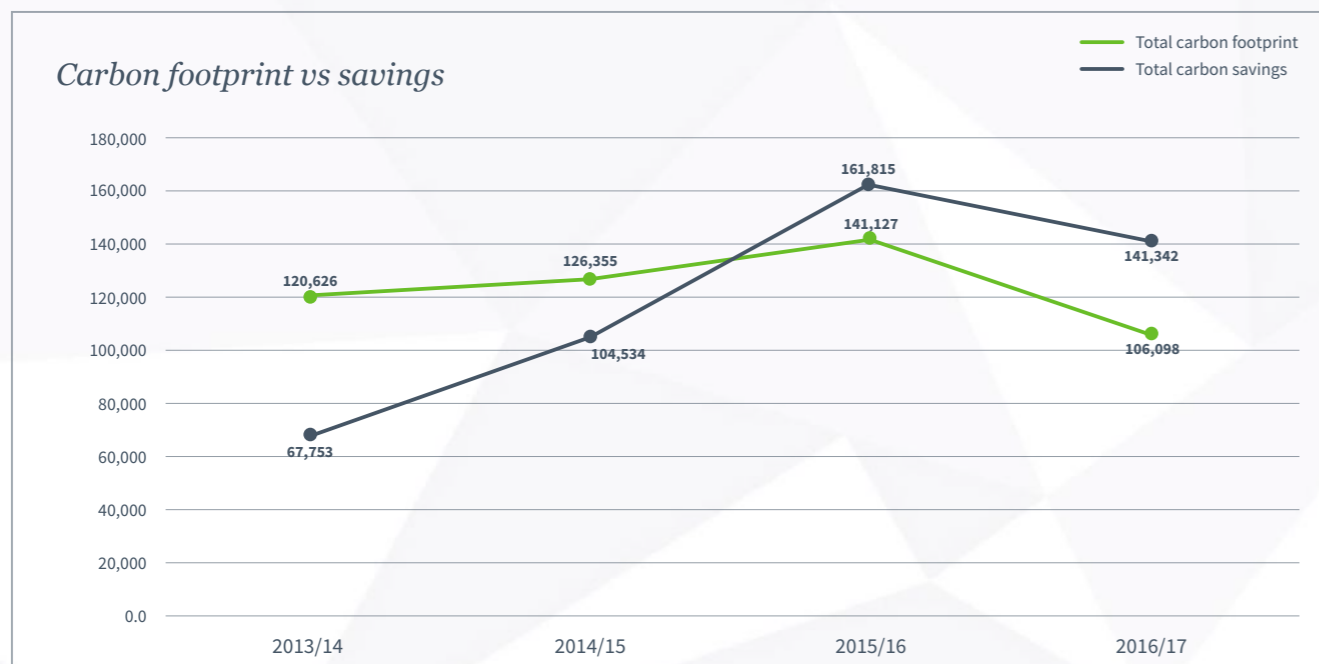
To achieve this ambition, we help our clients to *reduce their carbon emissions,* **limit our own carbon emissions, and** *manage the electronic waste* **generated by ourselves and our clients.**

Total carbon footprint

Legend: Dimension Data Group, Target

Years: 2013/14, 2014/15, 2015/16, 2016/17
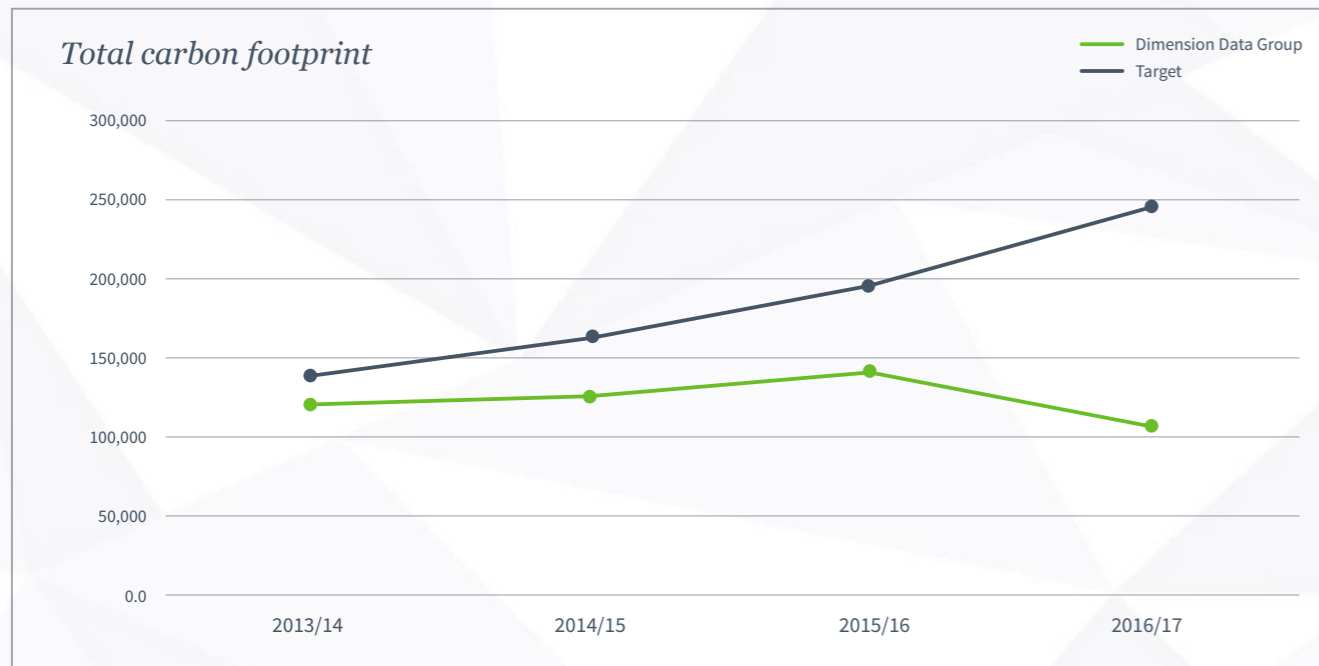
Total carbon footprint versus target

We've reduced our carbon footprint by 67% against our target

In 2017 we set ourselves a target of keeping our carbon output under 245,123 tons. We've over-achieved on this target with emissions of only 106,099 tons.

Carbon footprint vs savings

Legend: Total carbon footprint, Total carbon savings

Data points: 120,626; 126,355; 141,127; 106,098; 67,753; 104,534; 161,815; 141,342

Years: 2013/14, 2014/15, 2015/16, 2016/17

Carbon footprint versus client carbon savings

We're saving our clients more carbon than we produce

Our carbon footprint versus carbon savings figures compares our own carbon emissions to the carbon that we've saved clients who utilise our systems, such as Managed Services for Visual Communications and cloud. In 2017 we remained carbon neutral by saving our clients more carbon than we produce.

Helping our clients achieve their environmental targets

Collaboration technology is one of the key drivers in creating a sustainable organisation.

We worked with global FMCG giant, Unilever, to help them deliver on their goal of creating a sustainable organisation and reducing the carbon footprint of their IT and business operations.

Unilever are one of the world's largest corporate users of video services, with a business goal to deliver any-to-any collaboration across their global work teams.

During 2017 we secured a USD 50 million, five-year contract, to build Unilever's Videoconferencing-as-a-Service, helping them boost global collaboration, while achieving sustainability goals.

In addition, the contract includes the creation of three core infrastructure sites that will be hosted in NTT data centres throughout the Americas, Europe, and Asia, and which are all supplied with a dedicated video network, provided by NTT.

There'll be a full usage and adoption programme spread across the five-year contract, delivered as a managed service by the MSVC team.

Ecovadis

In 2017 we were certified in the top 5% of organisations globally by procurement rating organisation, Ecovadis.

Ecovadis offers a collaborative platform providing supplier sustainability ratings for global supply chains. The organisation was founded with the belief that global businesses can make a huge positive impact on improving environmental and social practices globally, through their supply chains.

This Gold rating assures our partners and clients that we're committed to sustainable procurement. This helps us reduce risks, and drive performance and innovation in our supply chain.

The organisation was founded with the belief that *global businesses can make a huge positive impact* **on improving environmental and social practices globally,** *through their supply chains.*

Profit

We don't only measure our success in terms of our financial profit, but also how we're innovating to deliver the right outcomes for our clients.

In FY17 we met
our **revenue and
profitability targets**

Profit

*We're focused on building a profitable, sustainable business,
while continuing our investment in innovation to find new
and flexible ways to deliver services to our clients.*

FY17 was the last year that we ended our financial year in September. We then ran a short half
year period from October 2017 to the end of March 2018 to align with the NTT financial year.
From 2018 our new financial year will be 1 April to 31 March 2019.

In FY17 we delivered both our revenue and profitability targets. During our HY18 six-month sprint, we continued to focus on our profitably, once again achieving both our revenue and profitability targets.

None of this would have been possible without the fact that our clients see value in what we do, and the energy and passion of our great people.

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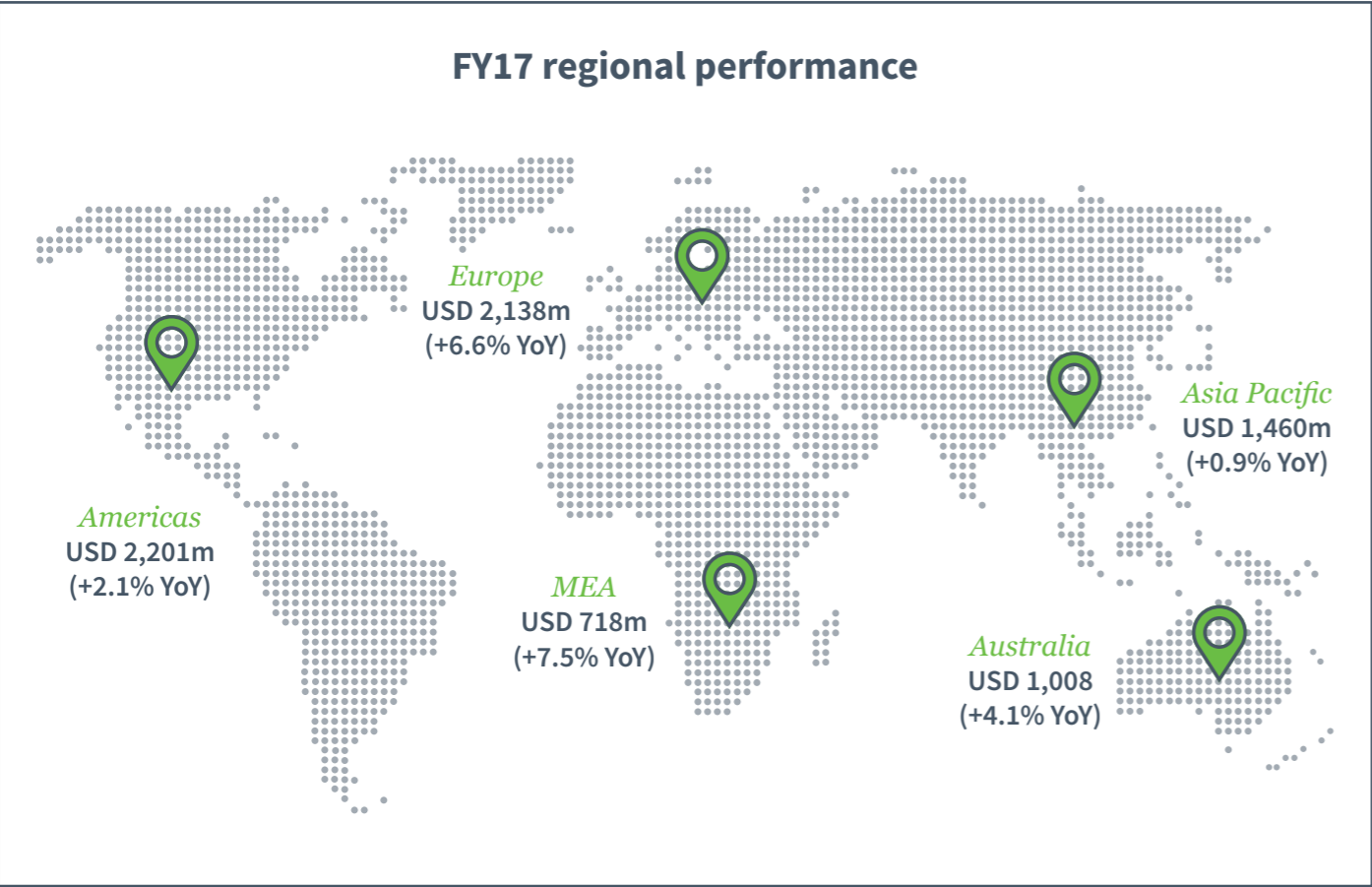
FY17 financial review

Our 2017 financial year proved to be successful, reaching an all-time high, delivering USD 8bn revenue as well as a significant upturn in profitability.

For the first time Dimension Data reached USD 8 billion in turnover, as well as a significant upturn in profitability.

Our regions delivered exceptional growth, with Australia and Middle East & Africa delivering growth of more than 150% in operating profit over the 2017 financial year. Our Asia Pacific and European operations also continued to grow above market rates.

Strategically, our focus remains on expanding managed services, while protecting and growing our core business. In FY17 our managed services business was our second largest contributor to group revenue after networking.

We've had a number of operational highlights in FY17, including the opening of Global Delivery Centres in Bangalore and Prague. These centres are at the heart of building a client-centric organisation, focused on standardising constantly improving our client experience.

FY17 regional performance

Europe
USD 2,138m (+6.6% YoY)

Asia Pacific
USD 1,460m (+0.9% YoY)

Americas
USD 2,201m (+2.1% YoY)

MEA
USD 718m (+7.5% YoY)

Australia
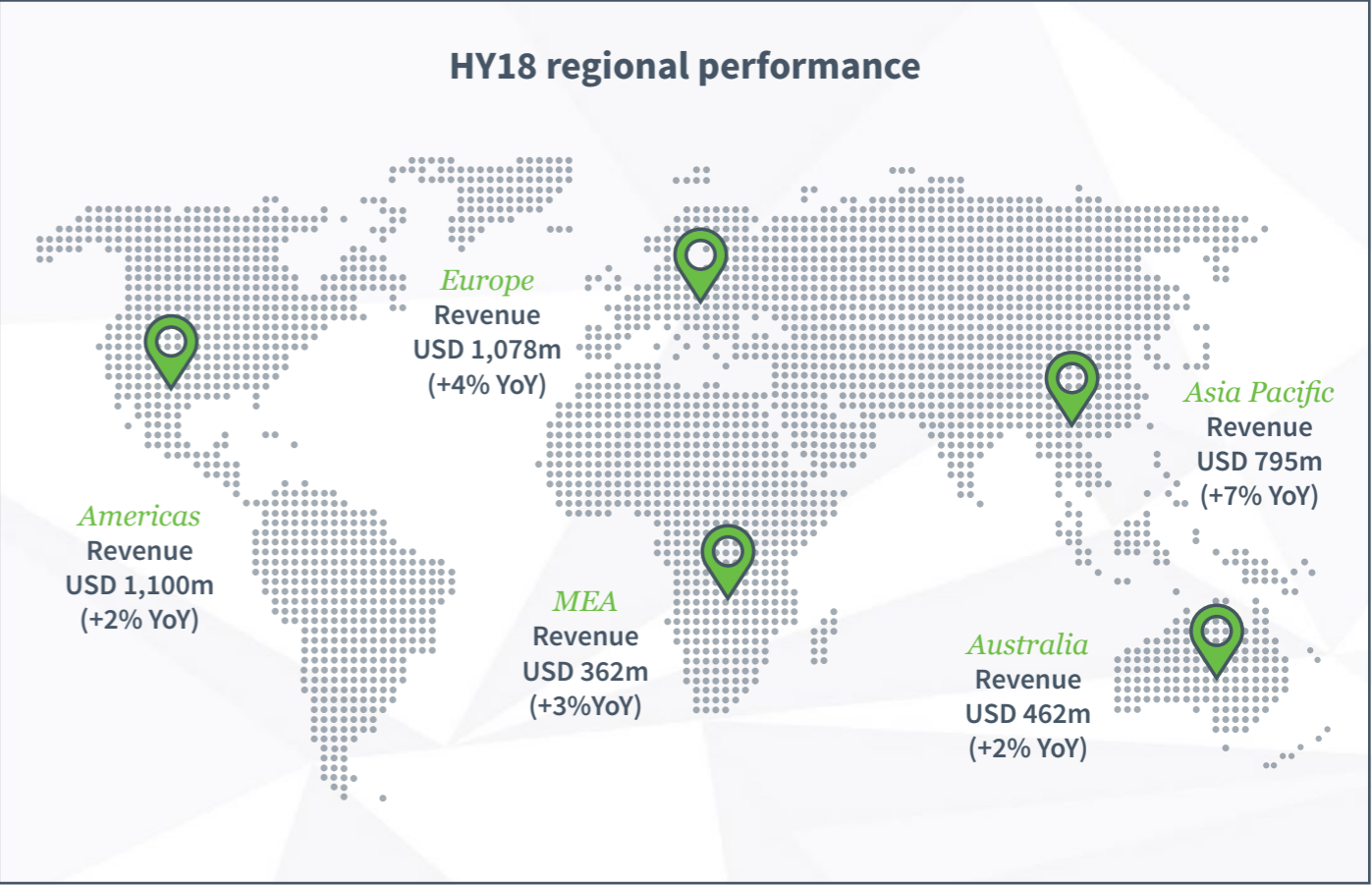**USD 1,008 (+4.1% YoY)**

HY18 performance

From October 2017 to the end of March 2018, we had a short six-month period in order to align our financial year with that of our parent company, NTT.

Key highlights

Achieved 100% of our global targets

Significant growth in profitability

Five new acquisitions to bolster our capabilities

HY18 regional performance

Europe
Revenue
USD 1,078m (+4% YoY)

Asia Pacific
Revenue
USD 795m (+7% YoY)

Americas
Revenue
USD 1,100m (+2% YoY)

MEA
Revenue
USD 362m (+3%YoY)

Australia
Revenue
USD 462m (+2% YoY)

HY18 portfolio performance

Networking
Revenue
USD 1,930m (+4.7% YoY)

Customer Experience & Digital Workplace
Revenue
USD 707m (-1.7% YoY)

Security
Revenue
USD 526m (+12.4% YoY)

Data Centre
Revenue
USD 444m (+8.4% YoY)

Digital
Revenue
USD 122m (+0.3%YoY)

Services
Revenue
USD 1,765m (+12.9% YoY)

We don't only *measure our success* **in terms of our financial profit, but also** *how we're innovating* **to deliver the** *right outcomes for our clients.*

NTT Group FY2017 highlights

Both operating revenues and operating income increased.
Record levels of operating revenues, operating income, and net income.

Status of consolidated financial results
(April 1, 2017 - March 31, 2018)

Operating revenues:
¥11,799.6 billion *(increase of ¥408.6 billion [3.6%] year-on-year)*

Operating income:
¥1,642.8 billion *(increase of ¥103.1 billion [6.7%] year-on-year)*

Net income[1]:
¥909.7 billion *(increase of ¥109.6 billion [13.7%] year-on-year)*
[¥859.7 billion[2] *(increase of ¥59.6 billion [7.4%] year-on-year)*]

Earnings per share:
¥455.78 *(increase of ¥64.84 [16.6%] year-on-year)*
[¥430.73[2] *(increase of ¥39.79 [10.2%] year-on-year)*]

Overseas sales:
¥19.51 billion *(increase of ¥2.62 [15.5%] year-on-year)*

Overseas operating income[3]:
¥1.01 billion *(increase of ¥0.22 billion [28.2%] year-on-year)*

[1] Net income represents net income attributable to NTT, excluding noncontrolling interests.
[2] Excludes the effects of the arbitration award received from Tata Sons Limited.
[3] Operating income excludes temporary expenses, such as M&A-related depreciation costs of intangible fixed assets.

Continued focus on innovation

As part of our goal to provide our clients with access to the latest technology, we made five strategic venture capital investments in the past year.

The investments in Mist Systems, ShieldX, Highfive, e2y, and Millennium 1 Solutions bolster our capabilities in four key areas of our business: cybersecurity, customer experience (CX), digital workplace, and digital business solutions.

Highfive

Highfive is opening up the world of high-quality, affordable videoconferencing to all companies. The organisation provides the hardware, software, and services necessary to connect teams irrespective of where they are.

SHIELDX

ShieldX Networks' APEIRO platform is the industry's first full microservices-based cloud security platform. It provides a network-based security solution that offers organisations automated and on-demand enterprise-grade security, across multiple environments from a single point at multi-cloud scale.

Mist

Mist Systems is uniquely placed to lead in AI-driven networks with the world's first self-learning Wireless LAN, which automates wireless operations, minimises costs, and provides unprecedented insight into user experience.

e2y

e2y is an expert in platform adoption and integration, which enables digital commerce by changing the mechanics of trade through technology to enhance the user experience and generate incremental growth for its clients' commerce platforms.

MILLENNIUM 1 SOLUTIONS

Millennium1 Solutions is a leading Business Process Outsourcing (BPO) solution provider. Millennium's expertise in providing contact centre, credit card, and back office and administration services across the financial services, insurance, and retail sectors, optimises the customer experience.

As part of our goal to provide our clients with access to the latest technology we made five strategic venture capital investments in the past year.

Industry and partner recognition

Our relationship with our partners is vital to our continued success.

Partners

Over the past year we've been recognised with a number of awards and certifications from our partners.

24 Cisco Partner Summit awards

Dell EMC Titanium Global Alliance Cloud Service Provider and Services Delivery Partner of the Year APJ

Global Premium supplier of SAP HANA Enterprise Cloud and recently SAP-certified provider of Application Management Services

Managed services partner for Microsoft

Won 3 out of 4 cross-sell awards at NTT Presidents meeting

Modern Workplace Transformation Partner of the Year for Microsoft

Analysts

We engage actively with the analyst community to ensure we're able to help our clients understand the range of services that we provide.

Over the past year we've been rated by a number of analyst firms both individually and as part of the larger NTT Group.

Some of these include:

Named 2017 Global Systems Integration Company of the Year by Frost & Sullivan

Challenger in Ovum's Decision Matrix: Asia-Pacific Infrastructure Cloud Services, 2016-2017

Major Contender in Everest Group's PEAK Matrix for Hosted Private Cloud Services

Strong Performer in The Forrester Wave for Managed Security Services Providers, North America (as part of NTT)

Leader in IDC's MarketScape: Worldwide Network Consulting Services 2017 Vendor Assessment (as part of NTT)

NTT was ranked as a challenger in Gartner's Magic Quadrant for Managed Security Services, Worldwide

Thought leadership

We produce a number of reports each year to help our clients understand the evolution of the market, and assist them on their journeys towards becoming digital businesses.

These reports speak to the unique depth of skills that we have inside Dimension Data and the benefit that our global reach delivers to our clients.

Ambitious Thinking

#AmbitiousThinking provides our clients with stories of inspiration, and insight into the strategic issues of the digital age. We profile inspiring stories of people and businesses that have achieved great things through technology – along with research, analysis, and expert opinion on how our clients can do the same.

IT Trends

Each year we poll our team of experts to provide insights and predictions on what we can expect to emerge as key digital business themes in the year ahead. This year the trends covered key technology pillars including cybersecurity, digital infrastructure, hybrid IT, customer experience, and digital workplaces.

Global Threat Intelligence Report

The Global Threat Intelligence Report is published each year in conjunction with NTT Security.

This Report provides insight into what we've observed from today's threat landscape by continuous monitoring of our clients' security estates. In addition, it advises our clients on what strategies they can adopt to help bolster their cyber defences. The lessons learned from all these efforts are directly reflected in recommendations throughout this Report.

Executive Guide to the NTT Global Threat Intelligence Report

This Executive Guide provides our clients with key insights into the continuing development of cyberthreats and the efforts to mitigate the damage they cause.

The Exponential Digital Social World

As part of our efforts to help our clients on their digital journeys we published The Exponential Digital Social World, a whitepaper which unpacks the disruption being experienced in the world today. Through its chapters it examines the disruptive factors that are shaping the future and the impact they're having on different sectors. This provides our clients with the insight they need to devise a digital strategy that will help them move from the analogue to the digital world.

Global Customer Experience Benchmarking Report

In 2017 we produced the 20th edition of our Global Customer Experience Benchmarking Report, tracking the evolution of the contact centre and customer experience industry over the past 20 years.

The findings of the Report are based on responses from 1,351 participants from 80 countries across Europe, Asia Pacific, Australia, Middle East & Africa, and the Americas, and span across 14 industry sectors.

Digital Means Business Benchmarking Report

Our Report provides insights to organisations to help them make the most of the opportunities that digital transformation offers. This Report is the result of interviews with more than 1,100 executives across 15 countries and detailed insights from our team of subject matter experts.

#AmbitiousThinking
Inspiring stories of *digital re-invention*

2017 Global Customer Experience Benchmarking Report
Digital crisis or redemption: the uncomfortable truth

The exponential digital *social* world

Executive Guidance

Global Threat Intelligence Report

Explore 2018's most important IT trends

Prepare for a year of rapid changes in the technologies that enable business

Digital Means Business *Benchmarking Report*