

Corporate Customers

Faster Profitable Growth

Timo Katajisto
EVP Corporate Customers



AGENDA

- 1 Performance update

- 2 Faster profitable growth

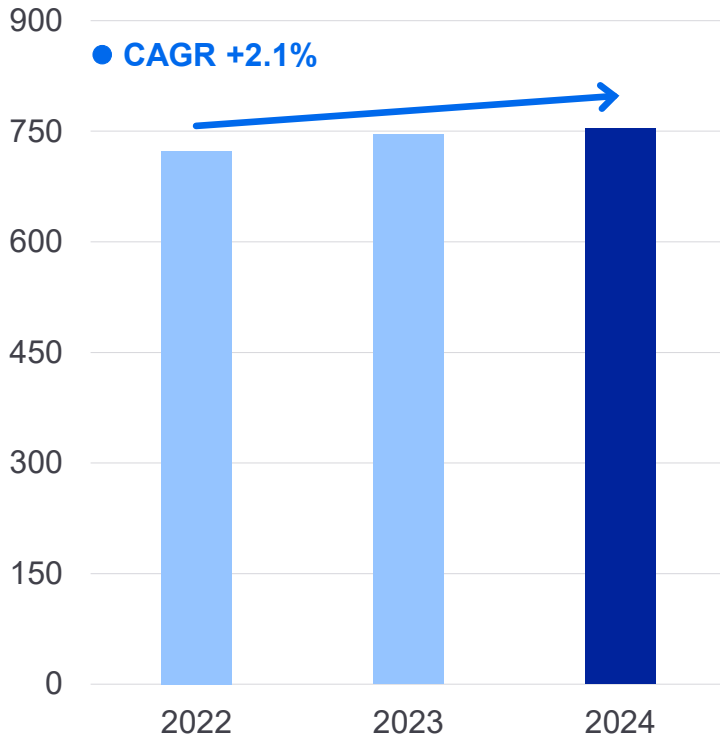
- 3 Management priorities



Performance update

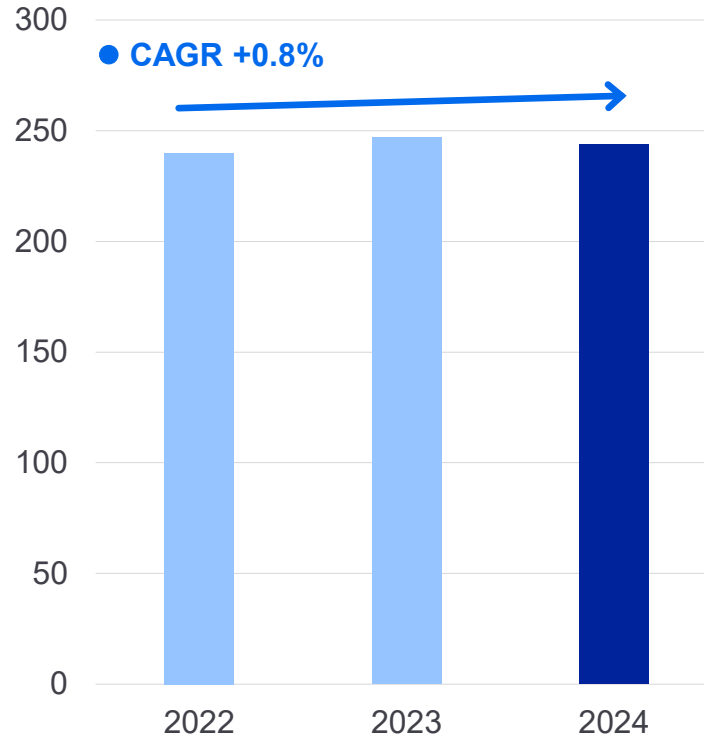
Good underlying financial performance & customer satisfaction

Revenue, EURm



CAGR +3.1% excl. Corporate Numbers

EBITDA¹, EURm



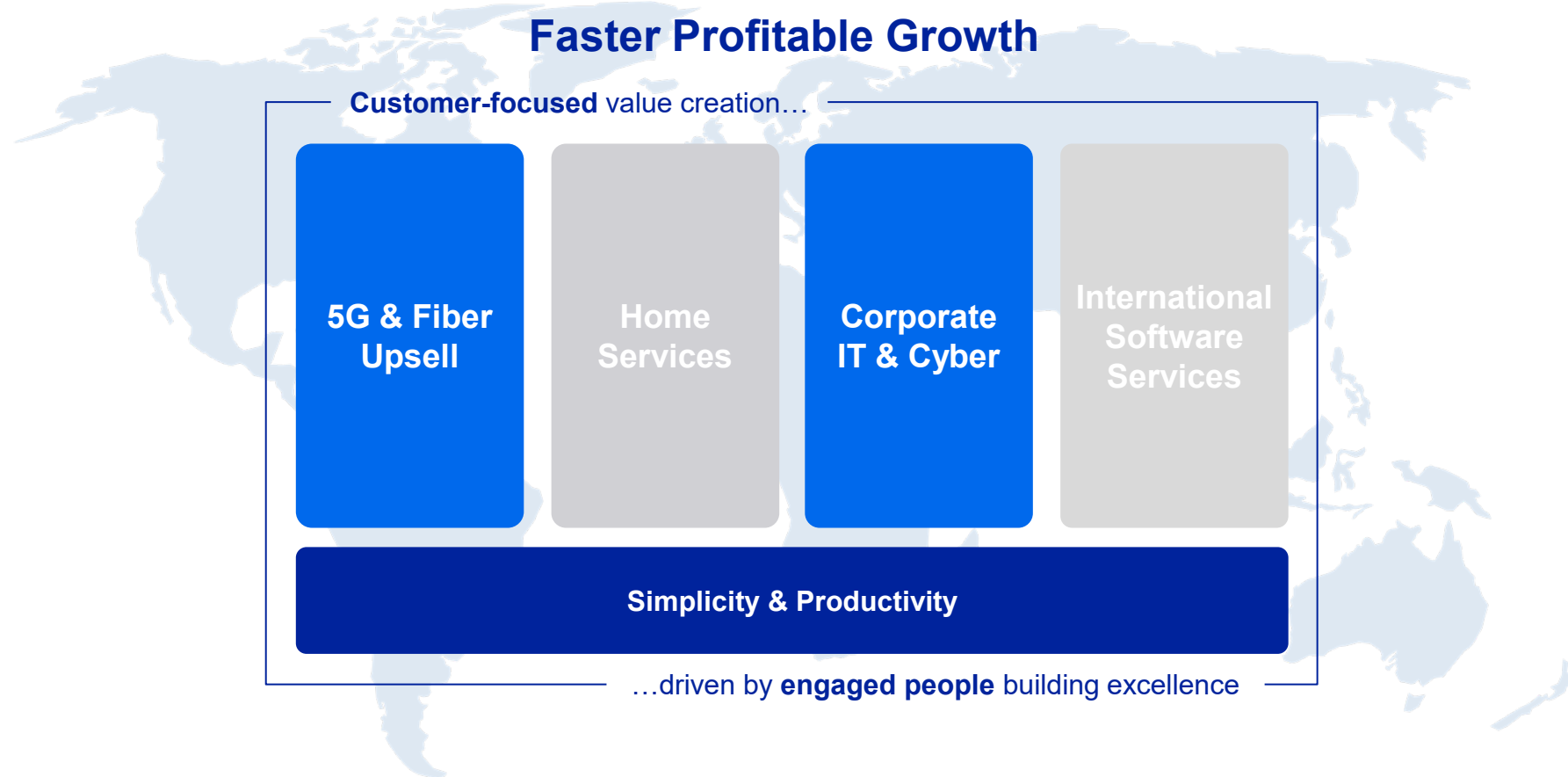
CAGR +3.0% excl. Corporate Numbers

NPS



Faster profitable growth

Faster profitable growth with 5G, IT & cyber



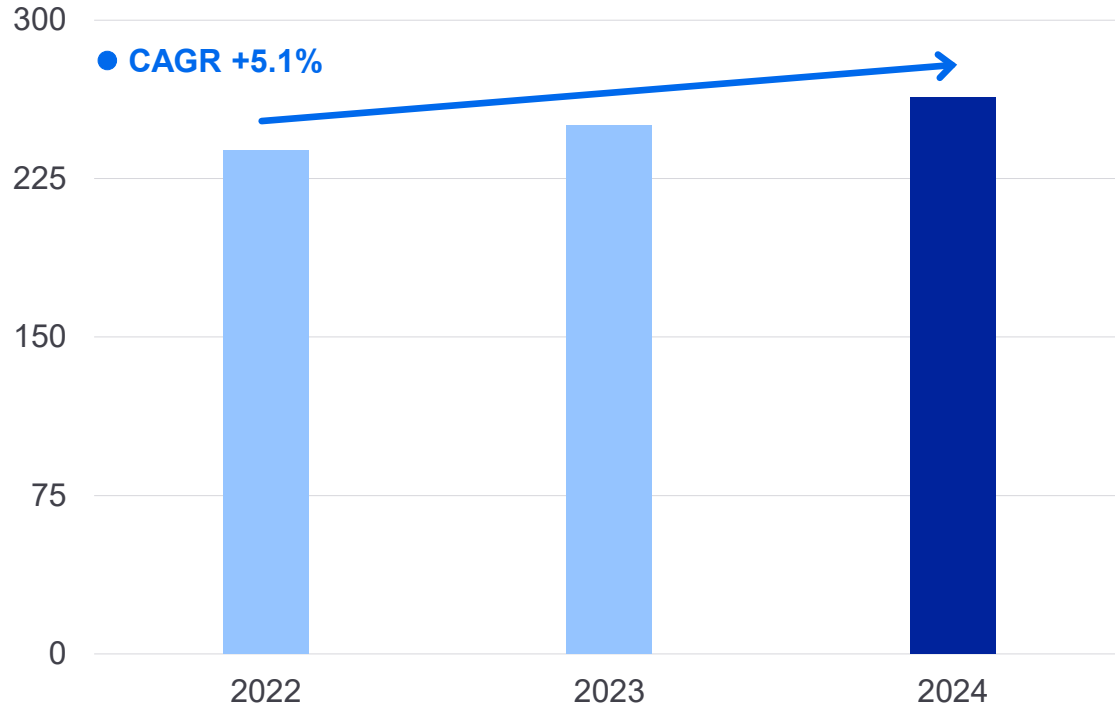
Faster profitable growth – mobile services

Well positioned for 5G-driven growth, with three growth engines

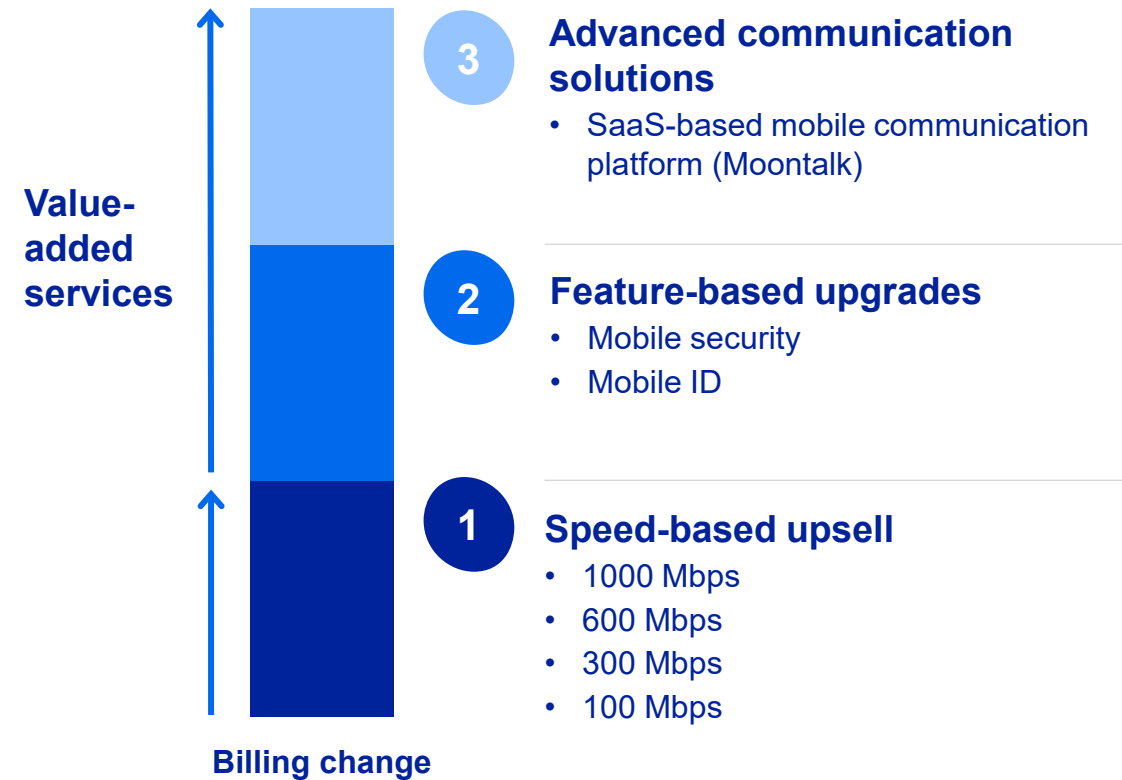


Healthy growth in mobile

Mobile service revenue, EURm



Three growth engines

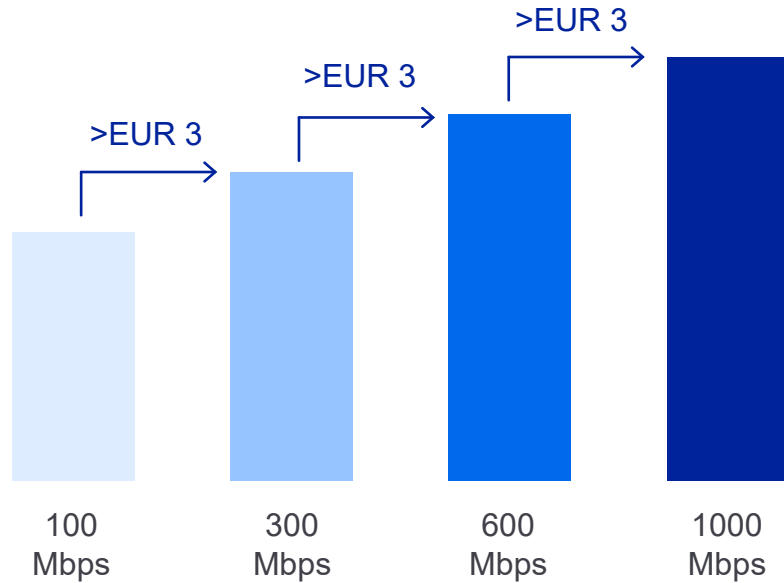


Faster profitable growth – mobile services

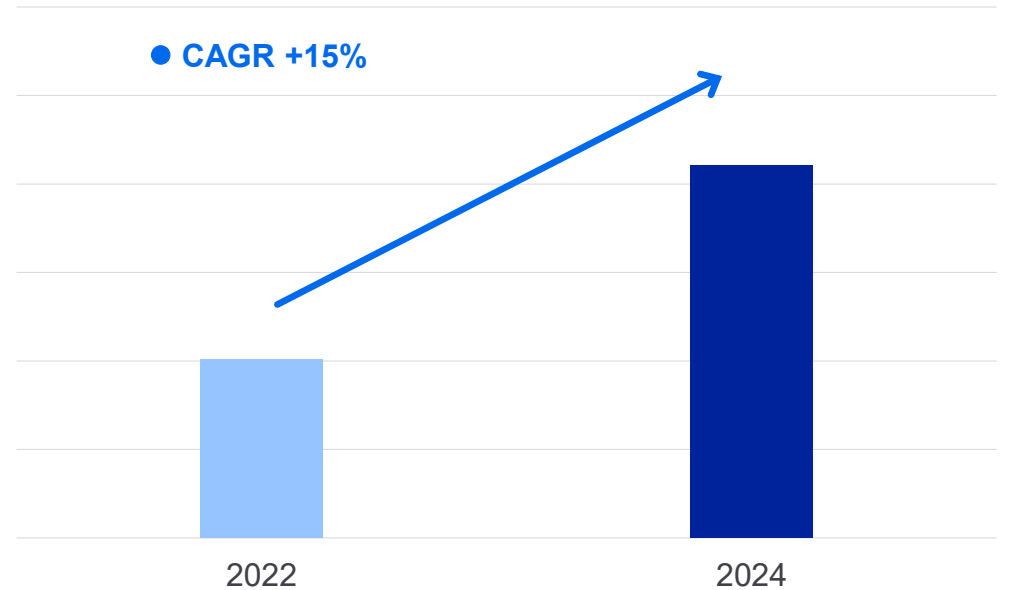
Speed-based upselling continues to perform; promising results in value-added services



1 Speed-based upsell works, with plenty of potential Avg. billing increase per speed tier when upselling 2024



2 Mobile security – key driver for feature-based upgrades Mobile security services revenue



Faster profitable growth – mobile services

3 Advanced communication solutions create new value



Customer perceived value:

- Higher cost efficiency in processes
- Superior end-customer experience
- Integration into customer's data

Business value:

- Significantly higher billing
- Single-digit churn
- AI-driven services unlock new opportunities to deliver greater value for all subscribers



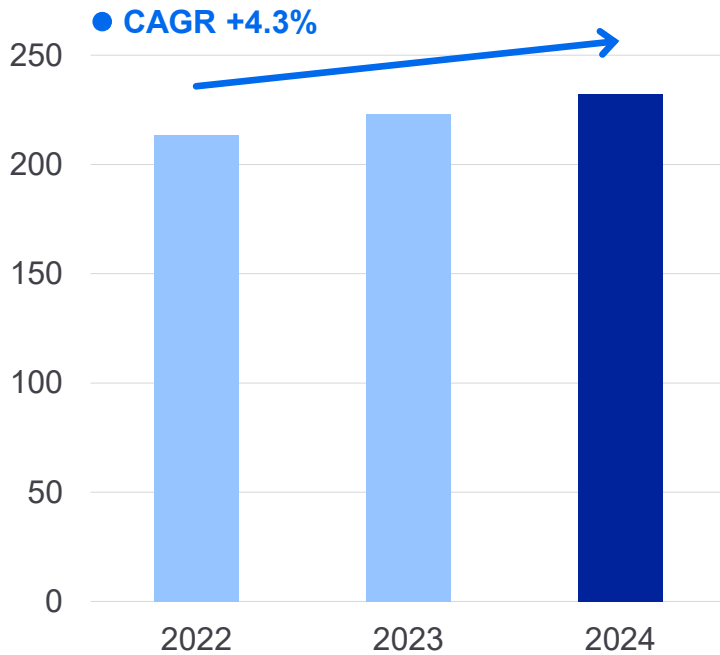
Faster profitable growth – managed networks & cybersecurity

Increasing need for security and emerging SME demand driving growth



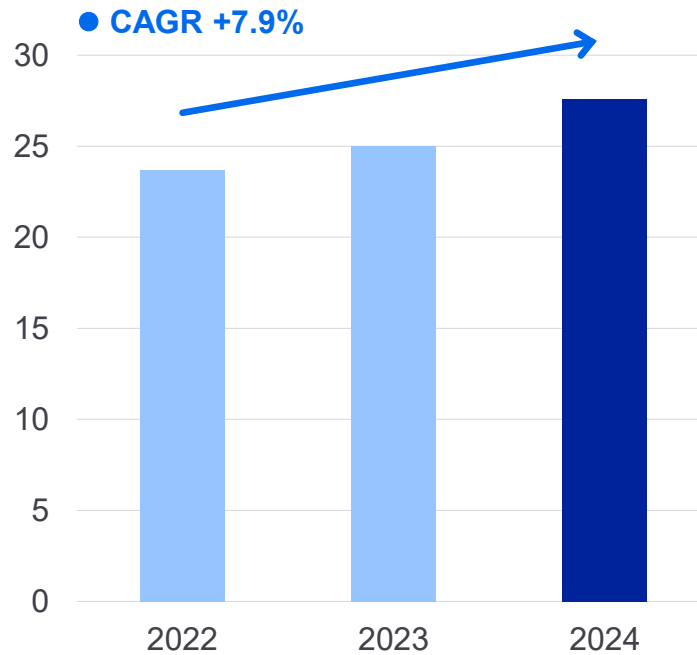
Good revenue growth

Revenue¹, EURm



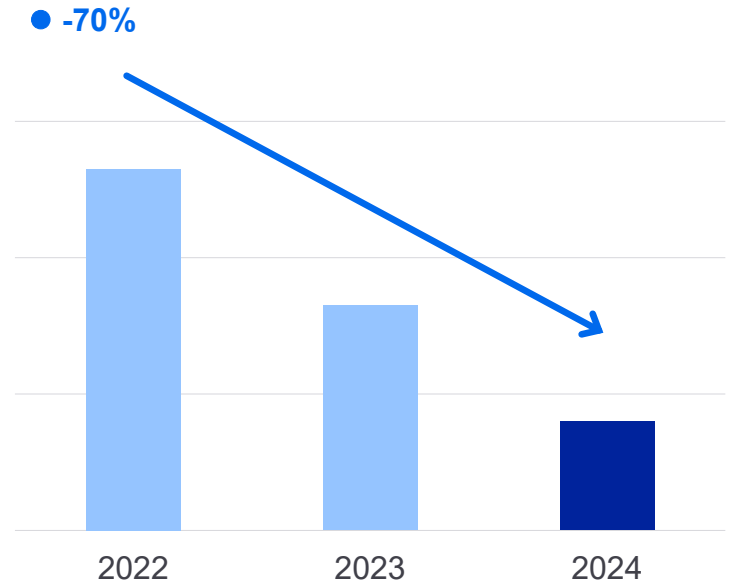
Demand for managed network & security in SME emerging

SME revenue, EURm



Good results in process re-innovation & automation

Average lead time in change management, days



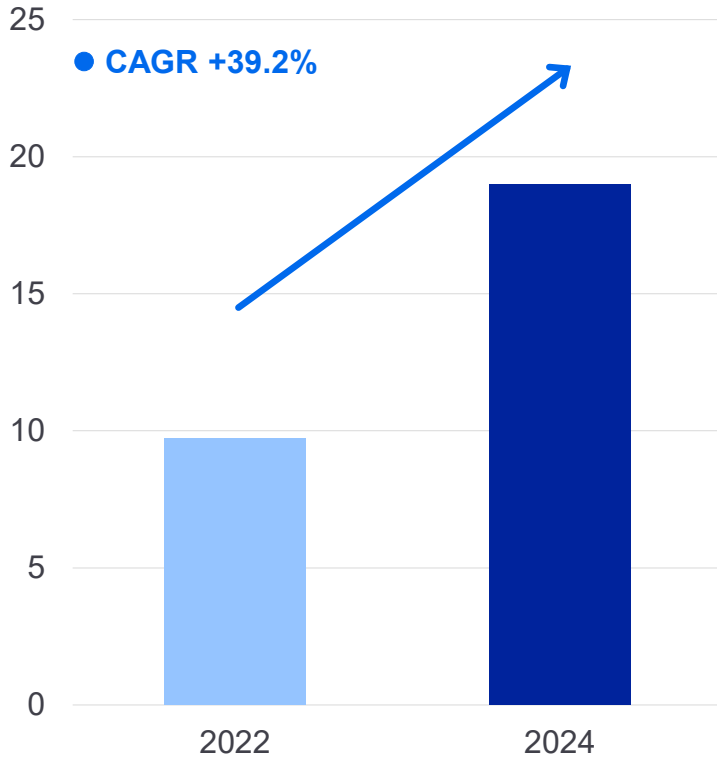
Faster profitable growth – managed networks & cybersecurity

Cybersecurity – growing three times faster than the market



Significant revenue growth

Revenue, EURm



Note: Addressable market CAGR 2022–2024: 13,9%,
Source: Gartner, Elisa analysis

Dedicated professionals create value for customers

High customer satisfaction

>100

NPS >90

Dedicated cyber professionals

Cybersecurity offering



MANAGED DETECTION AND RESPONSE

CONSULTANCY SERVICES

EMPLOYEE AWARENESS SERVICES

FOR BOTH IT AND OT¹ DOMAINS

GLOBAL REACH

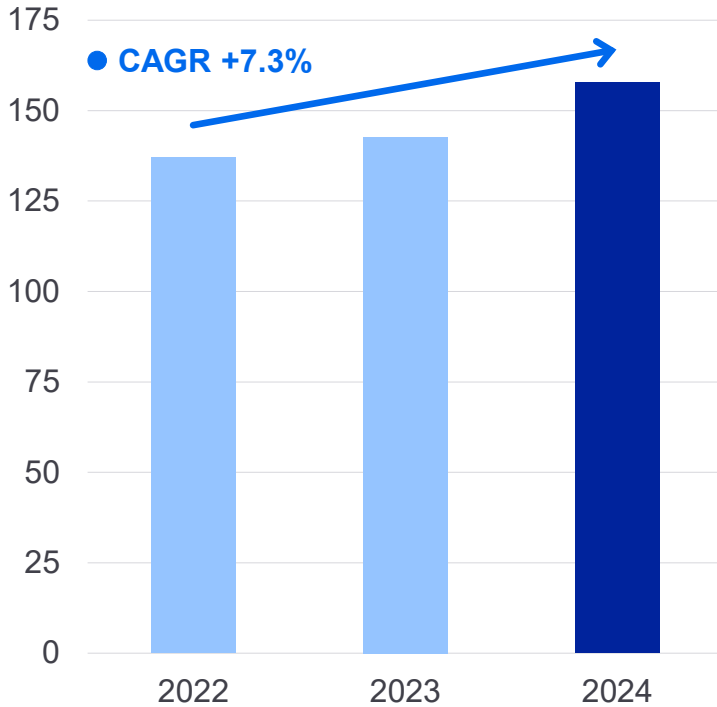
Faster profitable growth – corporate IT

Outperforming market growth with improved profitability



Solid revenue growth...

Revenue, EURm

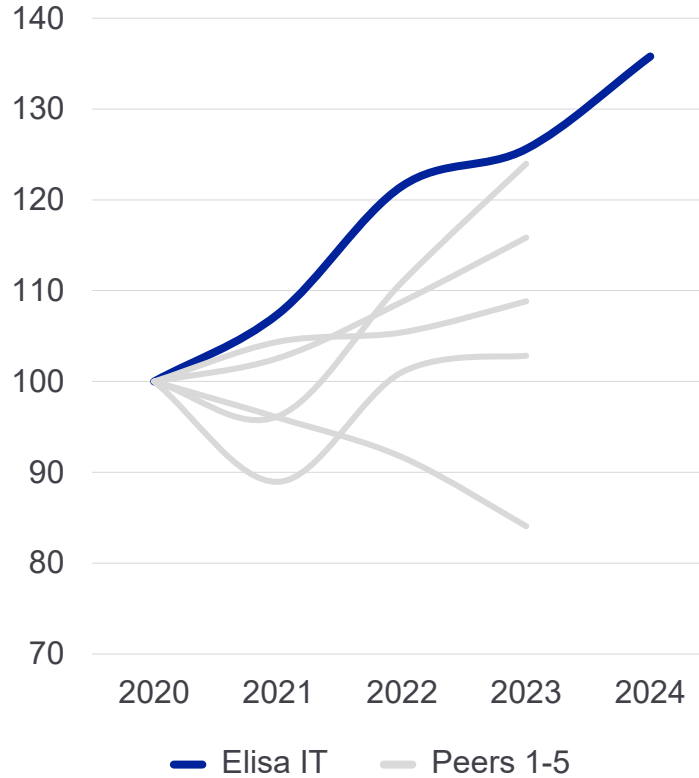


Incl. IT services & computers

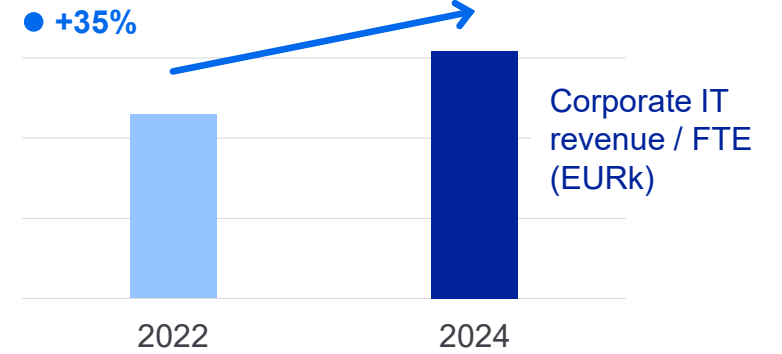
Peer group: Telia (Inmics-Nebula 2020–2022, Business Solutions Finland 2023), Fujitsu Finland, CGI Finland, Atea Finland, Tietokeskus – Enfo Finland

...with good relative performance...

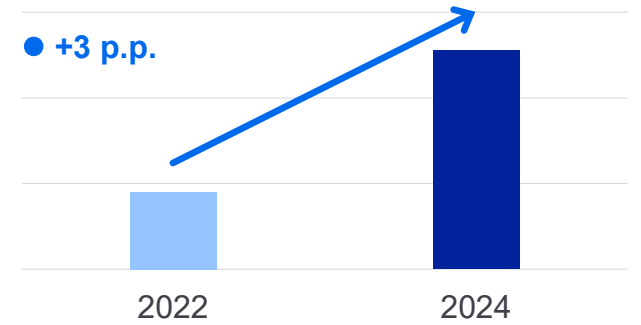
Revenue growth, indexed (2020 = 100)



...and a leap in productivity...



...resulting in improved EBITDA-%



Faster profitable growth – corporate IT

Leading position in AI-driven IT services with pragmatic use cases

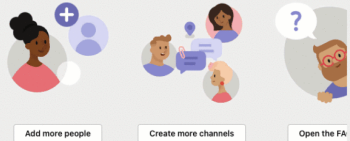


Enhancing communication & collaboration

AI real-time translation



AI Teams chatbot



AI voice bot



Automating routine tasks

AI transcription



AI email handler



AI predictive maintenance



Accelerating information search

AI instructions search



AI super search



AI text classifier

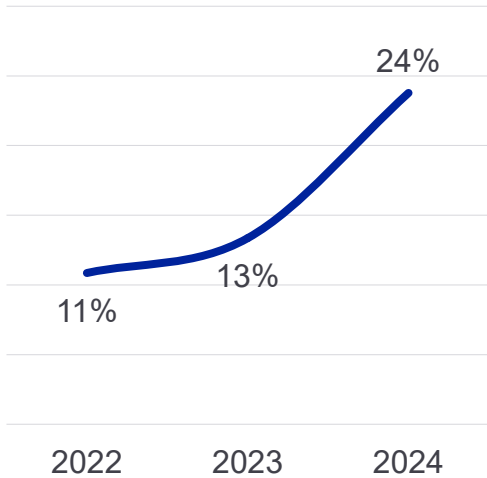


Faster profitable growth – simplicity & productivity

Good results in re-innovating and automating processes with AI

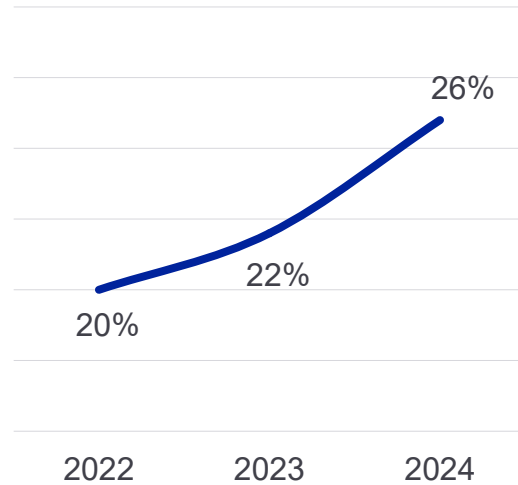


Reallocating people to new, growing businesses



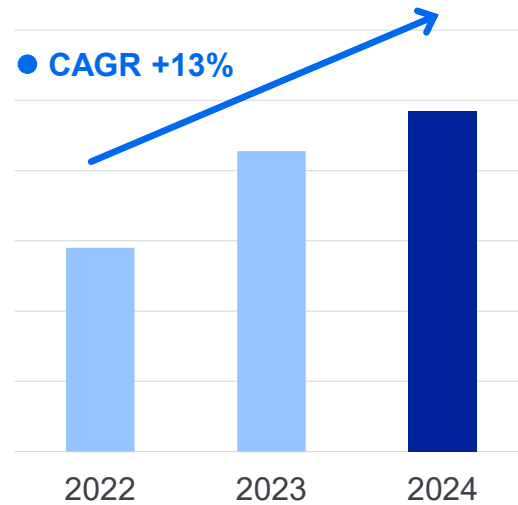
Proportion of FTEs in cyber & new mobile communication platform in Corporate Connectivity business

Increasing share of online sales

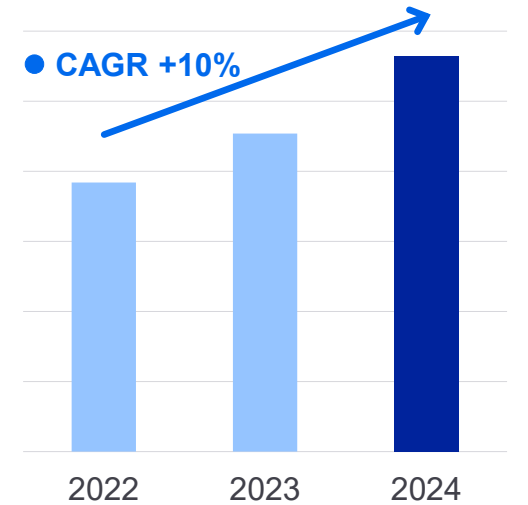


Online sales as a percentage of total sales

Streamlining processes with automation & AI



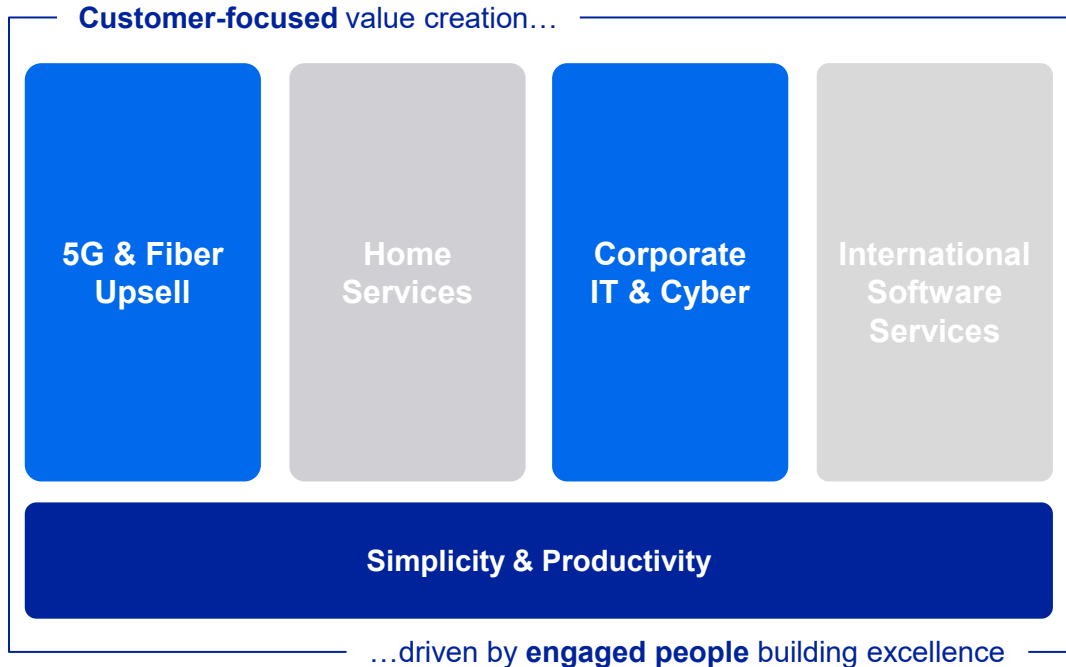
Delivery and change tickets per FTE in managed network services & cybersecurity



End-user managed workstations per service desk specialist

Management priorities

Faster profitable growth



Customer-focused value creation

- Provide pragmatic customer perceived value with AI

5G & Fiber Upsell

- Power 5G-driven growth with three growth engines
 - Speed-based upsell
 - Feature-based upgrades
 - SaaS-based mobile communication platform

Corporate IT & Cyber

- Capture the high growth market opportunity with AI

Simplicity & Productivity

- Push the boundaries to re-innovate and automate processes with AI

elisa

CMD
2025

FORWARD-LOOKING STATEMENTS

Certain information and statements in this presentation, including those related to future performance and other trend projections, contain "forward-looking statements". By their nature, forward-looking statements involve unknown risks and uncertainties because they relate to events and depend on circumstances that will occur in the future. These statements are not guarantees of future performance and undue reliance should not be placed on them.