

Corporate Customers business

Timo Katajisto

Executive Vice President

● **CMD 2023**

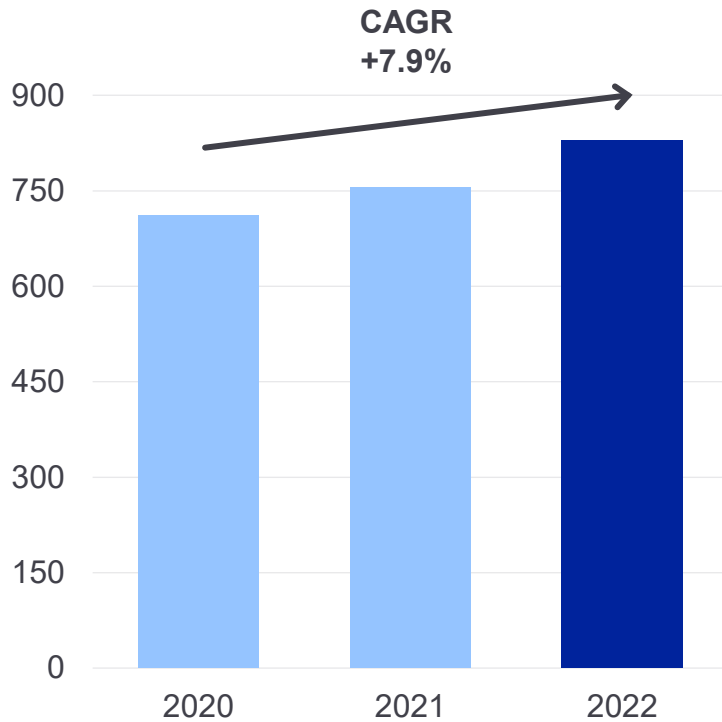
elisa

- 1** Performance update and market overview
- 2** Sustainable profit and growth generation
- 3** Management key priorities

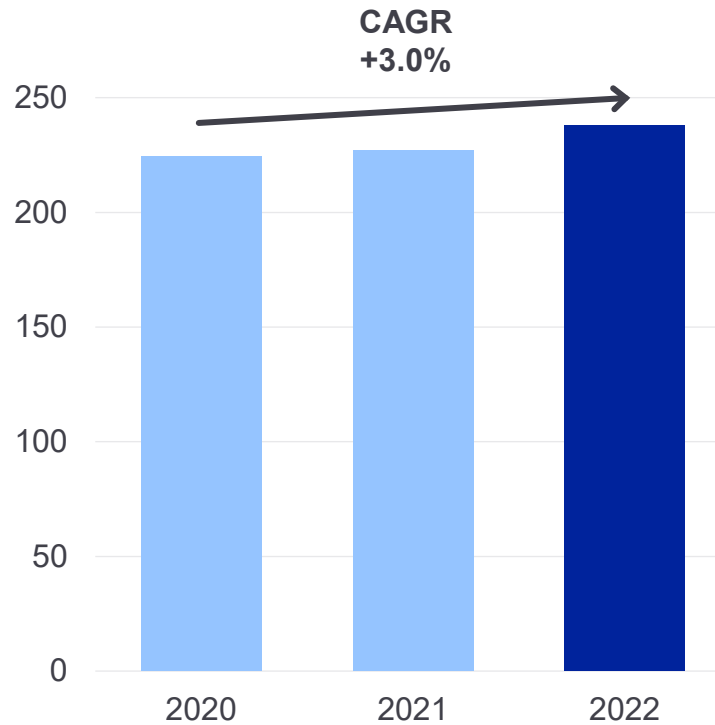
Performance update and market overview

Good results in both growth and profitability

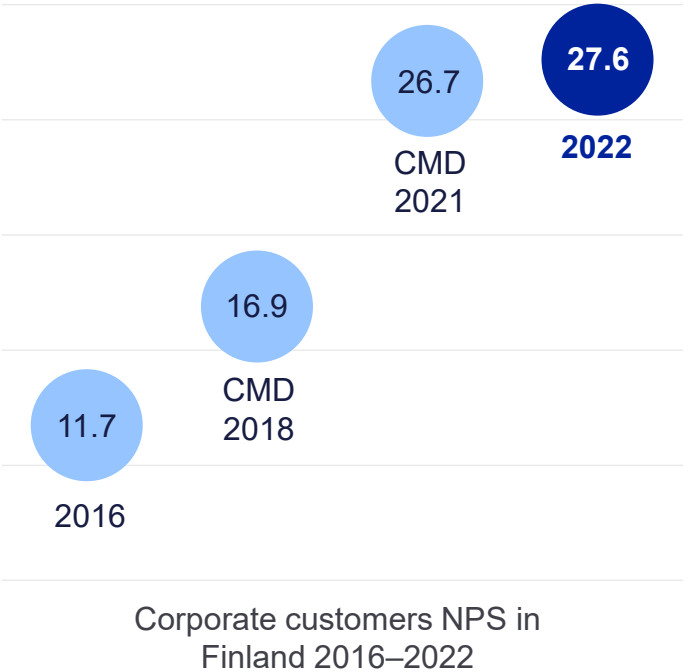
Revenue, EURm



EBITDA¹, EURm



NPS

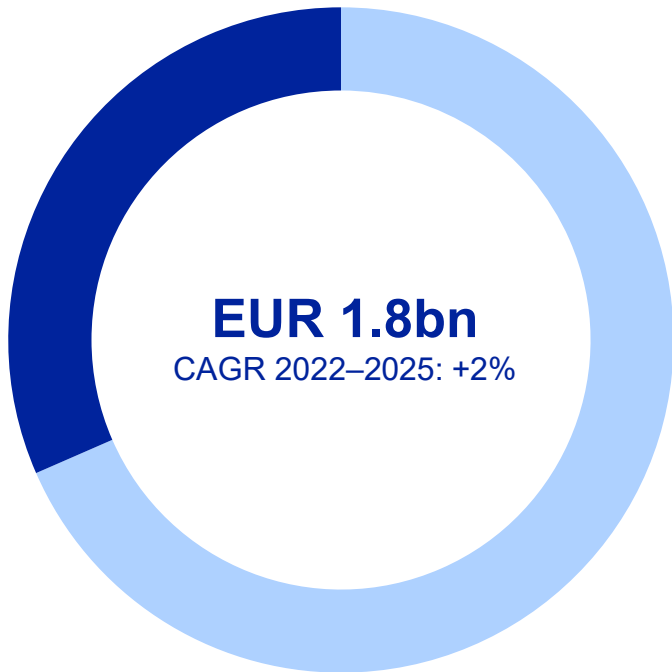


Performance update and market overview

Excellent position for growth in telecom with a further upside in IT market

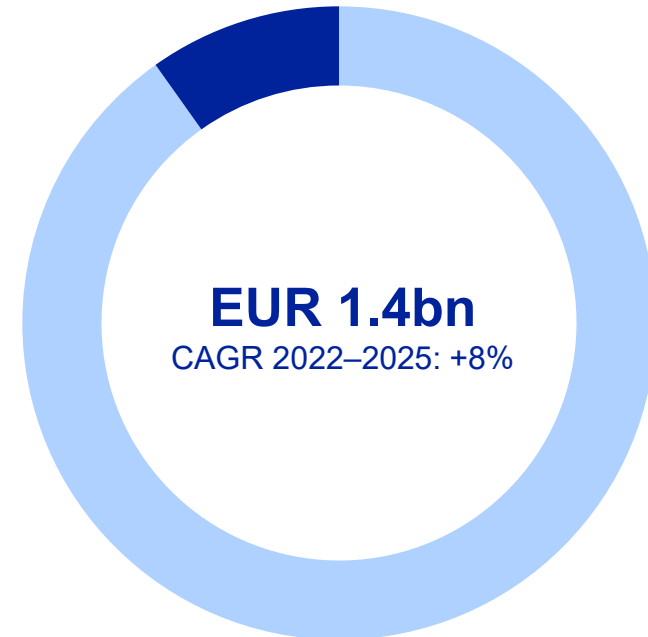
Corporate telecom market

● elisa
EUR 574m



IT services and solutions market

● elisa
EUR 137m



Telecom services addressable market 2022, Finland and Estonia
Mobile and fixed services, devices

IT services and solutions addressable market 2022, Finland

Sustainable profit and growth generation

Our strategic focus remains intact

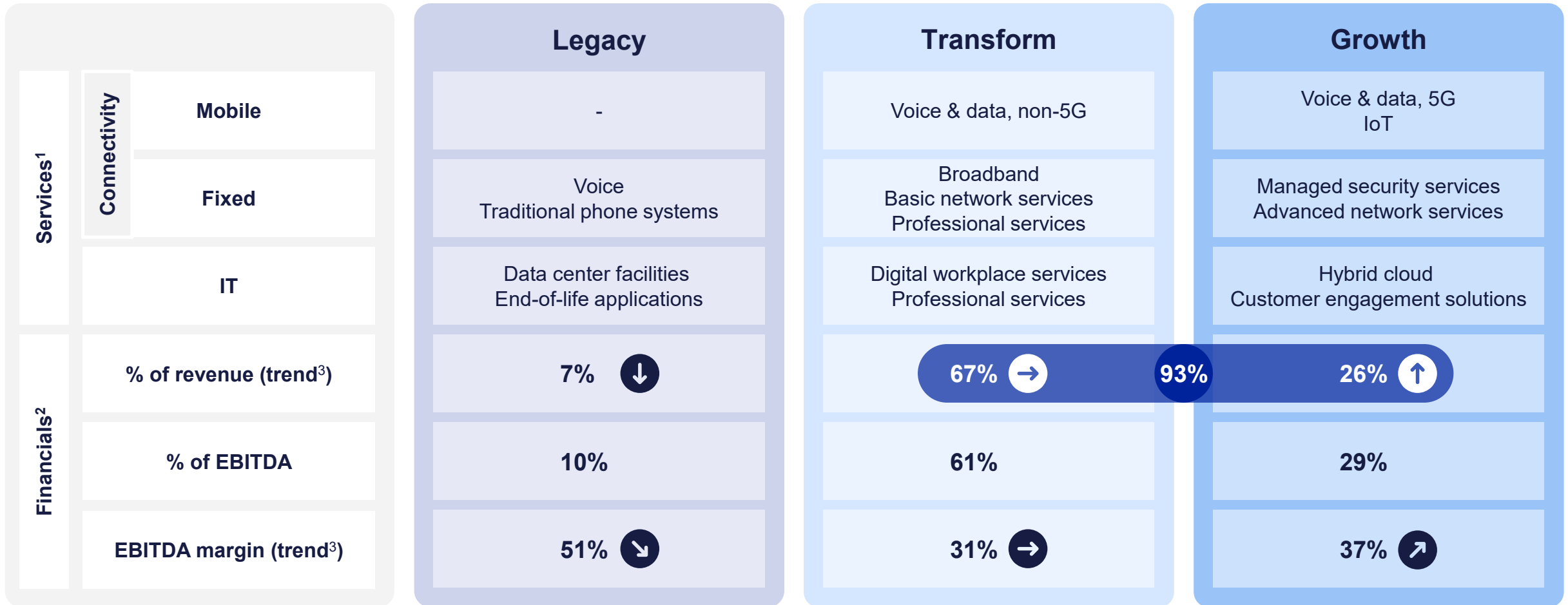
Increase mobile and fixed service revenues

Grow digital service businesses

Improve efficiency and quality

Sustainable profit and growth generation

Portfolio – 93% futureproof



¹ Examples of services within portfolio

² 2022, Finland

³ Trend 2020–2022

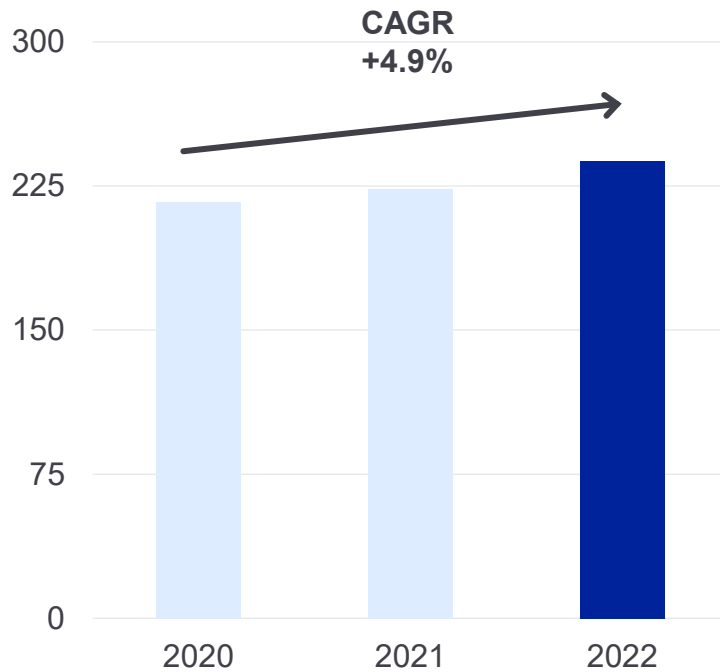
Sustainable profit and growth generation

Mobile – well positioned for continued 5G success



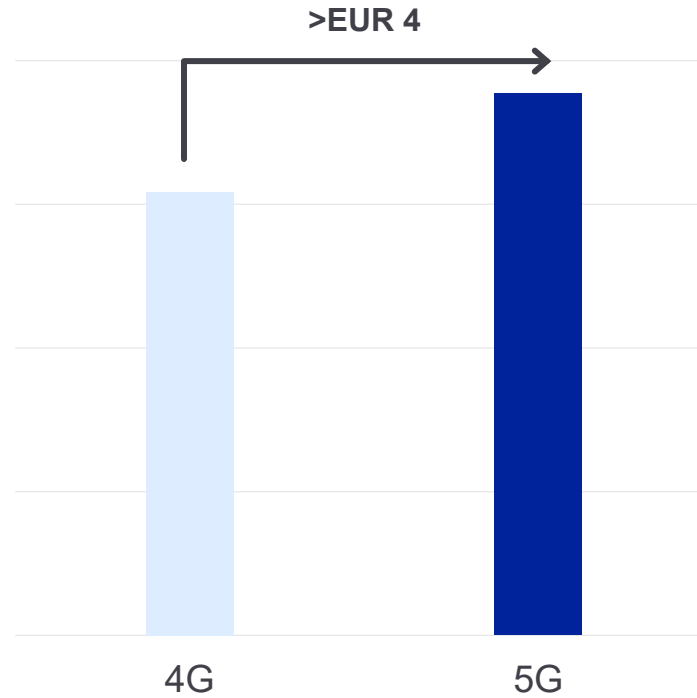
Healthy MSR growth...

Mobile service revenue, EURm



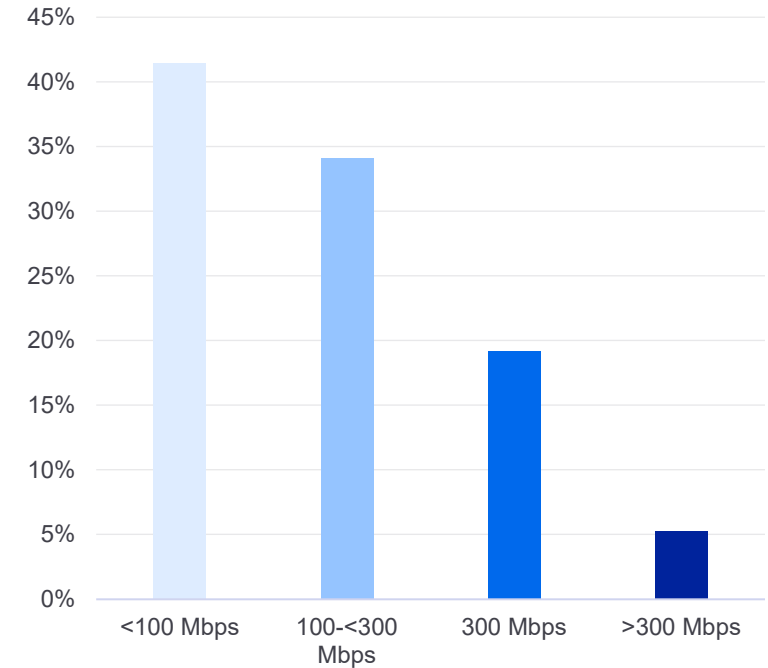
...supported by 5G value capture...

Average billing increase in upgrades (2022)



...with sizable further potential

Share of subscriptions in total base (2022)

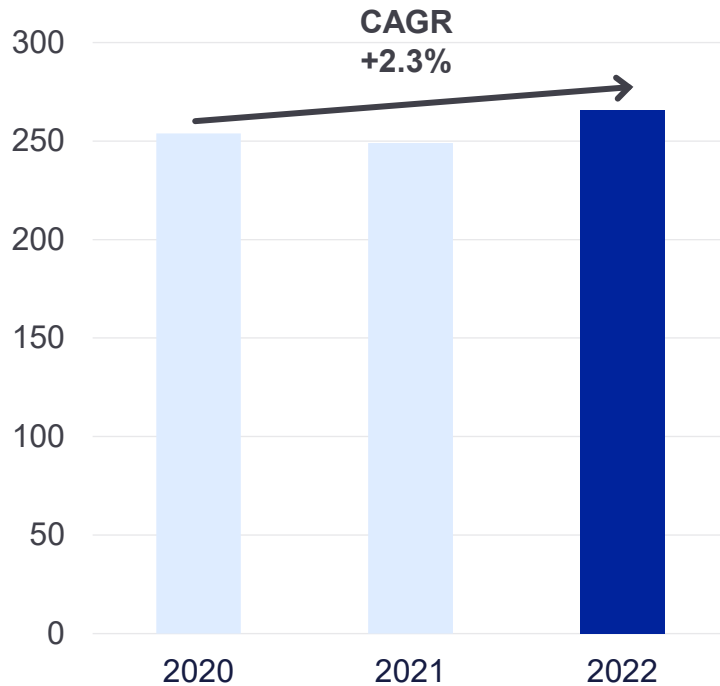


Sustainable profit and growth generation

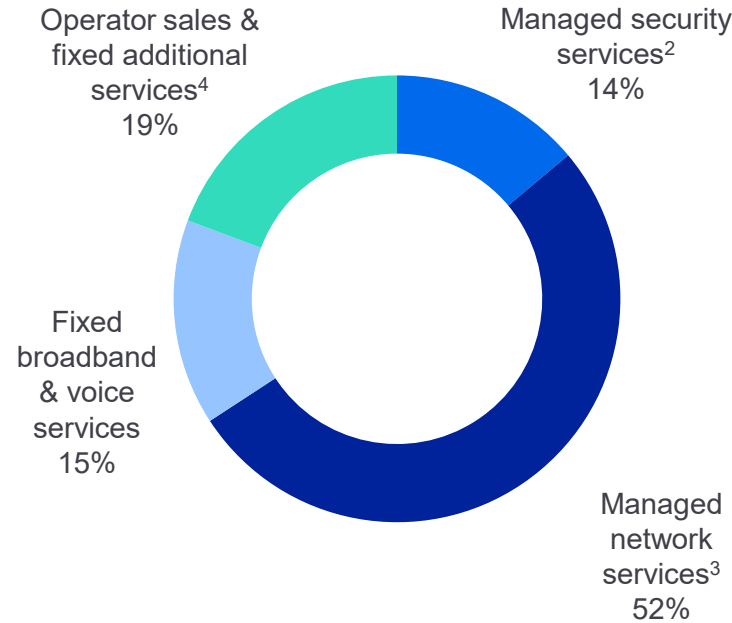
Fixed – growth through great progress in managed services



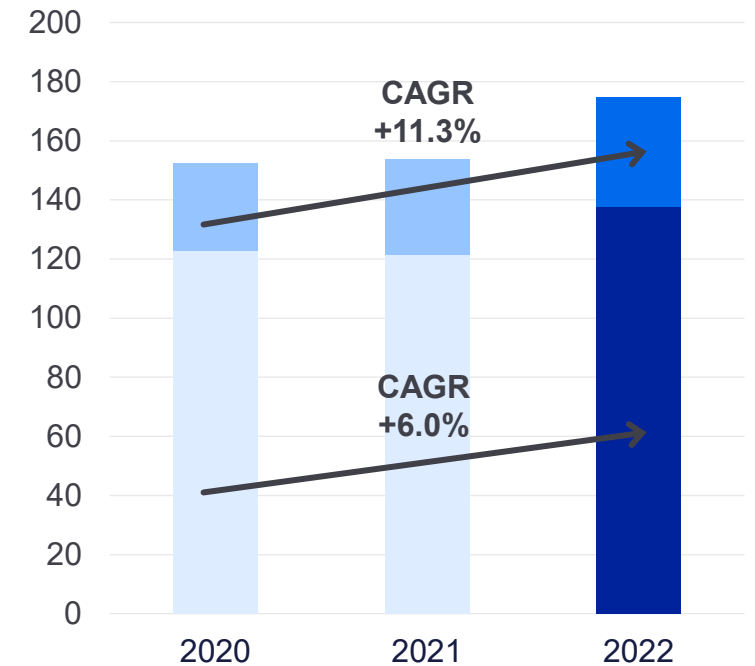
Over 2% growth in fixed services,...
Fixed service revenue¹, EURm



...where managed services are 2/3...
Fixed service revenue breakdown 2022¹



...and drive growth
Managed services revenue, EURm



● Managed security services revenue², EURm
● Managed network services revenue³, EURm

¹ Excluding interconnection
² Including professional services
³ Including WAN/LAN & devices
⁴ Including corporate numbers, service numbers

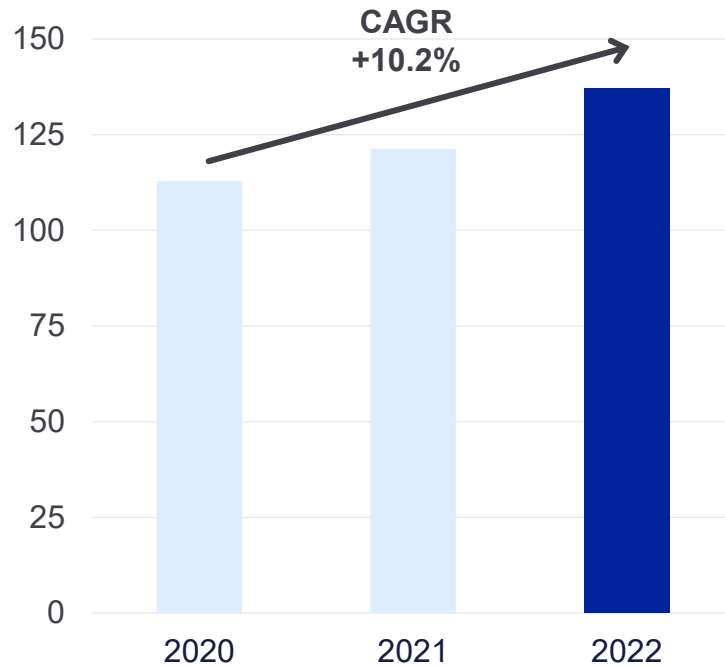
Sustainable profit and growth generation

IT – strong growth provided by AI and automation



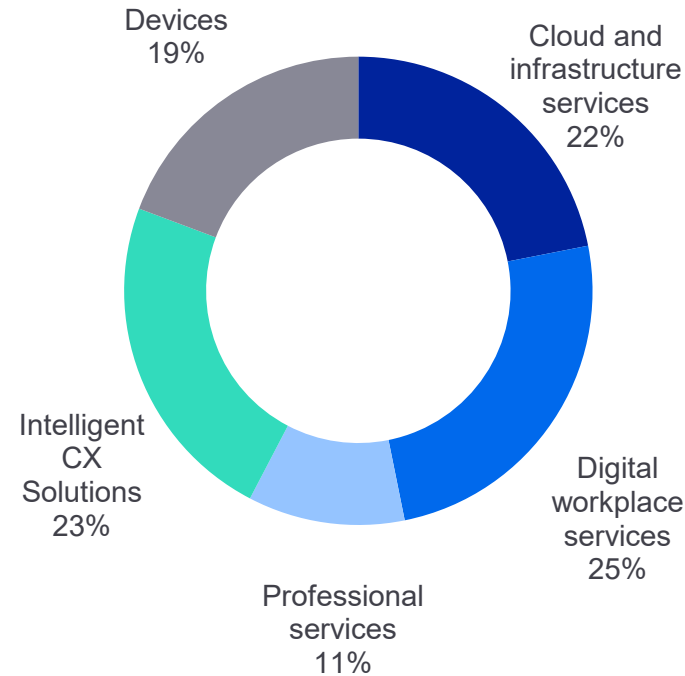
Good growth in IT business...

IT revenue, EURm



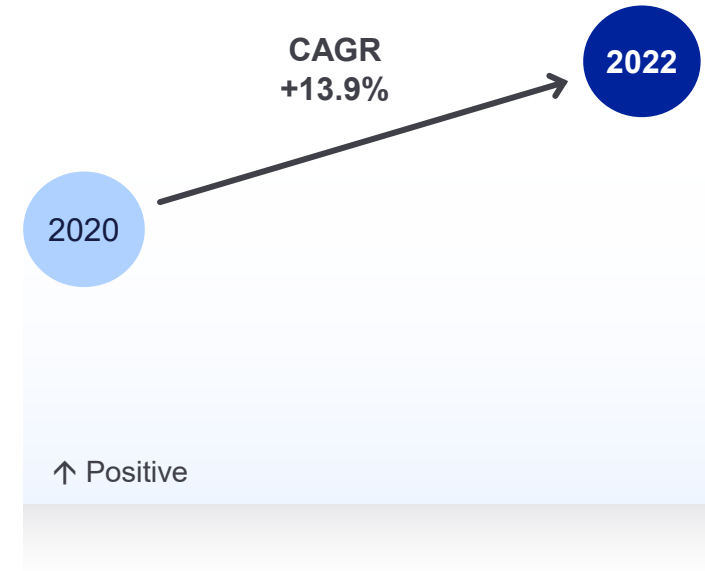
...with competitive portfolio...

IT revenue breakdown 2022



...and improving profit

IT EBITDA, EURm

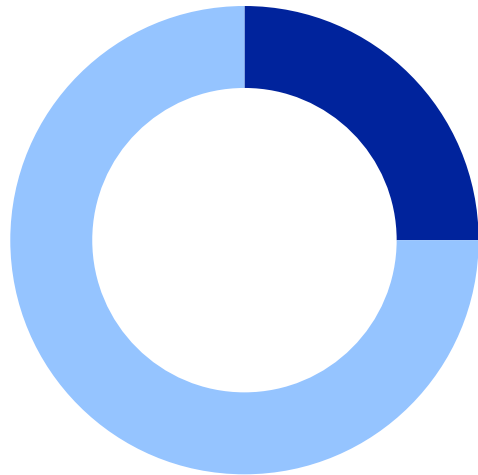


Sustainable profit and growth generation

Integrated IT+C improves value

25% of fixed network services customers have our IT...

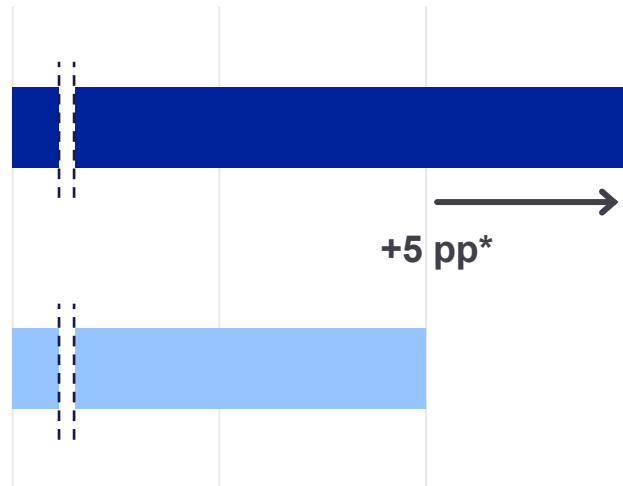
Share of customer base, %



- Integrated IT+C infrastructure customers
- Fixed network services customers

...resulting in 5 pp higher profitability

Fixed network service profitability, EBIT%



Sustainable profit and growth generation

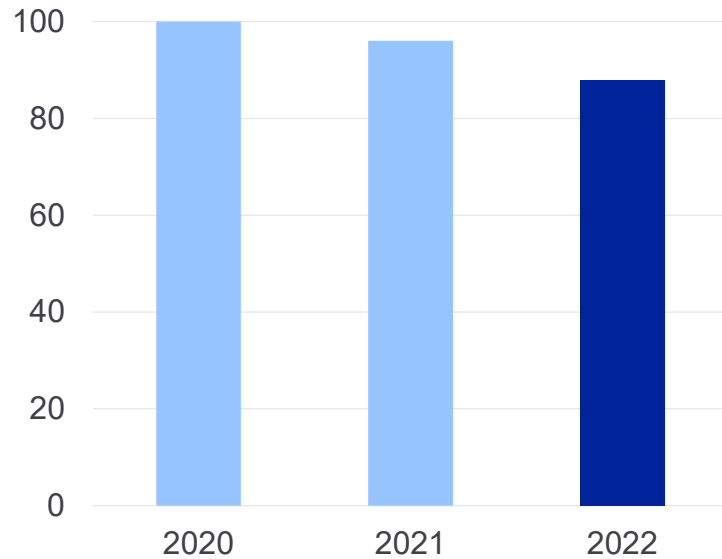
Efficiency – steady improvement via AI and automation



Steadily declining costs

Telecom back-office and customer support

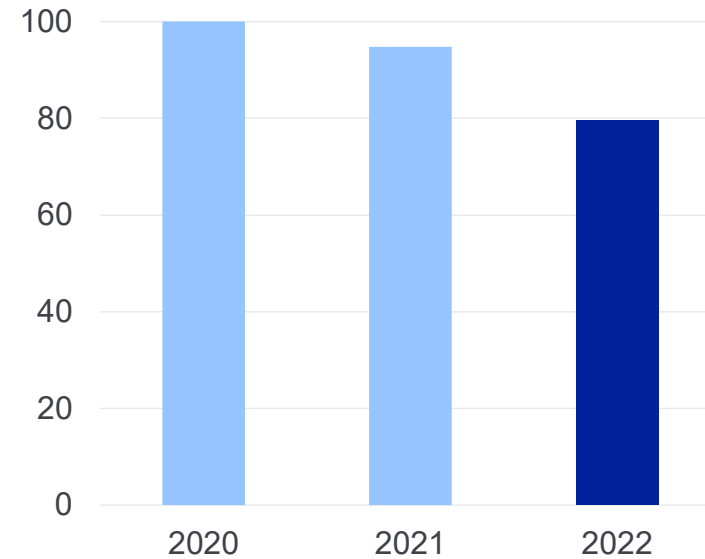
Index 2020 = 100



Improving cost efficiency

IT service costs¹ / workstations and servers

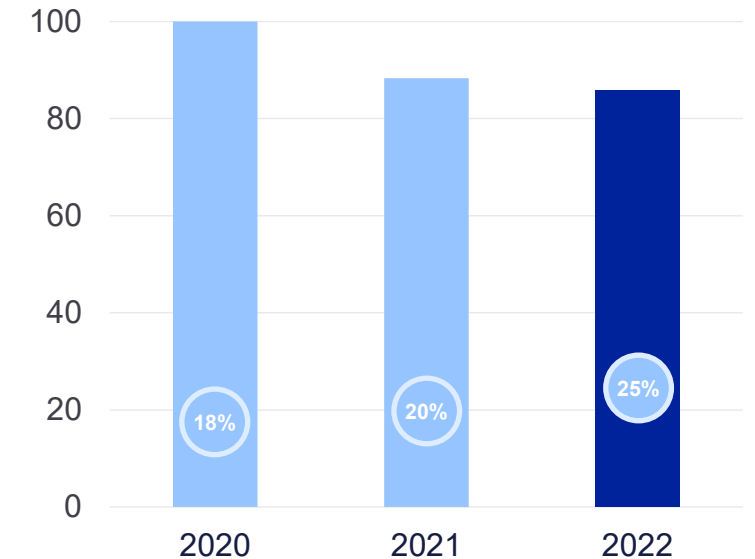
Index 2020 = 100



Enhancing sales efficiency

Sales costs in SME segment / net annual contract value

Index 2020 = 100



● % Share of online sales in SME segment

Management priorities

Elisa's unique strategy generates sustainable profit and growth

Elisa's strategy

Increase mobile and fixed service revenues

Grow digital service businesses

Improve efficiency and quality

Sustainable profit and growth generation

- Continue upgrading to 5G and fiber with price premium
- Accelerate growth in managed network and security
- Drive integrated IT and connectivity services
- Accelerate growth in hybrid cloud
- Lead market in AI automation use cases



elisa

CMD 2023

THANK YOU.

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.