



04

Digital partner of choice for enterprises

How this supports our purpose

We partner with enterprises to accelerate their growth and transform their operations through digital technology. Our tailored service offerings enable large enterprises and SMEs – as well as governments and universities – to release productivity efficiencies through our flexible mobile, fixed IoT, cloud and hosting, and managed security solutions. By enhancing enterprise growth and productivity, particularly among SMEs, we support livelihoods and help society connect for a better future.



Accelerating and scaling new services

Vodacom Business is committed to becoming the digital transformation partner of choice for all enterprises, including those in the public sector. By combining our market-leading connectivity solutions with our digital ecosystem, Vodacom Business is positioned to deliver on this objective while accelerating growth in new services such as IoT, cloud and hosting, managed security, financial services and fixed.

	Key growth drivers	Enablers
<p>1 Fixed</p>	<ul style="list-style-type: none"> Complement software-defined wide area network (SD-WAN) with fibre. Accelerate fibre to the home and business (FTTx) through CIVH fibre deal. SME and single office/home office provider of choice. Establish new partnership to accelerate fibre to the business in all markets. 	
<p>2 Cloud and hosting, and security</p>	<ul style="list-style-type: none"> Global tech partnership with AWS and Microsoft. 7 000m² of data centre space in South Africa. 23 data centres in our international markets. Leverage subsidiaries such as Nexio. 	
<p>3 IoT</p>	<ul style="list-style-type: none"> Vodafone as the global leader in IoT connectivity. Centre of Excellence accelerator for rapid incubation. Horizontal platforms via subsidiaries, unlocking software opportunity. 	

MATERIAL MATTERS

01 02 03 04 05 07

See icon references on page 02.

Broadband for enterprises, including fixed

- ✓ Our business connectivity infrastructure provides a resilient platform for enterprises, which was particularly essential during COVID-19-related lockdowns. Our access point name (APN) solution offers enterprise clients a sustainable gateway to keep their workforce connected.
- ✓ We were the first African TelCo to attain the MEF 3.0 SD-WAN certification. SD-WAN offers intelligent connectivity, along with high-speed dedicated or broadband connection, with greater efficiencies and control, through a management portal that provides complete network visibility. Our SD-WAN customer base grew year on year and, by year end, we sold 7 854 connections.
- ✓ Our transformational South Africa fibre deal with CIVH will enhance our FTTx footprint and accelerate the provision of high-speed connectivity solutions to businesses and SMEs in secondary towns and rural areas.
- ⊖ We sustained our Connected Education platform, with more universities and schools using our services to enable a hybrid learning model. We continued to collaborate with governments, focusing on supporting their digital transformation journey through connectivity, solutions, content, devices and funding.

End-to-end cloud and hosting, and managed security services

Growing our Vodacom Enterprise Technology capabilities and services

- ✓ More than 80% of our enterprise customers are opting for a hybrid cloud technology strategy, using multi-cloud deployment models to take advantage of scalability and flexibility in their workloads. During the year, Vodacom Business became an AWS Outposts partner, enabling the Group to offer a fully managed service that extends AWS infrastructure, services, application programme interfaces (APIs) and tools.

- ✓ Over the past year, we experienced almost 40% growth in the number of customers using Vodacom's Enterprise Cloud – Microsoft Cloud, Office 365, Modern Workplace and Azure – hosting and domain services, managed software services and security services.
- ⊖ As more businesses demand higher bandwidth, there is also a proportionate increase in potential cyber attacks. Our managed security services continue to protect large enterprises and SMEs, with our solutions encompassing secure networks to protect customers' online trading and e-Commerce.

CASE STUDY

Over the past few years, cloud computing quickly became critical to businesses, which had to adjust to remote working while staying agile, cost-effective and innovative. The majority of enterprises embrace a hybrid strategy of adopting cloud technology, using multi-cloud deployment models to take advantage of scalability and flexibility. To assist these enterprises, Vodacom Business is now an AWS Outposts Ready consulting partner in South Africa. This means that our enterprise clients – both SMEs and larger businesses – can benefit from a deep heritage in data centre-managed services from both Vodacom and AWS by choosing to adopt cloud flexibility at their own speed. This enables Vodacom to support businesses as they drive their cloud strategies to become more resilient in an uncertain world.



World-class IoT services

- ✓ We have unique scale and capabilities in the IoT segment, supported by Vodafone – the global leader in IoT¹ – as well as the global reach of Vodacom's local solutions.
- ✓ The acquisition of IoT.nxt continued to support positive performance for our IoT business. IoT.nxt was recognised by MachNation – a leading independent benchmarking firm – as best-in-class among IoT platforms. The platform continues to expand, opening new markets globally – including Tanzania, Mozambique, the United Kingdom (UK) and the Netherlands to name a few – and expanding the United States of America (USA) sales and operations footprint. This global expansion is underpinned by IoT.nxt's raptor energy management solution, which can drive energy savings of up to 25% per mobile network site, office buildings and many more innovative solutions using AI.

1. Number of IoT connections by mobile network operators (MNOs), excluding China. Data for competitors sourced from Berg Insight as at December 2020.



Diversify and differentiate with our digital ecosystem continued

- ✓ Beyond Mezzanine's smart healthcare solutions, which include mVacciNation, our subsidiary is scaling smart agriculture platforms. Connected Farmer is a digital platform that improves productivity, revenue and resilience for small-scale farmers by connecting them to information, inputs, credit and buyers at scale. More than 200 000 farmers use Connected Farmer in Kenya, Tanzania, Uganda and Zambia. MyFarmWeb supports commercial farms which adopt precision agriculture practices, leveraging IoT to enhance data-driven decision-making.



Driving digital transformation in the public sector

- ✓ Vodacom partnered with the South African Department of Education to provide discounted data to pupils to ensure online teaching and learning continued uninterrupted. This was expanded to all nine provinces, reaching over 500 000 pupils.
- ✓ Our healthcare platform, mVacciNation, supported the South African government's vaccine rollout programme. At year end, over 17.5 million people over the age of 18 were fully vaccinated. This initiative was crucial in helping the country strengthen its healthcare ecosystem in the fight against COVID-19. In addition, the Mpilo app – a platform developed by Vodacom that supports improved service delivery and improved patient experience in Gauteng health facilities – had over 50 110 active users. This mobile app is zero-rated on Vodacom's network, further enhancing our contribution to digital inclusion.
- ⊞ The South African government's core mobile communication contract, referred to as RT15-2021, was awarded to four different service providers. To mitigate the potential impact of market share pressure related to RT15-2021, our Public Enterprise vertical portal continues to drive adjacent government-related services – particularly those that relate to the health and education sectors. We also launched our new RT15 solutions to ensure all government employees remain connected to work applications, resulting in improved productivity.
- ✓ We partnered with Statistics South Africa (Stats SA) to conduct South Africa's first digital census. Over 160 000 field workers were issued devices using Vodacom APN connectivity and the Vodacom One Net Business solution. In addition, the IoT mobile device management solution provided STATS SA with real-time visibility as the field workers conducted the census. By implementing IoT.nxt Commander, we integrated all critical components within Stats SA into a single, interactive, real-time, operational matrix.

SME champion

- ✓ In FY2022, we launched V-Hub, an online resource portal specifically designed for SMEs to unlock their full potential as they embark on a digital transformation journey. By adopting the right digital solutions, SMEs can become more agile and resilient which, in turn, will enable them to respond to customers' evolving needs quickly. Over 3 000 SMEs have accessed this portal at year end.
- ✓ We offered a series of seminars and webinars called Fast Forward, and hosted SMEs on the platform to enable the discovery of digital innovation for their businesses. The Fast Forward series was extended to the V-Hub platform, providing access to the material SMEs need to operate in the digital economy and expand their businesses.
- ✓ The launch of our VodaPay super-app also provides SMEs with access to potential customers and offers several merchant trading solutions. In addition, we provide customised lending solutions to SMEs.

➔ For more information, refer to "Scale financial services and digital platforms" on page 43.

Looking ahead

Priorities for FY2023

SHORT-TERM

- Scale IoT.nxt and IoT Centre of Excellence.
- Expand SME offerings in collaboration with financial services.
- Accelerate our cloud offerings.
- Together with CIVH, expand our broadband coverage to support further SME inclusion.
- Secure resources to digitalise Vodacom Business's internal processes to provide digital-first solutions to our clients.

Vodacom Vision 2025

MEDIUM-TERM

- Extend our SME propositions by delivering an online experience through our super-apps.
- Develop customer-centric propositions by leveraging Big Data insights.
- Continue to drive digital transformation to deliver a superior customer experience.
- Scale our fixed network and SD-WAN capabilities.
- Further build our end-to-end IoT solutions.
- Build our intelligent business and digital transformation capability to unlock cloud and hosting services.
- Expand our wholesale offering to empower more partners.
- Grow our managed services and partnerships to sell with, and sell through, to assist corporates with their digitisation.