

Concentrix Corporation

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President, Concentrix

June 2019



Safe Harbor Statement

Statements in this presentation regarding Concentrix Corporation or SYNEX Corporation which are not historical facts may be forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. These forward-looking statements may be identified by terms such as believe, expect, may, will, provide, could and should and the negative of these terms or other similar expressions. These forward-looking statements include, but are not limited to, statements regarding our investments, our growth and growth opportunities, core CRM BPO market CAGR, market expansion beyond CRM BPO, our market positioning, our profitability, our margin, and our cash flow generation and financial profile. These are subject to risks and uncertainties that could cause actual results to differ materially from those discussed in the forward-looking statements. Please refer to the documents filed with the Securities and Exchange Commission, specifically SYNEX Corporation's most recent Form 10-K and Form 10-Q, for information on risk factors that could cause actual results to differ materially from those discussed in these forward-looking statements. Statements included in this presentation are based upon information known to Concentrix Corporation as of the date of presentation and the Company assumes no obligation to update information contained in this presentation.



Concentrix at a glance

Enable companies to be more cost effective and strategic in delivering services to their customers around the world

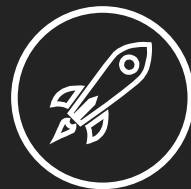
\$4.7B
Revenue ⁽¹⁾

\$446M
Adj Op Income ⁽¹⁾

**NYSE:
SNX**



650+
clients



50+
Unicorns/
Disruptors



80+
Fortune
500 Clients



80+
Industry
Awards



225k+
employees



6k+
Credentialed
Professionals



40+
Countries



70
Languages

(1) Pro forma 2018 financials includes full year financials for Convergys. Adjusted Operating Income is a Non-GAAP Measure. See pages 14 & 15 for definitions of Non-GAAP Measures and a reconciliation such measures to GAAP.



Marketplace - Larger than just CRM BPO

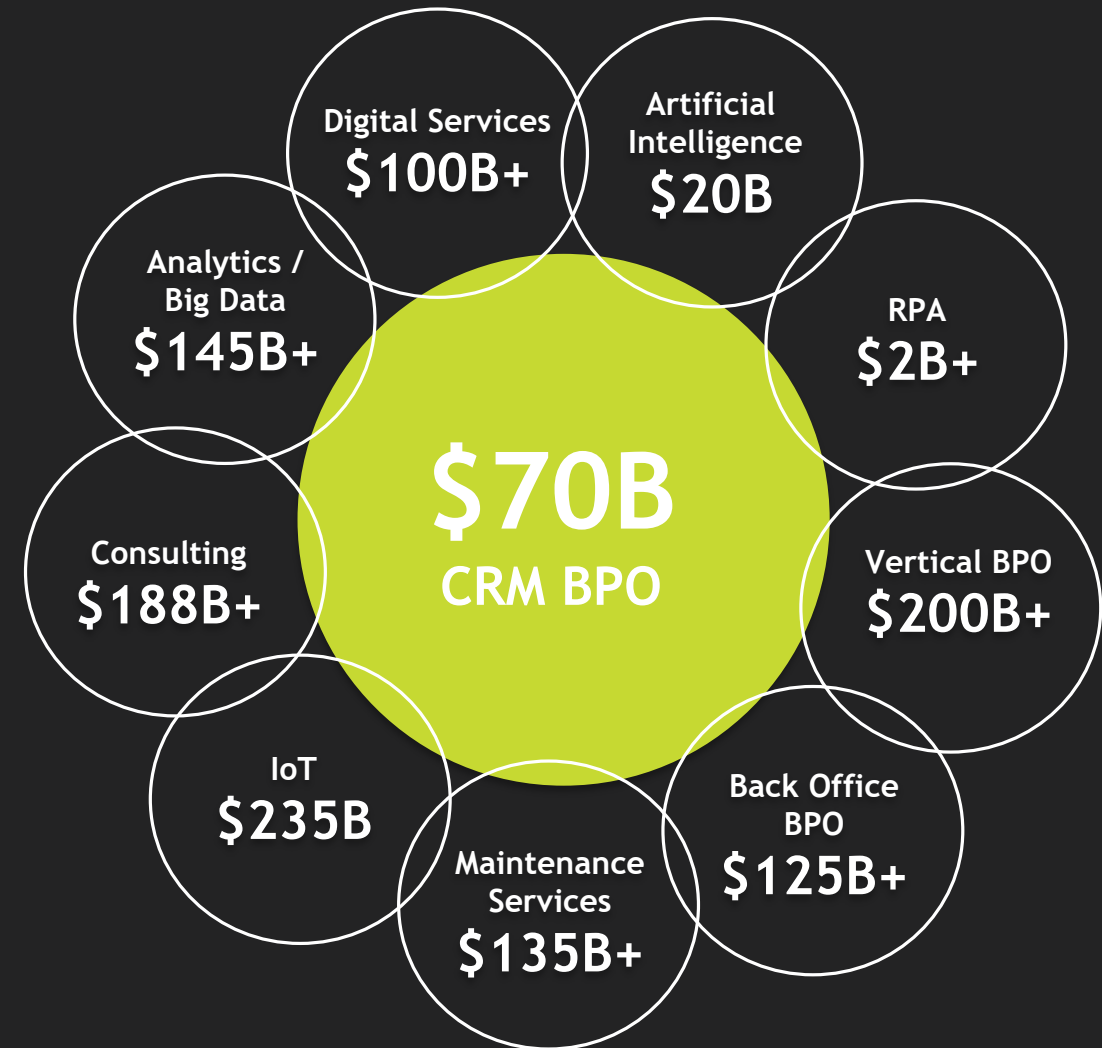
\$70B Core CRM BPO market today

- Growing at a ~3-5% CAGR over the next 5 years

Addressable market beyond CRM BPO:

- Large market opportunity in other areas
- As our industry evolves we're investing in new relevant markets

Marketplace continues to expand beyond CRM BPO



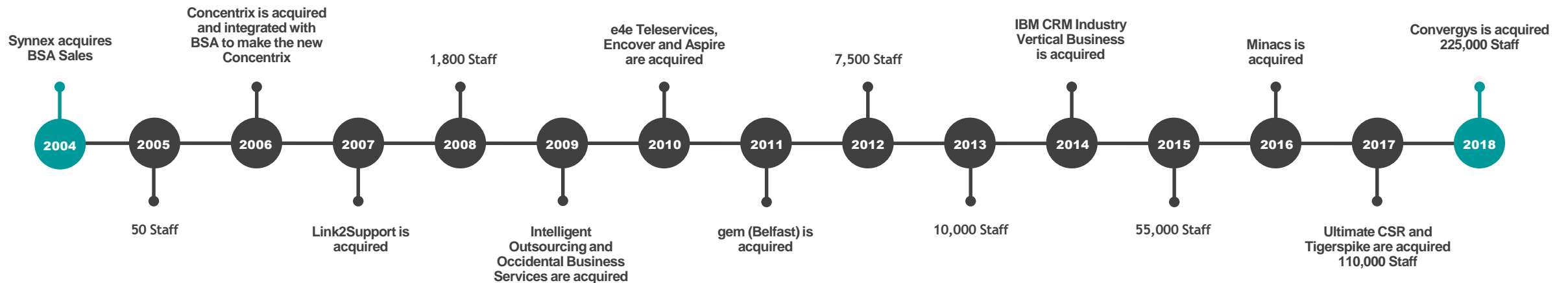
Source: IDC, Nelson Hall, Gartner, HFS, Bain & Company, Nasscom, Company filings, and other industry research.





We have a history of strong organic growth and we are a proven consolidator in a highly fragmented market

We have successfully executed on our strategic acquisitions





You already count on Concentrix every day

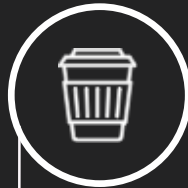
12+

average years
of client tenure

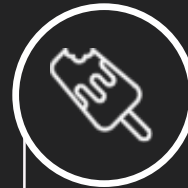
35+

years of longest
client partnership

We stand behind the iconic brands you trust.



*Global Beverage
Brand*



*Global Snack
Company*



*Performance
Car Company*



*Big Four
Clearing Bank*



*World's Largest
Ride-Share Company*



*Subscription Media
Streaming Company*



*Major Healthcare
Provider*



*Top Global
Airline*



*Global Consumer
Electronics Company*



*Leading Cloud
Company*



*Global Technology
Company*



*Largest Retail
Disruptor*



CONCENTRIX

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Different by Design

We focus on 5 key verticals and high value solutions



Healthcare



Insurance



Automotive



Banking



Technology

- High compliance
- High investment
- Barriers to entry
- Deeper engagement

~65%

of overall
business

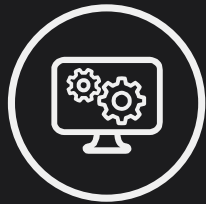
Growing
faster

than rest of
business



Our investment in technology differentiates us

We're making bets that will drive additional margin expansion as we see scale and leverage from these investments.



Automation
& RPA



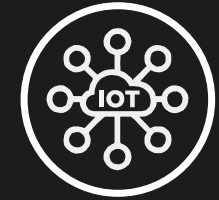
VOC &
Analytics



Platforms &
App Development



Social Care



IOT



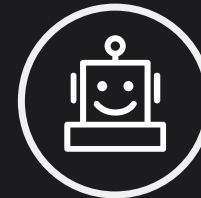
Connected
Devices



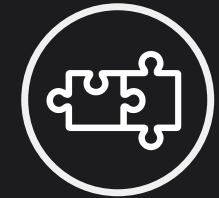
IVR



User Design



AI

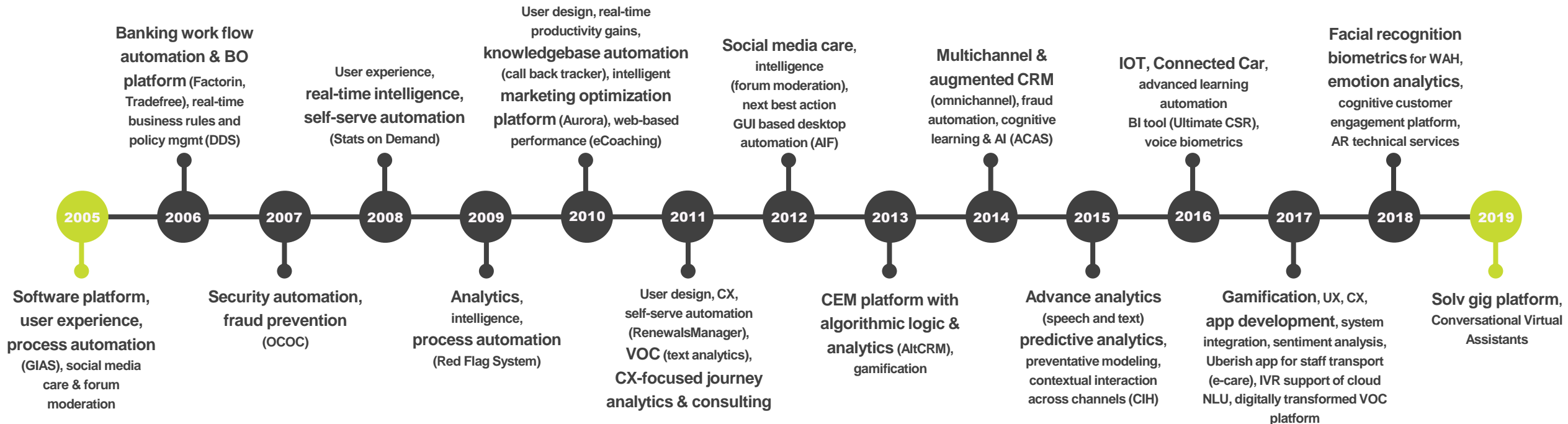


System
Integration



Innovation is in our DNA

We have provided technology-infused solutions for longer than a decade.



Our unique access and view



Recognized as a leader



Industry Awards

76 awards in 2018

20 awards in Q1 2019 (FY)

- Innovation in Business to Business Services - Stevie Asia Pacific Awards
- Workforce Management: Best Inclusion and Diversity Strategy - Brandon Hall
- Dream Company to Work For - Asia Best Employer Brand Awards
- Best New Improved Product or Service - UK Customer Experience Awards
- Inspirational Leadership, Special Awards - CCA Global Excellence Awards



Client Recognition

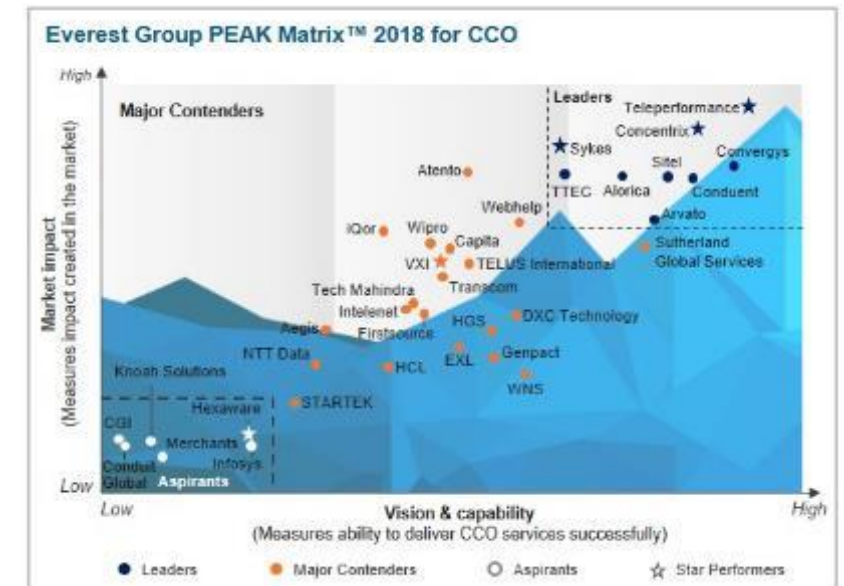
89 client awards in 2018

37 client awards in Q1 2019 (FY)

- Customer Obsession Awards - Global eRetailer
- Best Creative Thinking Partner - Global Technology Company
- Outstanding Service Award - Top Healthcare Provider
- Best Vendor Partner Award - Top India Insurance Company
- Service Excellence Award - Global Travel/Transportation Company

Everest Group recognizes us as a PEAK LEADER

- 4th time as a leader
- A star performer based on movement
- High buyer satisfaction scores
- A leader in market impact

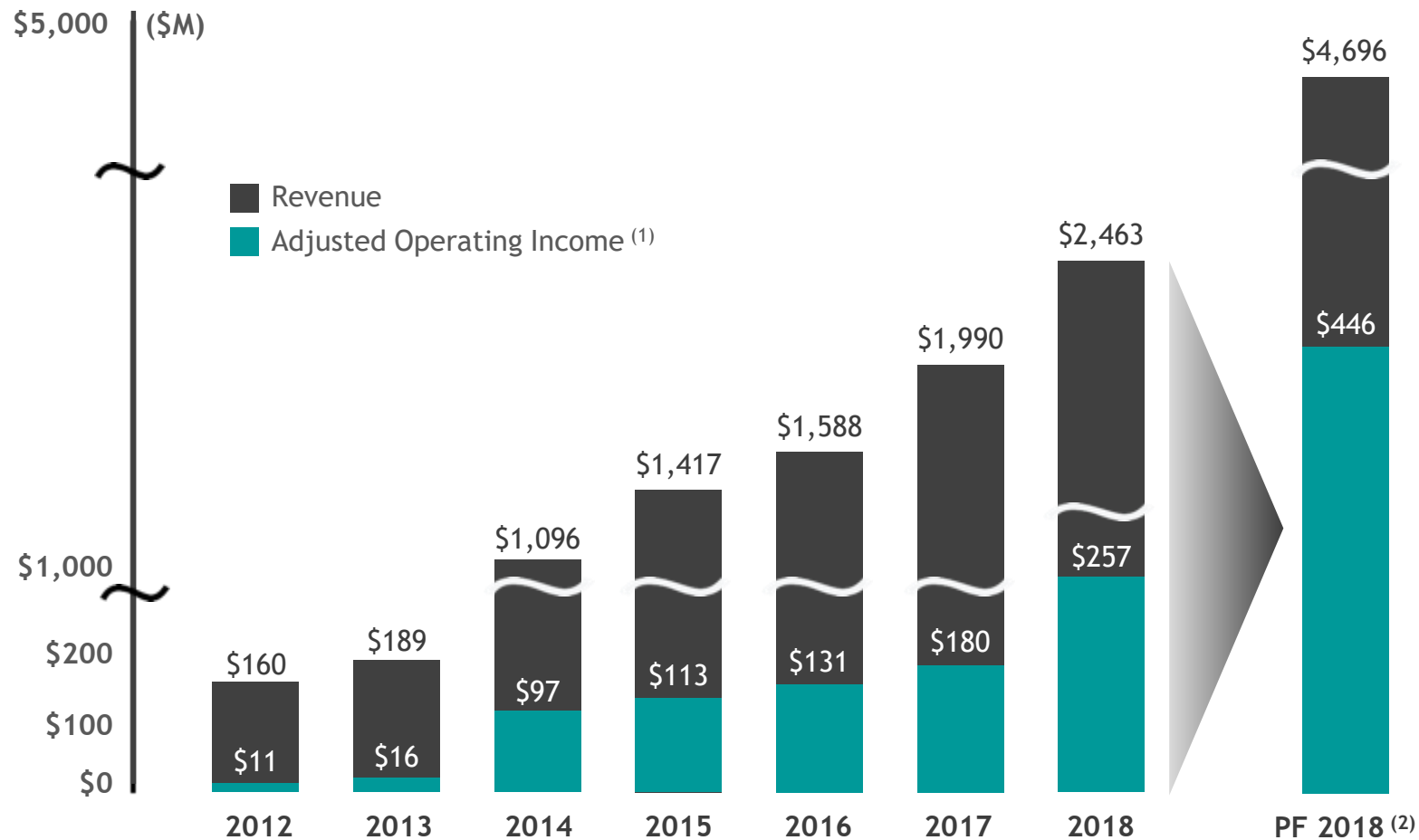


Analyst Top Box Mentions



Financial performance

Strategic investments and strong organic growth driving step changes in financial profile



(1) Non-GAAP Measure. See pages 14 & 15 for definitions of Non-GAAP Measures and a reconciliation such measures to GAAP.

(2) Pro forma 2018 financials includes full year financials for Convergys.



Investment Highlights



Recognized global leader in the market



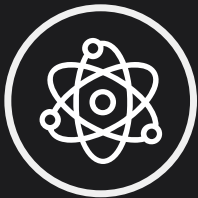
Well positioned in an evolving, yet attractive market



650+ clients base - vast majority name brand, unicorns or major players in their marketplace



Strong portfolio of capabilities



Investments in disruptive technologies, applications and services



Attractive financial profile and strong cash flow generation



Non-GAAP Financial Measures

Use of Non-GAAP Financial Measures

To supplement the financial results presented in accordance with GAAP, SYNEX uses Revenue in constant currency, adjusted selling, general and administrative expenses, adjusted operating income, adjusted operating margin, adjusted earnings before interest, taxes, depreciation and amortization, non-GAAP net income attributable to SYNEX Corporation, non-GAAP diluted earnings per share (“EPS), and adjusted return on invested capital, which are non-GAAP financial measures that exclude the amortization of intangible assets, restructuring costs, acquisition-related and integration expenses and the related tax effects thereon. In the fiscal year 2018, non-GAAP net income and non-GAAP diluted earnings per share also exclude the impact of an adjustment relating to the enactment of the Tax Cuts and Jobs Act of 2017. This adjustment includes a transition tax on accumulated overseas profits and the remeasurement of deferred tax assets and liabilities to the new U.S. tax rate.

SYNEX management uses non-GAAP financial measures internally to understand, manage and evaluate the business, to establish operational goals, and in some cases for measuring performance for compensation purposes. These non-GAAP measures are intended to provide investors with an understanding of SYNEX’ operational results and trends that more readily enable investors to analyze SYNEX’ base financial and operating performance and to facilitate period-to-period comparisons and analysis of operational trends, as well as for planning and forecasting in future periods. Management believes these non-GAAP financial measures are useful to investors in allowing for greater transparency with respect to supplemental information used by management in its financial and operational decision-making. As these non-GAAP measures are not calculated in accordance with GAAP, they may not necessarily be comparable to similarly titled measures employed by other companies. These non-GAAP financial measures should not be considered in isolation or as a substitute for the comparable GAAP measures, and should be read only in conjunction with the Company’s consolidated financial statements prepared in accordance with GAAP. A reconciliation of SYNEX’ non-GAAP financial information to GAAP is set forth in the following slide.

Definition of Non-GAAP Financial Measures included in this presentation:

- Adjusted operating income, which is operating income as adjusted to exclude acquisition-related and integration expenses, restructuring costs and the amortization of intangible assets.



Reconciliation of GAAP to Non-GAAP Financial Measures

Amounts in \$'000

	Fiscal year ended November 30,						
	2012	2013	2014	2015	2016	2017	2018
Concentrix							
Revenue	\$ 159,522	\$ 189,463	\$ 1,096,214	\$ 1,416,670	\$ 1,587,736	\$ 1,990,180	\$ 2,463,151
Operating income	6,376	3,249	2,455	51,127	63,877	114,623	144,761
Acquisition-related and integration expenses	-	8,394	43,036	10,109	10,393	1,057	37,490
Restructuring costs	-	-	-	-	4,255	-	-
Amortization of intangibles	4,407	4,041	51,623	52,126	52,833	64,252	74,325
Adjusted operating income	\$ 10,783	\$ 15,684	\$ 97,114	\$ 113,362	\$ 131,358	\$ 179,932	\$ 256,576