

Resilient performance reflects continued growth ahead of the market, strong profitability and record cash flow, driving shareholder value

TOTAL REVENUES

\$44.3B

⬆️ increase of 4% in local currency and 3% in USD

GEOGRAPHIC MARKETS Revenues and Growth in Local Currency



North America



Europe



Growth Markets

INDUSTRY GROUPS

Revenues and Growth in Local Currency

Communications,
Media & Technology



Financial Services



Health &
Public Service



Products



Resources



EPS (GAAP)

\$7.89

⬆️ 7% increase

EPS (Adjusted)

\$7.46

⬆️ 1% increase excluding \$0.43 of gains on an investment

RETURNING CASH TO SHAREHOLDERS

Record free cash flow

\$7.6B

free cash flow to (adjusted) net income ratio of 1.6

Share repurchases

\$2.9B

Cash dividends paid

\$2.0B

\$3.20 per share, a 10% increase over prior-year dividends

Cash balance

\$8.4B

Increase of \$2.3B from the end of FY19

Total cash returned

\$5.0B

OPERATING MARGIN

14.7%

⬆️ 10 bps increase

SERVICES

Approx. FY20 revenues

	Revenues (\$ USD)	% of Revenues	Est'd % Growth in Local Currency
Strategy & Consulting	\$13B	30%	Low single-digit decline
Technology Services	\$25B	56%	Mid single-digit growth
Operations	\$6B	14%	High single-digit growth
TOTAL	\$44B	100%	4%

"THE NEW" - DIGITAL, CLOUD, SECURITY SERVICES

Approx. FY20 revenues

\$30B*

approx. 70% of revenues about 10% growth in local currency

	Revenues (\$ USD)	% of Revenues	Est'd Growth in Local Currency
Digital	\$23B	52%	10%
Cloud	\$12B	28%	13%
Security	\$3B	7%	26%

* Revenues for "the New" include Digital-, Cloud- and Security-related services, net of estimated overlap

RECORD NEW BOOKINGS

\$49.6B

10% increase in local currency

Results in line with expectations, reflecting continued demand for our services, strong profitability, and record free cash flow

TOTAL REVENUES

\$10.8B

⬇️ decrease of 1% in local currency and 2% in USD

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EPS (GAAP)

\$1.99

⬆️ 14% increase

EPS (Adjusted)

\$1.70

⬆️ 2% decrease excluding \$0.29 of gains on an investment

RETURNING CASH TO SHAREHOLDERS

Record free cash flow

\$3.0B

Cash balance

\$8.4B

Increase of \$2.0B from the end of Q3

Share repurchases

\$590M

Dividends paid

\$509M

Quarterly cash dividend declared in September 2020

\$0.88 per share

Increase of \$0.08 per share or 10% over our previous quarterly dividend declared in June 2020

OPERATING MARGIN

14.3%

⬆️ 10 bps increase

SERVICES

Revenue Growth in Local Currency

Strategy &
Consulting

low teens decline

Technology

mid single-digit growth

Operations

high single-digit growth

"THE NEW" – DIGITAL, CLOUD, SECURITY SERVICES

Approximately

70%

of revenues
low single-digit growth

NEW BOOKINGS

\$14.0B

9% increase in local currency