# 2017 INFORMA INVESTOR DAY

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# GROWTH & CAPABILITY

STEPHEN A. CARTER GROUP CHIEF EXECUTIVE

GARETH WRIGHT GROUP FINANCE DIRECTOR informa

## 2017 INFORMA INVESTOR DAY: AGENDA



INFORMA INVESTOR DAY: 15 JUNE 2017

## ATTRACTIVE INTERNATIONAL MARKETS



## **INFORMA INVESTOR DAY: NOVEMBER 2015**



## Key Themes

Growth Acceleration Plan: Progress to date Focus on Academic Publishing (Taylor & Francis) and Global Exhibitions

#### Academic Publishing: Content Depth and Operating Efficiency

- The strength of Academic Journals
- Focus and depth in Scholarly and Reference-led Academic Books
- Digital investment and Academic Services

#### **Global Exhibitions:** Maximising the Growth Opportunity

- Industry dynamics and growth drivers
- The ambition: Exhibition Organiser to Market Maker
- US entry strategy and focus on Construction & Real Estate

#### **Operational & Financial Update:** Improving Financial Discipline

- GAP programme and operational fitness
- Divisional structure and management
- · Increased working capital and cashflow discipline



## **ACADEMIC PUBLISHING: TAYLOR & FRANCIS**

#### New Leadership:

## Annie Callanan



- Experienced leader of information services and technology businesses
- Track record of delivering operational improvement, innovation and shareholder value
- Deep knowledge and expertise in digital platforms
   and technology
- Currently serving as CEO, Quantros
  - COO Systech International
  - COO ProQuest
- Relocating from US to UK

## ACADEMIC PUBLISHING: TRADING ON TRACK

STRENGTH	Strong renewals and consistent growth in Academic Journals
CONSISTENT	Solid performance in upper level scholarly research and reference-led Academic Books
FOCUS	No further deterioration in Lower Level textbooks; further focus through Garland disposal
INVESTMENT	Continued investment in discoverability; expansion of digital services through Colwiz
GROWTH	Continue to target underlying growth similar to last year in 2017

## ACADEMIC PUBLISHING: FUTURE GROWTH & OPPORTUNITIES

<b>tive</b>	<b>Robust</b>	<b>Cash</b>
Underlying revenue growth	Adjusted operating margins	Consistently strong generation
<b>International</b>	<b>Strength</b>	<b>Open</b>
Expand presence and	Consistent growth and strength in peer	Continued expansion and innovation
partnerships overseas	review, scholarly journals	in Open Access Publishing
<b>Discover</b>	<b>Data</b>	<b>Services</b>
Investment in granular digitisation	Enhanced analytics to	Expansion of Academic Digital
and discoverability	drive customer insight	Services offering

SCALE BUSINESS WITH ATTRACTIVE MARGINS AND STRONG CASHFLOW

The goal is simple but demanding: to progressively return every part of our business to growth, and to simultaneously build the capabilities and platforms needed for future scale and consistent performance.

**Informa Annual Report** 2014

Growth Acceleration Plan

## 2014-2017 GROWTH ACCELERATION PLAN

**GAP AMBITION** 



- Aggregate underlying growth of 3%+
- Platform for sustainable future growth
- All four Divisions in growth going into 2018



- Functional discipline and expertise
- Operational fitness
- Capacity and capability for future scale

## 2014-2017 GROWTH ACCELERATION PLAN FRAMEWORK



## ENHANCED CAPABILITIES THROUGH GAP

OPERATIONAL FITNESS			
Divisional Operating	Strengthened Senior	M&A Focus	Strengthened Finance
Structure	Management	and Experience	and Treasury
3-Year Planning	Operating Metrics	Group and Divisional	Communication
Discipline		Strategy	and Culture
Customer Focus	Equity Incentives	Strengthened Finance Systems	Technology Platforms
Risk and Compliance	Board Depth	Talent Development	Advertising and Marketing
	and Breadth	and Training	Capability
Increased	Increased	Increased	Increased
Revenue	Earnings	Free Cash Flow	Dividends

## ENHANCED FINANCIAL CAPABILITIES THROUGH GAP

FINANCIAL FITNESS			
Upgraded Finance	Relocation and expansion of Treasury team	Strengthened Risk and	Group Authority
Systems		Compliance Function	Framework
3-Year Business	Divisional Operating	Forecasting Consistency	Re-domicile to UK
Planning	Metrics	and Rigour	
Working Capital	Capital Investment	Balance Sheet Leverage	Long-term Flexible
Management	Committee		Financing
Order to Cash Efficiency	Revenue to Profit Conversion	Profit to Cash Conversion	Capital Allocation Discipline
Increased	Increased	Increased	Increased
Revenue	Earnings	Free Cash Flow	Dividends

## **INVESTMENT FOR GROWTH**

#### GAP INVESTMENT

c. £90m over three years

Catch-up investment

Product refresh

Platform upgrade

Technology capacity

Electronic to digital

#### FUTURE INVESTMENT

Capex 3-5% of revenue (1-2% in GE/K&N; 4-5% in AP/BI)

Continuous reinvestment for growth

**Product innovation** 

Platform enhancement

Technology capability

Enhanced digital

VIRTUOUS CIRCLE OF HIGHER SUSTAINABLE GROWTH AND REINVESTMENT

**AP**: Researcher

**AP:** Research

**AP**: Evidence-based

Networking

Lifecycle

**AP**: Enhanced CRM

**AP**: Enhanced Content

platform

**AP**: Unified Books and

**Iournals** Experience

Management

**GE**: Enhanced

Customer Insights

## ENHANCED PRODUCTS AND PLATFORMS THROUGH GAP

		<b>AP</b> : Analytics		GE: Market Maker	offerings
		capability	<b>AP</b> : Data visualisation	Platform	GE: Customer
		GE: Global Web	GE: Enhanced digital	GE: Sales order	Analytics Insights
		Platform	marketing	processing	<b>GE</b> : Personalised
		<b>GE</b> : Marketing Automation platform	<b>GE</b> : Global Data Platform	<b>GE</b> : Global Sales CRM	marketing
		K&N: CORE publishing & media	K&N: E-commerce	K&N: CORE web	K&N: L&PD rollout
		capabilities	enhancement	rollout 3	<b>BI</b> : Agra Insight
		K&N: CORE web	K&N: Salesforce enhancement	K&N: Social platform enhancement	platform upgrade
		rollout 2	emancement	BI: E-Commerce	BI: Crop Protection
		K&N: Vertical	K&N: Pricing Model	platform	Portal and data service
		Constellations		<b>BI</b> : Next Gen Pharma 1	BI: Fertilizer Portal
		BI: LLI Re-platform	BI: TAS 2	and new data feeds	and data service
	<b>AP:</b> Book Content Platform	<b>BI</b> : Analytics POC	<b>BI</b> : SFDC Finance Migration	<b>BI</b> : Phase 3 release - FOL	<b>BI</b> : Next Gen Pharma 3 and new data feeds
	K&N: CORE web	<b>BI</b> : MAP platform	<b>BI</b> : Citeline authoring	BI: Maritime Insight	BI: Self Service
	rollout l		<b>BI</b> : Early access	Platform	website
	<b>BI</b> : Scrip Insight Platform	BI: Shop Window	rolling Pharma launches	<b>BI</b> : Agra Insight Platform	BI: ID & Entitlement
	<b>BI</b> : DMHC TM1 forecasting	<b>BI</b> : Addition of SOC data	<b>BI</b> : Commodities Portal and Data Services	<b>BI</b> : 2 <sup>nd</sup> Pharma API upgrade launch	BI: CPQ platform
<b>K&amp;N:</b> Launch of CORE platform	BI: LLI Marketing Site	<b>BI</b> : Addition of EPI data	<b>BI</b> : Pharma Insight Products	<b>BI</b> : IEG Phase 2 release	<b>BI</b> : Next Gen Pharma 2 and new data feeds
<b>BI</b> : Vertical Brand structure	<b>BI</b> : DMHC disease additions	<b>BI</b> : SFDC single customer view	<b>BI</b> : 1 <sup>st</sup> Pharma API upgrade launch	<b>BI</b> : LLI data upgrade and geo-location	<b>BI</b> : 3 <sup>rd</sup> Pharma API upgrade launch

#### 2016 - 2018

## **POST-GAP FINANCIAL FRAMEWORK**

INFORMA GROUP	3%+ underlying revenue growth Consistent margins over 30% Continuous re-investment for growth
GLOBAL EXHIBITIONS	5%+ underlying revenue growth Market-leading margins
BUSINESS INTELLIGENCE	3%+ underlying revenue growth Improving margins with growth
KNOWLEDGE & NETWORKING	Positive underlying revenue growth Improving margins with mix
ACADEMIC PUBLISHING	Consistent underlying revenue growth Strong margins (with currency variability)

INFORMA INVESTOR DAY: 15 JUNE 2017

## **INCREASED BALANCE AND BREADTH**



Pre-booked / Recurring / Visible Revenue = 60%+

## **INCREASED BALANCE AND BREADTH**



INFORMA INVESTOR DAY: 15 JUNE 2017

## 2017 INFORMA INVESTOR DAY: AGENDA



INFORMA INVESTOR DAY: 15 JUNE 2017

## **BUSINESS INTELLIGENCE: THE JOURNEY TO GROWTH**

# Pat CEC

#### Patrick Martell CEO Business Intelligence

**SPEAKERS** 



#### **Lara Boro** Group MD Business Intelligence

#### Gary Nugent Group MD Business Intelligence

Kate Spellman President, Marketing Services

#### TOPIC

#### **Business Intelligence**

The Journey to Growth Opportunities From a Fully Integrated Penton

#### Pharma

Product and Platform Innovation Vertical Profile: Pharma

#### **AgriBusiness**

Customer Focus and Sales Excellence Vertical Profile: AgriBusiness

#### **Marketing Services**

**Growth Opportunity** 

## THE MARKET AND OUR BUSINESS

#### MARKET CHARACTERISTICS

- Business data and information
- Large and growing market
- Relatively fragmented
- International with US bias
- · Specialist niche segments

#### **OUR BUSINESS**

- Subscription-based revenue
- Organised around six end market verticals
- Narrow and deep niche focus
- Strong brands in niches
- Consulting and Marketing Services



Source: Outsell (B2B Media & Business Information Market, \$bn)

#### OUR VERTICALS AND BRANDS



## **BUSINESS INTELLIGENCE SNAPSHOT**

Business Intelligence provides specialist data-driven intelligence and insight to businesses, helping them to make better decisions faster.



**REVENUE BY VERTICAL** 

#### **REVENUE BY TYPE**

#### **REVENUE BY REGION**





## 2014-2017 GROWTH ACCELERATION PLAN

#### Objective

## Organic revenue growth

- Skills and capability investment (Sales, Product, Technology, Sector Specialists)
- Restructure around market verticals
- Focus on customer retention & subscription revenues
- Invest in product, people & technology to drive new business
- Align incentives to revenue growth and performance



## APPROACH AND KEY INITIATIVES

**PROCESS** 

**KEY INITIATIVES** 



## THE JOURNEY TO GROWTH: OPERATIONAL FITNESS

2013	2017 -
<ul> <li>Archipelago of businesses</li> </ul>	<ul> <li>Market-facing verticals, focused portfolio</li> </ul>
• UK-centric culture; underweight US	<ul> <li>International business with growing US footprint</li> </ul>
Dated technology infrastructure	Refreshed platforms, cloud hosting
Underinvested products	Embedded product development cycles
Customer management	Customer prioritisation
<ul> <li>Distributed knowledge and processes</li> </ul>	<ul> <li>Functional expertise: Sales, IT, Product</li> </ul>
US/Asia operations managed from UK	<ul> <li>Regional management teams for US &amp; APAC</li> </ul>

## THE JOURNEY TO GROWTH: OPERATING METRICS

<b>OPERATING METRIC</b>	2013 🛇	2017 🗇
Annualised Contract Values (ACV)	• Falling	• Rising
Value Renewal Rate	• 70 - 75%	• c.90%
• Pre-Expiry Renewal Rate	• <40%	• >70%
New Business Value Rate	• Falling	• Rising
Active users per month (subscriptions)	• 138k	• 175k (+27%)
• Average monthly unique visitors (marketing services)	• 8.6m	• 12.5m (+44%)
<ul> <li>Average pages per session from Known Users (marketing services)</li> </ul>	• 2.63	• 3.25 (+24%)
• Organic Revenue Growth	• -4% to -9%	• >1.1%

## OPERATING STRUCTURE: ORGANISED AROUND END MARKETS



## **BUSINESS INTELLIGENCE GROWTH OPPORTUNITY**

#### HELPING CUSTOMERS MAKE BETTER DECISIONS FASTER

#### CORE REVENUE: SUBSCRIPTIONS (75%+ revenue)

- Intelligence
- Insight

#### <u>CONTINGENT REVENUES:</u> MARKETING SERVICES (10%+ revenue)

- Content
- Audience
- Brand

#### CONSULTING (5%+ revenue)

- Custom market research
- Expert market analysis
- Strategic market advice



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## **GROWTH OPPORTUNITY: CONSULTING**





# Opportunities From a Fully Integrated Penton

Patrick Martell CEO Business Intelligence



## PENTON SNAPSHOT



## FULL COMBINATION WITH INFORMA



INTEGRATION AND SYNERGY PLAN AHEAD OF SCHEDULE

## FULL COMBINATION WITH BUSINESS INTELLIGENCE



#### **EFFECTIVE INTEGRATION**

- Smooth combination with relevant BI verticals
  - Transportation
  - Industry & Infrastructure
- Updated management structure
- Administrative functions aligned (HR, Finance, Ops)
- Full systems integration progressing

#### **OPERATING AND REPORTING AS A SINGLE BUSINESS**

## **BENEFITS & OPPORTUNITIES FROM A FULL COMBINATION**

CONTENT	Both specialist content and data businesses
BRANDS	Powerful combined portfolio of niche brands
AUDIENCE	Build, understand and monetise specialist audiences through content and brands
SCALE	Increased scale in verticals and across North America
EXPERTISE	Leverage Informa subscription knowhow and Penton Marketing Services capabilities



## Customer Focus & Sales Excellence

Gary Nugent Group MD, Business Intelligence


## **OVERVIEW**



#### SALES & MARKETING

#### Subscriptions / Marketing Services / Consulting / Other

## CUSTOMER FOCUS & SALES EXCELLENCE

KPIs	Are we doing what we said we would do? Is it having the desired effect?
STRUCTURE	From product to market and customer-centric coverage
TALENT & INCENTIVES	Incentives aligned to performance and growth
CUSTOMER MANAGEMENT	Selling is a team sport: Customer Engagement Programme
CLIENT SERVICES	Recognising the product is not just the product
BRAND & MARKETING	Brand refresh: Precision, Authority, Forward Focus and Connected

#### PRIORITY: RETAIN AND GROW EXISTING CUSTOMERS

# **Agribusiness Profile**

## AGRIBUSINESS SNAPSHOT

#### AGRIBUSINESS MARKET CHARACTERISTICS

- Demand for more, better quality food on the rise
- Supply & demand is global and volatile
- Investment to optimise fragmented, opaque supply chains
- Investment in bio-chemistry and digital to drive productivity and yield
- · Hunger for data, forecasts and decision support services

## OUR REVENUE MIX



Subscriptions Marketing Services Consulting Other

#### OUR KEY BRANDS



#### OUR GEOGRAPHIC FOOTPRINT



## EXPERT INTELLIGENCE ACROSS THE VALUE CHAIN



## AGRIBUSINESS: IEG VANTAGE GAP ILLUSTRATION



- Deep analysis of market impacts affecting crops & livestock commodities
- Provides critical supply, demand, price & trade data and proprietary forecasts
- Unrivalled breadth of coverage and depth of intelligence

- Broad appeal across the Agribusiness value chain, with focus on growth segments
- Buyers, traders, analysts etc.
- Enables clients to develop optimal trading, purchasing and investment strategies

## **AGRIBUSINESS: GAP ENHANCEMENT**



- Fragmented
- Inconsistent
- Electronic
- Poor customer experience





Always have the answer

- Unified vertical identity
- Connected and consistent through channels
- Digital
- Enhanced customer experience



## Product & Platform Innovation

Lara Boro Group MD Business Intelligence



## **OVERVIEW**



#### **PRODUCT & PLATFORM STRATEGY**

Subscriptions / Marketing Services / Consulting / Other

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Charts and numbers are pro-forma estimates, including a full year of Penton

## CUSTOMER FIRST PRODUCT MANAGEMENT

CAPABILITY	Product Management Experts
COMMON FRAMEWORK	Pragmatic Marketing
CUSTOMER FOCUS	Outside-In Development Approach
COMMERCIAL BUSINESS CASES	GAP Governance Framework
INNOVATION	Technology, R&D Team, Partnership
TRACKING AND MEASUREMENT	Lead KPIs, Innovation Index

PRIORITY: INVEST IN KEY INTELLIGENCE ASSETS, SIMPLIFY INSIGHT PORTFOLIO

## PRODUCT STRATEGY AND ARCHITECTURE



# Pharma Profile

## PHARMA SNAPSHOT

#### PHARMA MARKET CHARACTERISTICS

- c.\$12bn pharma information/solutions market
- Global, highly regulated, yet dynamic
- \$60bn annual spend on R&D
- High risk drug development:
  - \$2.5bn cost
  - 10-15 years to develop
  - 90% failure rate

#### OUR KEY BRANDS



## OUR REVENUE MIX 2016PF Subscriptions Marketing Services Consulting Other

#### OUR GEOGRAPHIC FOOTPRINT



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## PHARMA: CUSTOMER SEGMENTATION

#### **4 CORE CUSTOMER GROUPS**

#### Pharma & Biotech Companies

e.g. GlaxoSmithKline, Amgen

#### Contract Research Organisations

e.g. Covance, Parexel

Medtech Companies e.g. Boston Scientific, Teleflex

Professional Services: Consultants, Agencies e.g. Bain & Co, Omnicom









## PHARMA: PRODUCT STRATEGY & ARCHITECTURE



## PHARMA: TRIALTROVE PRODUCT & GAP ENHANCEMENT



- Intelligence, data and analysis on completed and ongoing clinical trials
- Informs critical R&D strategy decisions
- Market leading solution in all major Pharma's and clinical research organizations (CROs)
- INFORMA INVESTOR DAY 15 JUNE 2017

- GAP funded platform rebuild, developed in conjunction with customers
- Enhanced capabilities preserve and extend market leadership position
- Includes APIs to embed in customer platforms

## PHARMA: GAP INVESTMENT

#### PHARMAPREMIA: MONETIZING OUR DRUG DATA FOR PREDICTIVE ANALYTICS



Enables rapid evaluation of drug success rates and helps manage R&D portfolio risk across full range of pharma players for different disease trials



# Marketing Services Opportunity

Kate Spellman President, Marketing Services



## **BUSINESS INTELLIGENCE GROWTH OPPORTUNITY**

#### HELPING CUSTOMERS MAKE BETTER DECISIONS FASTER

CONSULTING

CORE REVENUE: SUBSCRIPTIONS (75%+ revenue)

- Intelligence
- Insight

#### CONTINGENT REVENUES: MARKETING SERVICES (10%+ revenue)

- Content
- Audience
- Brand

## **CONSULTING** (5%+ revenue)

- Custom market research
- Expert market analysis
- Strategic market advice

## **SUBSCRIPTIONS**



MARKETING SERVICES

## OUR APPROACH

- 1. Deepen and expand client relationships from traditional advertising to marketing campaigns built on audience reach
- 2. Leverage our brands and scale to develop advantaged capabilities versus competitors (audience knowledge)
- 3. Offer full capabilities to enable turnkey programs and make it easy for our customers
- 4. Focus on integrated, high value programs that:
  - Don't compete with agencies
  - Have high margin
  - Scale and renew
  - We can deliver

## PRODUCT/SERVICES SOLUTIONS FOR MARKETING REVENUE

#### **Advertising**

Ads are designed to drive engagement and awareness

- Display: generic banner ads
- Native: ads embedded within a site providing a high degree contextual relevance
- **Targeted:** placing ads to a clearly defined audience based on first party data (e.g. eNewsletters)
- **Direct:** variety of media to communicate directly to customers (e.g. email)
- **Print:** print advertising solutions (e.g. Supplements)



Creating and distributing valuable, relevant content to attract, engage and retain a clearly-defined audience (measurability/ROI)

- Social media
- Case studies
- Blogs
- White papers, essential guides
- Microsites
- Research reports
- Website content
- Data solutions
- Video
- · Webinars/webcasts
- Campaign management

#### **Events**

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H	

Event related marketing either through the organisation of industry relevant events or through sponsorship (online & in-person)

- In-person events (e.g. award ceremony, conference, gala etc.)
- Virtual events
- Event sponsorship
- Streaming video

#### AUDIENCE

demos, segmentation, insight, intent, consumption

## CASE STUDY

#### **EXAMPLE:** Large manufacturing company launching new product

#### **NEED:** To fill sales pipeline



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## OUR ADVANTAGE



## AUDIENCE AT THE CENTER

#### ENGAGEMENT PROCESS



#### Informa Marketing Services

## GLOBAL POWERHOUSE OF BRANDS WITH DEEP AUDIENCE RELATIONSHIPS



## MARKETING SERVICES POTENTIAL AT INFORMA







# Future Growth & Opportunity

Patrick Martell CEO Business Intelligence



## FULLY COMBINED INFORMA AND PENTON

#### PROGRESS

- Integration ahead of plan
- Synergies on track
- People & culture fit
- Penton brand
- Full systems integration underway
- Operating and reporting as a single business

#### CONTRIBUTION

- Strong niche brands
- Subscription assets
- Market leading events
- Digital brands and expertise
- Marketing Services capability and capacity
- US scale

#### **OPPORTUNITIES**

- Informa subscription expertise
- Scale in growth verticals
- Cross marketing of products
- Operating efficiencies
- Monetisation of Informa audiences/relationships
- International expansion
  and geo-cloning

#### AHEAD OF INTEGRATION PLAN AND FUTURE GROWTH OPPORTUNITIES

## THE FUTURE OPPORTUNITY FOR BUSINESS INTELLIGENCE



#### PREDICTABLE, GROWING, CASH GENERATIVE INFORMATION SERVICES BUSINESS

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#### 2017 INFORMA INVESTOR DAY: AGENDA



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### KNOWLEDGE & NETWORKING: SIMPLIFY, FOCUS, GROW



## **OPERATING STRUCTURE: ORGANISED AROUND VERTICALS**



## THE MARKET AND OUR BUSINESS

#### MARKET CHARACTERISTICS

- Face-to-Face
- Content-driven events
- Large, diverse and competitive market
- International
- Cyclicality

#### **OUR BUSINESS**

- Organised around Verticals: TMT, Life Sciences, Global Finance + SSMEs
- Refocused on High Impact Event Brands
- Community engagement model
- Content with high utility and monetary value
- Delegate, Sponsorship & Partnership revenues

#### MARKET GROWTH

US spend on B2B lead generation through conferences



#### OUR VERTICALS AND BRANDS



## **KNOWLEDGE & NETWORKING SNAPSHOT**

The Knowledge & Networking Division organises content-driven events and programmes that provide a platform for communities to meet, network and share knowledge.



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## SIMPLIFY, FOCUS, GROW: HISTORICAL DISTRIBUTED PORTFOLIO



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### 2014-2017 GROWTH ACCELERATION PLAN


# FOCUS, SIMPLIFY, GROW: OPERATIONAL FITNESS

# 2013

- Archipelago of businesses
- Multiple verticals, multiple languages and multiple geographies
- Multiple, separate P&Ls
- In year profit-share incentives
- Limited investment
- Limited revenue/customer performance data
- Minimal focus on technology

- Single business organised around verticals
- Focus on key verticals with three main operational hubs (US, Europe, Dubai)

2017

- One unified 8-person Operating Board
- Growth oriented, target-based incentives
- Focus, refresh and investment in event experience
- Customer analytics and CRM platform
- Refreshed platforms, digital platform and marketing capabilities

# ORGANISE AROUND VERTICALS



# PORTFOLIO IMPROVEMENT



# FOCUS ON HIGH IMPACT EVENT BRANDS IN VERTICALS

#### **Top 30 Events = c. 32% of event revenue\***

	Global Finance			L	life Scien	ices					TI	ЛТ				SSME	
Inside ETFs US Finovate Europe SuperReturn International	Finovate Spring GAIM Ops Cayman FundForum Internaitonal Finovate Fall	SuperReturn Asia SuperInvestor RiskMinds International	BioTech Showcase East/West CEO Conference	Bio Process International West	Bio Process International Europe TIDES	Boston CEO Conference Bio Process International LIS	Bio Europe	Partnership in Clinical Trials	Antibody Engineering TV Connect	Channel Partners Conference & Expo Internet of Things US	Critical Communications World	5G / LTE World Summit	Channel Partners Evolution	Broadband World Forum	Africa Com	Front End of Innovation US TMRE: The Market Research Event	

# SALES EFFECTIVENESS AND DIGITAL CAPABILITY

#### SALES EFFECTIVENESS

- Commercial directors and key accounts
- New remuneration structure rewarding short and medium term performance
- Customer needs and benefits driven
- Salesforce implementation: campaign planning, transparency and forecasting
- Tools and training to drive productivity
- Sales collateral and pricing capabilities

#### DIGITAL CAPABILITY

- Year round customer engagement
- Enhanced digital experience with online payment capability
- Specialist talent: insight, campaign excellence, digital content marketing and agile development
- Standards and best practise for Content Marketing, SEM, SEO, PPC, Paid Social etc.
- New business models for further exploitation across the platform

#### SALES PEOPLE NOW SPEND THEIR TIME SELLING

DIGITAL AS A MARKETING AND ENGAGEMENT PLATFORM

# FROM TRANSACTION TO COMMUNITY ENGAGEMENT MODEL

#### 2014



## 2017 +

Customer & Audience Need	F2F Products	Digital Products
LEARNING & SHARING (Insight Gathering)	<ul> <li>Public Training</li> <li>Onsite Training</li> <li>SME Speakers</li> <li>Workshops</li> </ul>	<ul> <li>Digital Training</li> <li>eNewsletters</li> <li>White Papers</li> <li>Blogs/Vlogs</li> <li>Podcasts</li> </ul>
<b>CONNECTING</b> (Brand Building, Thought Leadership & Lead Generation)	<ul> <li>Sponsorship/ Branding</li> <li>Exhibition Stands</li> <li>Informal Networking</li> </ul>	<ul><li>Webinars</li><li>Native Advertising</li><li>Custom Research</li></ul>
PARTNERING	<ul><li>Structured Networking</li><li>VIP Sessions</li></ul>	Digital Communities
TRANSACTING	• 1-2-1 Meetings	Ecommerce

#### RESTRICTED TRANSACTIONAL F2F REVENUE MODEL

#### ENGAGEMENT-BASED, F2F, DIGITAL AND KEY ACCOUNT-LED REVENUE MODEL

# THE NEW KNOWLEDGE & NETWORKING DIVISION



ATTRACTIVE AND SUSTAINABLE MODEL FOR FUTURE GROWTH

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# **GLOBAL FINANCE VERTICAL SNAPSHOT**





# Life Sciences Vertical

Anna Chrisman MD Life Sciences



# LIFE SCIENCES SNAPSHOT

#### LIFE SCIENCES VERTICAL CHARACTERISTICS

- Rising global healthcare investment
- Scientific progress and discovery
- Defined niche communities
- Investment in R&D and innovation
- Collaboration, knowledge exchange and open source solutions



#### **KEY BRANDS**



#### **GEOGRAPHIC FOOTPRINT**



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# LIFE SCIENCES: CATEGORIES AND BRANDS







- Attractive vertical Biotech growth
- Unique model lead generation through Partnering
- Effective, targeted and valuable networking
- PartneringOne proprietary software platform
- Very high retention rates
- Consistent levels of growth



# **EBD** VALUE THROUGH PARTNERING

"

attend...

...the best opportunity to meet people and expand the network creating new relationships...

#### ...one of the essential events to attend, Partnering is the way to go...



One of the certainties of my calendar...

Perfect networking opportunities via PartneringOne...

What can I say... I met with Bayer, MSD, Merck, JNJ, SGS, Capital Health, Quintiles IMS, Covance...where else could I do that?



# FESTIVALS: BIOTECH WEEK BOSTON

Host	Event/Activity	Monday Sept. 25	Tuesday Sept. 26	Wednesday Sept. 27	Thursday Sept. 28	KEY FACTS
	BioProcess International Conference & Exhibition Cell & Gene Therapy Bioprocessing & Commercialization					<ul> <li>4500 attendees</li> <li>Scientists, investors, technologists and</li> </ul>
	Viral Safety Clinical Developments in Cell & Gene Therapy					executives from 37+ countries
KNect 365	BWB Festival Keynotes					6 content driven     events, one partnerir
	Brewery Tour/Offsite Excursions					meeting, numerous joint social &
	Celebration of Science Women's Dinner					networking components
	Battle of the Bands					• 450+ speakers
EBD	BioPharm America					• 300+ exhibitors
	Start-up Pitch Competition					• 2500+ one-to-one
BOSTON BIOTECH	Cell & Gene Therapy CEO					meetings
BioPharma	Diversity Panel					Celebrating advances
≍conomy	Boston Life Sciences Disruptors					in science, showcasir the Boston life scienc
	Xconomy Awards at Biotech Week Boston	community				
MassBio	CRO/CMO Symposium					





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Investing in the State of Innovation



# **TMT Vertical**

Carolyn Dawson MD TMT



# TMT SNAPSHOT

#### TMT VERTICAL CHARACTERISTICS

- Growing global industry
- Defined niche communities
- Technology convergence and change
- Internet of Things growth
- High levels of innovation



#### **KEY BRANDS**







# TMT VERTICAL: CATEGORIES AND BRANDS

Traditional telecoms events

High-growth, large-scale events focused on new tech

Telco Networks & Services	Broadband & Optical	Media Networks	5G Tech	Μννο	Critical Comms.	London Tech Week	Connecting Africa	Cloud & Enterprise	Connected Innovation
Telco Data Analytics USA Network Virtualization Series MEC Congress Self-Organising Networks World	Broadband World Forum Broadband Latin America Next Generation Optical Networking Series	TV Connect TV Connect MENA OTTtv World Summit	5G Asia 5G MENA	MVNOs Series MVNOs World Congress MVNOs Asia MVNOs North America	Critical Communications World Mission Critical Technologies Series	TECH SUMMIT TECH	Africa Com East Africa Com Nigeria Com West Africa Com	Channel Partners. Channel Partners. EVOLUTION Cloud & DevOps World	TechXLR8 TechXLR8 Asia VR & AR World Smart Cities Summit AI & Machine Learning World
YEAR-ROUND DIGITAL COMMUNITY PLATFORMS									

# NEW LAUNCHES: INTERNET OF THINGS WORLD

# world's largest IoT audience



## IoT BRAND PORTFOLIO

#### Internet of Things World

May 16-18, 2017 Santa Clara, CA

#### Connected Cars & Autonomous Vehicles

May 16-18, 2017 Santa Clara, CA

#### Internet of Things World Europe

June 13-15, 2017 Excel, London

#### Internet of Things World Asia

October 3-5, 2017 Marina Bay Sands, Singapore

#### Enterprise IoT World

October 16-17, 2017 McCormick Place, Chicago

#### Smart Cities Summit

October 16-17, 2017 McCormick Place, Chicago

#### Blockchain 360

October 23-24, 2017 InterContinental, NYC

#### loT Security Summit

October 23-24, 2017 InterContinental, NYC

#### Apps World San Francisco

October 29 – November 1, 2017 San Francisco, CA

#### Smart Home Summit

November 15-16, 2017 Crowne Plaza, Palo Alto

#### IoT Data & Al Summit November 15-16, 2017 Crowne Plaza, Palo Alto

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# FESTIVALS: LONDON TECH WEEK PROFILE





# Future Growth & Opportunities

Andrew Mullins CEO Knowledge & Networking



# **FUTURE GROWTH & OPPORTUNITIES**



FOCUSED AND GROWING BUSINESS WITH MULTIPLE REVENUE STREAMS

STEPHEN A. CARTER GROUP CHIEF EXECUTIVE

# INTERNATIONAL EXPANSION

## **INTERNATIONAL EXPANSION THROUGH TARGETED M&A**

GAP ACQUISITION STRATEGY					
<ul> <li>US Exhibitions focus</li> <li>International scale in verticals</li> </ul>	<ul> <li>Focus on quality of assets, strategic fit</li> <li>Target growth regions and verticals</li> </ul>				



## **GEOGRAPHIC BALANCE AND BREADTH**



INFORMA INVESTOR DAY: 15 JUNE 2017

Update figures?

## **GROUP'S NORTH AMERICAN BALANCE AND BREADTH**



### 2017 INFORMA INVESTOR DAY: AGENDA

Stephen A. Carter Group Chief Executive Gareth Wright Group Finance Director

Patrick Martell CEO, Business Intelligence

Gary Nugent MD, Business Intelligence

Lara Boro MD, Business Intelligence

Kate Spellman President, Marketing Services

Andrew Mullins CEO, Knowledge & Networking

> Anna Chrisman MD, Life Sciences

Carolyn Dawson MD, TMT

Charlie McCurdy CEO, Global Exhibitions

Fred Linder MD, Global Health & Nutrition Network

> Stephen A. Carter Group Chief Executive

INFORMA INVESTOR DAY: 15 JUNE 2017

Expansion, Growth and Scale

# GLOBAL EXHIBITONS: EXPANSION, GROWTH AND SCALE



# THE MARKET AND OUR BUSINESS

#### MARKET CHARACTERISTICS

- Face-to-Face
- Transaction-driven events
- Fragmented
- International
- Barriers to entry

#### OUR BUSINESS

- The Challenger Operator
- Top 3 organiser globally
- 14 of TSNN Top 250 US Exhibitions (excludes Agriculture and International Yachting Exhibitions)
- · Revenue visibility and cash flow
- Market Maker Strategy



#### OUR VERTICALS AND BRANDS



# **GLOBAL EXHIBITIONS SNAPSHOT**

The Global Exhibitions Division organises transaction-oriented Trade Shows and Exhibitions around the world, enabling specialist communities to meet face to face and conduct business.



# 2014-2017 GROWTH ACCELERATION PLAN

#### Objective

Accelerate and scale a small collection of independent exhibitions into a top-performing, global Market Maker

- Identify attractive, growing global vertical markets
- Expand internationally, led by the US, through targeted acquisition programme
- Strengthen management capability through selective additions
- Invest in common operational platforms in key functional areas
- Leverage proven show launch capabilities worldwide
- Create regional hubs and super-hubs for operational and admin support
- Enhance value proposition to both Exhibitors and Visitors

#### SUSTAINABLE ABOVE-INDUSTRY UNDERLYING GROWTH AND MARGINS

# INTERNATIONAL EXPANSION, GROWTH AND SCALE



# INTERNATIONAL EXPANSION, GROWTH AND SCALE

BUI	LD		BUY			
VOLUME	CROSS-SELL		CONSTRUCTION	NUTRITION		
Product innovation, new customers	International scale within verticals		Hanley Wood Exhibitions, Dwell-on-Design	Virgo Publishing, Penton (New Hope Network)		
<b>PRICING</b> Tiered and value based initiatives	<b>LAUNCH</b> New launches and geo- cloning	t	<b>LIFE SCIENCES</b> FIME, Mediconex, Eurogin	AGRICULTURE AgriShow, Penton Information Services		
<b>PRODUCTIVITY</b> Sales effectiveness, CRM, Vendor contracts	<b>M'MAKER</b> Sponsorship, online discovery, data insight, lead-gen		<b>BEAUTY</b> China Beauty, FACE, Vegas Aesthetics	<b>YACHTING</b> Fort Lauderdale Boat Show, Palm Beach Boat Show (YPI Inc)		

# INTERNATIONAL EXPANSION: THE CHALLENGER OPERATOR

#### **GROWTH IN GLOBAL EXHIBITIONS REVENUE**



# FROM EXHIBITION ORGANISER TO MARKET MAKER

Leverage customer relationships and data/digital capabilities to connect buyers and sellers in new and more powerful ways

FOR ATTENDEES	FOR EXHIBITORS	FOR INFORMA
<ul> <li>Search &amp; Discover products and services</li> </ul>	<ul> <li>Year-round quality lead generator inside and outside exhibition</li> </ul>	<ul> <li>Data to understand attendees / exhibitors</li> </ul>
Interact with exhibitors	Connections beyond the floor	Expand beyond the floor
Pre-show planning	Access to active buyers	Access to new budgets
Post-show follow-up	Data to act upon market insights	<ul> <li>Reinforce exhibition performance and quality of attendance</li> </ul>

# **OPERATIONAL INITIATIVES: CUSTOMER VALUE OPPORTUNITY**


# **OPERATIONAL INITIATIVES: CUSTOMER VALUE OPPORTUNITY**

#### THE INTERNATIONAL SURFACE EVENT (TISE) CASE STUDY

- Exhibitions typically have a cost-based approach with earlybird, volume and corner variations to list price
- New pricing approach for TISE 2018
  - Dynamic, value-based options introduced
  - Packages aligned to exhibitor preferences
  - Customer service focus early communication programme, appointment-led, sophisticated on-site sales office
- Targeting incremental yield increase of 3-5%
- Increase in rebooking rate and onsite deposits





#### **3-YEAR PROGRAM TO ROLL OUT CUSTOMER VALUE INITIATIVES**

# **OPERATIONAL INITIATIVES: PRODUCT INNOVATION**

#### DRIVING GROWTH THROUGH BRAND EXPANSION



- Leading Healthcare Exhibition in Middle East
- World Trade Center approaching full capacity
- Ongoing demand
- Additional capacity to sell: 4400+ exhibitors in Jan 2017
- Future growth runway

DELIVERING TWO POWERHOUSE BRANDS, RUN CONSECUTIVELY • A section of Arab Health focused on laboratory equipment

MEDLAB

- Strong brand in its own right with a defined community
- Growing demand
- Scale launch in Jan 2017: Top 20 show on debut with 700+ exhibitors
- Future growth runway

#### STRONG AGGREGATE GROWTH IN 2017 AND REBOOKING FOR 2018

### FROM EXHIBITION ORGANISER TO MARKET MAKER



### **INTERNATIONAL EXPANSION: OPERATIONAL HUBS**



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### FULL COMBINATION OF PENTON AND GLOBAL EXHIBITIONS



#### **OPERATING AND REPORTING AS A SINGLE BUSINESS**

# BENEFITS AND OPPORTUNITIES FROM A FULL COMBINATION

CROSS SELLING	Leverage relationships within Verticals and internationally eg Agriculture, Health & Nutrition
GEO-CLONING	Extend select Penton brands internationally
OPERATIONS	Efficiencies from duplication, shared services and Exhibitions services
CONTRACTS	Improved terms on facilities, venues and hotels; consolidate vendor management
TECHNOLOGY	Roll-out GAP-enabled digital platforms for marketing, sales, event management and websites. Develop Market Maker proposition

# FOCUS ON SELECT, ATTRACTIVE GROWTH VERTICALS

#### THE FEATURES OF ATTRACTIVE VERTICALS IN EXHIBITIONS





# Health & Nutrition Vertical

**Fred Linder** MD Global Health & Nutrition Network



# HEALTH & NUTRITION VERTICAL SNAPSHOT



### THE MARKET: TIPPING POINT INTO THE MAINSTREAM

#### **GLOBAL HEALTH & NUTRITION MARKET GROWTH DRIVERS INGREDIENTS FINISHED PRODUCTS** FRAGMENTATION Highly fragmented supply chain Functional foods & Pre and probiotics ٠ • beverages Vitamins & minerals Natural foods & beverages Proteins & amino acids Non-processed • Global market, with local trends and **Dietary supplements** GLOBAL & LOCAL preferences **US NATURAL PRODUCTS FUTURE GROWTH** Rising demand for healthy and CONSUMER \$bn +122%transparent food supply - clean label, DEMAND natural, organic, Free-From 200 Supplements \$295bn Natural foods 150 Functional Falling trust in large brands paves way foods **NEW PLAYERS** \$205bn for innovation and niche players 100 2016 50 UN Action on Nutrition and **PUBLIC POLICY** +6% Sustainable Development Goals 0 2006 2016 CAGR

# **GLOBAL HEALTH & NUTRITION NETWORK**



UNIQUE POSITION ACROSS THE INTERNATIONAL SUPPLY CHAIN

# **GROWTH AND OPPORTUNITIES**

1.	Maintain positive momentum and growth across all brands
2.	Full combination of Informa and Penton brands with unified leadership across three hubs
3.	Further increase scale to address the full industry value chain and deliver solutions to customers on a global basis
4.	Leverage Informa international network to extend brands and customer relationships; maximise the cross-sell opportunity
5.	Apply digital capability to strengthen market position, deepen customer relationships and generate ancillary revenues

#### MARKET MAKER FOR THE GLOBAL HEALTH AND NUTRITION INDUSTRY

### SPOTLIGHT ON NATURAL PRODUCTS EXPO WEST



#### LARGEST INDIVIDUAL BRAND IN HEALTH & NUTRITION MARKET

#### SPOTLIGHT ON NATURAL PRODUCTS EXPO WEST



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# Future Growth & Opportunities

Charlie McCurdy CEO Global Exhibitions



# FUTURE GROWTH AND OPPORTUNITIES



**TOP-PERFORMING GLOBAL MARKET MAKER** 

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Future Growth & Opportunity

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STEPHEN A. CARTER GROUP CHIEF EXECUTIVE

# FUTURE GROWTH & OPPORTUNITY

INFORMA INVESTOR DAY: 15 JUNE 2017

#### 2014-2017 GROWTH ACCELERATION PLAN

**GAP AMBITION** 



- Aggregate underlying growth of 3%+
- Platform for sustainable future growth
- All four Divisions in growth going into 2018



- Functional discipline and expertise
- Operational fitness
- Capacity and capability for future scale

#### **DIVISIONAL GAP FOCUS**



#### DIVISIONAL GAP DELIVERY





Stephen A. Carter Group Chief Executive



**Gareth Wright** Group Finance Director



**Richard Menzies-Gow** Director of IR, Communications & Brand



Alex Roth **Director of Strategy & Planning** 



**Patrick Martell CEO Business Intelligence** 



Lara Boro Group MD Business Intelligence



**Gary Nugent** Group MD Business Intelligence

**Kate Spellman** President, Marketing Services



**Charlie McCurdy** 

**CEO Global Exhibitions** 



Fred Linder

MD Global Health & Nutrition







**Carolyn Dawson** MD TMT

**Anna Chrisman** 

MD Life Sciences