# Nokia Networks Reinvented

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### Our evolution to continuous improvement

# **FROM:** restructuring and transformation

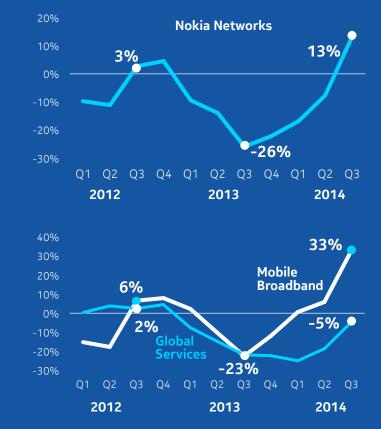


## **TO:** continuous . improvement

- 1. Winning in key markets, expanding partnering and leveraging targeted acquisitions
- 2. Protecting our gross margin performance
- 3. Managing our OPEX: focus and discipline
- 4. Protecting our operating profit performance
- 5. Differentiating through quality and operating model

- 1. Winning in key markets (1/2)
- Execution is critical
- Extremely well-organized global Customer Operations
- Tight sales funnel control
- Sales effectiveness KPIs
- Structures and governance in place
- Clearly defined steps and decision gates
- Leverage customer base for continued upsell opportunities

#### Net sales (year-on-year change)



\*) Numbers shown are non-IFRS results as reported by Nokia. Non-IFRS results exclude special items for all periods.

### 1. Winning in key markets (2/2)

### **Expanding partnering**

- Revenue expansion
- Creating new ecosystems
- Exploiting technology disruptions

#### Extend

Our portfolio & offerings

#### Plug-in

Via open interface to communities

#### **Embed** Partner elements

inside our portfolio

#### Channel

New channels, new customers

### Leveraging acquisitions

- Four acquisitions to date
- Precise technology objectives
- Specific geographic aims



- 2. Protecting our gross margin performance
- Structured transformation delivering continuous improvement in gross margin
- Limited gross margin improvement from contract and country exits
- Majority of gross margin improvement from operational excellence
- Permanent improvements in Mode of Operations
  - Pricing War Room
  - Total Cost of Ownership
  - Regional Delivery
  - Global Delivery Centers Capability

#### Non-IFRS Gross Margin (%)



<sup>(1)</sup> Numbers shown are non-IFRS results as reported by Nokia. Non-IFRS results exclude special items for all periods.

- 3. Managing our OPEX: continued focus & discipline
- Overall reductions in OPEX, while maintaining cost intensity
- Continued optimization of R&D
  - Rebalancing portfolio investments towards growth technologies e.g. 4G, cloud, small cells
  - Shifting costs from high to low cost locations
  - Improved R&D efficiency and quality
- Continuous improvement in SG&A
  - Focused S&M to improve customer acquisition and revenue impact
  - Tight cost discipline in G&A

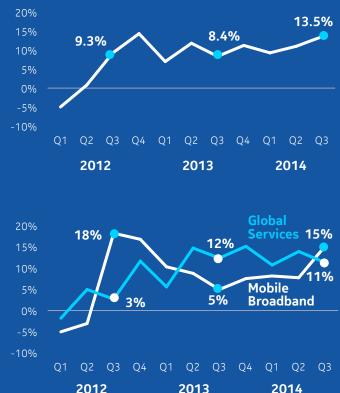


# 4. Protecting our operating profit performance

- Achieved restructuring and transformation targets
- Business model with a strong operating profitability mindset across all areas of the business
- Maximising profitability through continuous improvement of business segment specific levers
- Focus on operating performance
  - Six quarters of double-digit operating profit in Global Services
  - Four quarters of continuous improvement in Mobile Broadband operating profit

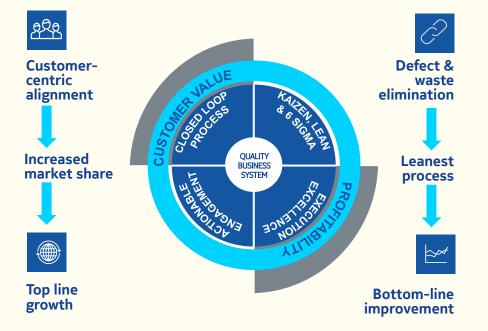
#### Non-IFRS Operating Margin (%)





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# 5. Differentiating by quality and operating model (1/2)



- Quality Business System focused on improvements with transparent financial impacts
- Quality Methodologies are the foundation (*e.g.,* Kaizen, Lean & 6 Sigma)
- Process improvements optimising our mode of operations and cost
- Operating model rooted deep in the organization with financial & operational KPIs
- Governance model and operating rhythm to drive execution excellence
- Quality improvements yielding:
  - measurable financial impacts linked directly to the P&L
  - improved Customer Perceived Value

5. Differentiating by quality and operating model (2/2) – through 'Smarter' programs

1	Structural pricing improvement	Net Sales & Gross Margin
2	Services productivity and cost improvement	Gross Margin
3	Design to cost and hardware cost improvement	
4	Design for serviceability improvement	
5	Quality improvement	Gross Margin & OPEX
6	R&D transformation	OPEX
7	IT transformation	
8	End-to-end supply chain improvement	Enabler
9	Finance backbone	

Summary

Nokia Networks Reinvented

- Winning in key markets, expanding partnering and leveraging targeted acquisitions
- Protecting our gross margin performance
- Managing our OPEX: focus and discipline
- Protecting our operating profit
  performance
- Differentiating through quality and operating model

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