

# DOCdata

Analyst presentation  
19 February 2004

Full-year 2003 results

# Overview DOCdata

Supply Chain Management  
Services for publishers of:

- \* Music
- \* Software
- \* Multimedia
- \* Film

Media Group

Order fulfillment services to:

- \* E-Commerce
- \* Retail Chains
- \* Direct Marketing
- \* Internet Service Providers

E-commerce Fulfillment

Laser equipment for:

- \* Security
- \* Packaging
- \* Motion Picture Subtitling

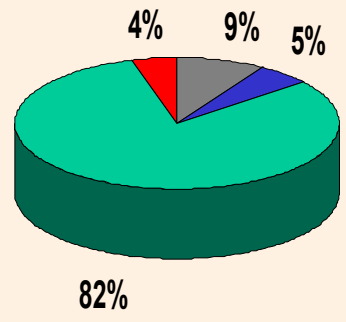
Industrial  
Automation

DOCdata Media Services

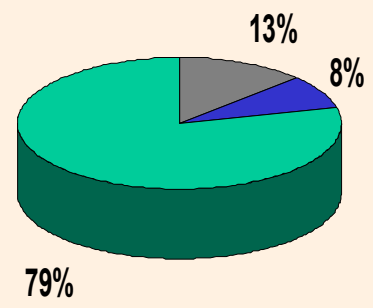
DOCdata N.V.

# Revenue Segmentation Full-year

By segment 2002

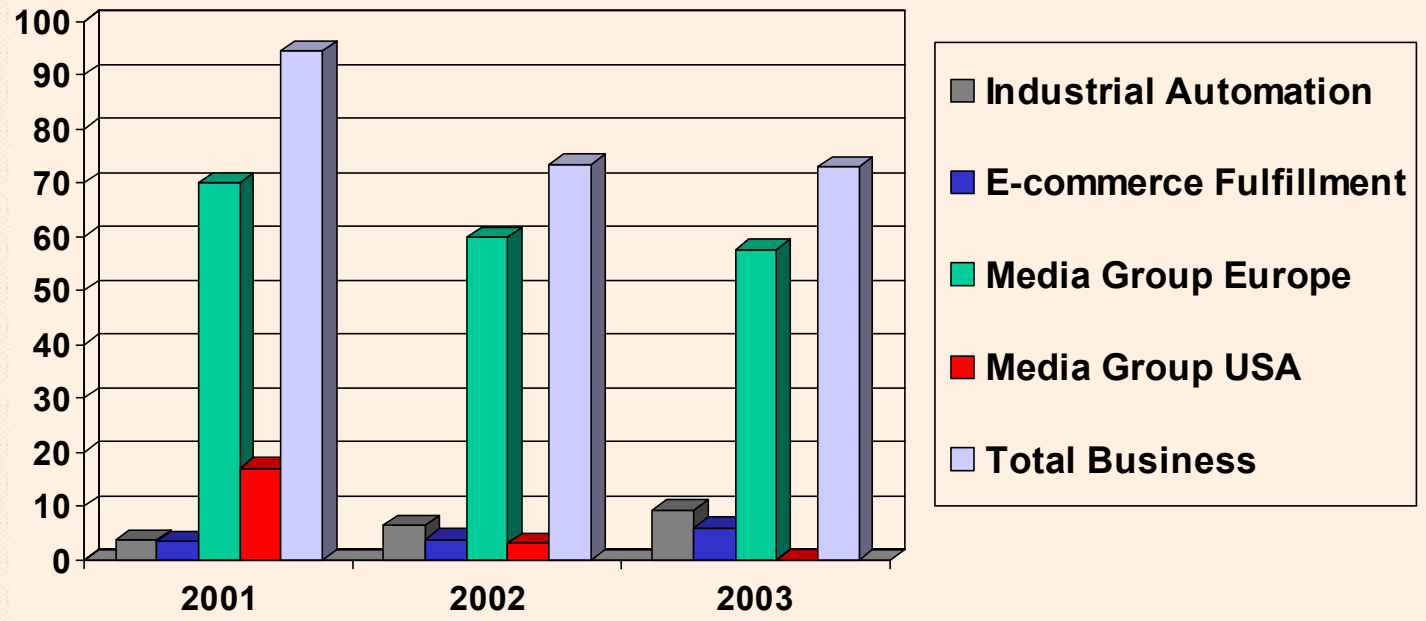


By segment 2003



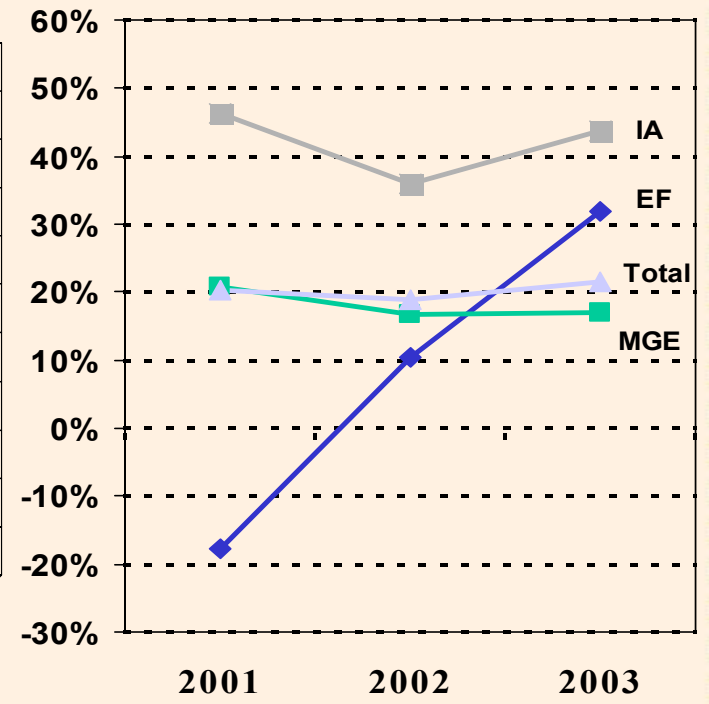
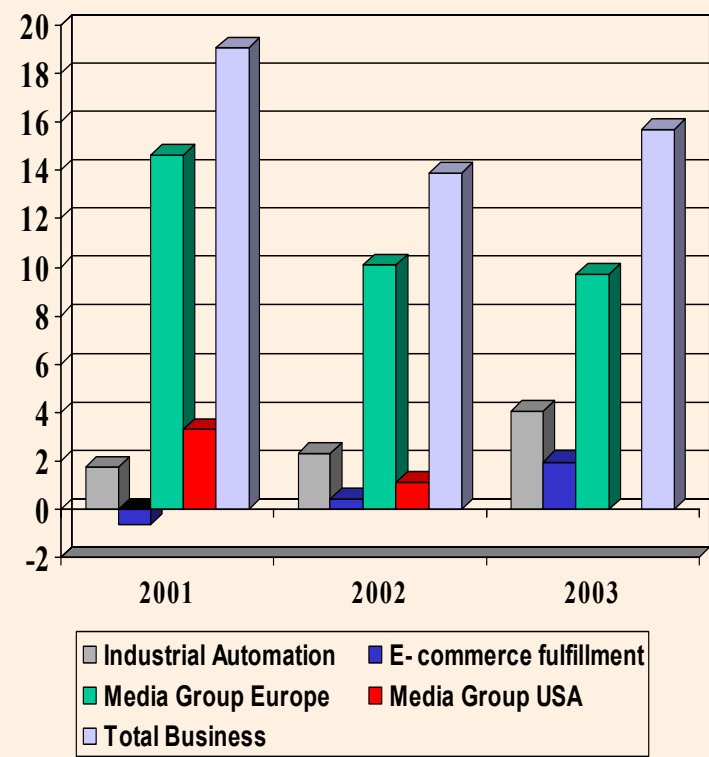
# Net sales / Turnover Full-year

x € 1 million

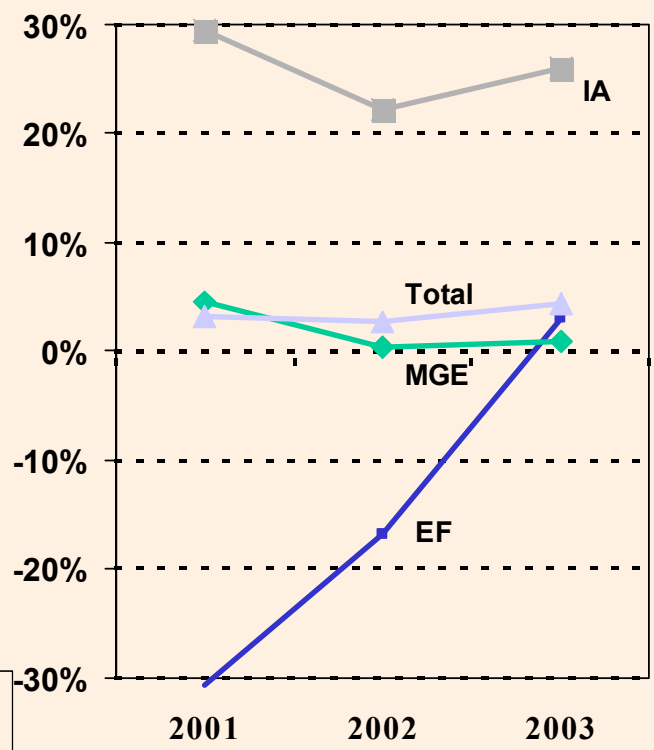
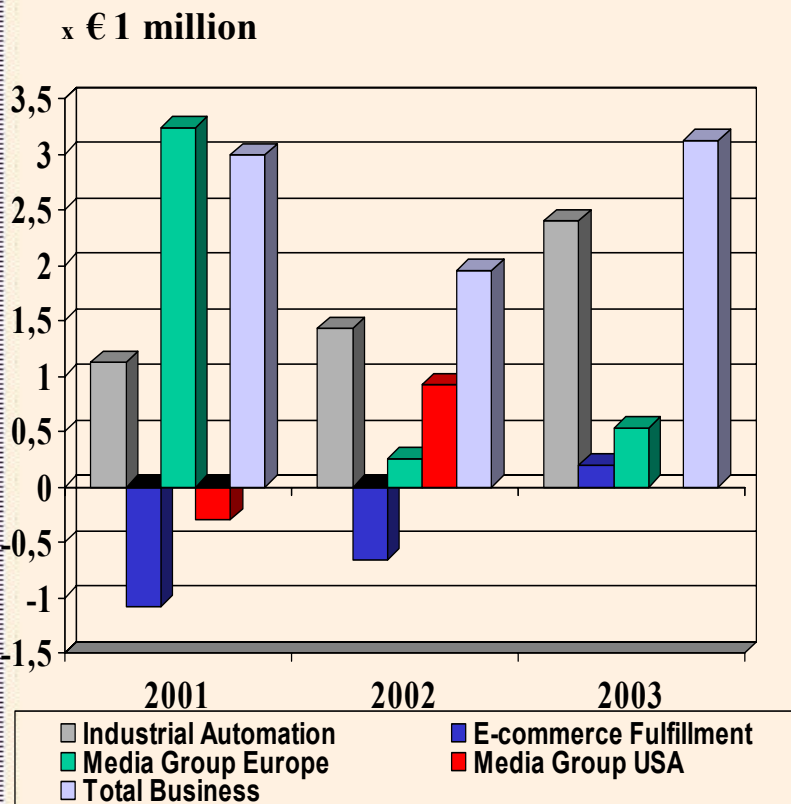


# Gross Profit & Gross Profit Margin Full-year

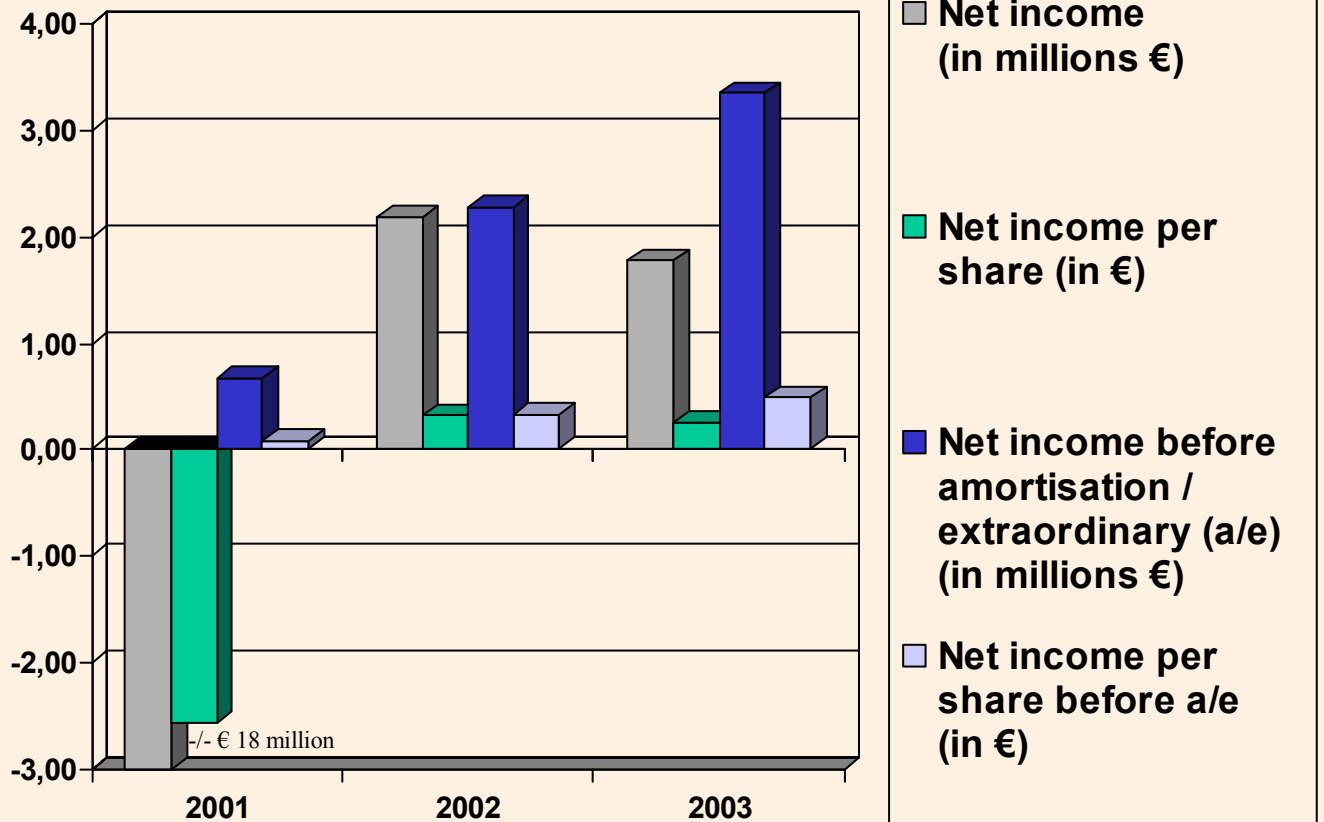
x € 1 million



# Operating Income & Operating Margin (before amortisation) – Full-year

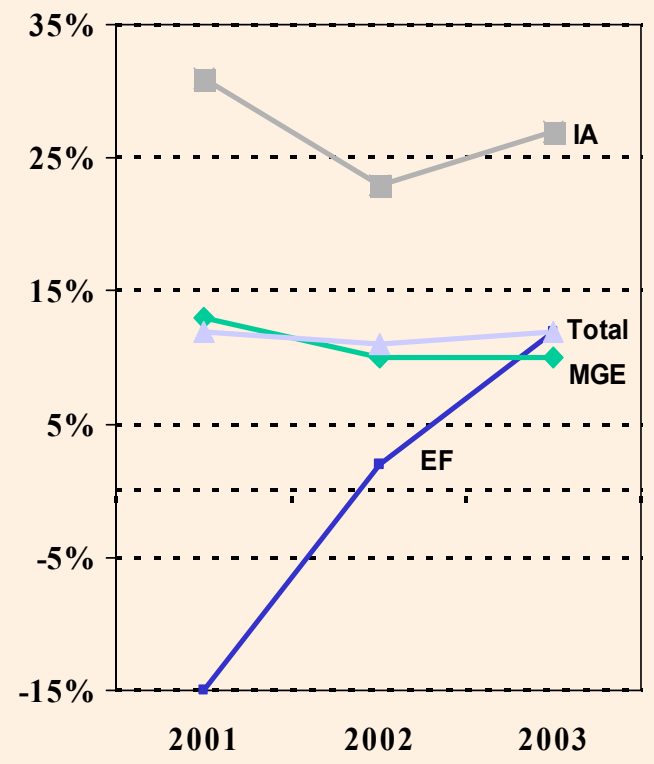
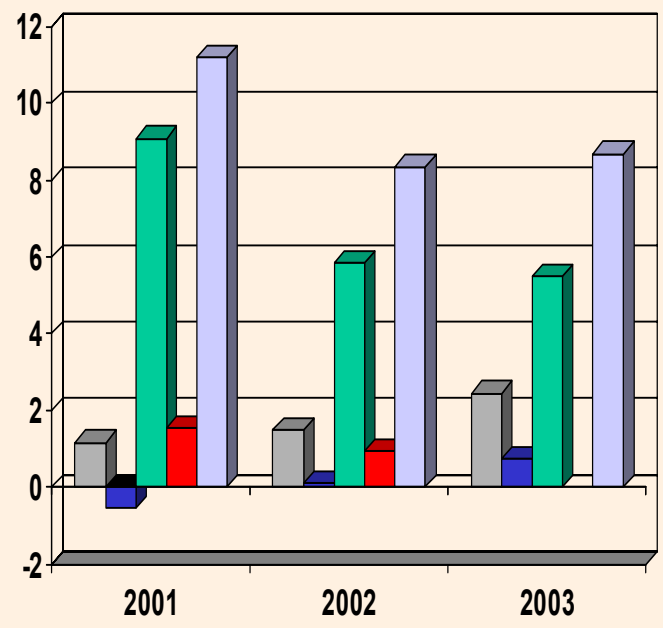


# Net Income & Net Income per share Full-year



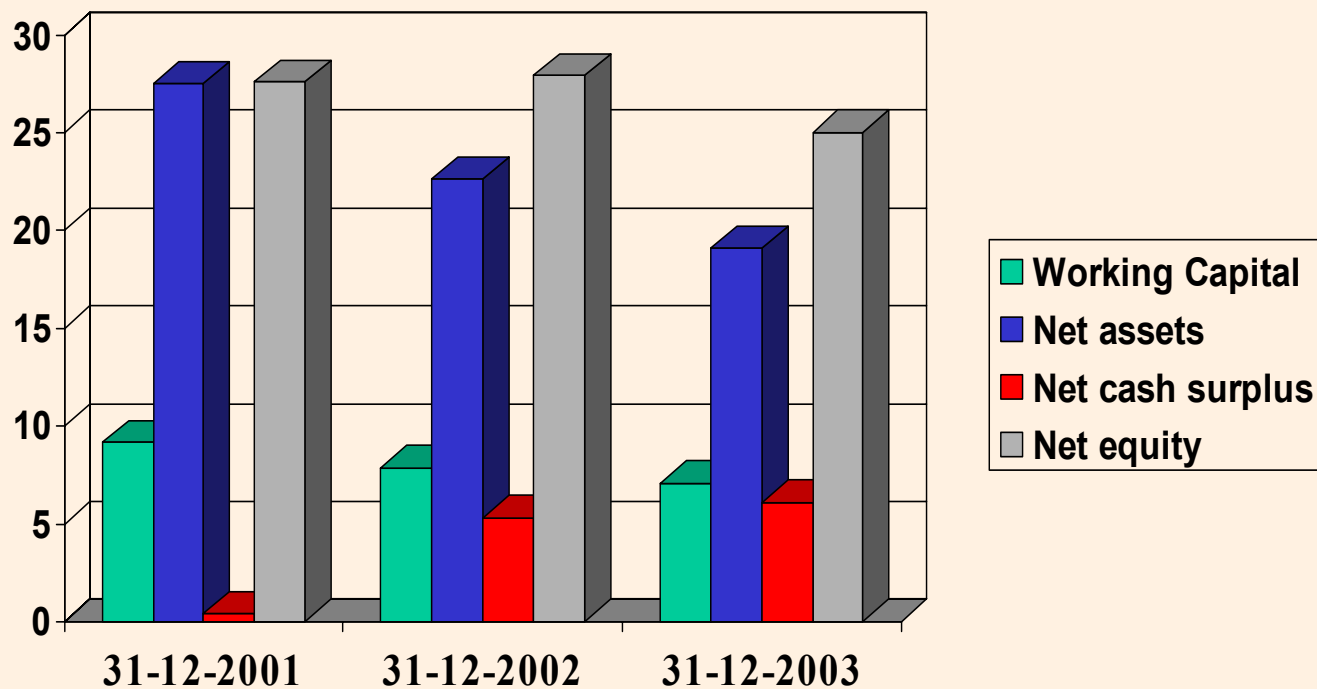
# EBITDA & EBITDA Margin Full-year

x € 1 million

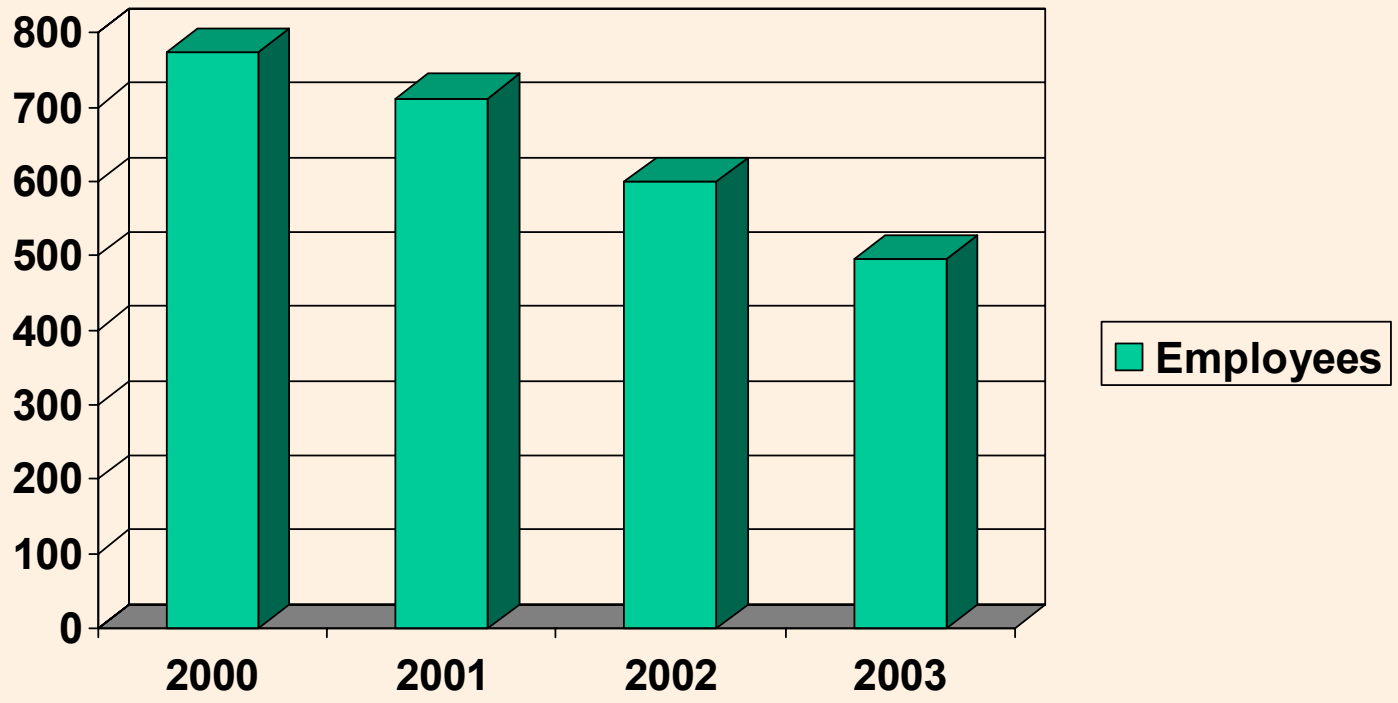


# Balance Sheet

x € 1 million



# Average number of employees



## CEO comments:

- **High lights 2003**
  - Strong development Industrial Automation Integrators
  - Turnaround E-commerce Fulfillment & DOCdata Germany
  - Proposal payment dividend of € 0.25 per share
  - Continuous efficiency and cost level improvement
  - Financially remaining in a strong position
- **Low lights 2003**
  - Margin pressure remains within the Media Group market
  - Results DOCdata France

# CEO comments: Strategy

## DOCdata

Autonomous growth with high dividend yield

## Industrial Automation Integrators

1. Focus on autonomous growth through developing opportunities within the security and packaging markets
2. Increase sales force

## E-commerce Fulfillment

Focus on autonomous growth through a more diversified client base and offering additional services

# CEO comments: Strategy

## Media Group

1. Focus on autonomous growth specifically within the DVD replication market
2. Investment in DVD production capacity
3. Focus on operational cash flow

## CEO comments: Forecast 2004

- Further improvement of results in 2004 compared to 2003

Key items to realise further improvement:

- **Growth of existing customers**
- **Addition of new customers**
- **Successful turnaround DOCdata France**