Managing Technology at Plantronics – Agenda

• Plantronics Financials Highlights
  – As of Fiscal Q3 (December Quarter)
  – Year End Results (March Quarter) will be released on May 3

• Unified Communications (UC) Opportunity

• IT at Plantronics
Q3 FY11 Financial Results
Business Highlights (Non-GAAP, December Quarter)

Corporate: Revenue up 9% YOY

- Continued improvement in economic conditions
- Revenue in-line, operating income and diluted EPS above guidance
- Cash flow from operations: $29M
- $432.4M in cash & cash equivalents and short term & long term investments
  - Approx. $8.75 per diluted share

Office & Contact Center: Revenue up 19% YOY, Highest in 11 Quarters

- Office & Contact Center (OCC) demand improved
- Unified Communications (UC) growing
  - UC product sales approx. $13.5M; over 10% of OCC
  - Microsoft Lync expected to increase UC adoption

Mobile: Revenue down 8% YOY

- Overall category revenue is down slightly versus last year
- PLT U.S. market share is down slightly vs. last year, offset by intl. increase
## Revenue by Product Group & Geography

<table>
<thead>
<tr>
<th>Product Group</th>
<th>Q3 FY10</th>
<th>Q2 FY11</th>
<th>Q3 FY11</th>
<th>Q2-Q3 % Change</th>
<th>YoY % Change</th>
<th>YoY $ Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCC</td>
<td>$103.1</td>
<td>$118.0</td>
<td>$122.9</td>
<td>4.2%</td>
<td>19.3%</td>
<td>$19.9</td>
</tr>
<tr>
<td>Mobile</td>
<td>$46.9</td>
<td>$27.6</td>
<td>$43.2</td>
<td>56.7%</td>
<td>-8.0%</td>
<td>-$3.7</td>
</tr>
<tr>
<td>Gaming/Computer</td>
<td>$11.1</td>
<td>$8.2</td>
<td>$10.5</td>
<td>28.9%</td>
<td>-4.8%</td>
<td>-$0.6</td>
</tr>
<tr>
<td>Clarity</td>
<td>$4.8</td>
<td>$4.5</td>
<td>$4.9</td>
<td>7.5%</td>
<td>1.4%</td>
<td>$0.1</td>
</tr>
<tr>
<td>Total</td>
<td>$165.9</td>
<td>$158.3</td>
<td>$181.6</td>
<td>14.7%</td>
<td>9.4%</td>
<td>$15.7</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Geography</th>
<th>Q3 FY10</th>
<th>Q2 FY11</th>
<th>Q3 FY11</th>
<th>Q2-Q3 % Change</th>
<th>YoY % Change</th>
<th>YoY $ Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>$111.9</td>
<td>$107.3</td>
<td>$118.6</td>
<td>10.5%</td>
<td>6.0%</td>
<td>$6.7</td>
</tr>
<tr>
<td>EMEA</td>
<td>$41.6</td>
<td>$36.3</td>
<td>$46.5</td>
<td>28.1%</td>
<td>11.7%</td>
<td>$4.9</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>$12.4</td>
<td>$14.6</td>
<td>$16.5</td>
<td>12.7%</td>
<td>32.4%</td>
<td>$4.1</td>
</tr>
<tr>
<td>Total</td>
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Use of Non-GAAP Financial Information
To supplement our consolidated financial statements presented on a GAAP basis, Plantronics uses non-GAAP measures of operating results from continuing operations, which are adjusted to exclude non-recurring and non-cash expenses and charges, such as restructuring and other related charges, certain tax credits and the release of certain tax reserves, stock-based compensation expenses related to stock options, restricted stock and employee stock purchases, purchase accounting amortization and impairment of goodwill and long-lived assets. Plantronics does not believe these expenses and charges are reflective of ongoing operating results and are not part of our target operating model. We have presented non-GAAP statements that only show our results to the income from continuing operations after tax line. The non-GAAP financial measures should not be considered a substitute for, or superior to, financial measures calculated in accordance with GAAP, and the financial results calculated in accordance with GAAP and the reconciliations to those financial statements should be carefully evaluated. The non-GAAP financial measures used by Plantronics may be calculated differently from, and therefore may not be comparable to, similarly titled measures used by other companies.
Operating Margin

Non-GAAP, Continuing Operations

Target Range: 18% - 20%

Percent

22.8% 16.2% 14.8% 17.6% 13.2% 19.5% 23.4% 24.2% 22.4%
FY05 FY06 FY07 FY08 FY09 FY10 Q1 FY11 Q2 FY11 Q3 FY11

Plantronics
100% of Fortune 100 Companies Use Plantronics
Mission: delight our customers with an exceptionally simple and smarter communications experience
UC Provides An Opportunity Unlike Any Other In Our History

The Headset is a Critical Component of a Successful Unified Communications Deployment
Simply Smarter Communications

- High quality audio
- Ease of Use
- Innovation
- Customer focus
- Commitment to Quality
The Next-Generation Voyager PRO UC

Smart Sensor technology
• Answers calls simply by placing on your ear.
• Automatically transfers calls between mobile phone and or PC
• Softphone presence is automatically updated
• Eliminates accidental dialing when headset is not worn

Outstanding Audio Quality
• Dual-mic, AudioIQ2 DSP for noise cancellation
• Advanced WindSmart® technology = three layers of wind protection.
• PC Wideband delivers heightened speech clarity
• A2DP lets you listen to streaming media

Call Management
• Multi-device connectivity lets you manage PC and mobile calls
• New Bluetooth mini USB adapter
• Enhanced voice alerts:
  • talk time, connection status, battery level and mute
• Calls can be received/made when PC is locked
“The next generation Voyager Pro UC has smart sensors that know when you’re wearing it and when you’re not...Kudos to Plantronics for developing and taking to market this industry first in accurate presence combined with rich features and outstanding audio.”

David Danto, Director of emerging technology
IMCCA
The First Truly Intelligent & Multi-Device Speakerphone

Calisto 800 Series
Intuitively manages calls from multiple sources:
• Computer
• Mobile Phone
• Home Phone

✓ Professional Speakerphone with full duplex audio and advanced noise cancellation
✓ Intuitive visual call management
✓ Speakerphone, Bluetooth headset or corded headset connectivity
✓ Wireless microphone for freedom of movement
Our UC Toolkit Empowers Enterprises to Optimize their UC Investment

- Guidelines
- Recommendations
- Best practices
- Training Tools
- Checklist
- Surveys
- Interactive guides
- White papers
- Quick setup
Success in the UC Headset Market

1. Superb Product
   • Audio transmit/receive
   • Ergonomics
   • User experience
   • Sensor technology

2. Broad portfolio
   • Headsets
   • Handsets
   • Speakerphones
   • USB Phones

3. Distribution

4. UC Vendor Certification
Plantronics Provides the High Quality Endpoint

“Once you’ve solved quality of service in the network, it’s the Plantronics headset that delivers the fidelity of the conversation.”

- Senior Vice President, IT, Fortune 100 Company - Banking
The Market Opportunity
Management of Technology - The UC Market Opportunity

- Significantly higher headset attach rates
- Shorter replacement cycle
- Increases Plantronics secular growth rate
- $350M in incremental revenue expected by FY15
- Doubles addressable office headset opportunity
Market Growth Opportunities

**WW Industry Revenue ($M)**

<table>
<thead>
<tr>
<th>Industry</th>
<th>CY09E</th>
<th>CY14E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Center</td>
<td>58</td>
<td>75</td>
</tr>
<tr>
<td>Office</td>
<td>191</td>
<td>300</td>
</tr>
<tr>
<td>Mobile</td>
<td>717</td>
<td>1,100</td>
</tr>
<tr>
<td>Computer &amp; Gaming</td>
<td>455</td>
<td>1,533</td>
</tr>
<tr>
<td>Specialty</td>
<td>229</td>
<td>300</td>
</tr>
</tbody>
</table>

**Industry CAGR’s**

- Office: 20%+
- Contact Center: 4%-6%
- Mobile: 8%-12%
- Gaming & Computer: 12%-18%
- Specialty: 3%-5%

**Overall ~15%**

*Industry 5 Year CAGR’s higher than typical due to CY09 recessionary base*

Sources: Gartner, IDC, IDG, Strategy Analytics, NPD Intellect, GFK, Carnegie Research, Company estimates

*Industry 5 Year CAGR’s higher than typical due to CY09 recessionary base*
• Plantronics Expects $350M in Incremental Revenue by FY 2015

Growth rates vary with economy, consumer adoption rates, competition and resulting price levels, and other factors

Sources: Frost & Sullivan, Nemertes, Gartner, IDC, IDG, Strategy Analytics, NPD Intellect, GFK, Carnegie Research, Company estimates
2011 Focus Areas

- Invest for UC leadership and a high return on investment
- Maintain profitability in the Bluetooth headset market
- Achieve strong returns on invested capital
IT Makes it Happen
IT at Plantronics

- Manage the enterprise technology infrastructure
- 100 employees in six locations supporting offices in 22 countries
- Four service hubs
  - Santa Cruz Corporate Headquarters
  - Tijuana Mexico
  - Swindon UK
  - Suzhou China
- Broad range of services (200+)
  - Network infrastructure
  - Data Centers
  - Unified Communications and messaging systems
  - PCs and mobile devices
  - Business systems and process optimization
IT Roles

• Key roles
  – Project Managers
  – Business Analysts
  – Application Developers
  – Database Administrators
  – Storage and System Administrators
  – Network Engineers
  – Service Desk Technicians

• Mix is shifting as services move to the cloud
  – Technical roles will decrease
  – Business Analyst and PM roles will increase
IT Competencies

• Project management
• Security and compliance
• Network architecture
• Virtualization
• Vendor management
• Business process optimization
Key Applications

• Oracle E-Business Suite – over 30 modules including:
  – Financials
  – Supply chain and manufacturing
  – HR
  – Product Lifecycle Management

• Microsoft stack including
  – Exchange
  – Lync
  – Sharepoint
  – Project Server

• Salesforce.com for sales and customer service

• Oracle Business Intelligence and Hyperion Planning

• Plantronics.com and developing digital supply chain solutions
Key Infrastructure Technologies

• Masergy and Interroute MPLS Network powered by Cisco network devices

• Microsoft Infrastructure

• Solaris, Linux and Windows servers virtualized on VMWare

• EMC storage and backup solutions

• Dell, HP and Mac notebooks

• Smartphones and tablets

• All made more scalable, reliable and secure with monitoring, management and imaging tools!
IT Trends

• Cloud Computing
  – Software as a Service (SaaS)
  – Infrastructure as a Service (IaaS)
  – Platform as a Service (PaaS)
  – Public, Private and Internal

• Consumerization of IT
  – Users want to choose notebooks, smartphones, tablets and other devices based on their personal preference vs. corporate standards
  – Social networking
    • Within the enterprise
    • With customers and business partners
  – SaaS applications subscriptions
  – Infrastructure services
  – Presents new challenges for IT
CIO Role

- Road to CIO
- Managing IT
  - Leadership
  - Staffing
  - Partnering
  - Empowerment
- CIO as spokesperson
  - Plantronics is now in the IT business
  - Opportunity to share our story with peers
  - UC Toolkit
- Day in the life