

THERE IS AN 'I' IN AGILITY:

A STORY OF INNOVATION & INCLUSION

(THAT STARTED BY GOING BEYOND THE BUDGET)

Nevine White

Business Agility Conference
New York, March 2019

Rocky
Mountains



Denver



tw telecom: A Powerful Nationwide Network



INNOVATIVE

Solutions Deliver Enhanced Network Capabilities

"INNOVATE OR DIE," is a quote often attributed to business management writer Tom Peters. In reality, innovation is the differentiator and the key ingredient to winning business in a competitive marketplace. tw telecom recently introduced two new market-leading capabilities that deliver better, faster and easier solutions for enterprises. The first expands our current Dynamic Capacity® over Ethernet services to include our entire data and Internet portfolio. Customers can now establish thresholds, receive alerts and automatically change bandwidth through our Alerts-Driven feature to dynamically adjust their Internet traffic. They can also schedule bandwidth in advance to ensure better correlation costs to specific business activities.

The second, called Dynamic Prioritization, is a powerful tool that automatically creates and manages a class-of-service world that requires a customer to predefine their own class of service to meet immediate applications requirements. Delivered over tw telecom's resilient, national Business Ethernet capabilities provide customers with secure, scalable and reliable connectivity that

tw telecom Reports

REVENUE:
\$1.6 Billion

M-EBITDA:
35%

29,500 customers

APPROXIMATELY 20,800
ON-NET, FIBER-CONNECTED BUILDINGS

twtelecom.com

Net Cash from Operating Activities
\$36.5 million
\$552.5 million
\$438.5 million

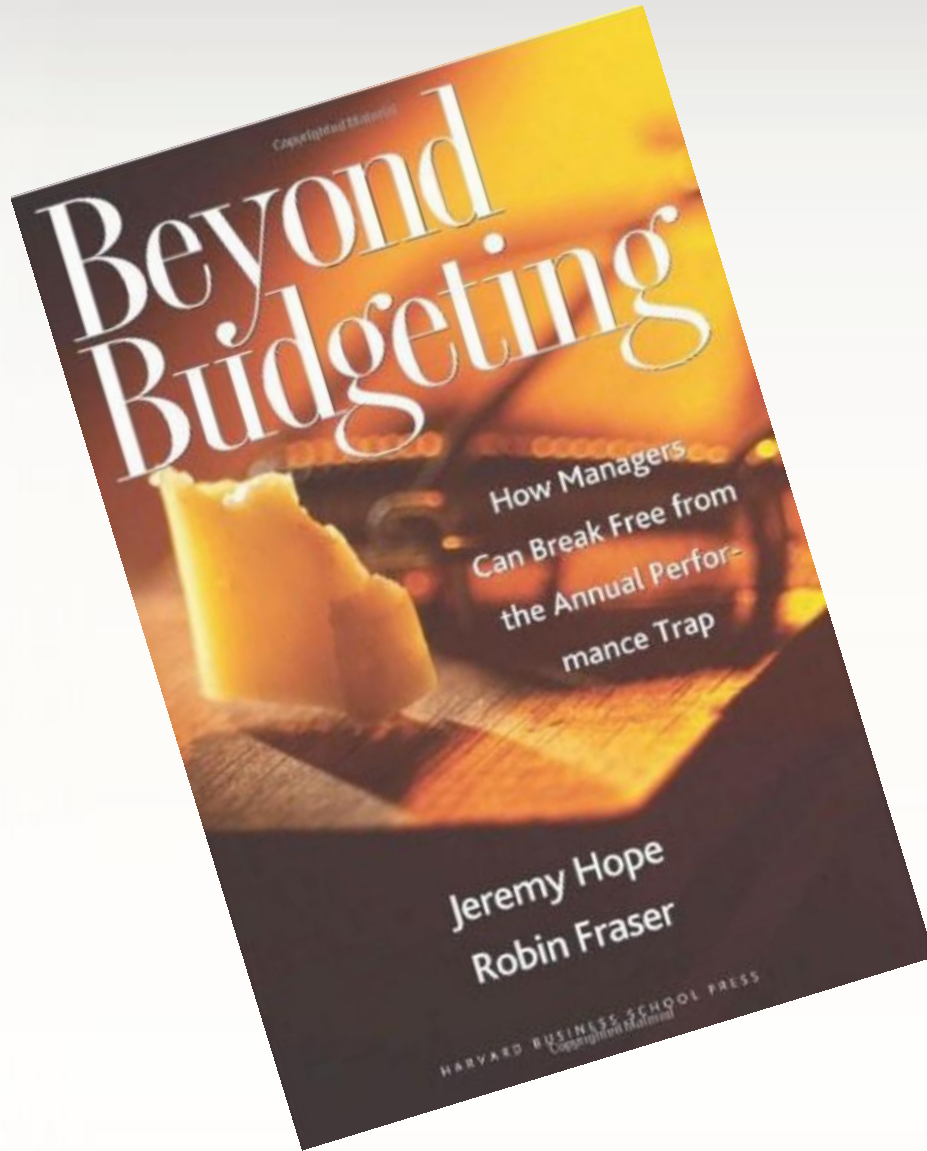
tw telecom Leads All Competitive Providers in Delivering Business Ethernet Services.


Vertical Systems Group, a leading industry analyst firm, recognized tw telecom's leadership performance in its year-end 2013 U.S. Business Ethernet Services Leaderboard as first among all competitive providers in delivering Business Ethernet services and one of the top 3 leading overall providers of Business Ethernet in the industry.

See tw telecom press releases at twtelecom.com

About tw telecom

tw telecom (NASDAQ: TWTC), a leading provider of managed services, including Business Ethernet, converged and IP VPN solutions for enterprises throughout the U.S. and to their global locations.



The background of the slide is a photograph of an offshore oil rig at sunset. The rig is silhouetted against a bright orange and yellow sky. The sun is low on the horizon, creating a strong reflection on the water. The rig's structure, including its legs and upper decks, is clearly visible in silhouette.

*“The single biggest
problem with
communication is
the illusion that is
has taken place.”*

– George Bernard Shaw

Executive Sponsorship:
"This is a fundamental
change in how we manage
and evaluate our business."







*Empowerment
comes with
Accountability*

Embedded Finance

Process Agility

Targets

Approvals

Planning

Forecasts

Capital

Performance

Staffing

Rewards

and more...





"Change begets change."

- Charles Dickens

FINANCE TEAM TRANSFORMATION





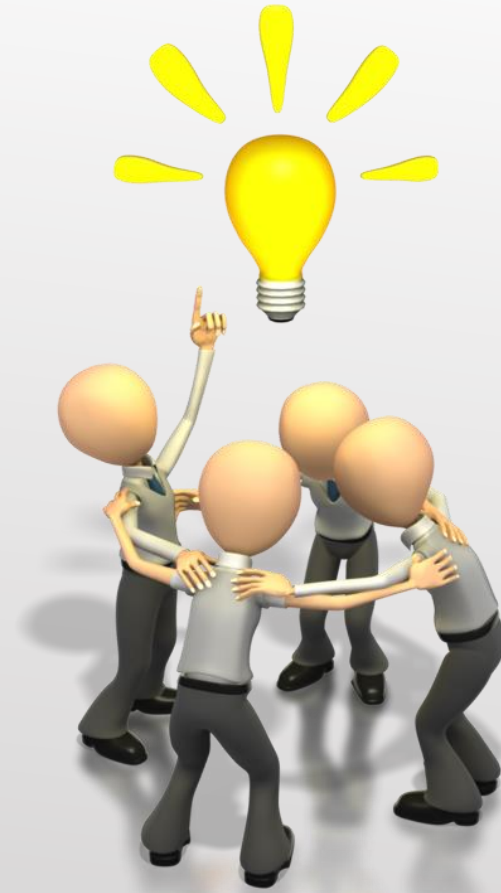
What I learned:

1. Transformation is a culture thing... and it's hard.
2. Include all your stakeholders.
3. Finance can be a valued business partner.
4. Empowerment is scary.
5. You need change management!!!
6. Go at 80%...
(or you won't go at all)
7. Expect to fail, quickly adjust, and try again.
8. Have a sense of humor and make it fun! 😊

There is an 'i' in Agility

Innovation

Inclusion





EPILOGUE

