

End-to-End Software-Enabled Services for Streaming Video on Demand

ZOO Digital Capital Markets Event

24th September 2020



Stuart Green CEO, ZOO Digital

Introduction



ZOO is trusted by the biggest names in global media and entertainment

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Introduction – Stuart Green

ZOO at a Glance

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ZOO's USP: Cloud-based media localisation technology

dubs

Ocore

Osubs Subtitling production and management

Dubbing production and management

Original language script production and management

Workflow management

tudio Localisation operations management

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Capital Markets Event Sep 2020

ZOO's unique proposition

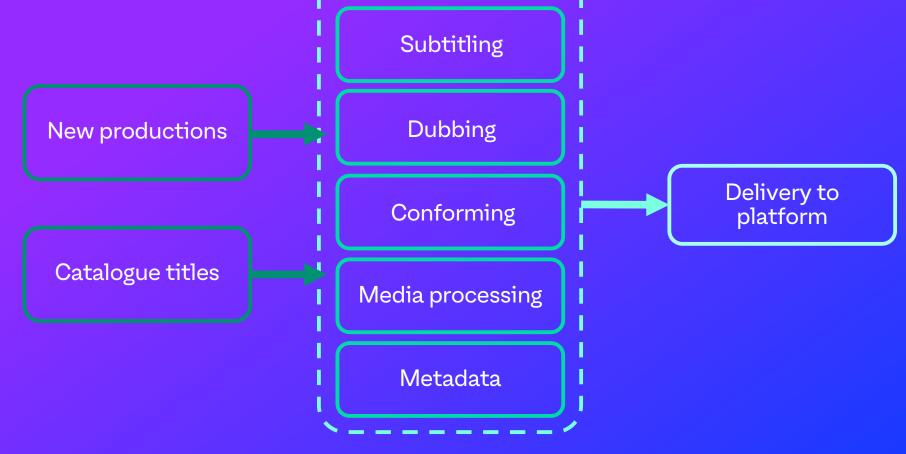
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Our mission is to provide services for fast and cost-effective localisation and digital distribution of media content through the power of our world-class cloud technology

Introduction - Stuart Green

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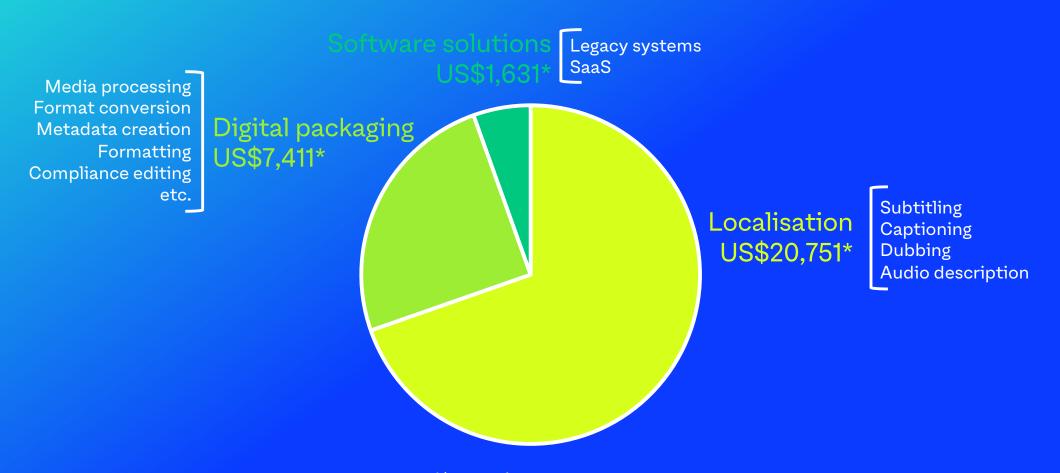
Fulfilment of content for streaming VOD



End-to-End Vendor

Introduction - Stuart Green

Business Segments



* Audited FY 20 results – revenues (\$000s)

Aims of this capital markets event

Provide greater depth in respect of:

- Growth of Streaming VOD and demand for media localisation and related services
- The End-to-End service model to support global OTT distribution
- Impact of COVID-19 on the industry and ZOO
- Cloud dubbing and ZOOdubs in action
- How ZOO's technology enables dubbing and talent development
- ZOO's scale-up opportunity
- ZOO's cloud platforms and why ZOO will succeed

Introduction - Stuart Green

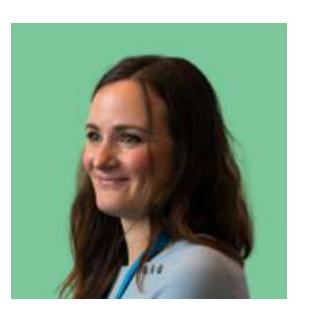
Agenda





Esther Bond Slator Head of Research

Media localisation market size, segmentation and growth



Agenda

12

- Intro to Slator
- The language industry
- Media localisation
 - Vendor landscape
 - Impact assessment: Covid-19

- Segment challenges
- Industry outlook

Slator I Language Industry Intelligence

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5 slator pod

Slator 2018 Media Localization Report

#38

Slator 2020

Market Report

Language Industry

- Founded in 2015 and based in Zurich, Switzerland
- Slator.com I The most influential news source for the global language industry
- Team of 10 located in London, Bangkok, Manila, Zurich, Greece, and Chicago

Editorial

- Daily news and analysis on Slator.com
- Publisher: Annual Language Service Provider Index (top 200 vendors)
- In-depth analysis on SlatorPro service
- Weekly SlatorPod podcast

Research

- **Advisory**
- Sector and Thematic Research
- Bespoke Research and Custom Reports
 Strategy Consulting and Workshops

- M&A advisory

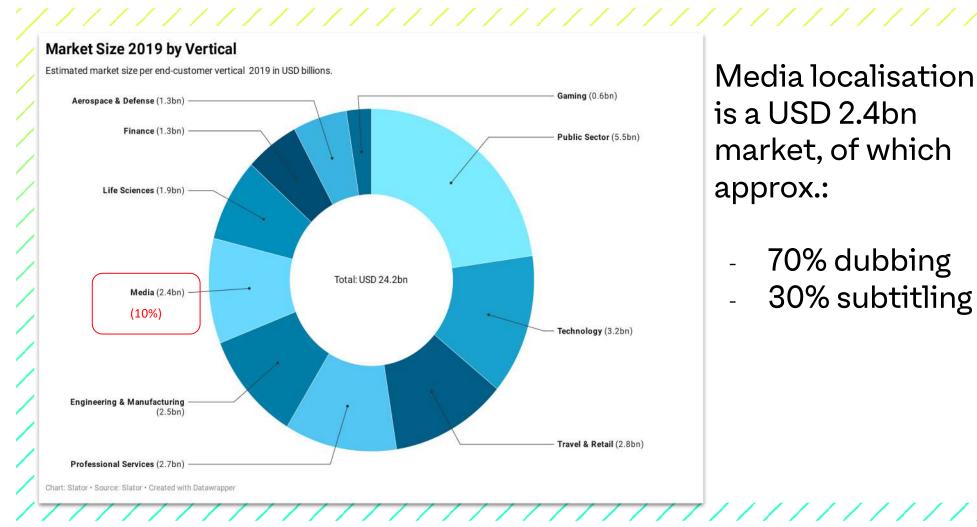
Conferencing

- Host of SlatorCon conference series (on- and offline)
- Hosted 2/3 of top 20 industry CEOs and numerous key buyers and technologists

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The language industry: Language Industry by Vertical

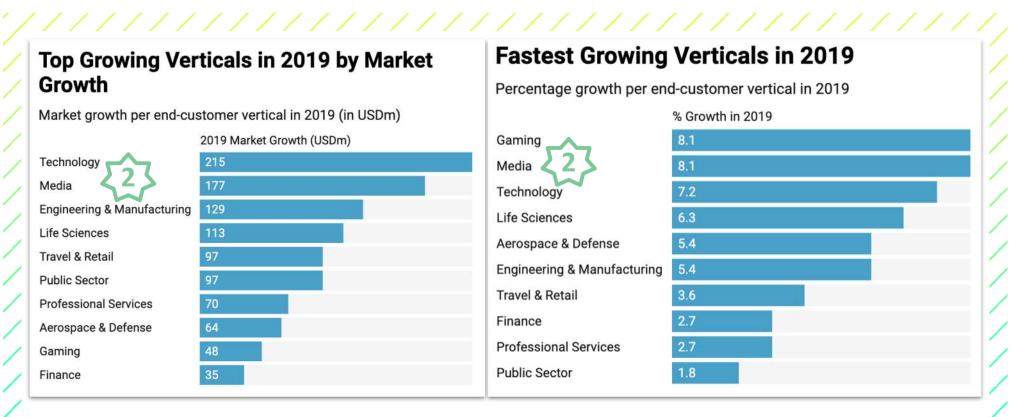
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Media Localisation: Growth of Media Localisation

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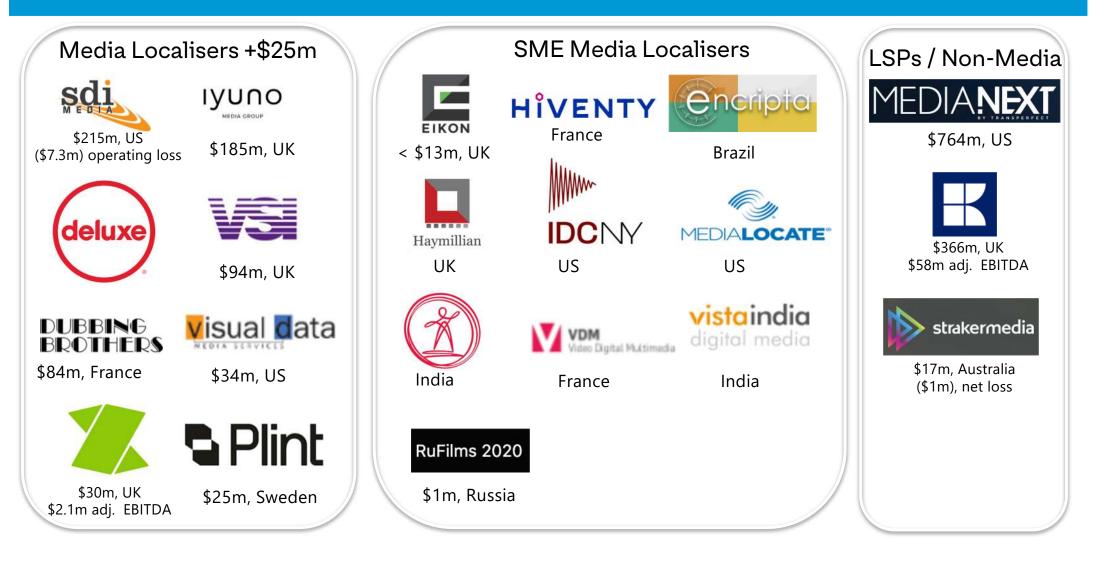


Pre-Covid, Media Localisation was the second fastest-growing vertical in % and USD terms

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Media Localisation Vendor Landscape

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Impact assessment: Covid-19

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Buyers

- Lockdowns in Hollywood / productions halted...
 - Increased localisation of back catalogs
- Q2: Turned to remote dubbing as suppliers closed dubbing studios
- Q3: Some production restarts

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Suppliers

Closed physical dubbing studios

- Helped offset decline in new production revenues
- Growth in remote dubbing / launched remote dubbing solutions
- Waiting for pipelines to refill
- Some pent up demand for dubbing

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Vendors' Experiences of Pandemic

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Expects Q2 to show a significant impact from Covid, with **revenue declines** of ca. 20% plus and negative earnings.



Developed **remote recording tool**: "Home recording is **no match for recording in a professional studio**."



Launched a **remote recording system** called iDub. **Customers are more open** to doing things differently now and the future is "hybrid."

Q1: Media saw "**smaller revenue declines**" than other areas.

Q2: **Media grew,** boosted by increased demand for content streaming during Covid.

Q2: **Demand held firm** in media segment. Some customers **replaced dubbing with subtitling**.

Remote recording "not just a stopgap for business continuity during the pandemic."



Temporary impact on sales early on before swift resumption of normal volumes. Overall, **significant uplift and interest in cloud dubbing** services and platforms.



Segment Challenges

Buyers

- New content production challenging under Covid restrictions
- Increasingly fragmented (expensive for consumers)



Suppliers

- Talent shortages
- Asset heavy (traditional providers)
- Legacy client base (linear vs streaming)
- Differentiation (quality, price, tech..)
- New competitors

Segment Opportunities

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- Growth in consumer OTT services drives demand for localisation (Disney, Warner Bros., etc.)
 - More clients, more content, more languages
- Day and date (all content at once)
- Likelihood of some competitors weakened by economic impact of Covid
- Content streaming services don't want to manage loc

"In two years, we added a couple more languages, a lot more global original content, and we therefore added to our membership" - July 2019





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Thank you!



Gordon Doran CCO, ZOO Digital

Dubbing Evolved



State of the market: Content holders

COVID-19 halted new productions worldwide; no new content to release

Productions restarting slowly; social distancing means it's a slow process

Content holders selling and releasing catalogue content on new platforms in place of new originals

Cost of COVID-19 to the entertainment industry estimated to be \$160bn over five years*

*Ampere Analysis

Dubbing evolved – Gordon Doran

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State of the market: Capital Markets Event Sep 2020 Traditional dubbing competitors

Initial impact:

- Global lockdown caused widespread disruption to dubbing supply chain
- Exposed lack of back up plan at the local dubbing studio level
- Supply chain unable to keep pipeline moving; no content to deliver to customers
- No resilient business continuity plan for dubbing projects

Ongoing impact:

- Studios open; productivity severely affected by social distancing and sanitising requirements
- Varying levels of adoption of remote recording capabilities
- Some talent unwilling to travel to city centre studios to record
- Customers seeking business continuity solutions in event of further lockdowns in key territories

ZOO: Business-as-usual How ZOO has been resilient to the impact of COVID-19

ZOO's end-to-end service model and cloud-based approach ensures we are resilient to the impact of COVID-19

- End-to-end service model
- Cloud-based localisation ecosystem
- Global work-from-home workforce and talent pool

End-to-end service model Services

ZOO's end-to-end model offers all services required to localise and distribute both new and catalogue content

Localisation

- Dubbing
- Audio description
- Scripting
- Subtitling
- Captioning
- Artwork localisation
- Compliance editing
- Metadata localisation
- Menu localisation

Digital Packaging

- Editing (audio and video)
- Audio mixing
- Transcoding
- Video packaging
- Video QC
- Media processing
- Dub cards
- SD/BD authoring
- iTunes Extras authoring

Dubbing evolved – Gordon Doran

Cloud dubbing model Platform-based approach to dubbing

Cloud dubbing supports the end-to-end dubbing workflow and brings together dubbing actors and directors from around the world in the ZOOdubs platform

- Award-winning , multi-language dubbing service
- Facilitates global collaboration
- Supports creative excellence
- Provides guaranteed security



Dubbing evolved – Gordon Doran

Global workforce Cloud-based collaboration

Actors and directors work together seamlessly in the ZOOdubs platform from any remote recording or studio location



Dubbing evolved - Gordon Doran

Cloud dubbing model

Current status in market

Cloud dubbing and ZOOdubs have been well received by many in the market but the model has faced industry hurdles that have impacted growth and adoption

• Technical

Greater acceptance of remote recording due to studio lockdowns; resistance remains in unionised territories

• Creative

We're still seen as a technology company entering a creative space

Dubbing evolved – Gordon Doran

Cloud dubbing model What's next?

Our objective is to replicate our LatAm market success in other key dubbing territories by working with the best talent in the business

- 1. Enter key target markets to support our customers' roll-out plans
- 2. Continue to expand ZOO internal dubbing team with highly-regarded industry experts
- 3. Grow in-territory dubbing expertise, forming strategic relationships with industry heavyweights
- 4. Increase the scale and quality of ZOO's freelance dubbing talent pool
- 5. Form partnerships to create more independent ZOO-Enabled Dubbing Studios
- 6. Work with Unions to break down barriers in unionised territories

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Dubbing evolved – Gordon Doran



Raúl Aldana VP Dubbing, ZOO Digital

Cloud dubbing from the perspective of an industry veteran





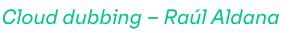
Former Regional Creative Director of Disney Character Voices International and Content Localization, Latin America

Latin American Spanish & Brazilian Portuguese

3k + titles per year in each Language

- Theatrical
- Home Video
- PPV

- Disney Channel Series
- ABC Series
- Records
- Consumer Products
- Stage Productions



Traditional dubbing

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Cloud dubbing – Raúl Aldana

Star talents

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Cloud dubbing – Raúl Aldana

Multiple locations recording

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Cloud dubbing – Raúl Aldana



¢ P TWO-PART ANNOUNCEMENT · SEPT 8TH & 19TH



GAEL

GARCÍA

HECTOR



ANTONIO SOLÍS

DE LA CRUZ





ELENA PONIATOWSKA MAMÁ COCO FRIDA KAHLO



ANGÉLICA MARÍA ABUELITA







ESPINOZA

MAMÁ

TRINO

ARRIVAL'S

AGENT



LUIS ÁNGEL GÓMEZ





CLERK



BENITO

TAIBO

INTERVIEWER

LORA



LEÓN

JAIME LÓPEZ PLAZA MARIACHI

CHABELO

CORRECTION'S

OFFICER

FRANCISCO

VALE

MAMÁ IMELDA

COLMENERO DON HIDALGO





COSTA

PAPÁ

VÍCTOR TRUJILLO



HÉCTOR BONILLA XAVIER VELASCO тíо PATROLMAN OSCAR & FELIPE

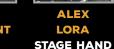






TOUSSAINT CECILIA

Cloud dubbing – Raúl Aldana





CARLOS

RIVERA

GUSTAVO

MEDINA



TOUR GUIDE

ALFONSO

ARAU

PAPÁ JULIO



CECILIA

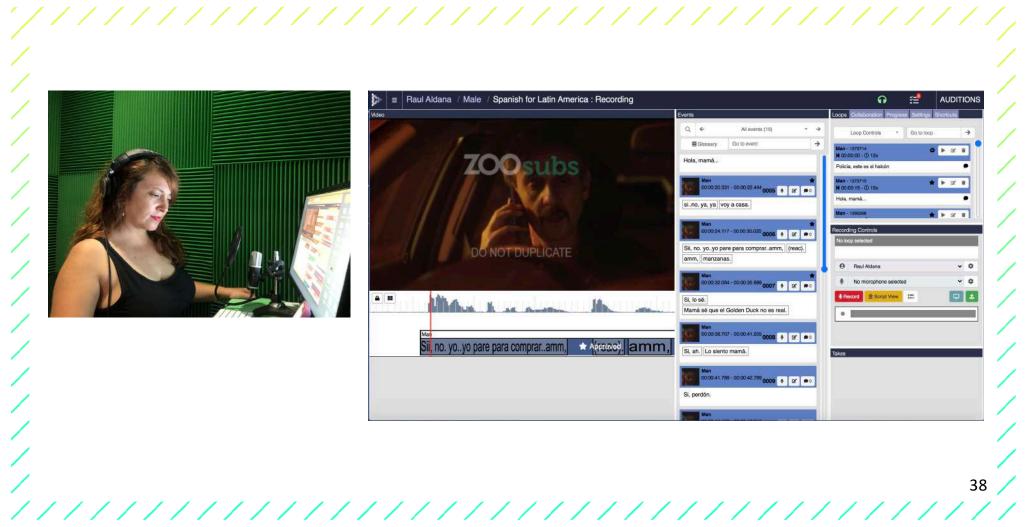
SUÁREZ

TÍA ROSITA









Cloud dubbing - Raúl Aldana







Cloud dubbing – Raúl Aldana

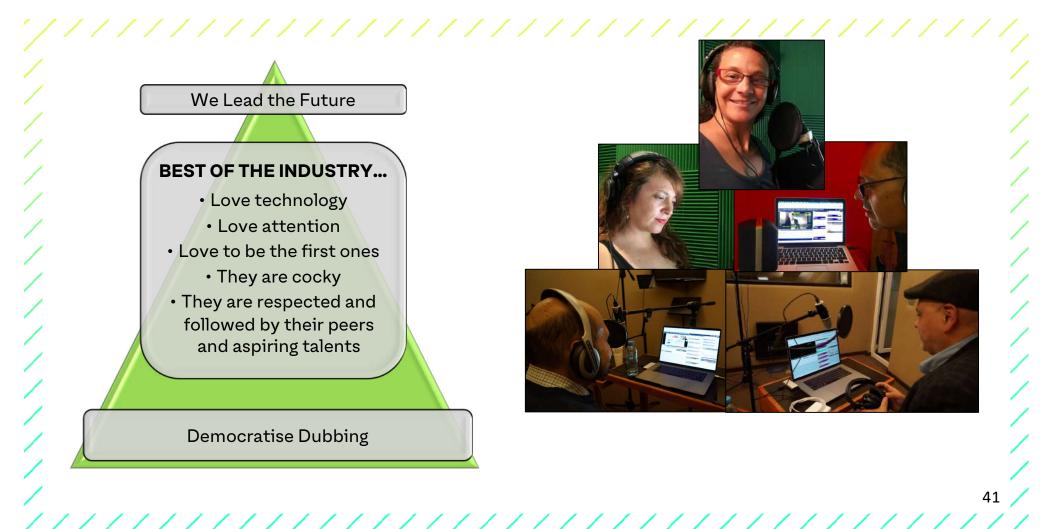
Approach to scale-up cloud dubbing

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ENGAGE WITH THE BEST Respect Credibility • Aspirational 40

Cloud dubbing – Raúl Aldana

Pyramid model: Scaling up dubbing



Cloud dubbing – Raúl Aldana

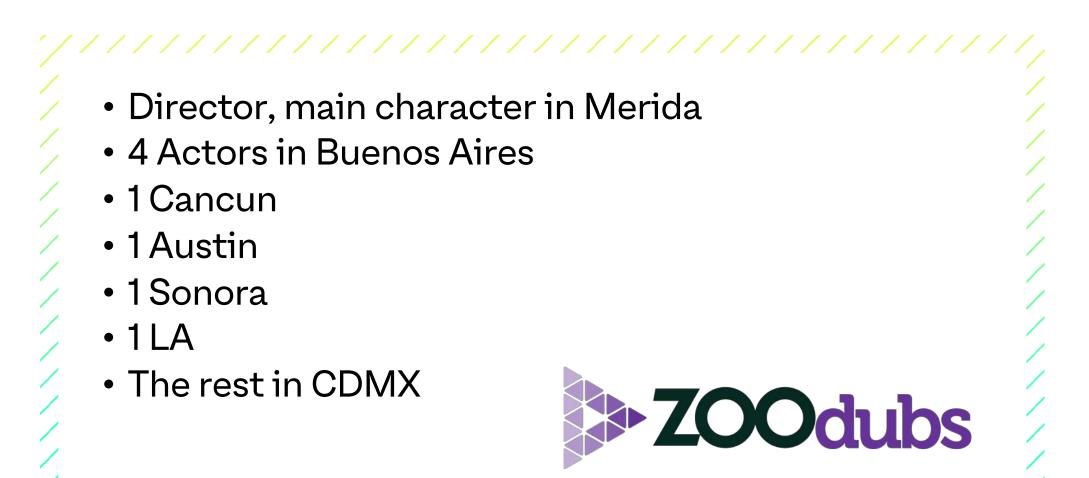
Industry changing requirements

42



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Star talent recording in ZOOdubs



How ZOOdubs meets industry changing requirements

- Cost
- Day and Date Delivery

- Best Quality
- Security
- Connectivity





Matt Fowler, Independent Dubbing Director

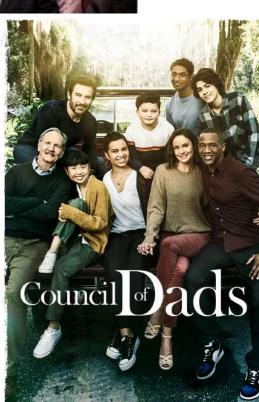
Case study – *The Whistlers* for Magnolia Pictures



Screen credits



One Night in Miami





Dubbing in ZOO's platform





Project at a glance

- **Title:**The Whistlers
- **Client:** Magnolia Pictures
- **Size:** Feature film 1h 37min
- **Type:** Comedy, crime
- Services: Cloud-based dubbing Romanian and Spanish to English
- **Technology:**ZOOdubs cloud dubbing and remote recording
platform, localisation ecosystem
- **Themes:** Dubbing, innovation, remote recording

The Whistlers



Traditional dubbing

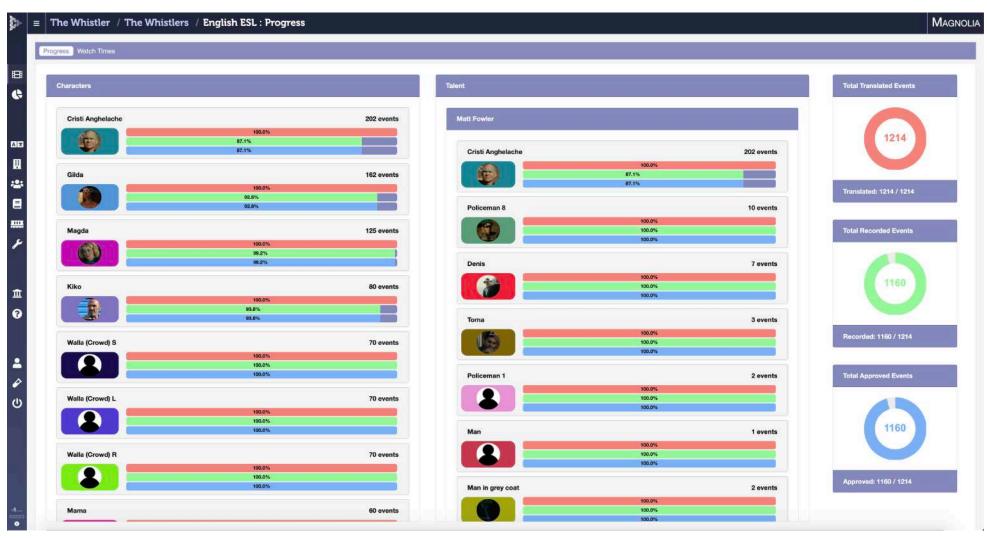


The Whistlers

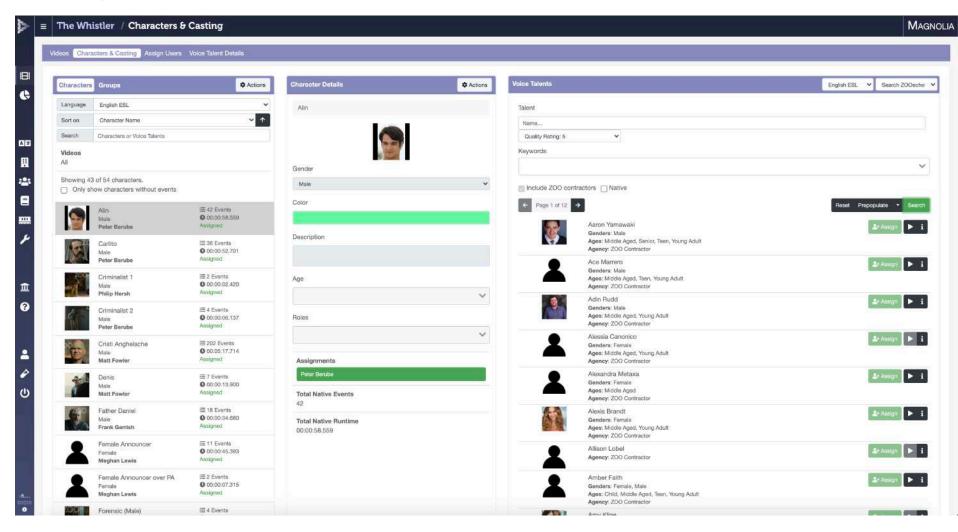
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Progress tracking

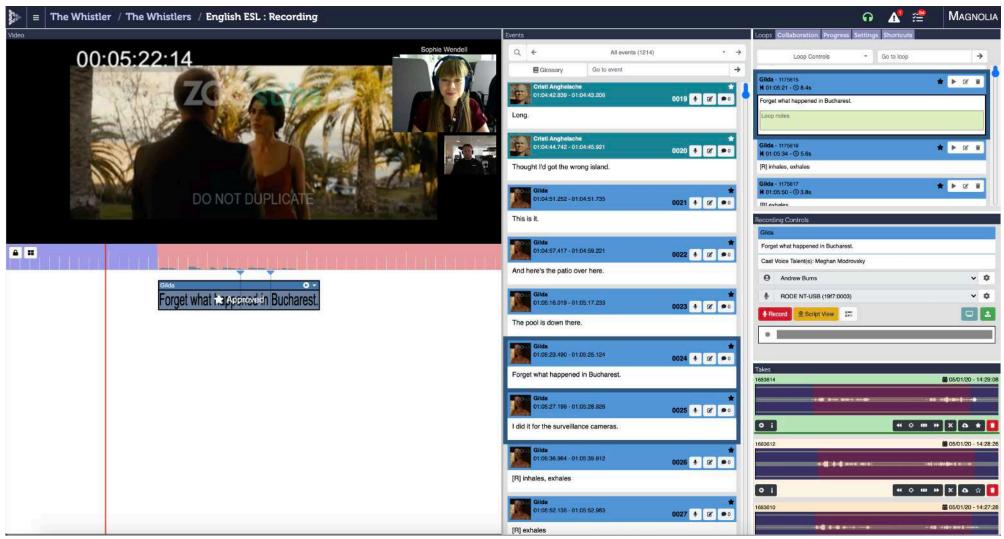


Casting



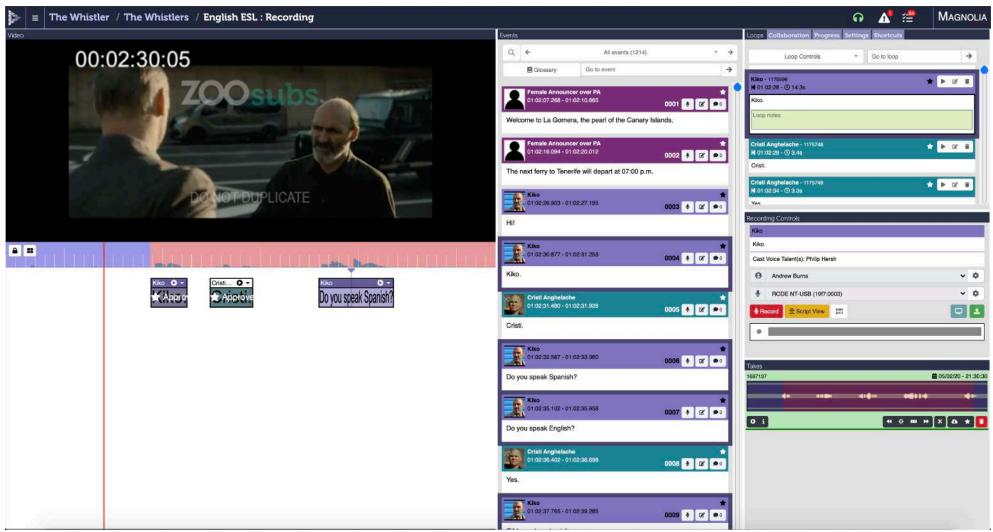
Recording interface

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Recording interface

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Gabe Monterrubio VP, Digital Media Production, Magnolia Pictures

- "We have been working with ZOO over the years to create several excellent dubbed audio tracks, but *The Whistlers* dub was a particularly innovative approach that allowed us to seamlessly execute the dubbing process using their unique cloudbased system.
- "This technology was especially helpful during a period where everyone collaborating on the project was working remotely, and allowed ZOO to provide a service that is usually a complete in-studio process, at a time when the country and most of the world has been sheltering at home."



Dr. Giselle Spiteri Miggiani Independent Localisation Consultant

Dubbing script adaptation in the ZOO ecosystem



Traditional dubbing training

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Training using ZOOdubs

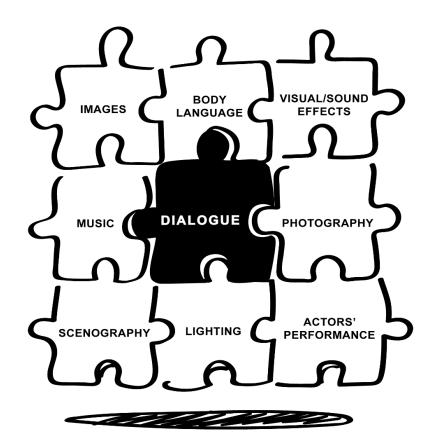


Virtual classrooms in ZOOdubs

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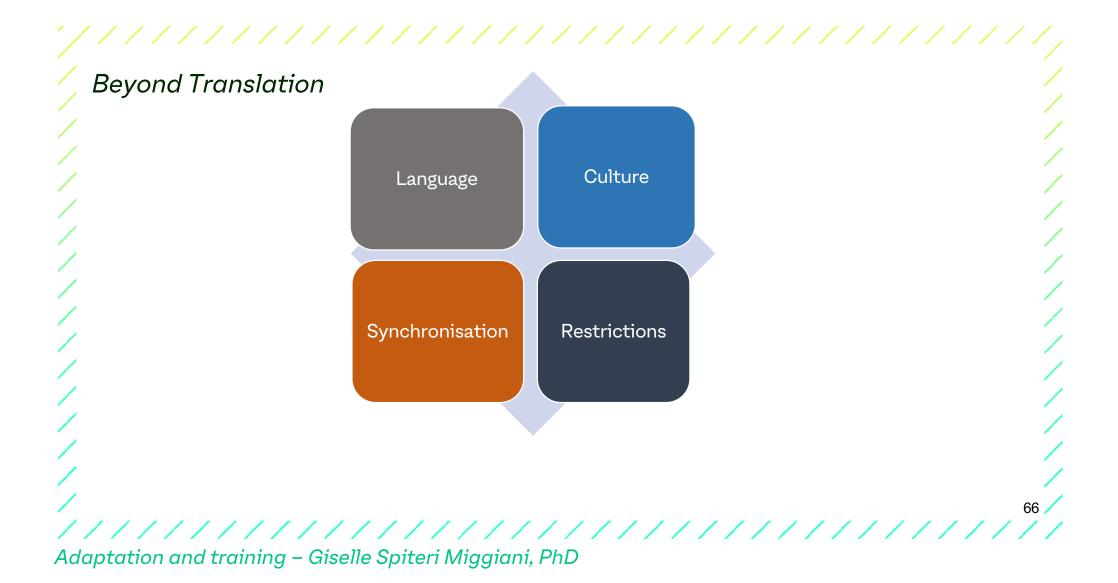
Dialogue in entertainment content



The Dubbing 'formula'

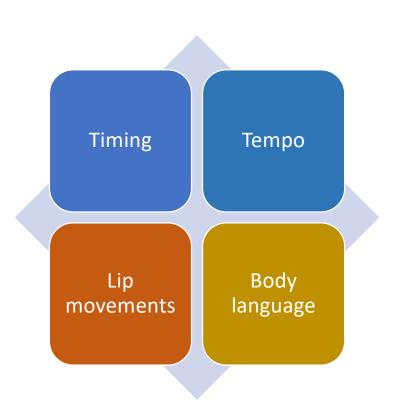


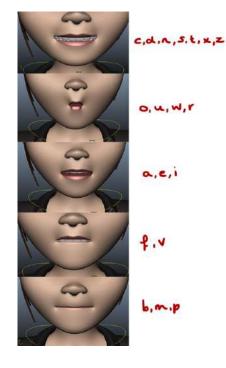
Script adaptation



Synchronisation

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Traditional script sample

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CASTLE # 28- "BOOM!"

203	
DUNN	(CL) (EFF) C'è sempre qualcuno che deve morire,
	Nikki. (fin.FC)
CASTLE	(in.FC/va FC) Se l'uomo alla finestra fosse stato Ben
	Conrad, si sarebbe sparato con la mano sinistra. Ben
	non era l'assassino (IC) Beckett!
BECKETT	Che c'è, Castle?
CASTLE	(va DS) Non è stato Ben Conrad! / Non è stato lui!
	L'assassino è ancora vivo! / (IC) L'assassino è
	ancora vivo!! (FIATI)
DUNN	(FC EFF) Addio, Nikki. Addio, Nikki!
CASTLE	?-(01:11) (FIATI) ///
	0108-0122
204	
CASTLE	(in.FC) Kate! Dove sei? Kate!! / (VERSO-sforzo)
	(VERSI) / (VERSO) / Kate! / (DP) Kate!!
BECKETT	(FC) (01:37) (VERSI)
CASTLE	(ACC) Kate?

ZOOdubs script adaptation interface

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ZOOdubs visual aids for lip synchronisation

= Trainee 10 gsm / Lip-synch Practice 1 SL English Protect your ... / Italian : Translation Video A = Not even me 0. Chris O -Va bene? Neanche a me

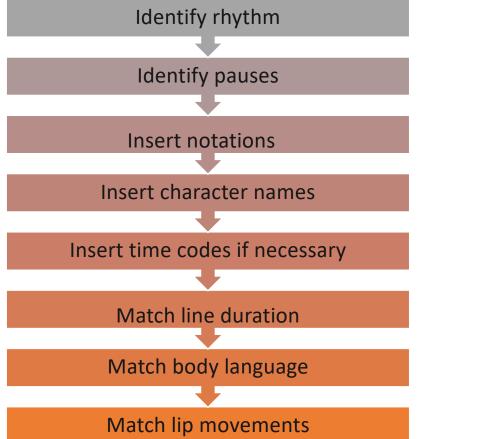
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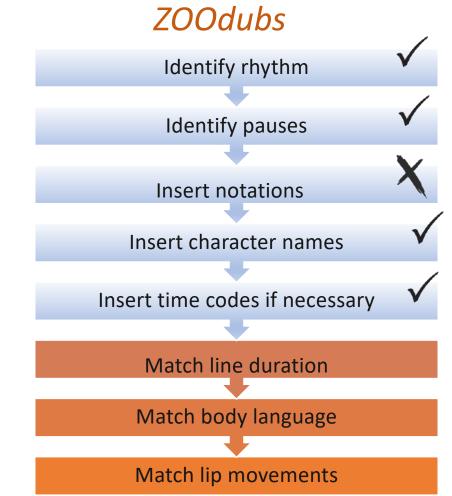


Script adaptation process

Traditional

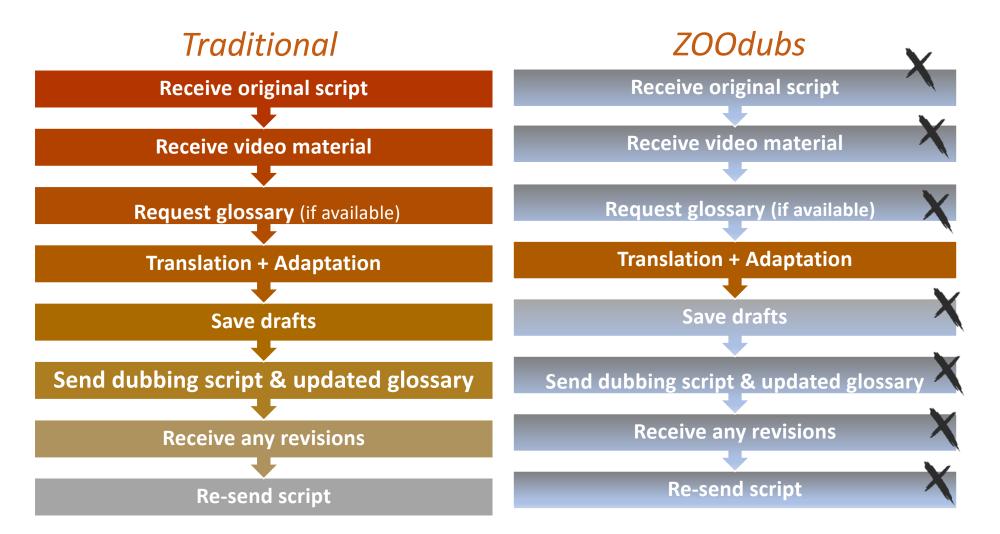


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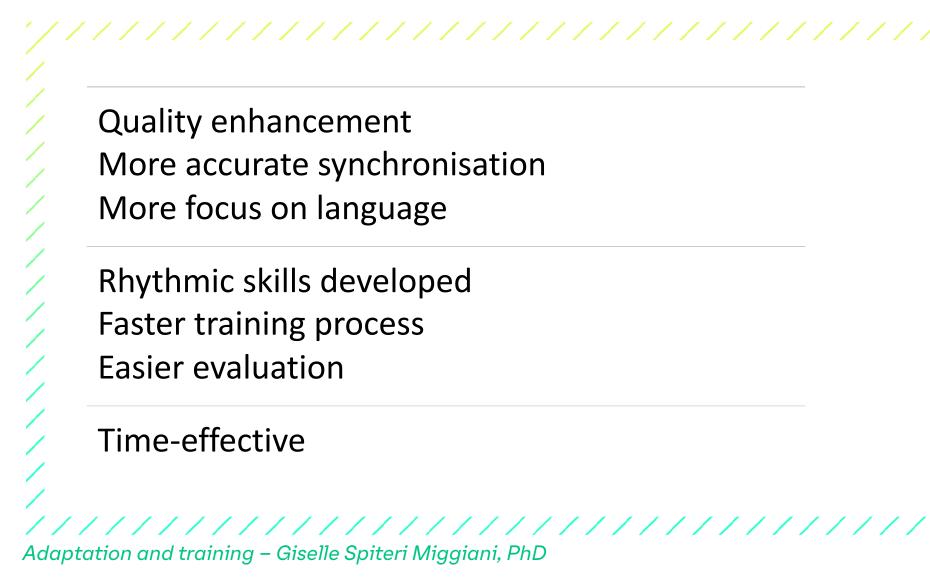
Script adaptation workflow

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Trainee response & results

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The future of media localisation

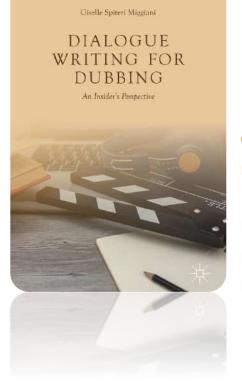
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Adaptation and training – Giselle Spiteri Miggiani, PhD

Thank you.

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Giselle Spiteri Miggiani, PhD mspit12@um.edu.mt

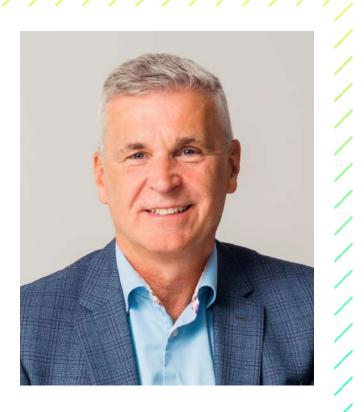
Lecturer – University of Malta Dubbing Translator & Adaptor Media Localisation Trainer & Consultant

Adaptation and training – Giselle Spiteri Miggiani, PhD



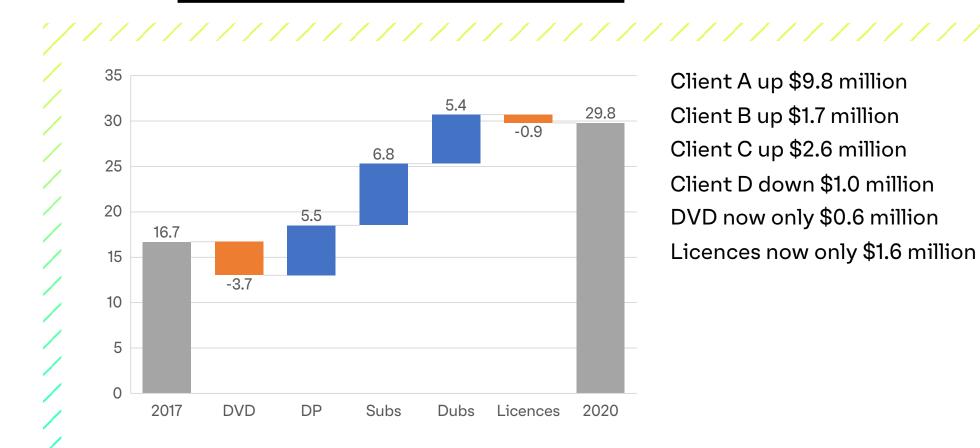
Phillip Blundell CFO, ZOO Digital

Roadmap to \$100m sales



Sales bridge 2017 to 2020

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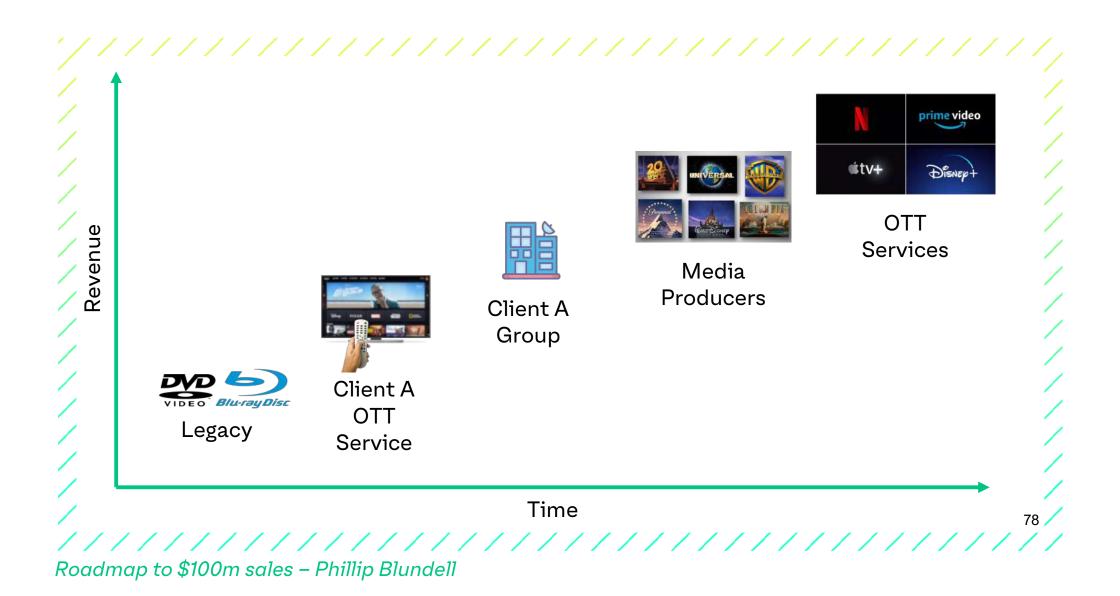


Transition from legacy services business to next generation localisation provider

Roadmap to \$100m sales – Phillip Blundell

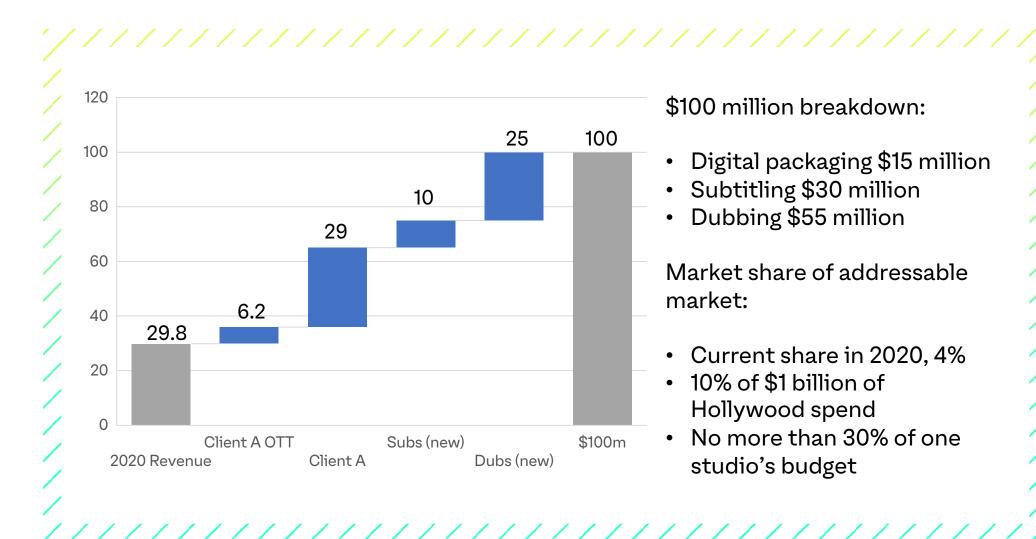
Journey by customer to \$100m sales

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Sales Bridge to \$100m

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Roadmap to \$100m sales – Phillip Blundell

Investment Summary

Strategy – technology-first approach to media localisation
Scalability – cloud-based, agile, scales through partners and freelancers
Growth – large expanding international market still in its infancy
Culture – steeped in the industry with long track record

Foundations for growth in place



Chris Oakley VP Software Engineering, ZOO Digital

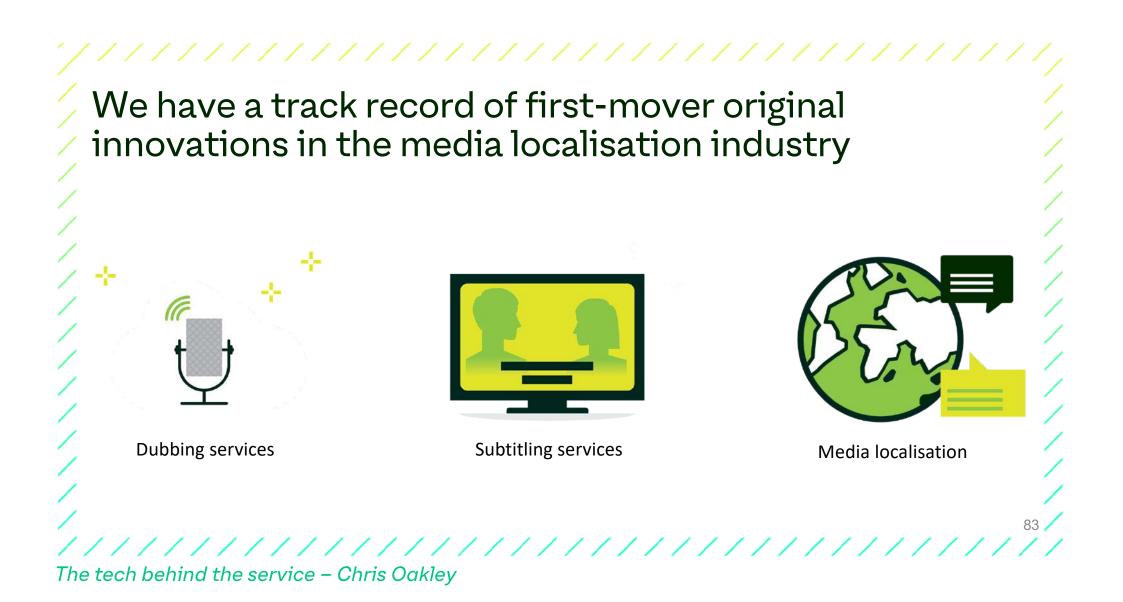
The tech behind the service



ZOO's approach to software development

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Approach to innovation

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Our colleagues are industry experts that we can call on to identify opportunities for major innovations in the industry

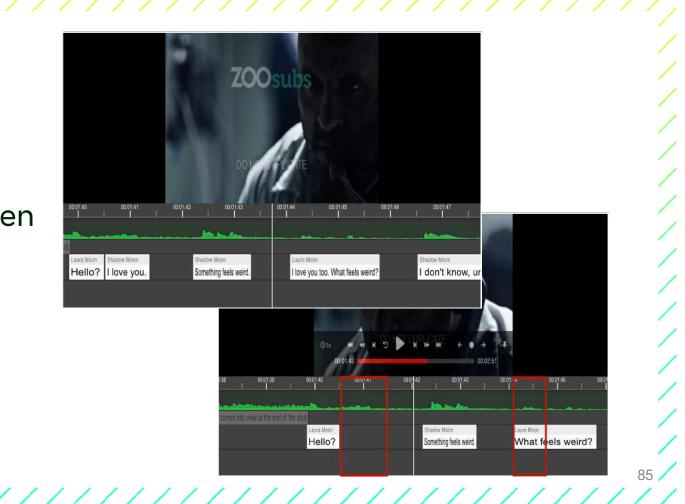
We take a pragmatic approach to developing products

We create something that is going to work!



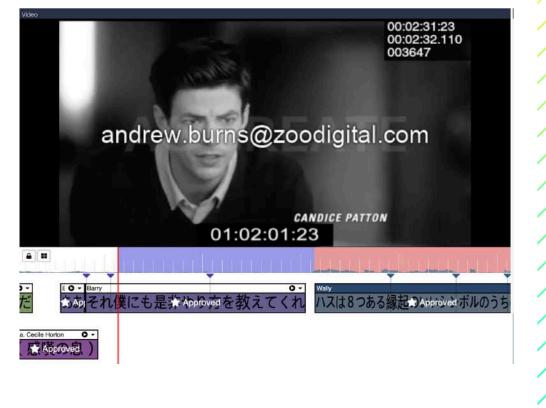
Capital Group plc Capital Markets Event Sep 2020 **Delta** – automated differencing of video versions

- Delta fingerprints video and automatically determines the differences between versions
- Changes in each video version are adopted by our platforms seamlessly



Recent Innovations Secure video delivery

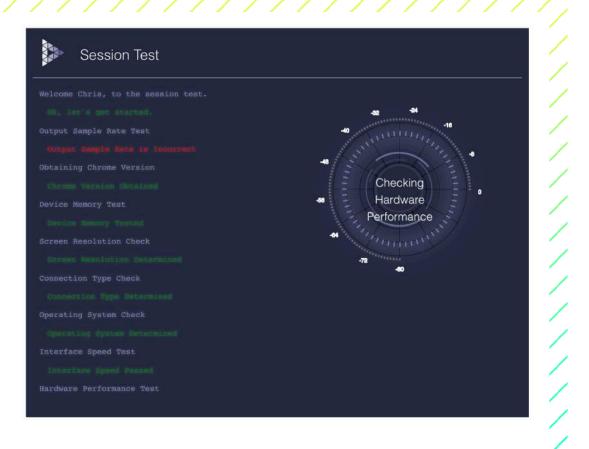
- We have developed our own secure video streaming platform
- This is built in to all our cloud services
- Real-time watermarking of video assets with the details of the translator or voice artist
- Encryption of assets



Recent Innovations Recording session environment validation

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- Deals with the assurance of *technical* quality of recording sessions
- Benchmarks voice artists' environment for every recording session
- Gathers location, system and equipment information
- Identifies acoustic issues (e.g. background noise, echo)



Recent Innovations Collaborative recording sessions

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- Ability to capture all aspects of the dubbing session across multiple locations for a future action replay
- Playback and zoom in to the action from any camera or play everything as a montage
- Benefits many different applications

The tech behind the service – Chris Oakley



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R&D Machine learning

We have identified multiple opportunities for machine learning to help with the localisation of video content

- Machine translation of dialogue
- Automatic identification of expressions and idioms
- Analysis of recorded audio to provide automated feedback
- Automated voice conversion



R&D Machine translation of dialogue

Mainstream machine translation community is focused on the *literal* translations of text and that just doesn't work for dialogue

Dialogue is complicated and made up of multi-word expressions and idiomatic phrases

Tomaten auf den Augen haben. "You have tomatoes on your eyes." Empurrar com a barriga. "To push something with your belly."

R&D Capital Markets Event Sep 2020 Automatic identification of expressions and Idioms

Analysis of how second language speakers acquire the ability to understand idioms and replicating their learning process computationally



R&D Automated guidance of voice talent

Automated qualitative feedback for remotely located voice artists based on analysis of recorded takes

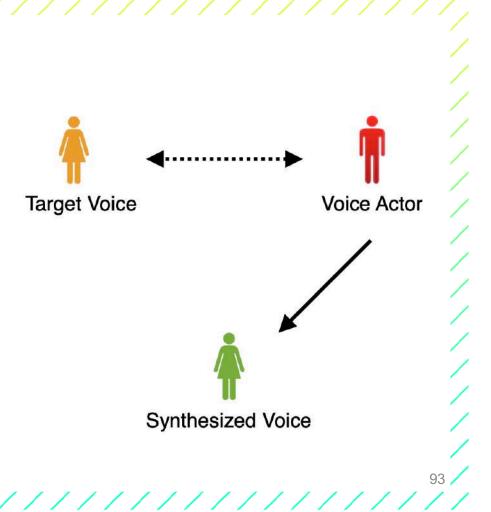
Enhances productivity of voice talent, reduces the need for 'pick-ups' and shortens time to complete projects

(/ / / / / / / / / / / / / / / / / / /	`//////////////////////////////////////
	Take #1625982
qualitative feedback for ated voice artists based	Warnings This take will need to be played back before it can be approved. Please take note of the advisory notes below:
of recorded takes	Clipping Parts of the take are louder than -2dB. This means your take is probably clipping.
	Cut-off More audio was detected than was expected. Did you manage to say everything in the allotted time?
oductivity of voice talent, need for 'pick-ups' and ne to complete projects	Details
	Voice Talent(s): Unassigned Microphone: Communications - Microphone (AT2020USB+) (0909:001c)
	Recorded: 02/26/2020 09:01:54
	Decibels: Highest: -0.8dB, Average: -15.3dB 1625982
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	0 : ≪ ↔ ⊞ ≫ X & ☆ :
	9

R&D Automated voice conversion

Automated technology which allows one actor to play a range of alternate roles by automatically altering the voice to produce new distinct character voices

Applications in multiple areas, particularly in replicating children's voices which are harder to source and more legally complicated to engage



Technology enabled services





Stuart Green CEO, ZOO Digital Wrap up

Summary and key take-aways: ZOO has a significant growth opportunity

- Media localisation is a significant and high value segment
- Global expansion of OTT driving demand for E2E services
- ZOO has created a future-proof solution for dubbing
- ZOOdubs used to produce dubs for major media companies
- COVID-19 has exposed the shortcomings of traditional dubbing
 - ZOO anticipates significant H1 growth YoY in dubbing sales
- Growth in dubbing should drive growth across service lines
 - In FY21 Q1, value of ZOOdubs projects more than 3x prior year







ZOOdigital.com

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ZOO Digital Group plc Capital Markets Event Sep 2020

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