Forward-Looking Statements Disclaimer
Certain statements made in this presentation and the related materials may contain forward-looking statements, which are not historical facts, but are based on certain assumptions and reflect Enghouse’s current expectations. These forward-looking statements are subject to a number of risks and uncertainties that could cause actual results or events to differ materially from current expectations. These risk factors are identified in Enghouse’s Annual Information Form and other periodic reports filed with applicable regulatory authorities from time to time. Enghouse disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

Market and Industry Data
This document contains certain statistical, market and industry data obtained from industry publications and reports. Industry publications and reports generally indicate that information has been obtained from sources believed to be reliable, but do not guarantee the accuracy and completeness of such information. Actual outcomes may vary materially from those forecast in such reports or publications, and the prospect for material variation can be expected to increase as the length of the forecast period increases. While we believe this data to be reliable, market and industry data is subject to variations and cannot be verified with certainty due to limits on the availability and reliability of data. Enghouse has not independently verified any of the third party data referred to in this document.
Strategy

Build a diverse enterprise software and services company by:

- Growing our Interaction management solutions business
  - Interactive Management Group

- Growing our Network solutions and Transportation management software businesses
  - Asset Management Group

- Consistently generating revenue growth and positive cash flow

- Completing selective acquisitions within existing markets and entering new strategic software markets on an opportunistic basis
Snapshot

Enghouse Interactive
Contact center software

HQ in Canada, offices in 25+ countries

Enghouse Networks
Telecom software

Toronto Stock Exchange
TSX: ENGH

Enghouse Transportation
Transportation software

~1,800 employees

Dual Growth Revenue
(organic & acquisitions)

$450 million

Revenue

Profitable growth

7% CAGR FY15 - FY19

10% CAGR FY15 - FY19
Interactive Portfolio

Solutions that transform customer engagement

OMNI-CHANNEL CONTACT CENTER
- Mid-market Contact Center
- Enterprise Contact Center
- Cloud Contact Center
- AI Powered Social Media
- Video Enabled Contact Center

CALL RECEPTION/CALL HANDLING
- Mid-market Attendant Console
- Enterprise Attendant Console
- Cloud Attendant Console
- Directory Integration

VIDEO INTERACTION
- Healthcare
- Financial Institutions
- Enterprise Video Collaboration

SELF-SERVICE
- AI Powered Multi-channel Self-service
- Mobile Self-service Platform
- Knowledge Management

QUALITY MANAGEMENT
- Call Billing and Reporting
- Interaction Recording and Analysis
- Survey Management
- Workforce Management
- AI Powered Business Insights

TELEPHONY, VIDEO & CRM INTEGRATION
- CRM Integration
- Telephony Application Enablement
- Video Application Enablement
- VoiceXML Application Test

Solutions that transform customer engagement
Networks Portfolio

*Technology solutions enabling network & digital transformation for 5G operators*

**NETWORK OPERATIONS**
- Network Inventory, Planning & Resource Management OSS
- Performance Management
- Fiber Planning & Design
- Service Assurance

**NETWORK VISUALIZATION**
- e.AI
- Geographic Information Systems
- Network Operations Centre
- Network Correlation
- Coverage Portals
- Customer Care

**NETWORK MONETIZATION**
- MVNO Billing Solutions
- IoT Monetization & Billing
- Wholesale Revenue Management

**REVENUE GENERATION**
- Cloud IPTV
- Video Solutions
- Mobile VAS Consolidation
Transportation Portfolio

Software solutions for Transit, Public Safety, and Supply Chain

**TRANSIT OPERATIONS**
- Fixed Route & Demand Response
- Scheduling & Dispatch
- Driver Management
- e-Ticketing
- Automated Fare Collection

**PUBLIC SAFETY**
- Emergency Control & Dispatch (1st responders)
- Non-Emergency Patient Transport

**COMMUNICATIONS**
- Fixed Route
- Demand Response
- Operator & Fare IVR

**PRIVATE TRANSPORTATION**
- Coach and Tour Operations Management

**FLEET MANAGEMENT**
- Logistics Management
- Order Tracking
- Telematics
- Container Tracking and Monitoring
ANNUAL RESULTS
Fiscal Year Results (ending Oct 31)

**TOTAL REVENUE**

- FY 15: $279m
- FY 16: $308m
- FY 17: $325m
- FY 18: $343m
- FY 19: $386m

CAGR: 6.7%

**HOSTED & MAINTENANCE**

- FY 15: $142m
- FY 16: $166m
- FY 17: $178m
- FY 18: $191m
- FY 19: $220m

CAGR: 9.1%

**ADJUSTED EBITDA PER SHARE**

- FY 15: $1.30
- FY 16: $1.44
- FY 17: $1.73
- FY 18: $1.94
- FY 19: $2.10

CAGR: 10.1%

**DIVIDEND PER SHARE**

( based on date of record)

- FY 15: $0.22
- FY 16: $0.26
- FY 17: $0.30
- FY 18: $0.34
- FY 19: $0.40

CAGR: 12.7%

---

Note¹: Compounded annual growth rate FY15 - FY19
Revenue Split - FY19

REVENUE BREAKDOWN

- Hosted & Maintenance: 57%
- License: 23%
- Services: 16%
- Hardware: 4%

REVENUE BY GEOGRAPHY

- US: 34%
- SCANDINAVIA: 22%
- EUROPE: 19%
- UK: 16%
- Canada: 4%
- OTHER: 5%

REVENUE BY BUSINESS GROUP

- Interactive Management Group: $205m or 53%
- Asset Management Group: $181m or 47%

Note: % rounding applied to charts and tables throughout this corporate presentation.
## Annual Results

<table>
<thead>
<tr>
<th></th>
<th>FY 19</th>
<th>FY 18</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$385.9m</td>
<td>$342.8m</td>
<td>12.5%</td>
</tr>
<tr>
<td>- Revenue - Interactive Management Group</td>
<td>$204.9m</td>
<td>$189.3m</td>
<td>8.2%</td>
</tr>
<tr>
<td>- Revenue - Asset Management Group</td>
<td>$181.0m</td>
<td>$153.6m</td>
<td>17.8%</td>
</tr>
<tr>
<td>Hosted and Maintenance revenue</td>
<td>$219.6m</td>
<td>$191.1m</td>
<td>14.9%</td>
</tr>
<tr>
<td>Adjusted EBITDA(^1) per diluted share</td>
<td>$2.10</td>
<td>$1.94</td>
<td>8.2%</td>
</tr>
<tr>
<td>Adjusted EBITDA(^1)</td>
<td>$115.6m</td>
<td>$106.0m</td>
<td>9.0%</td>
</tr>
<tr>
<td>Dividend - per common share, based on date of record</td>
<td>$0.40</td>
<td>$0.34</td>
<td>17.7%</td>
</tr>
<tr>
<td>Cash spent on acquisitions - net of cash acquired &amp; holdbacks</td>
<td>$102.3m</td>
<td>$16.8m</td>
<td>508.6%</td>
</tr>
<tr>
<td>Cash &amp; Investments balance - end of period</td>
<td>$150.3m</td>
<td>$193.9m</td>
<td>(22.5%)</td>
</tr>
<tr>
<td>Operating cash flow - before working capital adjustments</td>
<td>$118.5m</td>
<td>$108.3m</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

\(^1\) Adjusted EBITDA: Results from operating activities adjusted for depreciation of PE and special charges for acquisition related restructuring costs.
## Q1 FY20

<table>
<thead>
<tr>
<th></th>
<th>Q1 FY20</th>
<th>Q1 FY19</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$110.7m</td>
<td>$86.0m</td>
<td>28.6%</td>
</tr>
<tr>
<td>Revenue - Interactive Management Group</td>
<td>$62.9m</td>
<td>$43.5m</td>
<td>44.7%</td>
</tr>
<tr>
<td>Revenue - Asset Management Group</td>
<td>$47.8m</td>
<td>$42.6m</td>
<td>12.2%</td>
</tr>
<tr>
<td>Hosted and Maintenance revenue</td>
<td>$64.4m</td>
<td>$50.8m</td>
<td>26.6%</td>
</tr>
<tr>
<td>Adjusted EBITDA per diluted share</td>
<td>$0.64</td>
<td>$0.48</td>
<td>33.3%</td>
</tr>
<tr>
<td>Adjusted EBITDA</td>
<td>$35.3m</td>
<td>$26.3m</td>
<td>34.2%</td>
</tr>
<tr>
<td>Dividend - per common share, based on date of record</td>
<td>$0.11</td>
<td>$0.09</td>
<td>22.2%</td>
</tr>
<tr>
<td>Cash spent on acquisitions - net of cash acquired &amp; holdbacks</td>
<td>$49.4m</td>
<td>$23.5m</td>
<td>110.4%</td>
</tr>
<tr>
<td>Cash &amp; Investments balance - end of period</td>
<td>$116.3m</td>
<td>$190.5m</td>
<td>(38.9%)</td>
</tr>
<tr>
<td>Operating cash flow - before working capital adjustments</td>
<td>$35.2m</td>
<td>$27.1m</td>
<td>29.7%</td>
</tr>
</tbody>
</table>

**Note**: Adjusted EBITDA: Results from operating activities adjusted for depreciation of PE and ROU assets and special charges for acquisition related restructuring costs.
Acquisition Strategy

- Established track record of value creation through acquisitions
- To consistently generate positive operating cash flows to fund further growth, drive shareholder value while minimizing shareholder dilution
- Economic factors are favorable for acquisitions especially for small-cap companies
- Target companies in the $5m - $50m revenue range preferably with strong recurring revenue
  - Geographic, product or scale expansion
  - Mission critical solutions
  - High barriers to entry
- Objective is for a cash on cash payback within 5 - 6 years
Recent Acquisitions

- **TELEXIS**
  - Q1 FY 19
  - NETHERLANDS

- **CAPANA**
  - Q1 FY 19
  - SWEDEN

- **PROOPTI**
  - Q2 FY 19
  - SWEDEN

- **VIDYO**
  - Q3 FY 19
  - USA

- **ESPIAL**
  - Q3 FY 19
  - CANADA

- **EPTICA**
  - Q4 FY 19
  - FRANCE

- **DIALOGIC**
  - Q1 FY 20
  - USA
THANK YOU!