

# Enhouse - Corporate Presentation

Q4 FY20



**Enhouse Systems**

Software engineered for results



## **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



Enghouse Systems

Software engineered for results

- ◆ Two-pronged growth strategy focused on internal growth and acquisitions
  
- ◆ The Company is organized around two business segments delivering solutions for remote work, visual computing and communications for next generation software defined networks:
  - Interactive Management Group (“IMG”)
    - Customer interaction solutions (including video collaboration)
  
  - Asset Management Group (“AMG”)
    - Networks Group provides technology solutions to communications and media, utilities and defense organizations
    - Transportation & Public Safety Group provides software solutions for transit, supply chain and public safety
  
- ◆ Completing selective acquisitions within existing markets and entering new strategic software markets on an opportunistic basis

# Snapshot



**Enhouse Systems**

Software engineered for results



HQ in Canada, offices in  
25+ countries



Toronto Stock Exchange  
TSX:ENGH



Dual Growth Revenue  
(organic & acquisitions)



Enhouse Interactive



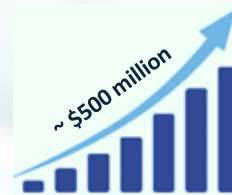
Enhouse Networks



Enhouse Transportation  
& Public Safety



~1,800 employees



Revenue



Profitable growth

# Interactive Portfolio



Enghouse Systems

Software engineered for results

◆ 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  
Technology Companies



## 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

# Networks Portfolio



Enghouse Systems

Software engineered for results

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



## NETWORK INFRASTRUCTURE

Mobile Value-Added Services  
Intelligent Routing  
Session Border Controller  
Stack, Signalling and STP  
Media Gateways  
Control Switch



## OPERATION SUPPORT SYSTEMS

e.AI  
Geographic Information Systems  
Network Inventory & Planning  
Performance Management  
Fault Management  
Network Testing



## BUSINESS SUPPORT SYSTEMS

Billing as a Service  
MVNO Billing Solutions  
IoT Monetization & Billing  
Wholesale Revenue Management



## DIGITAL TRANSFORMATION

TV as a Service  
Video Solutions  
Embedded Browsers

# Transportation & Public Safety Portfolio



Enghouse Systems  
Software engineered for results

◆ Software solutions for transit, supply chain and public safety companies



## TRANSIT OPERATIONS

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



## COMMUNICATIONS

Fixed Route  
Demand Response  
Operator & Fare IVR



## PRIVATE TRANSPORTATION

Coach and Tour Operations Management



## PUBLIC SAFETY

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



## FLEET MANAGEMENT

Logistics Management  
Order Tracking  
Telematics  
Container Tracking and Monitoring



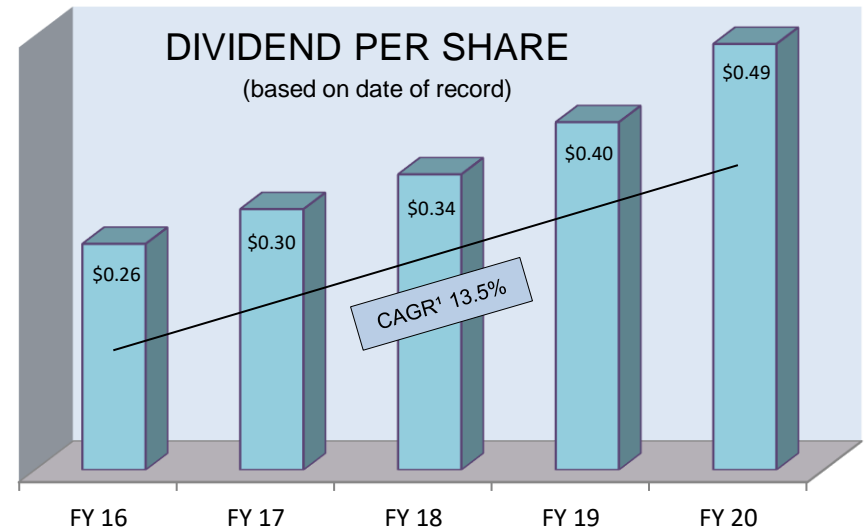
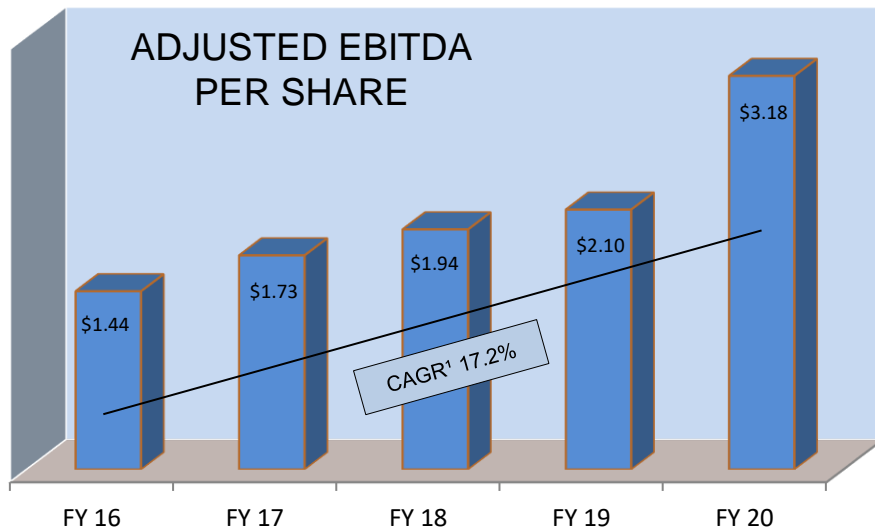
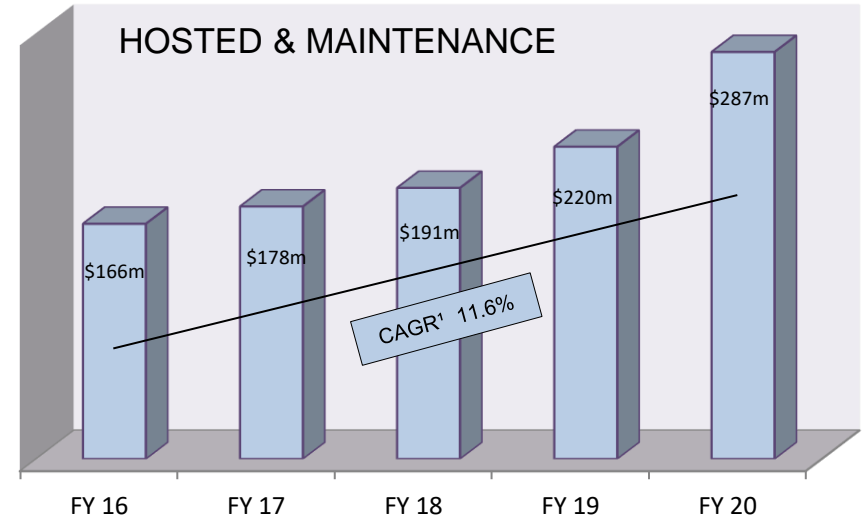
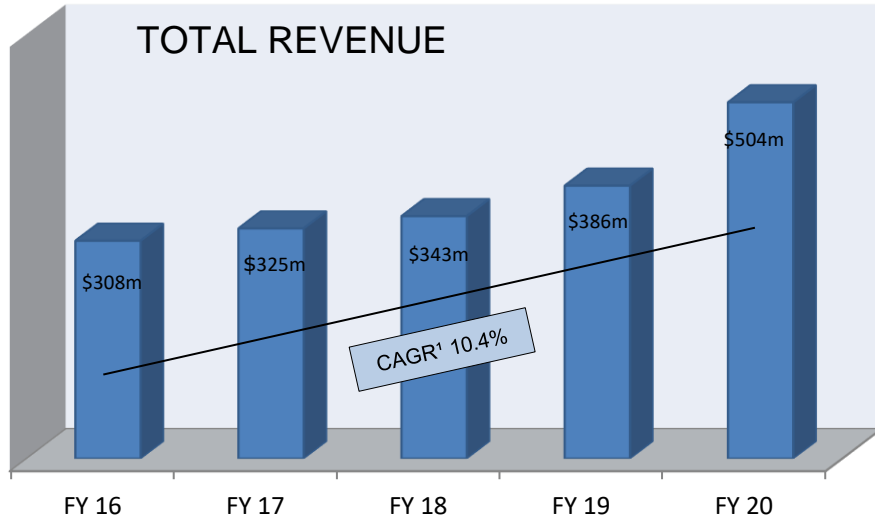
# **ANNUAL RESULTS**



# Fiscal Year Results (ending Oct 31)



**Enghouse Systems**  
Software engineered for results



Note<sup>1</sup>: Compounded annual growth rate FY16 – FY20



# Q4 FY20 & YTD

# Q4 FY20 & YTD



**Enghouse Systems**

Software engineered for results

	Q4 FY20	Q4 FY19	% Change	Q4 FY20 YTD	Q4 FY19 YTD	% Change
Revenue	\$120.9m	\$109.3m	10.6%	\$503.8m	\$385.9m	30.6%
■ Revenue - Interactive Management Group	\$70.9m	\$60.0m	18.2%	\$298.9m	\$204.9m	45.9%
■ Revenue - Asset Management Group	\$50.0m	\$49.3m	1.4%	\$204.9m	\$181.0m	13.2%
Hosted and Maintenance revenue	\$73.0m	\$60.9m	19.9%	\$286.8m	\$219.6m	30.6%
Adjusted EBITDA <sup>1</sup>	\$46.6m	\$34.0m	37.1%	\$176.8m	\$115.6m	52.9%
Adjusted EBITDA <sup>1</sup> per diluted share	\$0.83	\$0.62	33.9%	\$3.18	\$2.10	51.4%
Dividend - per common share, based on date of record	\$0.135	\$0.110	22.7%	\$0.490	\$0.400	22.5%
Cash (received)/spent on acquisitions - net of cash acquired & holdbacks	Nil	\$7.0m	(100.0%)	\$43.9m	\$102.3m	(57.1%)
Cash & Investments balance - end of period	\$251.8m	\$150.3m	67.5%	\$251.8m	\$150.3m	67.5%
Operating cash flow - before working capital adjustments	\$48.0m	\$33.9m	41.6%	\$178.5m	\$118.5m	50.6%

**Note<sup>1</sup>:** Adjusted EBITDA: Results from operating activities adjusted for depreciation of PE and ROU assets and special charges for acquisition related restructuring costs.

# Quarterly Results

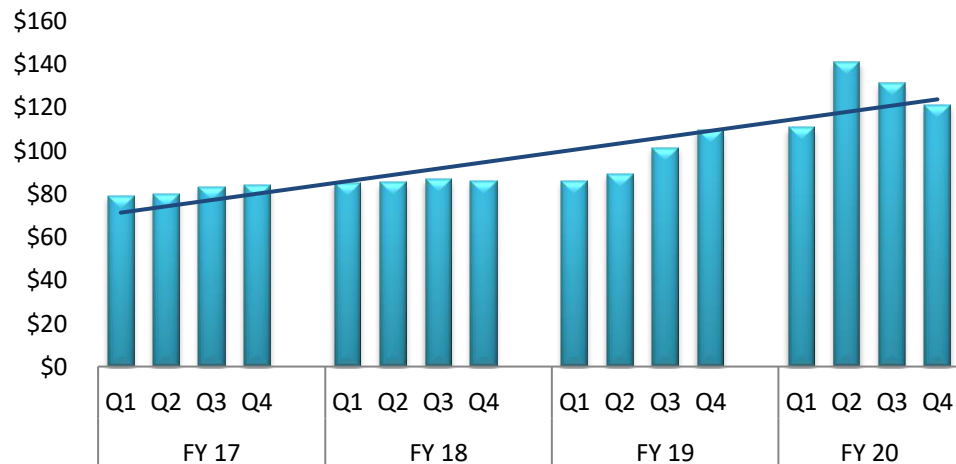


**Enghouse Systems**

Software engineered for results

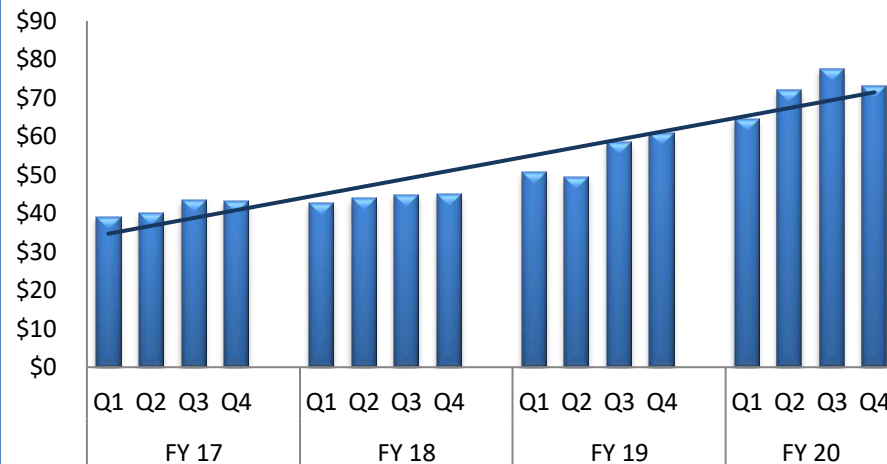
## REVENUE

\$ millions

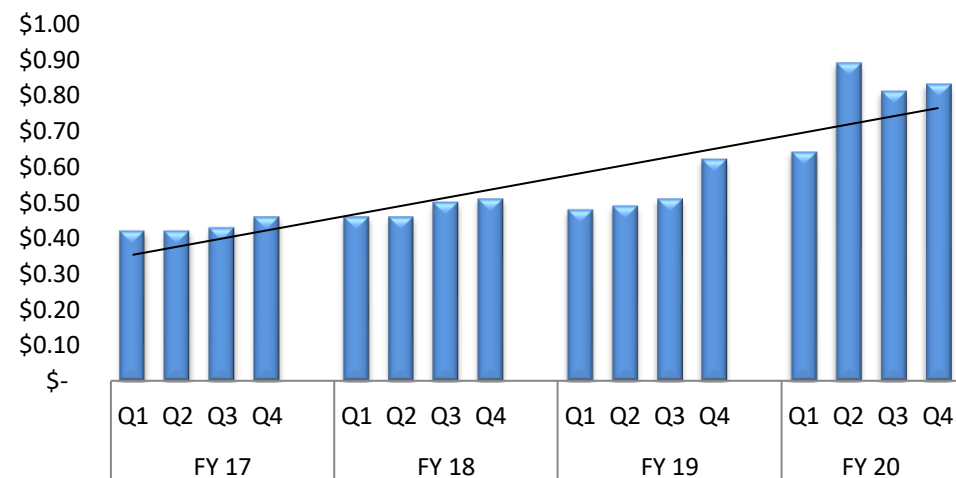


## HOSTED & MAINTENANCE REVENUE

\$ millions

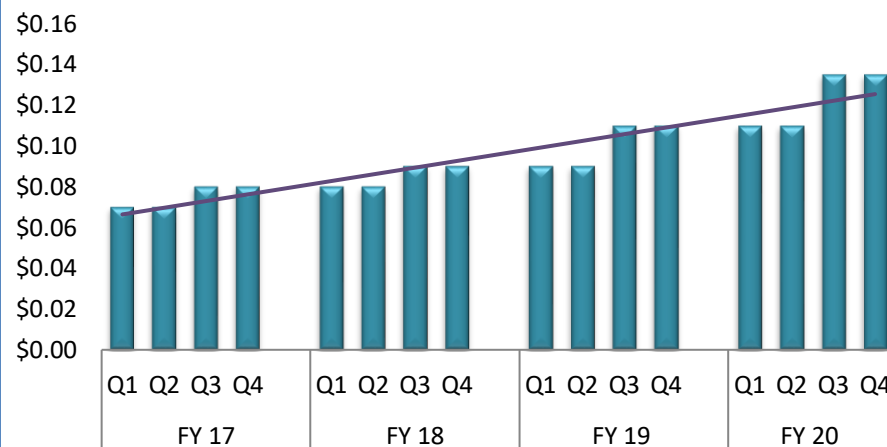


## ADJUSTED EBITDA PER SHARE



## DIVIDEND PER SHARE

(based on date of record)





# 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





**Enghouse Systems**

Software engineered for results



**THANK YOU!**