

# Enhouse - Corporate Presentation

Q3 FY21



**Enhouse Systems**

Software engineered for results



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# Strategy



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- ◆ 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



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HQ in Canada, offices in  
25+ countries



Toronto Stock Exchange  
TSX:ENGH



Dual Growth Revenue  
(organic & acquisitions)



Enghouse Interactive



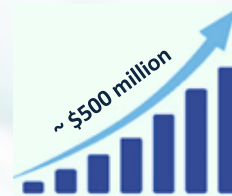
Enghouse Networks



Enghouse Transportation  
& Public Safety



~1,800 employees



Revenue



Profitable growth

# Interactive Portfolio



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👁 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



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◆ 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



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◆ 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



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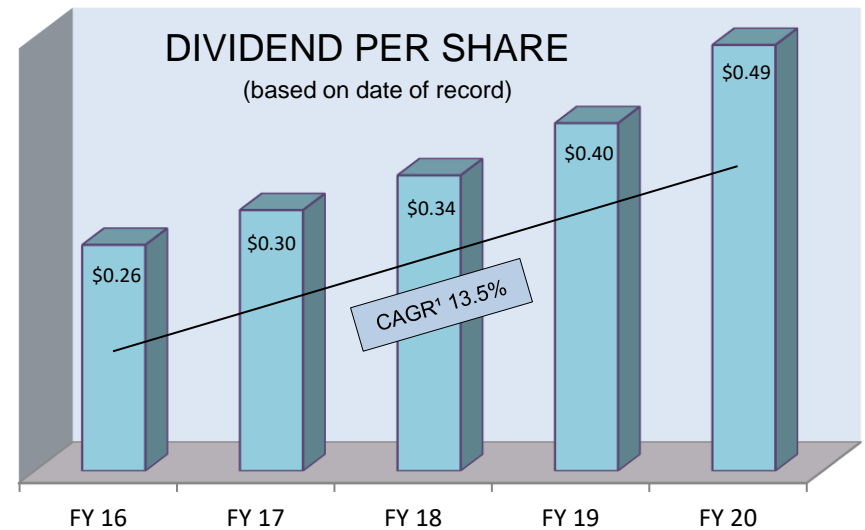
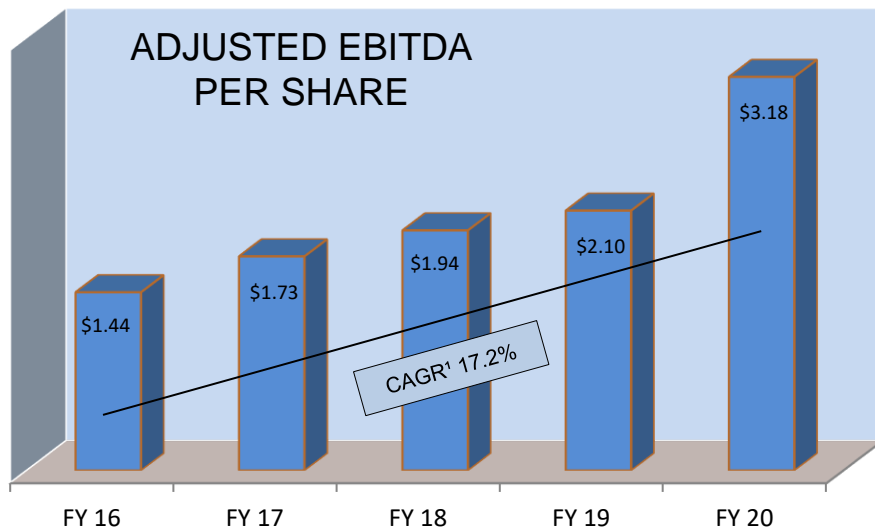
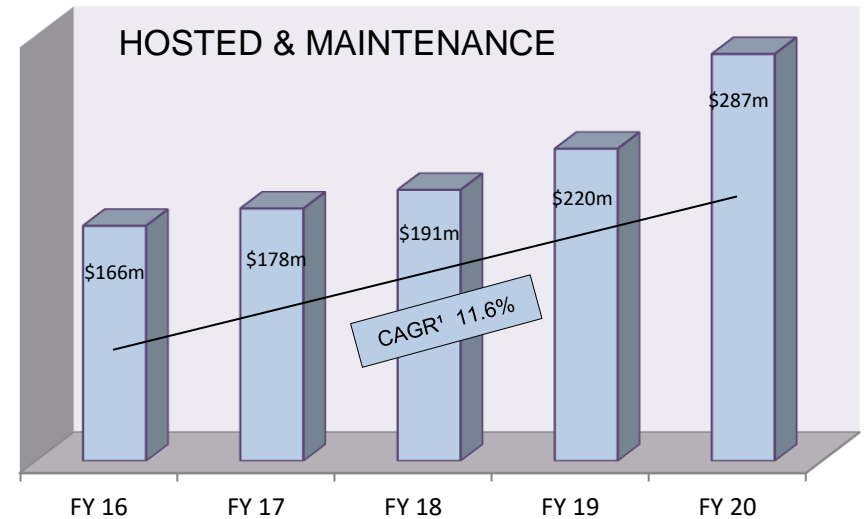
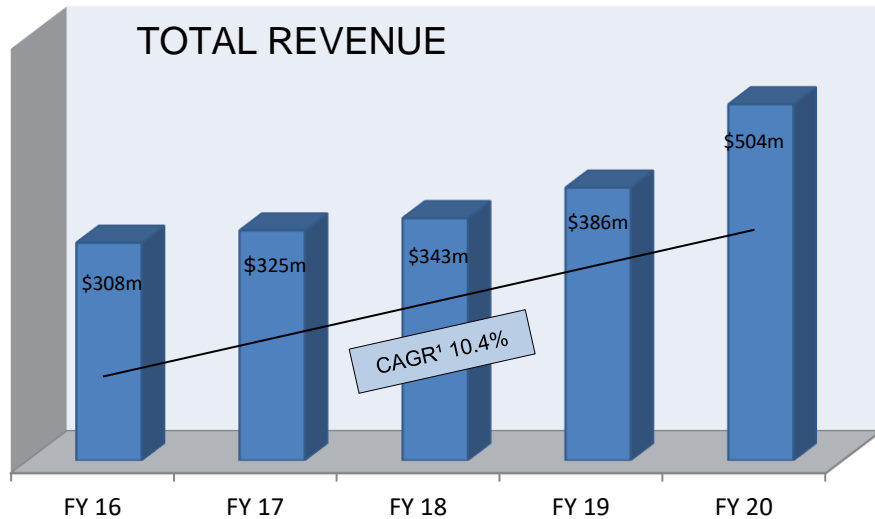
# **ANNUAL RESULTS**



# Fiscal Year Results (ending Oct 31)



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



# **Q3 & YTD FY21**

# Q3 & YTD FY21



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	Q3 FY21	Q3 FY 20	% Change	YTD FY 21	YTD FY 20	% Change
Revenue	\$117.6m	\$131.3m	-10.4%	\$354.1m	\$382.9m	-7.5%
■ Revenue - IMG	\$65.6m	\$75.2m	-12.8%	\$201.7m	\$228.0m	-13.0%
■ Revenue - AMG	\$52.1m	\$56.2m	-7.3%	\$152.3m	\$154.9m	-1.7%
Hosted and Maintenance revenue	\$68.4m	\$77.4m	-11.6%	\$211.1m	\$213.7m	-1.2%
Adjusted EBITDA <sup>1</sup>	\$41.7m	\$45.6m	-8.6%	\$126.4m	\$130.2m	-2.9%
Adjusted EBITDA <sup>1</sup> per diluted share	\$0.75	\$0.81	-7.4%	\$2.26	\$2.35	-3.8%
Dividend - per common share, based on date of record	\$0.16	\$0.135	18.5%	\$0.43	\$0.36	19.4%
including special dividend <sup>2</sup> of \$1.50 per common share	\$0.16	\$0.135	18.5%	\$1.93	\$0.36	436.1%
Cash spent/(received) on acquisitions - net of cash acquired & holdbacks	\$5.1m	(\$4.3m)	218.5%	\$36.3m	\$43.9m	-17.3%
Cash & Investments balance - end of period	\$187.8m	\$228.9m	-18.0%	\$187.8m	\$228.9m	-18.0%
Operating cash flow - before working capital adjustments	\$41.1m	\$45.3m	-9.2%	\$125.4m	\$130.5m	-3.9%

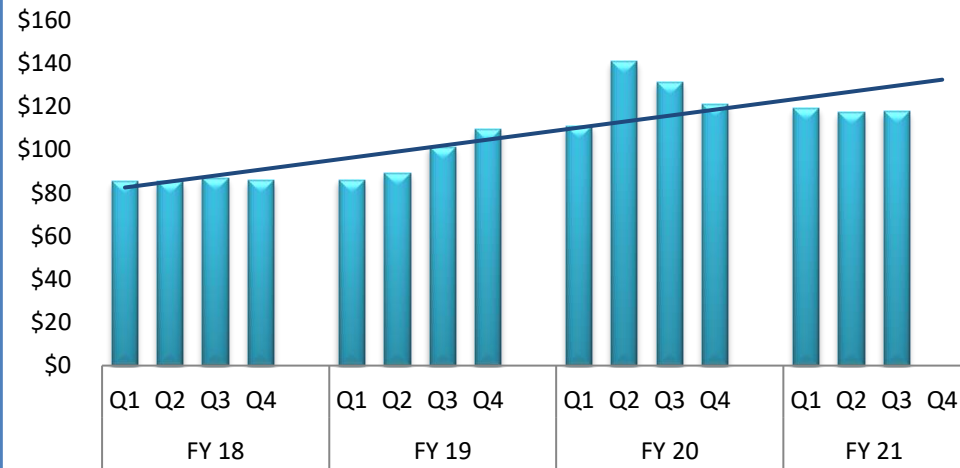
**Note<sup>1</sup>:** Adjusted EBITDA: Results from operating activities adjusted for depreciation of PE and ROU assets and special charges for acquisition related restructuring costs.

# Quarterly Results



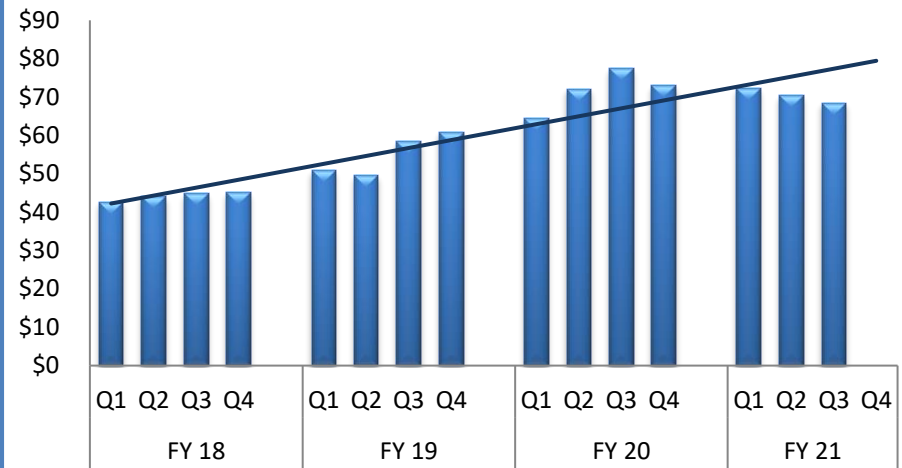
## REVENUE

\$ millions

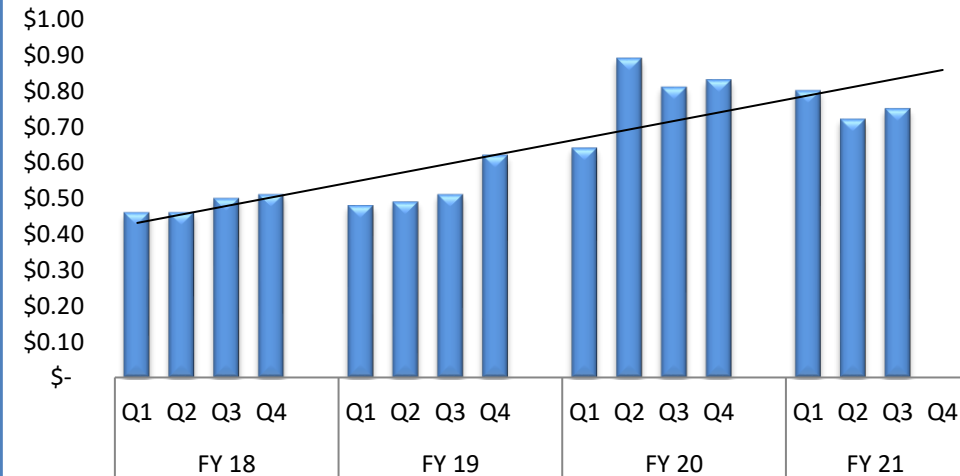


## HOSTED & MAINTENANCE REVENUE

\$ millions

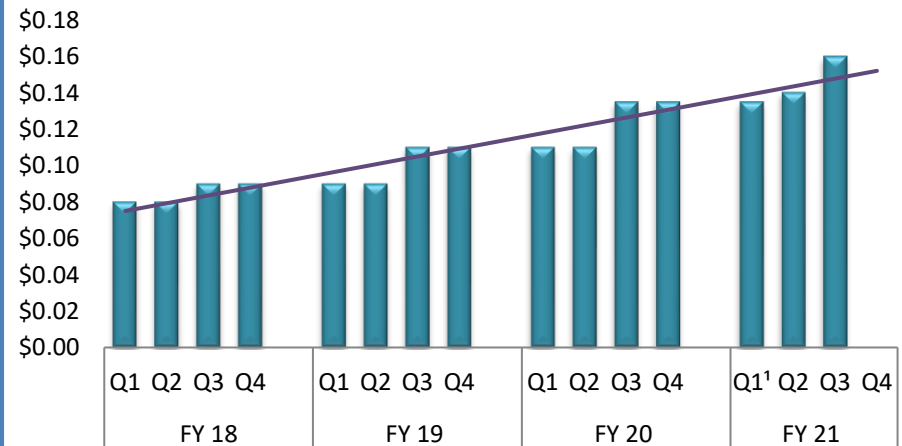


## ADJUSTED EBITDA PER SHARE



## DIVIDEND PER SHARE

(based on date of record)



**Note**<sup>1</sup>: A special dividend of \$1.50 per common share was paid on Feb 16, 2021 to shareholders of record as at Jan 15, 2021 – not reflected in the above chart



# 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





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**THANK YOU!**