



Enghouse Systems
Software engineered for results

Enghouse - Corporate Presentation

Q2 FY22



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Strategy



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- ◆ Two-pronged strategy to grow earnings (internal growth and acquisitions)

- ◆ The Company is organized around two business segments delivering solutions for remote work, visual computing and communication 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)



Enhouse Interactive



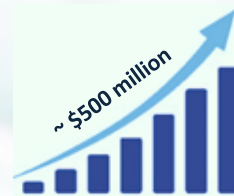
Enhouse Networks



Enhouse 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
Enghouse CCaaS
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
UCaaS
Enterprise Video Management



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

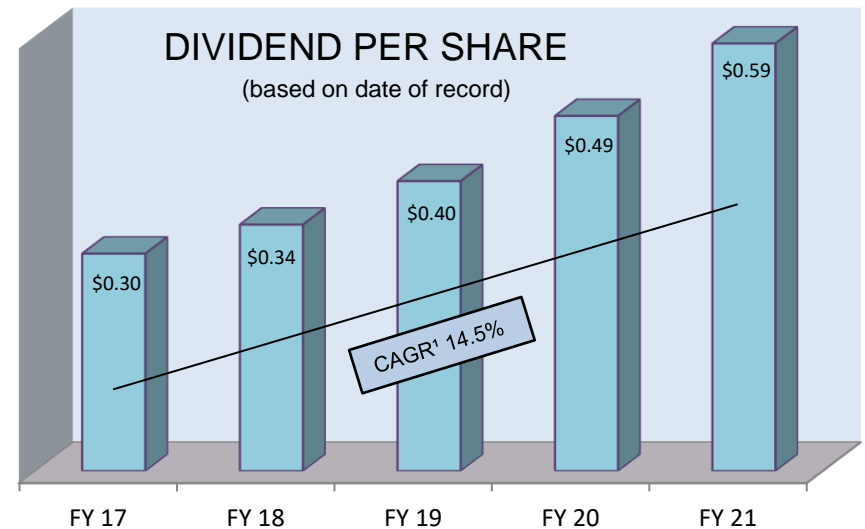
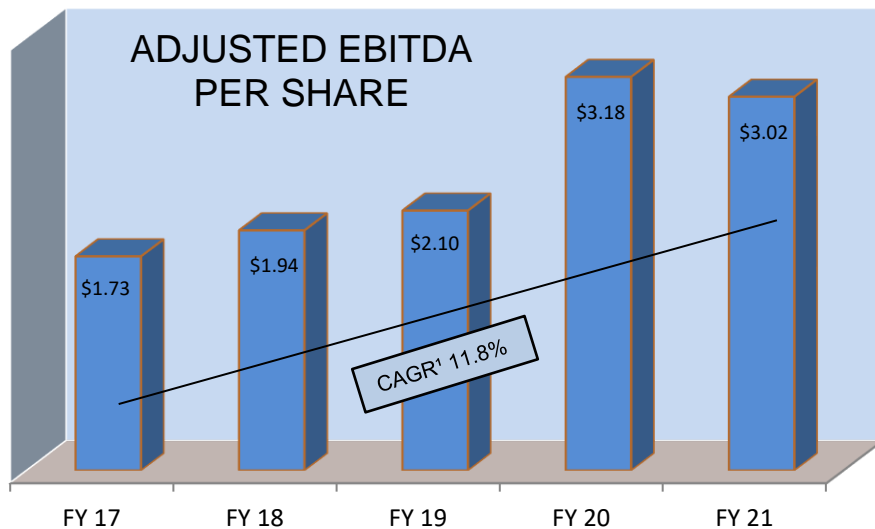
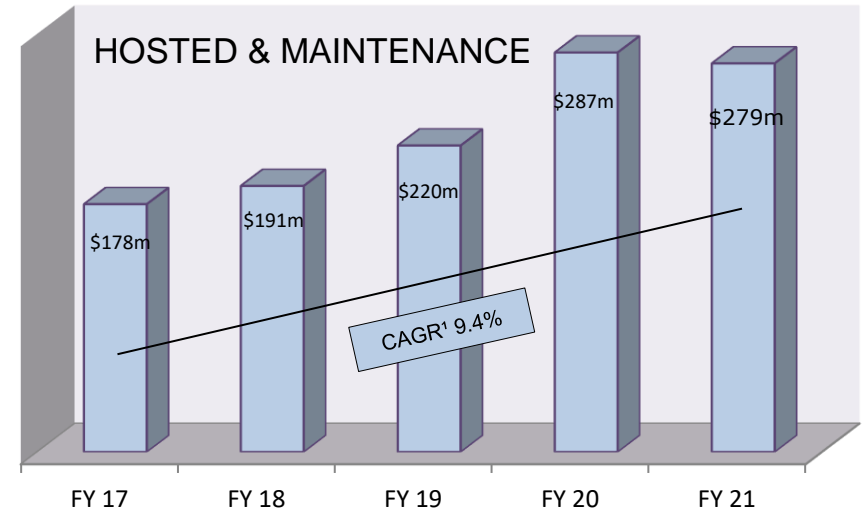
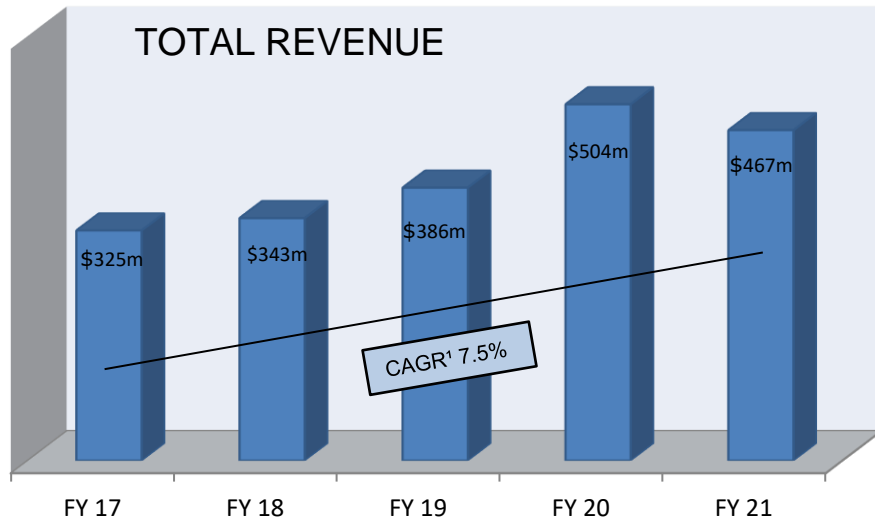


ANNUAL RESULTS

Fiscal Year Results (ending Oct 31)



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Note¹: Compounded annual growth rate FY17 – FY21



Q2 & YTD FY22

Q2 & YTD FY22



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	Q2 FY22	Q2 FY21	% Change	YTD FY22	YTD FY21	% Change
Revenue	\$106.3m	\$117.3m	-9.4%	\$217.4m	\$236.4m	-8.0%
■ Revenue - IMG	\$57.2m	\$65.9m	-13.1%	\$119.1m	\$136.2m	-12.6%
■ Revenue - AMG	\$49.1m	\$51.5m	-4.6%	\$98.3m	\$100.3m	-1.9%
Hosted and Maintenance revenue	\$63.7m	\$70.4m	-9.5%	\$130.2m	\$142.6m	-8.7%
Adjusted EBITDA ¹	\$33.8m	\$40.2m	-16.0%	\$72.3m	\$84.7m	-14.6%
Adjusted EBITDA ¹ per diluted share	\$0.61	\$0.72	-15.3%	\$1.30	\$1.52	-14.5%
Dividend - per common share, based on date of record	\$0.16	\$0.135	18.5%	\$0.32	\$0.27	18.5%
- including special dividend ² of \$1.50 per common share	\$0.16	\$0.135	18.5%	\$0.32	\$1.77	-81.9%
Cash (received)/spent on acquisitions - net of cash acquired & holdbacks	\$0.4m	\$3.4m	-87.9%	\$0.4m	\$31.2m	-98.7%
Cash & Investments balance - end of period	\$231.2m	\$169.6m	36.4%	\$231.2m	\$169.6m	36.4%
Operating cash flow - before working capital adjustments	\$34.5m	\$42.6m	-19.0%	\$73.3m	\$84.3m	-13.1%

Note¹: Adjusted EBITDA: Results from operating activities adjusted for depreciation of PE and ROU assets and special charges for acquisition related restructuring costs.

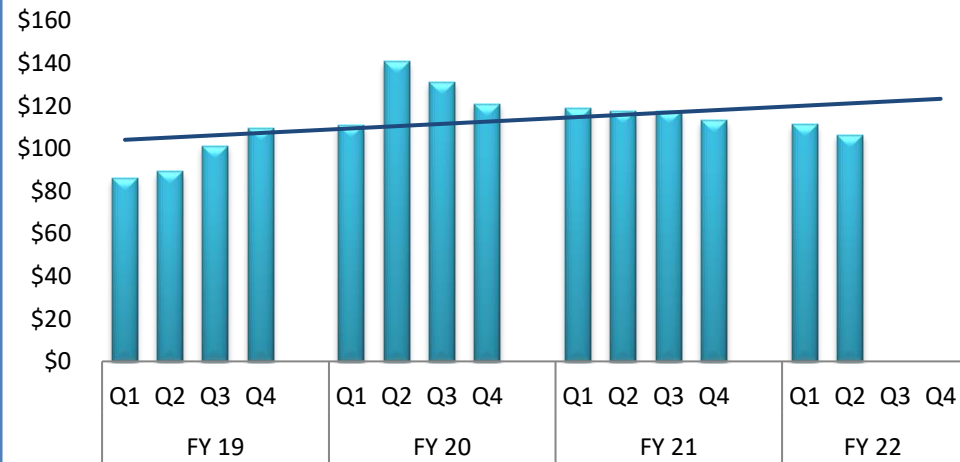
Note²: A special dividend of \$1.50 per common share was paid on Feb 16, 2021 to shareholders of record as at Jan 15, 2021

Quarterly Results



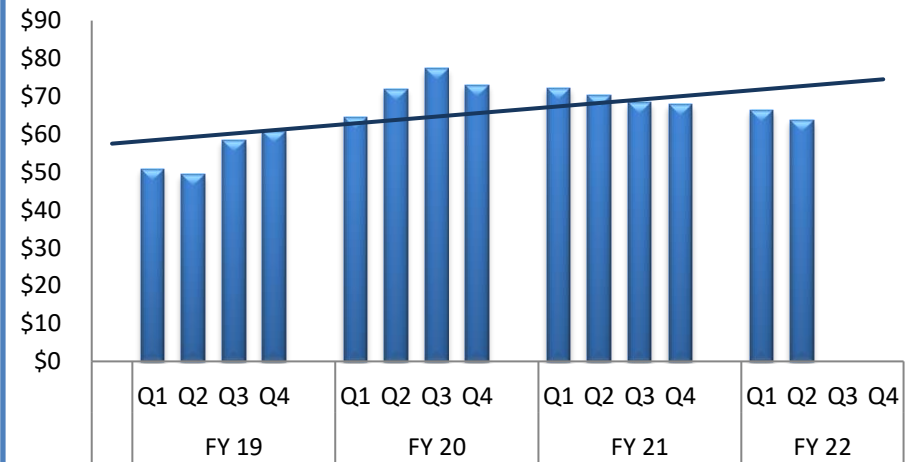
REVENUE

\$ millions

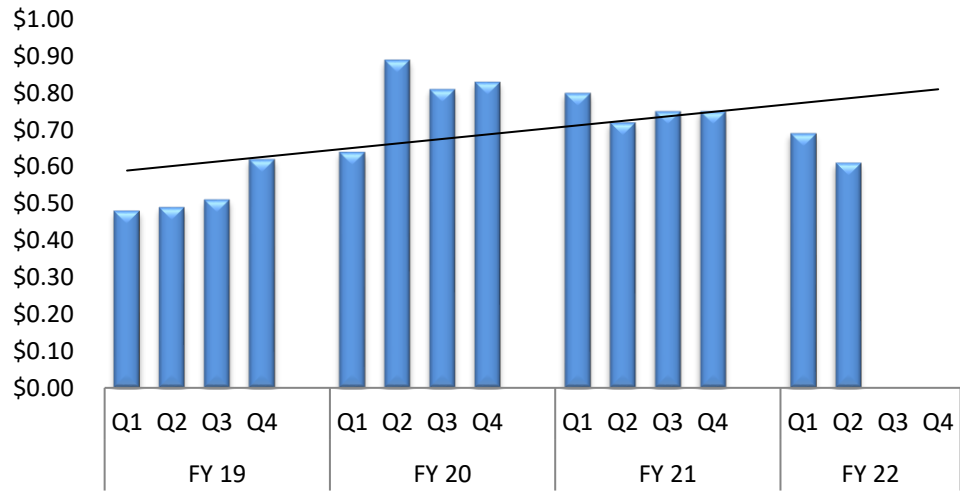


HOSTED & MAINTENANCE REVENUE

\$ millions

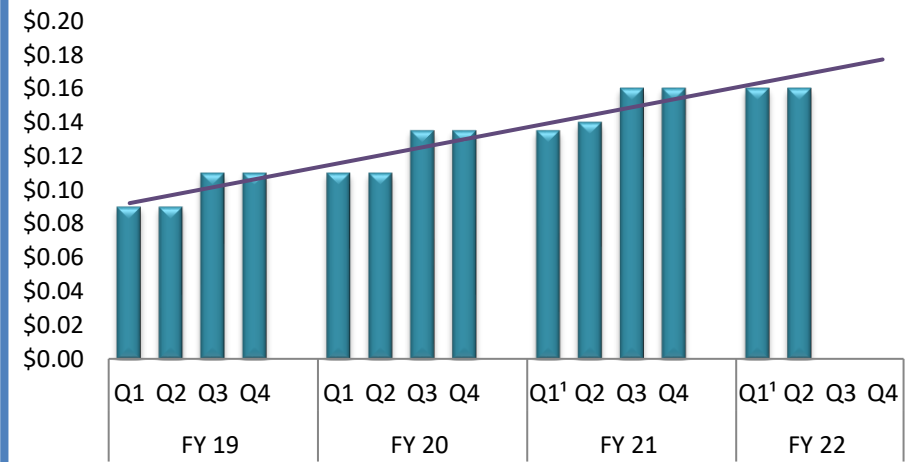


ADJUSTED EBITDA PER SHARE



DIVIDEND PER SHARE

(based on date of record)



Note¹: 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!