



Enghouse Systems
Software engineered for results

Enghouse - Corporate Presentation

Q3 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



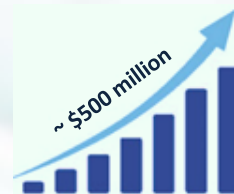
Enhouse Networks



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

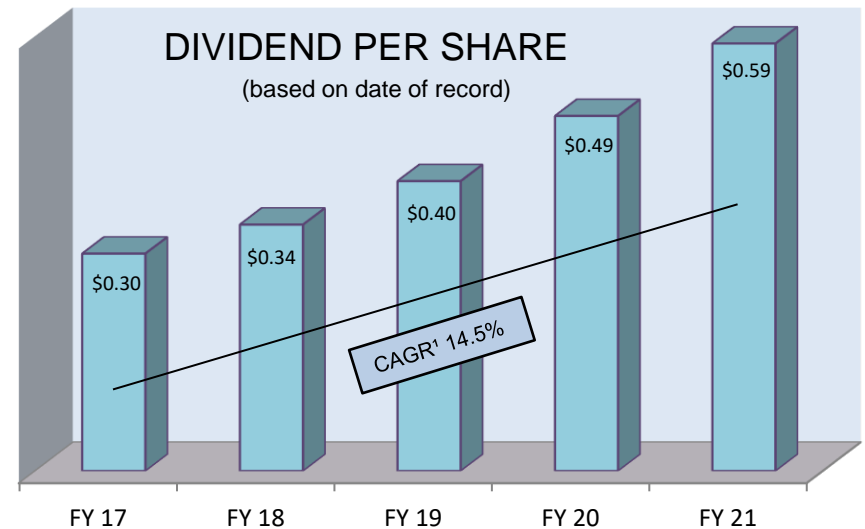
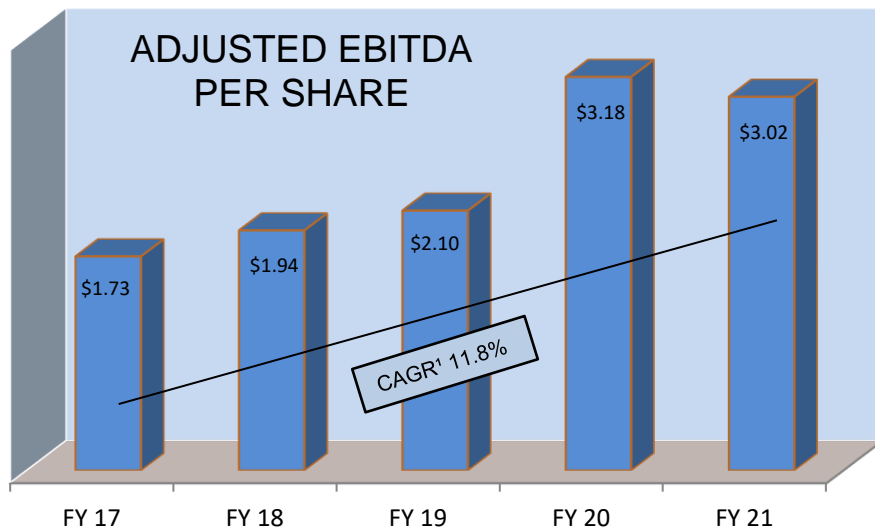
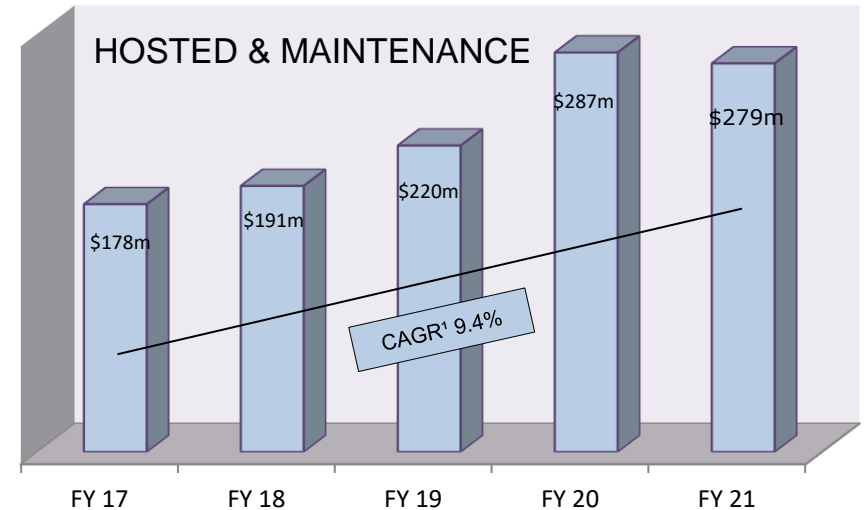
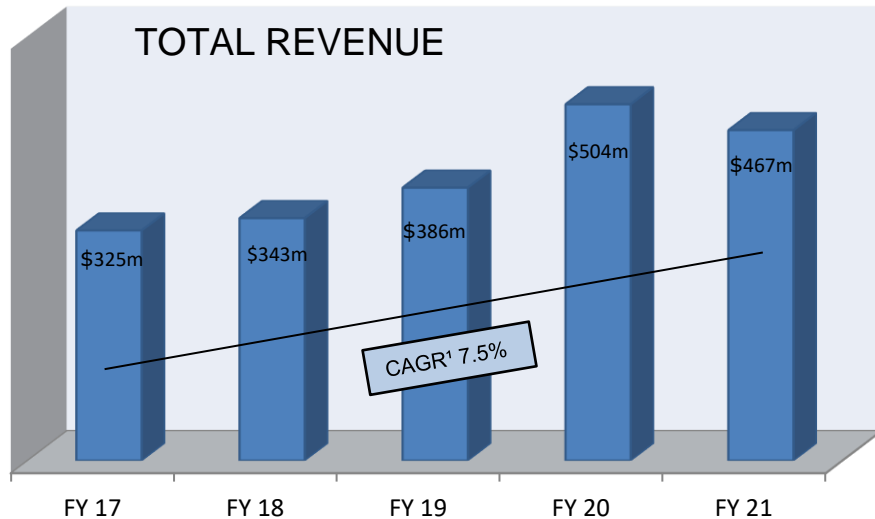


ANNUAL RESULTS

Fiscal Year Results (ending Oct 31)



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Note¹: Compounded annual growth rate FY17 – FY21



Q3 & YTD FY22

Q3 & YTD FY22



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	Q3 FY22	Q3 FY21	% Change	YTD FY22	YTD FY21	% Change
Revenue	\$102.1m	\$117.6m	-13.2%	\$319.5m	\$354.1m	-9.8%
■ Revenue - IMG	\$55.1m	\$65.6m	-16.0%	\$174.2m	\$201.7m	-13.7%
■ Revenue - AMG	\$47.0m	\$52.1m	-9.7%	\$145.4m	\$152.3m	-4.6%
Hosted and Maintenance revenue	\$63.5m	\$68.4m	-7.1%	\$193.7m	\$211.1m	-8.2%
Adjusted EBITDA ¹	\$32.5m	\$41.7m	-22.0%	\$104.8m	\$126.4m	-17.1%
Adjusted EBITDA ¹ per diluted share	\$0.59	\$0.75	-21.3%	\$1.88	\$2.26	-16.8%
Dividend - per common share, based on date of record	\$0.185	\$0.16	15.6%	\$0.505	\$0.43	17.4%
- including special dividend ² of \$1.50 per common share	\$0.185	\$0.16	15.6%	\$0.505	\$1.93	-73.8%
Cash (received)/spent on acquisitions - net of cash acquired & holdbacks	\$6.1m	\$5.1m	19.5%	\$6.5m	\$36.3m	-82.1%
Cash & Investments balance - end of period	\$229.5m	\$187.8m	22.2%	\$229.5m	\$187.8m	22.2%
Operating cash flow - before working capital adjustments	\$34.1m	\$41.1m	-17.1%	\$107.3m	\$125.4m	-14.4%

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

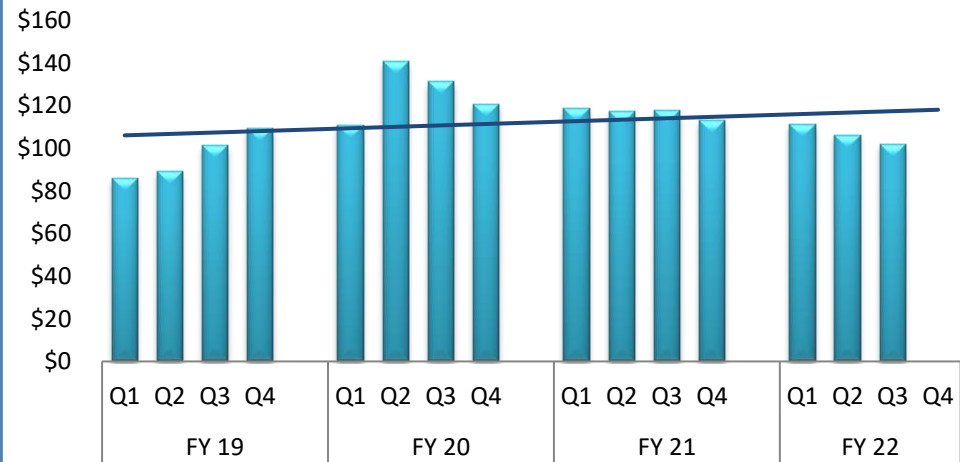


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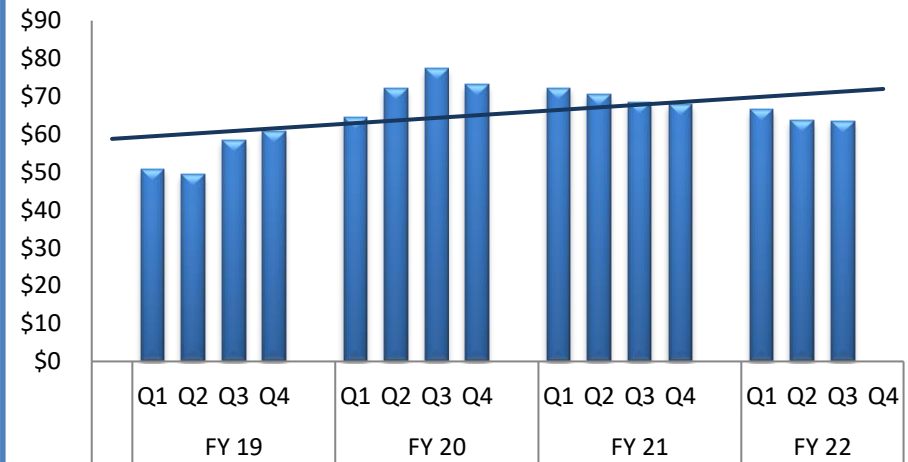
REVENUE

\$ millions

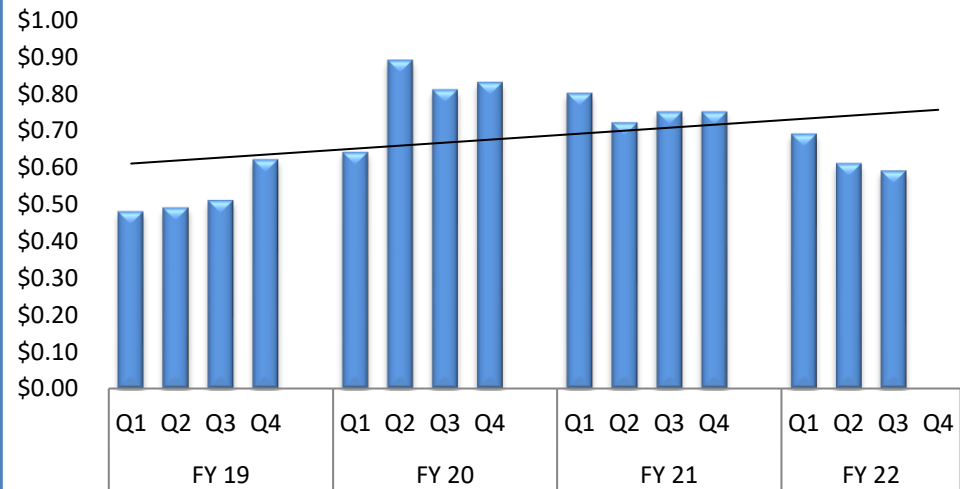


HOSTED & MAINTENANCE REVENUE

\$ millions

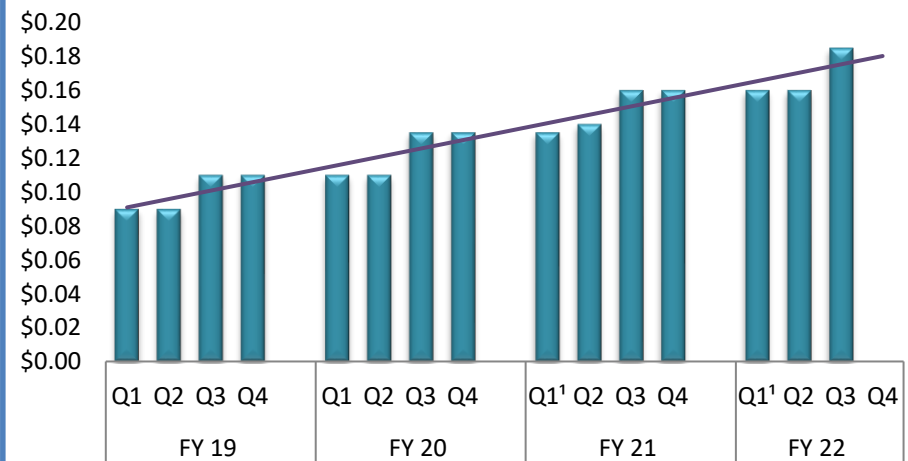


ADJUSTED EBITDA PER SHARE



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



DIALOGIC

Q1 FY 20

USA



ALTITUDE

Q1 FY 21

PORTUGAL



NEBU

Q3 FY 21

NETHERLANDS



MOMINDUM

Q3 FY 21

FRANCE



COMPETELLA

Q3 FY 22

SWEDEN



NTW

Q3 FY 22

AUSTRIA



VOICEPORT

Q4 FY 22

USA





THANK YOU!