

Enghouse Systems

Software engineered for results

Enghouse - Corporate Presentation

Q4 FY22



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Strategy



Enhouse Systems

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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



Enghouse Systems

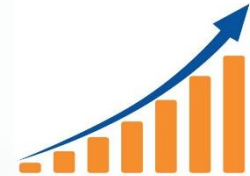
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HQ in Canada, offices in
25+ countries



Toronto Stock Exchange
TSX:ENGH



Dual Growth Revenue
(organic & acquisitions)



Enghouse Interactive



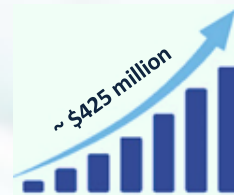
Enghouse Networks



Enghouse Transportation
& Public Safety



~1,800 employees



Revenue



Profitable growth

Interactive Portfolio



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◆ Solutions that transform customer experience



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
Legal and Court
Enterprise Video Collaboration
Technology Companies
UCaaS
Enterprise Video Management



CUSTOMER SELF-SERVICE

AI Powered Voice and Chat Bots
Mobile Self-service Platform
Knowledge Management
AI Chat-bots



QUALITY MANAGEMENT

Agent Optimization
Interaction Recording and Analysis
Survey Management
Workforce Management
AI Powered Business Insights
Augmented Supervisor
Call Billing and Reporting



TELEPHONY, VIDEO & CRM INTEGRATION

CRM Integration
Telephony Application Enablement
Video Application Enablement
VoiceXML Application Test

Networks Portfolio



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- Technology Solutions that enable telecom operators to build, manage, monitor and monetize their communication network



BUSINESS SUPPORT SYSTEMS

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



OPERATION SUPPORT SYSTEMS

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



NETWORK INFRASTRUCTURE

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



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 AND PAYMENTS

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



COMMUNICATIONS

Fixed Route
Demand Response
Operator & Fare IVR



PUBLIC SAFETY

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



FLEET MANAGEMENT

Logistics Management
Order Tracking
Telematics
Container Tracking and Monitoring

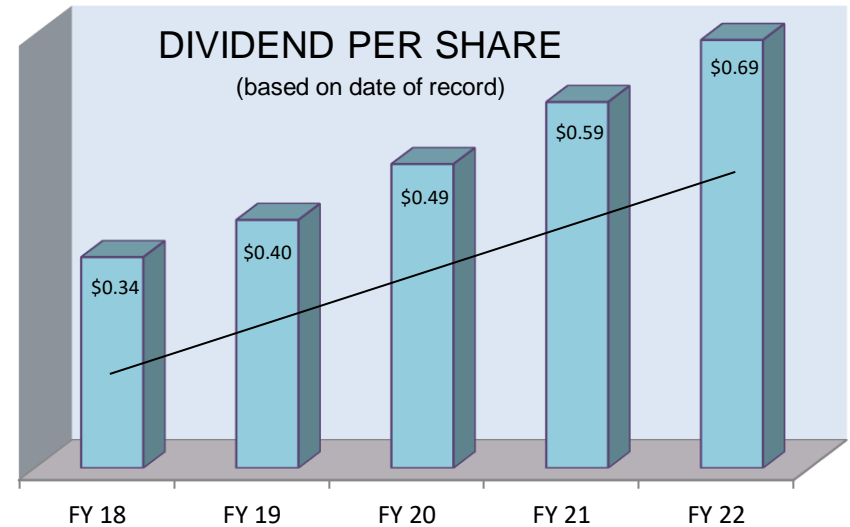
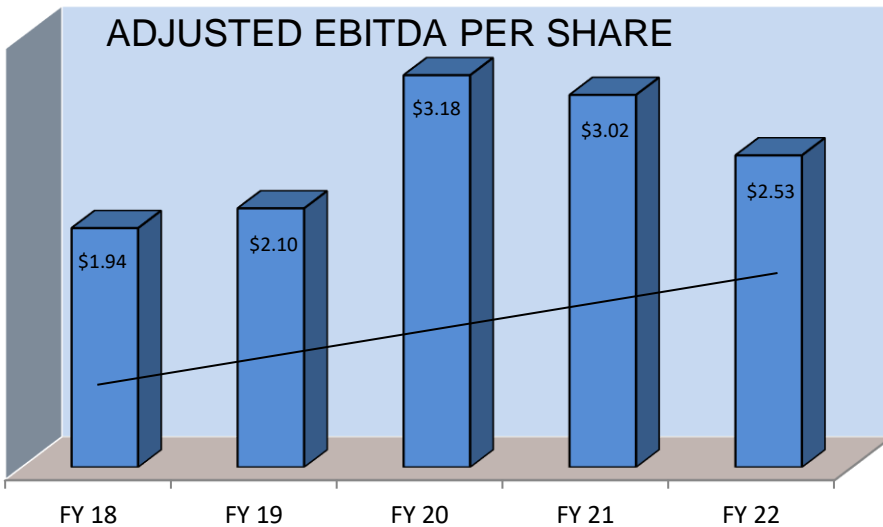
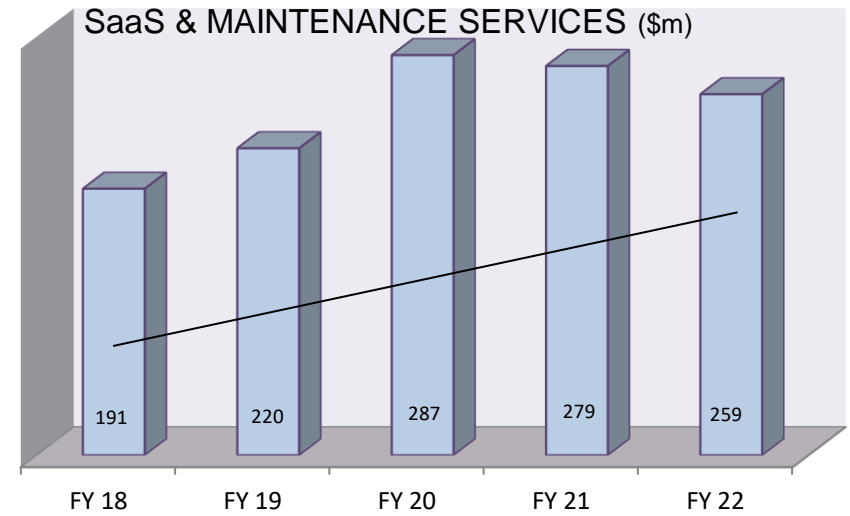
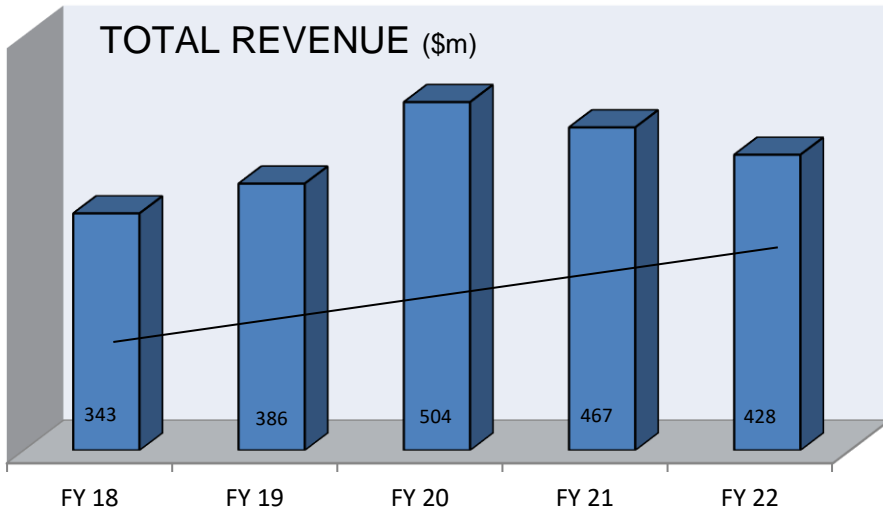


ANNUAL RESULTS

Fiscal Year Results (ending Oct 31)



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Q4 & FY22

Q4 & FY22



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	Q4 FY22	Q4 FY21	% Change	FY22	FY21	% Change
Revenue	\$108.1m	\$113.1m	(4.5%)	\$427.6m	\$467.2m	(8.5%)
■ Revenue - IMG	\$61.8m	\$66.8m	(7.6%)	\$235.9m	\$268.6m	(12.2%)
■ Revenue - AMG	\$46.3m	\$46.3m	0.1%	\$191.7m	\$198.6m	(3.5%)
Hosted and Maintenance revenue	\$64.6m	\$67.9m	(4.9%)	\$258.3m	\$279.0m	(7.4%)
Adjusted EBITDA ¹	\$35.8m	\$42.1m	(15.0%)	\$140.6m	\$168.5m	(16.5%)
Adjusted EBITDA ¹ per diluted share	\$0.65	\$0.75	(13.3%)	\$2.53	\$3.02	(16.2%)
Dividend - per common share, based on date of record	\$0.185	\$0.16	15.6%	\$0.69	\$0.59	16.9%
- including special dividend ² of \$1.50 per common share	\$0.185	\$0.16	15.6%	\$0.69	\$2.09	(67.0%)
Cash (received)/spent on acquisitions - net of cash acquired & holdbacks	\$13.6m	\$0.7m	n/a	\$20.1m	\$35.6m	(43.6%)
Cash & Investments balance - end of period	\$228.1m	\$198.8m	14.7%	\$228.1m	\$198.8m	14.7%
Operating cash flow - before working capital adjustments	\$37.7m	\$42.4m	(11.0%)	\$145.1m	\$167.8m	(13.5%)

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

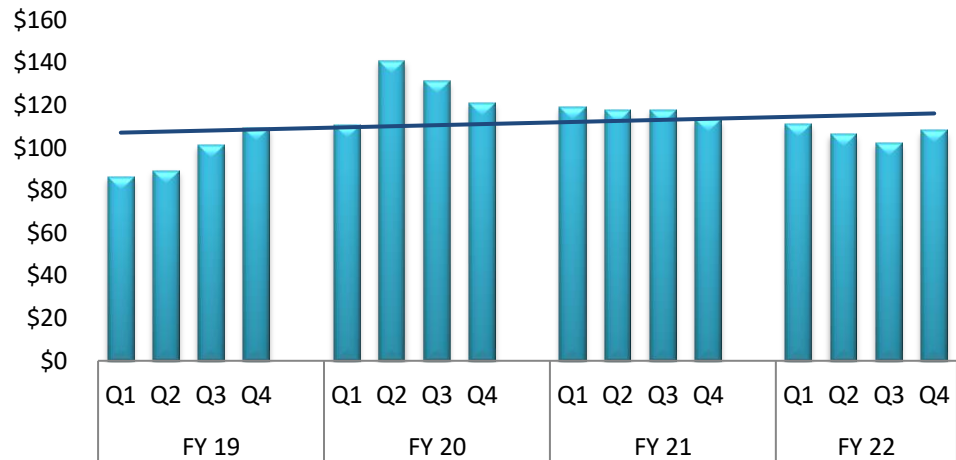
Quarterly Results



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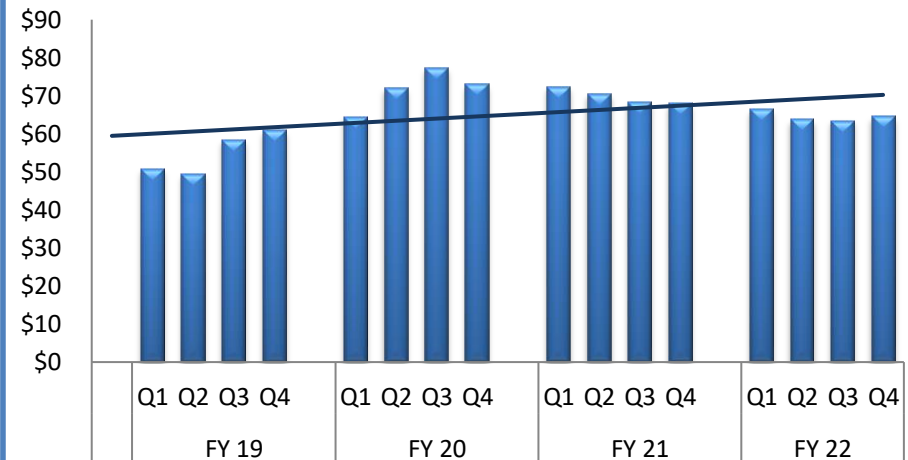
REVENUE

\$ millions

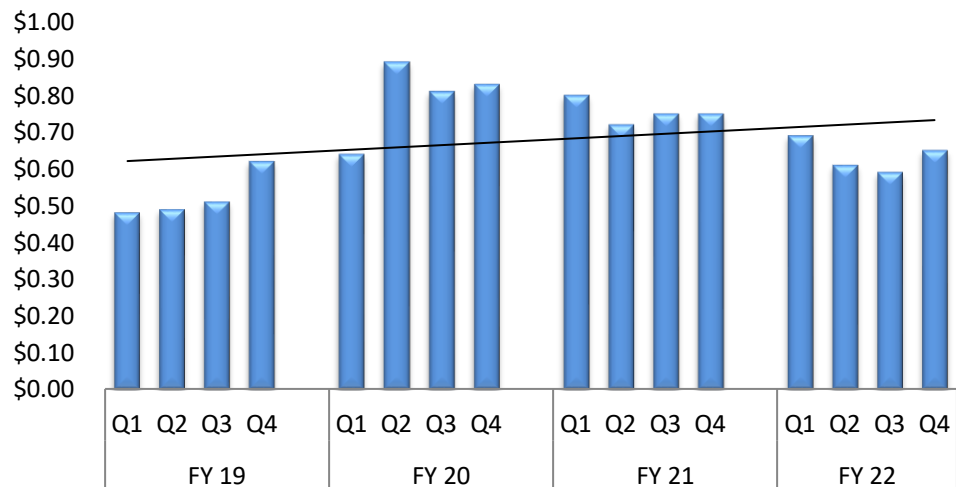


SaaS & MAINTENANCE SERVICES

\$ millions

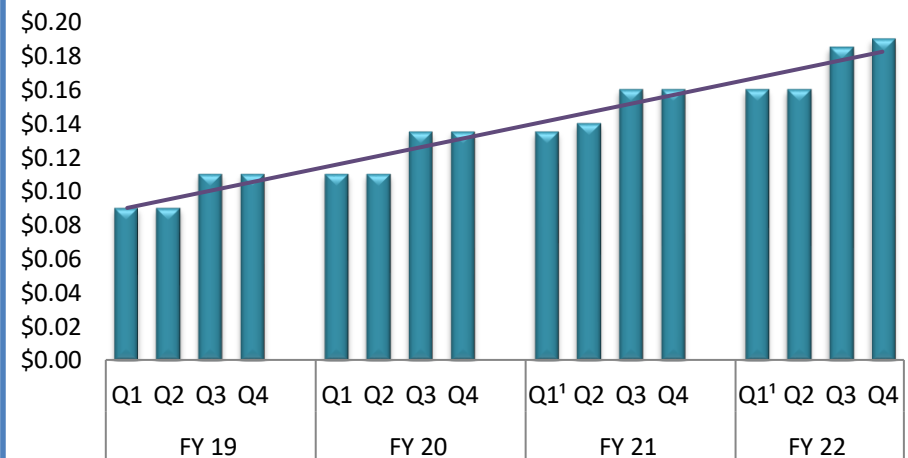


ADJUSTED EBITDA PER SHARE



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!