

Enghouse Systems

Software engineered for results

Enghouse - Corporate Presentation

Q1 FY24



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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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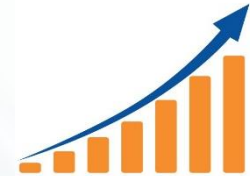
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HQ in Canada, offices in
25+ countries



Toronto Stock Exchange
TSX:ENGH



Dual Growth Revenue
(organic & acquisitions)



Enghouse Interactive - IMG



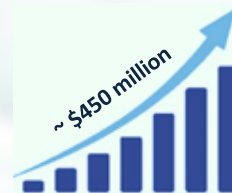
Enghouse Networks - AMG



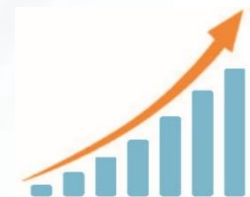
Enghouse Transportation &
Public Safety - AMG



~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



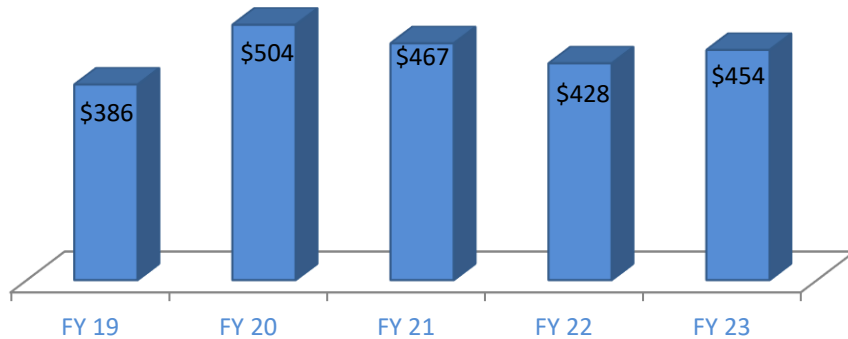
ANNUAL RESULTS

Fiscal Year Results (ending Oct 31)

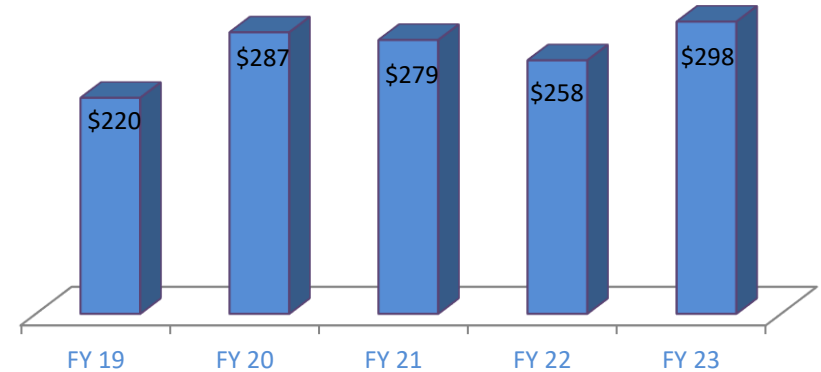


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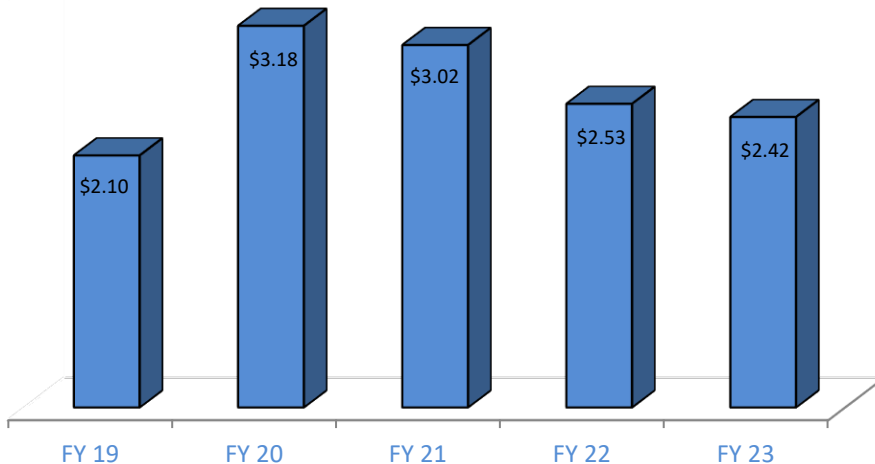
TOTAL REVENUE (\$millions)



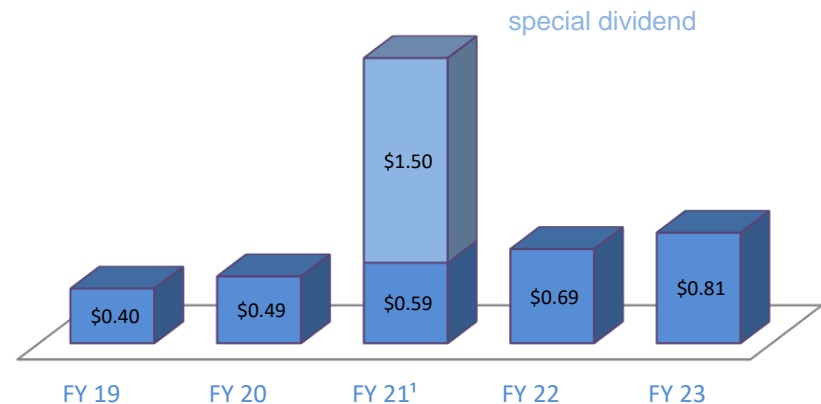
SaaS & MAINTENANCE SERVICES (\$millions)



ADJUSTED EBITDA PER SHARE



DIVIDEND PER SHARE



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



Q1 FY24

Q1 FY24



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	Q1 FY24	Q1 FY23	% Change
Revenue	\$120.5m	\$106.4m	13.2%
■ Revenue - IMG	\$76.1m	\$57.8m	31.6%
■ Revenue - AMG	\$44.4m	\$48.6m	-8.7%
SaaS and Maintenance revenue	\$84.6m	\$66.5m	27.2%
Adjusted EBITDA ¹	\$34.7m	\$32.3m	7.6%
Adjusted EBITDA ¹ per diluted share	\$0.63	\$0.58	8.6%
Dividend – per common share, based on date of record	\$0.220	\$0.185	18.9%
Cash spent (received) on acquisitions - net of cash acquired & holdbacks	(\$0.2m)	\$Nil	-
Cash & Investments balance - end of period	\$247.4m	\$250.7m	-1.3%
Operating cash flow - before working capital adjustments	\$35.6m	\$32.6m	9.0%

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

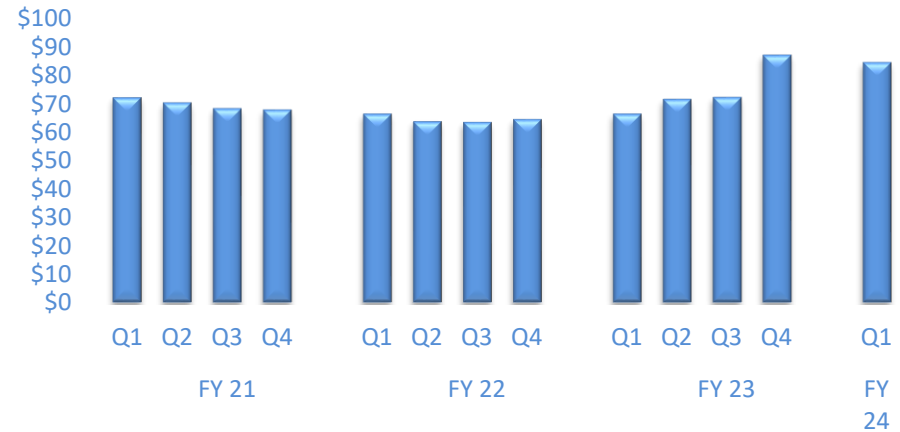
Quarterly Results



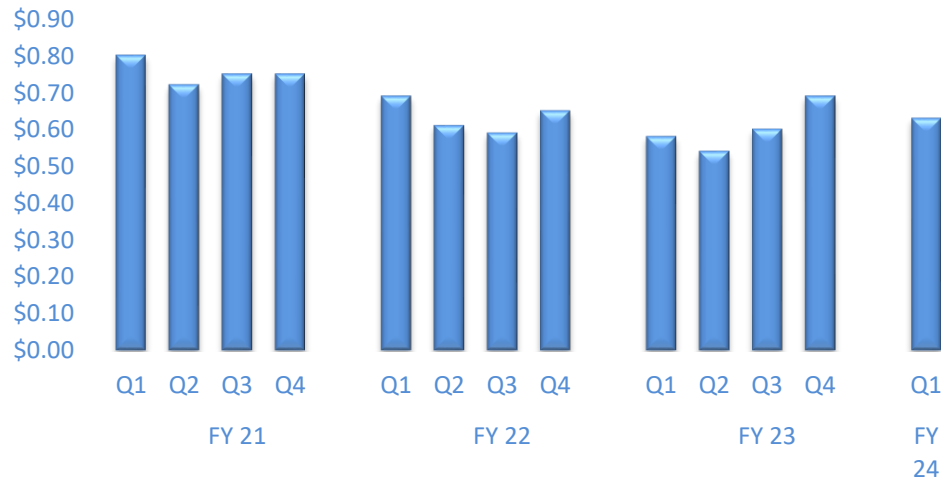
TOTAL REVENUE (\$ millions)



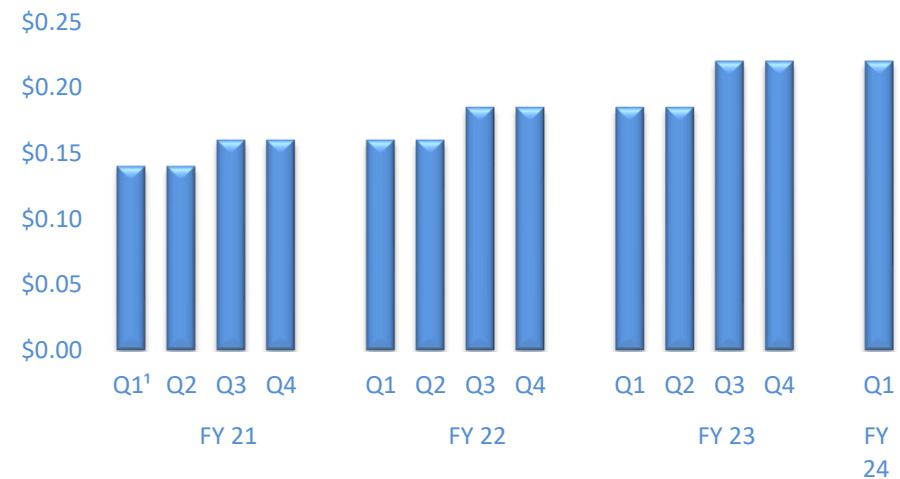
SaaS & MAINTENANCE SERVICES \$ millions



ADJUSTED EBITDA PER SHARE



REGULAR DIVIDEND PER SHARE



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, excluded from 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!