



## Final Results

31 March 2023 (FY23)

Presented by

**Richard Jeffery** – CEO & Founder

**Ken Smith** – CFO

# Agenda

Introduction to ActiveOps & overview of the year



Richard Jeffery, CEO

Financial review

Ken Smith, CFO



Strategy and opportunity



Richard Jeffery, CEO

Outlook



Richard Jeffery, CEO

# A global leader in Management Process Automation (MPA) software

## Blue chip customer base

**80+** global, enterprise customers

**£90m** addressable ARR opportunity within existing customers with current product offering

## Strong SaaS metrics

**£22.6m** SaaS ARR

**87%** of total revenues are recurring

**110%** net revenue retention

## Highly cash-generative

**£15.4m** cash, which equates to approximately

**26%** of current market cap

## Compelling offering

Easy-to-implement offering

Provides immediate ROI to customers, e.g.

**39%** improvement in productivity

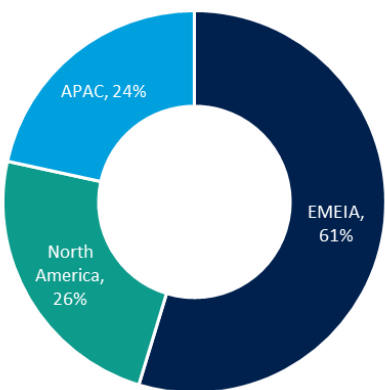
Important in these times

## Global reach

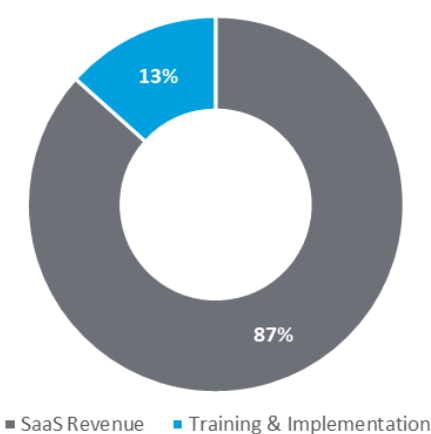
**40+** countries in which our software is used



## Revenue by Region



## Revenue by Type



# We help operations teams **do more**

Our software & approach enables customers to release capacity

Leading to **amazing results**

**239 FTE**

Capacity release with  
£4m in savings

**87 to 30 days**

Reducing servicing  
time

**95%**

Accuracy in weekly  
plans

**20%**

Decrease in cost per  
standard hour

**82%**

work in progress  
volume reduction

**35%**

Reduction in  
complaints

**44%**

Reduction in staff  
attrition

**80-85%**

Utilisation

**19%**

Reduction in overtime

**30%**

Reduction in agency  
staff

**0%**

Missed SLAs, within  
regulations

**80%**

Positive employee  
morale

**30,000+**

Hours in resource  
sharing

**8.8 to 74.81**

Improvement in NPS  
score over 4 years

**39%**

Improvement in  
productivity

## We are leveraged globally, **across** operations.

- Financial Crime
- Accounts payable
- Billing & reconciliations
- Claims
- Personal / Retail banking
- Mortgages
- Business Banking
- Capital Markets
- Wealth Management
- Private Banking
- Investment Management
- General Insurance
- Shared Services
- Cards
- Branch networks
- Corporate & Commercial Banking
- and **many more.**

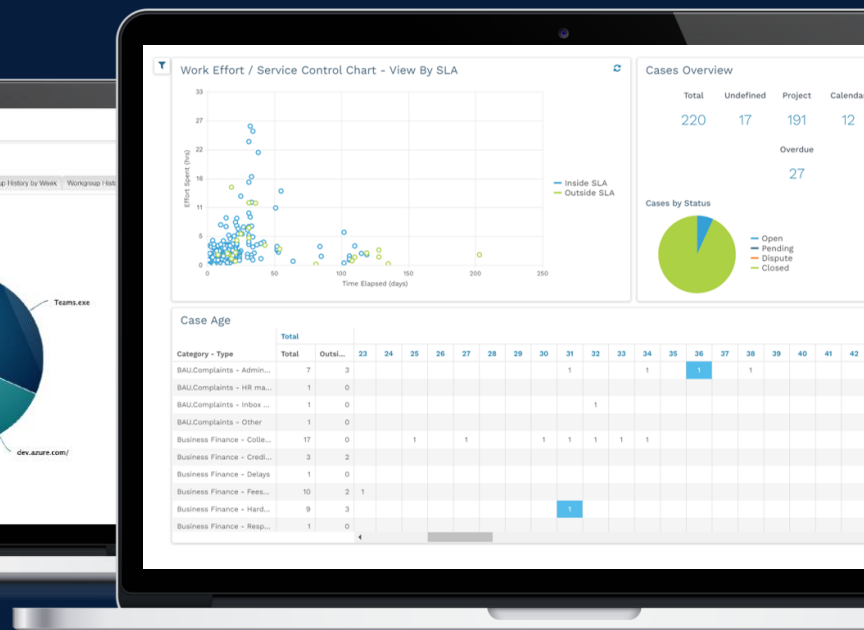




## WorkiQ

### Employee intelligence

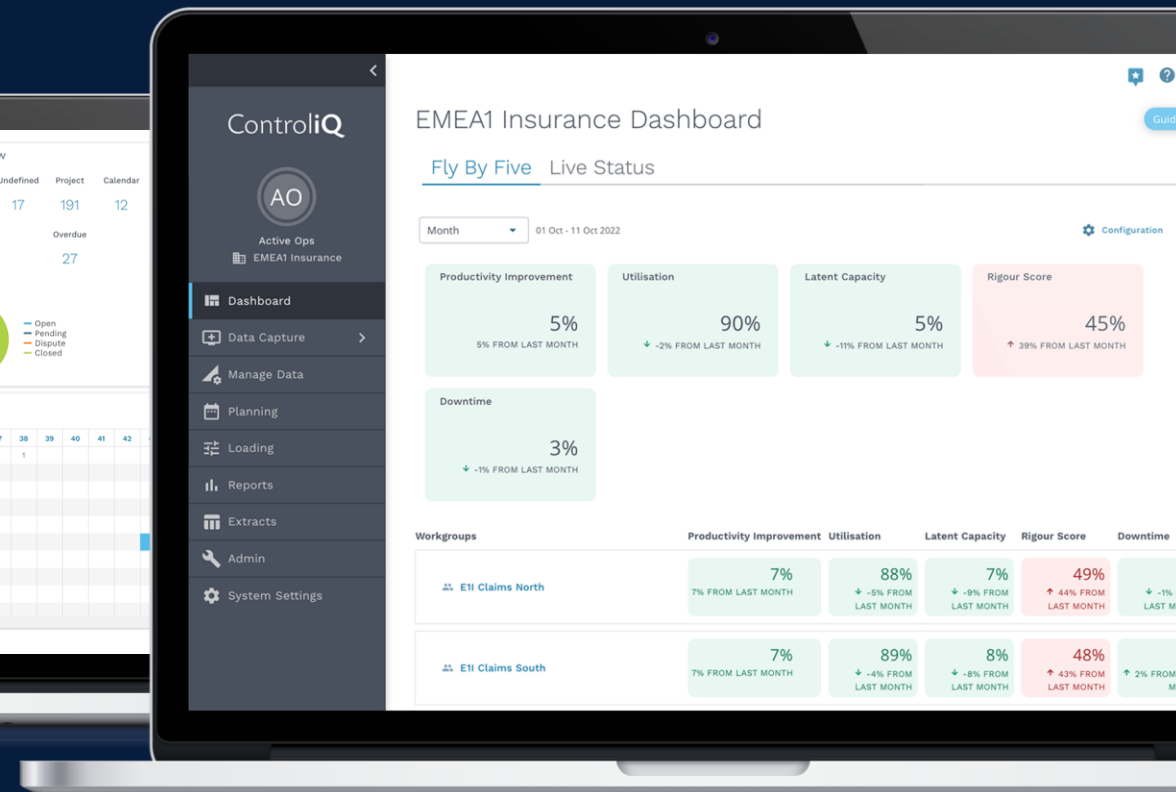
Our diagnostic insights highlight what is impacting performance, work and employee experience



## CaseworkiQ

### Intelligence for case-driven teams

Predictive analytics to keep casework and SLAs on track, real-time view, real-time decisions

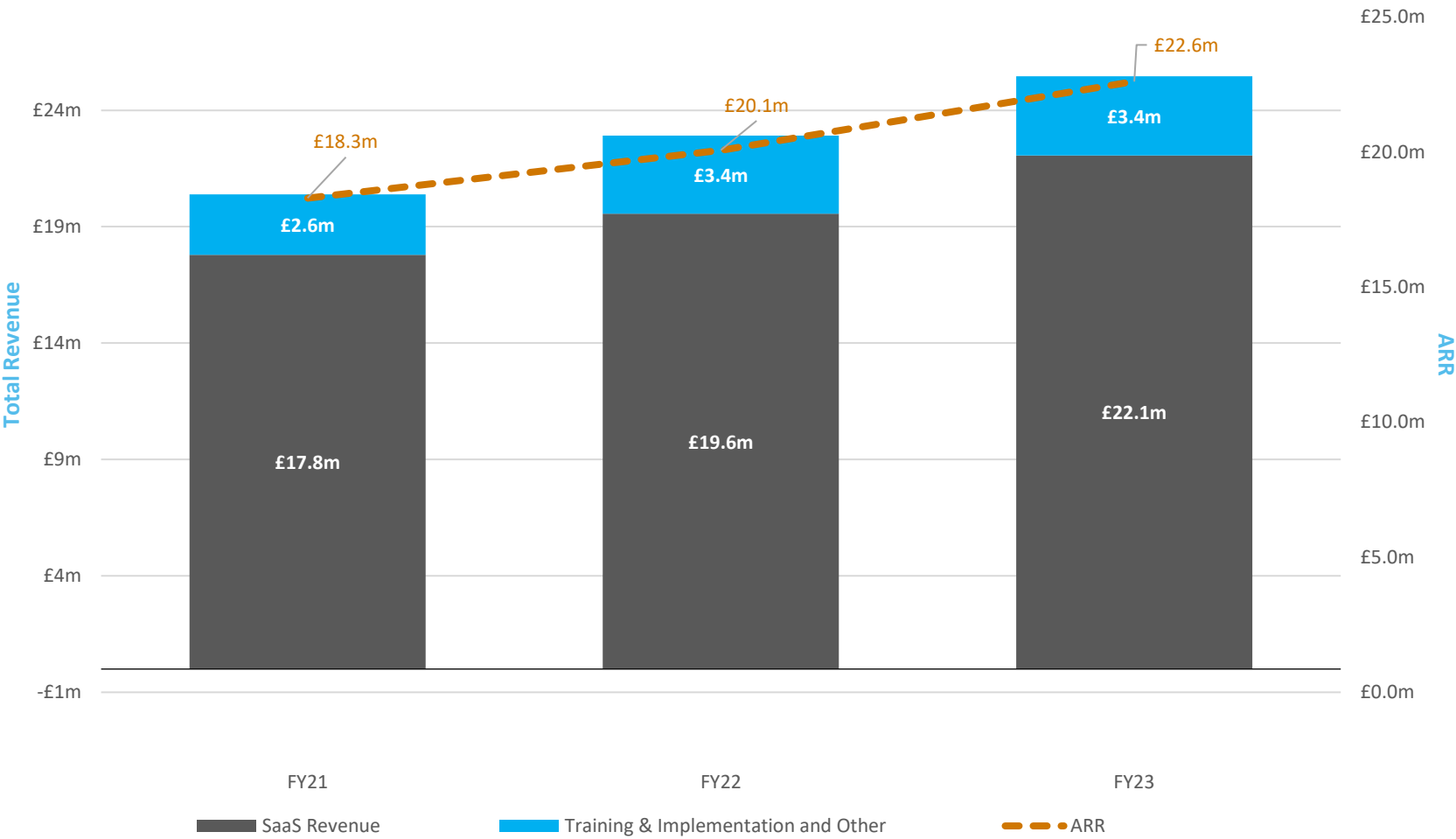


## ControliQ

### Cornerstone of high performing service ops teams

Prescriptive, AI-driven analytics that identifies latent capacity and utilisation, and prompts action to drive efficiency, effectiveness and control

# FY23: Financial Strength building Year on Year



**+13%**

Increase in SaaS Revenues

**+£1m**

Increase in Adj. EBITDA

**+£1.6m**

Increase in Cash & Cash equivalents

# FY23: Material Achievements and Platform for acceleration



## Business growth

- Significant expansion of existing customer relationships across all territories with NRR of 110% (FY22: 102%)
- Double digit SaaS revenue growth
- First enterprise customer using all three of our software products
- New logo wins in each of our regions



## Innovation

- Successful launch of CaseworkiQ - in use by 7 of 10 largest customers
- Investment in platform providing for accelerated innovation
- Launch of new digital onboarding solutions
- Review of product pricing packages
- Major software upgrades that harness AI and ML about to launch



## Partnerships, marketing & sales

- New CMO continuing to develop and improve how we interact with customers
- Extended relationship with Microsoft
- Seeing the results of our investment in customer success
- Record attendance at customer conference materially impacted movement of deals through sales pipeline
- Launch of OpsTracker has resulted in higher than ever levels of engagement



ACTIVEOPS

# Financial review

ACTIVEOPS

# Strength of SaaS model

**Annual Recurring Revenue**  
£22.6m +13% (constant currency 11%)

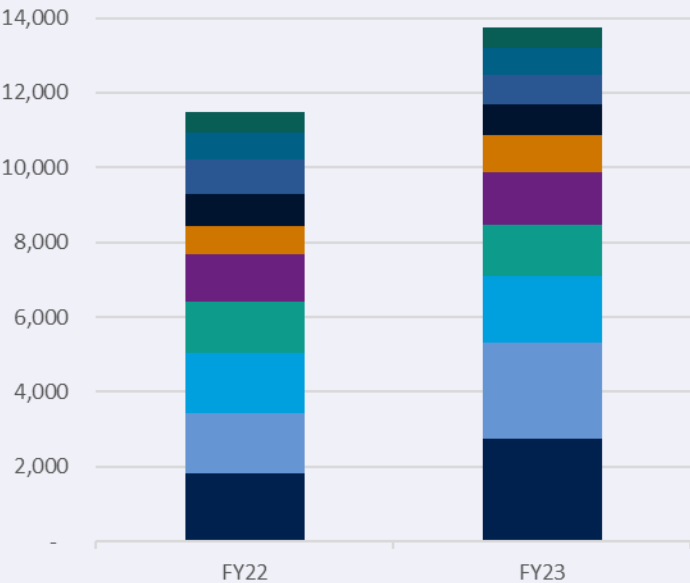
**Net Revenue Retention**  
110% (FY22: 102%)

**EBITDA positive**  
Strong second half underpins full year result

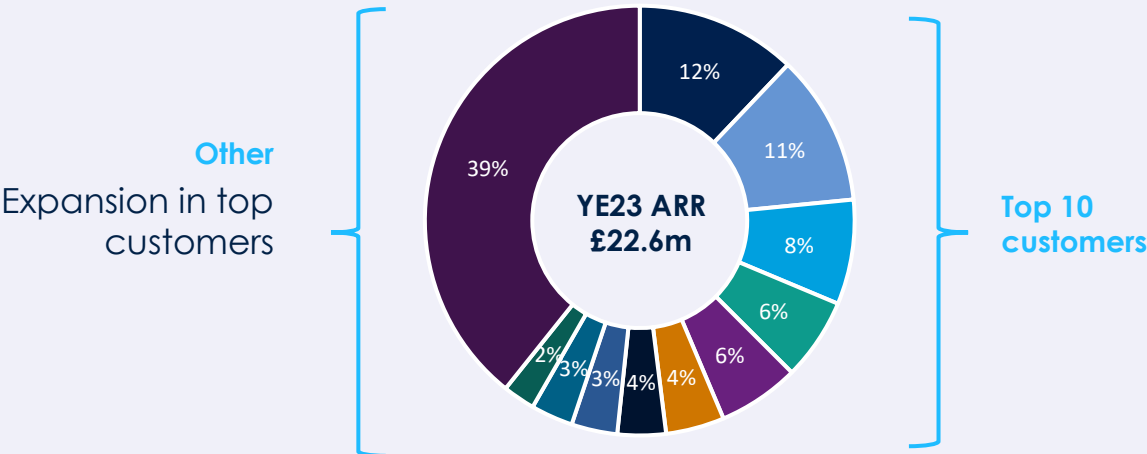
**Strong cash position**  
Year-end balance £15.4m - up 12%

Top 10 customers have grown ARR by 20% in the last 12 months

## Land and Expand success



## FY23 SaaS ARR by customer



# Robust P&L performance

YE 31 March (£M)	FY22	FY23
SaaS Revenue	£19.6m	£22.1m
T&I Revenue	£3.4m	£3.4m
<b>Group Revenue</b>	<b>£22.9m</b>	<b>£25.5m</b>
Cost of Sales	(£4.4m)	(£4.7m)
<b>Gross Profit</b>	<b>£18.5m</b>	<b>£20.8m</b>
<b>Gross Margin %</b>	<b>81%</b>	<b>82%</b>
Operating Expenses	(£19.0m)	(£19.9m)
Forex	£0.2m	(£0.2m)
<b>Adj EBITDA</b>	<b>(£0.3m)</b>	<b>£0.7m</b>
<b>EBITDA Margin %</b>	<b>(1%)</b>	<b>3%</b>
Exceptional Costs	(£0.5m)	-
Share Based Payments	(£0.6m)	(£0.0m)
Depreciation & Amortisation	(£1.0m)	(£1.0m)
<b>Operating Loss</b>	<b>(£2.4m)</b>	<b>(£0.4m)</b>
Net Interest	(£0.1m)	(£0.0m)
<b>Profit/ (Loss) Before Tax</b>	<b>(£2.5m)</b>	<b>(£0.4m)</b>
Taxation	(£0.1m)	(£0.3m)
<b>Profit/ (Loss) After Tax</b>	<b>(£2.6m)</b>	<b>(£0.7m)</b>

**Note:** Adjusted EBITDA excludes exceptional costs, Share Option Charge, Depreciation & Amortisation and includes forex gain.

## Positive Adjusted EBITDA

- Ahead of expectations set at IPO

## SaaS Revenue Growth +13% (constant currency 9%)

## Training & Implementation

- Continues to be an important revenue stream

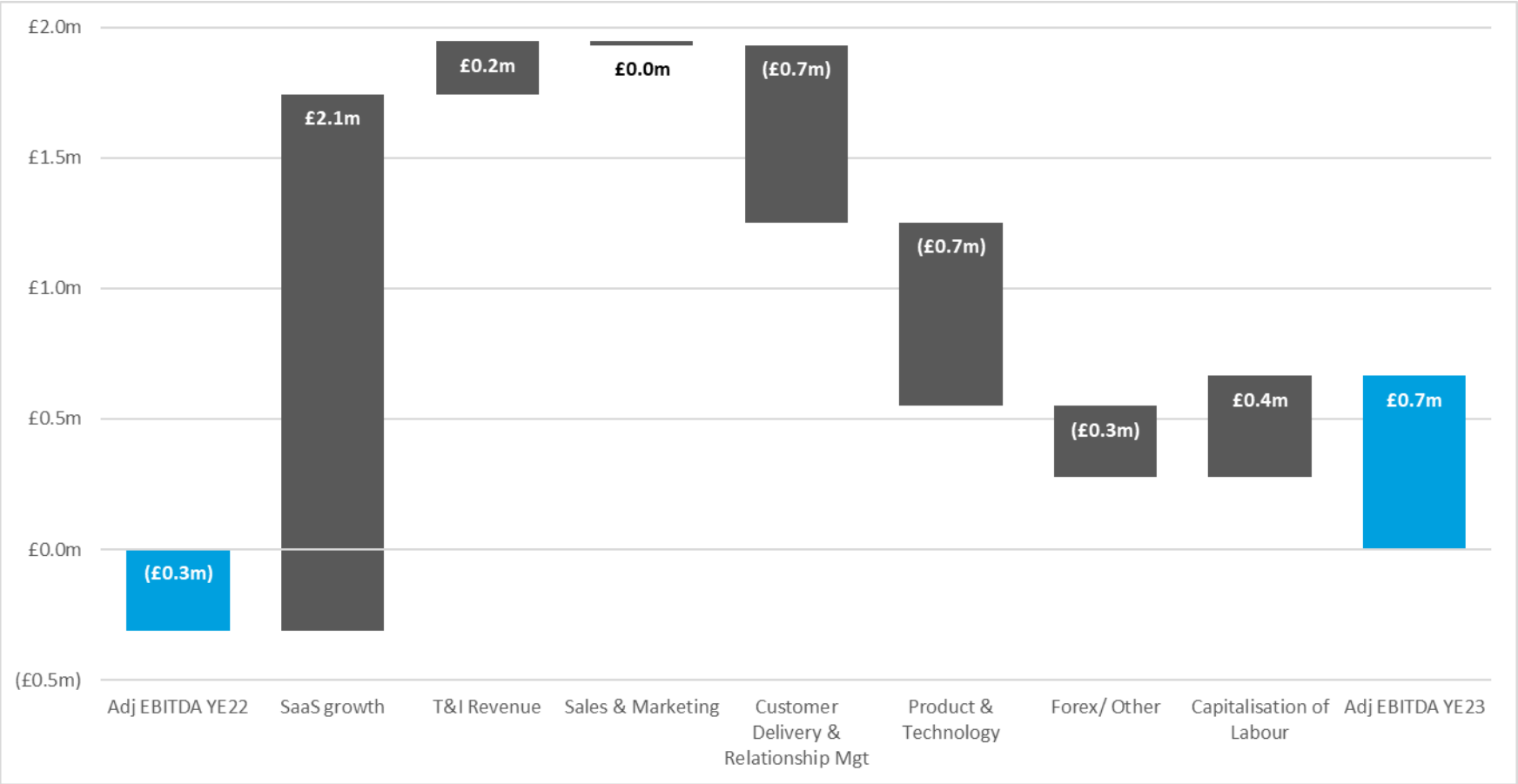
## Gross Margin % +1.0pts

- Impact of product mix
- SaaS margin: 85% (FY22: 85%)
- T&I margin: 63% (FY22: 57%)

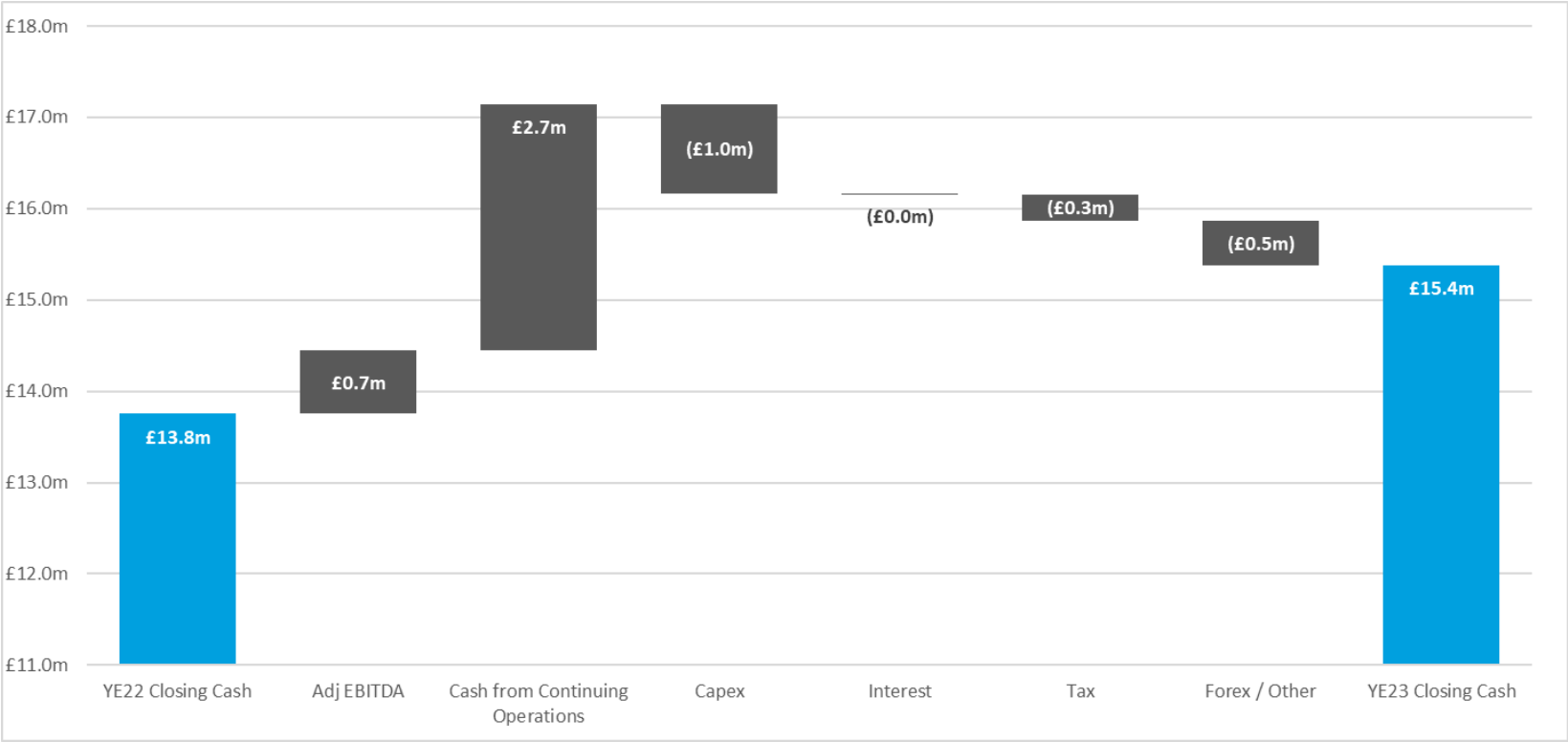
## Opex: increase following investment in FY22

- Negative exchange impact (£0.2m)
- Capitalisation of labour - £0.9m (FY 22: £0.4m)

# EBITDA Bridge



# Cashflow bridge



# A strong financial platform



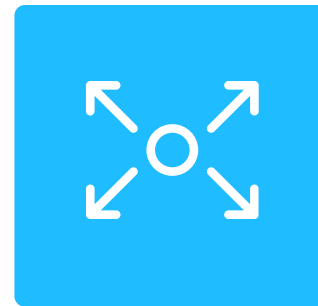
Healthy balance  
sheet



High levels of  
recurring  
revenue



Strongly cash  
generative



Multiple  
expansion  
opportunities



Exit run rate  
demonstrates  
potential

# Strategy and opportunity

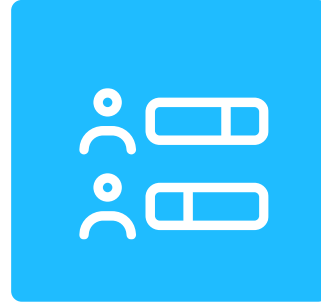
# The world of work is not getting any simpler



Operational risk



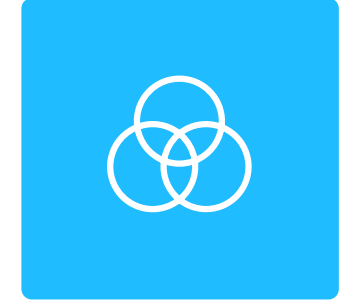
Skills  
development



Productivity  
management



Hybrid working



Impact of AI on  
work

**Plus** Ever increasing pressure to do more with less



# Operations are getting harder to control

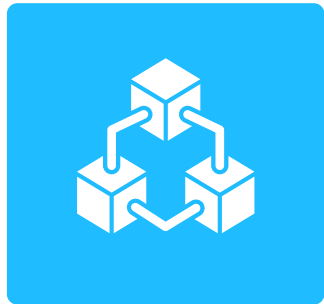
## Q4 2019 vs Q1 2023

OpsIndex performance across UK & Ireland, North America, and Australia & New Zealand



# Optimal running of operations

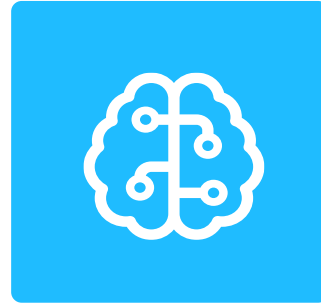
Data driven, predictive and prescriptive AI



Data at your fingertips and flowing freely between systems



Real-time performance and SLA prediction



Intelligent alerts to potential risks in service and performance



In-day, in-week and long-term management of capacity



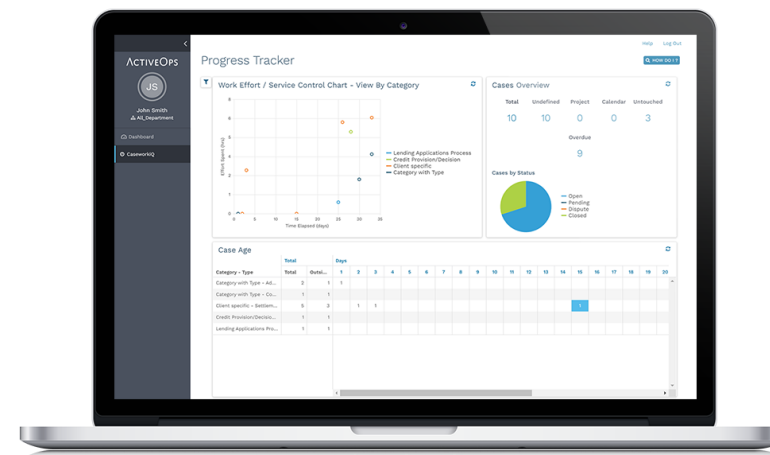
Consistent metrics, processes and approach

# Successful launch of CaseworkiQ

Proves the expansion opportunity

- 7 of top 10 (by ARR) customers using the product
- Over £1m ARR and growing
- Solid pipeline of opportunities within existing accounts for FY24
- This early success proves the product's ability to open-up new areas of usage which we couldn't access with ControliQ

## CaseworkiQ



**FY23 - first major adopter of CaseworkiQ**

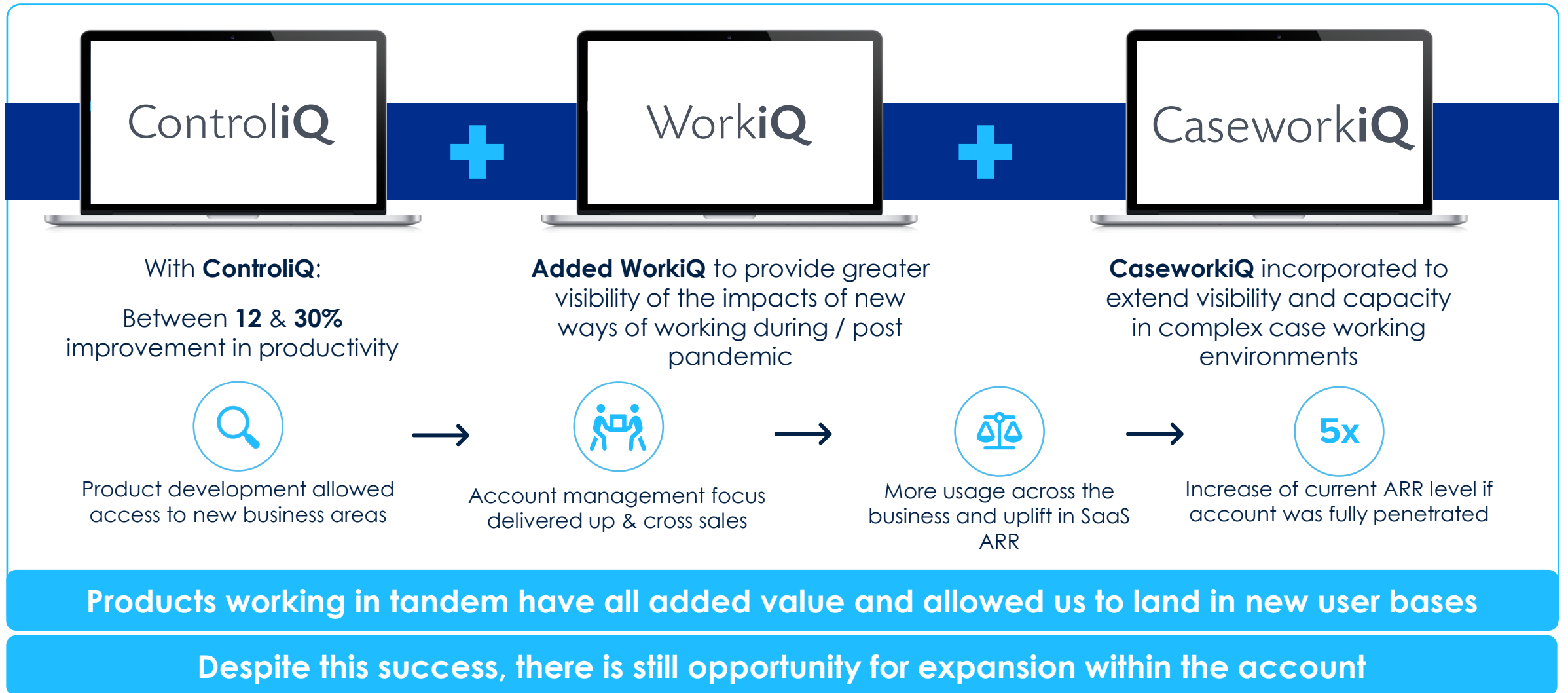
**21%** Improvement in casework productivity

**£0.6m (30%)** Uplift in ARR

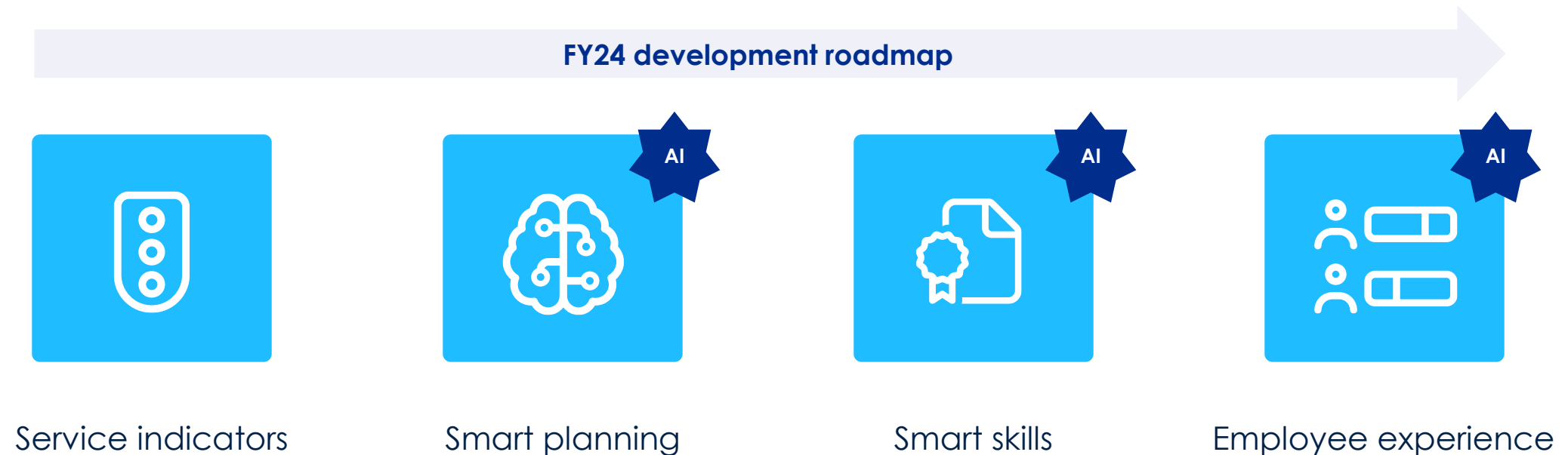
**Approximately £30m ARR upsell opportunity in existing customers**

# TD Bank – A Model Case Study

First customer to use all three offerings - ARR growth in past 3 years of 182%



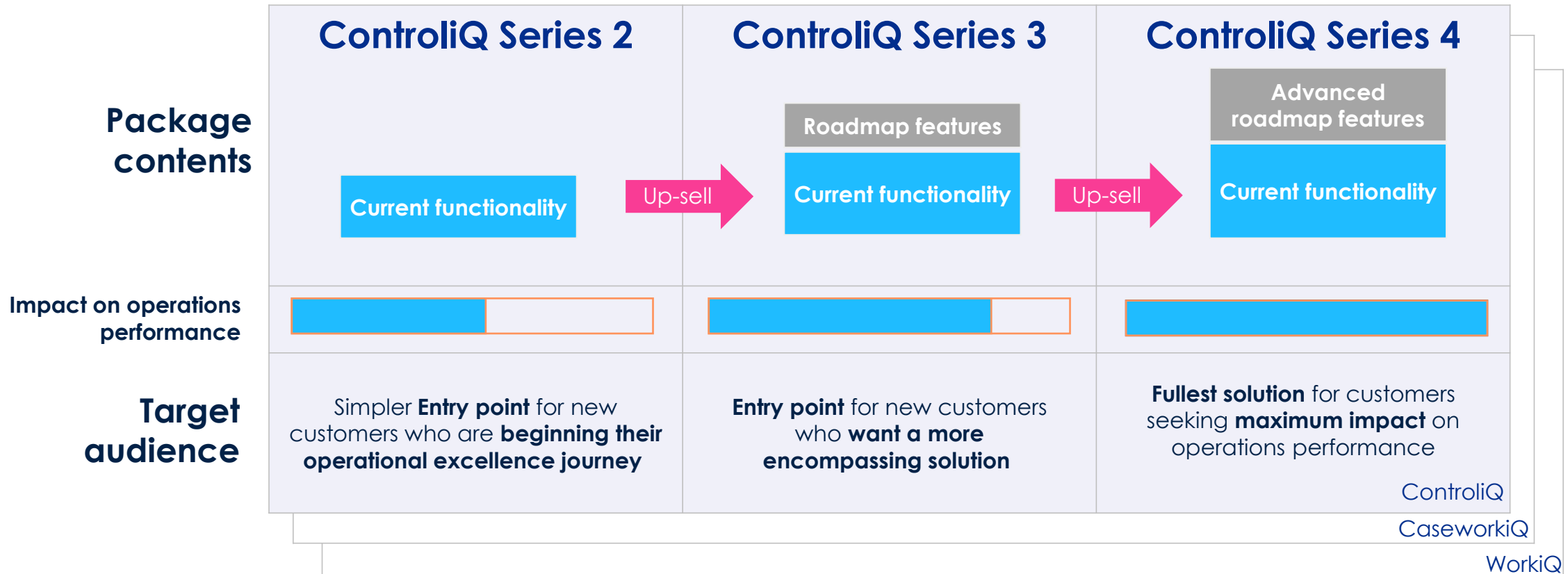
# We are innovating to help our customers drive more value from their data and be better prepared



## Leveraging our underlying datasets

Drawing on our industry expertise and the data we have enabled our customers to collect and collate, we can now super-power their operations – a clear, competitive differentiator

# Innovation driving our offering up the value scale



## Commitment to reporting

Following review, have added further elements of the Global Reporting Initiative ("GRI") framework to monitor impact on the environment, the satisfaction, equality and diversity of our staff. Continue to the Quoted Companies Alliance ("QCA") code

## Strong employee engagement with Culture, Diversity & Inclusion survey

We conducted a Culture and Diversity and Inclusion survey with a response rate of 79% and overall engagement score of 72% - providing an improved understanding across the business's different demographics which we can use as a basis for decision-making and helping improve the lives of our employees.

## Carbon reduction target to be set next year

Environmental impact remains small, with data centres and travel remaining as the two main contributors to our carbon footprint. We intend to set carbon emissions reduction targets next year, once we have greater data available to us in order to do so in a meaningful manner

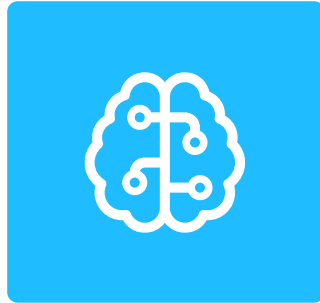
## Robust compliance processes

We completed our SOC 2 compliance audit, which only further underscores our commitment to transparency and accountability

# FY24 priorities



Growth and  
Profitability



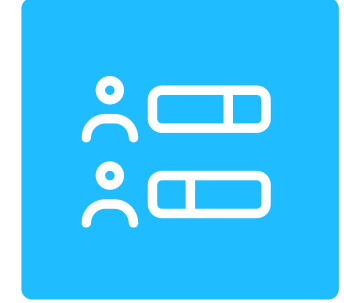
Product  
innovation driving  
customer value



Demonstrate  
value and drive  
demand



Maintain outstanding  
record in delivering  
for our customers



Engaging and  
efficient working  
environment



# Confident outlook

## Current Trading and Outlook

- Trading in H1 in line with Board expectations
- Expansions at existing accounts and the addition of two new customers with significant expansion potential.
- Sales pipeline remains healthy
- Seeing significant interest in the new software capabilities we are releasing this year – investments are increasing the value of our solutions
- Committed to maintaining our investment discipline
- Board confident in the year ahead and excited for the future



**Market conditions presents growing opportunity**



**Highly applicable offering for challenging economic times**



**Differentiated offering and world class customer base**



**Clearly defined target customers gives us focus**



**Financially secure with a strong balance sheet and high recurring revenue**

**QUESTIONS?**

