



FY22 results presentation

Michael Kelly (Founder & CEO) and Tom Wall (CFO)

24 August 2022





FY22 – A year of strong growth
underpinned by delivery on strategy

Strong growth¹ in FY22

**Total
Revenue
€127.2m**

**Up 17.5%
Achieved guidance**

**Subscription²
Revenue
€53.8m**

**Up 34.2%
Exceeded guidance**

**Services
Revenue
€71.4m**

Up 7.4%

**Gross Profit
€83.0m
GP margin 65.3%**

**GP up 15.3%
GP margin in line with FY21**

**EBITDA
€6.7m
EBITDA margin 5.3%**

**EBITDA up 28.8%
EBITDA margin up from 4.8%**

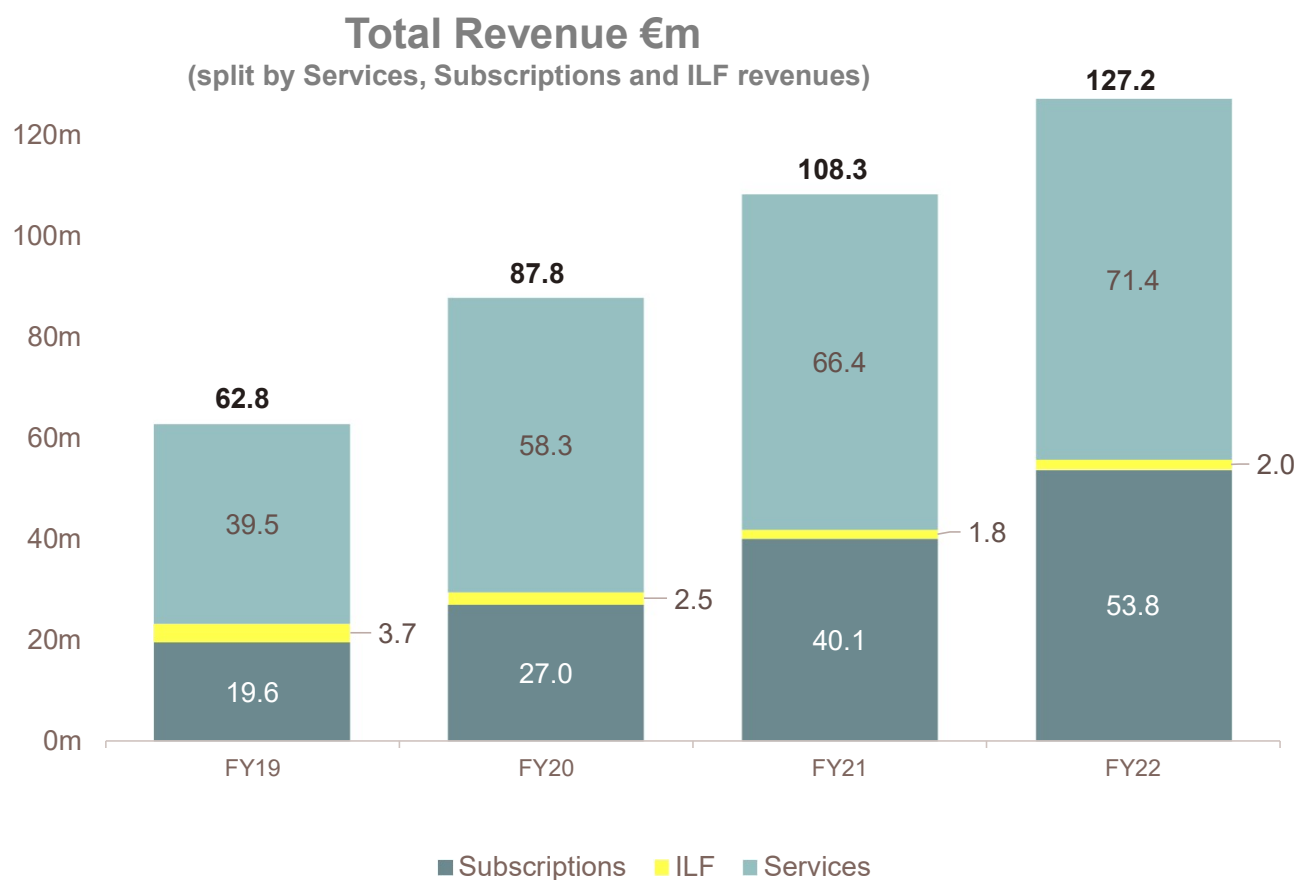
**ARR
€56.4m
at 30 June '22**

Up 23.4%



Growth in subscriptions¹ revenue exceeded guidance

- Revenue up 17.5% to €127.2m achieving previous guidance of €125m - €130m
- Total subscriptions¹ revenue of €53.8m grew by 34.2% exceeding previous guidance of 30%



ARR: €56.4 million

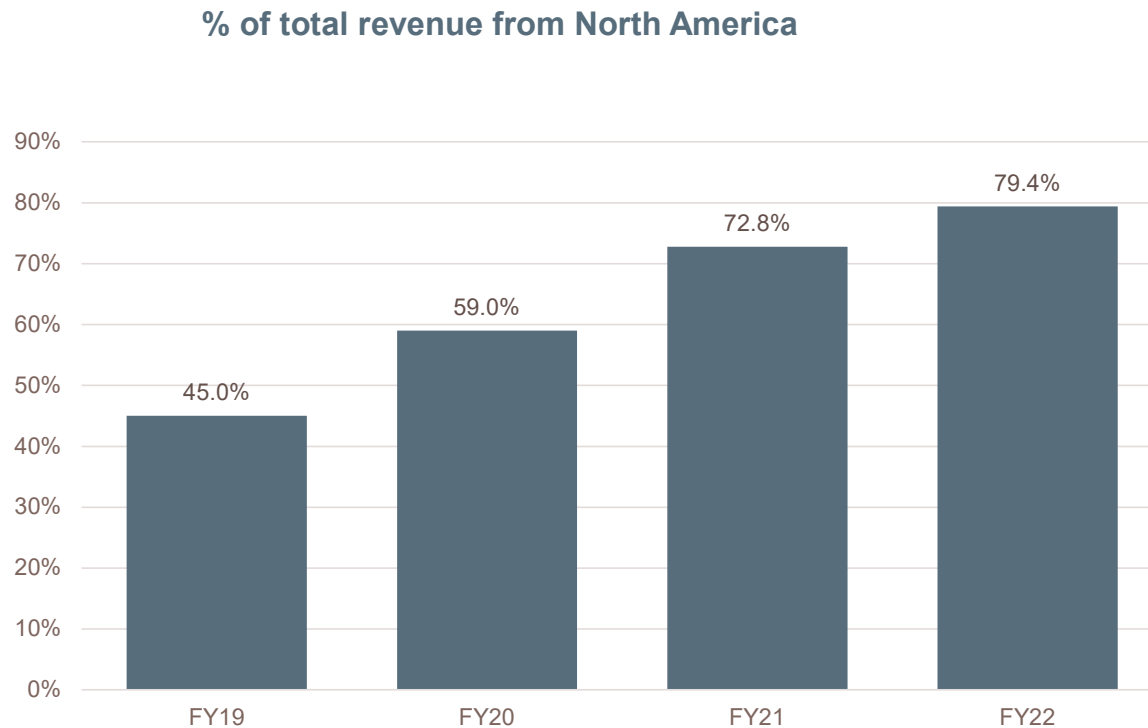
- Revenue growth driven mainly by cross-selling and up-selling to existing customer base
- FINEOS core revenue growth
(excluding Limelight Health Inc. and Spraoi)² :
 - Subscriptions – 33.5%
 - ILF – 15.8%
 - Services – 6.8%
 - Total – 16.6%
- Revenue from acquisitions²:
 - Limelight Health Inc. – €9.4m (up 2.2% yoy)
 - Spraoi – €2.9m (up from €0.4m for 6 weeks of revenue in FY21)



1. Subscription revenue is all recurring Software revenue calculated as total Software revenue less non-recurring Initial License Fees (FY22: ILF €2.0m. FY21: ILF €1.8m)
2. FY23 revenue will be reported as one unit (when the comparative year FY22 will include a full year of revenue for both acquisitions, i.e.: Limelight Health and Spraoi)

North America - increasing proportion of total revenues

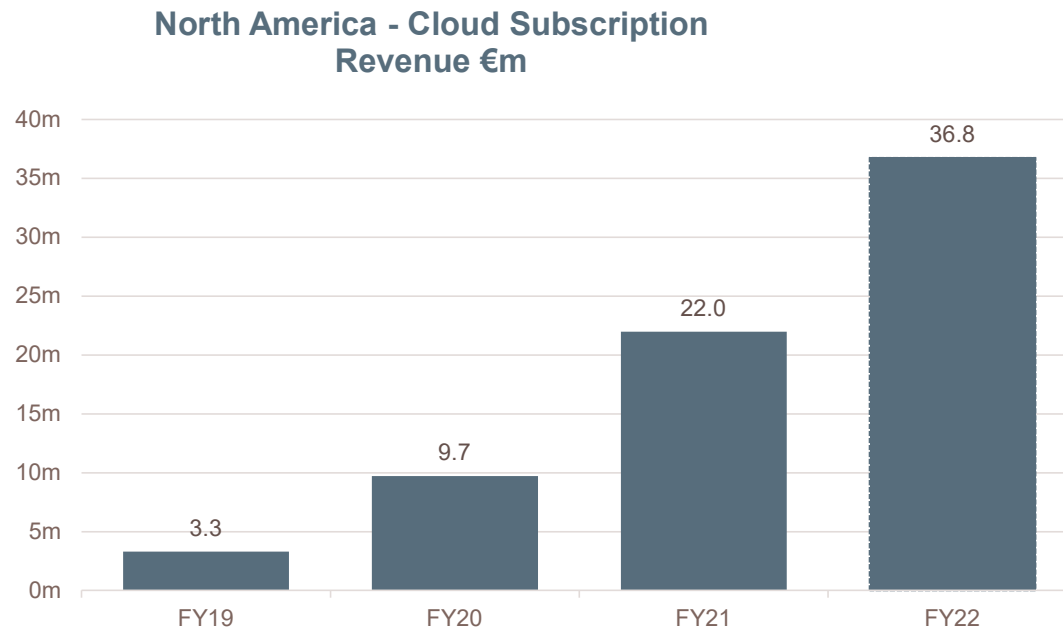
- Revenue from North America has grown significantly to 79.4% of total revenue (from 45.0% in FY19)



- North America growth is underpinned by cross-sell and up-sell to existing customers as they continue to invest in adopting the FINEOS Platform for Employee Benefits
- Competitive and regulatory change continues to drive significant growth opportunities



North America – adoption of FINEOS Platform driving strong Subscription growth

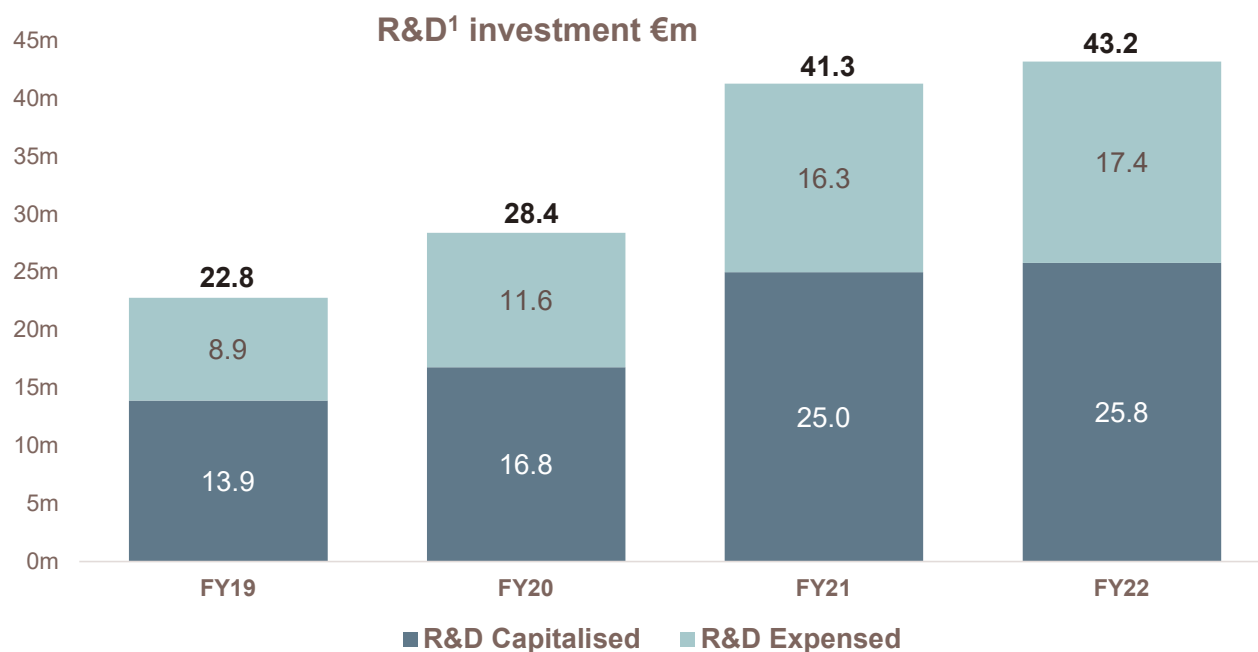


- North American Subscription Revenue has rapidly grown by:
 - >10 times since the FINEOS IPO on the ASX in August 2019
 - 67.3% Subscription growth achieved in FY22



R&D investment supports growth

FINEOS continues to dedicate significant resources and financial investment in research and development



Investment being made in R&D to continue to drive revenue growth

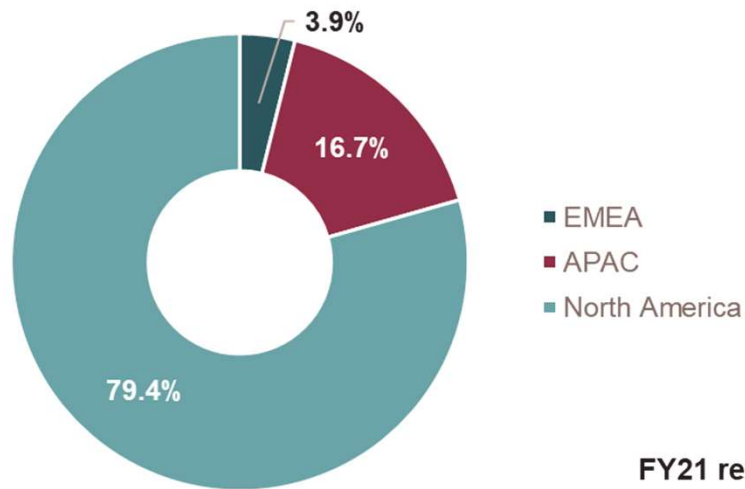
- 34.0% of revenue invested in R&D in FY22 versus 38.1% in FY21
- R&D investment has effectively remained flat year on year as a proportion of revenue
- Circa €200m invested in the FINEOS Platform since FY15



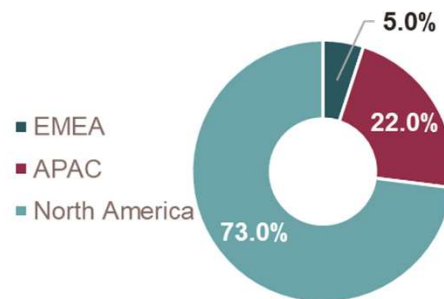
1. The R&D expense relates to R&D salaries only and excludes R&D related overheads.

Geographic mix of revenues

FY22 revenue by region



FY21 revenue by region

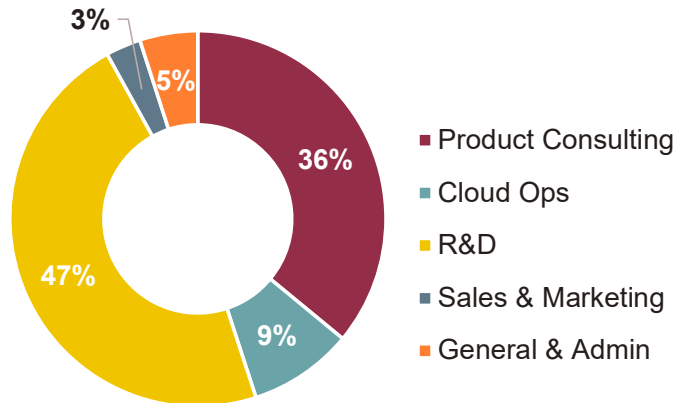


- North American revenue growth is 28.1% yoy, which is 79.4% of total revenue
- APAC revenue down 12.0% yoy - affected by delayed project starts due mainly to COVID environment impacts
- Europe region down 6.9% where we also experienced delayed project starts due to COVID impacts
- Headcount in APAC and Europe regions were redeployed to NA projects and R&D work

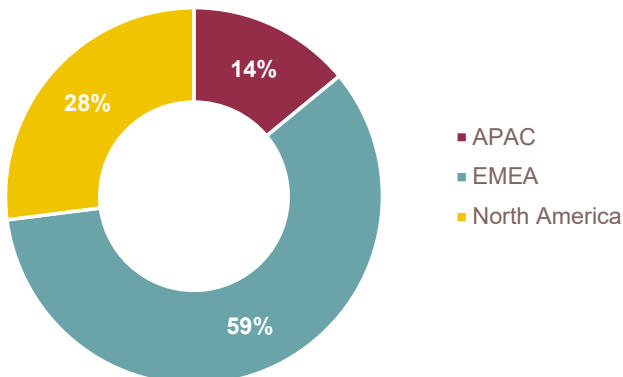


Our people – a key asset of the business

Employees by function



Employees by region



- Average Product Consulting utilisation for the period was 89% (FY21 90%)
- Retention rate remains high at 88%
- Scaling of FINEOS India now underway across our Cloud Operations, Product Consulting and R&D functions
- “Remote-first hybrid” continues to be our approach for existing and new people as this is overwhelmingly the preferred working option by our employees
- 20% are contract resources

89%
Utilisation

88%
employee
retention rate

1,075
People



Our People and Environment, Social & Governance (ESG)

Our People principal objective is to "Drive Organisational Health to create a great place to work and a competitive advantage"

- FINEOS is committed to a world-class Corporate Social Responsibility program which truly reinforces and brings to life the FINEOS Vision to create “a world where protection from illness, injury and loss is accessible to everyone.” An ESG team works on the implementation of our strategy
- Achievements in the past year include FINEOS HR being shortlisted for several awards, winning Best Change Management Programme at the HR Champion Awards 2022, the LOMA Educational Achievement award and the prestigious CIPD award for our “Embrace” DEI programme
- Our Connecting Culture programme has continued with momentum, with the introduction of our social recognition tool “Celebrating Success” and Ways of Working (WOW), which includes a charter for how each FINEOS teams works together



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FY22 – a year of strong
growth

Strong growth in revenue and EBITDA

Income Statement			
	FY22	FY21	% Change
	€m	€m	
Software - Subscriptions	53.8	40.1	34.2%
Software - licence fees (ILF)	2.0	1.8	11.1%
Total Software	55.8	41.9	33.2%
Services	71.4	66.4	7.4%
Total Revenue	127.2	108.3	17.5%
Cost of sales	(44.2)	(36.3)	21.8%
Gross profit	83.0	72.0	15.3%
Gross profit margin	65.3%	66.5%	
Total operating expenses	(76.3)	(66.8)	14.2%
EBITDA	6.7	5.2	28.8%
EBITDA margin	5.3%	4.8%	
Depreciation	(2.3)	(2.1)	9.5%
Amortisation	(20.8)	(16.0)	30.0%
Impairment	(12.6)	-	-
EBIT	(29.0)	(12.9)	124.8%
Net interest expense	(1.2)	(0.6)	100.0%
Loss before tax	(30.2)	(13.5)	123.7%
Income tax credit	4.2	1.0	320.0%
Loss after tax	(26.0)	(12.5)	108.0%

- **Revenue growth of €18.9m (17.5%) on FY21:**
 - **Software revenue** (including ILF) grew 33.2% on FY21; within that, total subscription revenue grew by 34.2%
 - **Organic subscription revenue** grew 33.0% on FY21. This excludes the contribution from prior year acquisitions and ILF
 - **ILF** (€2.0m) increased 11.1% vs FY21 as transition continues from the old ILF/ALF revenue model to the cloud-based SaaS model
 - **Services revenue** grew 7.4% on FY21 reflecting increased demand and upselling to existing customers
- **Cost of sales increased by €7.9m (21.8%) on FY21:**
 - **Contractor costs** increased by €5.6m due to higher headcount, in line with revenue
 - **AWS cost** increased by €2.6m due to increased customer activity
- **Amortisation run rate increased by €4.8m (30.0%) on FY21:**
 - **Increased capitalisation** flows through to higher R&D amortisation of €4.0m; due to R&D additions
 - **Acquisition related amortisation** up €0.5m due to full year impact and FX
 - **Impairment** of goodwill on acquisition of Limelight Health of €12.6m



ILF = Initial Licence Fee. ALF = Annual Licence Fee.

Reduced cost of doing business

Operating expenses			
	FY22	FY21	% Change
	€m	€m	
Research & Development	(20.2)	(18.4)	9.8%
Sales & Marketing	(7.0)	(6.2)	12.9%
Delivery	(18.8)	(15.4)	22.1%
Cloud Operations/Support	(15.4)	(10.4)	48.1%
General & Administration	(17.1)	(17.7)	(3.4%)
Other Income	2.2	1.3	69.2%
Total operating expenses	(76.3)	(66.8)	14.2%
% of total revenue	60.0%	61.7%	

- **R&D costs** are up €1.8m (9.8%) on FY21 linked mainly to staff and software costs
- **Sales & Marketing costs** increased €0.8m (12.9%) on FY21 mainly due to year-on-year salary increases and higher exchange rate for US cost base
- **Delivery costs** (for Product Consulting) increased €3.4m (22.1%) on FY21, primarily due to a 5.9% (23) increase in average headcount, driven by additional revenues and higher exchange rate for US based costs
- **Cloud operations/support costs** increased €5.0m (48.1%) on FY21, primarily due to additional headcount and investment in automation
 - The increase in Cloud costs is due to the growth in our Cloud footprint from a low base and as our Cloud proposition effectively replaces the customer's internal support desk for FINEOS product operations
 - The investment in Cloud automation is to control the scale of further cost growth in relation to growth of more customers moving to or implementing to Cloud
- **G&A costs** down €0.6m (3.4%) on FY21. Cost decreases comprised acquisition and transaction costs of €1.8m and an FX gain of €1.1m. These were offset by €1.8m of increases across salaries, share options, IT maintenance and insurance



Balance sheet supports growth initiatives

Statement of Financial Position			
	FY22	FY21	% Change
	€m	€m	
Cash at bank	44.3	14.0	216.4%
Trade receivables	25.7	22.3	15.2%
Deferred tax and corporation tax assets	5.9	1.4	321.4%
Other current assets	5.8	5.9	(1.7%)
Total current assets	81.7	43.6	87.4%
Right of use assets	5.1	6.6	(22.7%)
Development expenditure	75.0	65.6	14.3%
Goodwill	33.6	41.3	(18.6%)
Other non-current assets	28.0	27.3	2.6%
Total non-current assets	141.7	140.8	0.6%
Total assets	223.4	184.4	21.1%
Trade payables and accruals	11.8	12.2	(3.3%)
Deferred revenue	25.8	17.0	51.8%
Contingent consideration	2.4	1.7	41.2%
Other current liabilities	2.5	3.5	(28.6%)
Total current liabilities	42.5	34.4	23.5%
Deferred R&D tax credit	4.4	5.2	(15.4%)
Lease liabilities	4.6	5.2	(11.5%)
Contingent consideration	2.6	2.9	(10.3%)
Total non-current liabilities	11.6	13.3	(12.8%)
Provision for deferred tax	-	0.4	(100.0%)
Total liabilities	54.1	48.1	12.5%
Net assets	169.3	136.3	24.2%

- **Cash at bank** movement reflects capital raise during FY22 (€45.4m)
- **Trade receivables** rose 15.2% on FY21 due to the increase in FY22 subscription revenue and timing of customer receipts in July 2022
- **Deferred tax asset** increased €4.2 million due to the tax restructuring of acquired entities providing a clear path to tax loss utilisation, favourable regional changes in R&D tax credits and the provision for offset of tax losses against future taxable profits in Ireland
- **Right of use building** decreased by €0.3m due to asset depreciation (€1.2m) being greater than additions (new leases added €0.9m)
- **Right of use software** decreased by €1.1m due to asset amortisation (€1.2m) being ahead of additions (new leases €0.1m)
- **Development expenditure** increase explained by R&D capitalised spend (€25.8m) being ahead of amortisation (€16.9m) in period
- **Goodwill** decreased by an impairment of €12.6m offset by positive FX movement of €4.9m on retranslation to closing rates
- **Deferred revenue** increase of €8.8m (51.8%) due primarily to the increase in subscription revenue and a change in renewal date for a large customer
- **Contingent consideration** (€5.m split between current €2.4m and non-current €2.6m) reflects the earnout on Spraoi deal. The net increase of €0.4m in FY22 is due to adjustments for discount unwind (€0.6m) and FX (€0.6m), offset by a gain on re-evaluation (€0.9m)



Operating cashflows up 224.1%

Statement of Cash Flows			
	FY22	FY21	% Change
	€m	€m	
Net cash flows from operating activities	9.4	2.9	224.1%
Net cash used in investing activities	(26.8)	(85.5)	(68.7%)
Net cash generated from financing activities	45.2	56.2	(19.6%)
Net movement in cash and cash equivalents	27.8	(26.4)	205.3%
Effect of movement in exchange rates	2.5	0.6	316.7%
Cash & cash equivalents at the beginning of the year	14.0	39.8	(64.8%)
Cash & cash equivalents at the end of the year	44.3	14.0	216.4%

- **Net cash inflow from operating activities** of €9.4m in FY22 primarily due to the increase in revenues and the timing of cash receipts from customers
- **Net cash used in investment activities** of €26.8m in FY22 represent spend on intangible assets (R&D €25.8m), contract cost (€0.2m) and tangible fixed assets (€0.8m)
- **Net cash generated from financing activities** of €45.2m in FY22 reflects the net amount of cash raised from the new issue of CDIs (€46.2m) less share issue costs (€0.7m)





Well placed to continue
growth trajectory

... underpinned by delivery on strategy

Expanding within existing customers, winning new customers and entering new markets



Increased use of FINEOS Platform within existing customer base

- Post year-end, FINEOS and New York Life Group Benefit Solutions released a ground-breaking joint case study providing proof that the purpose-built FINEOS Platform successfully meets the business challenges of one of the largest North American group insurers
- The Spraoi team has been successfully integrated into the FINEOS organisation. Spraoi's ML (Machine Learning) and AI (Artificial Intelligence) products bolster our FINEOS Insight and Engage capabilities and have had further sales success with new customer and cross-sell wins in FY22 and a growing pipeline for FY23.
- Investment in Limelight's product roadmap continues within FINEOS and is aligned with current customer deployments and overall quote-to-claim strategic product capabilities.
- Expanded embedding of FINEOS IDAM (Claims & Absence) with major new customers gained over the last 3 years
- Key strategic milestones delivered in FY22:
 - North America revenue at 79% of total revenue (FY21: 73%)
 - North America cloud subscription revenue up 67% to €36.8m
 - Total headcount up 1% to 1,075
 - High product consulting utilisation rate of 89%



FINEOS the LA&H industry platform

- Successfully integrated Spraoi into the FINEOS organisation
- Significant customer expanded usage of the FINEOS Platform
 - 3 New Cloud Go Lives
 - 12 Major Upgrades
 - 19 Active Cloud projects
- Further investment in SaaS automation and security capabilities to continually enhance the customer deployment experience and shorten timelines for return on investment



Key priorities for FY23

Operational focus revolves around four strategic pillars



Grow and upsell with customers

- FINEOS has a multinational customer base through its leading FINEOS Claims product
- Significant opportunities with the Company's existing FINEOS Claims customer base for up-selling and cross-selling additional FINEOS Platform products, in particular IDAM (Integrated Disability and Absence Management), Policy & Billing, New Business & Underwriting, and FINEOS Engage and Insight
- FINEOS will seek to grow its Platform Subscription revenues which have higher margins than services revenue
- Continue to migrate existing on premises customers to the FINEOS Platform



Win new customers

- According to Swiss Re; the global insurance industry is poised to recover more quickly and forcefully from the pandemic than it did after the 2008 financial crisis
- Improved Covid related mortality and Interest Rate increases are good news for employee benefit carriers
- Increasing interest in core products e.g., Claims, Policy & Billing, New Business & Underwriting as well as IDAM
- Insurers are having to modernise their systems due to:
 - Higher regulatory complexity
 - More competition
 - Demand for a better customer experience
 - Cost and risk of legacy systems



Expand sales and enter new markets

- FINEOS intends to increase customer acquisitions and expanding its sales and marketing teams in existing and new markets
- Cross-sell to new geographies with existing customers
- There are a number of adjacent verticals (i.e. insurance lines classified within LA&H) that FINEOS is targeting, including dental, vision and US direct-to-employer absence management



FINEOS the LA&H industry platform

- Make FINEOS the industry leading SaaS platform
- FINEOS is committed to product innovation, and expanding the capabilities of the existing FINEOS Platform
- Continually add new product and services capabilities
- Enhance the overall product capability and market appeal for artificial intelligence and analytics integration (Engage and Insight). This is aided by the acquisition of Spraoi to help accelerate the FINEOS Insight and Engage products





GROUP BENEFIT
SOLUTIONS

Case Study

Ground-breaking joint study proving that the purpose-built FINEOS platform successfully met the business challenges of one of the largest North American group insurer

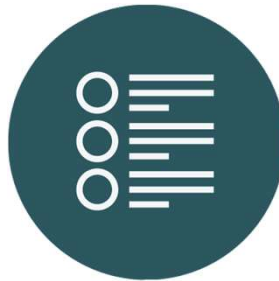
"New York Life Group Benefit Solutions has achieved an industry-first technology position with the first complete FINEOS AdminSuite implementation on the FINEOS Platform powered by AWS. FINEOS AdminSuite combined with other complementary cloud technology investments enables Group Benefit Solutions to provide best-in-class benefits administration for our employer clients and their employees today while keeping pace with future market demands."

– Matt Marze, Vice President – Technology, New York Life Group Benefit Solutions



9

million
customers



\$4bn

managed
on one platform



6

replaced
legacy systems



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<https://www.fineos.com/new-york-life-group-benefit-solutions-case-study/>

Positive outlook¹ for continued revenue growth in FY23; Expect positive free cashflow in FY24



- **FY23 revenue** expected to be between €135m and €140m
- **Growth expectations** supported by a robust pipeline of significant cross-sell and up-sell opportunities with existing customers, in addition to some new name opportunities



- Over **€44m in cash and no debt** provides a strong capital position to support organic growth plans plus increase in operating cash flows



- Growth trajectory and increasing cashflows reaffirm expectation of achieving **positive free cashflow position in FY24**



1. The outlook and guidance are subject to the inherent risks that are outlined in paragraph 9. Principal Risks and Uncertainties Faced in the Directors' Report in the Annual Report 2022. 20
All guidance provided is calculated based on the assumption of the EUR:USD FX rate at 30 June 2022 of 1:1.0387



Thank you. Q&A



Appendices

Detailed Statement of Financial Position

Statement of Financial Position	FY22	FY21	% Change
	€m	€m	
Cash at bank	44.3	14.0	216.4%
Trade receivables	25.7	22.3	15.2%
Unbilled receivables	0.6	1.2	(50.0%)
R&D tax credit	1.0	1.5	(33.3%)
Prepayments and other receivables	4.2	3.2	31.3%
Deferred tax and corporation tax assets	5.9	1.4	321.4%
Total current assets	81.7	43.6	87.4%
Fixed assets	1.6	1.7	(5.9%)
Right of use assets	5.1	6.6	(22.7%)
Development expenditure	75.0	65.6	14.3%
Contract costs (commissions)	1.2	1.6	(25.0%)
Goodwill	33.6	41.3	(18.6%)
Technology and customer relationships	25.2	24.0	5.0%
Total non-current assets	141.7	140.8	0.6%
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