

Infomedia™



FINANCIAL RESULTS FULL YEAR FY2014

Agenda

Full Year Results Presentation

- New CFO
- Year in review
- Product Update
- Sales progress
- Industry trends



Andrew Pattinson
CEO



Jonathan Pollard
CFO

New CFO

Welcome to Russel King

- 24+ Years industry experience
- CFO for NRS media – 10 Year tenure
- Experience in major global markets
- Assumes full responsibility 30 August



Year in review

Continued momentum

- Solid sales and operational performance
- Growth from Parts and Service products
- 14 new/renewed agreements
- Continued innovation & technology leadership



Product Update

In front of the innovation curve

- 3rd Party integration 'Layer'
- Product integration optimisation
- Continued production efficiencies
- 'Active/Active/Active' – AAA Hosting
- Image and video capture



<https://www.youtube.com/user/superservicesolution>



Sales

Gaining traction

- Sales growth in all regions
- Superservice™ Pilot activities
 - OEM backed pilot for 2 x U.S. brands
 - European pilots continue
 - Australian OEM pilot agreed
- Hyundai Canada and Chrysler U.S. APB announced
- Superservice sales to 2 x European markets
- Continued Microcat sales
- Third party sales activity



Sales

Building the Superservice brand globally

Superservice triage

CAPTURE MORE SALES

WITH THE POWER OF PHOTO AND VIDEO RECOMMENDATIONS

- CAPTURE**
Add photo and video evidence to your vehicle inspection reports.
- SHARE**
Send your customers a transparency digital report and estimate for self-authorization.
- SELL**
Increase sales conversions and improve customer satisfaction (CS).

Build trust and customer satisfaction
Providing visual evidence of additional repair recommendations, your customers feel control of their service and makes it easier to explain the estimated required parts, labor. Superservice Triage profits and customer satisfaction.

NEW!

www.superservice.com
1800 810 103
service@infomedia.com.au
WATCH THE VIDEO
YouTube youtube.com/superserviceolution

Infomedia™ LEADER IN PARTS AND SERVICE SOLUTIONS FOR 24 YEARS

Superservice triage

ELEVATE THE CUSTOMER EXPERIENCE

MULTI-POINT INSPECTION WITH PHOTO AND VIDEO RECOMMENDATIONS. IT SELLS!

NEW!

With Superservice Triage, getting your customers involved in the buying decision is as easy as 1, 2, 3. You capture, you send, they self-authorize.

Providing photo and video evidence of additional repair recommendations allows customers to feel in control of their service experience.

And best of all, building trust through transparency increases sales conversions and improves customer satisfaction (CS).

www.superservice.com/trial
1-888-929-5599
sales@superservice.com
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Infomedia™ LEADER IN PARTS AND SERVICE SOLUTIONS FOR 24 YEARS

Superservice triage

Give Your Service Revenue a Lift

Finally, inspection-based selling that's fast, profitable and measurable.

- Maximize hours per RO by identifying and selling additional repairs.
- Increase workshop traffic by proactively following up on "declined work".

"Superservice Triage is a profit generator. You sell more than just labour rates, it's also parts and tyres, and it helps us sell across a number of departments."
- David Shadrake, AfterSales Director

The only vehicle inspection tool that integrates with the powerful Superservice Menu™ repair data.

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1800 810 103
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Infomedia™ LEADER IN PARTS AND SERVICE SELLING SYSTEMS FOR 24 YEARS

Improved communication between departments

Speed up workflow

SIMON BOAST
AFTER SALES MANAGER

1:47 / 5:06

Superservice Triage

superserviceolution 397 videos 746 views

Subscribe 57

YouTube
5,000 video views per month

Industry trends

Connected Vehicles

- Customer centric – driven by BIG DATA
- Focus on customers as individuals
- Auto industry to be 2nd largest generator of data*
- Connected vehicle **features today** -> **experiences by 2020**
 - *Automated service booking*
 - *Predictive maintenance*
 - *JIT Parts ordering*
 - *Continuous CSI measurement*
 - *Internet radio, traffic updates*
 - *Car home integration*



FY14 Financial Highlights

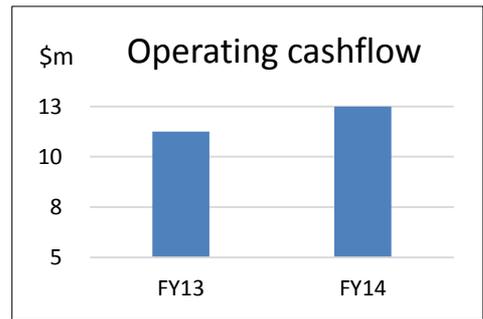
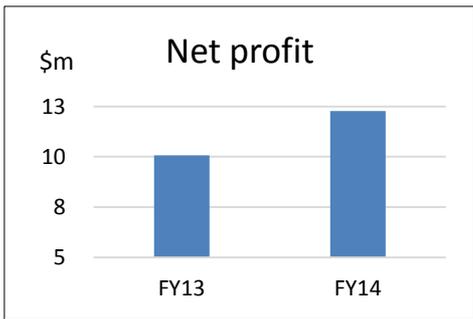
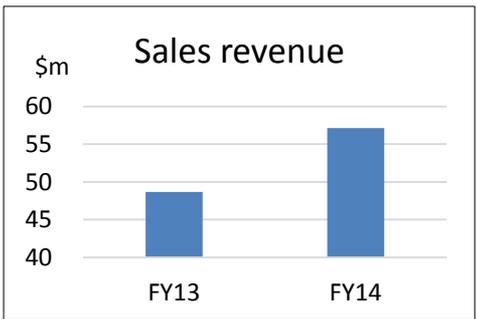
- ↑ Sales revenue up 17% to \$57.1m
- ↑ Net profit up 22% to \$12.3m
- ↑ Cashflow from operations up 11% to \$12.5m
- ↑ Record subscriptions equivalents up 3% to 75,838
- ↑ Full year dividend up 34% to 3.78c per share
- No debt

FY14 Financial Highlights

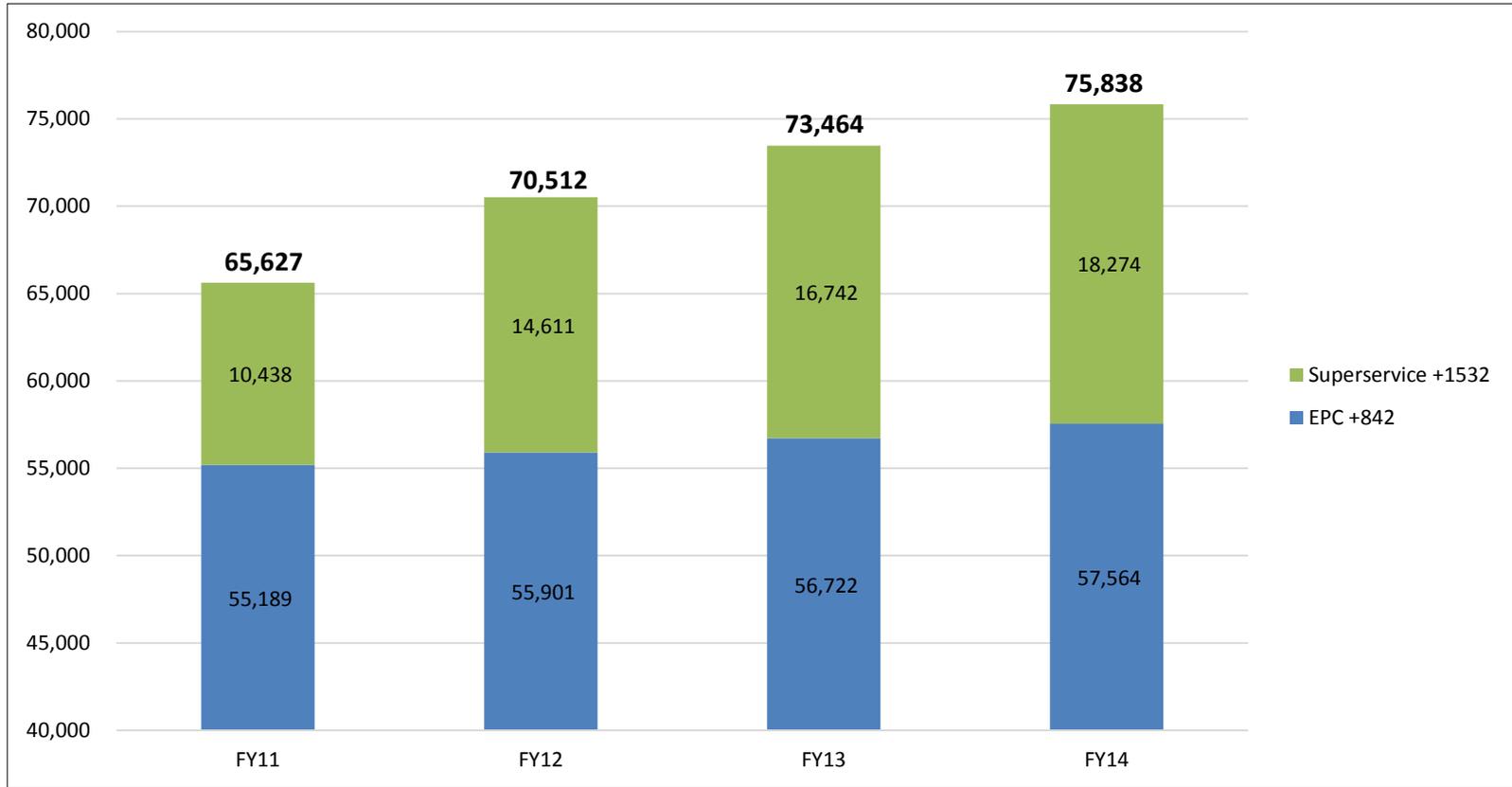
\$'000	FY2014	FY2013	Change	%	Constant currency change	Constant currency change %	FX impact
Sales	57,143	48,689	8,454	17%	2,879	6%	5,575
Opex costs	(37,988)	(36,991)	(997)	3%	(1,106)	3%	109
Adjusted EBITDA	19,155	11,698	7,457	64%	1,773	15%	5,684
Hedging impact	(2,663)	989	(3,652)	(369%)	0	0%	(3,652)
R&D capitalised	8,106	7,417	689	9%	689	9%	0
D&A	(9,191)	(8,130)	(1,061)	13%	(987)	12%	(74)
Interest & tax	(3,128)	(1,908)	(1,220)	64%	(632)	33%	(588)
Net profit	12,279	10,066	2,213	22%	843	8%	1,370

USD spot	91c	103c
USD hedge	96c	98c
EUR spot	67c	80c
EUR hedge	76c	75c

- **Sales** revenue increase \$8.5m
- **Adjusted EBITDA** increase of \$7.5m
- **Operating cashflow** up \$1.2m to \$12.5m
- **FX** positive
- **Net profit** up \$2.2m to \$12.3m
- **Tax** increase amplified - low abnormal FY13 expense.
Normalised constant currency net profit increase \$1.2m
- **Dividend** up 34%



Subscription equivalents FY14 growth



FY2014 Sales revenue breakdown

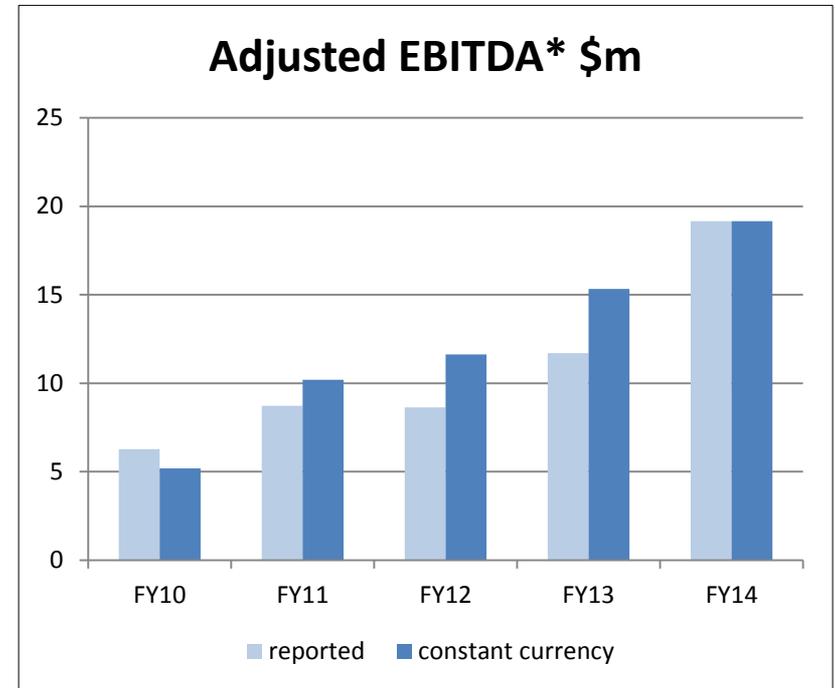
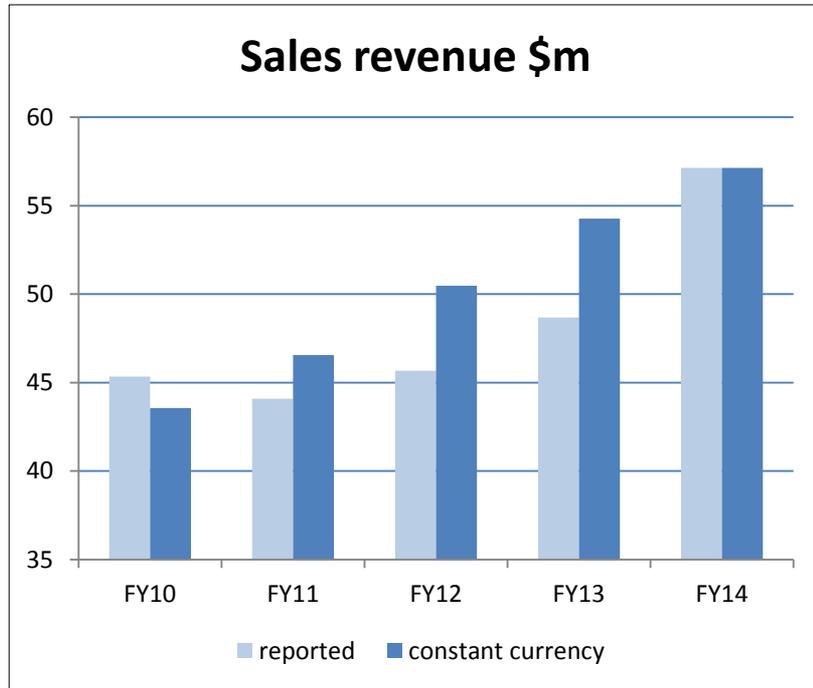
\$'000	FY2014	FY2013	Change	%	Constant currency change	Constant currency change %	FX impact
Parts solutions	42,219	35,610	6,609	19%	2,199	6%	4,410
Service solutions	12,415	10,215	2,200	22%	1,092	11%	1,108
LRPS sales	1,631	1,732	(101)	(6%)	(101)	(6%)	-
Other sales	878	1,132	(254)	(22%)	(311)	(27%)	57
Sales Revenue	57,143	48,689	8,454	17%	2,879	6%	5,575

\$'000	FY2014	FY2013	Change	%	Constant currency change	Constant currency change %	FX impact
Asia Pacific	13,863	13,276	587	4%	427	3%	160
EMEA	27,161	27,184	4,977	22%	1,247	6%	3,730
Americas	16,119	13,229	2,890	22%	1,205	9%	1,685
Sales Revenue	57,143	48,689	8,454	17%	2,879	6%	5,575

USD spot	91c	103c
EUR spot	67c	80c

- Increases in both Parts and Service
- Increases in all regions
- All Superservice products commercial and generating revenue – momentum increasing
- Favourable spot FX impact

Constant currency performance



Balance Sheet

	FY2014	FY2013
	\$'m	\$'m
Cash	11.4	9.3
Trade Receivables	6.2	5.3
Derivatives	0.5	(2.2)
Goodwill & Intangibles	34.3	34.3
Net Other	(10.4)	(8.5)
NET ASSETS	42.0	38.2

Shareholder returns

	FY2014	FY2013
Basic earnings per share	4.02¢	3.32¢
Dividends per share*	3.78¢	2.82¢
Franked per share	2.39¢	2.05¢

*Record date 3 September 2014, payable 17 September 2014

FX cover as at 21 August 2014

			Company sells ('m)	Forward rate
Forward contract	FY15	USD	9.1	0.90
Forward contract	FY15	EUR	6.2	0.67

FY15 Net Profit Guidance

FY15 themes

- Forecasted increase in sales revenue (Strong pipeline/timing risk)
- Expected increase in operational costs to support future growth
- Favourable FX impact
- Neutral R&D capitalisation/amortisation

FY15 NPAT guidance:

NPAT projected to exceed \$14.5m