

## **ASX Announcement**

Symbio Holdings Limited (ASX: SYM)

14 September 2022

## **Presentation at ASX Small and Mid-Cap Conference**

Symbio Holdings Limited (ASX: SYM) is pleased to provide the presentation to be made by Symbio CEO and Co-Founder, Rene Sugo, at the ASX Small and Mid-Cap Conference on 14 September 2022.

More details can be found at this link: <https://www2.asx.com.au/investors/investment-tools-and-resources/events>

This announcement has been authorised for release by the Board.

**ENDS**

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## **About Symbio**

Symbio (ASX: SYM) is a software company changing the way the world communicates.

Symbio's technology replaces old-fashioned telecom networks with software, making it faster and easier to deliver modern cloud-based communication services, unlocking endless new applications for calling, messaging and phone numbers.

Symbio is the backbone for the global cloud communication industry. Over 500 service providers – from telecom start-ups to the world's biggest software companies – rely on Symbio for the connectivity, quality and expertise they need to solve complex communication challenges.

Headquartered in Sydney, Symbio powers billions of calls and messages each year, owns networks in three countries and employs over 450 staff worldwide.

For more information about Symbio visit [www.symbio.global](http://www.symbio.global)

# ASX Small to Mid Cap Conference

Presented by Co-founder and CEO, Rene Sugo

14 September 2022



# About Symbio (ASX: SYM)

Powering the way the world communicates



## World-class software company

Symbio is changing the way the world communicates.

Our technology replaces old-fashioned telecom networks with software, making it faster and easier to deliver modern communication services.



## Expanding across Asia Pacific

Targeting **100M numbers** on our network by 2030.

Currently operating in Australia, New Zealand and Singapore, executing expansion into five new APAC countries by 2025.



## Operating three business divisions

- Telecommunications as a Service (**TaaS**)
- Unified Communications as a Service (**UCaaS**)
- Communications Platform as a Service (**CPaaS**)



## Delivering stable returns + growth

Profitable, no net debt and ample cash on hand to fund future growth plans.

Robust business with long-term customers, operating in high growth markets.

# Global megatrends driving long-term demand

Adoption of cloud communication is accelerating across a multitude of use cases



Future of  
Work



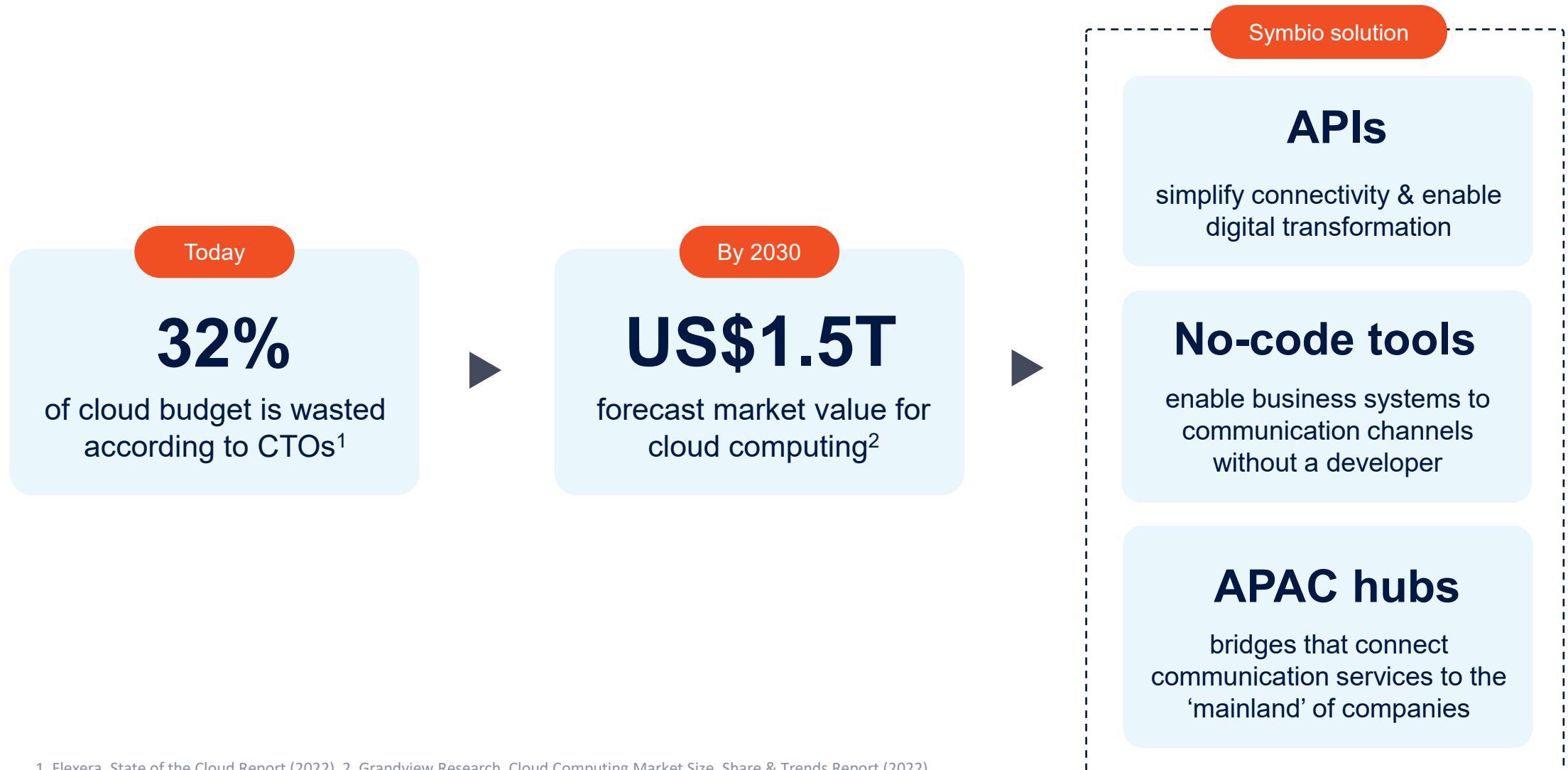
Enterprise  
Cloud



Emerging  
Asia

# Solving key challenges in a growing market


Symbio is building a unique value proposition for cloud communications in Asia-Pacific



1. Flexera, State of the Cloud Report (2022). 2. Grandview Research, Cloud Computing Market Size, Share & Trends Report (2022).

# Business divisions

Each division serves a key target market with a distinct geography and product set

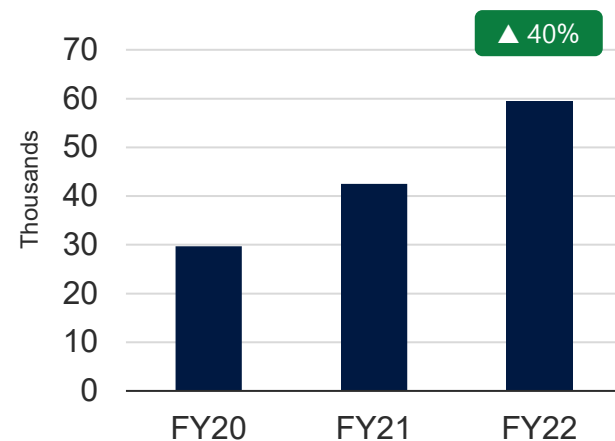
	Communication Platform as a Service (CPaaS)	Telco as a Service (TaaS)	Unified Communication as a Service (UCaaS)
Customers	Software companies & large telcos	Retail telcos & Managed Service Providers (MSPs)	Enterprise & Government
Markets	Worldwide	Australia, NZ & Asia Pacific	Australia, NZ & Asia Pacific
Products	<ul style="list-style-type: none"><li>• Numbers &amp; porting</li><li>• Call termination</li><li>• Messaging</li></ul>	<ul style="list-style-type: none"><li>• White label telecom</li><li>• Billing software</li><li>• Management software</li></ul>	<ul style="list-style-type: none"><li>• Microsoft Teams</li><li>• Cisco Webex</li><li>• Contact Centre</li></ul>
Primary Brand			

# Business summary

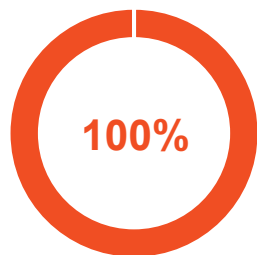
Sustained growth across all business divisions

## UCaaS

### Enterprise & Government Seats

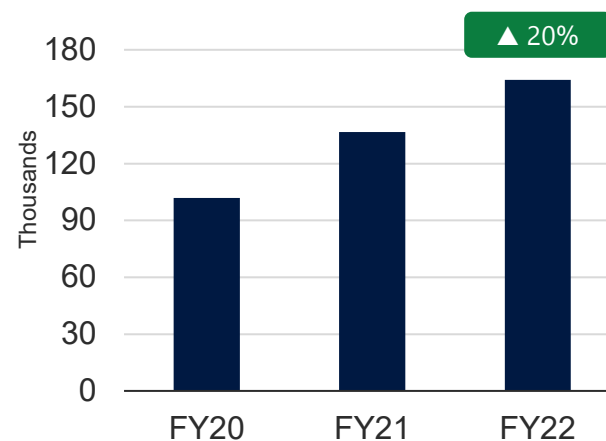


### Recurring Revenue

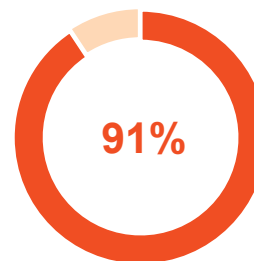


## TaaS

### Services in Operation (SIOs)

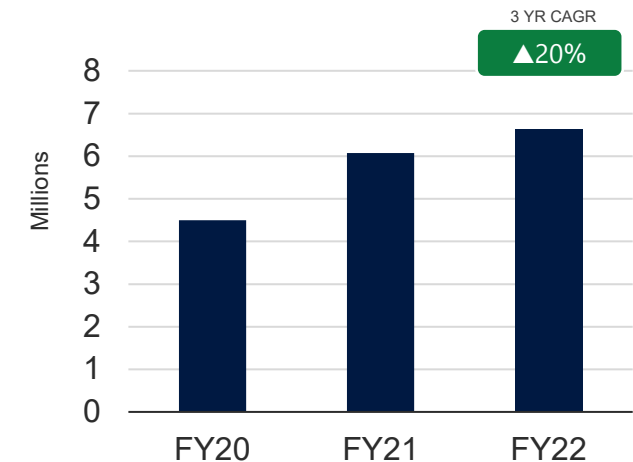


### Recurring Revenue

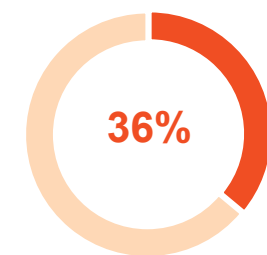


## CPaaS

### Phone Numbers



### Recurring Revenue



\*TaaS SIO numbers exclude Aussie Broadband services

# FY22 achievements

Achieved earnings guidance in a year of strategic investment

## Simplified business

- Announced Vision 2030 and APAC expansion
- Disposed non-core businesses and rebranded from MNF Group
- Realigned business into 3 divisions and appointed CEOs

## Delivered growth

- 117% Net Retention Rate for our Top 10 customers<sup>1</sup>
- Entered Singapore and signed initial customers
- Maintained strong balance sheet

## Strategic investment

- Major product launches across all business divisions
- Technology platform improvements
- Developed employee value proposition

1. NRR (Net Retention Rate) is FY22 revenue compared to FY21 revenue of Symbio's top 10 customers (excluding those that are minutes trading only). These customers combined represent approximately 22% of FY22 revenue. No single customer is more than 5.5% of revenue. Calculation excludes Aussie Broadband revenues which will be migrated to Over The Wire in year.



# Asia expansion strategy

Vision: 100m phone numbers on network by 2030 with a presence in five additional countries

## Singapore

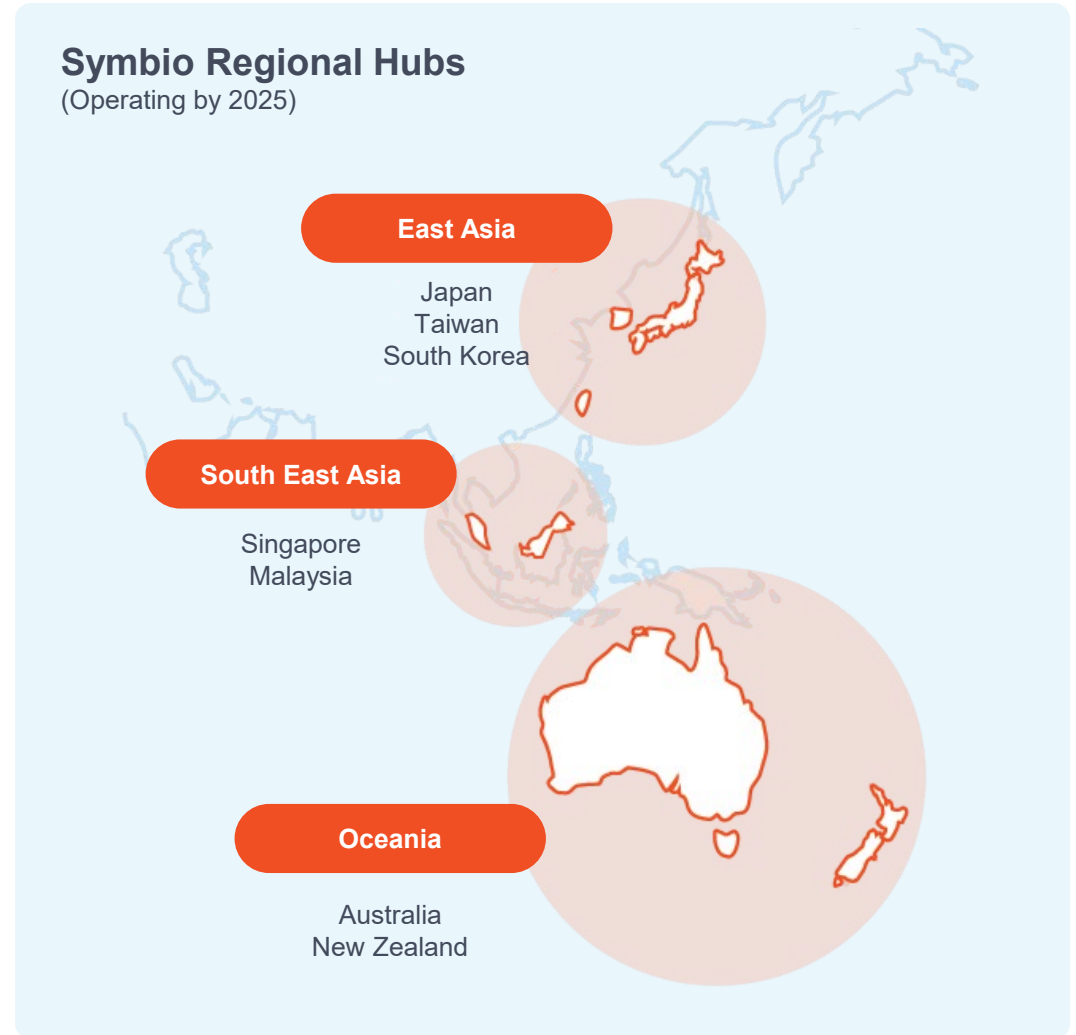
- Launched services in Singapore in 2022.
- Actively writing business in CPaaS and UCaaS divisions.
- Committed to achieving Singapore profitability in FY23.

## Malaysia

- Commencing organic market entry as acquisitions did not meet strict investment criteria.
- Submitted application to Malaysian telecom regulator to operate a voice network, host and port numbers.
- Malaysia and Singapore capabilities to be delivered as a whole – a 'South East Asia Hub' for CPaaS customers.

## Additional countries

- South East Asia Hub in flight with Malaysia market entry.
- Actively analysing acquisition targets for Taiwan, South Korea and Japan entry.

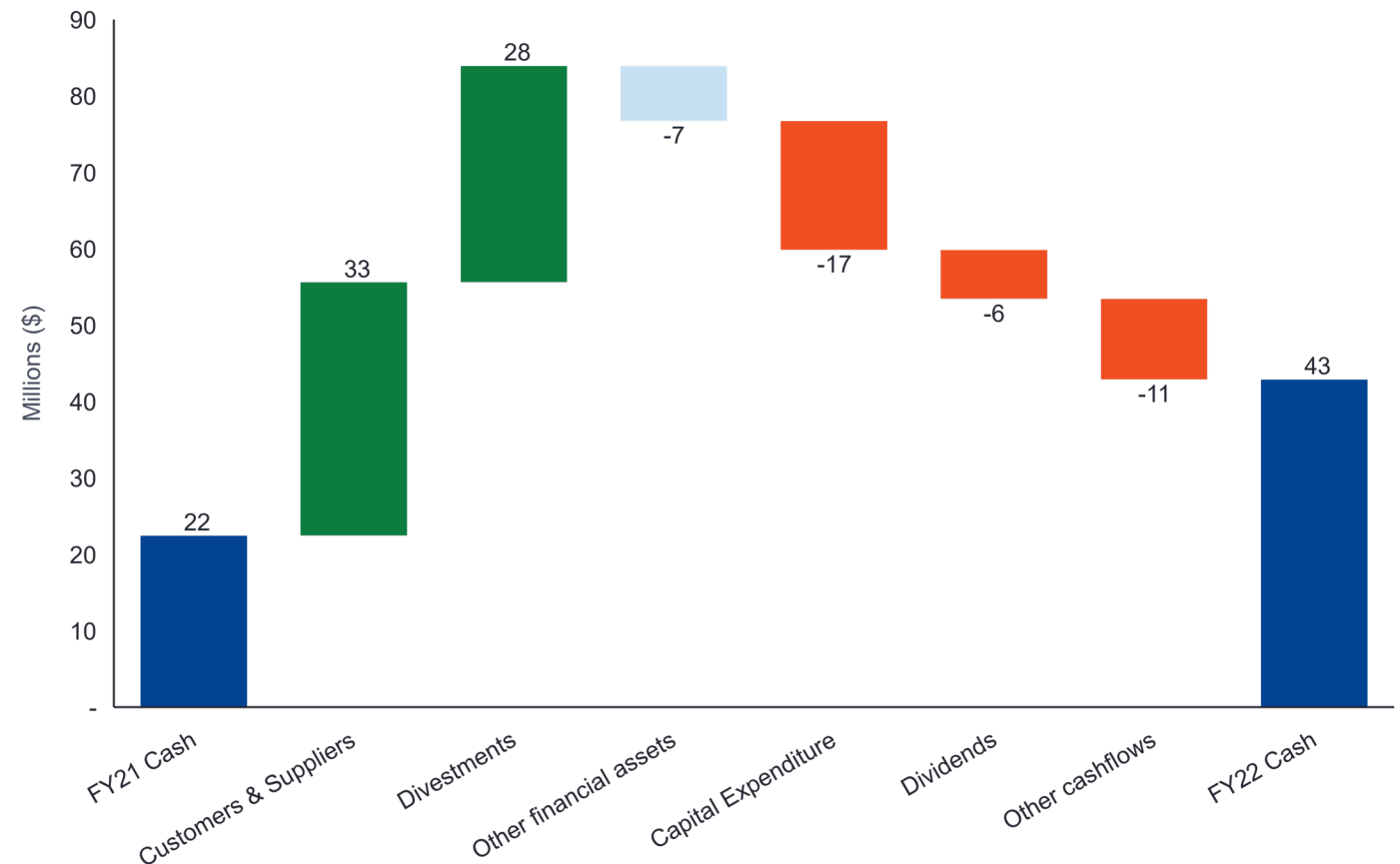


# Balance sheet & cash flow

Enviably debt-free position and strong cash generating business

## Key highlights

- \$33m of cash from customers net of payments to suppliers in FY22
- Cash conversion ratio of 93% during FY22
- \$43m in cash bolstered by \$28m proceeds from business divestments received in-year
- \$60m undrawn debt facility renewed for new 3 to 5-year term to support acquisition growth



1. In the graph above Other cashflows includes outflows of tax of \$7m, net interest of \$1.2m, and \$1.2m on purchase of treasury shares

# Key FY22 numbers

A year of transformation setting a new baseline for growth

## Corporate overview

### 450 people

Over 200 roles recruited in FY22

### 8 countries

Local office & remote staff presence

### 20 year history

Pioneer of cloud communications

## ASX snapshot

(At 5 September 2022)

**Share price:** \$3.55

**Market Cap:** \$301.18 million

### CONTINUING EBITDA<sup>(1)</sup>

# \$35.4m

New baseline for  
simplified business

### CONTINUING NPAT-A<sup>(2)</sup>

# \$14.4m

Down 9% vs FY21

### STRONG BALANCE SHEET

# \$42.6m

In cash, zero drawn debt  
as at 30 June 2022

### NRR: TOP 10 CUSTOMERS<sup>(3)</sup>

# 117%

### PHONE NUMBERS

# 6.6m

Up 9% vs FY21

### FY22 TOTAL DIVIDEND

# 8.0c

1.7c final dividend, 3.0c  
special dividend in FY22

### Notes:

- FY22 result includes \$7.6m of opex investments made in year to support Asia-Pacific expansion strategy
- Continuing NPATA<sup>(2)</sup> down due to disposals of direct businesses and associated assets

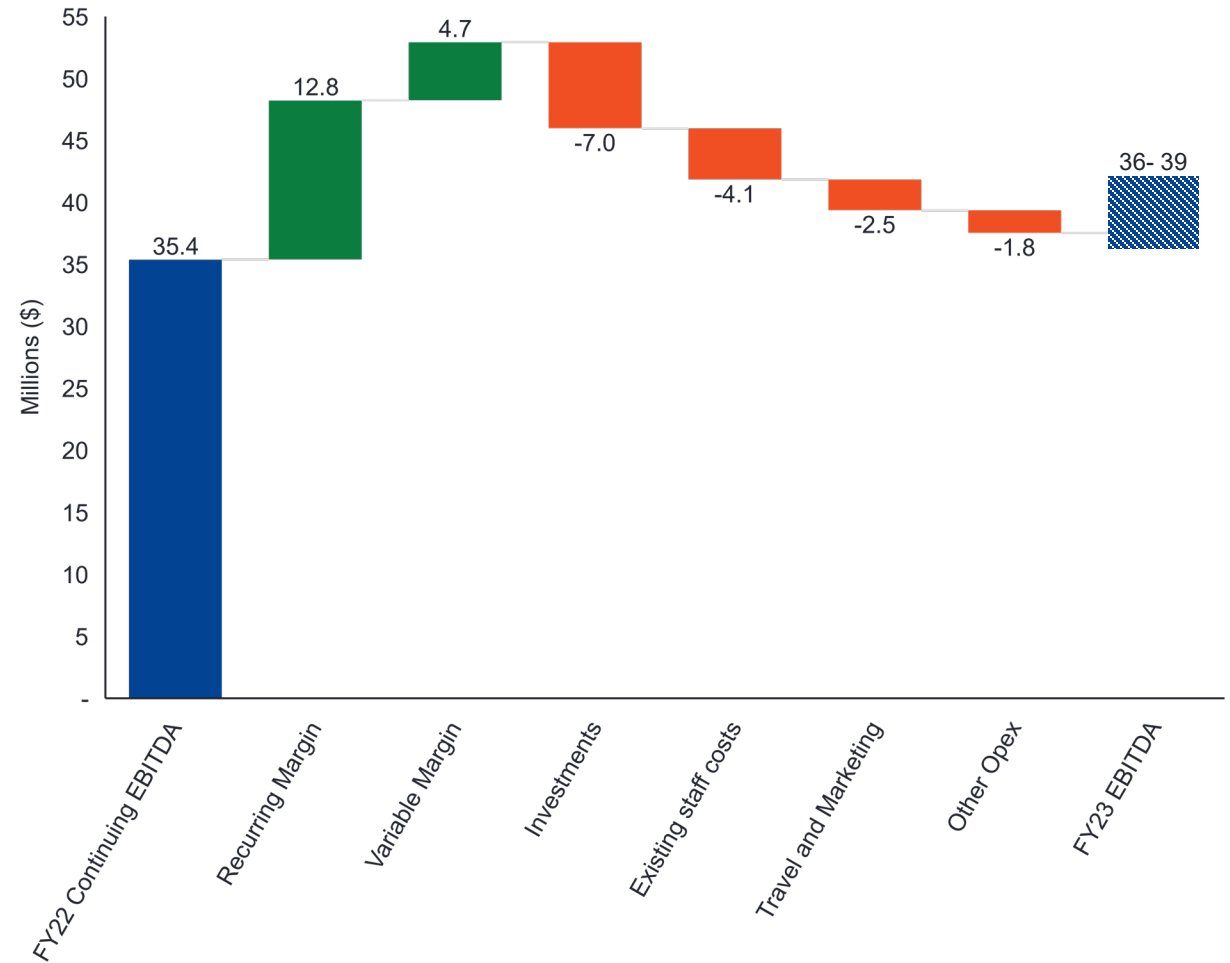
1. Continuing EBITDA excludes restructure and impairment costs, gain or loss on sales of businesses, net interest, share scheme costs, acquisition costs, tax, depreciation and amortisation and results of discontinued operations.
2. Continuing NPAT-A excludes amortization of acquired customer contracts, acquired software and brands, tax affected restructure and impairment costs, and tax affected gain or loss on sale of businesses and results of discontinued operations.
3. NRR (Net Retention Rate) is FY22 revenue compared to FY21 revenue of Symbio's top 10 customers (excluding those that are minutes trading only). These customers combined represent approximately 22% of FY22 revenue. No single customer is more than 5.5% of revenue. Calculation excludes ABB revenues which will be migrated to OTW in year.

# FY23 EBITDA guidance - \$36m to \$39m

Simplified business delivering accelerating revenue and margin growth

## FY23 Guidance

- Focus on continuing strategic execution
- Accelerating recurring margin growth across all segments – up \$12.8m or 19% on prior year
- APAC expansion accelerating into Malaysia and beyond, with \$7.0m strategic OPEX investment
- Existing staff cost increases modest given inflation and tight talent market - \$4.1m or 8.6% on prior year
- Return of travel and marketing to re-establish key global relationships and brand presence, supporting APAC expansion - \$2.5m
- Other OPEX modest growth as we complete projects relating to winding down disposed businesses - \$1.8m



1. In the above graph 'EBITDA' excludes restructure costs, gain or loss on sale of Direct Segment businesses, net interest, share scheme costs and earn out expenses, acquisition costs, tax, depreciation and amortisation.

# Compelling investment case



## Business tailwinds

Positioned to benefit from global megatrends, including Hybrid Work, Enterprise Cloud Adoption and Emerging Asia



## Strong balance sheet

\$43m in cash and zero debt, plus \$60m in undrawn debt facilities available to assist strategic acquisitions



## Clear vision

Executing global expansion with the goal of reaching 100 million numbers and presence in 5 new Asia Pacific regions



## Investing for growth

Building a unique, highly defensible business through the creation of Regional Hubs enabling cloud communication



## Strategic partnerships

International expansion accelerated by highly credible UCaaS and CPaaS vendor relationships



## High quality customers

Robust business with long-term customers including enterprise, government, Tier 1 carriers and global software companies

# Thank you

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