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whispir

24 November 2021

# Annual General Meeting

A S X W S P



# CEO Presentation

—  
Jeromy Wells  
Founder, CEO & Executive



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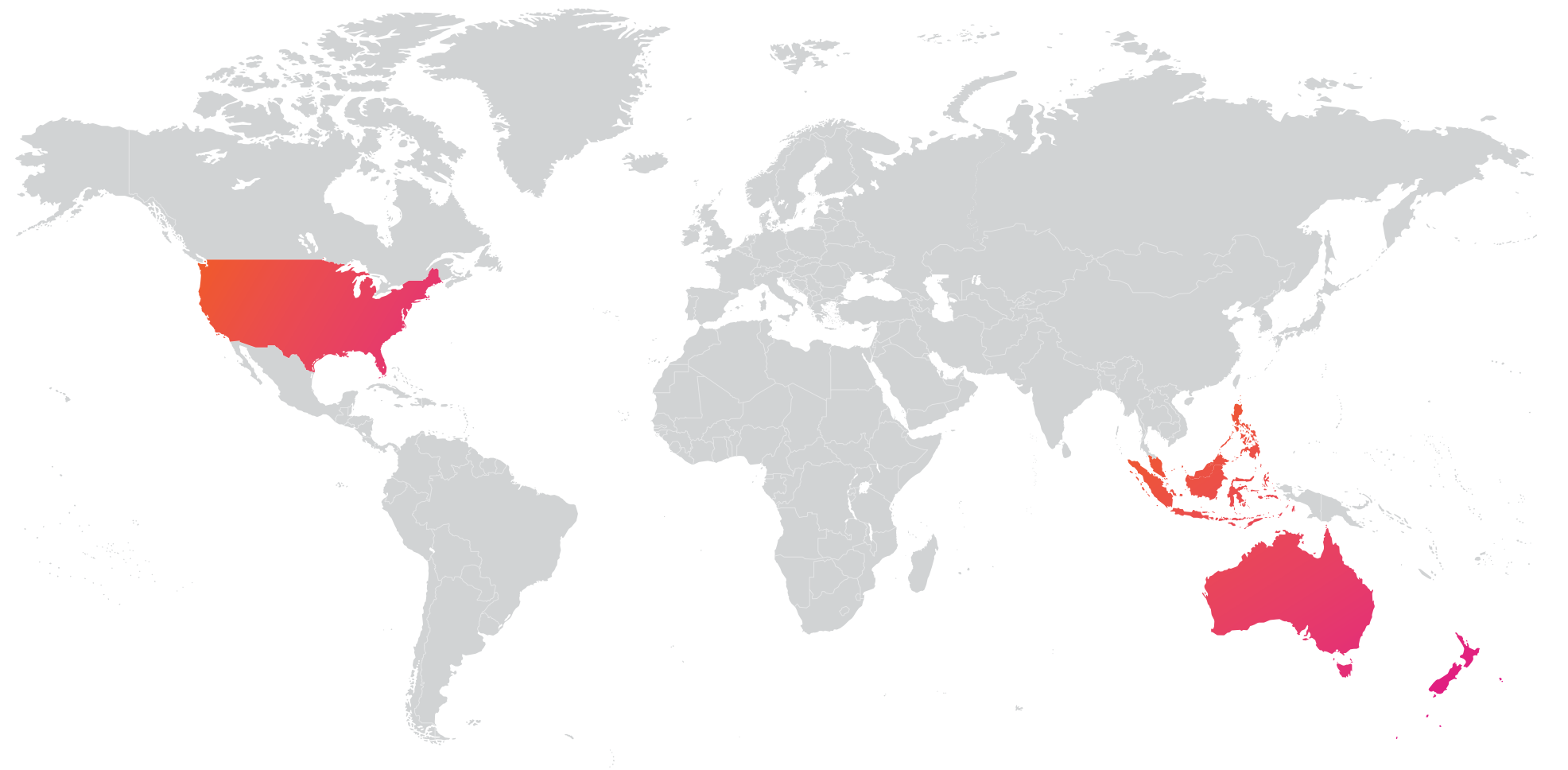
# Whispir today

A global scale SaaS company providing a communications workflow platform that automates interactions between organisations and people to **innovate engagement and solve a growing range of business challenges.**

## 3 Regions

## 834 Customers

## 241 Staff



Customer diversity



FEPOC



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# Whispir today

A global scale SaaS company providing a communications workflow platform that automates interactions between organisations and people to **innovate engagement and solve a growing range of business challenges.**



## North America

- **49** total customers
- **\$1.3m** revenue in FY21
- A market to accelerate Whispir's growth following 2H21 strategic reset



## ANZ

- **648** total customers
- **\$39.7m** revenue in FY21
- A market with more growth potential among Whispir's existing blue-chip customer base



## Asia

- **137** total customers
- **\$6.7m** revenue in FY21
- A market with significant digital tailwinds where Whispir can support Digital Transformation

# Q1 FY22 starting strong

Whispir is accelerating growth with a strong Q1 FY22 performance

**\$56.8m**

Q1 FY22 Annualised Recurring Revenue  
31.8% growth YOY

**\$16.3m**

Q1 FY22 customer cash receipts  
55.7% growth YOY

**\$43.9m**

Cash & equivalents at 30 September 2021

**834**

Total customers 33 net new adds in Q1 FY22  
25.4% growth YOY

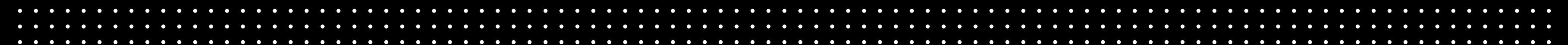
**2.1%**

Average revenue churn  
28.6% lower YOY

**6.8%**

Average customer churn  
20.2% lower YOY

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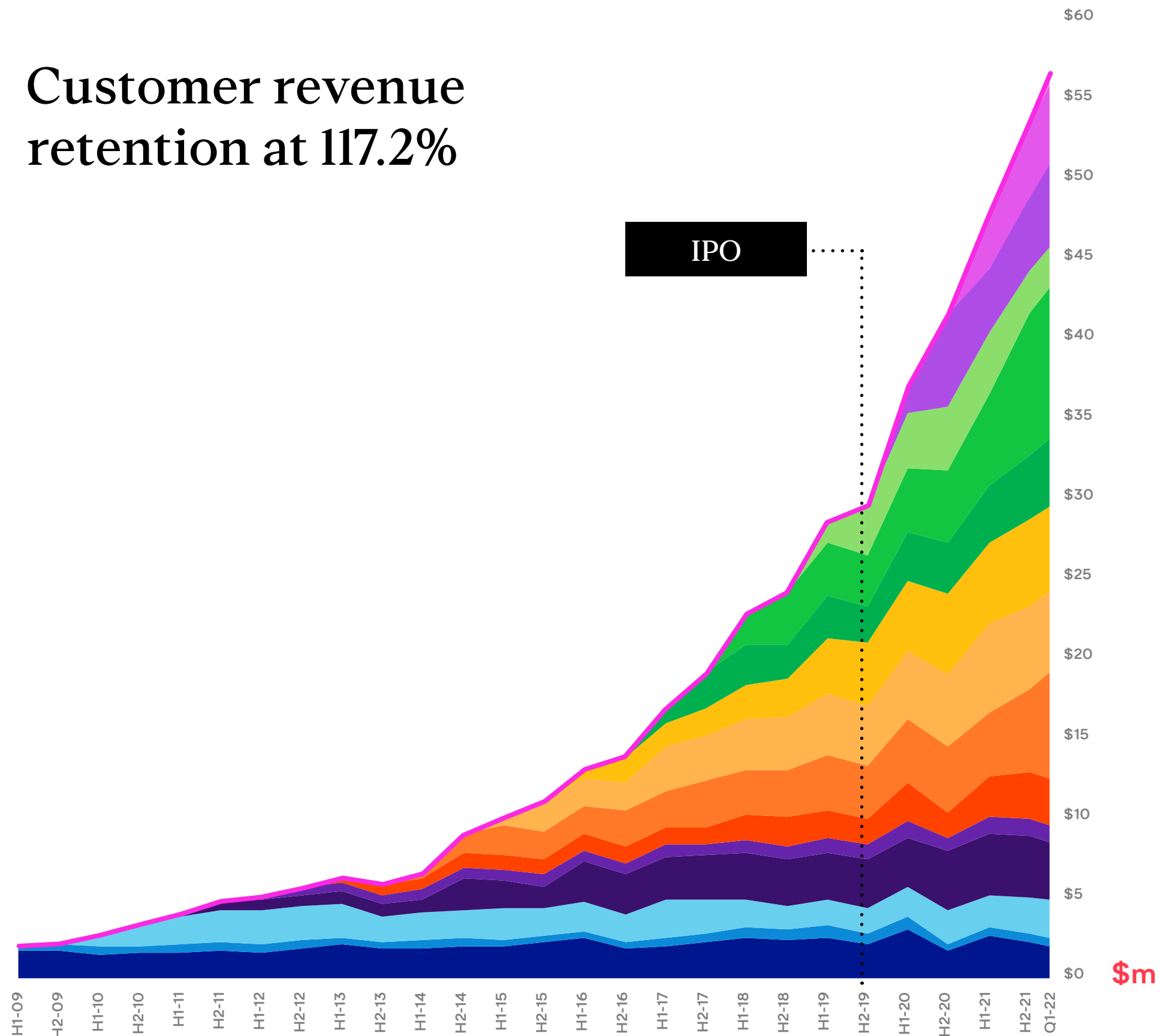
# Organic growth opportunities

Whispir's install base continues to grow as customers adopt additional use cases that add value to their business

- Underpins future revenue growth
- Supported by Whispir's customer-centric approach, product satisfaction and a successful land & expand strategy

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## Customer revenue retention at 117.2%



\*Excludes fluctuating transactional customers, also ARR is on a gross basis

# Our People

Investing in the capability and capacity of our team as the business scales globally

## Executive Leadership Team (ELT)



**Jeremy Wells**  
Chief Executive Officer



**Jenni Pilcher**  
Chief Financial Officer

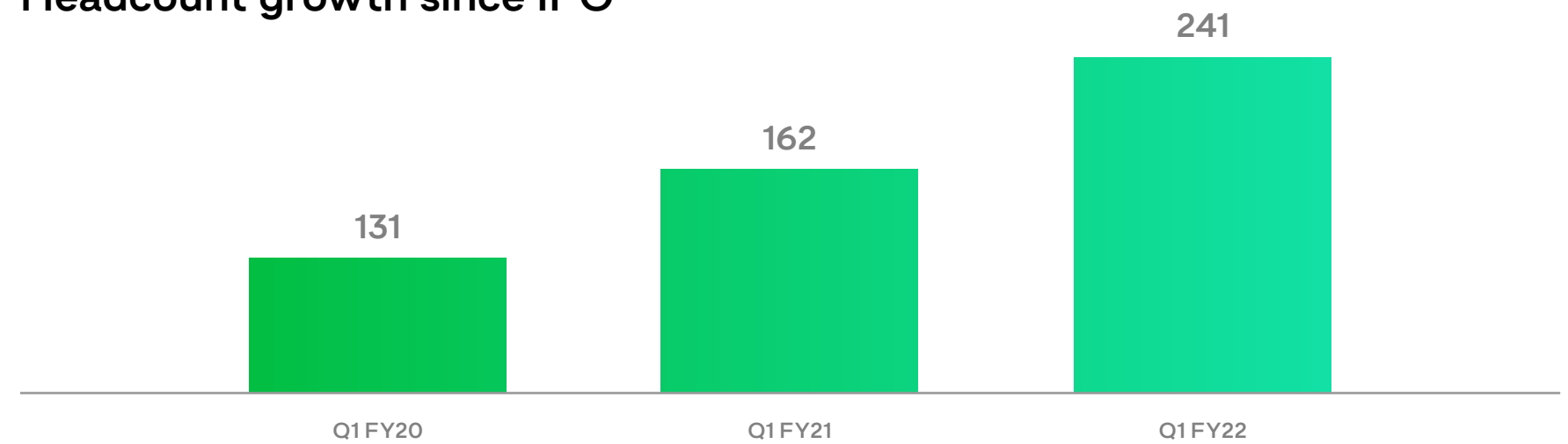


**Tobi Brix**  
Chief Operating Officer

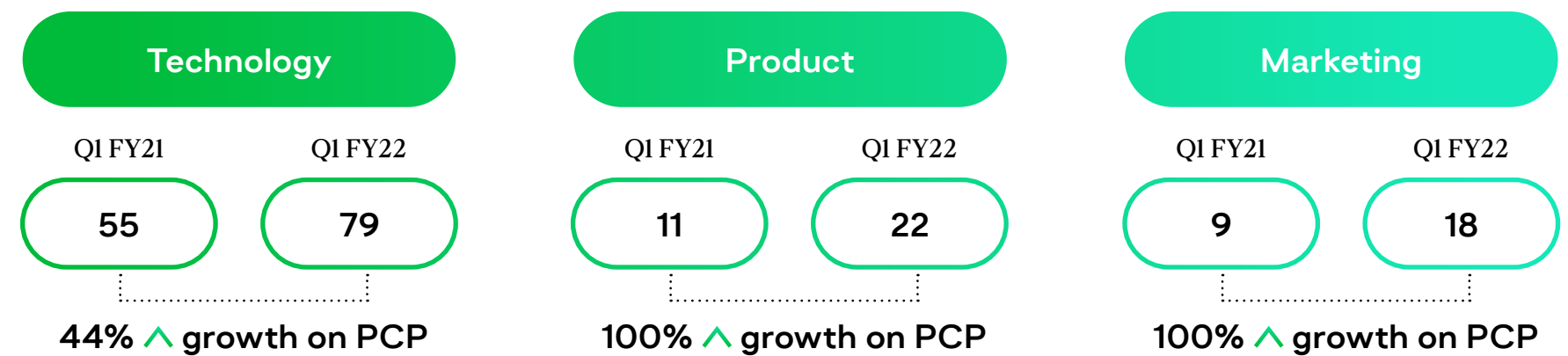


**Chris Regan**  
Chief People Officer

## Headcount growth since IPO



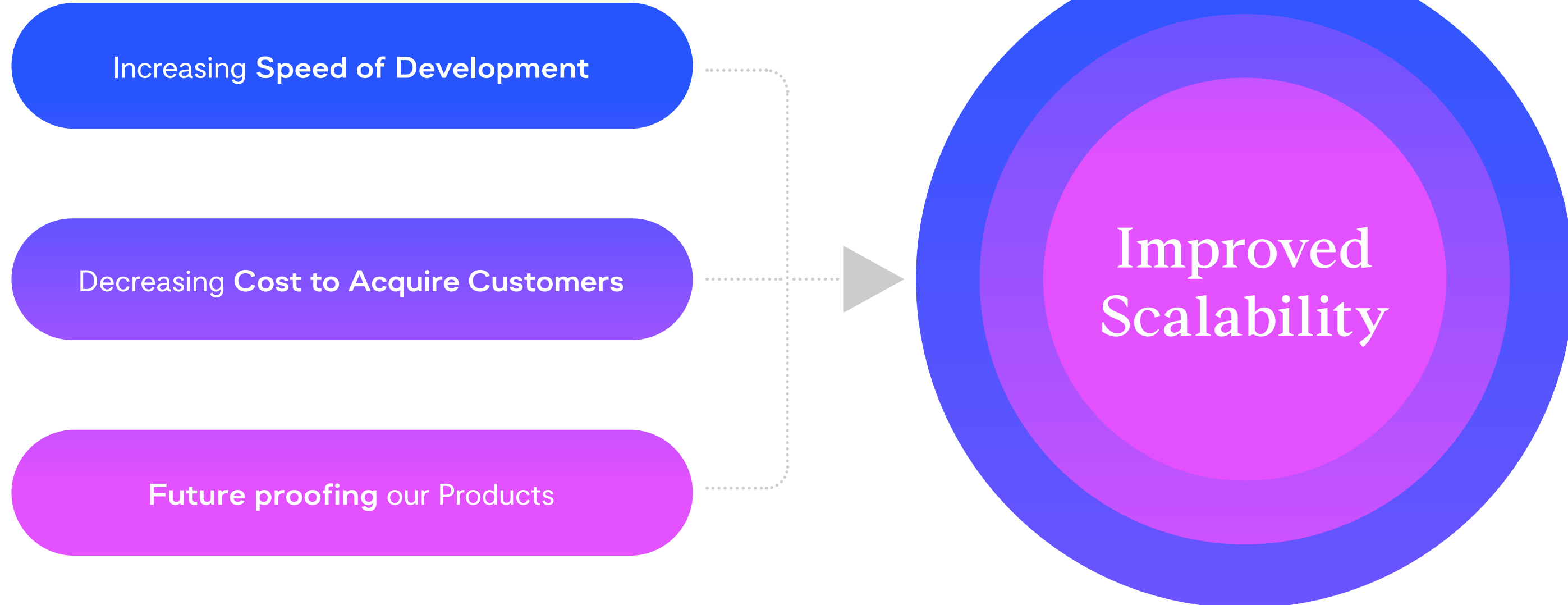
## Talent acquisition and top 3 functions by growth



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# The Product Roadmap

Laser focus on expediting our evolution to product-led growth



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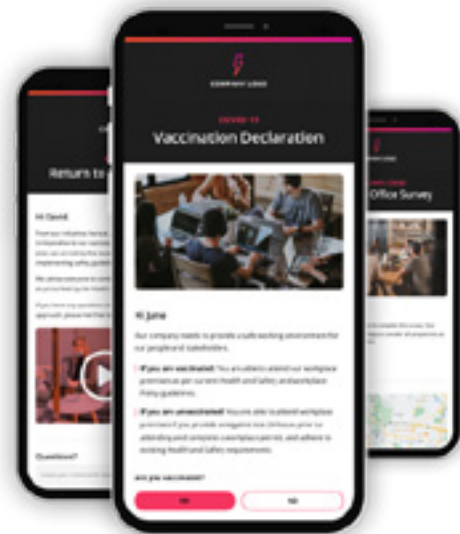


# Living with COVID-19

Four end-to-end COVID-19 communication workflows to enable customers to confidently interact with stakeholders in real time, consistently and at scale with full audit trails.

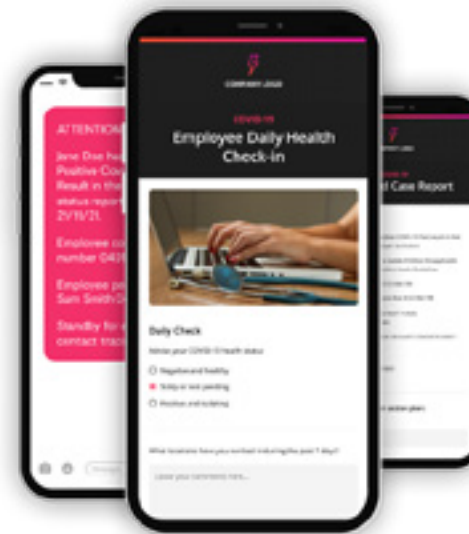
## 3 stages in the living with COVID-19 business lifecycle

### 1. Re-opening your business



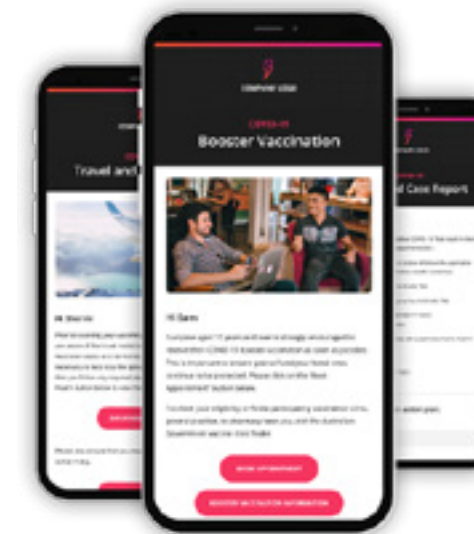
- Return to work vaccination policy management

### 2. Living with COVID-19



- Daily Check-in & Incident Management for Positive or Suspected On-Site Case
- Visitor Check-in Covid Health Declaration

### 3. Thriving above and beyond



- Rapid Antigen Testing Coordination

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## Navigating COVID normal

George Weston Foods, one of Australia and New Zealand's largest food manufacturers, has been a Whispir customer since 2017.

### Use case

- Emergency communications
- Notifications of product short supply
- Staff/ company-wide updates
- Pricing changes for customers
- Customer service, including customer surveys
- Team rostering, training and education
- Lone worker "R U Safe" check-in
- COVID-19 lifecycle communications

### Benefits

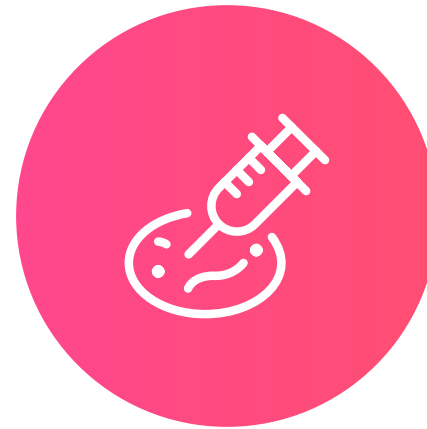
- One platform deployed across five brands, in multiple departments, to meet their specific needs
- Decreasing time resources spent on processes
- Streamlining operational processes
- COVID-19 safety templates to help manage the spread within their business, to ensure the health and safety of all stakeholders



# Growth indicators

Delivering against our product roadmap, driving new and existing customer growth in ANZ and Asia; and expansion across North America

Whispir's business is supported by strong industry tailwinds...



Government investment in COVID response



Growing budgets for Digital Transformation Projects

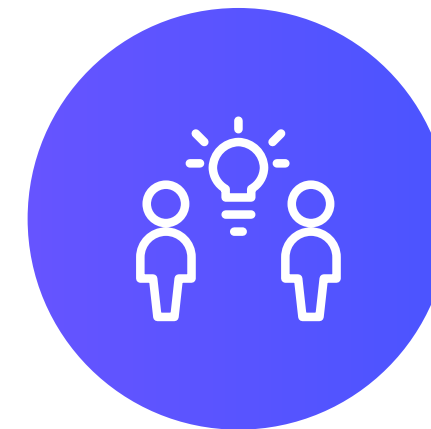


Broader adoption of Artificial Intelligence & Machine Learning functionality

And we have multiple levers to support our customers and continue our growth...



Targeted R&D for extracting value faster



People investment to enhance the customer experience



Product innovation to build competitive advantage

# FY22 Guidance Update

## Previous Guidance

### FY22 Revenue

**\$57.2m - \$60.2m**

20-26% YOY growth

### EBITDA excluding non-cash share-based payments

**\$(15.5)m - \$(13.0)m**

130 - 177%% down on FY21

### FY22 ARR

**\$65.4m - \$70.0m**

22-31% YOY growth

### R&D

**\$17m - \$18m**

70-80% increase on FY21

Strong business performance through the start of FY22, has resulted in updated guidance for revenue and EBITDA

## Updated Guidance

### FY22 Revenue

**\$64m - \$68m**

34-42% Growth YOY

An improvement on prior guidance of between 11.9% and 13.0%

### EBITDA excluding non-cash share-based payments

**\$(13.2)m - \$(11.2)m**

181-138% down on FY21

An improvement on previous guidance of between 13.8% and 14.8%

### FY22 ARR

**No change**

### R&D

**No change**

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# Connect Engage Thrive

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