



INTERIM FINANCIAL REPORT SUPEROFFICE GROUP

(GROUP CONSISTS OF SUPEROFFICE GROUP AS AND ALL SUBSIDIARIES)

Q1 2024

(Unaudited figures)

May 30th, 2024



Update from Gisle Jentoft, CEO of SuperOffice

Q1/2024 – A quarter with continued growth in revenues and ARR as well as improved profit margin



Gisle Jentoft
CEO, SuperOffice

In the first quarter of 2024, SuperOffice delivered continued growth in ARR, revenues and profit. Total ARR amounted to NOKm 632 (NOKm 568) representing a growth of 11% versus Q1 2023. This gives us a strong tailwind into the remaining quarters in 2024 as recurring revenues represent close to 90% of our total revenues. Total revenues for the quarter ended at NOKm 174,6 (NOKm 157,3), up 11% versus Q1 2023. The EBITDA (adjusted for IFRS 16 and nonrecurring items) for Q1 2024 landed at NOKm 43 (EBITDA margin of 25%) vs NOKm 33 (21%) for Q1 2023. The profit for the quarter reflects the revenue growth and a balanced focus with respect to operational investments aimed at further growth. The cash flow from operations is strong, and the financials are solid.

Investments in product development remains high on our agenda and are focused on bringing our customers improved and value adding capabilities. The new version of our cloud-based Customer Service software has been well received and strengthens the positioning of our fully integrated CRM suite. The AI Labs project, offering customer the opportunity to test the SuperOffice Copilot, has continued to gain good traction among customers during the first quarter.

We are making good progress in our move to a Public Cloud platform. As reported earlier, this move will result in exciting new business capabilities for our customers and pave the ground for strengthening our competitive advantages. Finally, our significantly enhanced Marketing offering as well as other key feature improvements are developing according to plan and will be launched during the second half of 2024.

Our growth strategy continues to be focused on our key markets in Scandinavia, Germany, the Netherlands and Switzerland, with continued investments in our already strong partner channel. We remain focused on driving organic growth, but we will continue to consider targeted acquisitions which fit in as a natural extension of our product offering, team and geographical focus. Our main goal remains clear; to be a preferred CRM choice for our target markets and customers and continue to be an attractive and sustainable company for our customers, partners, employees and owners.

With our strong cloud CRM offering and highly competent team – we are well positioned to capture a good portion of the forecasted long-term growth in the CRM space in Europe. From a financial point of view, our business is strong, and our ambition is to continue to deliver improved growth in revenues and profit in the coming years.

At the time of publishing this report, we are implementing a leadership succession by appointing Lars Engbork as new CEO. He will be taking over the reins after my 18 years in the role. In recent years, we've expanded SuperOffice's leadership team by welcoming new, talented individuals, each bringing fresh perspectives, and together we've achieved a lot. I'm proud of the team and organisation we've built and how we've accelerated the company's growth, improved our ability to deliver value to our customers, and provided our colleagues with even more exciting opportunities to grow. We've been preparing for the succession for quite some time, and I'm happy and proud to now hand over the baton to Lars Engbork. See further details on the leadership change in the separate press-release.



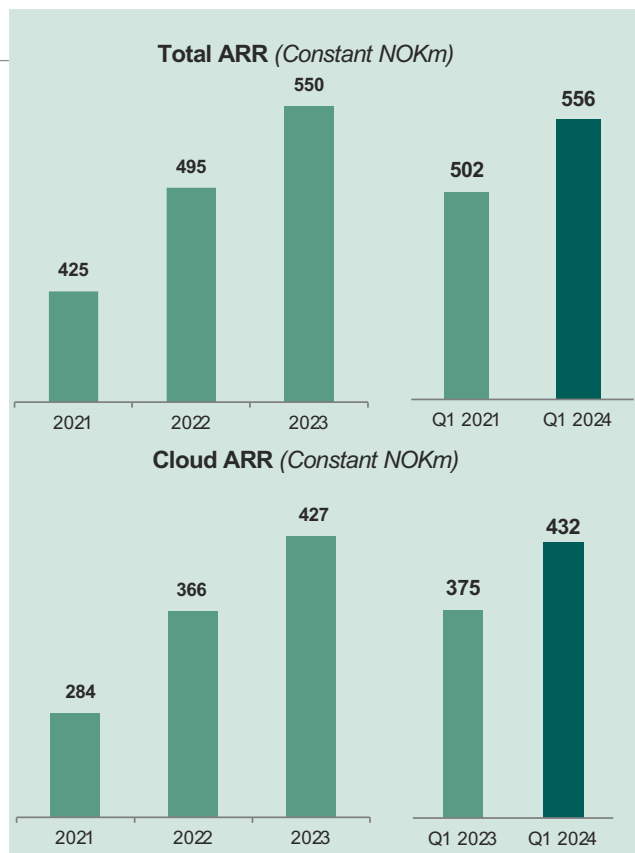
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Interim Financial Statements

ARR in SuperOffice



ARR development*

Q1 2024 LTM ARR growth versus LTM Q1 2023:

- In constant currency, the total ARR has increased by NOKm 53 (11%) versus a growth of NOKm 65 (15%) for the last twelve months at end of Q1 2023. See ARR development by installation type below.
 - Cloud subscription: increase of NOKm 57 (15%) vs NOKm 75 (25%) in 2023.
 - Onsite subscription: increase of NOKm 10 (14%) vs NOKm 10 (15%) in 2023.
 - Buy/maintenance: decrease of NOKm 16 (-29%) vs NOKm 20 (-26%) in 2023.
 - Services subscription: from 0 to NOKm 3 in Q1 2024.

Q1 2024 isolated:

- The total ARR increased by NOKm 6 (1%) in Q1 2024 versus a growth of NOKm 7 (1%) in Q1 2023. See ARR development by installation type below.
 - Cloud subscription: increase of NOKm 5 (1%) vs NOKm 9 (3%) in Q1 2023.
 - Onsite subscription: increase of NOKm 1 (1%) vs NOKm 1 (1%) in Q1 2023.
 - Buy/maintenance: decrease of NOKm 2 (-5%) vs NOKm 3 (-5%) in Q1 2023.

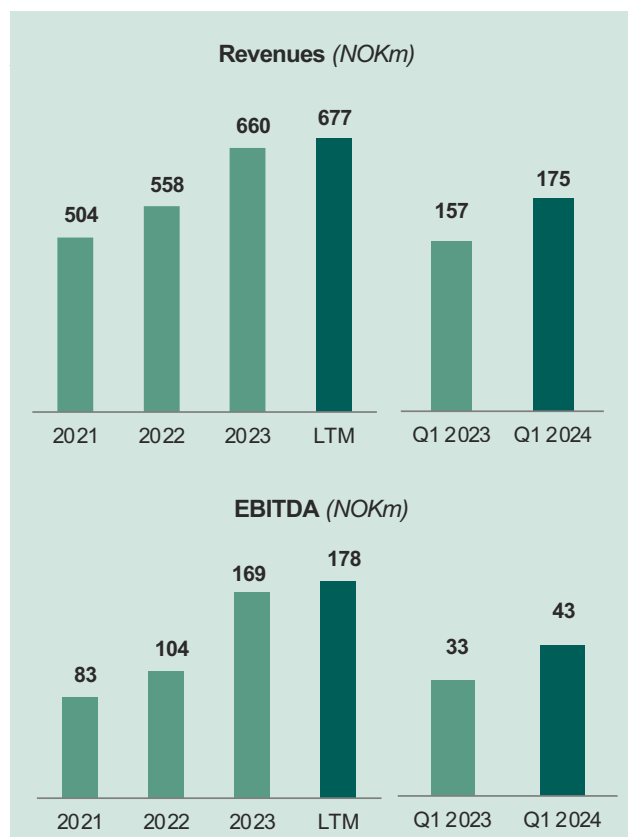
ARR at current rates:

- Total ARR at current exchange rates amounted to NOKm 632 at end of Q1 2024.

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*About ARR in SuperOffice: ARR is defined as the annual recurring revenues the group expects to receive on a yearly basis from existing customer contracts. ARR has been tracked in constant currency since 2015 to allow for comparability over time, excluding currency effects. All comments on ARR throughout the report refer to the development in constant currency, if not specifically stated otherwise. The group is exposed to translation risk as close to 65% of revenue is generated in other currencies than the reporting currency NOK.

Summary Q1 2024



Financial development

Income statements (unaudited)

Q1 2024:

- Total operating income amounted to NOKm 175 (Q1 2023 at NOKm 157), up 11% versus Q1 2023.
- The EBITDA (adjusted for IFRS and non recurring items) landed at NOKm 43 (Q1 2023: NOKm 33), up 29% versus Q1 2023. The improved margin is a result of ARR growth in 2023 now being reflected in revenues, and investments in the organization being balanced with streamlining of our go to market organization.

LTM:

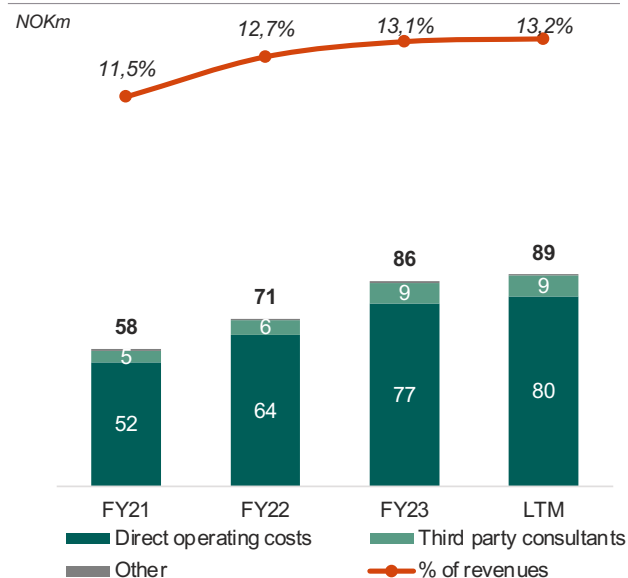
- Total revenues amounted to NOKm 677 (2023: NOKm 660), and adjusted EBITDA amounted to NOKm 178 (2023: NOKm 169).

Balance sheet and liquidity (unaudited)

- Total reported assets (unaudited) as of 31 March were NOKm 1 618. The majority of the balance sheet is related to intangibles, in total NOKm 1 195.
- Total cash at end of Q1 2024 amounts to NOKm 147 (free and restricted). The group has a long term bond loan of NOKm 700, and has at end of Q1 2024 in total invested NOKm 123 at nominal value in the bond loan. The balance sheet reflects the net value.
- Cash flow from operating activities was in Q1 2024 NOKm 108 (Q1 2023 NOKm 90).
- The LTM average working capital continue to become increasingly negative following an increasing share of Cloud customers. Most Cloud customers pay upfront for 12 months.

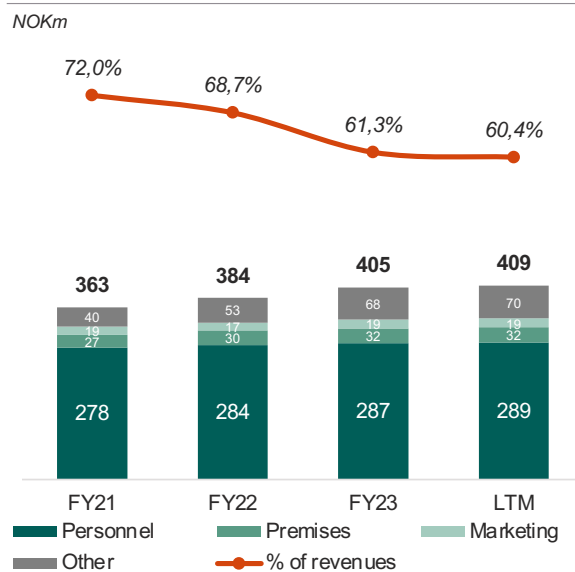
Cost base overview and EBITDA

Purchase of materials & services



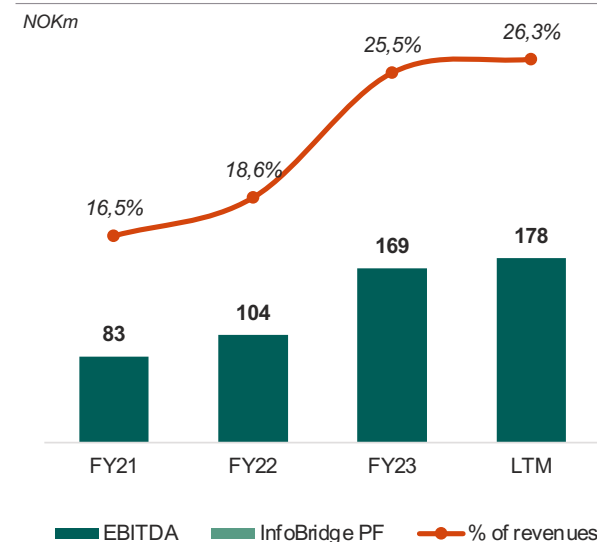
- Direct operating costs include operation of the cloud platform and partner commissions. The increase is driven by increased revenues from the cloud platform and partner commissions.

Operating expenses (adjusted)



- Personnel expenses is the largest cost category, and as a share of the total opex base personnel related costs decreased from 77% in 2021 to 71% LTM.

EBITDA (adjusted)

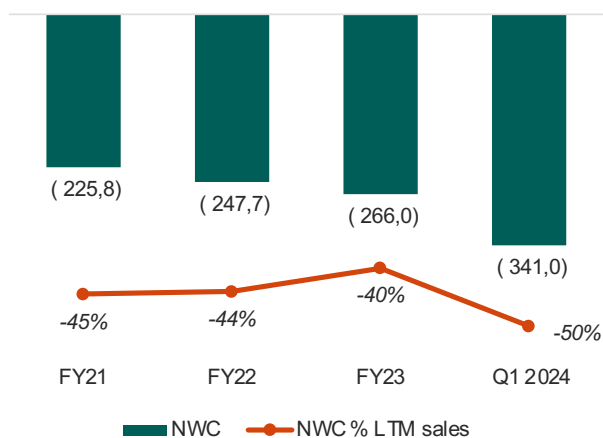


- The EBITDA increase since 2021 is mainly a result of a strong ARR development combined with several initiatives related to streamlining the go to market organization.

Net working capital and Capex

Net working capital

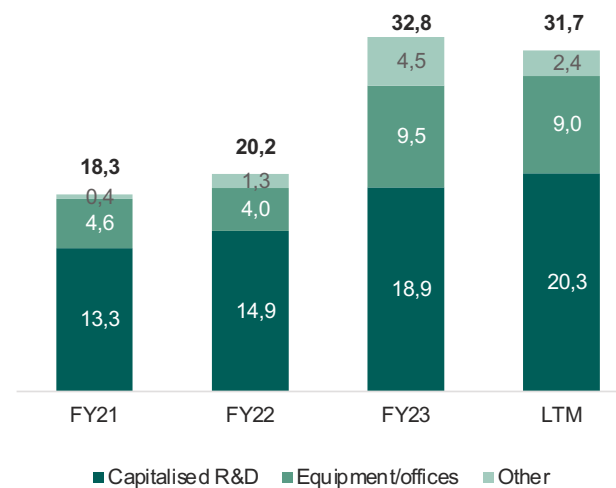
NOKm



- The negative net working capital is driven by a larger share of cloud services where more than 80% of customers have entered into annual agreements that are paid in advance.
- The fair value of the Groups interest swaps have in 2022 and 2023 been excluded from the calculations of net working capital. At end of Q1 2024 the fair market value amounted to NOKm 2.

Capex overview

NOKm



- Development costs are capitalised according to the capitalisation principles applied by the company, and in accordance with IAS.
- The increase in 2023 for equipment/offices relates to four new office locations.

Quality of earnings

Adjusted EBITDA – Non audited

| NOKm | Q1 2024 | Q1 2023 | 2023 |
|-----------------------------|-------------|-------------|--------------|
| EBITDA | 40,7 | 34,8 | 180,1 |
| Margin | 23,3 % | 22,1 % | 27,3 % |
| Adjusted for IFRS 16 | -7,2 | -6,9 | -27,2 |
| Severance pay/restructuring | 9,4 | 5,4 | 15,6 |
| Adjusted EBITDA | 42,9 | 33,3 | 168,5 |
| Margin | 24,6% | 21,1% | 25,5% |

Adjustments

Q1 2024:

- Restructurings in several areas in the go to market organisation in order to focus our key operational investments as well as reducing the run rate cost base.
- IFRS 16 is included in the Financial Statements, and adjusted EBITDA is before IFRS 16.



Q1/24 Trading update

Interim Financial Statement

Condensed consolidated income statement

Unaudited

| <i>NOKm</i> | <i>Note</i> | Q1 2024 | Q1 2023 | 2023 |
|---|-------------|----------------|----------------|--------------|
| Operating income | | 174,6 | 157,3 | 659,8 |
| Total revenues | 3 | 174,6 | 157,3 | 659,8 |
| Purchase of materials and services | | 22,9 | 20,1 | 86,4 |
| Payroll and related expenses | | 86,6 | 79,9 | 302,5 |
| Other operating expenses | | 24,1 | 22,6 | 89,4 |
| Bad debts | | 0,3 | 0,0 | 1,4 |
| Total operating expenses | | 133,9 | 122,5 | 479,6 |
| depreciation and amortisation (EBITDA) | | 40,7 | 34,8 | 180,1 |
| Depreciation and amortisation | | 27,6 | 25,7 | 107,6 |
| Operating Profit (EBIT) | | 13,1 | 9,1 | 72,6 |
| Net financial items | | 17,9 | 16,8 | 70,8 |
| Profit before tax | | -4,8 | -7,7 | 1,8 |
| Income tax | | 4,1 | -0,4 | 27,4 |
| Profit/loss for the period | | -8,9 | -7,3 | -25,6 |

Comments

Statement of comprehensive income

Unaudited

| <i>NOKm</i> | Q1 2024 | Q1 2023 | 2023 |
|---|-------------|-------------|--------------|
| Profit (loss) for the period | -8,9 | -7,3 | -25,6 |
| Other comprehensive income: | | | |
| Currency translation differences (may be reclassified) | -0,2 | 1,1 | 10,3 |
| Total comprehensive income | -9,1 | -6,2 | -15,3 |

Condensed consolidated balance sheet

Assets - unaudited

| <i>NOKm</i> | 31/03/2024 | 31/03/2023 |
|---------------------------------|----------------|----------------|
| <i>Non-current assets</i> | | |
| Deferred tax assets | 0,3 | 8,9 |
| Goodwill | 671,5 | 669,7 |
| Intangible assets | 523,5 | 580,3 |
| Tangible assets | 19,6 | 15,5 |
| Right-of-use assets | 142,4 | 142,7 |
| Other non-current receivables | 1,5 | 1,8 |
| Total non-current assets | 1 358,8 | 1 418,9 |
| <i>Current assets</i> | | |
| Account receivables | 87,8 | 65,6 |
| Other current assets | 24,7 | 45,5 |
| Cash and cash equivalents | 146,8 | 76,7 |
| Total current assets | 259,2 | 187,9 |
| Total assets | 1 618,1 | 1 606,8 |

Equity and liabilities - unaudited

| <i>NOKm</i> | 31/03/2024 | 31/03/2023 |
|--------------------------------------|----------------|----------------|
| <i>Equity</i> | | |
| Total Equity | 302,4 | 321,3 |
| <i>Non-current liabilities</i> | | |
| Deferred tax liabilities | 124,6 | 129,5 |
| Pension liability | 1,0 | 1,1 |
| Non-current lease liability | 122,9 | 128,1 |
| Borrowings | 582,6 | 589,5 |
| Total non-current liabilities | 831,2 | 848,2 |
| <i>Current liabilities</i> | | |
| Prepayments from customers | 338,7 | 314,6 |
| Current lease liabilities | 27,2 | 16,8 |
| Other current liabilities | 118,6 | 105,9 |
| Total current liabilities | 484,5 | 437,3 |
| Total equity and liabilities | 1 618,1 | 1 606,8 |

Condensed consolidated interim statement of changes in equity

Unaudited

| <i>NOKm</i> | Share capital | Share premium | Currency difference | Other equity | Total equity |
|---|---------------|---------------|---------------------|--------------|--------------|
| Equity 01.01.2023 | 0,09 | 622,4 | 10,1 | -302,1 | 330,5 |
| Profit (loss) for the period | | | | -25,6 | -25,6 |
| Currency translation effects | | | 6,6 | | 6,6 |
| Total comprehensive income for the period | | | 6,6 | -25,6 | -19,0 |
| Transactions with owners in their capacity as owners: | | | | | |
| Equity 31.12.2023 | 0,09 | 622,4 | 16,7 | -327,7 | 311,5 |
| Profit (loss) for the period | | | | -8,9 | -8,9 |
| Currency translation effects | | | -0,2 | | -0,2 |
| Total comprehensive income for the period | | | -0,2 | -8,9 | -9,1 |
| Transactions with owners in their capacity as owners: | | | | | |
| Equity 31.03.2024 | 0,09 | 622,4 | 16,5 | -336,6 | 302,4 |

| <i>NOKm</i> | Share capital | Share premium | Currency difference | Other equity | Total equity |
|---|---------------|---------------|---------------------|--------------|--------------|
| Equity 01.01.2023 | 0,09 | 622,4 | 10,1 | -302,1 | 330,5 |
| Profit (loss) for the period | | | | -7,3 | -7,3 |
| Currency translation effects | | | -1,8 | | -1,8 |
| Total comprehensive income for the period | | | -1,8 | -7,3 | -9,2 |
| Transactions with owners in their capacity as owners: | | | | | |
| Equity 31.03.2023 | 0,09 | 622,4 | 8,3 | -309,5 | 321,3 |

Condensed consolidated statement of cash flow

Unaudited

| <i>NOKm</i> | Q1 2024 | Q1 2023 | 2023 |
|--|--------------|--------------|--------------|
| Profit before income tax | -4,8 | -7,7 | 1,8 |
| Depreciation and amortisation | 27,6 | 25,7 | 107,6 |
| Net financial items | 17,9 | 4,8 | 61,2 |
| Change in net working capital elements | 69,3 | 65,3 | 4,6 |
| Other | -2,5 | 1,6 | 0,0 |
| Cash flow from operating activities | 107,5 | 89,7 | 175,2 |
| Interest paid | -14,0 | -14,4 | -54,8 |
| Interest received | 1,1 | 0,0 | 2,6 |
| Income taxes paid | -2,9 | 0,1 | -5,3 |
| Net cash flow from operating activities | 91,7 | 75,4 | 117,7 |
| <i>Investing activities</i> | | | |
| Purchase of property, plant and equipment (PPE) | -0,8 | -2,8 | -10,9 |
| Development and purchase of intangible asset | -6,0 | -5,1 | -21,8 |
| Net cash investments | -6,8 | -7,9 | -32,7 |
| <i>Financing activities</i> | | | |
| Payment of principal portion of lease liabilities | -5,7 | -5,5 | -21,3 |
| Buy-back of SuperOffice bonds | 0,0 | -31,6 | -43,3 |
| Net cash used in financing activities | -5,7 | -37,1 | -64,6 |
| Net decrease/increase in cash, cash equivalents and | 79,3 | 30,4 | 20,5 |
| Cash and cash equivalents at beginning of period | 67,5 | 44,3 | 44,3 |
| Exchange gains/losses on cash and bank overdrafts | 0,0 | 2,2 | 0,9 |
| Cash and cash equivalents at the end of the period | 146,8 | 76,8 | 65,6 |

Comments

- Interest paid relates mainly to interest to bond holders and IFRS 16 effects.

Notes

Note 1 – Company information

- SuperOffice Group AS is a limited liability company incorporated on 25 February 2020 and domiciled in Norway. The address of its registered office is Wergelandsveien 27, P.O. Box 1884 Vika, NO-0124 Oslo. SuperOffice Group AS is owned 100% by SuperOffice Holding I AS, which is owned by SuperOffice Holding II AS which is owned 90% by SuperOffice Holding III AS.
- SuperOffice is Europe's leading supplier of CRM software solutions to the professional business-to-business market. SuperOffice's solutions are delivered and implemented through subsidiaries, distributors and value-added resellers. In addition to providing software solutions, SuperOffice also delivers consulting services related to strategic CRM issues, implementation, integrations and user education.
- SuperOffice Group AS is the parent company in the SuperOffice group.

Note 2 - Basis for preparation and accounting principles

Basis for preparation

- The consolidated financial statements for the SuperOffice Group have been prepared in accordance with IFRS as adopted by the EU, and interpretations stated by the International Accounting Standards Board. The consolidated financial statements have been prepared based on uniform accounting principles for similar transactions and events under otherwise similar circumstances. The interim financial statements for the period ending 31 December 2023 are prepared in accordance with IAS 34. The interim financial statements do not include all the information disclosures required in the annual financial statements and should be read in conjunction with the Group's financial statements for the year ending 31 December 2023. The interim financial statements are unaudited.

Accounting principles:

- The accounting policies adopted in the preparation of the interim financial statements are consistent with those followed in the preparation of the Group's financial statement for the year ending 31 December 2023. All amounts in the notes are in NOKm, except where otherwise indicated.

Notes

Note 3 – Segment Reporting

- The Group has identified only one segment across the Group's companies and sites, thus no separate segment reporting is required.

Note 4 – Risks

- There have not been any changes to the risk factors described in note 21 in the Annual Report for 2023.

Notes

Note 5 – Related Parties

- There have not been transactions with any related parties that significantly impact the group's financial position or result of the period.

Note 6 - Events after the balance sheet date

- There have not been events that have significantly affected or may significantly affect the operations of the group after 31 December 2023.

Alternative performance measures

Alternative performance measures (APMs)

- The group presents certain measures and ratios considered as alternative performance measures (APMs) in order to enhance the underlying performance of the SuperOffice Group AS and subsidiaries (group). These supplemental measures should not be viewed as substitute for any IFRS financial measures, and are presented and defined to the right.
- The group considers the APMs as important KPIs to understand the overall and long term revenue and profit generating aspects of the business.

Definitions

- ARR is defined as the annual recurring revenues the group expects to receive on a yearly basis from existing contracts with customers.
- EBITDA is defined as the profit for the year before net financial items, income tax, depreciation and amortization.
- EBITDA margin is defined as the EBITDA as a percentage of total revenues.
- Adjusted EBITDA is defined as the EBITDA adjusted for special non-recurring and operating items.
- LTM: Last twelve months.
- Capex is defined as capital expenditures and are funds that are used to purchase assets, improve assets and capitalization of internal time for development expenditures.
- Net working capital (NWC) is defined as the difference between the current assets and current liabilities on the balance sheet.

