INTERIM FINANCIAL REPORT SUPEROFFICE GROUP

(GROUP CONSISTS OF SUPEROFFICE GROUP AS AND ALL SUBSIDIARIES)

Q4 and full year 2023

(Unaudited figures)

February 29, 2024

SuperOffice

Update from Gisle Jentoft, CEO of SuperOffice

Q4/2023 – A strong ending of the year

Gisle Jentoft
CEO, SuperOffice

SuperOffice delivered another year with strong growth in ARR, revenues and profit in 2023. At year end, total ARR at current currencies amounted to NOKm 619 (2022: NOKm 533) representing a growth of 16%. The ARR growth provides a solid basis for revenues into 2024, with recurring revenues representing more than 88% of total revenues. Total revenues increased by 18% for the year and ended at NOKm 660 (NOKm 558). The EBITDA (adjusted for IFRS 16 and non-recurring items) landed at NOKm 169 (EBITDA margin of 25,5%) vs NOKm 104 (18,6%) for 2022. The profit for the year 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.

For Q4 isolated, total revenues ended at NOKm 175 (NOKm 148), up 18% versus Q4 2022. The Q4 EBITDA (adjusted) landed at NOKm 48 (EBITDA margin of 27,2%) vs NOKm 23 (23,3%) for Q4 2022, equal to a growth of NOKm 25. The strong profit improvement for the quarter is a result of our ARR growth in the last 12 months and the effects from optimizing our go to market organization. With our value proposition of increased efficiency, streamlining and automation of marketing, sales and customer service processes, attractive pricing and lean implementation, our competitive position remains strong. We do however experience that the current macro-economic situation also affects our core markets and customers´ willingness to invest, resulting in longer decision-making processes.

Investments in product development remains high on our agenda, and the investments 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. In Q4 we have launched an AI pilot program which is gaining good traction among customers.

We continue our investments and 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 is 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 focus geographies. 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 – 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.

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Q4/23 Trading update

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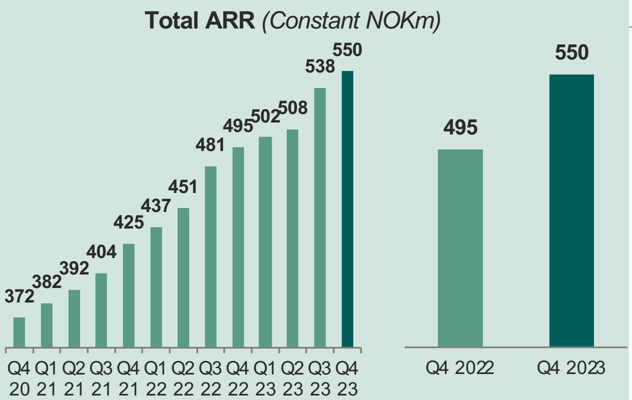
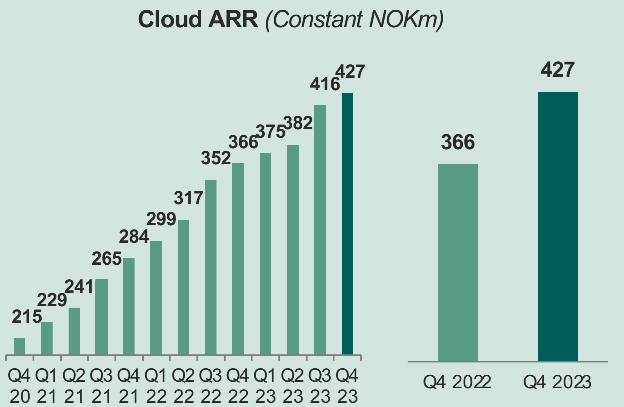
Interim Financial Statements

ARR in SuperOffice





ARR development*

ARR growth 2023:

- In constant currency, the total ARR has increased by NOKm 54 (11%) versus a growth of NOKm 70 (17%) in 2022. See ARR development by installation type below.
    - Cloud subscription: increase of NOKm 62 (17%) vs NOKm 81 (29%) in 2022.
    - Onsite subscription: increase of NOKm 10 (14%) vs NOKm 12 (20%) in 2022.
    - Buy/maintenance: decrease of NOKm 17 (-29%) vs NOKm 23 (-28%) in 2022.

Q4 2023 isolated:

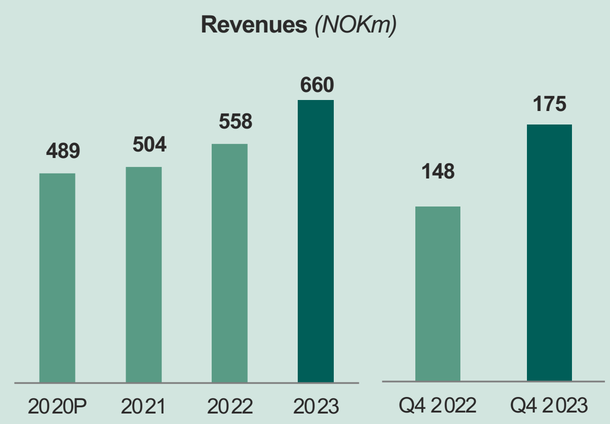
- The total ARR increased by NOKm 11 (2%) in Q4 2023 versus a growth of NOKm 14 (3%) in Q4 2022. See ARR development by installation type below.
    - Cloud subscription: increase of NOKm 12 (3%) vs NOKm 13 (4%) in Q4 2023.
    - Onsite subscription: increase of NOKm 2 (2%) vs NOKm 3 (4%) in Q4 2022.
    - Buy/maintenance: decrease of NOKm 2 (-4%) vs NOKm 1 (-2%) in Q4 2022.

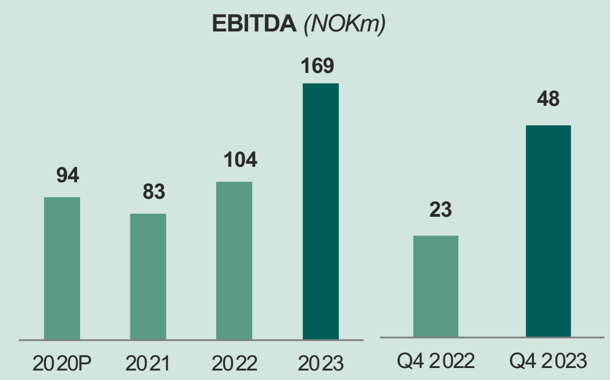
ARR at current rates:

- Total ARR at current exchange rates amounted to NOKm 619 at end of Q4 2023.

*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 2023 and Q4 2023





Financial development

Income statements (unaudited)

2023:

- Total operating income amounted to NOKm 660 (2022 at NOKm 558). The growth in operating income is mainly a result of ARR growth in 2022 and 2023.
- The normalized EBITDA (adjusted for IFRS 16 and one-offs) amounted to NOKm 169 (2022: NOKm 104). The improved margin is a result of growth in operating revenue and investments in the organization being balanced with the overall growth in the OPEX base.
- The development of the NOK exchange rates affects both revenues and costs as close to 65% of total revenues are generated outside of Norway, and 60% of all employees have their compensation in other currencies than NOK.

Q4:

- Total revenues amounted to NOKm 175 (Q4 2022: NOKm 148) and normalized EBITDA amounted to NOKm 48 (Q4 2022: NOKm 23).

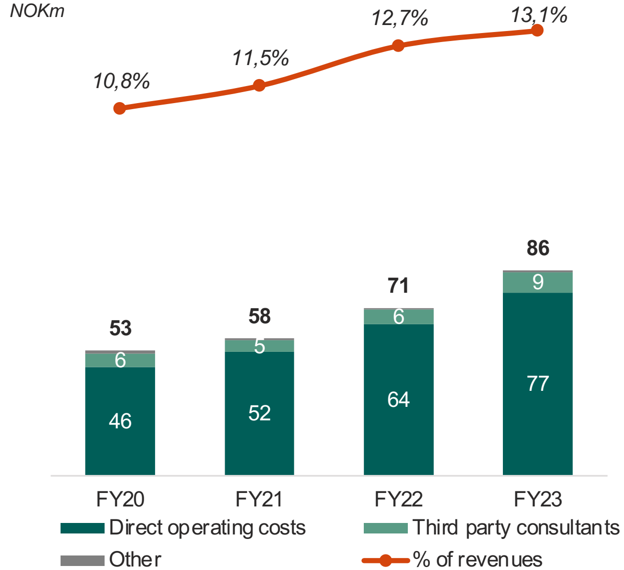
Balance sheet and liquidity (unaudited)

- Total reported assets (unaudited) as of 31 December were NOKm 1 589. The majority of the balance sheet is related to intangibles, in total NOKm 1 207.
- Total cash at end of Q4 2024 amounts to NOKm 68 (free and restricted). The group has a long term bond loan of NOKm 700, and has at end of 2023 in total invested NOKm 122 at nominal value in the bond loan. The balance sheet reflects the net value.
- Cash flow from operating activities were in 2023 NOKm 179 (2022 NOKm 137).
- The LTM average working capital continue to become increasingly negative following an increaseing share of Cloud customers. Most Cloud customers pay upfront for 12 months.

 2020 is based on pro forma accounts. FY21 and FY22 are based on audited accounts. 2023 are not yet audited figures.

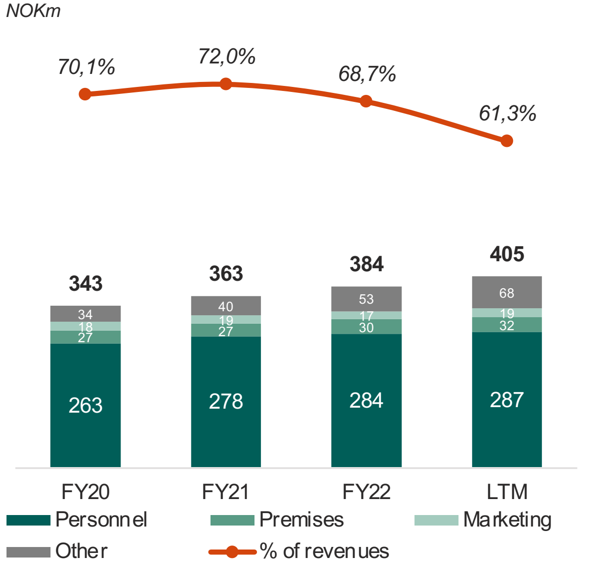
Cost base overview and EBITDA

Purchase of materials & services



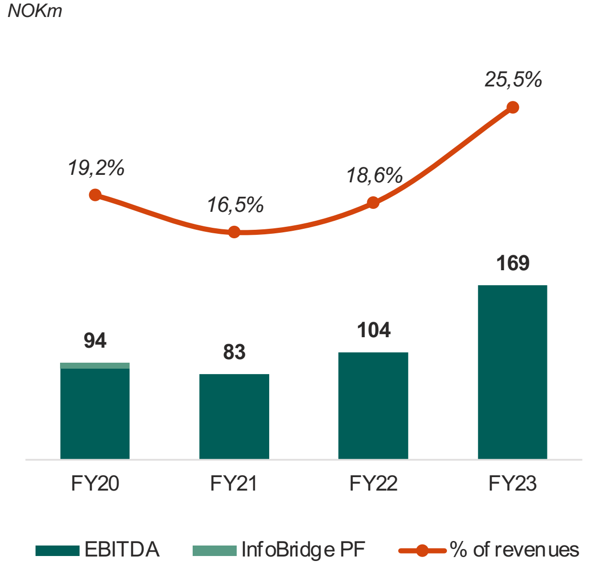
- Direct operating costs include operation of the cloud platform and partner commissions. The increase is driven by increased revenues from the cloud platform and partner commissions.

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% in 2023.

EBITDA (adjusted)



- The EBITDA decreased from 2020 to 2021 mainly as a result of investments made in the organization to drive continued ARR growth going forward. The strong profit improvement in 2023 is a result of our ARR growth the last 12 months and the effects from streamlining of our go to market organization.

2020 is based on pro forma accounts. FY21 and FY22 are based on audited accounts. 2023 are not yet audited figures.

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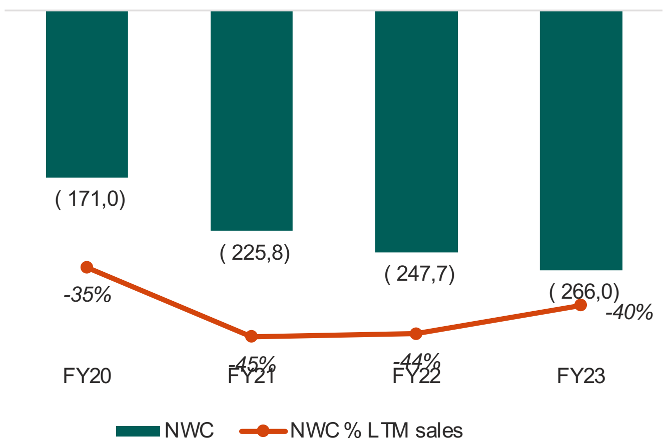
Net working capital and Capex

Net working capital

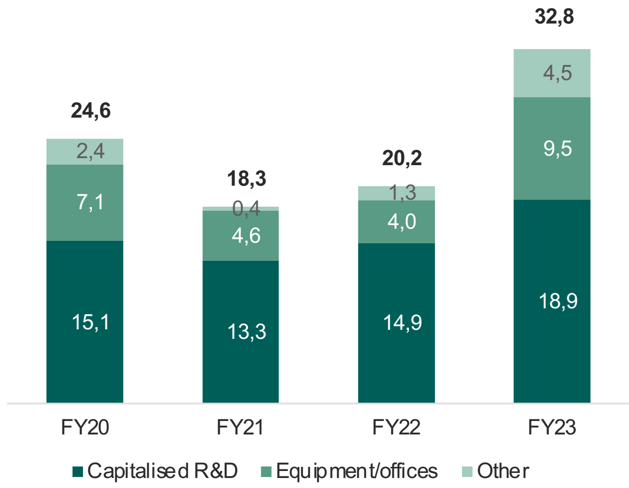
NOKm



- 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 Q3 2023 the fair market value amounted to NOKm 7.

Capex overview

NOKm



- Development costs are capitalised according to the capitalisation principles applied by the company, and in accordance with IAS.
- Equipment/offices relates to four new offices in 2023.

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Quality of earnings

Adjusted EBITDA – Non audited

NOKm	Q4 2023	Q4 2022	FY 2023
EBITDA	47,6	14,6	180,1
Margin	*27,1 %*	*2,6 %*	*37,2 %*
Adjusted for IFRS 16	-6,9	-6,6	-27,2
Severance pay/restructuring	7,0	15,3	15,6
Adjusted EBITDA	**47,7**	**23,3**	**168,5**
Margin	*27,2%*	*15,7%*	*25,5%*

Adjustments

2023:

- Q1- Q3: Restructurings in Switzerland, UK and marketing to focus our key operational investments on the key markets in Scandinavia, Germany and Holland. The customers in the UK will from April 2023 be served from Norway.
- Q4: Early retirement packages, external advisory costs and restructuring of sales organization.
- IFRS 16 is included in the Financial Statements, and adjusted EBITDA is before IFRS 16.

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Interim Financial Statement

SuperOffice

Condensed consolidated income statement

Unaudited

NOKm	*Note*	Q4 2023	Q4 2022	2023	2022
Operating income		175,4	147,7	659,8	557,6
Total revenues	3	**175,4**	**147,7**	**659,8**	**557,6**
Purchase of materials and services		25,0	19,8	86,4	70,6
Payroll and related expenses		79,9	93,3	302,5	306,0
Other operating expenses		21,8	19,6	89,4	73,8
Bad debts		1,0	0,5	1,4	0,9
Total operating expenses		127,8	133,2	479,6	451,3
Operating profit before deprecation and amortisation (EBITDA)		**47,6**	**14,6**	**180,1**	**106,3**
Depreciation and amortisation		27,9	23,6	107,6	96,3
Operating Profit (EBIT)		**19,7**	**-9,0**	**72,6**	**10,0**
Net financial items		22,8	18,6	70,8	54,7
Profit before tax		**-3,1**	**-27,7**	**1,8**	**-44,7**
Income tax		28,5	18,0	27,4	8,6
Profit/loss for the period		**-31,6**	**-45,7**	**-25,6**	**-53,3**

Comments

Statement of comprehensive income

Unaudited

NOKm	Q4 2023	Q4 2022	2023	2022
Profit (loss) for the period	-31,6	-45,7	-25,6	-53,3
Other comprehensive income:				
Currency translation differences (may be reclassified)	-3,9	2,3	6,6	9,7
Total comprehensive income	**-35,5**	**-43,4**	**-19,0**	**-43,6**

Condenced consolidated balance sheet

Assets - unaudited

NOKm	31/12/2023	31/12/2022
Non-current assets		
Deferred tax assets	1,9	8,9
Goodwill	669,8	667,2
Intangible assets	536,8	591,4
Tangible assets	20,4	15,0
Right-of-use assets	147,3	137,3
Other non-current receivables	1,5	1,6
Total non-current assets	**1 377,6**	**1 421,3**
Current assets		
Account receivables	117,7	68,7
Other current assets	26,2	44,2
Cash and cash equivalents	67,5	44,3
Total current assets	**211,4**	**157,2**
Total assets	**1 589,0**	**1 578,5**

Equity and liabilities - unaudited

NOKm	31/12/2023	31/12/2022
Equity	311,5	330,5
Total Equity	**311,5**	**330,5**
Non-current liabilities		
Deferred tax liabilities	129,5	132,4
Pension liability	0,4	0,3
Non-current lease liability	127,7	123,8
Borrowings	581,8	621,3
Total non-current liabilities	**839,4**	**877,8**
Current liabilities		
Prepayments from customers	301,5	242,8
Current lease liabilities	27,2	17,9
Other current liabilities	109,4	109,4
Total current liabilities	**438,1**	**370,1**
Total equity and liabilities	**1 589,0**	**1 578,5**

Condenced consolidated interim statement of changes in equity

Unaudited

NOKm	Share capital	Share premium	Currency difference	Other equity	Total equity
Equity 01.01.2022	**0,09**	**622,4**	**0,4**	**-248,8**	**374,1**
Profit (loss) for the period				-53,3	-53,3
Currency translation effects			9,7		9,7
Total comprehensive income for the period			**9,7**	**-53,3**	**-43,6**
Transactions with owners in their capacity as owners:					
Equity 31.12.2022	**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**

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Condensed consolidated statement of cash flow

Unaudited

NOKm	Q4 2023	Q4 2022	2023	2022
Profit before income tax	-3,0	-27,7	1,8	-44,7
Depreciation and amortisation	27,7	23,6	107,6	96,3
Change NWC	-2,0	21,9	26,0	37,3
Other	16,0	18,0	43,2	47,8
Cash flow from operating activities	**38,7**	**35,8**	**178,5**	**136,7**
Interest paid	-15,1	-9,7	-54,4	-54,2
Income tax paid	-1,4	-3,7	-5,3	-8,0
Net cash flow from operating activities	**22,1**	**22,4**	**118,7**	**74,5**
Investing activities				
Purchase of property, plant and equipment (PPE)	-4,7	-1,4	-10,9	-4,0
Development and purchase of intangible asset	-6,8	-4,3	-21,8	-16,2
Net cash investments	**-11,5**	**-5,7**	**-32,6**	**-20,2**
Financing activities				
Payment of principal portion of lease liabilitites	-5,3	-5,3	-21,3	-19,6
Investment in SuperOffice bonds	-1,3	0,0	-43,3	-81,3
Net cash used in financing activities	**-6,6**	**-5,3**	**-64,6**	**-100,8**
Net decrease/increase in cash, cash eqivalents and bank overdrafts	**4,0**	**11,5**	**21,5**	**-46,5**
Cash and cash equivalents at beginning of period	63,5	32,8	44,3	90,7
Exchange gains/losses on cash and bank overdrafts	0,0	0,9	1,7	0,1
Cash and cash equivalents at the end of the period	**67,5**	**44,3**	**67,5**	**44,3**

Comments

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

SuperOffice.

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 Wergelands-veien 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 89,9% 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 2022. 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 2022. 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 2022.

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 suplemental 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 imporant 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 the 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.

SuperOffice