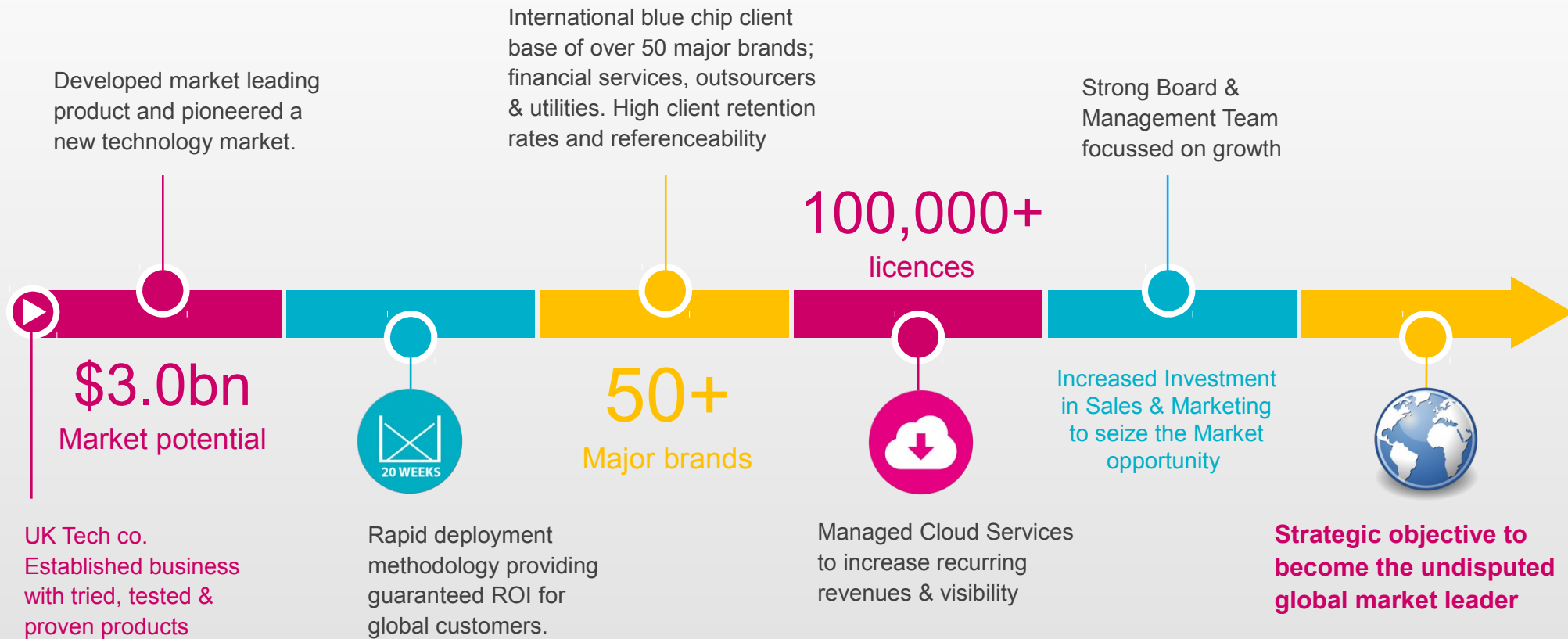# Enterprise Workforce Optimisation for the Back Office

**eg operational intelligence®**

Elizabeth Gooch MBE

Chief Executive Officer

**eg** solutions plc

February 2016

Developed market leading product and pioneered a new technology market.

International blue chip client base of over 50 major brands; financial services, outsourcers & utilities. High client retention rates and referenceability

Strong Board & Management Team focussed on growth

100,000+
licences

$3.0bn
Market potential

50+
Major brands

20 WEEKS

Increased Investment in Sales & Marketing to seize the Market opportunity

UK Tech co. Established business with tried, tested & proven products

Rapid deployment methodology providing guaranteed ROI for global customers.

Managed Cloud Services to increase recurring revenues & visibility

**Strategic objective to become the undisputed global market leader**

# Enterprise Workforce Optimisation solutions for the Back Office

**Operational Intelligence Software Suite**
Implementation & Training Services

**+**

**Operational Management Practice & Accredited Training**

operational intelligence
performance you can measure

operational management
practice you can measure

- Most complete purpose built Back Office WFO Software Suite
- Implementation methodology based on production management techniques
- Fixed cost, fixed timescale and guaranteed benefit implementations with ROI in 6 months
- 20-40% improvement in productivity while improving the end customer experience

**Transforming Back Office Operations**

**Delivering Guaranteed Benefits in Customer Service, Operational Efficiency & Compliance**

- Varied, complex and multi-stage processes
- Many input channels
- Variety of new and legacy systems
- High degree of manual interaction despite the investment in technology
- Many locations and varied working patterns

**Multi-channel transaction capture & visibility of all resources**

Single view of work, people & processes

**Capacity planning & line balancing**

Match workloads with resources available

**Work prioritisation & allocation**

Right people, right skills, right time.

Optimise use of all resources

**End-to-end process and service management**

SLA achievement & Transparency of whole Customer journey

**Quality assurance & compliance monitoring**

In-built regulatory reporting

Reduced re-work

**Real-time predictive & historic performance dashboards, scorecards & analytics**

MI at the touch of a button. Always on

**True end-to-end insight and control of the customer experience whilst optimising the use of resources**

# Global Workforce Management Drivers

**The Consumer Revolution**

High expectations of service delivery across all channels

**Technology & Business Transformation**

Rapid pace of change impacting the workforce

**Saturated Markets**

Retain customers with improved service and increase profitability

**Improving Economies**

Companies remain cost conscious

**High Growth Markets**

Remain competitive and avoid the problems of the past

**Increasing Regulation**

Increasing requirement for greater transparency in all sectors

Improving customer experience, controlling workforce costs and increasing transparency are key business objectives throughout the world

## Back Office Workforce Optimisation - an emerging software market

### Few direct competitors

**eg**

Genesys

Nice

Verint

Less than 20% of customer bids are competitive

### Products

Industry standards and market awareness developing

"More functionality out of the box than any other competitor"

### Barriers to Entry?

- Integrated & embedded within our Customers IT estate on min. 3 year term contracts
- Invest c.15% of revenues to maintain product leadership through continuous product innovation
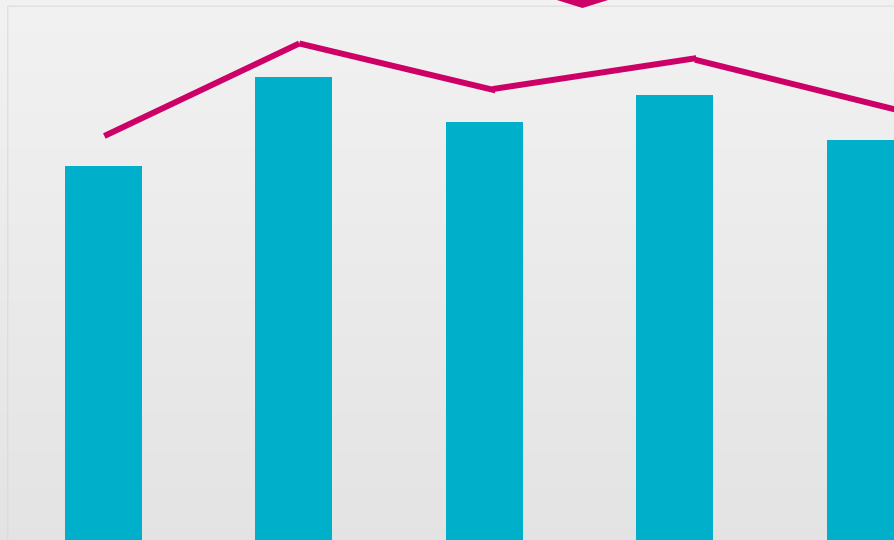
**Cloud first Mobile first**

# Transforming our Financial Performance

£m

**45%** Average 45% CAGR growth in recurring revenues per annum

Growing revenues for the future with repeat and recurring hosting contracts

**£17.1m**
(as at 30/12/2015)

**Order book over next 3-4 years**

YE

29% increase in recurring fees in 2013

**+29%**

36% increase in recurring fees in 2014

**+36%**

69% increase in recurring fees in 2015

**+69%**

© eg solutions plc

7

## Investing in product & market development

Revenue (£m)

c. £5m revenue & c.15% Adj EBITDA



- Developing product and educating market
- Deployments in global enterprise customers
- Acquired Xtaq product, client list and pilot projects
- Reseller agreement with Aspect Software Inc. providing global distribution channel
- Launched Managed Cloud Services product

# Transforming our Financial Performance

Investing in product & market development

Investing for Growth

Revenue
(£m)

┄┄┄┄ ▮ Broker Forecast

**New Board & Management Team**

- Increase Sales & Marketing to seize the market opportunity

- Build Order Book of recurring revenues

- Continue expansion in new markets & sectors

- Mobile product development to extend footprint

£1.1m one-off revenue

Pre-2014
(Avg revenue)      2015      2016      2017      2018

## Investors

| | LIVINGBRIDGE | HARGREAVEHALE | Herald LEADING-EDGE INVESTING | unicorn ASSET MANAGEMENT | aspect | Board & Management |
|---|---|---|---|---|---|---|
| (%) Holdings | 19% | 8% | 6% | 5% | 10% | 40% |

## NED's

**Duncan McIntyre**
Chairman

- Established Board & Governance framework
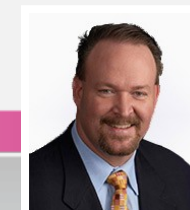- Growth Strategy
- Mobile development

**Mark Brady**
Chair of RemCo

- Directors remuneration
- Corporate Finance expertise

**John Brougham**
Chair Audit Co

- Appointed new CFO
- Investor relations

**Robert Krakauer**
Non-executive Director

- CFO of Aspect Software
- Global WFO Industry Knowledge

## Executives

**Elizabeth Gooch**
Founder & Chief Executive

**Jonathan Kay**
Chief Financial Officer

# Summary & Outlook

**Continue to win contracts with new and existing customers in target sectors**

TESCO

citi | Santander | ING | CAPITA | The co-operative

**Expansion in USA, SA and APAC**

Telkom | CALIBER HOME LOANS | ANZ | METROPOLITAN HEALTH GROUP

**Grow order book of Recurring revenues to underpin medium term forecasts**

£17.1m

**Investor support for placing in Jan 2015.**

**Strong balance sheet to support continued investment**

£3.1m cash

**eg mobile™ extending footprint in existing & new clients/markets**

**Award winning company**

best company 2016 | THE BRITISH ASSESSMENT BUREAU ISO27001 | 2015 Staffordshire Chambers of Commerce Business Awards FINALIST | Microsoft Partner Gold Application Development

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intelligent operations management

best company 2016