

# Carnegie Small & Midcap Seminar

Thomas Heath, Chief Strategy Officer



SEK 28.5bn  
net sales in the  
past 12 months

SEK 9.4bn  
gross profit in the  
past 12 months

SEK 3.6bn  
Adj. EBITDA in the  
past 12 months

60+  
countries with  
local presence

## Powering meaningful conversations through the **Customer Communications Cloud**

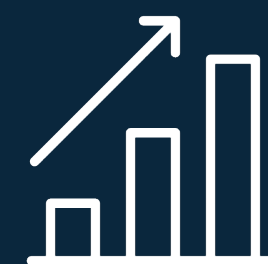
Scalable cloud communications platform  
for messaging, voice, email and video

More than 700 billion  
engagements per year

Over 150,000  
customers



Profitable since our  
foundation in 2008



>60% growth CAGR  
since IPO in 2015



Serving 8 of the 10 largest  
U.S. tech companies



# Second quarter highlights

01

## Delivering on cost targets

- Reached and exceeded targeted SEK 300 million in annual gross savings through execution of the Cost reduction program announced Q2 2022
- Adjusted Opex in Q2 23 is 4% lower than in Q2 2022 in constant currencies; 6% lower in targeted areas

02

## Growing EBITDA

- Improved year-on-year growth in Net sales and Gross profit compared to Q1 2023
- Gross margin at 33%, up 0.4pp from Q1 2023 and 1.3pp Q2 2022
- Organic Gross profit growth at 4%
- Organic Adjusted EBITDA growth at 21%

03

## Lower financial leverage

- Net debt/Adjusted EBITDA excl. IFRS16 leases at 2.4x, down from 2.7x in Q1 2023 and 3.3x in Q2 2022.
- Comfortably in line with financial target to keep Net debt below 3.5x Adjusted EBITDA over time

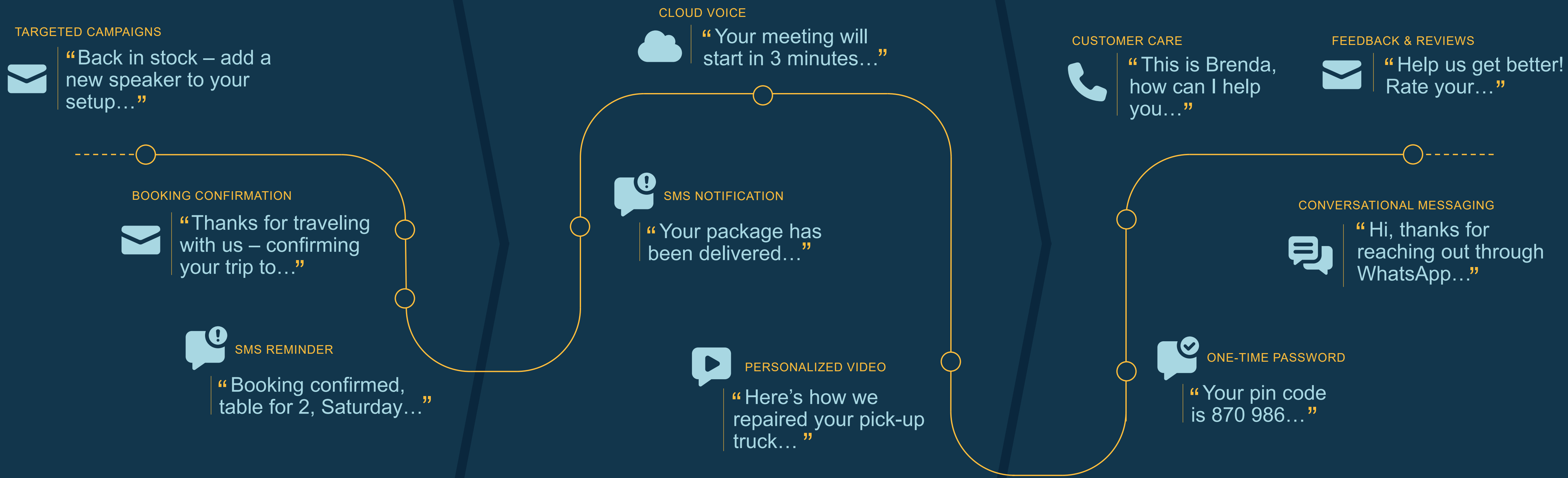
# Supporting the customer journey



## Marketing

## Service delivery

## Customer care



# New business paving the way

01

## Large financial institution

- U.S. financial institution with 8,500 employees and 1,400 branches
- Land-and-expand starting with new credit card use case
- 1-way operational and marketing use cases as well as 2-way customer care
- [Voice](#), [SMS](#), [Contact Pro](#) & [Chatlayer](#) automation



02

## U.S. food delivery app

- Major food delivery app which previously sent One Time Passwords through SMS to verify customers' phone numbers
- Assessing options to optimize for security, cost and convenience
- Sinch [Data Verification](#) delivering no pin, zero click, secure number verification through direct carrier integration without reliance on SMS



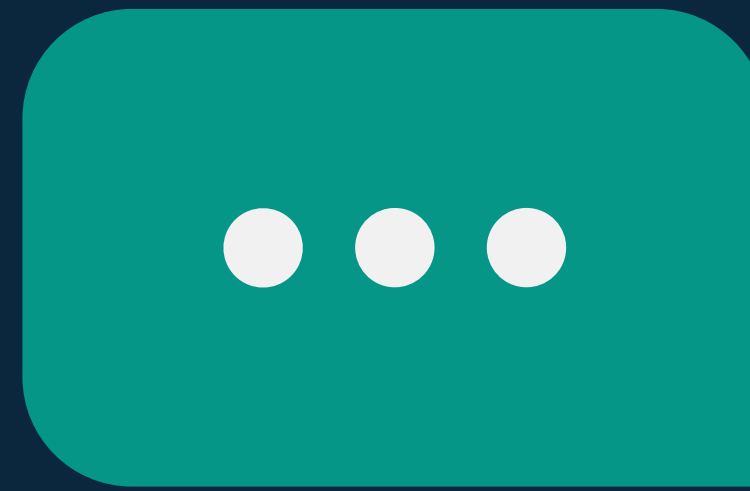
03

## Global smartphone brand

- Top global smartphone manufacturer with operations throughout the world
- Already using Sinch for advanced [WhatsApp](#) chatbots in India
- Now expanding scope to [conversational commerce](#) – enabling customers to complete purchases within a WhatsApp conversation



# Thank you!



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