

**Increase Loyalty. Decrease Complexity.** 

SaaS Business and Communication Solutions for Membership, SMB and Enterprise Organizations

### **Ivrnet**



#### FORWARD LOOKING INFORMATION

Certain statements contained in this Presentation may constitute forward-looking statements. These statements relate to future events or the Company's future performance. All statements, other than statements of historical fact, may be forward-looking statements. Forward-looking statements are often, but not always, identified by the use of words such as "seek," "anticipate," "plan," "continue," "estimate," "expect," "may," "will," "project," "propose," "potential," "targeting," "intend," "could," "might," "should," "believe" and similar expressions. These statements involve known and unknown risks, uncertainties and other factors that may cause actual results or events to differ materially from those anticipated in such forward-looking statements. The Company believes that the expectations reflected in those forward-looking statements are reasonable, but no assurance can be given that these expectations will prove to be correct. Any forward-looking statements included in this Presentation should not be unduly relied upon by investors, as actual results may vary. These statements speak only as of the date of this Presentation and are expressly qualified, in their entirety, by this cautionary statement. Except as required by applicable securities legislation the Company assumes no obligation to update publicly or revise subsequent information, events or circumstances. Forward looking information in this presentation includes, but is not limited to the items that follow.

2017 and 2018 Normalized EBITDA is EBITDA corrected and adjusted to reflect revenue adjustments under IFRS 15 in the year those adjustments were generated. Analyst predictions of 5.2% - 8.8% growth in property management services world wide are the estimates and views of independent analysts and not necessarily the views of Ivrnet. MRR growth analysis that 3 Ivrnet sales per month and 5 partner sales per quarter are forward looking statements that assume current pricing and the ability to make these sales. The risk exists that sales are not made and that prices are reduced. Statements of intent from Altitude Communications to generate 25% of their revenue from Ivrnet applications are forward looking statements assuming Altitudes ability to facilitate the required sales to generate this revenue and Altitude Communications continued desire to sell Ivrnet products. There is risk that Altitude Communications changes its objectives and risk that Altitude Communications fails to generate their target sales, or that Altitude Communications changes their sales targets. Growth into Geographic Markets not currently in service assume lyrnet's ability and available funding to grow into these new markets, in particular into the United States, and growth into additional projects and revenue with existing clients can not be guaranteed. Sales contribution to lyrnet sales assumes continued interest in selling lyrnet products and their ability to close sales. There is risk that future events that cannot be predicted change a partners desire to sell lyrnet products, or that the partner is unable to close sales. As a result, it can not be guaranteed that organic growth will triple through sales partnerships. EBITDA in future years, in particular 2019, 2020 and 2021 are forward looking, as are revenue projections for the balance of 2018, 2019, 2020 and 2021 and are assumptions that current sales levels continue. There is risk that these sales do not continue as forecast. Growth in recurring revenue assumes appropriate financing is obtained and that future sales are obtained as planned. There is risk that financing is not obtained in the near term, and that sales do not close as projected. Proforma ownership is valid at the date of creation of this presentation and may change in the future. Revenue estimates in aggregate and specific categories of Contract Development, Communications, User Engagement, Business, Process, Financial Technology, Custom Applications, MACD, and Pipeline are estimates based on existing business, past experience and their extension to 2019, 2020, 2021 and the balance of 2018 are forward looking estimates with the risk that customers may find alternatives to lyrnet or elect to discontinue the projects that use lyrnet services. Share prices based on multiples of revenue and EBITDA are presented for comparative purposes only, and are based on forward looking assumptions of future financial results which cannot be guaranteed or relied upon, and the impact of those results on our share price. However, the market price of the Company's shares may be volatile and subject to significant market fluctuations due to a variety of factors including, but not limited to, our operating results, analyst's estimates, governmental regulatory action, general market conditions or regulatory trends, acquisitions and competition. The Company makes no representations or warranties as to the future value of its shares. Comparables as listed are the opinions of third parties and included for reference only. Ivrnet has no opinion on the accuracy or reliability of third party information. Completion of Artificial Intelligence bases systems to predict behaviour of people is planned development by Ivrnet, and is not guaranteed to be completed or successful. Risks exist of unforeseeable events that impair the ability of Ivrnet to provide services, including but not limited to the failure of third party data centers or telephone carriers. It is assumed that the political environment and legislation, PCI regulation, or any other legislation or regulation issues by a government or regulatory body.

### **Ivrnet**



Ivrnet is a software provider with a uniquely deep understanding of voice and data applications, solving business problems through improved communication and automation. Using Ivrnet drives revenue, saves time and reduces costs.

Ivrnet technologies are applied in thousands of settings. We overlay voice and data networks with powerful tools to enhance operating efficiency and, simultaneously, improve the quality of customer experience. While our central focus is to boost revenues and lower costs, our technology is specifically designed to strengthen customer relationships and loyalty.

Ivrnet services are accessible 24/7, 365 days a year, throughout North America.

**Increase Loyalty. Decrease Complexity.** 

Automation tool for membership and large-user group needs.

## **3 Core Assumptions**



1. Use ubiquitous technologies that EVERYONE owns – voice, web, text and fax.

2. Users shouldn't learn anything new to use our products and services.

3. Users shouldn't change to adapt to our tools, our tools adapt to the user.



### Reduce, Enable, Simplify, Increase



Ivrnet evolved as a software developer that enables organizations to efficiently interact with large groups of people.

Through the web, phone and text customers serve themselves and companies are free from redundant tasks.

#### Ivrnet Central benefits include:

- Reduce organization operating costs up to 90%
- Enable organizations to do more work with less people
- Simplify through user self serve
- Increase revenues by engaging more members

### **Simple Solutions to Complex Problems**



Membership organizations such as Home Owner Associations, Property Management Companies and Professional Organizations have requirements that present a set of unique problems. Ivrnet Central reduces the complexity of managing massive communities of people to an **elegant simplicity**.

Artificial Intelligent (AI) interfaces managing the exchange of information between users and organizations with no human intervention

Exchange of information without human administrators increases productivity, increases user satisfaction, reduces costs

Descoping complex regulatory and security issues making companies compliant and efficient, while decreasing risk & liability

Intelligent interfaces provide access to information through common tools such as the phone, web, texting, faxing

App-less intelligence residing in the cloud for use anywhere by anyone, not limited to smart phones, or by brand, or by OS

Automating tasks that are high risk & repeatable making companies efficient and secure

# Ivrnet- preferred interface between some of Canada's largest organizations and their users



























### **Ivrnet Clients**





**Issue / Opportunity**: Canada's largest association of Professional Engineers and Geoscientists (70,0000 members) needed management and coordination of a service plans to thousands of professional members, including plan enrollment, invoicing, payment completion, reporting and tracking.

**Solution**: <u>Ivrnet Central</u> provides a powerful and flexible online tool for the management of member plans, and automates the interaction between plan members and the association.



**Issue / Opportunity**: Province of British Columbia needed to reduce the costs of accepting payment of overdue health care premiums, all while complying with stringent Payment Card Industry (PCI) regulations for the processing of credit cards.

**Solution**: Ivrnet accepts credit card payment of premiums through a fully automated and secure voice based credit card payment system; <u>Telepay</u>, an Ivrnet Central module.



**Issue / Opportunity**: Service Alberta needs to process 30,000 welfare claims per month for citizens that are often challenged by language, education, and access to technology.

**Solution**: Ivrnet intelligent applets allow claimants to update 47 pieces of required information each month by answering 7 questions over the phone, identifying the claimants by their SIN and their voice print. Information feeds directly to the payment systems, reducing the burden of an 80 person social work team by 90%, while automatically identifying and alerting the Government to potential fraud.

### **Ivrnet Clients**





**Issue / Opportunity**: One of Canada's premier builders of Master Planned Communities, Brookfield needed to standardize the operations of the communities they managed and increase the ease of transferring these communities to the resident's Board of Directors when the communities were completed.

**Solution**: Through <u>Ivrnet Central</u>, Brookfield reduced and simplified the IT requirements of their communities, streamlined the accounting and audit functions, reduced the staff required to operate, and empowered their residents to tend to their needs without the assistance of community staff.



**Issue / Opportunity**: Shaw Communications, one of Canada's premier communications providers, needed more visibility with millions of customers, and tools to streamline their support and operations.

Solution: <u>Ivrnet Central</u> software participates unobtrusively on the call between the clients and call centers, credit securing credit card payments, accepting and providing information, and forwarding clients around multiple call centers using intelligence that helps Shaw better serve both client and Shaw Marketing needs.





**Issue / Opportunity**: Cities of Vancouver and Calgary needed a system to provide real-time bus arrival information to transit riders in a cost effective manner that did not increase the cost to the rider, and is near universally accessible to all riders, and allows cost recovery by the transit organization.

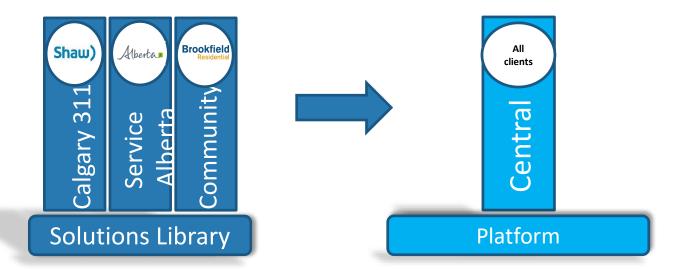
**Solution**: <u>Ivrnet Central</u> provides real-time, individualized information to 3,500,000 riders per month through SMS services compatible with all modern cell phone makes, models, and carriers. Ivrnet allows for ad-sponsoring of texts to allow the transit organizations to recover part or all of the costs of delivering this service, without the need to increase fares.

### **Ivrnet Central - Rapid Revenue Growth**



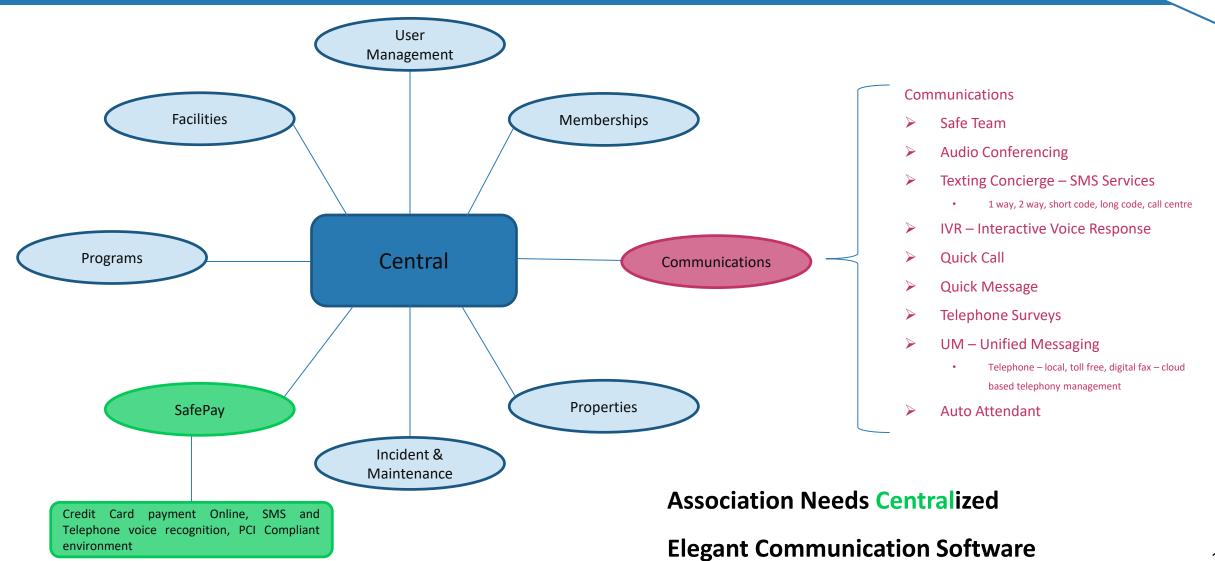
### **TRANSFORMATION**

- Leveraged 15+ years of custom software solutions into 'out of the box' products.
- Enables organizations to simply and efficiently interact with large groups of people.
- Using phone, text and the web, customers serve themselves and companies are free from redundant tasks.
- Central Q4 2018 Growth rate = 5x Q1 2018 Growth Rate



### SaaS Revenue Model





## Large HOA Market Opportunities



#### **Community/Land Developer North American Addressable Market\***

**365,000** Community Associations

**28,000,000** housing units

\$90B in fees means \$1.2B spent on software

Property Management Global Addressable Market, USA and Canada forecast largest market size\*

\$14 billion in 2018, expected to reach \$22 billion by 2023 means \$290M growing to \$440M in software opportunity

#### **Professional Associations Addressable Market\*\***

~4,000 Professional Associations in Canada 40,000 in the US

Critical need for reliable and cost-effective membership management and secure credit card payment processing solutions

Our goal is to grow rapidly and significantly into these markets

<sup>\*</sup> www.hoa-usa.com

<sup>\*\*</sup> Zoom.info Database search results

## **Competitive Advantage**



#### More features and benefits than any of our competitors

- Address Driven for HOA's significant differentiator
- Offer SMS
- Canadian Pricing
- PCI Compliant Environment
- Handles property and users separately to keep historical records as separate entities sophisticated linking

### **Growth Strategy**



Significant near-term and long-term growth through packaged products, selling direct and through channel partners

Central is proven robust software designed for rapid deployment and high growth

#### **ORGANIC GROWTH**

Accelerate sales with channel partners

Upsell additional services and products to existing customers i.e. MMS\*.

\*MMS (Multimedia Messaging Service) sends a message including pictures, video or audio content to another mobile device. SMS (Short Messaging Service) is the basic version of texting.

#### **GEOGRAPHIC EXPANSION**

Current customer base predominantly in AB and BC. Will expand across all Canadian provinces

Expansion strategy for US markets that are 10x size of Canadian

#### **VERTICAL GROWTH**

Target specific verticals such as Home Owner Associations & Professional Associations.

### **Key Chanel Partners**





Prominent Canadian provider of communications services from coast to coast



B2B focussed team of payment professionals that customize payment programs to suit businesses needs across Canada and the US



Communications reseller looking to generate 25% of revenue from Ivrnet applications. Altitude currently serves 22,000 end points.



Reseller in Vancouver, Surrey, Victoria, Canmore, Banff, Calgary, and Edmonton, looking for recurring commissions selling high valued added applications to existing base of large organizations and SMB clients



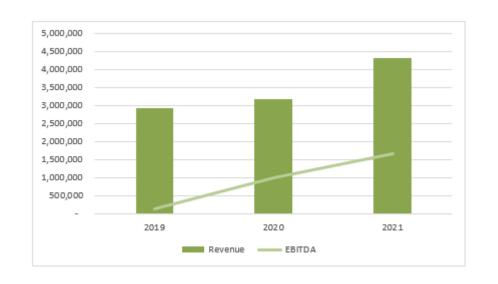
SMS aggregator that sought a sales partnership to take communications enabled products to the Western Canadian and US marketplace.



Enghouse serves several distinct vertical markets through its three divisions, each developing and selling enterprise-oriented applications software. Enghouse provides services to transit organizations across Canada and the United States.

# High organic revenue growth





	2019	2020	%	2021	%
Revenue	\$2.93	\$3.16	7%	\$4.31	27%
COGS	\$0.92	\$0.75	-24%	\$0.95	22%
Gross Mar	\$2.01	\$2.42	17%	\$3.36	28%
G&A	\$1.88	\$1.42	-32%	\$1.70	16%
EBITDA	\$0.13	\$0.99	87%	\$1.66	40%

\$ MM CDN % Year Over Year

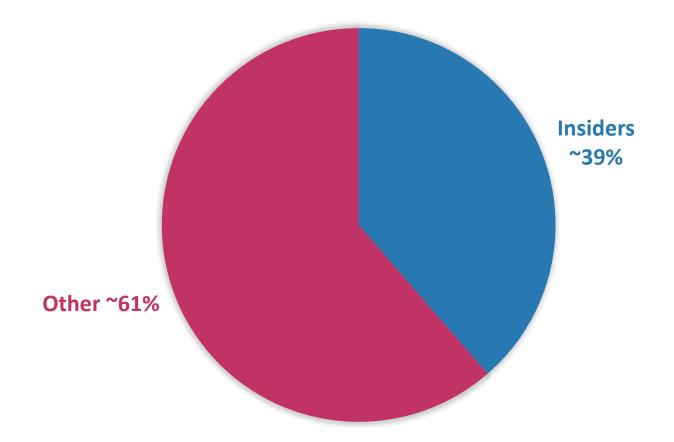
- Significant revenue growth forecast in FY 2020 and beyond driven by new sales in select Canadian and US markets.
- Expanding sales with existing and new customers with enhanced product offerings will increase MRR (monthly recurring revenue).
- Higher margins to come with revenue growth as cost base is mostly fixed and operating leverage kicks in.
- Focus is to improve cash flow and ROI which will increase valuation

## **Current Capitalization & Ownership**



**Total shares outstanding 90,581,391** 

Insiders consist of management, directors, consultants and advisors.



# Ivrnet- Focused on growth and creating value for shareholders.





B2B SaaS Company with 95%+ is Recurring



High Percentage of Monthly Recurring Revenue (MRR)



Blue Chip Clients and Prospects



Reduced Risk Serving Multiple Industries



**High Client Satisfaction Rate** 



Large Addressable Market



Product Growth From Proprietary IP

Strong revenue growth will increase margins, cash flow and earnings with an expected positive impact on valuation

# Board- Large ownership, focused on creating shareholder value.





#### Scott Picard – Chairman

Scott is a successful entrepreneur and venture investor. He is President of Inova Group (Software) and joined the board in 2015. ~3% Ownership.



#### Andrew Watts - CEO

Andrew is a successful entrepreneur and venture capitalist. He joined the board of Ivrnet in April 2014 and took the position of CEO in April 2019. ~2% current ownership.



#### David Snell, P.Eng

David was CEO of Ivrnet from 2006 to May 2019, is the company's largest shareholder and the driving force in the creation of Ivrnet's industry leading software solutions. ~23% current ownership



#### Joe Brennan

Joe is he managing partner at Shea Nerland Calnan LLC. Joe advises corporations and others in the negotiation, structuring and implementation of corporate finance transactions, mergers and acquisitions and reorganizations. Joe joined the board of lyrnet in 2016 after being the Corporate Lawyer for lyrnet starting in 2006.

# Senior Management- Experienced and focused on growth





Andrew Watts - CEO

Andrew joined the board of Ivrnet in April 2014 and took the position of CEO in April 2019



Jeff Young- VP Sales

Jeff started in Jan, 2020 and has solid experience growing sales and entering new markets with Software.



Jim Jefferies – VP Operations

Jims is an experienced leader in IT and operations with a focus on customer service, and has built a team ready for growth He has been with lyrnet since 2004.



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