



# Investor Presentation

May 20, 2021

TSXV:IVI

**Ivrnet is a well established SaaS and Proprietary Technology Company**

## 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," "predict," "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.

Normalized EBITDA is EBITDA corrected and adjusted to reflect revenue adjustments under IFRS 15 in the year those adjustments were generated. 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. Growth into Geographic Markets not currently in service assume Ivrnet'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 Ivrnet sales assumes continued interest in selling Ivrnet products and their ability to close sales. There is risk that future events that cannot be predicted change a partners desire to sell Ivrnet products, or that the partner is unable to close sales. As a result, it can not be guaranteed that organic growth will increase through sales partnerships. EBITDA in future years are forward looking, as are revenue projections for the balance of current and future years 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 future years and the balance of the current year are forward looking estimates with the risk that customers may find alternatives to Ivrnet or elect to discontinue the projects that use Ivrnet 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 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 that allows Ivrnet products and services are maintained. Ivrnet cannot predict changes in CRTC regulations, PIPEDA legislation, PCI regulation, or any other legislation or regulation issues by a government or regulatory body.

# Investment Highlights



- Ivrnet has reorganized to become core focused and optimized on it's SaaS product
- Sales and revenue have increased, operational costs have decreased, EBITDA positive
- Ivrnet's Telepay is a niche FinTech product that has market demand proven with won contracts
- Ivrnet's recent contract wins in large call centers for the Telepay product have proven valuable to the end user at what is estimated at up to a 10:1 savings, increased customer satisfaction and reduced risk of employee fraud and data breach by removing the card holder data availability
- We have recently completed our data center migration to a highly scalable cloud environment in a Certified Tier III Data Center

- IVR – Interactive Voice Recognition – Ivrnet has done IVR's since 1999
  - Example IVR Call Automation – 'Please enter your credit card number', 'Press 1 for Accounting', etc.
- Ivrnet's software is proprietary and delivered through the internet and telecom carriers infrastructure
- Applications are delivered
  - Through web browsers (login)
  - As an underlying technology such as IVR's where everyone knows how to use it
  - As a managed service such as call out's for government surveys, home lotteries, utility outage notifications, etc.
- Revenues have grown through referrals, RFP's, BDR's, targeted social media, Channel Partners and Wholesale Partners

Communication modules enable organizations to engage with stakeholders, clients and staff through multiple channels and technologies.

- [Communications](#)
- [Notifications](#)
- [2-Way Text \(Concierge Service\)](#)
- [Cloud-Based Call Routing](#)
- [Audio Conferencing](#)
- [Auto Attendant](#)
- [Toll Free Services](#)
- [Automated Call Center](#)
- [Call Masking](#)
- [Digital Fax](#)
- [CallTracking](#)

# Simplifying Community Management



Ivrnet Central for Communities and Enterprise enables organizations to efficiently manage community stakeholders, such as residents, members or customers. Various modules are combined to address the specific needs of the community; whether it's a homeowners or professional association, society or business.

- [Membership Management](#)
- [Facilities Management](#)
- [Supplementary Resources Management](#)
- [Products](#)
- [Programs & Event Management](#)
- [Properties](#)
- [Incidents Management](#)
- [Invoices](#)
- [Surveys](#)
- [Categorization](#)
- [Achievements](#)
- [Administrative Fees](#)
- [Discounts](#)
- [Parking](#)
- [Team Volunteers](#)
- [Work Alone](#)
- [Telecom Expense Management](#)

# Simplifying Payments



Along with Ivrnet's online payment portal, Telepay provides organizations with cost effective over-the-phone, PCI DSS compliant payment solutions which give customers another secure "touchless" payment choice resulting in quicker payments, reduced receivables and enhanced customer experience. From an efficient stand-alone auto-attendant option to integrated solutions that enable agents to stay on the call with a customer while payment is being made, Telepay meets organization's over-the-phone payment needs today and into the future.

- [Payments](#)

Telepay Pricing Model			
<b>Install Setup</b>	Auto-Attendant Only: \$2,500	Basic Call Center Integration: \$7,500	Advanced Call Center Integration: \$13,500++
<b>Monthly Recurring/Variable Fees</b>	<ul style="list-style-type: none"><li>• \$2.00 (1 – 199/month) (min. \$200/mo)</li><li>• \$1.75 (200 – 499/month) (min. \$350/mo)</li><li>• \$1.50 (500 - 999/month) (min. \$750/mo)</li><li>• \$1.25 (1,000 – 4,999/month) (min. \$1,250/mo)</li><li>• \$1.00 (5,000 – 9,999/month) (min. \$5,000/mo)</li><li>• \$0.75 (10,000+/month) (min. \$7,500/mo)</li></ul> <i>Lower rates available based on higher volumes</i>		
<b>Additional Fees</b>	<ul style="list-style-type: none"><li>• \$20/SIP license/month for concurrency</li></ul>		

# Current Capitalization & Ownership



## 2021 Share Structure

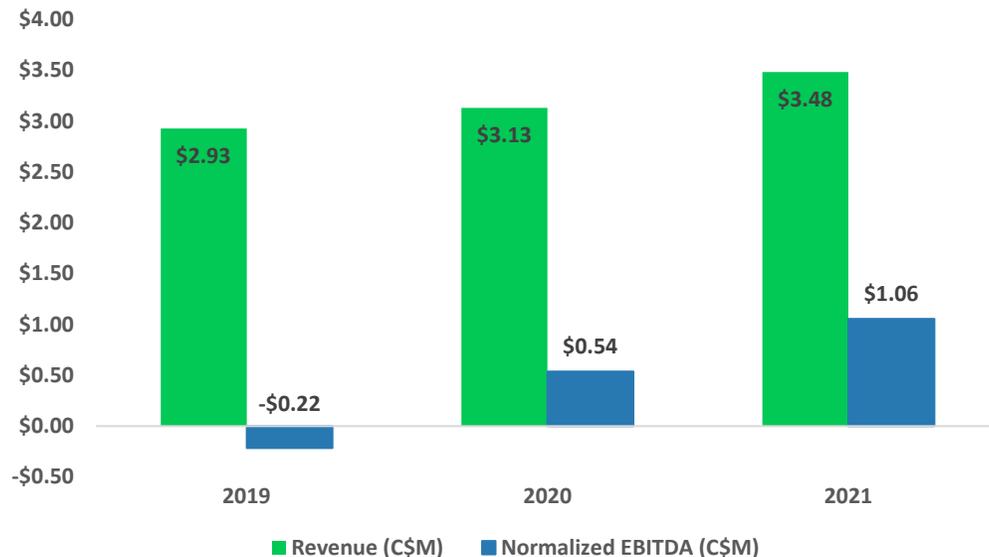
Total Shares	92,520,272
Options	5,696,000
Fully Diluted	98,216,272
52 Week Range	\$0.01 - \$0.165
Market Cap	\$4,981,977 (EOD May 20, 2021)
Insider Ownership	39.0%

## 2020 Balance Sheet

Cash	\$345,000
Revenue	\$3.13M
EBITDA	\$0.36M
Gross Margin	\$2.19M
Existing Bridge Loan	\$3.167M
Existing Debenture	\$0.25M

- EBITDA positive and increasing revenues
- [TSX.V – IVI](#)
- [Ivrnet Investor Page](#)

# High Organic Revenue Growth



<b>Revenue (C\$M)</b>	2019	2020	2021	% (YOY)
COGS (C\$M)	\$0.93	\$0.94	\$0.78	-20%
<b>Gross Margin (C\$M)</b>	\$2.00	\$2.19	\$2.70	19%
G&A (C\$M)	\$3.44	\$3.02	\$2.99	-1%
Income from Operations (C\$M)	-\$1.44	-\$0.83	-\$0.29	386%
<b>Net Income (C\$M)</b>	-\$2.27	-\$0.93	-\$0.42	321%
EBITDA (C\$M)	-\$1.05	\$0.36	\$0.81	56%
Normalized EBITDA (C\$M)	-\$0.22	\$0.54	\$1.06	49%

	2019	2020	2021	% (YOY)
<b>Revenue (C\$M)</b>	\$2.93	\$3.13	\$3.48	10%
COGS (C\$M)	\$0.93	\$0.94	\$0.78	-20%
<b>Gross Margin (C\$M)</b>	\$2.00	\$2.19	\$2.70	19%
G&A (C\$M)	\$3.44	\$3.02	\$2.99	-1%
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- Significant revenue growth forecast in FY 2021 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

# Focused on Growth & Creating Value for Shareholders



B2B SaaS Company with 90%+ is Recurring



Reduced Risk Serving Multiple Industries



High Percentage of Monthly Recurring Revenue



High Client Satisfaction Rate

Shaw)

Blue Chip Clients and Prospects



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

# 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.



IMAGINE WIRELESS

ROGERS. Authorized Dealer

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

# Client & Partner Examples





**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:** Ivrnet Central 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 :** 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; Telepay, an Ivrnet Central module.



**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 Ivrnet Central, 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.

# Ivrnet Client Use Cases



**Issue / Opportunity :** Government of Alberta needed to streamline income support program approvals while identifying possible fraudulent activity.

**Solution:** Client login is confirmed by voice authentication based on their voice print. System analyzes the call origin to ensure it is within the appropriate region. Call data is compiled and saved to database. System automatically approves files that meet the pre-determined rule criteria. If fraud is suspected, files are further reviewed and Ivrnet staff testify in court about how the recording is captured and the associated reporting (passed the test of reasonable doubt in Alberta's Court of Queen's Bench). Approximate Annual Savings: \$4.75 MM



**Issue / Opportunity :** Manitoba needed an efficient way to notify stakeholders of planned or unplanned power outages

**Solution:** Ivrnet acts as a managed service to record and send out bulk automated calls to customers from a supplied list.



**Issue / Opportunity:** Canadian Mental Health needed to provide clients a support text line via the Calgary and Edmonton Distress Centres

**Solution:** Community members throughout Alberta needing mental health crisis support text 211 and are routing to their nearest Distress Centre in Calgary or Edmonton (based on NPA-NXX phone number) and are provided support by qualified counsellors via text.

# Experienced Team



## Board of Directors



**David King** - Dave joined the Ivrrnet board in 2019 is currently the Chairman of the Board. He has extensive experience as an Advisor and Board Member to early stage technology companies, ventures and PE backed portfolio companies. His primary focus is on go-to-market strategies to realize breakthrough growth and positioning for liquidity events.



**David Snell** - David was CEO of Ivrrnet from 2006 to May 2019, is the company's largest shareholder and the driving force in the creation of Ivrrnet's industry leading software solutions. **Current ownership: ~23%**



**Karen Lukacs** - Karen joined the Ivrrnet board in July 2020 and has extensive experience within technology operations, business development, operational excellence, and business process innovation.



**Rob Barlow** - Rob joined the Ivrrnet board in July 2020. He is the founder an award winning network operator and has deep industry experience delivering technology product roadmaps and program managing wireless and landline telecommunications carriers.

## Senior Management



**Andrew Watts, CEO** - Andrew is a successful entrepreneur and venture capitalist. He joined the board of Ivrrnet in April 2014 and took the position of CEO in April 2019. **Current ownership: ~3%**



**Jeff Young, VP Sales** - Jeff started in January 2020 and has experience developing sales playbooks, mentoring sales teams, growing sales and entering new markets with Software.



**Jim Jefferies, VP Operations** - Jim has been with Ivrrnet since 2004 and is an experienced information technology, operations and technical sales leader whose focus is on innovative solutions.



**ivrnet**  
Simplify Processes.

**Communication Community Management Payments**

**Thank You!**

**TSXV:IVI.V**

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