



Q1 2022 Earnings Presentation

May 12, 2022

Disclaimer

Forward-Looking Statements

This document and any accompanying oral presentation by the Company contain forward-looking statements, including statements based upon or relating to our expectations, assumptions, estimates, and projections and other statements that do not relate strictly to historical or current facts. In some cases, you can identify forward-looking statements by terms such as "may," "might," "will," "objective," "intend," "should," "could," "can," "would," "likely," "continue," "expect," "believe," "design," "anticipate," "estimate," "predict," "project," "target," "potential," "plan" or the negative of these terms, and similar expressions, used in connection with any discussion of the timing or nature of future operating or financial performance or other events. Forward-looking statements may include, but are not limited to, statements concerning the recovery of our business from the effects of the COVID-19 pandemic; our operating plans, budgets, and anticipated financial performance, including, without limitation, revenue, EBITDA, cash flow, capital expenditures, debt repayment, and compliance with debt leverage ratio requirements; product and technology developments; new business; and customer retention. These statements are not representations or guarantees; they reflect our current views with respect to future events and circumstances and are based on assumptions and estimates and subject to known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from those projected or implied by forward-looking statements. These risks include, but are not limited to: (i) we have no assurance of future business from any of our customers; (ii) we rely upon third parties for the data we need to deliver our services, to fulfill our service obligations to our customers, and for integration with many of our customers; (iii) COVID-19 has had, and may continue to have, an adverse effect on our business; (iv) current or potential legal proceedings could subject us to significant monetary damages or restrictions on our ability to do business; (v) credit reporting and privacy laws that regulate our business impose significant operational requirements and liability risks; (vi) we can incur significant liability for including incorrect information in, or omitting available information from, our background reports; (vii) security breaches and improper use of information may negatively impact our business and harm our reputation; (viii) we operate in an intensely competitive market and we may not be able to develop and maintain competitive advantages necessary to support our growth and profitability; (ix) our existing indebtedness and the terms and conditions of our credit agreements could adversely affect our business and growth prospects and our ability to respond to changes or to take certain actions; and (x) we may not be able to generate sufficient cash flow to service all of our indebtedness, and may be forced to take other actions to satisfy our obligations under such indebtedness, including refinancing such indebtedness, which may not be successful. These important risks may not cover all of the factors that are important to you. Some of our forward-looking statements relate to our operating budgets and forecasts, which are based on many assumptions. While we believe that our assumptions are reasonable, it is very difficult to predict the impact of known factors, and it is impossible for us to anticipate all factors that could affect our actual results. All written and oral forward-looking statements attributable to us, or persons acting on our behalf, are expressly qualified in their entirety by these cautionary statements, and you should evaluate all forward-looking statements we make in the context of these risks and uncertainties.

Industry Information

Unless otherwise indicated, information contained in this document and any accompanying oral presentation concerning our industry, competitive position and the markets in which we operate is based on publicly available information and information from independent industry and research organizations, other third-party sources and management observations and estimates based upon such information, our internal research, and our experience in, and knowledge of, such industry and markets, which we believe to be reasonable. However, projections, assumptions and estimates related to the industry in which we operate and our future performance in the market and relative to competitors are necessarily subject to uncertainty and risk due to a variety of factors, which could cause results to differ materially from those expressed in the estimates made by the independent parties and by us.

Non-GAAP Financial Measures

This document and any accompanying oral presentation contain financial measures that are not calculated pursuant to U.S. generally accepted accounting principles ("GAAP"). These non-GAAP financial measures are in addition to, and not a substitute for or superior to measures of financial performance prepared in accordance with GAAP. There are a number of limitations that could reduce the usefulness of our non-GAAP financial measures as tools for analysis compared to their nearest GAAP equivalents. For example, other companies may calculate non-GAAP financial measures differently or may use other measures to evaluate their performance.

Q1 2022 Highlights

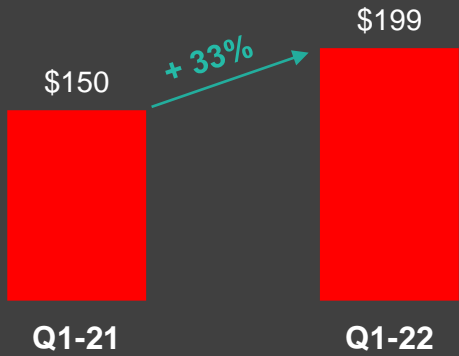
- Q1 revenues up 33% to \$199M on higher volumes and increasing average order values
 - Strength in key verticals: Healthcare and Technology continue to outpace market
 - Net revenue retention remains strong at 130%
- Q1 2022 International driven orders up 47% vs Q1 2021 (approximately 15% of revenues)
- Adjusted EBITDA up 55% to \$42M, driven by improved productivity and operating leverage
- Margin improved more than 300 bps to 21%
- Net leverage improved 20 bps to 3.5x from year-end and over 4 turns compared to Q1 2021
 - Working capital usage increased in the quarter resulting from higher sales, mix of international sales and a traditionally slower seasonal collection cycle



Q1 2022 Financial Highlights

Revenue

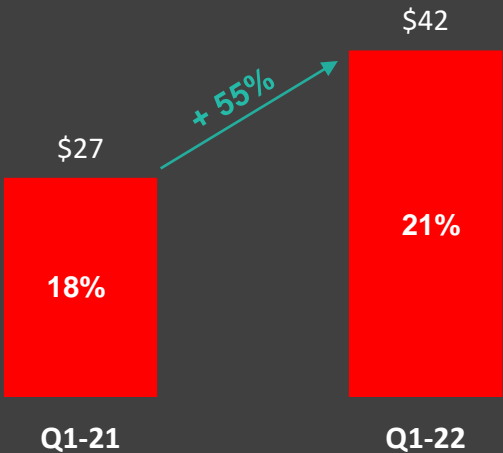
(USD in millions)



- Strong growth across all key verticals and international markets
- Very high retention and upsell across existing customer base
- Strong quarter for new customer contract signings

Adjusted EBITDA and Margin⁽¹⁾

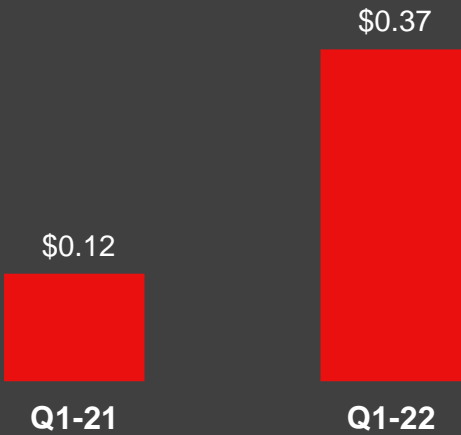
(USD in millions)



- Higher adjusted EBITDA driven by higher volumes across key verticals
- Improved operating leverage benefiting from technology investment, international mix and offshoring initiatives

Adjusted Diluted EPS

(USD in millions)



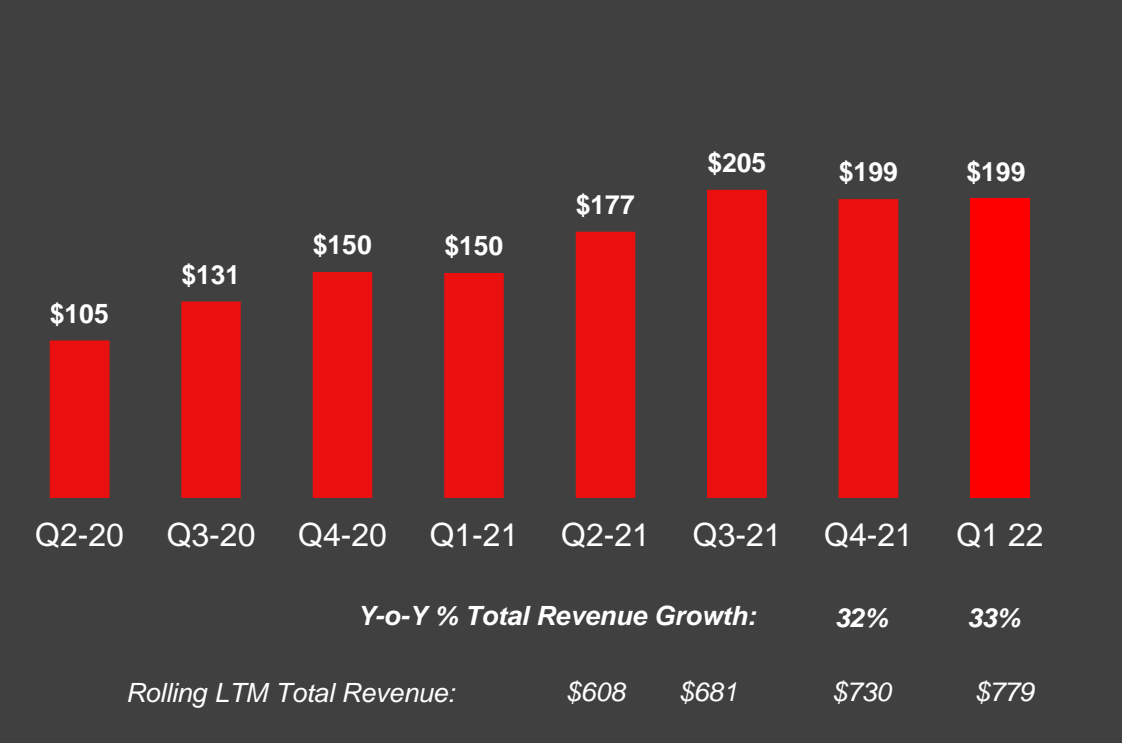
- Higher adjusted net income largely driven by improved operating results, lower interest expense from our improved capital structure and continued benefit from our tax assets

(1) Adjusted EBITDA margin is calculated as adjusted EBITDA as a percentage of total revenue.

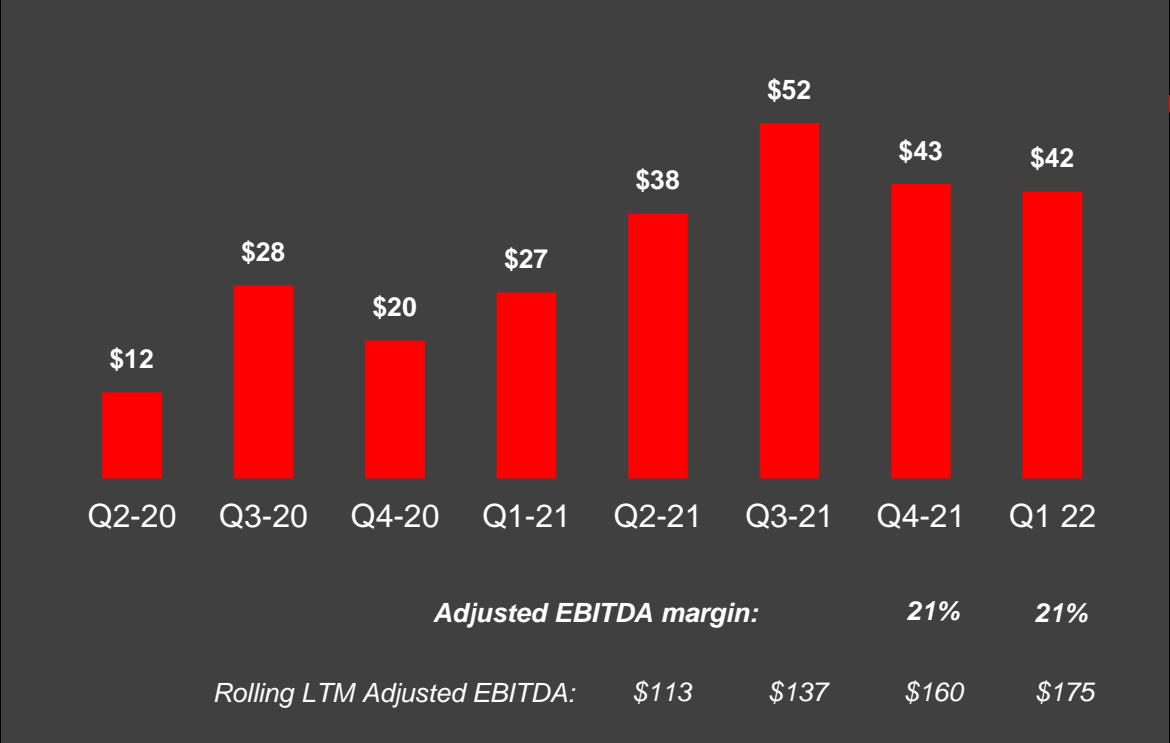
Strong Year-over-Year Growth



Quarterly Revenue
(USD in millions)



Quarterly Adjusted EBITDA
(USD in millions)

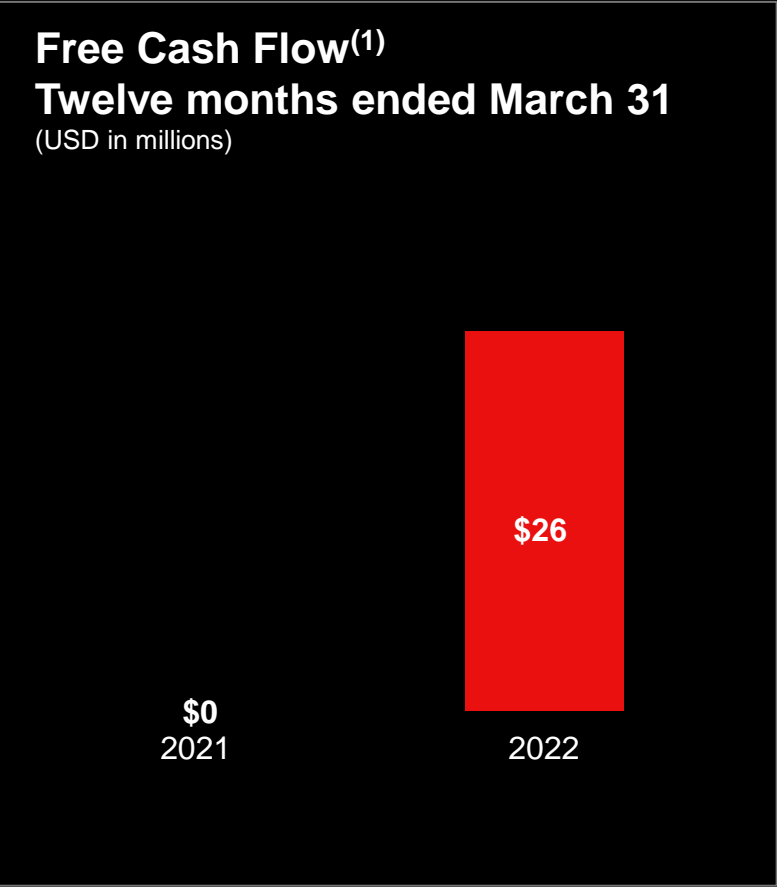


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Balance Sheet and Capital Allocation Opportunities

Strong and improving cash flow provides opportunity to pursue multiple growth opportunities



Pro Forma Net Leverage at March 31, 2022
(USD in millions)

Total Debt	\$706
Cash & Cash Equivalents ⁽²⁾	\$88
LTM Consolidated EBITDA	\$175
Net Leverage	3.5x

- Capital Allocation Priorities**
- Support growth opportunities across key customers, geographies and capabilities
 - Continued investment in our technology and operational efficiency
 - Pursue a disciplined and opportunistic approach to M&A
 - Continue to evaluate opportunities to reduce or refinance debt
 - Return capital to shareholders in time

(1) Free cash flow defined as cash flow from operations less capital expenditures.
(2) Excludes restricted cash.



Revised Full Year 2022 Guidance

Based on our Strong Q1 performance, we are raising our full year guidance to:

	Guidance	Y-o-Y Growth
Total Revenue	<i>\$815 – \$825 million</i>	<i>12% – 13%</i>
Adjusted Net Income	<i>\$120 – \$130 million</i>	<i>59% - 73%</i>
Adjusted EBITDA	<i>\$188 - \$195 million</i>	<i>17% - 22%</i>
Adjusted Diluted EPS	<i>\$1.51 – 1.64 / Share</i>	<i>~22% - 32%</i>

Note: These are not projections; they are targets/goals and are forward-looking, subject to significant business, economic, regulatory and competitive uncertainties and contingencies many of which are beyond the control of the Company and its management, and are based upon assumptions with respect to future decisions, which are subject to change. Actual results will vary and those variations may be material. For discussion of some of the important factors that could cause these variations, please consult the "Risk Factors" section on the 10-K filed with the SEC on March 21, 2022. Nothing in this presentation should be regarded as a representation by any person that these goals will be achieved and the Company undertakes no duty to update its goals.

Questions



