



Investor Presentation

October 2025



Disclaimer

This presentation (“Presentation”) is qualified in its entirety by reference to, and must be read in conjunction with, the information contained in our Annual Information Form dated May 20, 2025 (the “AIF”), as well as in our condensed interim consolidated financial statements (unaudited) for the three months ended September 30, 2025 and 2024, together with the notes thereto (collectively, the “Financial Statements”) and the independent auditor’s report thereon, as well as the management’s discussion and analysis (the “MD&A”) in respect thereof. All references to “US\$”, “\$”, and “U.S. dollars” are to United States dollars and all references to “C\$” are to Canadian dollars. Readers should not construe the contents of this Presentation as legal, tax, regulatory, financial or accounting advice. Coveo believes that the market, industry, customer and other data presented in this Presentation is reliable and, with respect to data prepared by Coveo or on its behalf, that Coveo’s estimates and assumptions are currently appropriate and reasonable, but there can be no assurance as to the accuracy or completeness thereof. Trademarks and logos used throughout this Presentation belong to their respective owners.

Forward-Looking Information

This Presentation contains “forward-looking information” and “forward-looking statements” within the meaning of applicable securities laws, including with respect to Coveo’s financial outlook and related assumptions for the three-month period ending December 31, 2025 and the fiscal year ending March 31, 2026 (collectively, “forward-looking information”) and comments regarding our Commerce LOB. Please refer to the “Forward-Looking Information” section of our earnings press release dated October 30, 2025, for a cautionary statement regarding forward-looking information included in this Presentation. Such cautionary statement is deemed to be included by reference in this Presentation.

Non-IFRS Measures and Ratios

The information presented in this Presentation includes non-IFRS financial measures and ratios. These measures and ratios should not be considered in isolation nor as a substitute for analysis of Coveo’s financial information reported under IFRS. These measures and ratios are not recognized measures under IFRS and do not have a standardized meaning prescribed by IFRS and are therefore unlikely to be comparable to similar measures presented by other companies. Coveo believes the non-IFRS measures and ratios used in this Presentation provide its management and investors consistency and comparability with its past financial performance and facilitate period-to-period comparisons of operations, as they generally eliminate the effects of certain variables from period to period for reasons unrelated to overall operating performance. Please refer to the “Definition of Non-IFRS Measures and Ratios” section of the Appendix for details of the composition of Adjusted EBITDA, Adjusted Gross Profit, Adjusted Product Gross Profit, Adjusted Professional Services Gross Profit, Adjusted Gross Profit (%), Adjusted Product Gross Profit (%), Adjusted Professional Services Gross Profit (%), Adjusted Sales and Marketing Expenses, Adjusted Research and Product Development Expenses, Adjusted General and Administrative Expenses, Adjusted Sales and Marketing Expenses (%), Adjusted Research and Product Development Expenses (%), Adjusted General and Administrative Expenses and SaaS Subscription Revenue in Coveo Core Platform at constant currency and constant days (including as a growth (%) ratio), each as presented by Coveo, as well as the reconciliations of such measures to the most directly comparable IFRS measure, where applicable.

Key Performance Indicators

This Presentation refers to operating metrics used in Coveo’s industry, some of which Coveo considers key performance indicators. Please refer to the “Key Performance Indicators” sections of our earnings press release dated October 30, 2025 and our MD&A for the three months ended September 30, 2025, both of which are available on our profile on SEDAR+ at www.sedarplus.ca, for disclosure regarding our key performance indicators, which disclosure is deemed to be included by reference in this Presentation.

Une copie de cette présentation peut être obtenue en français sur demande. A French copy of this presentation can be made available upon request.

Company Overview

+750⁽¹⁾

Employees
~40% in R&D

**Enterprise
Focused**

~700 Leading Brands
Across industries such as Technology,
Financial Services, Retail, Manufacturing
Distribution and B2B Commerce

+15

**Cumulative Years of
Search & AI Relevance**
One single AI-Relevance platform

\$135M

Subscription Revenue
LTM SaaS (USD)⁽¹⁾⁽²⁾

+100

Partnerships
With GSI's such as Accenture,
Perficient, Deloitte, Netconomy,
and others

Global

**Enterprise Apps
Alliances/Integrations**
SAP, AWS, Salesforce, Adobe, Shopify,
Optimizely, Contentful, Sitecore, and
others

**Key Industry
Analyst Recognition**

Gartner®
FORRESTER®
IDC

**Leveraging Key Strategic
Alliance Partnerships**

SAP **aws** **salesforce**
Adobe **shopify**
Optimizely

(1) As of September 30, 2025

(2) SaaS Subscription Revenue is a key performance indicator of Coveo. Please see the definition of SaaS Subscription Revenue in the appendix to this Presentation for more details.



B2B Commerce
Brands to consumer
B2C Retail
Generative Shopping Advice



Customer Service
Websites
Workplace
Generative Search
Agentic intelligence

Coveo, the AI-Relevance Company, powers **AI Search, relevance, and generative experiences** that maximize business outcomes for global enterprises across Commerce and Knowledge use cases



powered by our **SaaS** multi-tenant platform

Coveo AI-Relevance™ Platform

We serve global enterprises

~700 enterprise SaaS customers⁽¹⁾

- Our platform is uniquely suited for the demands of large global enterprises
- Expertise servicing the technology, healthcare, manufacturing, financial services, and retail verticals

(1) As of September 30, 2025

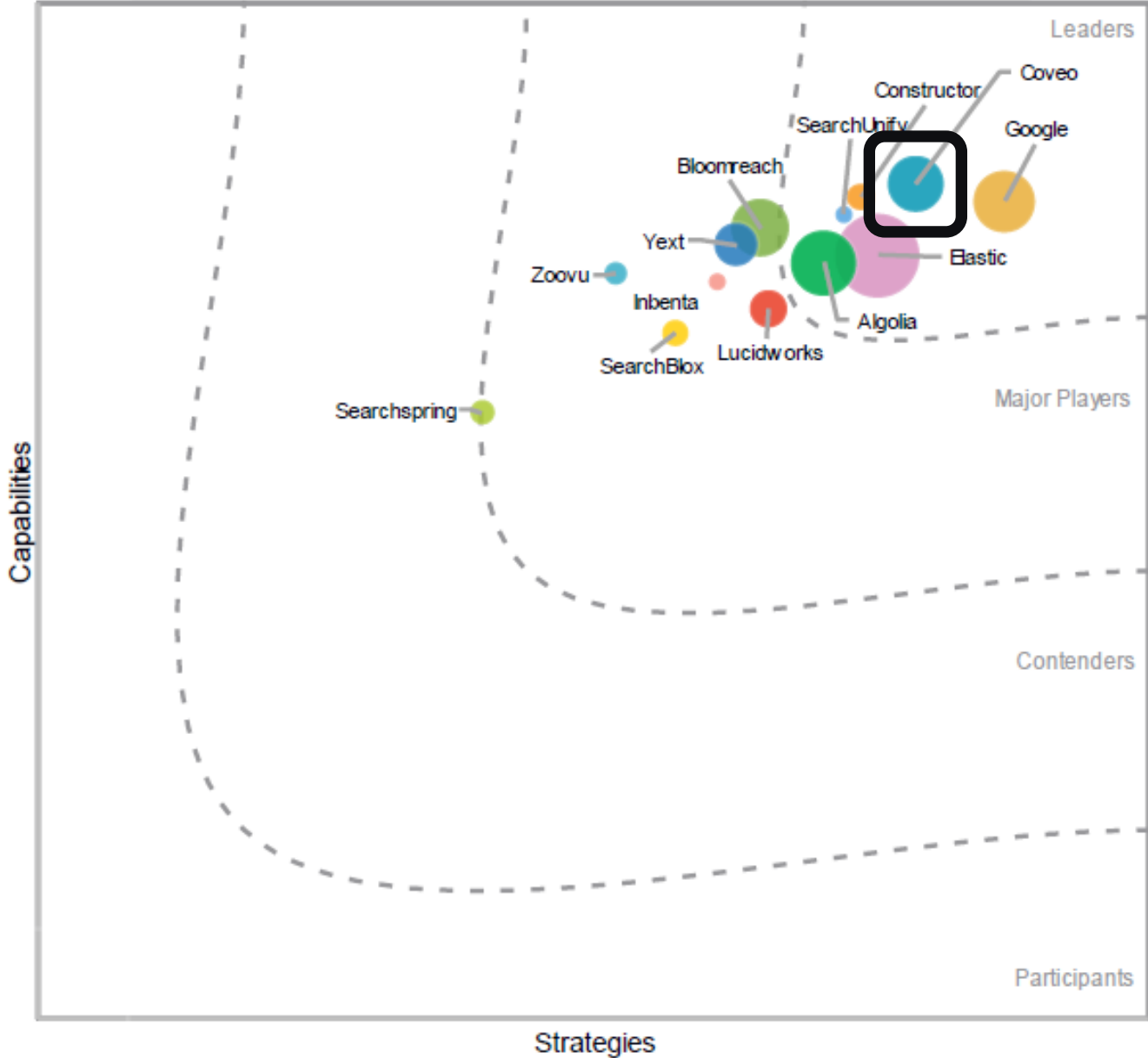
Technology	Retail, Brands, B2C Commerce	Manufacturing, Distribution, B2B Commerce	Financial Services	Healthcare	Others
					
					
					
					
					
					

Recognition by Industry Analysts

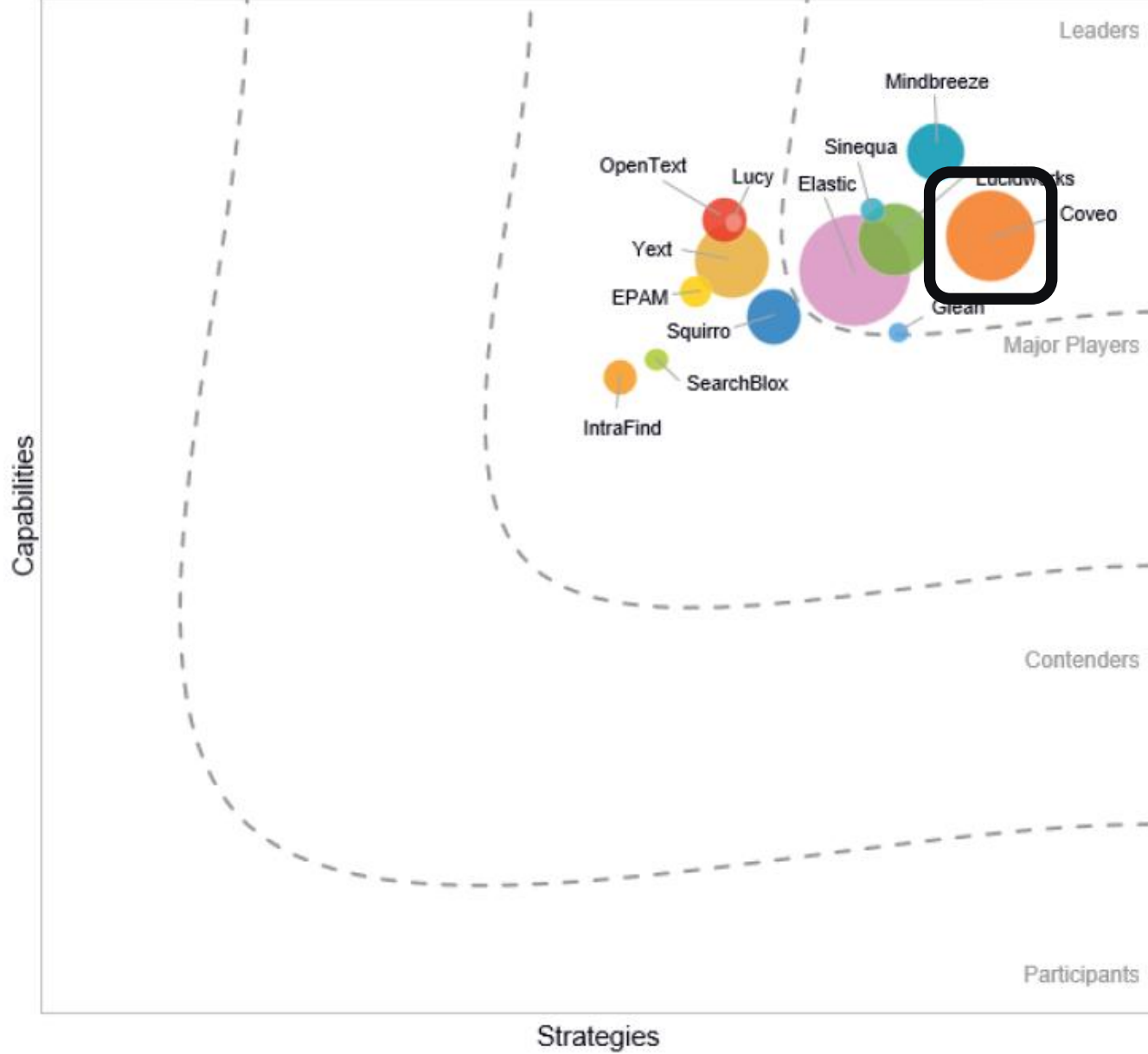
Gartner, Forrester & IDC have all ranked Coveo as a leader or strong performer in recent market assessments

KNOWLEDGE

MarketScope: Worldwide Knowledge Discovery Software for External-Facing Use Cases
IDC, 2024



MarketScope: Worldwide Knowledge Discovery Software for Internal-Facing Use Cases
IDC, 2023-2024

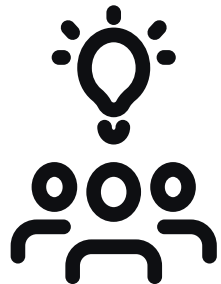


MarketScope: Worldwide General Purpose Knowledge Discovery Software
IDC, 2023



COMMERCE

Magic Quadrant for Search & Product Discovery
Gartner, June 2025*



Coveo Named **a Leader**

Customer Success

With Coveo,
SAP reported
avoiding
1.6 Million
support cases

October 5, 2025 | [Link](#)

 **Forbes**

INNOVATION > ENTERPRISE TECH

AI Helps SAP Customers Achieve 80% Self-Service Success With Coveo

By Maribel Lopez, Senior Contributor. ⓘ I help firms understand AI, mobile an... 

Published Oct 05, 2025, 11:43am EDT, Updated Oct 10, 2025, 11:23am EDT

 [Share](#)  [Save](#)  [Comment](#)

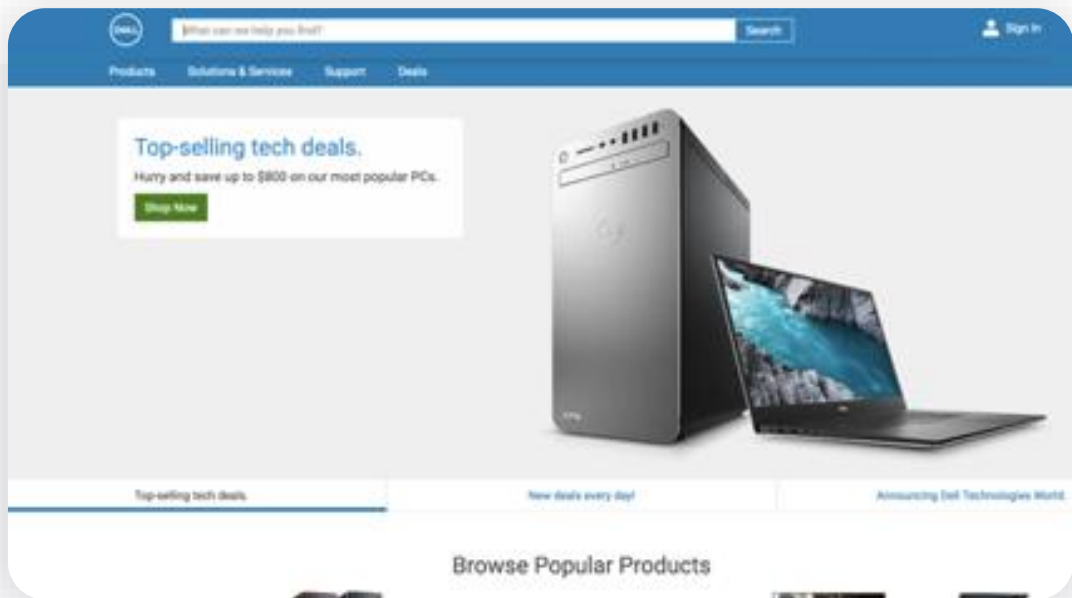
Most companies struggle to prove AI ROI, but enterprise software provider SAP found an approach that works

DELLTechnologies uses Coveo throughout its **employee**, **consumer** and **business customer** interaction touchpoints

More than 25 use cases across our 4 solutions on a global scale

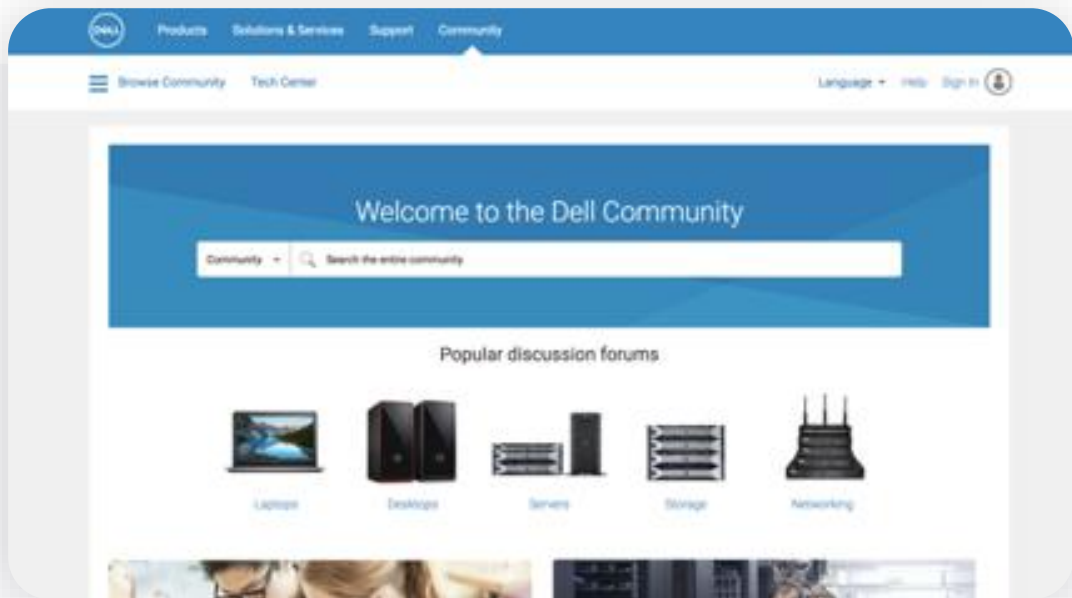
Consistent and engaging brand experience

Personalized experiences and unified journeys



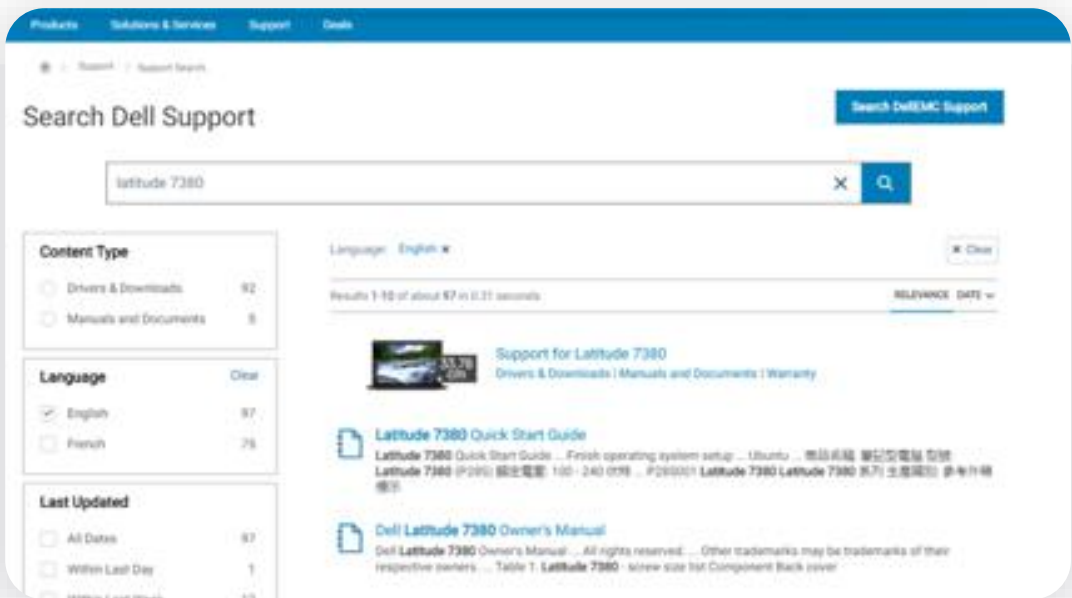
Commerce

AI-powered personalization, merchandizing & offers.



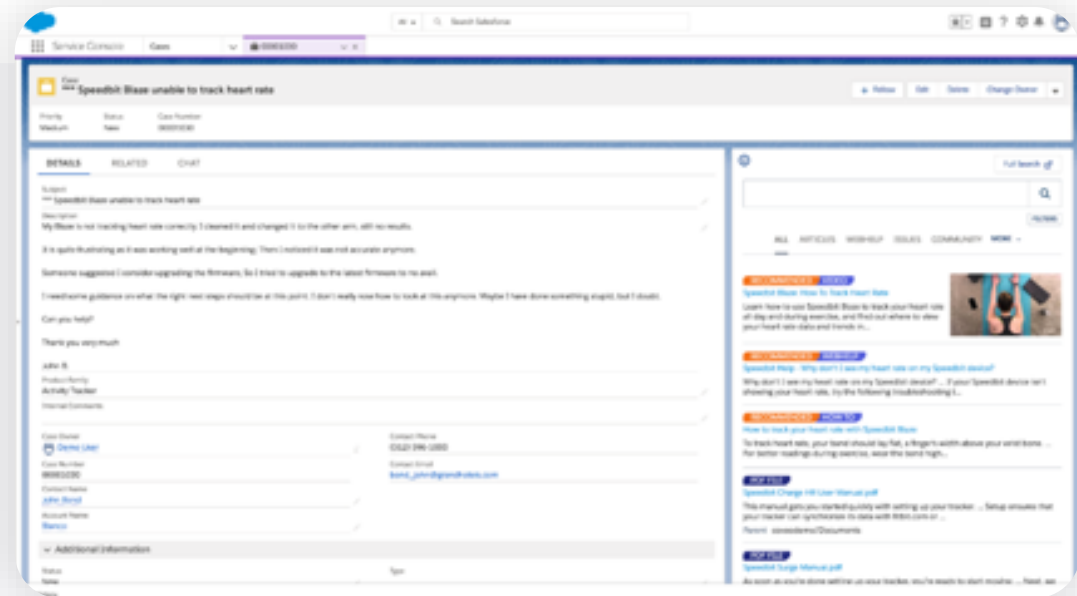
Online Communities

Includes support assets and community content. Self-service and case deflection.



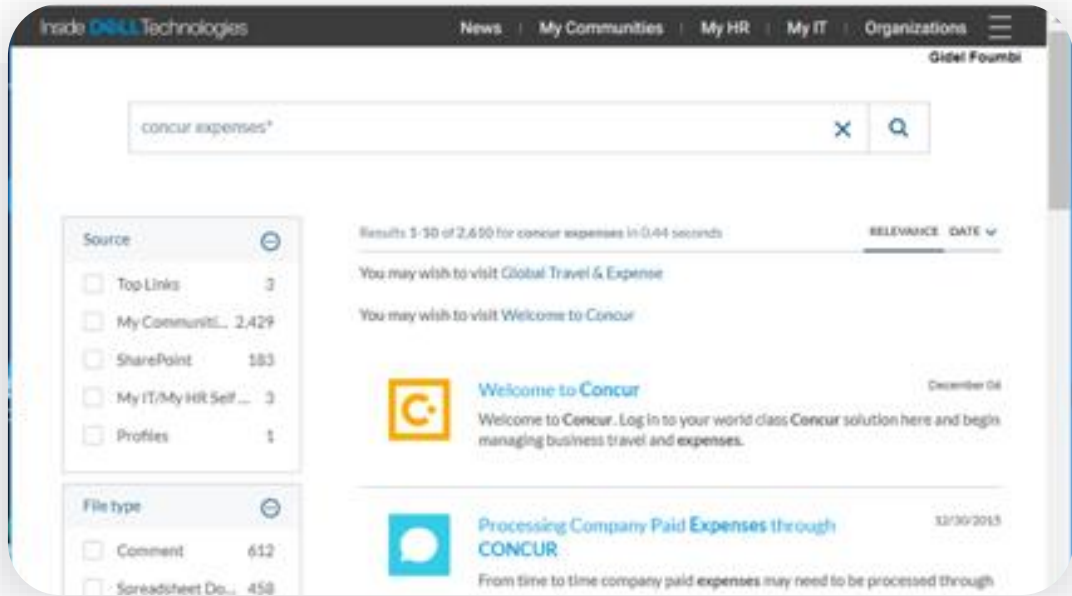
Support Portals

Search within online documentation and multiple knowledge bases for self-service and case deflection.



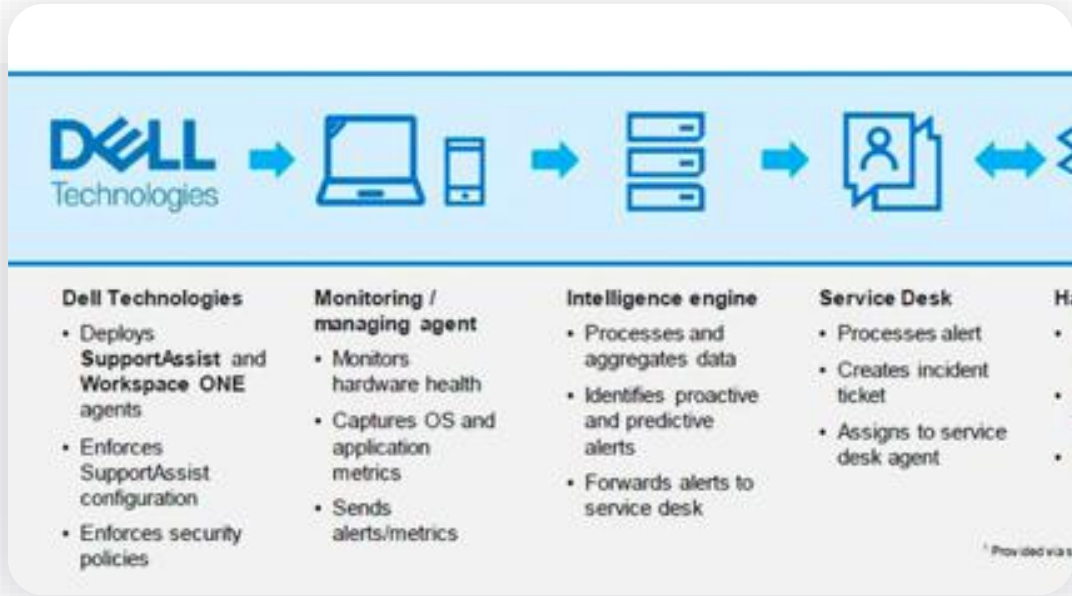
Agent Consoles

Integrated in Salesforce Lightning pushing contextual intelligence for support agents.



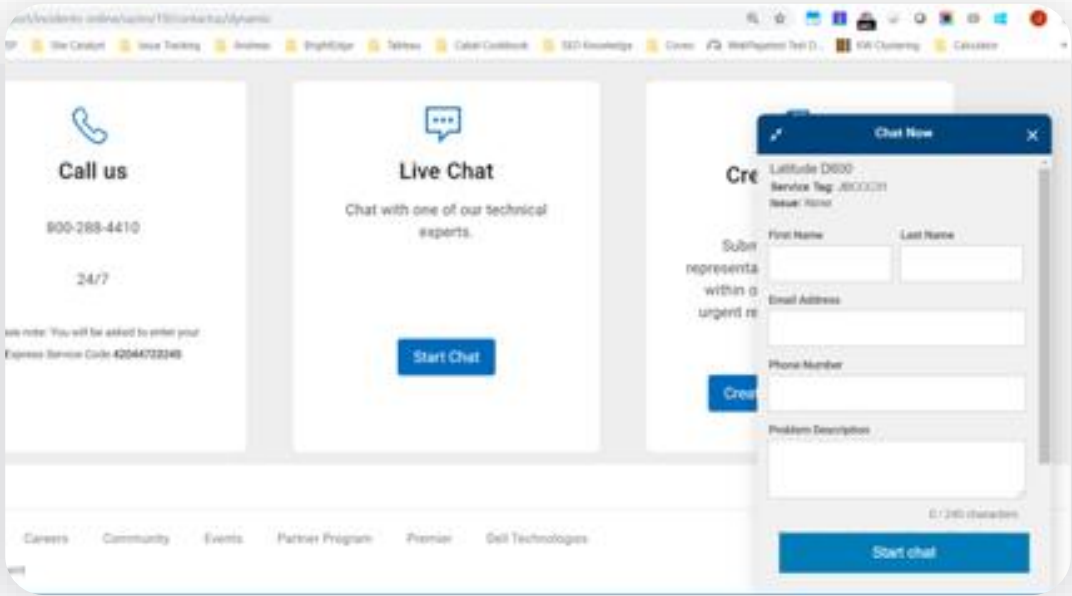
Global Intranets

InsideDell/Sales Portals 40K+ users per month.



Dell Pro/Manage

Embedded within managed service offering. Integration with ServiceNow.



Chat Portals

Embedded in chat window.

Caleres engaged with Coveo to **transform** the experience of their portfolio of branded sites

“Coveo allowed us to build a new experience for our users that make their whole journey better and easier.

Dan Cornwell
Director of Ecommerce & Digital Experience

+25%

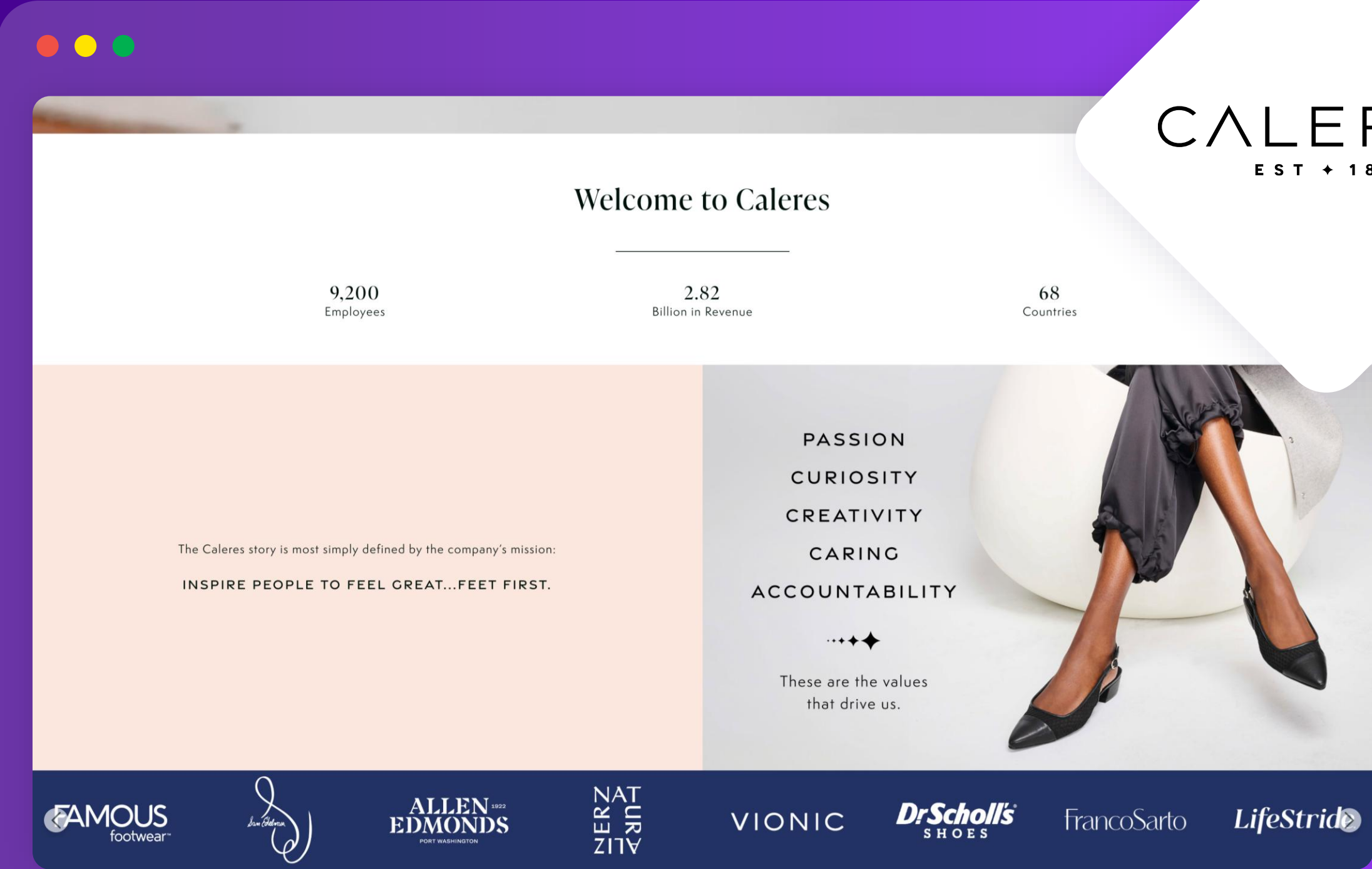
Lift in conversion rate with onsite search

+21%

Lift in revenue via onsite search

+74%

Lift in revenue via recommendations



LCBO Challenge: Improving Digital Experience to Meet a Powerful Brand Promise

LCBO is one of the largest alcohol retailer & wholesaler globally.

680+ retail stores. 400+ LCBO convenience outlets . \$7 billion in annual revenue. 34,000+ products from 76 countries.

+16

Positions in
search rank

+58%

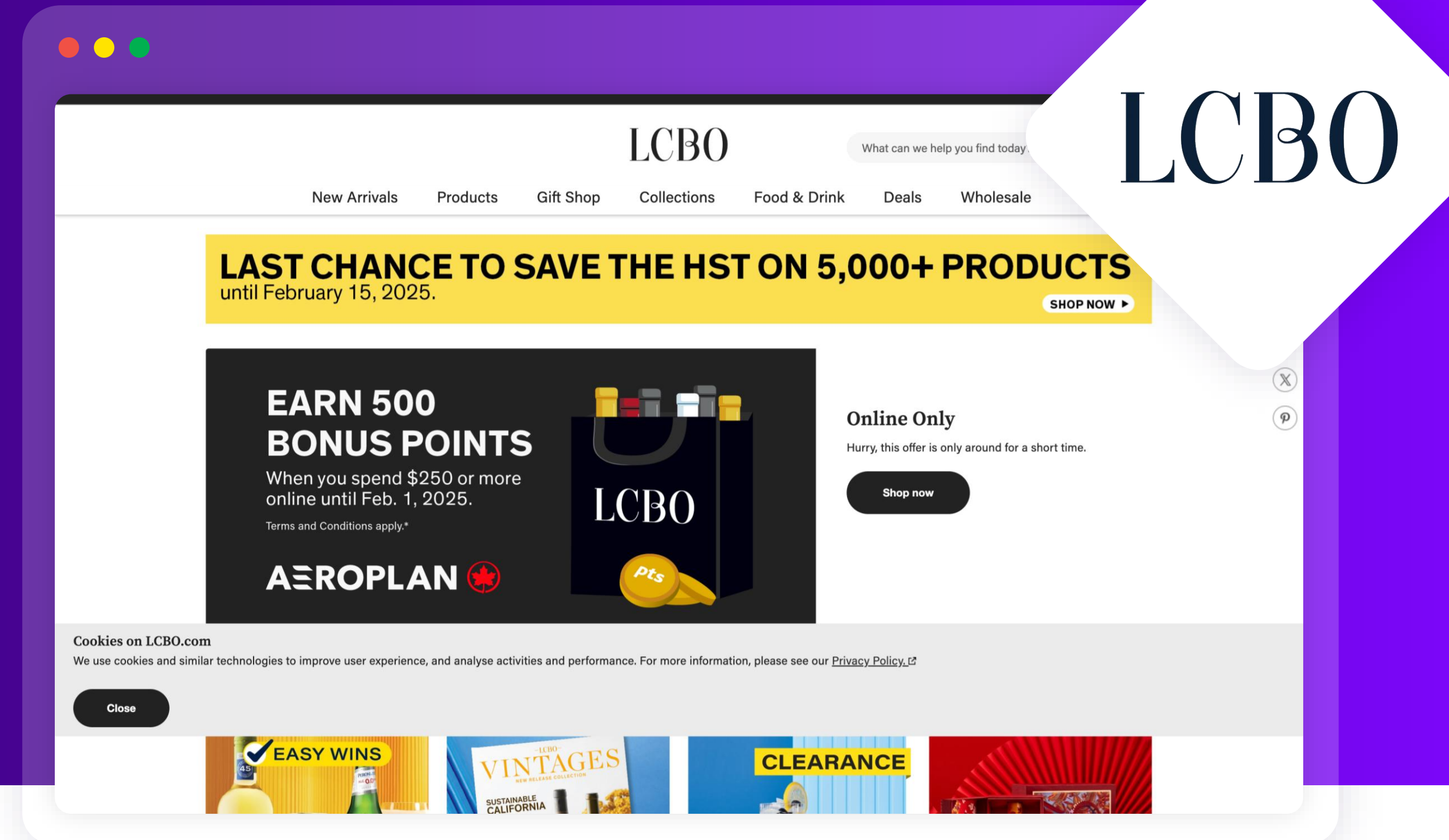
CTR from
search

2X

Conversion rates
with search

+3%

Customer
experience score



Specific challenges

- ▶ Large product catalog (34K+ products), from a vast number of international suppliers (76 countries)
- ▶ Basic site search requiring constant manual optimization
- ▶ Struggled with customer satisfaction due to inefficient search and product discovery
- ▶ Lack of personalization on site and unable to tailor experience based on context or interactions
- ▶ Need to modernize the digital experience to truly deliver on their vision

Adopting AI & personalization to drive a strong brand

- ▶ Search | Navigation | Recommendations | Personalization
- ▶ Real-time stock availability | Localization context
- ▶ Product and content discovery to inspire and engage

Key Outcomes

- ▶ Online conversion rate more than double with search
- ▶ 58% increase in click-thru rate to product pages from search
- ▶ Average click rank improved by 16 positions
- ▶ Significant customer satisfaction in site search and ease of finding products

The AI Transformation Driving a \$10M Increase in Incremental Revenue

A global leader for over 40 years, Boston Scientific’s innovative medical technologies transform the health of patients around the world. Serving both hospitals and healthcare systems worldwide, they specialize in supporting some of the highest-stakes B2B environments around.

+16%
Incremental
Sales Lift

+16%
Search
Conversion

+15%
Customer
Retention



Just because we go to work doesn’t mean we want a worse experience. Whether they’re nurses, procurement, or IT, **our customers want simplicity, speed, and relevance.**

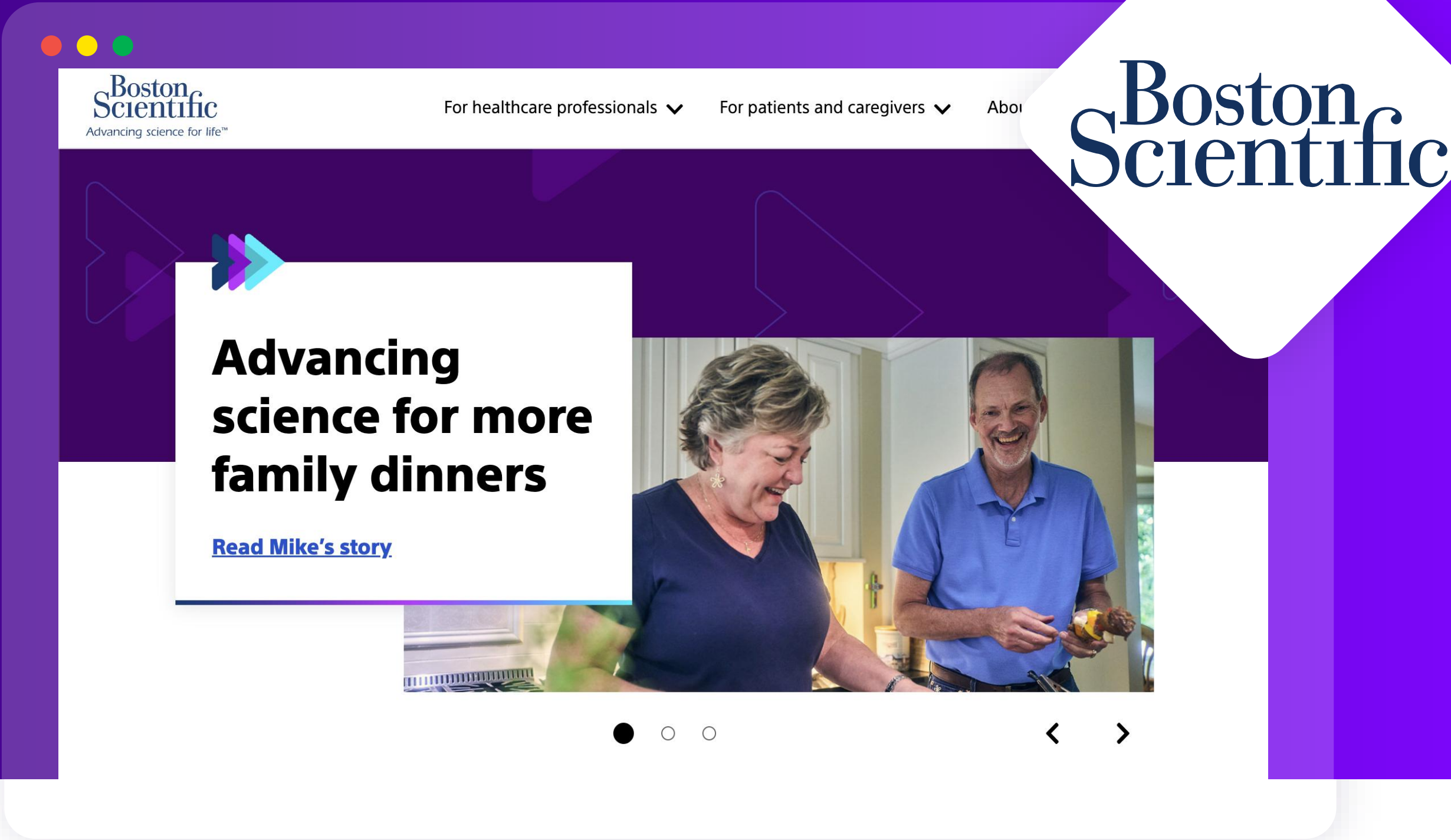
Deirdre Peters, Head of Digital Experience, Boston Scientific

Before

- ▶ Buyers were still struggling to find products amid thousands of irrelevant results
- ▶ Sales reps were still doing heavy manual lift to support buyers, adding extra friction to purchase and increasing cost to serve
- ▶ Limited merchandising capacity meant manual search tuning, lack of personalization, and a heavy lift for the IT team to make changes
- ▶ Digital transformation to self-serve was stalling out, preventing the ecommerce initiative from delivering on its promise of accelerated growth

With Coveo

- ▶ An intuitive B2B buyer experience that feels like B2C, and scales to different buyer experience levels and business roles
- ▶ Clinical search terms get relevant results and clear facets for non-clinical buyers for ease of procurement
- ▶ Significant increase in search engagement and conversion, proving that buyers are spending more time on-platform and less with field reps
- ▶ A projected \$3M revenue lift in year one is tracking to an **expected \$10M increase in incremental revenue**



Zoom Elevates **Self-Service Resolution** with Coveo Relevance Generative Answering

Industry: Technology and Communications

\$4.59 B Revenue | +7400 employees

-19%

Case submission rate

+20%

Self-service success rate



Coveo's platform has been instrumental in supporting Zoom's rapid growth, providing scalable solutions that adapt to evolving needs. This flexibility has been crucial in maintaining service quality during expansion."

Jason Chipman

Manager, Digital Support Web Experience, Zoom

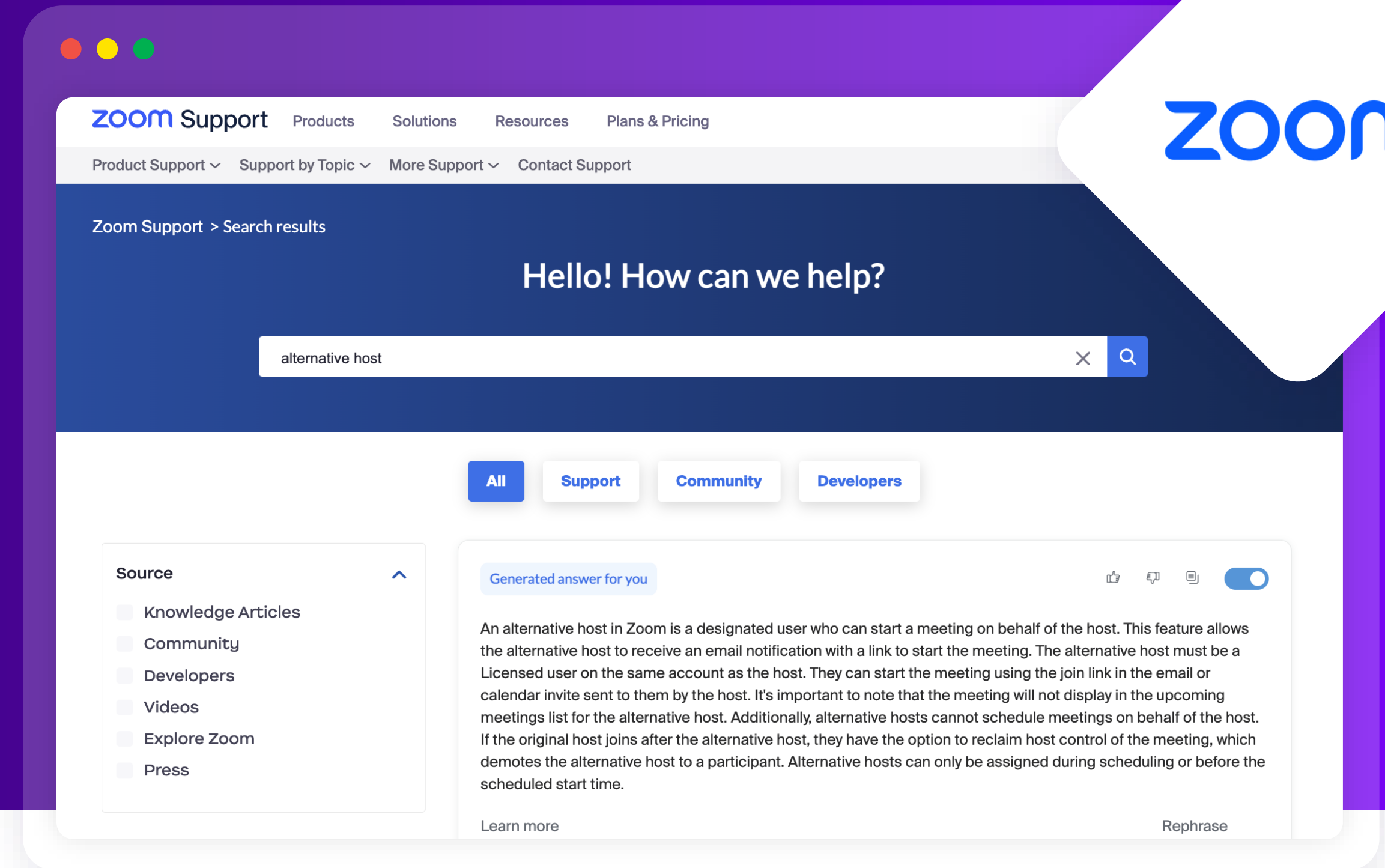
Problems to Solve

Zoom Communications, Inc., an AI-first work platform, sought to enhance self-service for millions of global users. As a long-time customer of Coveo's AI-powered Search Platform, they aimed to adopt generative answering to reduce escalations, deliver accurate responses, and ensure a seamless, scalable, and reliable experience.

Coveo in Action

Zoom chose to enhance their existing implementation with Coveo Relevance Generative Answering (CRGA) to enhance the digital support experience.

- ▶ **Reduced support costs:** Support case volume is reduced by accurately predicting user needs and enabling effective self-service resolution with AI-powered Search and Generative Answering, through hybrid search and unified indexing across platforms.
- ▶ **Improved customer satisfaction:** Generative Answering delivers quick, accurate and summarized answers with contextual citations that build trust and drive engagement. Personalized recommendations, faceted search, and relevance tuning also strengthen click-through rates and customer satisfaction.
- ▶ **Accelerated time to value:** Zoom rapidly deployed Coveo AI Search & Generative Answering across platforms and environments easily using Coveo's extensive library of pre-built connectors, making it easy to adapt to continuous vendor changes in their extended environment.



Applying AI Search & Generative Answering for Self-Service Success

-37%

In cost-to-serve
after implementing
AI Search

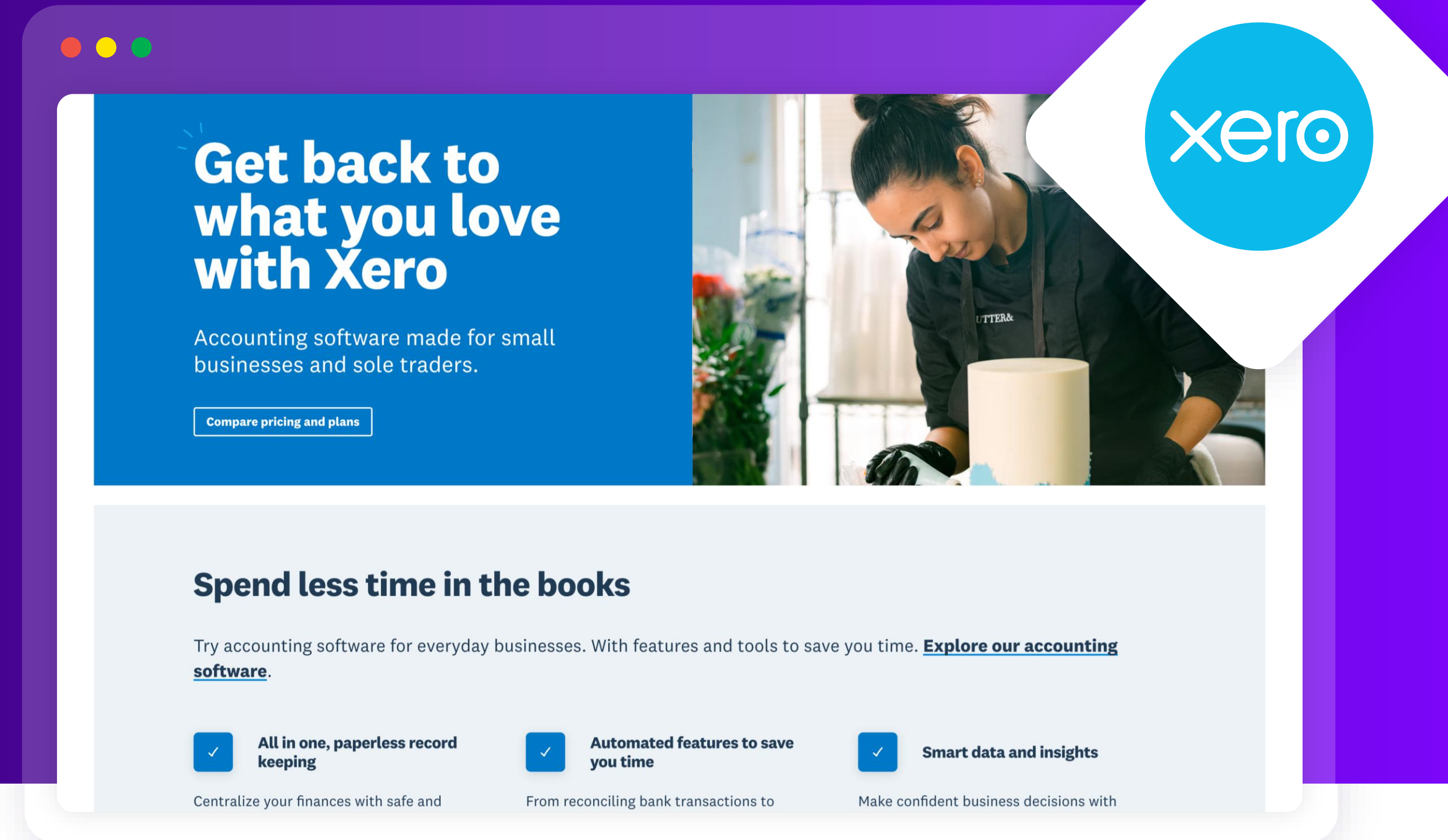
+2.4%

Improvement
in gross margin

+20%

Self-service
success in 6 weeks
with Coveo

A global business platform with approximately 4 million subscribers, Xero helps small businesses spend less time in the accounting books and get back to what they love. A Coveo customer since 2016, Xero uses Coveo AI to connect subscribers to relevant information in several places across their digital journeys from its marketplace to in-product experience, agent console, Xero Central (the global customer self-service and learning portal), and more.



Every time someone asks a question, every time we solve an opportunity for someone, they become sticky on our platform. They stay, and that's a really great experience for us."

Nigel Piper, Executive General Manager, Xero

Before

- ▶ Number of subscribers supported grew from 1 million to approximately 4 million
- ▶ Facing rising customer expectations for a unified and easy support experience
- ▶ Desire to drive engagement for customers, employees, and partners in a highly automated way

With Coveo

- ▶ Scaled to serve millions of customers by upskilling their support team without proportionately hiring additional headcount
- ▶ Created one unified support experience for customers, with 90% of questions answered by Xero Central
- ▶ 20% increase in self-service success rate with new Coveo Relevance Generative Answering™ solution in Xero Central in just 6 weeks after deployment

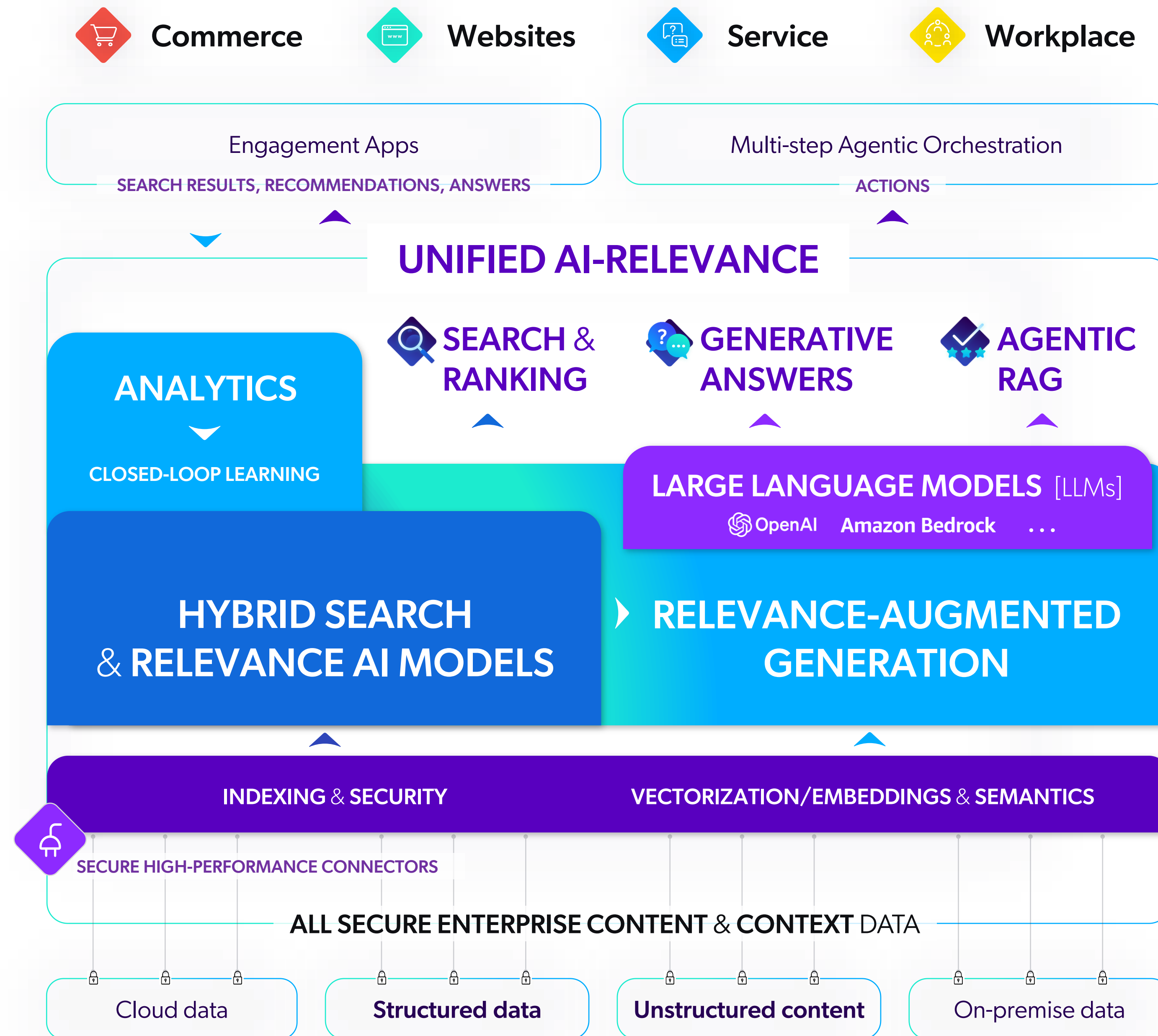
Coveo AI-Relevance™ Platform

Why

Enterprises must deliver modern, unified, **hyper-personalized** and **generative experiences**

How

Requires AI, GenAI & Large Language Models to be grounded in **secure, relevant enterprise data**



Coveo's **Relevance Augmented Generation [RAG]**

is critical to Generative and Agentic AI success



Unified access to Knowledge

AI needs unified access to enterprise-wide information to make informed decisions - eliminating siloes without costly content migrations



Accuracy, precision & Relevance

Understand and interpret user intent to dynamically surface the most relevant information sources (structured and unstructured) using advanced retrieval techniques



Interoperability

The ability to seamlessly integrate internal and external LLMs, enabling agentic workflows and generative experiences that deliver consistency across all touchpoints.



Speed & Security

Instantly deliver the right information while enforcing enterprise access controls to ensure security and compliance

Examples of recent customers live & large-scale deployments of Coveo's **Generative AI** within their digital experiences

Growing position in Agentic

Advancing Agentic RAG in collaboration with a select group of customers



And more...

Bringing an agnostic approach to the agentic experience

Coveo takes a deliberately **agnostic** approach...



...to any Data Source, LLM or Agentic Orchestrator

Remarkable digital experiences run on Unified AI-Relevance

Natural Question

Note the misspellings and the improper part # formatting

Does led 4 on KM901MAJ mean I need a new flote switch 4A3624.02?

Generative Answer and Citations

Clear and direct answer, with a relevant passage cited, and conversation logged. Helpful links allow deeper discovery.

AI Generated answer

- Not necessarily. If LED 4 is the only one lit it could indicate issues with the water supply, external filters, the control board, or the float switch.
1. Check that water enters the water tank. If not, check that the water supply line shut-off valve is open and screens or external filters are clear.
 2. Check for 115VAC at CB K1 #6 (O) to neutral (W).
 - If 115VAC is not present, replace CB.
 - If 115VAC is present, and WV does not energize, check for 115VAC at WV.
 - If 115VAC is present, check coil continuity. If open, replace WV. If the water tank fills, but the appliance fails to start harvest (Comp energized), check for open FS.

Learn more: [1 Hoshizaki Ice Machine Troubleshooting](#) [2 KM-901MAJ Service Manual](#)

Related Categories

Show related content objects in the catalog or outside it.



Hoshizaki KM-901MAJ

[ADD TO MY EQUIPMENT](#)

- [Service Manual](#)
- [Wiring Diagrams](#)
- [Installation Manual](#)
- [Parts Manual](#)

Relevant Parts



Hoshizaki 4A7077G-02
Float Switch Assembly

[- 1 +](#) [ADD TO CART](#)



Hoshizaki 2A7664-04
Control Board

[- 1 +](#) [ADD TO CART](#)



Hoshizaki 4A0336-03
Board Support

[- 1 +](#) [ADD TO CART](#)

Non-Product Content

Include video and web content from the Resource Center.

Resource Center

[Check Continuity with a Multimeter](#)

[Hoshizaki Ice Machine Resources](#)

Techtown Forums

[Hoshizaki LED 4 puzzle.](#)

[olivero](#) replied 3 years, 7 months ago
3 Members 2 Replies

User Generated Content

Messy user generated content can be classified for fast and relevant retrieval

Intent Refinement

Keep the conversation going!

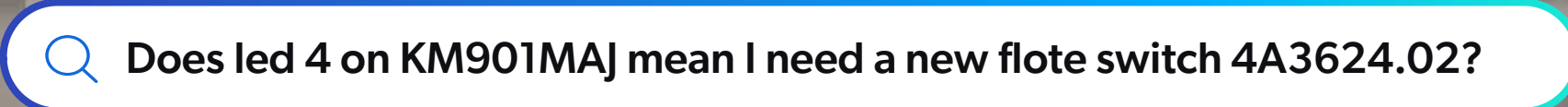
Next best questions



[When and how to clean a 4A7077-G02 Float Switch](#)

Unified AI-Relevance goes beyond Search.

It powers conversations too.



Shop

AI Generated answer

Not necessarily. If LED 4 is the only one lit it could indicate issues with the water supply, external filters, the control board, or the float switch.

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Learn more: [1 Hoshizaki Ice Machine Troubleshooting](#) [2 KM-901MAJ Service Manual](#)



Hoshizaki KM-901MAJ

ADD TO MY EQUIPMENT

- [Service Manual](#)
- [Wiring Diagrams](#)
- [Installation Manual](#)
- [Parts Manual](#)

Relevant Parts



Hoshizaki 4A7077G-02
Float Switch Assembly

1

ADD TO CART



Hoshizaki 2A7664-04
Control Board

1

ADD TO CART



Hoshizaki 4A0336-03
Board Support

1

ADD TO CART

Next best questions

[When and how to clean a 4A7077-G02 Float Switch](#)

Resource Center

[Check Continuity with a Multimeter](#)

[Hoshizaki Ice Machine Resources](#)

Techtown Forums

 [Hoshizaki LED 4 puzzle.](#)

olivero replied 3 years, 7 months ago

3 Members 2 Replies

Chat / Conversational

Chat Conversation – LED 4

Does led 4 on KM901MAJ mean I need a new flote switch 4A3624.02?

Sent – 10:32 PM

A

Not necessarily. If LED 4 is the only one lit it could indicate issues with the water supply, external filters, the control board, or the float switch.

1. Check that water enters the water tank. If not, check that the water supply line shut-off valve is open and screens or external filters are clear.
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A

Agent – 10:32 PM

Type your message...

UNIFIED
AI-RELEVANCE

23 Copyright © Coveo Solutions

 coveo™

Leveraging key strategic alliance partners



“

Combined with Agentforce, Coveo supports the next generation of AI agents that meet that challenge by combining deep enterprise knowledge with contextual intelligence, empowering teams to serve customers with precision, speed, and confidence.



Jujhar Singh

President & GM, Applications & Industries,
Salesforce October 2025
[Press Release](#)



Coveo's Use Cases



Superior revenues, margins, profits

B2B Commerce
Brands to consumer
B2C Retail

Product Discovery
Recommendations
Generative Shopping Advice
AI Merchandising



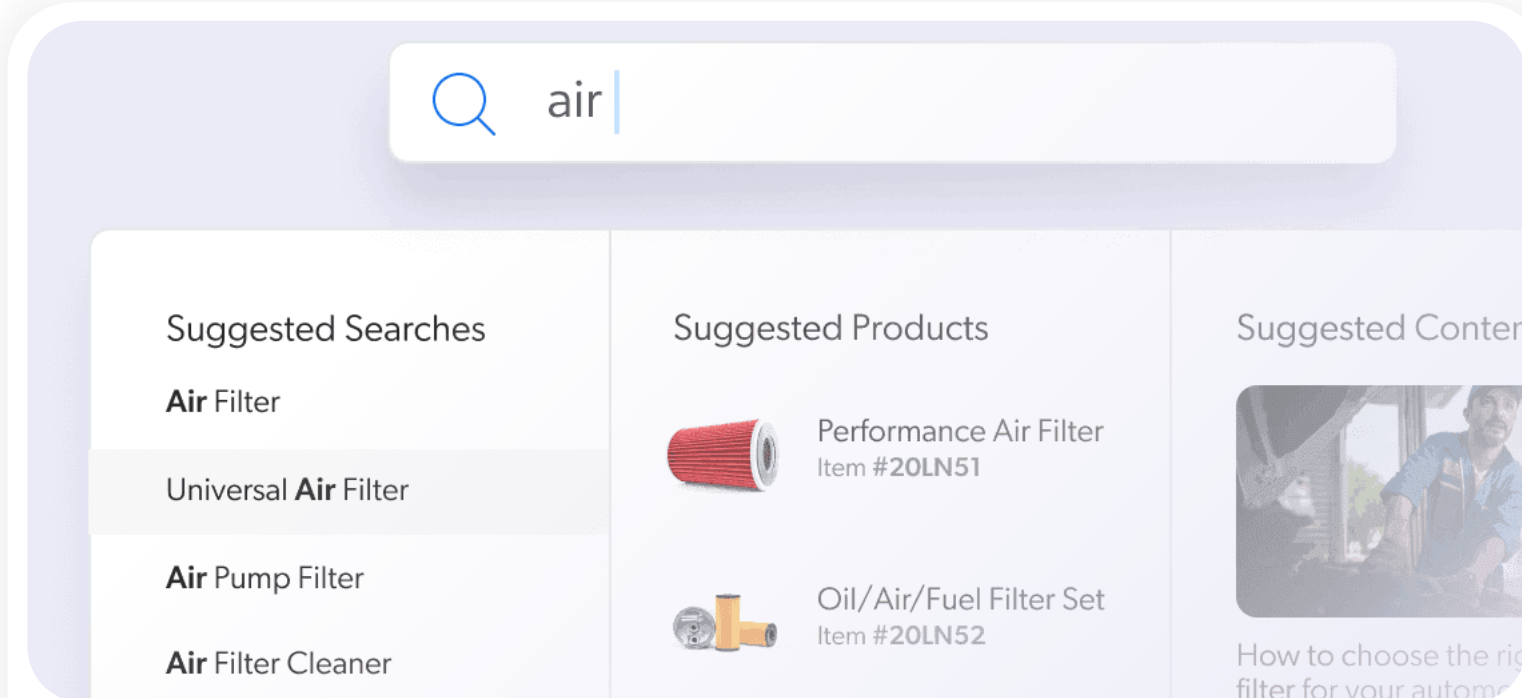
Self-service knowledge and proficiency

Customer Service
Websites
Workplace
Generative Search
Agentic intelligence

Generative Unified Search
Case Deflection
Generative answering
Powering Agentic

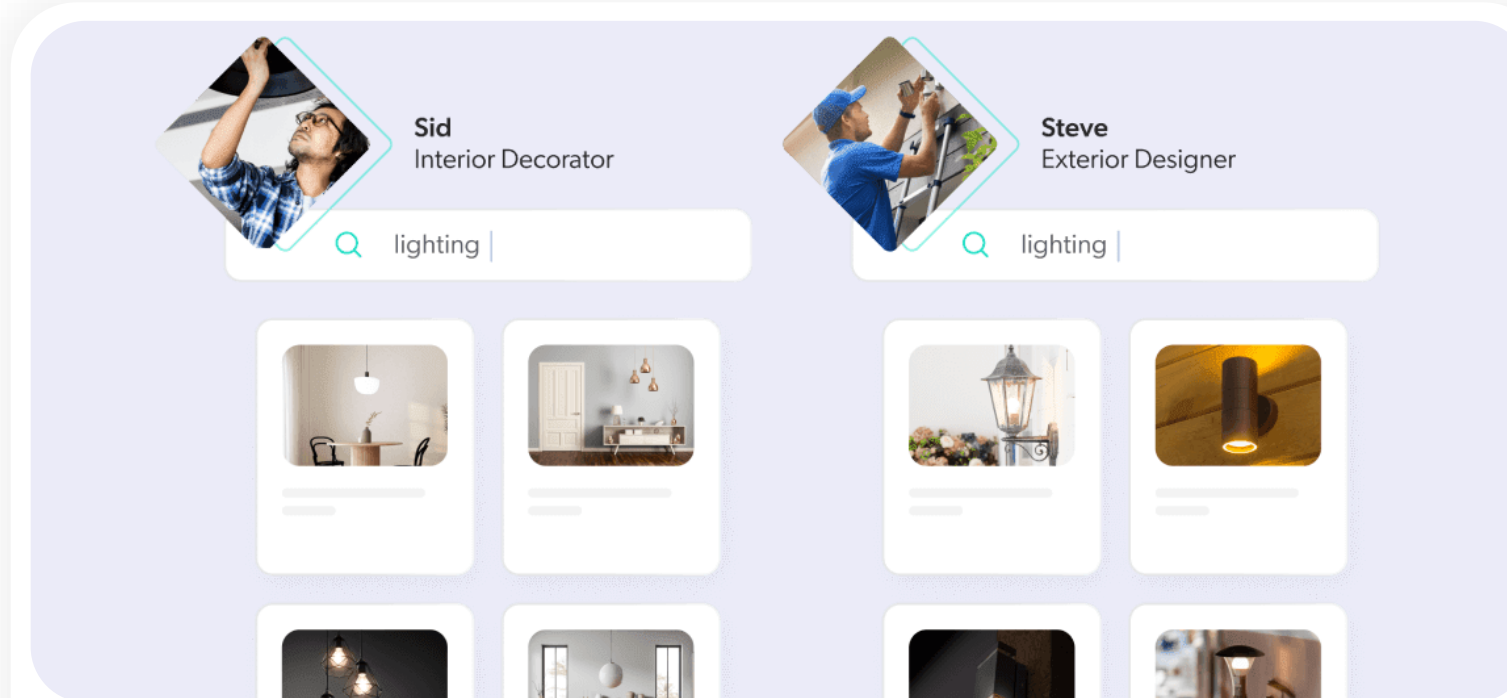
Coveo Commerce

Built to give you the competitive commerce edge in both **B2C** and **B2B**



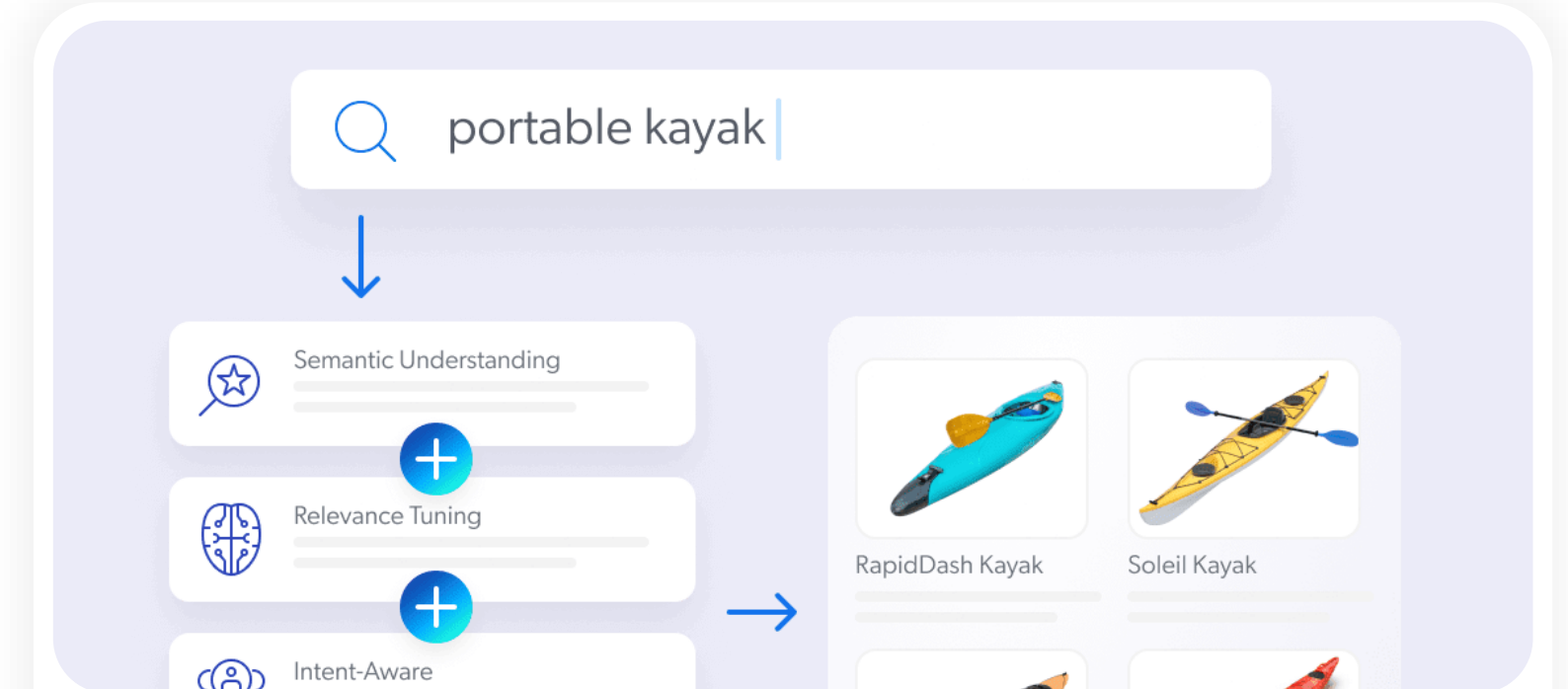
Search & Listings

Unified indexing and predictive search capabilities to achieve effortless product discovery, regardless of catalog complexity



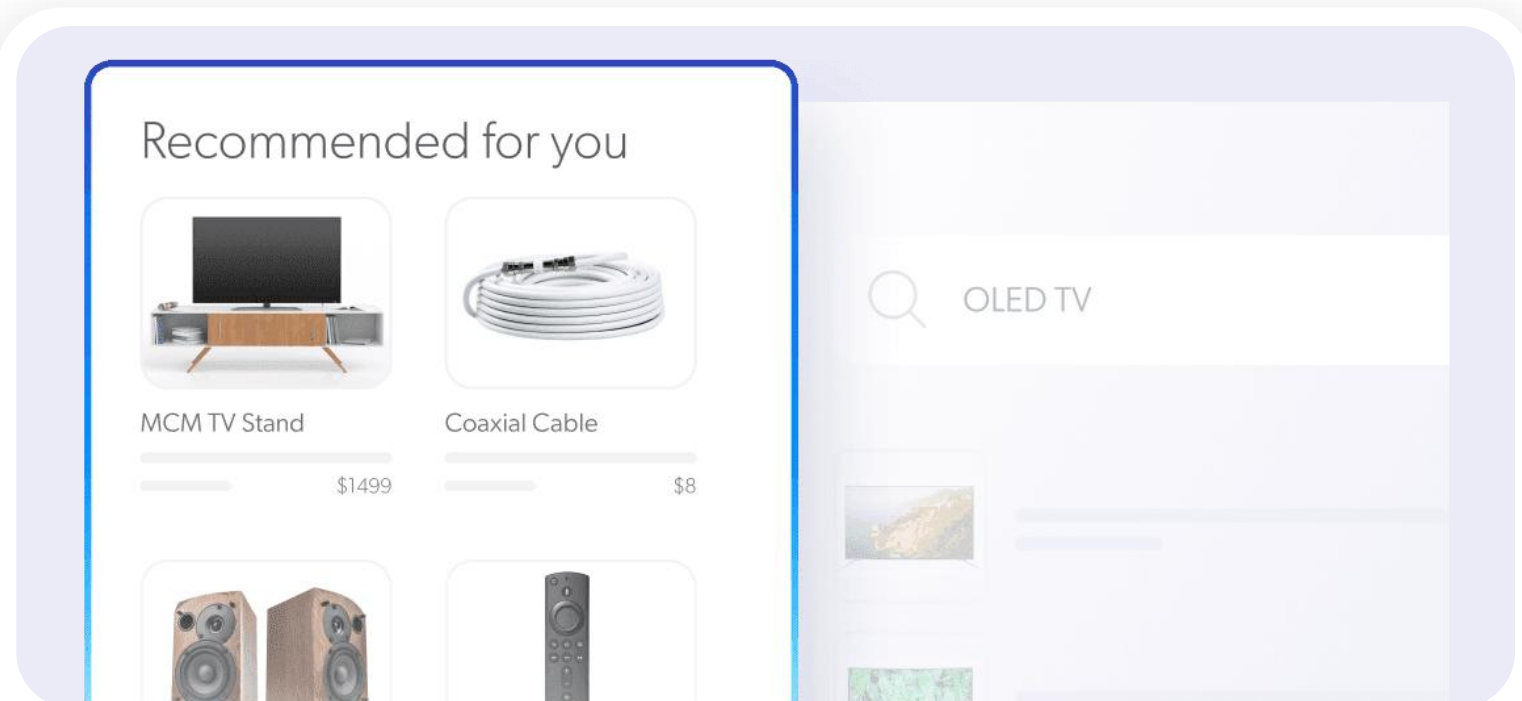
1:1 Personalization

Exceed customer expectations with individualized search results creating a relevant experience for known or anonymous visitors



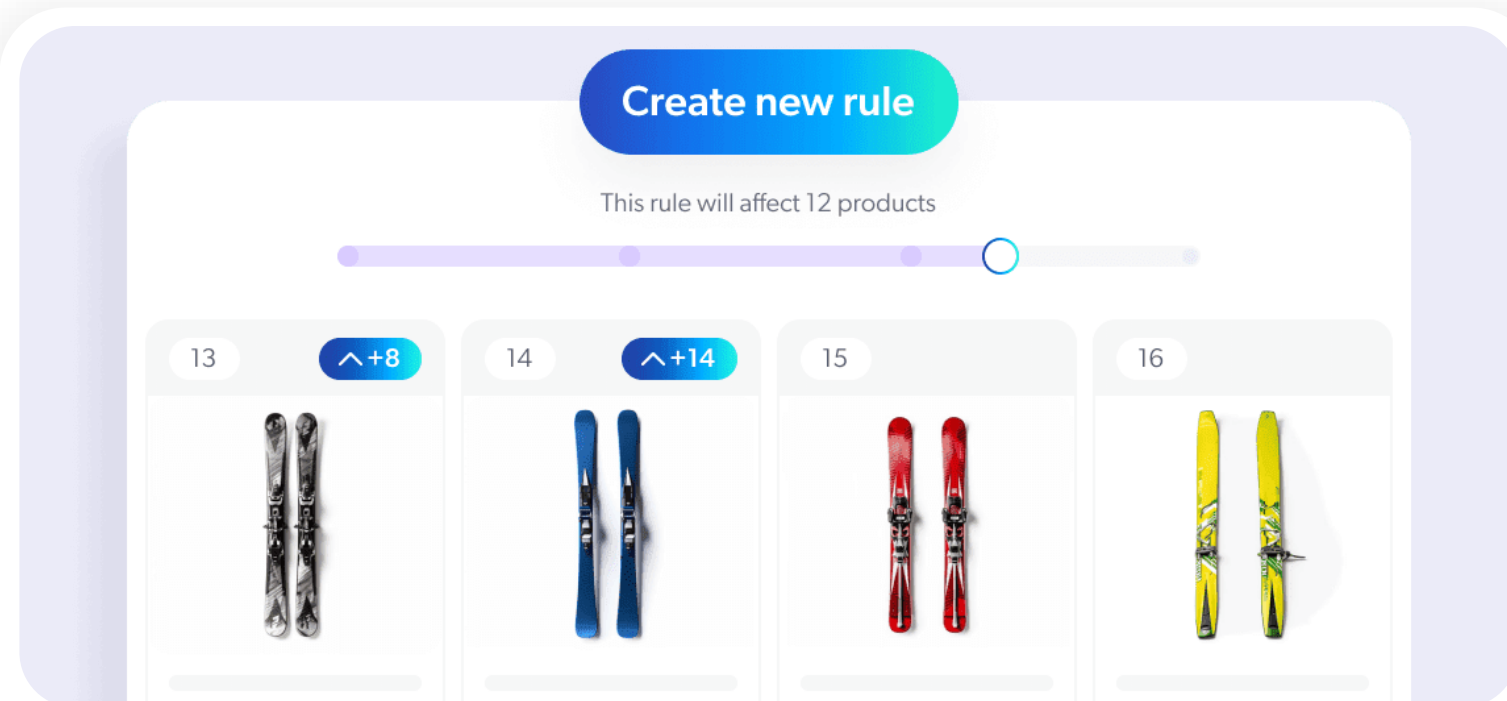
AI & ML Models

Powerful, multi-layered AI models that work in sync to optimize your shopper journey at every touchpoint; from query suggestions to personalized ranking.



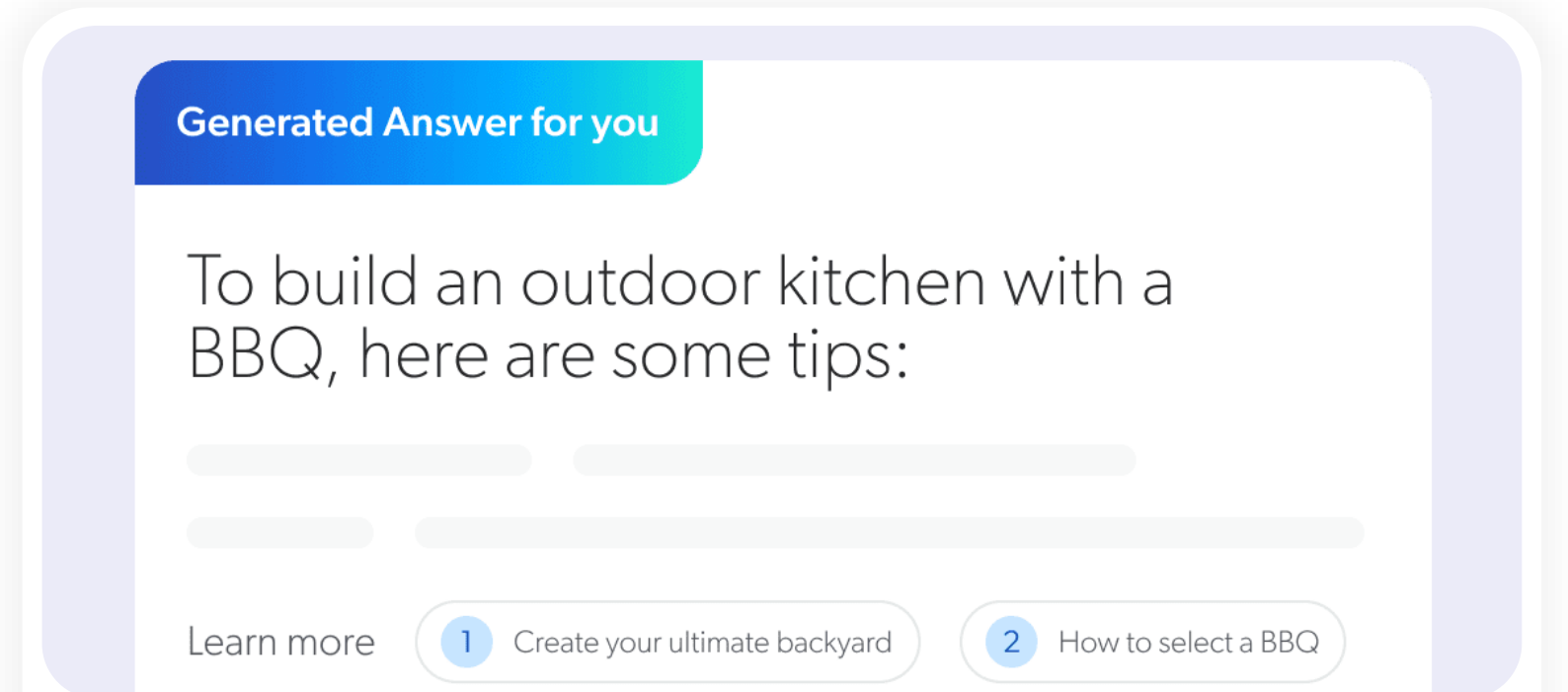
Recommendations

Product and content recommendations augmented in-session based on real-time shopper behavior and intent cues



Merchandising & Insights

Intuitive controls to schedule campaigns, drive experimentation and apply business rules on top of AI



Generative Product Discovery

GenAI-powered discovery that educates and intelligently recommends, guiding customers to discover, decide, and buy with greater confidence.

Intent-Aware Ranking AI Model example

using deep learning on behavioral journeys in Commerce

Session:



Search:

men hoodie|

Session:



Search:

men hoodie|

Filter

Category

Sweatshirts

(39)

T-Shirts & Polo Shirts

(5)

Jackets

(4)

Sweaters

(3)

Gender

Men

Stores

Quebec, QC

(2700 Laurier)

Roseville, CA

(1236 Galleria)

San Diego, CA

(5151 Mission Center Rd)

San Diego, CA

(11160 Rancho Carmel)

San Carlos, CA

We found 51 results for men hoodie

Sort By

Relevance



Courtside Cleveland Cavaliers Hoodie

~~\$56.70~~

\$51.03



Dri-Fit Swoosh Hoodie

~~\$40.00~~

\$36.00



Dri-Fit Camo Block Hoodie

~~\$44.00~~

\$39.60



Nike Pro Hoodie

~~\$60.80~~

\$54.72

Bought 11 times in the last 2 days!





Viewed 19 times today!





Bought 18 times in the last 2 days!

Filter

Category

Sweatshirts

(39)

T-Shirts & Polo Shirts

(5)

Jackets

(4)

Sweaters

(3)

Gender

Men

Stores

Quebec, QC

(2700 Laurier)

Roseville, CA

(1236 Galleria)

San Diego, CA

(5151 Mission Center Rd)

San Diego, CA

(11160 Rancho Carmel)

San Carlos, CA

We found 51 results for men hoodie

Sort By

Relevance



Sweater-Knit Hoodie for Men

~~\$59.99~~

\$54.00



Sweater-Knit Hoodie for Men

~~\$54.99~~

\$54.99



Garment-Dyed Sweater Hoodie for Men

~~\$54.99~~

\$16.97



Thermal-Knit Color-Block Hoodie for Men

~~\$44.99~~

\$19.97





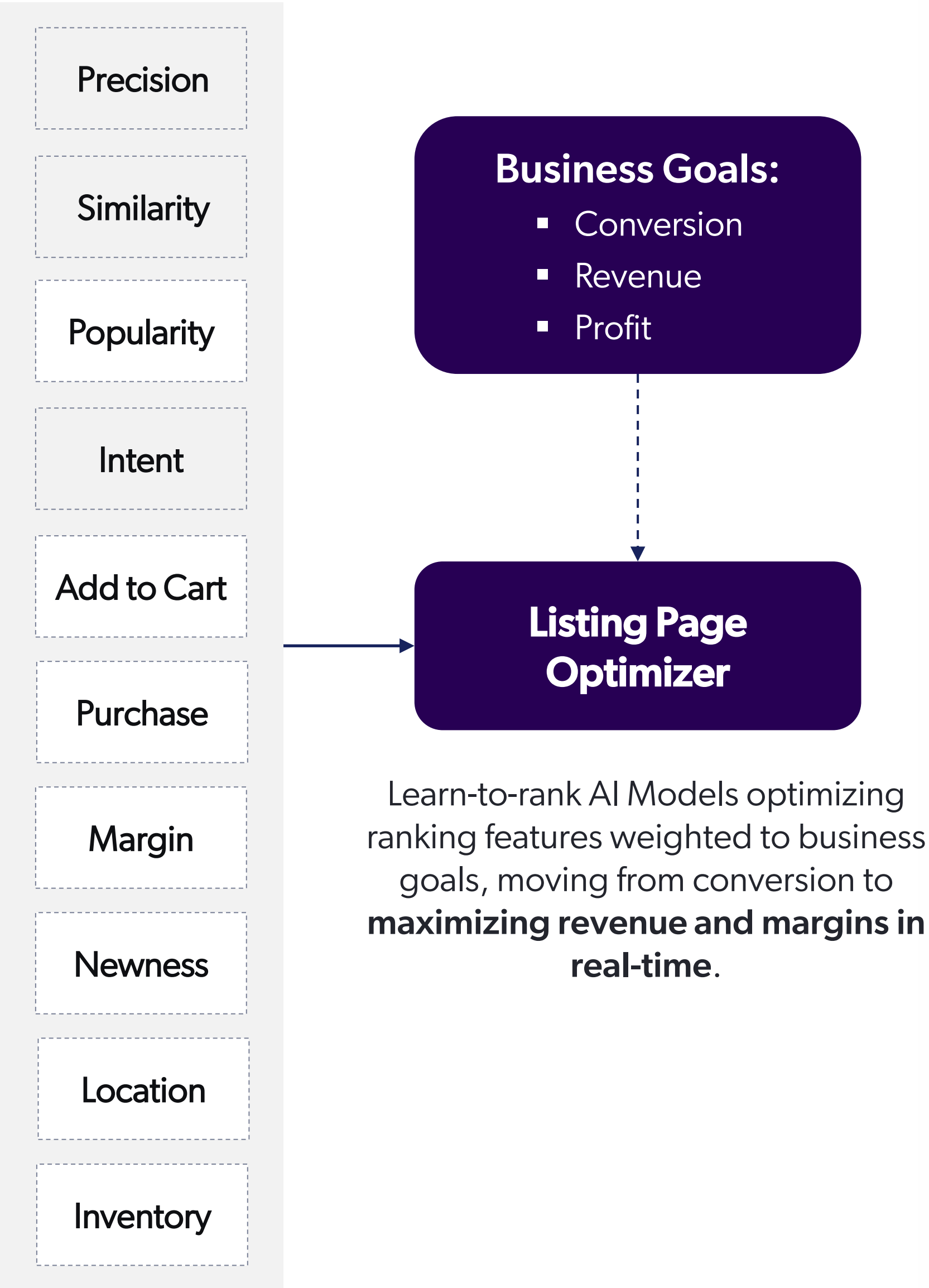




28

TM

Business Aware Product Ranking : Listing Page Optimizer





CLEARANCE

Nike

Women's Excee Sneaker

See Price in Cart

★★★★☆ 4.3 (3)

Round up at checkout to support Soles4Souls, which helps empower people to break the cycle of poverty.

LEARN MORE



Nike

Women's Run Swift 3 Medium/Wide Running Shoe

\$104.99

★★★★☆ 4.7 (38)

Promo Code Excluded BOGO 1st Pair Only



Nike

Women's Air Max Excee Sneaker

\$124.99

★★★★☆ 4.6 (597)

Promo Code Excluded BOGO 1st Pair Only



Nike

Women's Court Legacy Lift Sneaker

\$119.99

★★★★☆ 4.1 (43)

Promo Code Excluded BOGO 1st Pair Only



New Balance

Women's 515 Sneaker

\$99.99

★★★★☆ 4.6 (144)



adidas

Women's VL Court 3.0 Sneaker

\$99.99

★★★★☆ 4.8 (45)

BOGO 1st Pair Only



Nike

Women's Revolution 7 Medium/Wide Running Shoe

\$94.99

★★★★☆ 4.1 (18)

Promo Code Excluded

ONLINE ONLY



Nike

Women's Court Vision Low Sneaker

\$104.99

★★★★☆ 4.5 (438)

SALE



New Balance

Women's NRG-Sport Training Shoe

~~\$109.99~~ \$99.99

★★★★☆ 4.3 (10)



New Balance

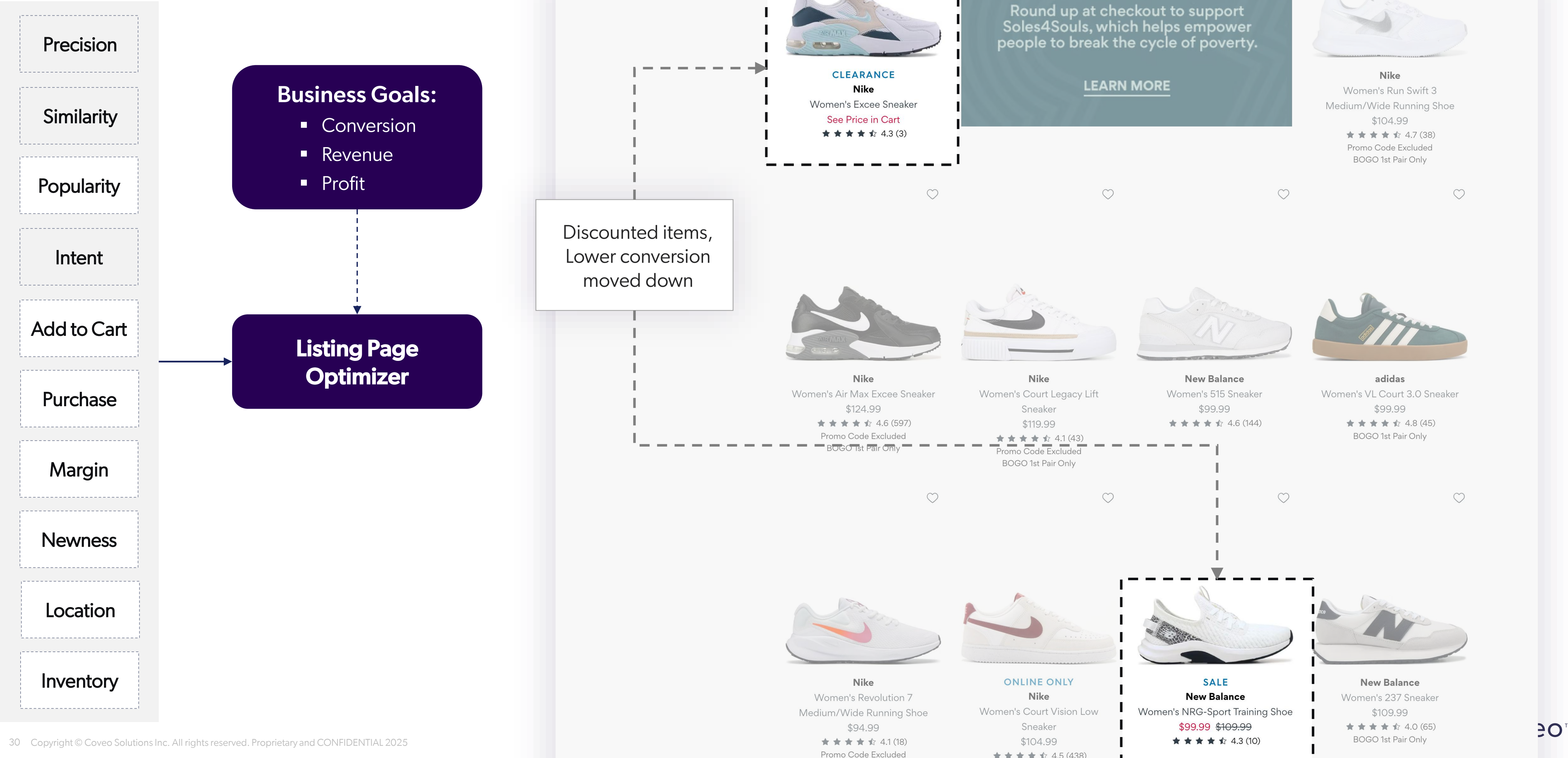
Women's 237 Sneaker

\$109.99

★★★★☆ 4.0 (65)

BOGO 1st Pair Only

Business Aware Product Ranking : Listing Page Optimizer



Bringing Generative Experiences to Commerce

Generated
Answer based
on content

Sources &
Citations



BARCA

Skis & Boards

Canoes & Kayaks

Apparel

Gear & Essentials

Sign in

USD



How To Start Surfing

Getting Started with Surfing

To start surfing as a beginner, follow these essential steps:

Gear Up: Ensure you have the necessary equipment, including a wetsuit, surfboard, helmet, rash guard, and surf wax for a safe and enjoyable experience.

Learn the Basics: Before hitting the waves, familiarize yourself with surfboard parts, wave types, and consider taking lessons from a qualified instructor to build a strong foundation.

Respect the Ocean: Understand and respect the power of the ocean by paying attention to conditions, avoiding rough or dangerous waters, and being mindful of other surfers in the lineup.

Practice Safety: Prioritize safety by using a leash, being aware of rip currents, and investing in a well-fitted wetsuit. Consider taking lessons to learn about ocean awareness and surf etiquette.

Perfect Your Paddling: Efficient paddling is crucial for wave-catching and overall surfing performance. Focus on using your entire upper body, including back and core muscles, to paddle effectively and reduce fatigue.

By following these steps, you can embark on your surfing journey with confidence and enjoy the thrill of riding the waves as a beginner surfer.

Sources



Mastering the Waves: Tips for Beginner Surfers

Contentful Barca Sports Blog



Cool Moves: How To Surf – Barca Sports Blog

Sports - Blog

These products might interest you

Accessories / Surf Accessories

Surf Wax

Skis Boards / Surfboards

Soft Tops

Accessories / Surf Accessories

Surf Repair Kits

Accessories / Wetsuits

Partial Suits

Sources

Mastering the Waves: Tips for Beginner Surfers
Contentful Barca Sports Blog

Cool Moves: How To Surf – Barca Sports Blog
Sports - Blog

Product
Categories
linked to
content

These products might interest you

Accessories / Surf Accessories

Surf Wax



Skis Boards / Surfboards

Soft Tops



Accessories / Surf Accessories

Surf Repair Kits



Accessories / Wetsuits

Partial Suits



Accessories / Bags

Surfboards



Accessories / Wetsuits

Full Suit



Accessories / Stickers Patches

Patches



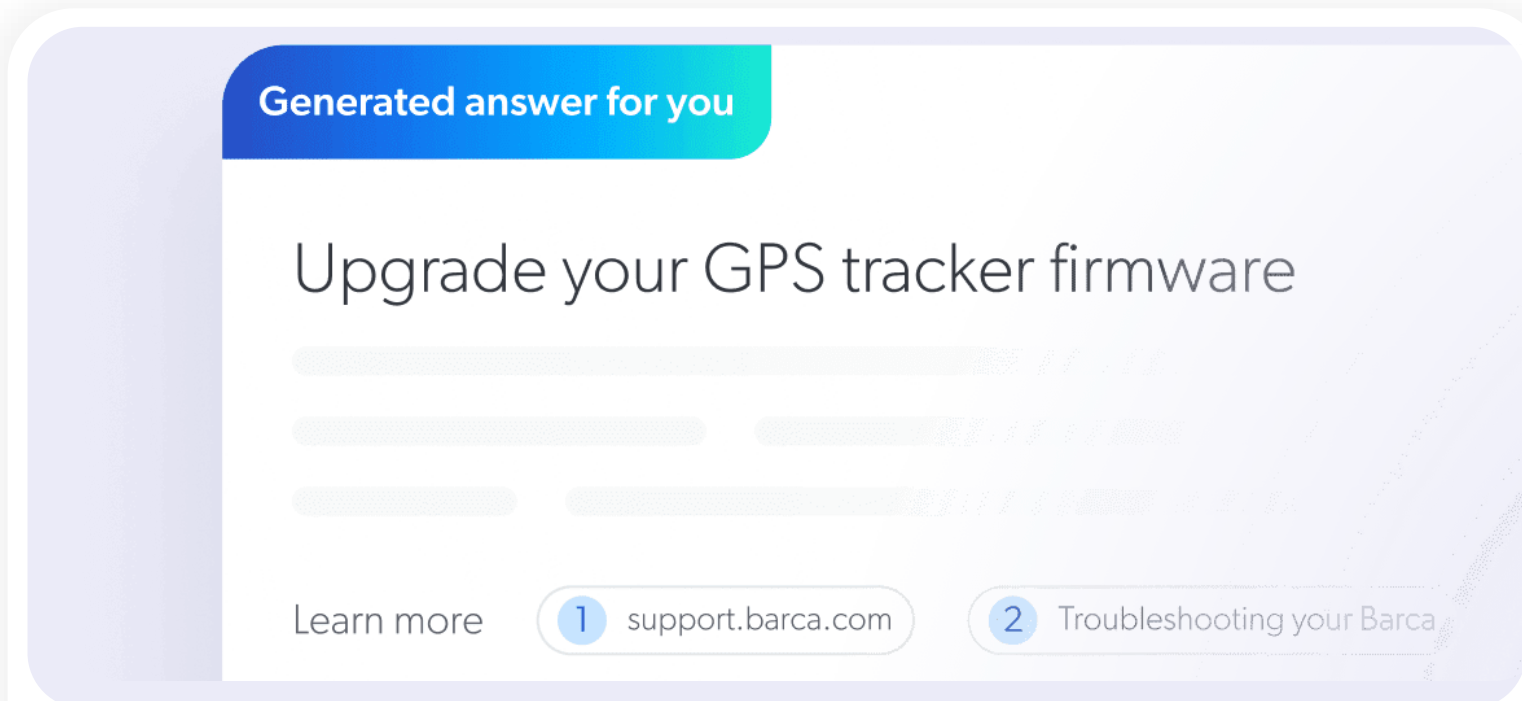
Accessories / Helmets

Summer Sports



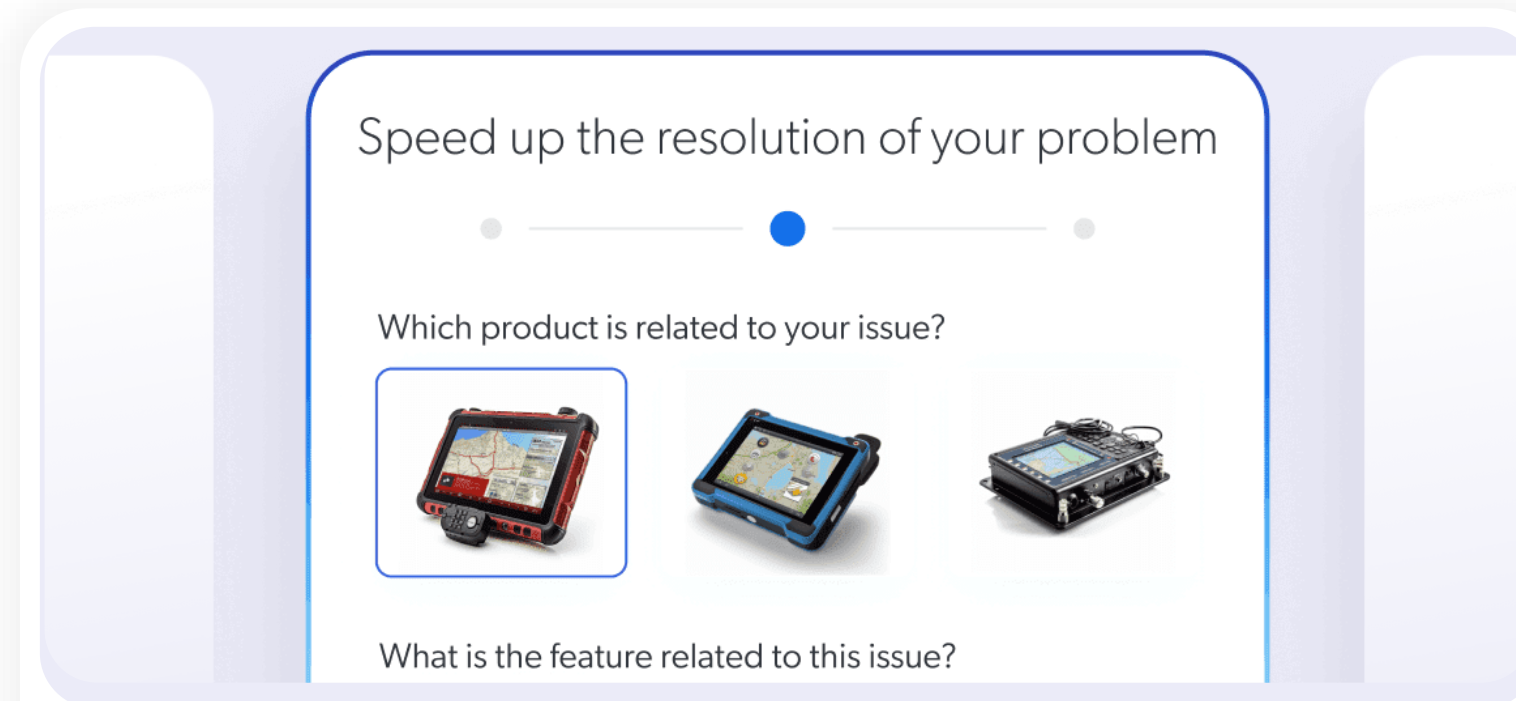
Coveo Knowledge

Self-Service Knowledge and Proficiency



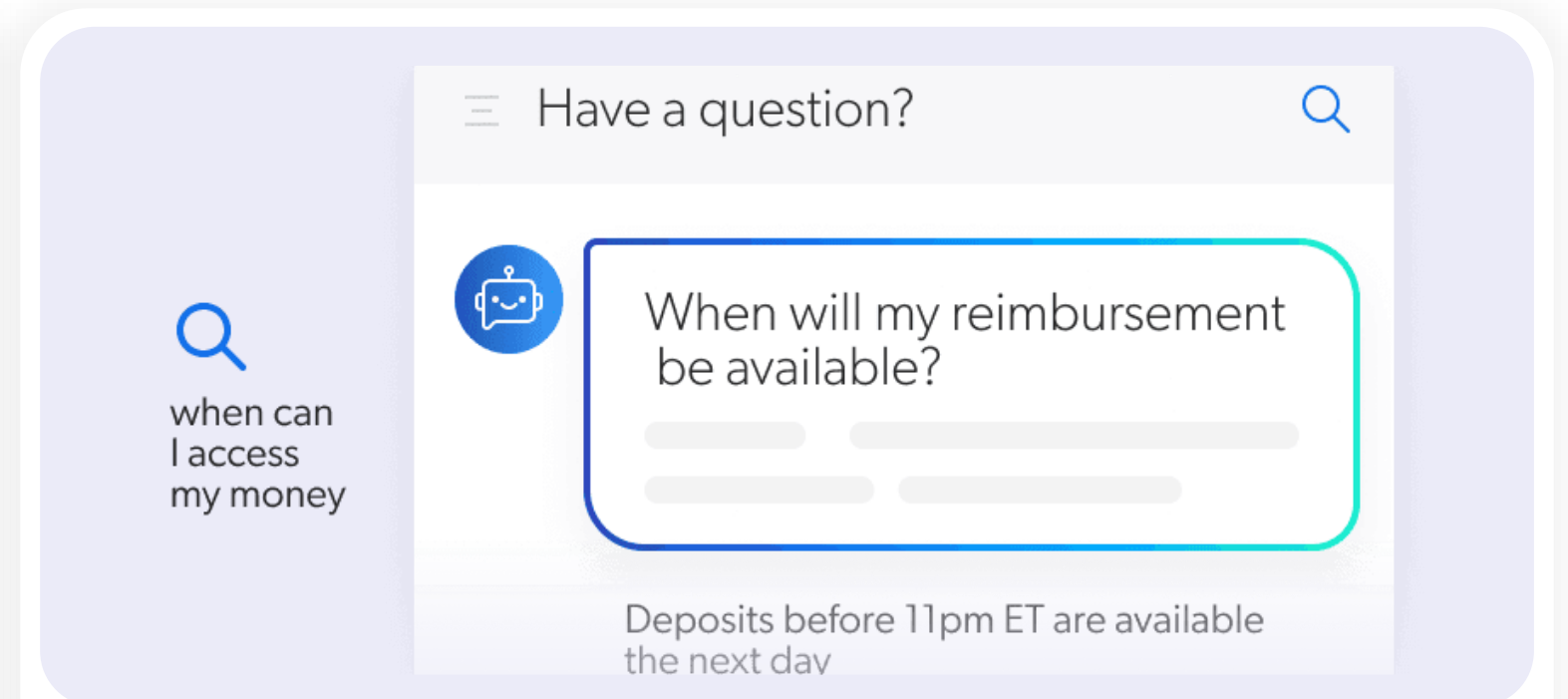
Generative Answering

Generate relevant answers in all your Service channels and touchpoints – from community and self-service portal, to in-product and in agent workspace.



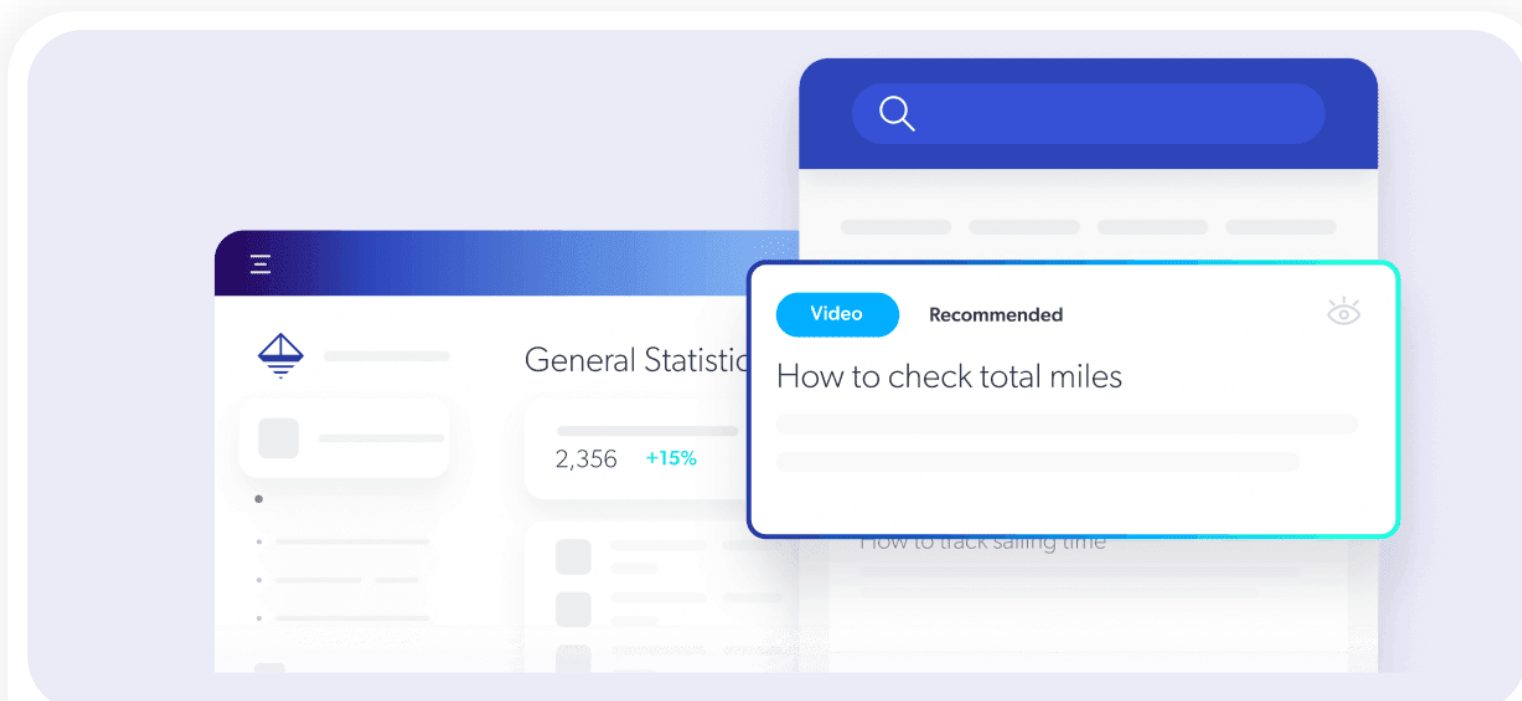
Follow-up & Clarifications

Effortless case submission and deflection. Because not all cases should be deflected.



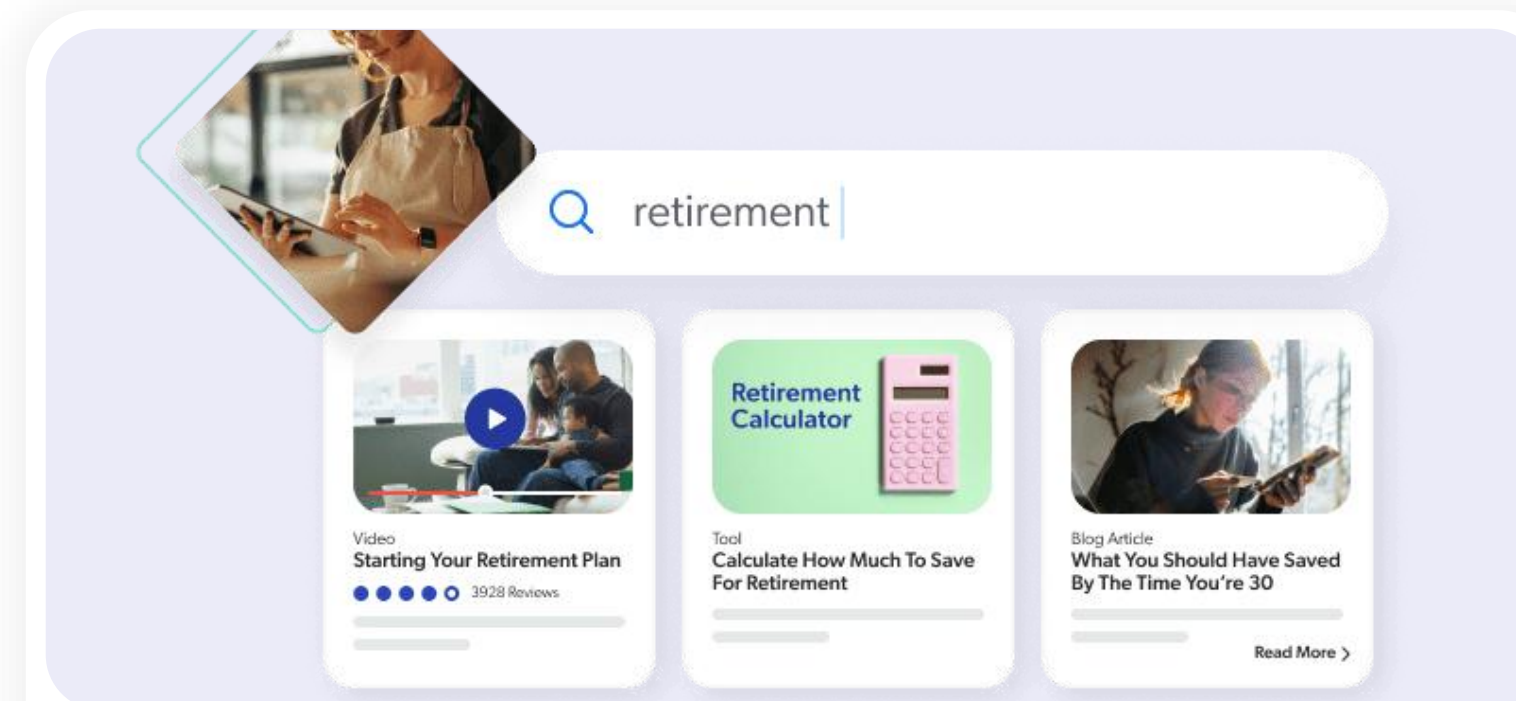
AI Agents & Chatbots

Allow your AI Agents and chatbot tool to surface answers & content across systems by connecting to an AI enterprise search engine.



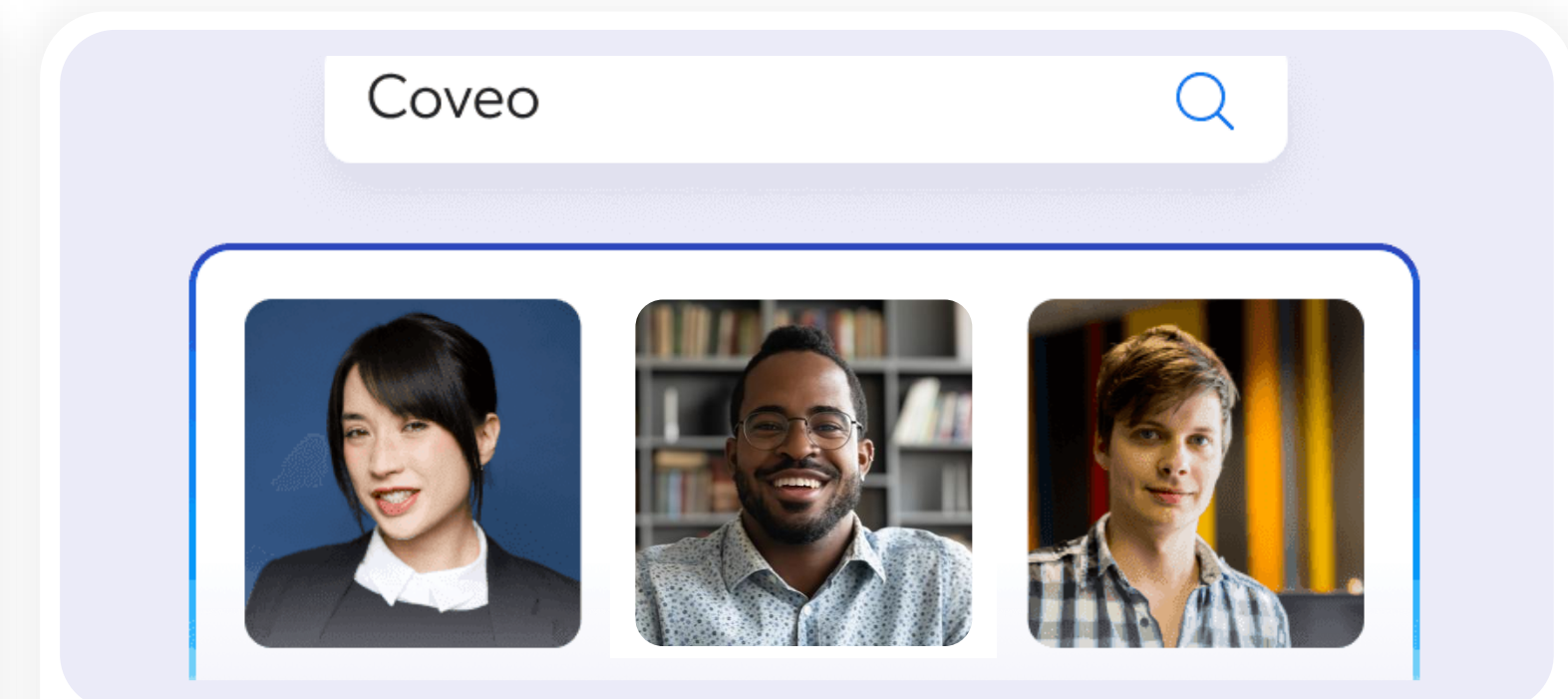
In-Product Help

Help your customers succeed on their own. Embed product support and recommendations with just a single line of code.



Website

Help users discover new content. Proactive, personalized recommendations based on similar interest, user behavior, frequently viewed together & more!



Intranet & Knowledge

Recommend the most relevant content & colleagues, based on location, department & behavior patterns. Avoid search fatigue in the workplace.

Three related questions, **three different interventions**

Alienware laptop
(traditional commerce search)

DELLTechnologies

alienware laptop

Showing results for **alienware laptop** in [All Categories](#) / [Gaming Laptops, PCs and Accessories](#) / **Alienware Gaming Laptops**

Shop Products

Get Support

Showing 1 - 12 of 39 results for 'alienware laptop'

Sort By:

Relevance

Filters

Save

Compare

Featured Deal



Alienware m16 R2 Gaming Laptop
Order Code useashbtsm16r2mtlgrrw
★★★★★ 4.7 (959)
\$1,599.99
\$1,199.99 You Save **\$400.00**
Get it as soon as **Tuesday, Dec 10**
[View Delivery Dates for H1A+H](#)
Specs [Customize](#) →

Intel® Core™ Ultra 7 155H

Windows 11 Home

NVIDIA® GeForce RTX™ 4060



Alienware m18 R2 Gaming Laptop
Order Code useashctom18r204
★★★★★ 4.6 (721)
\$3,999.99
\$3,299.99 You Save **\$700.00**
Get it as soon as **Friday, Nov 29**
[View Delivery Dates for H1A+H](#)
Specs [Customize](#) →

Intel® Core™ i9 14900HX

Windows 11 Home

NVIDIA® GeForce RTX™ 4090

Alienware laptop overheating
(traditional support search – same search box)

DELLTechnologies

alienware laptop overheating

Shop Products

Get Support

Showing 1 - 12 of 999+ results for 'alienware laptop overheating'

Sort By:

Relevance

Filters

Applied Filters

English

Clear all

Troubleshoot Dell Laptop Overheating Issues

Troubleshoot Dell Laptop Overheating Issues 000133111 This article provides basic ... Laptop cooling pads generally use fans that supplement the computer fans and ensure that optimal airflow ...

How to Troubleshoot Overheating, Shutdown, or Thermal Issue on a Dell Computer

... how to troubleshoot and resolve overheating, thermal, intermittent shutdown and other ... Concerns/Fan Noise on Dell Notebook Systems Alienware System Overheats or Shuts Down Out of warranty?

How to Fix Alienware Overheating or Random Shut down Issues

How to Fix Alienware Overheating or Random Shut down Issues 000179093 Resolve overheating and ... Resolving a High Temperature or Overheating Issue on Alienware Laptops Purchased After 2016

How to Fix Overheating on Laptops

Support Videos How to Fix Overheating on Laptops How to Fix Overheating on Laptops Published Oct 29, 2024 Share ... This video will demonstrate the how to fix overheating on laptops.

Stop overheating on your Alienware PC with these 3 easy fixes

Stop overheating on your Alienware PC with these 3 easy fixes ... Fix your Alienware gaming desktop or laptop PC issues with our official video tutorials ! #gaming #gamingpc #gaminglaptop

Resolving High CPU Temperature Issues on Alienware Laptops

... Issues on Alienware Laptops 000131532 Discover solutions for high CPU temperatures on Alienware laptops. ... Alienware Command Center and go to Fusion and monitor the CPU frequency.

Alienware - How to Identify and fix Overheating

Overheating can appear when insufficient air flows through the system due to dust or debris blocking the air vents, ... Alienware SupportAssist <https://www.youtube.com/watch?v=pe4HEgBlBmk>

Support for Touchpad Drivers and Applications Alienware Gaming Laptops

How do I turn on bit locker with my laptop?
(AI-generated support content)

DELLTechnologies

Search Dell or identify your product

Support

Search Support

Search Support

how do I turn on bit locker with tpm on my Alienware laptop?

Advanced Search Tips

RELEVANCE

DATE

FILTERS

Your Filters:

Language: English

Clear filters

Results 1-10 of 35,343 for how do I turn on bit locker with tpm on my Alienware laptop? in 1.67 seconds

AI answer generated for you

Turning on BitLocker with TPM on Alienware Laptop
To turn on BitLocker with TPM on your Alienware laptop, follow these steps:

- Activate TPM in BIOS:**
 - Turn on your computer and access the BIOS by pressing the hotkey during POST (usually F2 or Delete).
 - Locate the Security section in the BIOS and find the TPM option.
 - Select the TPM 2.0 or 1.2 section and check the TPM box to turn it on.
 - Choose the option to Activate or Enable the TPM.
 - Save changes and exit the BIOS.
- Enabling BitLocker in the Operating System:**
 - Sign in to your operating system.
 - Access the BitLocker management section through the Start Menu by searching for "Manage BitLocker" or via the Control Panel.
 - Select the drive you want to encrypt, right-click, and choose "Turn on BitLocker."
- Suspend BitLocker Before Making Changes:**
 - If you need to make changes to your computer that may affect BitLocker, it's recommended to suspend BitLocker protection.

Some resources are permission based and can only be accessed when you are signed into a business-level account. If you have a business email address, [Sign In](#)

Search Support

Search box

how to update firmware utility on dell dock wd19 wd22 series

Advanced Search Tips

Resources

Downloads & Drivers	22,112
Forums	687
Knowledgebase	6,937
Manuals & Documents	51,256
Dell Support by Topic	29
Support Videos	868

Product Category Selector

Q

Search

Converged Infrastructure

(1,361)

Data Center Infrastructure

(487)

Data Protection

(2,428)

Desktops & All-in-Ones

(5,956)

Electronics & Accessories

(3,205)

Language

English	81,760
German	31,994
French	31,828
Spanish	23,296

Your Filters:

Language: English

Clear filters

Results 1-10 of 81,889 for how to update firmware utility on dell dock wd19 wd22 series in 3.68 seconds

RELEVANCE DATE

Answer generated for you

Like Comment Copy Toggle

To update the firmware utility on Dell Dock WD19 and WD22 series, you can follow these steps:

1. Go to the Dell support website (www.dell.com/support) and download the firmware update for your specific docking station model (e.g., WD19 or WD22).
2. Connect the docking station to your system.
3. Start the firmware update tool in administrative mode.
4. Enter all the required information in the various Graphical User Interface (GUI) panes.
5. Look for the "Update" button in the bottom-right corner of the tool and click on it.
6. Wait for the firmware update process to complete. You can monitor the progress using the progress bar displayed at the bottom of the tool.
7. Once the update is finished, the update status will be displayed above the payload information.

Please note that the specific steps may vary slightly depending on the exact model and version of the docking station. It is recommended to refer to the Dell Docking Station Administrator's Guide for detailed instructions and any additional technical information related to the firmware update process.

Want to dig in further? Read the detailed articles.

- 1 Dell Docking Statio...
- 2 Dell Docking Statio...

Reformat

Reformat icons

Generated Answer from most relevant results

Sources & Citations

☐	German	31,994
☐	French	31,828
☐	Spanish	23,296
☐	Brazilian Portuguese	15,362

Last Updated		
☐	All Dates	81,889
☐	Within Last Day	67
☐	Within Last Week	297
☐	Within Last Month	1,240
☐	Within Last Year	13,255

Want to dig in further? Read the detailed articles.

1 Dell Docking Statio...

2 Dell Docking Statio...

Reformat

People also ask

WD19 Dock Error Message When Updating Firmware While Connected to UP2720Q Monitor

Download and install the Dell Docking Station WD19 or WD19S drivers

Updating the Docking Station firmware and drivers

Dell Docking Stations

DELL SUPPORT BY TOPIC

RECOMMENDED

Get help to set up your Dell docking station, install drivers, and update the firmware and other helpful resources to fix docking station issues.

> Show More



Support for Dell Dock WD19

RECOMMENDED

Drivers & Downloads | Manuals and Documents | Warranty

How to Use and Troubleshoot Dell Docking Station WD19 and WD19S

KNOWLEDGEBASE

Learn how to setup, use, and troubleshoot Dell Docking Station WD19 and WD19S. Find information about drivers, setting up multiple monitors and troubleshooting steps to resolve common issues.

Last Modified: 04 Oct 2023

Article ID: 000131784

View More

WD19 series dock firmware update fails on computers with Windows 10 19H1 or higher

KNOWLEDGEBASE

WD19 series dock firmware update fails on system with Windows 10 19H1 or higher.

Last Modified: 04 Jun 2021

Article ID: 000184585

View More

Dell Dock WD19/WD22TB4 Firmware Update Utility | Driver Details

DOWNLOADS & DRIVERS

This package contains the firmware update for Dell Dock WD19 and WD22TB4. The dock firmware update package contains utility and firmware for updating the dock components. This update addresses Dell Security Advisories (DSA). A security advisory is a statement when a security vulnerability impacts a product, and a remedy is available for the vulnerability.

> Show More

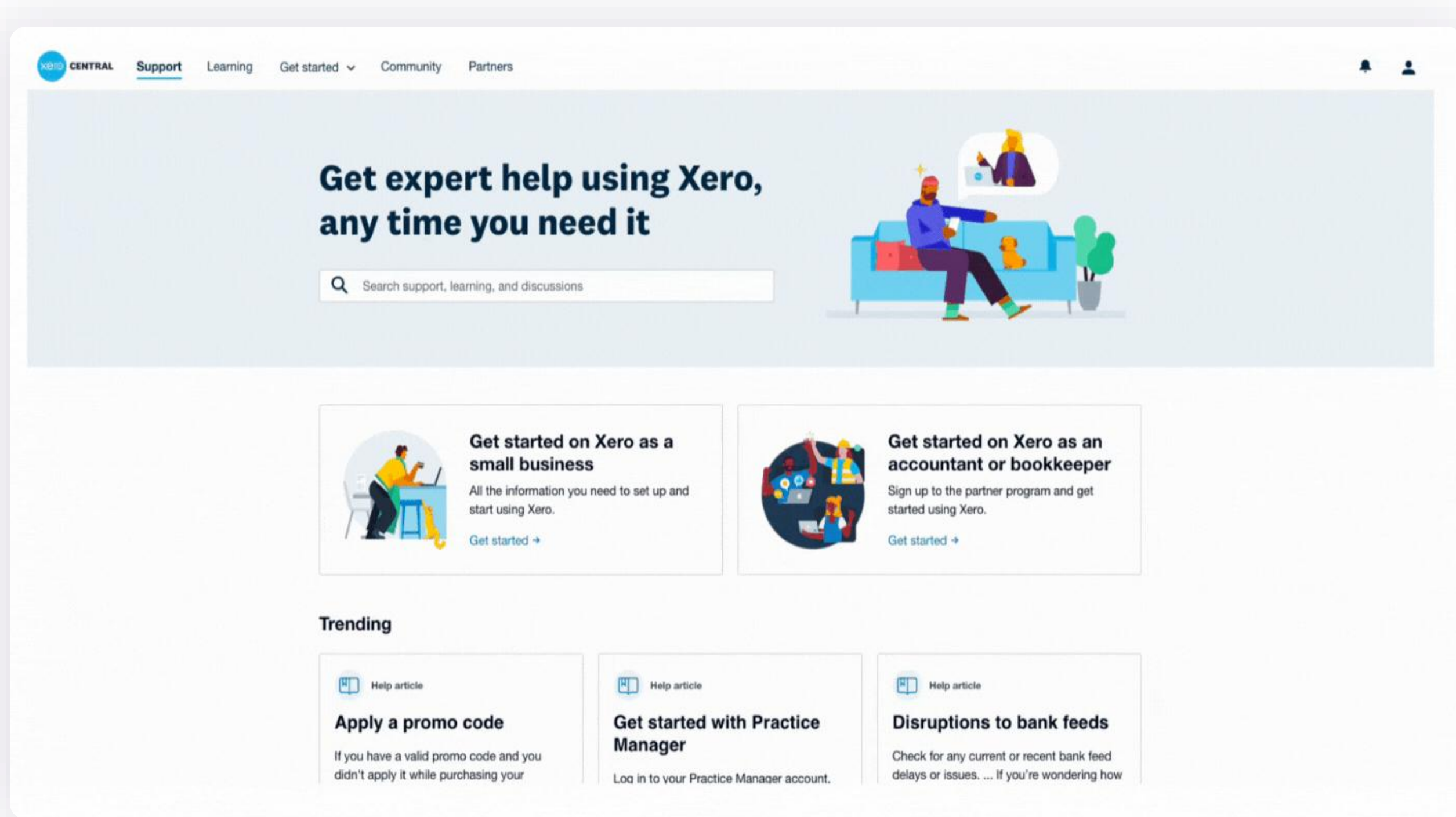
Query Suggestions

Recommendations

Search Results



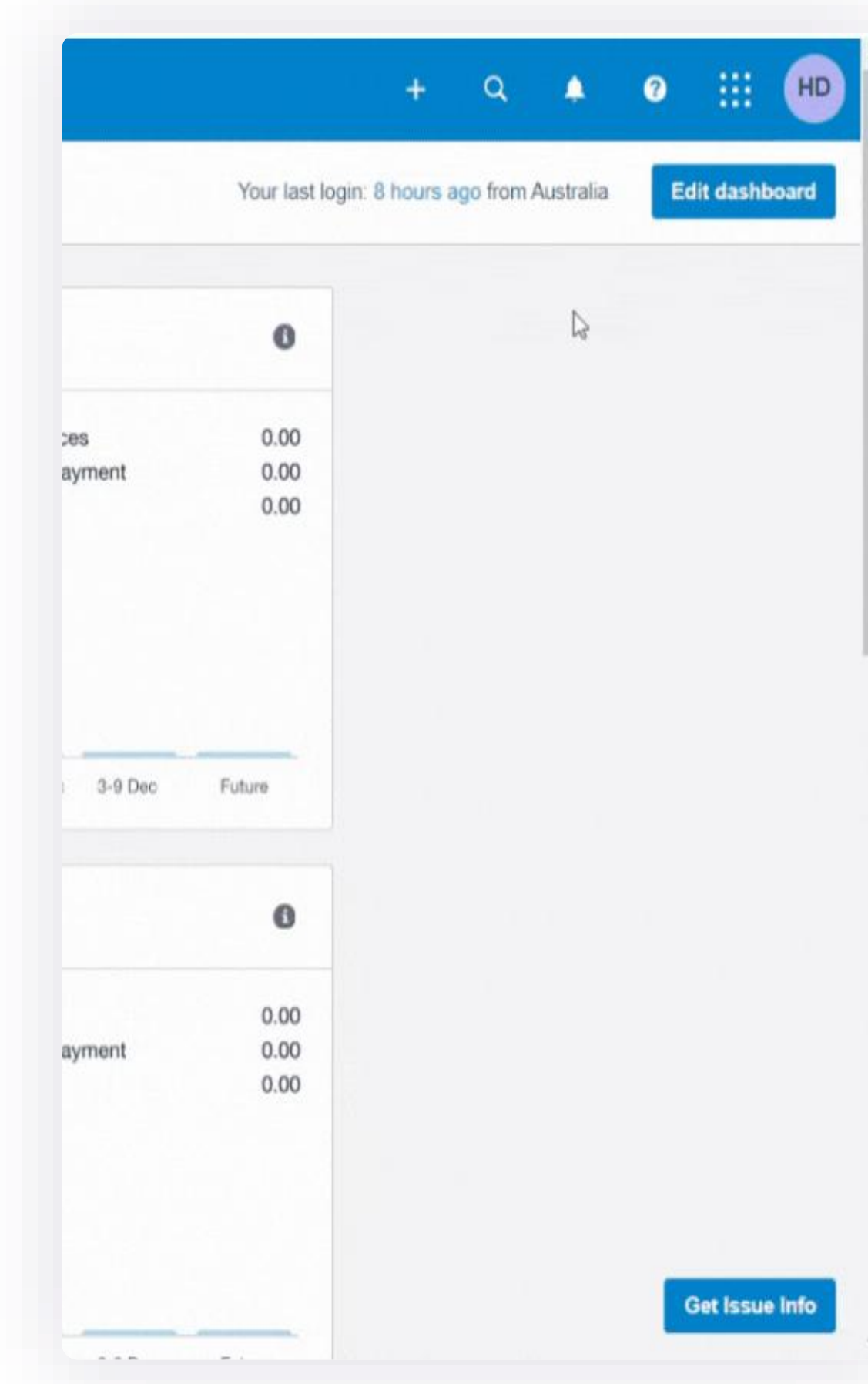
Support Portal



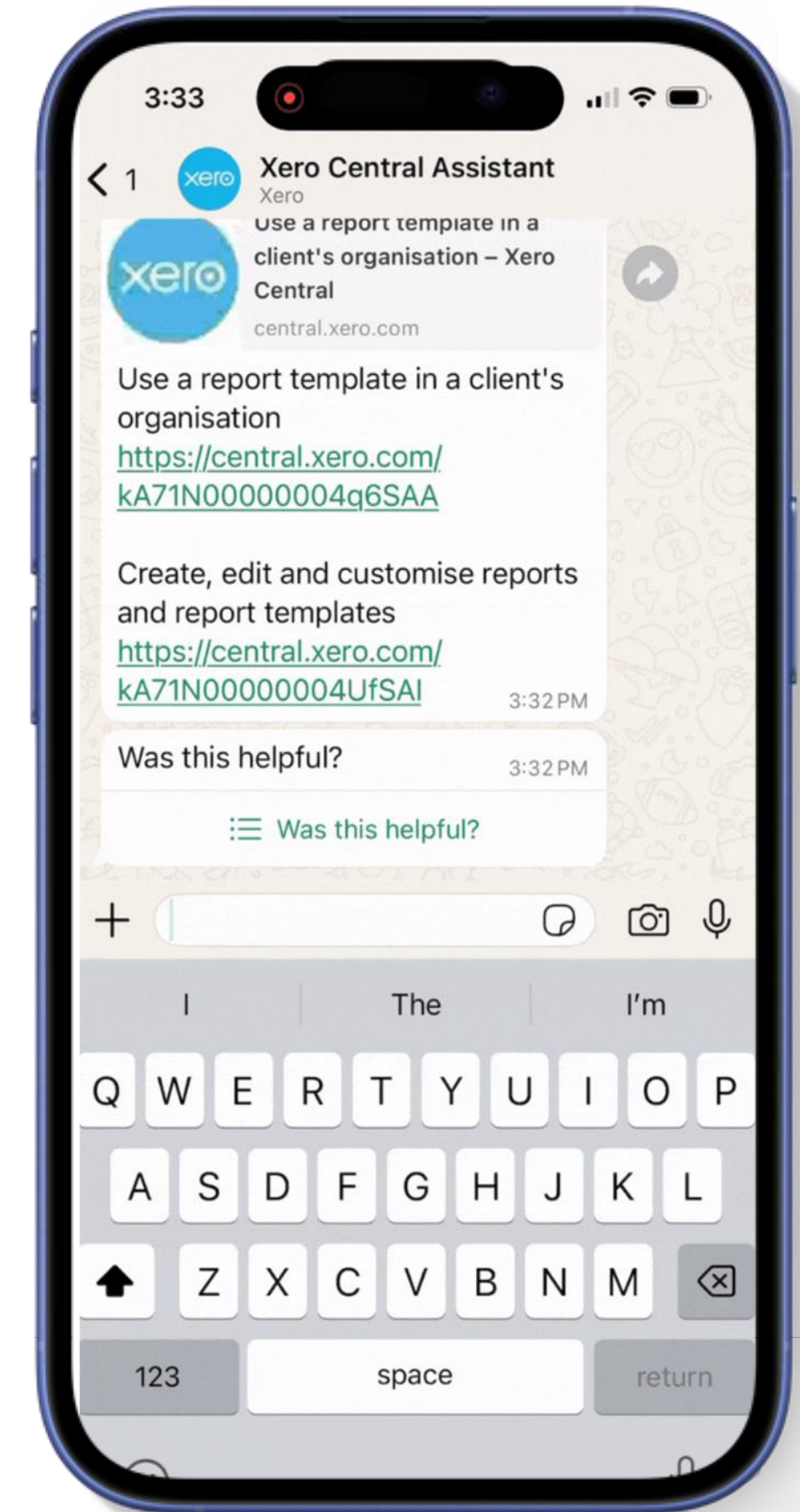
Consistency across multiple customer channels

- ▶ Multiple integrations
- ▶ Design partner for next-generation Agentic RAG initiative

In-product



Facebook & Whatsapp



Coveo Generative AI

Use cases across Knowledge and Commerce

These resources might help

Resources suggested based on your problem description

✓ How To Connect Slack To Jira

In-Product Help, AI Agents & Chatbots

Keep users engaged with quick answers, so they don't stray away from their digital journeys.

how many **bags** can I check for **free**

Generated Answer for you

Our airlines **luggage** allowance for Platinum Elite members like you is two (2) **complimentary** checked luggage and after that, \$50 per piece of luggage.

Learn more

1 Our luggage policy...

2 Airline baggage regul...

Website Support

Reduce bounce rates and keep your users returning by delivering guided resolutions with AI.

Recommended for you



MCM TV Stand



6' Coaxial Cable

\$1499

\$29.99

OLED TV



72" OLED TV

\$91



84" OLED TV

\$91

Ecommerce

Boost conversions by guiding shoppers with tailored product insights and recommendations.

Speed up the resolution of your problem

Which product is related to your issue?



Case Resolution

Quickly resolve issues within the case form-saving agent time and improving customer satisfaction.

when do I submit my expenses?

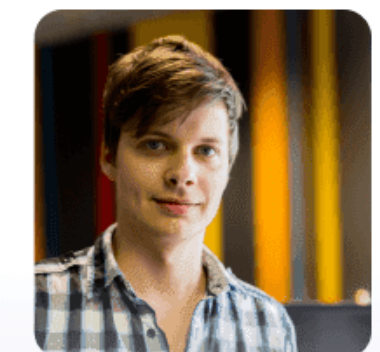


Expenses must be submitted before the end of the current month.

Agent Assistance

Streamline support by empowering you agents with knowledge within the flow of their work.

Coveo



Employee Knowledge

Help workers in any department access your best company knowledge from anywhere.

Financial Highlights

Our Business Model

Subscription-based revenue

Contractually committed volumes for the entire term of the contract

Multi-year agreements

Predominantly 3+ year contracts with upfront annual billing

Enterprise customers

~\$200k average ARR⁽¹⁾ / customer

Land and expand model

Driving multi-solution adoption unlocks 5× ARR⁽⁴⁾ expansion within our customer base.

(1) Please refer to the "Definition of key performance indicators" section of the Appendix for the definition of ARR.

(2) Net Expansion Rate is a Key Performance Indicator of Coveo. Please refer to the "Definition of key performance indicators" section of the Appendix for the definition of such measure.

(3) Excludes the effect of SaaS Subscription revenue or SaaS ACV attributable to the Qubit Platform.

(4) We define Annual Recurring Revenue ("ARR") as the total SaaS annualized contract value of all active, committed and recurring subscriptions as of the measurement date.

Q2 FY'26 at a glance



\$35.9M

Q2 FY'26 SaaS
Subscription Revenue⁽¹⁾



17%⁽²⁾

Q2 FY'26 SaaS Subscription
Revenue⁽¹⁾ Growth
(Coveo core Platform)



105%⁽²⁾

Net Expansion Rate⁽¹⁾
(Coveo Core Platform)
as of September 30, 2025

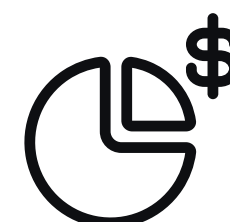


\$0.6M

Q2 FY'26 Adjusted EBITDA⁽³⁾

(\$4.4M)

Q2 FY'26 Net Loss



82%

Q2 FY'26 Product
Gross Margin



(\$10.8M)

Q2 FY'26 Cash Flows
from Operating Activities
(\$3.7M YTD)

(1) SaaS Subscription Revenue and Net Expansion Rate are key performance indicators of Coveo. Please refer to the "Definition of Key Performance Indicators" section of the Appendix for the definitions of such measures.

(2) Excludes the effect of SaaS Subscription revenue or SaaS ACV attributable to the Qubit Platform.

(3) Adjusted EBITDA is a non-IFRS measure. Please refer to the "Non-IFRS Measures and Ratios" section of the disclaimer to this Presentation, and to the "Reconciliation of Net Loss to Adjusted Operating Loss and Adjusted EBITDA" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to net loss.

Revenue Growth

USD millions	Q2 FY'26	Q2 FY'25	YoY	YTD FY'26	YTD FY'25	YoY
SaaS Subscription Revenue ⁽¹⁾	\$35.9	\$31.2	15%	\$70.1	\$61.7	13%
Coveo core Platform ⁽²⁾	\$35.0	\$29.9	17%	\$68.1	\$58.6	16%
Qubit Platform ⁽³⁾	\$0.9	\$1.2	(24%)	\$2.0	\$3.1	(37%)
Professional Services Revenue	\$1.4	\$1.6	(8%)	\$2.8	\$3.2	(12%)
Total Revenue	\$37.3	\$32.7	14%	\$72.9	\$65.0	12%

(1) SaaS Subscription Revenue is a Key Performance Indicator of Coveo. Please refer to the "Definition of Key Performance Indicators" section of the Appendix for the definition of such measure, and to our MD&A for the three months ended September 30, 2025 for additional disclosure relating thereto.

(2) SaaS Subscription Revenue earned in connection with subscriptions by customers to the Coveo core Platform for the period covered, and thus excluding revenue from subscriptions to the Qubit Platform.

(3) SaaS Subscription Revenue earned through subscriptions to the Qubit Platform for the period covered.

Gross Profit Measures

%	Q2 FY'26	Q2 FY'25	YTD FY'26	YTD FY'25
Gross Margin	79%	79%	78%	79%
Adjusted Gross Margin ⁽¹⁾	80%	80%	79%	80%
Product Gross Margin	82%	82%	81%	82%
Adjusted Product Gross Margin ⁽¹⁾	83%	83%	82%	82%

(1) Adjusted Gross Margin and Adjusted Product Gross Margin are non-IFRS financial ratios. Please refer to the "Non-IFRS Measures and Ratios" section of the disclaimer to this Presentation, and to the relevant sections of the Appendix for the definitions of Adjusted Gross Margin, Adjusted Product Gross Margin and the reconciliation to their most directly comparable IFRS measures.

Profitability Measures

USD millions	Q2 FY'26	Q2 FY'25	YTD FY'26	YTD FY'25
Net loss	(\$4.4)	(\$5.4)	(\$19.4)	(\$11.5)
Adjusted EBITDA ⁽¹⁾	\$0.6	\$1.5	(\$1.4)	(\$0.2)
Cash Flow from Operating Activities	(\$10.8)	\$1.4	(\$3.7)	\$4.5

Quarterly cash flow from operating activities is impacted by the timing of working capital. The Company expects to deliver positive operating cash flows for the full fiscal year⁽²⁾.

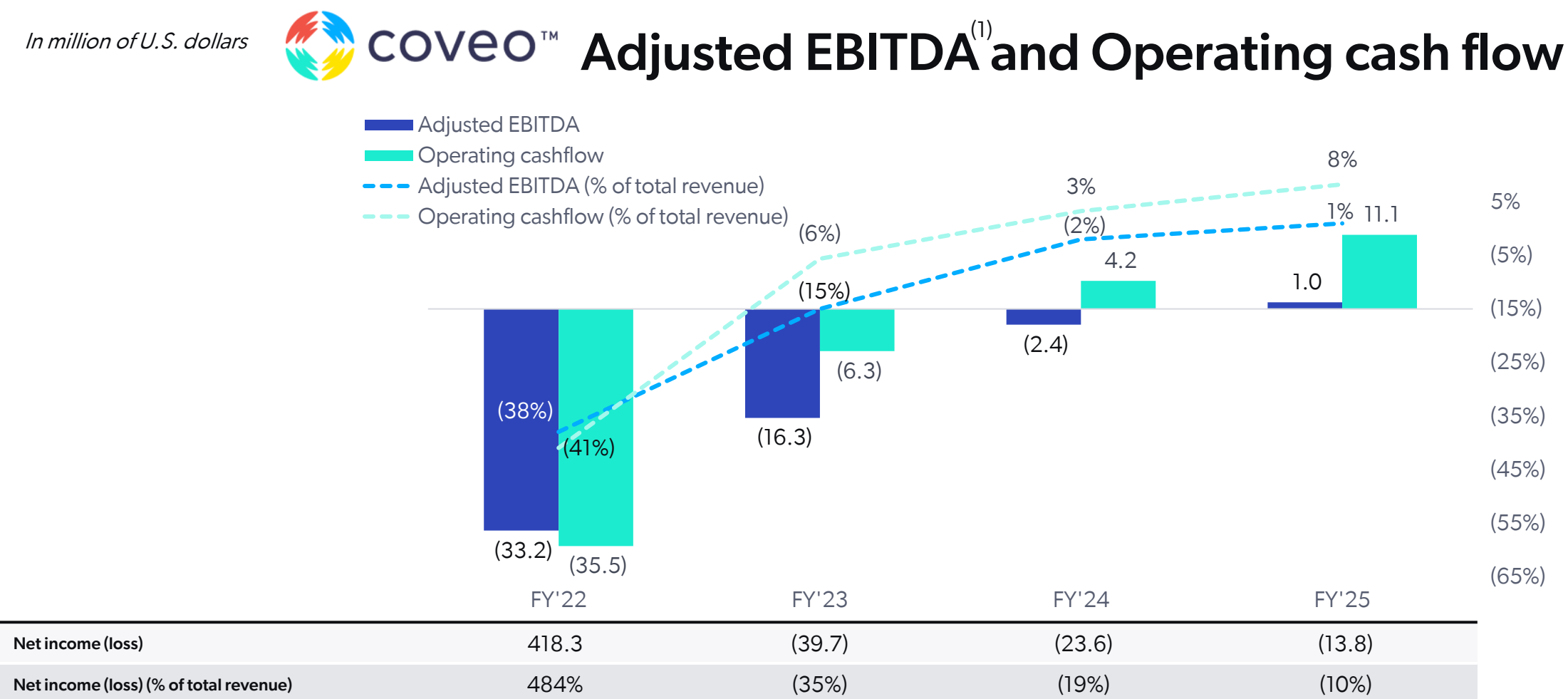
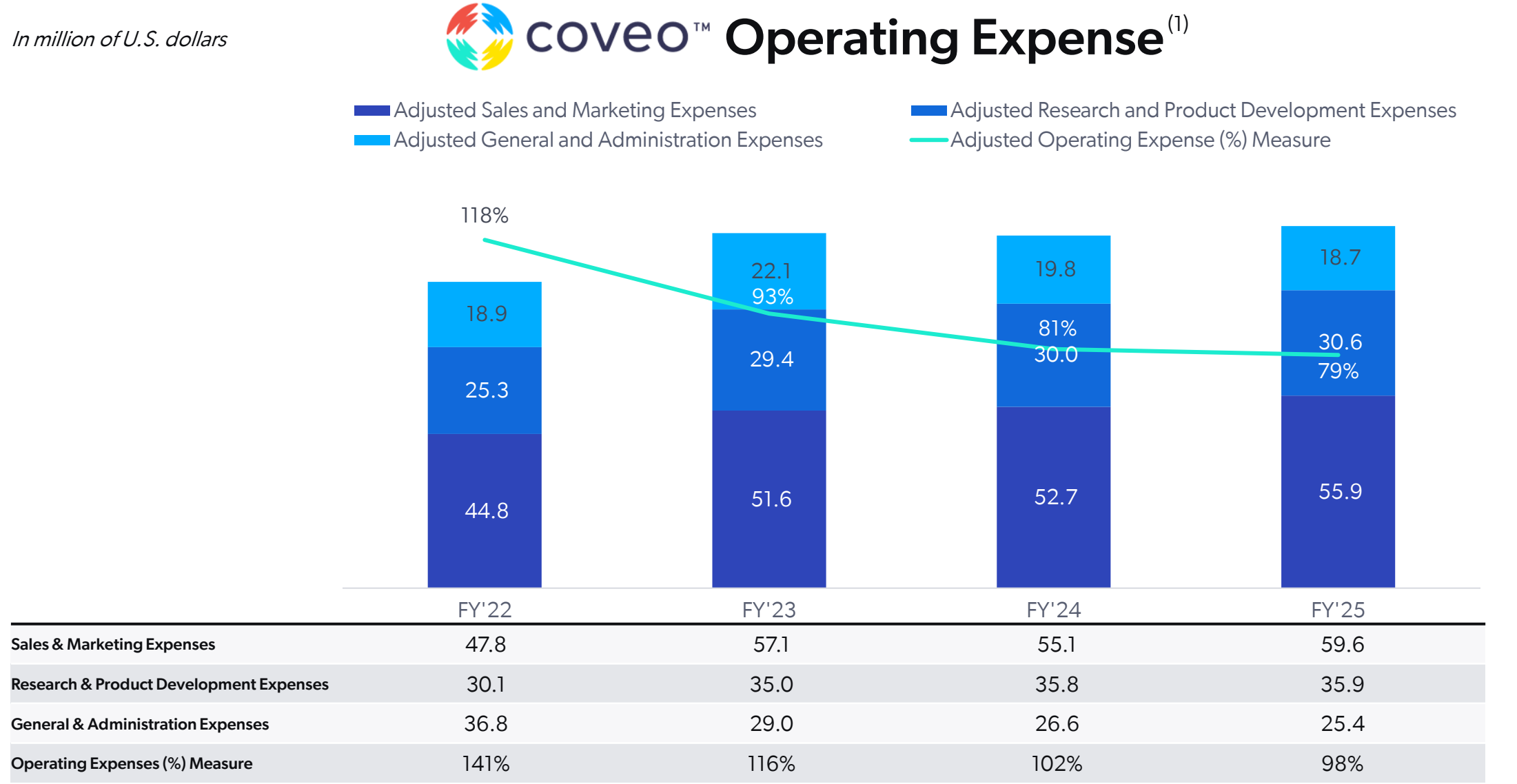
(1) Adjusted EBITDA is a non-IFRS measure. Please refer to the "Non-IFRS Measures and Ratios" section of the disclaimer to this Presentation, and to the "Reconciliation of Net Loss to Adjusted EBITDA" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to net loss.

(2) This statements is forward-looking and actual results may differ materially. Coveo's guidance constitutes "financial outlook" within the meaning of applicable securities laws and is provided for the purpose of, among other things, assisting the reader in understanding Coveo's financial performance and measuring progress toward management's objectives, and the reader is cautioned that it may not be appropriate for other purposes. Please refer to the "Forward-Looking Information" section in the disclaimer of this Presentation and in our most recent annual information form and MD&A on file for information on the factors that could cause our actual results to differ materially from these forward-looking statements and a description of the assumptions thereof. Please also refer to the press release dated October 30, 2025 announcing Coveo's earnings for the three and six months ended September 30, 2025, available under our profile on www.sedarplus.ca for a list of additional assumptions and hypothesis made in connection with our financial outlook (under "Financial Outlook Assumptions").

Driving an Efficient Model

- ▶ Effective cost management strategies have resulted in flat operating expenses for four consecutive fiscal years.
- ▶ Maintained disciplined, selective investments in a challenging market environment, while continuing to prioritize innovation and customer value — laying the foundation for growth acceleration in the upcoming quarters.
- ▶ Now positioned to optimize GTM investments, focused on unlocking further growth while maintaining a balanced path to profitability.

(1) Adjusted EBITDA, Adjusted Sales and Marketing Expenses, Adjusted General and Administration Expenses, Adjusted Research and Product Development Expenses and Adjusted Operating Expenses (%) Measure are non-IFRS measures and ratios. Please refer to the "Non-IFRS Measures and Ratios" section of the disclaimer to this Presentation, and to the "Reconciliation of Net Loss to Adjusted EBITDA" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to net loss; please also refer to Appendix for reconciliation of other non-IFRS measures and ratios.



Q3 FY'26 and Full Year **Guidance**

USD millions	Q3 FY'26	Full Year FY'26
SaaS Subscription Revenue ⁽¹⁾	\$35.7 – \$36.2	\$141.5 – \$142.5
Total Revenue	\$37.1 – \$37.6	\$147.5 – \$148.5
Adjusted EBITDA ⁽²⁾	Approximately breakeven	Approximately breakeven

The company expects to deliver positive operating cash flows for the full fiscal year.

These statements are forward-looking and actual results may differ materially. Coveo's guidance constitutes "financial outlook" within the meaning of applicable securities laws and is provided for the purpose of, among other things, assisting the reader in understanding Coveo's financial performance and measuring progress toward management's objectives, and the reader is cautioned that it may not be appropriate for other purposes. Please refer to the "Forward-Looking Information" section in the disclaimer of this Presentation and in our most recent annual information form and MD&A on file for information on the factors that could cause our actual results to differ materially from these forward-looking statements and a description of the assumptions thereof. Please also refer to the press release dated October 30, 2025 announcing Coveo's earnings for the three and six months ended September 30, 2025, available under our profile on www.sedarplus.ca for a list of additional assumptions and hypothesis made in connection with our financial outlook (under "Financial Outlook Assumptions").

- (1) SaaS Subscription Revenue is a Key Performance Indicator of Coveo. Please refer to the "Definition of Key Performance Indicators" section of the Appendix for the definitions of such measure, and to our MD&A for the three and six months ended September 30, 2025 for additional disclosure relating thereto.
- (2) Adjusted EBITDA is a non-IFRS measure. Please refer to the "Non-IFRS Measures and Ratios" section of the disclaimer to this Presentation, and to the "Reconciliation of Adjusted EBITDA to Net Loss" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to net loss.

Appendix

Condensed Consolidated Interim Statements of Loss

(in thousands of US dollars, except share and per share data, unaudited)

	Three months ended September 30,		Six months ended September 30,	
	2025	2024	2025	2024
	\$	\$	\$	\$
Revenue				
SaaS subscription	35,902	31,174	70,052	61,731
Coveo core Platform	34,955	29,934	68,080	58,598
Qubit Platform	947	1,240	1,972	3,133
Professional services	1,435	1,566	2,830	3,226
Total revenue	37,337	32,740	72,882	64,957
Cost of revenue				
SaaS subscription	6,534	5,558	13,031	11,175
Professional services	1,387	1,275	3,009	2,629
Total cost of revenue	7,921	6,833	16,040	13,804
Gross profit	29,416	25,907	56,842	51,153
Operating expenses				
Sales and marketing	17,942	14,072	37,055	28,599
Research and product development	10,058	8,648	20,576	19,045
General and administrative	6,592	6,233	13,710	12,896
Depreciation of property and equipment	541	628	1,159	1,375
Amortization of intangible assets	468	737	929	1,462
Depreciation of right-of-use assets	493	358	965	736
Total operating expenses	36,094	30,676	74,394	64,113
Operating loss	(6,678)	(4,769)	(17,552)	(12,960)
Net financial revenue	(1,062)	(1,262)	(2,223)	(2,988)
Foreign exchange loss (gain)	(1,950)	1,723	3,459	742
Loss before income tax expense	(3,666)	(5,230)	(18,788)	(10,714)
Income tax expense	723	147	653	767
Net loss	(4,389)	(5,377)	(19,441)	(11,481)
Net loss per share – Basic and diluted	(0.05)	(0.05)	(0.20)	(0.11)
Weighted average number of shares outstanding – Basic and diluted	95,915,010	98,409,854	96,052,155	100,665,293

Condensed Consolidated Interim Statements of Loss

(in thousands of US dollars, unaudited)

The following table presents share-based payments and related expenses recognized by the company:

	Three months ended September 30,		Six months ended September 30,	
	2025	2024	2025	2024
	\$	\$	\$	\$
Share-based payments and related expenses				
SaaS subscription cost of revenue	364	222	674	360
Professional services cost of revenue	149	142	360	181
Sales and marketing	1,796	919	4,215	1,848
Research and product development	1,462	1,391	3,411	2,878
General and administrative	1,975	1,725	4,471	3,497
Share-based payments and related expenses	5,746	4,399	13,131	8,764

Reconciliation of Net Loss to Adjusted EBITDA

(in thousands of US dollars, unaudited)

	Three months ended September 30,		Six months ended September 30,	
	2025	2024	2025	2024
	\$	\$	\$	\$
Net loss	(4,389)	(5,377)	(19,441)	(11,481)
Net financial revenue	(1,062)	(1,262)	(2,223)	(2,988)
Foreign exchange loss (gain)	(1,950)	1,723	3,459	742
Income tax expense	723	147	653	767
Share-based payments and related expenses ⁽¹⁾	5,746	4,399	13,131	8,764
Amortization and impairment of intangible assets	468	737	929	1,462
Depreciation expenses ⁽²⁾	1,034	986	2,124	2,111
Transaction-related expenses ⁽³⁾	-	114	-	388
Adjusted EBITDA	570	1,467	(1,368)	(235)

Adjusted EBITDA is defined as net income or net loss, excluding interest, taxes, depreciation of property and equipment and right-of-use-assets, amortization and impairment of intangible assets (or EBITDA), adjusted for stock-based compensation and related expenses, foreign exchange gains and losses, acquisition-related compensation, transaction-related expenses, and other one-time or non-cash items.

Reconciliation of Adjusted Gross Profit Measures and Adjusted Gross Margin Measures

(in thousands of US dollars, unaudited)

	Three months ended September 30,		Six months ended September 30,	
	2025	2024	2025	2024
	\$	\$	\$	\$
Total revenue	37,337	32,740	72,882	64,957
Gross profit	29,416	25,907	56,842	51,153
Gross margin	79%	79%	78%	79%
Add: Share-based payments and related expenses	513	364	1,034	541
Adjusted Gross Profit	29,929	26,271	57,876	51,694
Adjusted Gross Margin	80%	80%	79%	80%
Product revenue	35,902	31,174	70,052	61,731
Product cost of revenue	6,534	5,558	13,031	11,175
Product gross profit	29,368	25,616	57,021	50,556
Product gross margin	82%	82%	81%	82%
Add: Share-based payments and related expenses	364	222	674	360
Adjusted Product Gross Profit	29,732	25,838	57,695	50,916
Adjusted Product Gross Margin	83%	83%	82%	82%
Professional services revenue	1,435	1,566	2,830	3,226
Professional services cost of revenue	1,387	1,275	3,009	2,629
Professional services gross profit	48	291	(179)	597
Professional services gross margin	3%	19%	(6%)	19%
Add: Share-based payments and related expenses	149	142	360	181
Adjusted Professional Services Gross Profit	197	433	181	778
Adjusted Professional Services Gross Margin	14%	28%	6%	24%

Adjusted Gross Profit, Adjusted Product Gross Profit, and Adjusted Professional Services Gross Profit are respectively defined as gross profit, product gross profit, and professional services gross profit excluding share-based payments and related expenses, acquisition-related compensation, transaction-related expenses, and other one-time or non-cash items. We refer to these measures collectively as our “Adjusted Gross Profit Measures”. Adjusted Gross Margin is defined as Adjusted Gross Profit as a percentage of total revenue. Adjusted Product Gross Margin is defined as Adjusted Product Gross Profit as a percentage of product revenue where product revenue represents SaaS subscription revenue and Adjusted Product Gross Profit represents SaaS subscription revenue less SaaS subscription costs of revenue. Adjusted Professional Services Gross Margin is defined as Adjusted Professional Services Gross Profit as a percentage of professional services revenue. We refer to these measures collectively as our “Adjusted Gross Margin Measures”.

Reconciliation of Adjusted Operating Expense Measures and Adjusted Operating Expense (%) Measures

(in thousands of US dollars, unaudited)

	Three months ended September 30,		Six months ended September 30,	
	2025	2024	2025	2024
	\$	\$	\$	\$
Sales and marketing expenses	17,942	14,072	37,055	28,599
<i>Sales and marketing expenses (% of total revenue)</i>	48%	43%	51%	44%
Less: Share-based payments and related expenses	1,796	919	4,215	1,848
Adjusted Sales and Marketing Expenses	16,146	13,153	32,840	26,751
<i>Adjusted Sales and Marketing Expenses (% of total revenue)</i>	43%	40%	45%	41%
Research and product development expenses	10,058	8,648	20,576	19,045
<i>Research and product development expenses (% of total revenue)</i>	27%	26%	28%	29%
Less: Share-based payments and related expenses	1,462	1,391	3,411	2,878
Adjusted Research and Product Development Expenses	8,596	7,257	17,165	16,167
<i>Adjusted Research & Product Development Expenses (% of total revenue)</i>	23%	22%	24%	25%
General and administrative expenses	6,592	6,233	13,710	12,896
<i>General and administrative expenses (% of total revenue)</i>	18%	19%	19%	20%
Less: Share-based payments and related expenses	1,975	1,725	4,471	3,497
Less: Transaction-related expenses	-	114	-	388
Adjusted General and Administrative Expenses	4,617	4,394	9,239	9,011
<i>Adjusted General and Administrative Expenses (% of total revenue)</i>	12%	13%	13%	14%

“Adjusted Sales and Marketing Expenses”, “Adjusted Research and Product Development Expenses”, and “Adjusted General and Administrative Expenses” are respectively defined as sales and marketing expenses, research and product development expenses, and general and administrative expenses excluding share-based payment and related expenses, acquisition-related compensation, transaction-related expenses, and other one-time or non-cash items. We refer to these measures collectively as our “Adjusted Operating Expense Measures”. “Adjusted Sales and Marketing Expenses (%)”, “Adjusted Research and Product Development Expenses (%)”, and “Adjusted General and Administrative Expenses (%)” are respectively defined as Adjusted Sales and Marketing Expenses, Adjusted Research and Product Development Expenses, and Adjusted General and Administrative Expenses as a percentage of total revenue. We refer to these measures collectively as our “Adjusted Operating Expense (%) Measures”.

Consolidated Statements of Financial Position

(in thousands of US dollars, unaudited)

	September 30, 2025	March 31, 2025
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	108,223	124,752
Trade and other receivables	34,592	36,564
Government assistance	8,594	6,280
Prepaid expenses	8,158	9,845
	159,567	177,441
Non-current assets		
Contract acquisition costs	11,805	10,908
Property and equipment	3,782	4,192
Intangible assets	2,219	3,012
Right-of-use assets	8,179	5,179
Deferred tax assets	3,148	3,337
Goodwill	26,968	26,290
Total assets	215,668	230,359
Liabilities		
Current liabilities		
Trade payable and accrued liabilities	21,539	18,602
Deferred revenue	70,592	77,387
Current portion of lease obligations	2,514	1,999
	94,645	97,988
Non-current liabilities		
Lease obligations	7,805	5,464
Total liabilities	102,450	103,452
Shareholders' Equity		
Share capital	762,288	768,754
Contributed surplus	84,052	76,273
Deficit	(688,792)	(669,351)
Accumulated other comprehensive loss	(44,330)	(48,769)
Total shareholders' equity	113,218	126,907
Total liabilities and shareholders' equity	215,668	230,359

Consolidated Statements of Cash Flows

(in thousands of US dollars, unaudited)

	Six months ended September 30,	
	2025	2024
	\$	\$
Cash flows from (used in) operating activities		
Net loss	(19,441)	(11,481)
Items not affecting cash		
Amortization of contract acquisition costs	2,404	2,147
Depreciation of property and equipment	1,159	1,375
Amortization of intangible assets	929	1,462
Depreciation of right-of-use assets	965	736
Share-based payments	11,797	9,477
Interest on lease obligations	204	224
Deferred income tax expense	576	778
Unrealized foreign exchange loss	3,311	646
Changes in operating assets and liabilities	(5,603)	(910)
	(3,699)	4,454
Cash flows used in investing activities		
Additions to property and equipment	(534)	(554)
Additions to intangible assets	(23)	(9)
	(557)	(563)
Cash flows used in financing activities		
Proceeds from exercise of stock options	941	978
Tax withholding for net share settlement	(2,862)	(1,490)
Payments on lease obligations	(1,389)	(1,256)
Shares repurchased and cancelled	(9,554)	(40,588)
	(12,864)	(42,356)
Effect of foreign exchange rate changes on cash and cash equivalents	591	41
Decrease in cash and cash equivalents during the period	(16,529)	(38,424)
Cash and cash equivalents – beginning of period	124,752	166,586
Cash and cash equivalents – end of period	108,223	128,162
Cash	57,730	22,888
Cash equivalents	50,493	105,274

Definition of Key Performance Indicators

“**SaaS Subscription Revenue**” means Coveo’s SaaS subscription revenue, as presented in its financial statements in accordance with IFRS.

“**Current SaaS Subscription Remaining Performance Obligations**” is a forward-looking indicator of anticipated future revenue under contract that has not yet been recognized as revenue but that is expected to be recognized over the next 12 months, as presented in our financial statements in accordance with IFRS.

“**Net Expansion Rate**” is calculated by considering a cohort of customers at the end of the period 12 months prior to the end of the period selected, and dividing the SaaS Annualized Contract Value (“**SaaS ACV**”, as defined below) attributable to that cohort at the end of the current period selected, by the SaaS ACV attributable to that cohort at the beginning of the period 12 months prior to the end of the period selected. Expressed as a percentage, the ratio:

- i. Excludes any SaaS ACV from new customers added during the 12 months preceding the end of the period selected;
- ii. Includes incremental SaaS ACV made to the cohort over the 12 months preceding the end of the period selected;
- iii. Is net of the SaaS ACV Value from any customers whose subscriptions terminated or decreased over the 12 months preceding the end of the period selected; and
- iv. is currency neutral and as such, excludes the effect of currency variation.

In this Presentation, “**SaaS Annualized Contract Value**” means the SaaS annualized contract value of a customer’s commitments calculated based on the terms of that customer’s subscriptions, and represents the committed annualized subscription amount as of the measurement date.

Please also refer to the "Key Performance Indicators" section of our latest MD&A, which is available under our profile on SEDAR+ at www.sedarplus.ca, for additional details on the abovementioned key performance indicators.



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