



Q4 Fiscal 2024 and Year End Financial Results

For the three months and the year ended March 31, 2024

June 3, 2024



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 June 3, 2024 (the “AIF”), as well as in our annual audited consolidated financial statements for the fiscal years ended March 31, 2024 and 2023, together with the notes thereto and the independent auditors’ report thereon (collectively, the “Financial Statements”), 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.

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 June 30, 2024 and the fiscal year ending March 31, 2025 (collectively, “forward-looking information”). Please refer to the “Forward-Looking Information” section of our earnings press release dated June 3, 2024, 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 Operating Loss, 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 (%) and Adjusted General and Administrative Expenses 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 June 3, 2024 and our MD&A for the fiscal year ended March 31, 2024, 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.

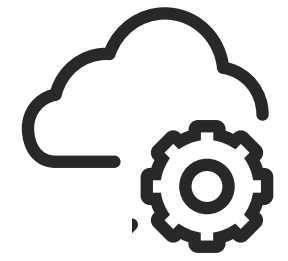


Q4 Highlights



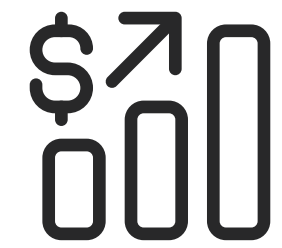
Louis Têtu
Chairman and CEO,
Coveo

Q4 FY'24 Highlights



US **\$30.7M**

Q4 FY'24 SaaS
Subscription Revenue⁽²⁾



18%⁽¹⁾

Q4 FY'24 SaaS Subscription
Revenue⁽²⁾ Growth
(Coveo core platform)
(Year-over-Year)



+ US **\$4.6M**

Q4 FY'24 Cash flows
from operating activities



US **\$0.2M**

Q4 FY'24 Adjusted EBITDA⁽³⁾



US **(\$4.1M)**

Q4 FY'24 Net Loss



82%

Q4 FY'24 Product
Gross margin

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

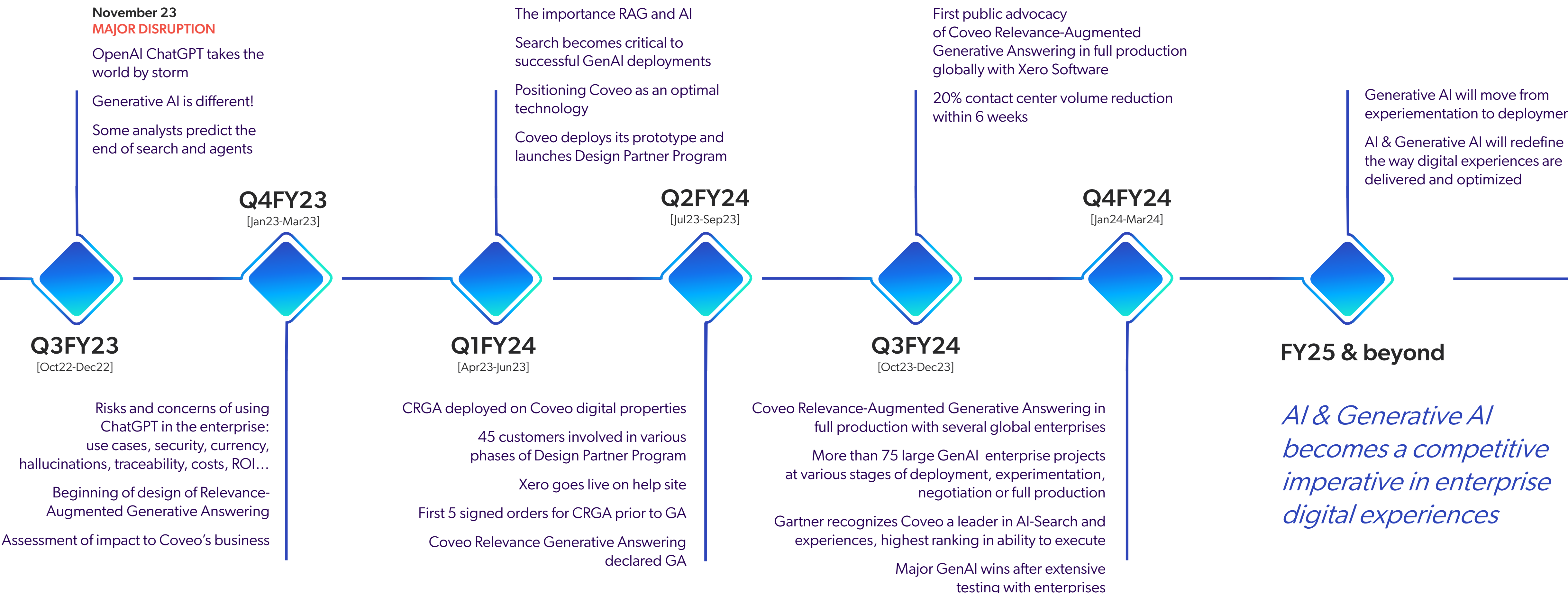
(2) SaaS Subscription Revenue is a key performance indicators of Coveo. Please refer to the "Definition of Key Performance Indicators" section of the Appendix for the definitions of such measure.

(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.

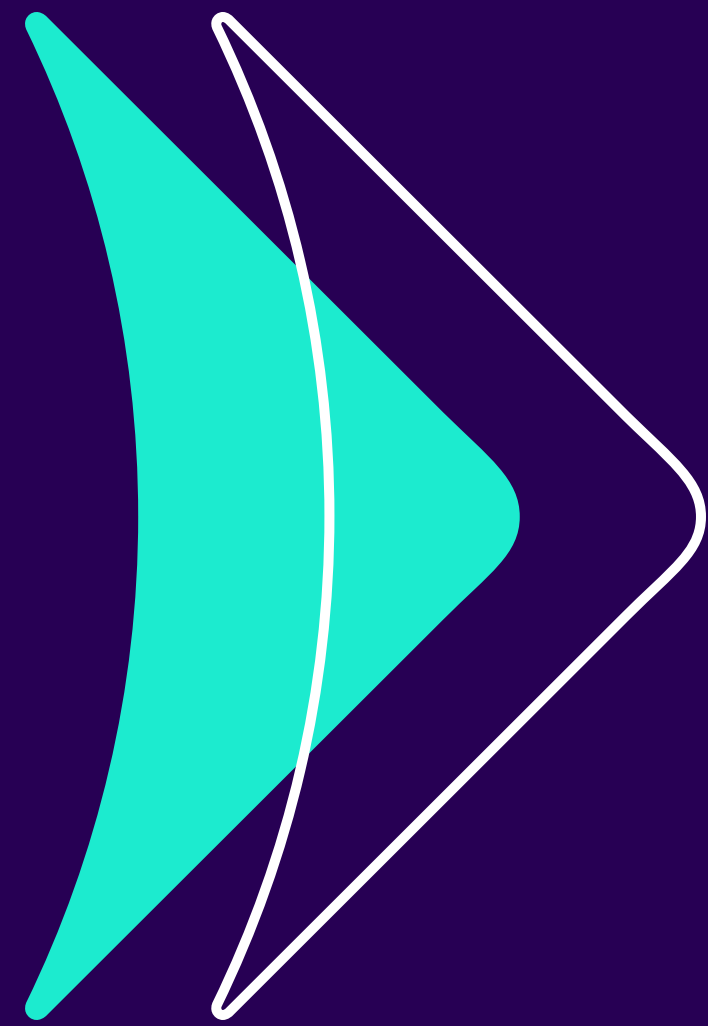


The capabilities of Generative AI took the world by storm and became the catalyst for an **unprecedented interest from global enterprises in adopting AI.**

Generative AI changed everything, and Coveo is well positioned



We are immersed in the **digital experience economy**



Experience is today's
competitive front line

A make-or-break for every business



What started with a test turned quickly into rolling out to our global support platform, Xero Central, and the transformation is outstanding.

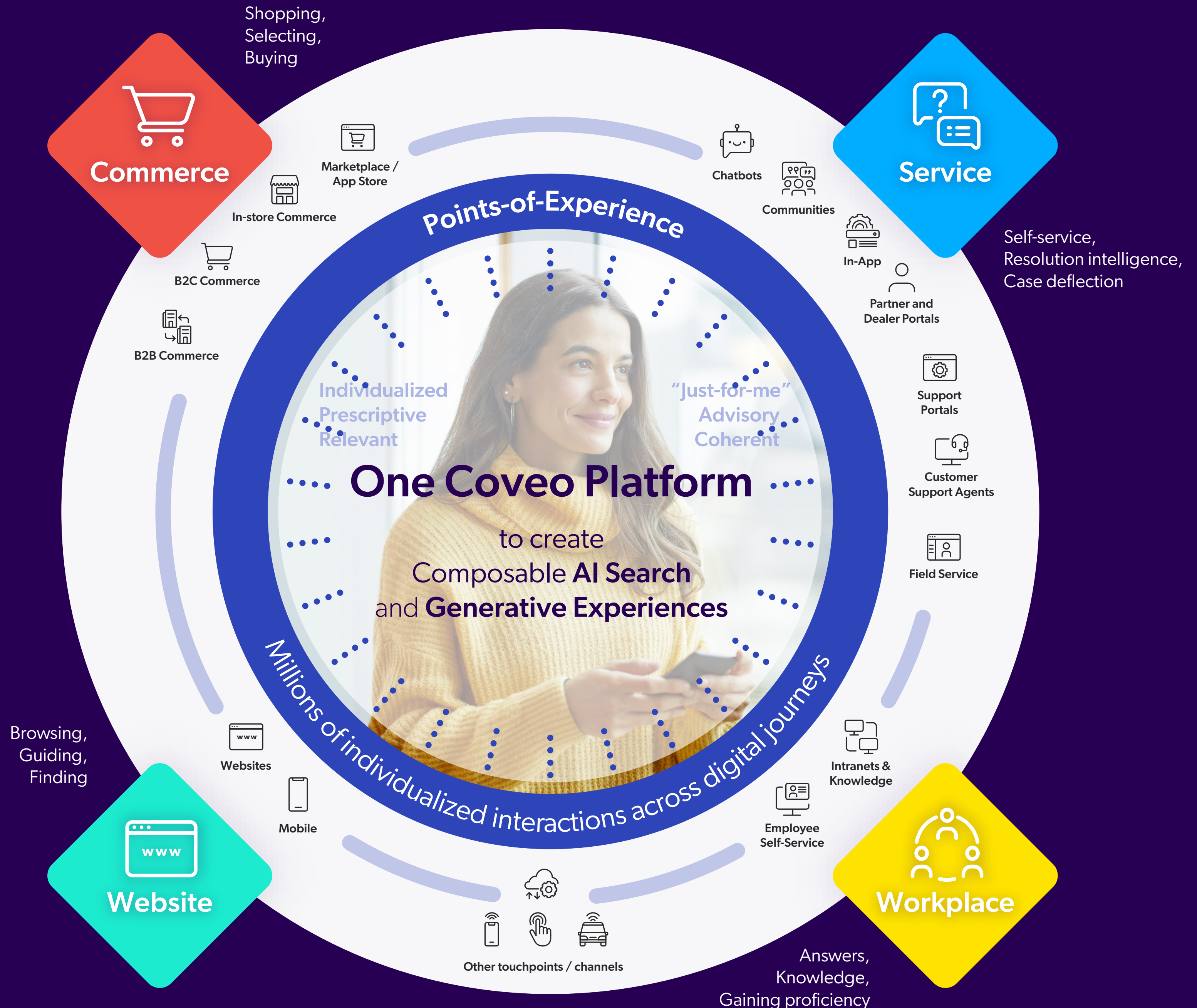
Nigel Piper, Executive General Manager at Xero

The future is Business-to-Person

powered by **AI Search** and **Generative AI** at every **Point-of-Experience**

Enterprises need a **spinal AI ability** to power **individualized, trusted, and generative experiences** at every interaction, driving intelligent, connected digital journeys and **superior business outcomes**

the **AI-Experience Advantage**



The AI-Experience Advantage

Degree to which the **content, products, recommendations,** and **advice** presented to a person online **aligns** easily with their **needs, intent, preferences, context,** and **behavior,** while driving superior **business outcomes**

Relevance
to each **person**

Experience - CSAT - ESAT

Personalization, Accuracy, Anticipation
*Search results, recommendations,
dynamic navigation, answers & conversations, ...*

Increasing self-service proficiency

Optimized
for the **business**

P&L, Analytics

Increasing Conversions, Revenue, Margins + Minimizing Costs
*Cases, escalations, FCR, ACHT, deflection, ...
inventory obsolescence, returns, catalog coverage, ...*

Enabling people to do more on their own

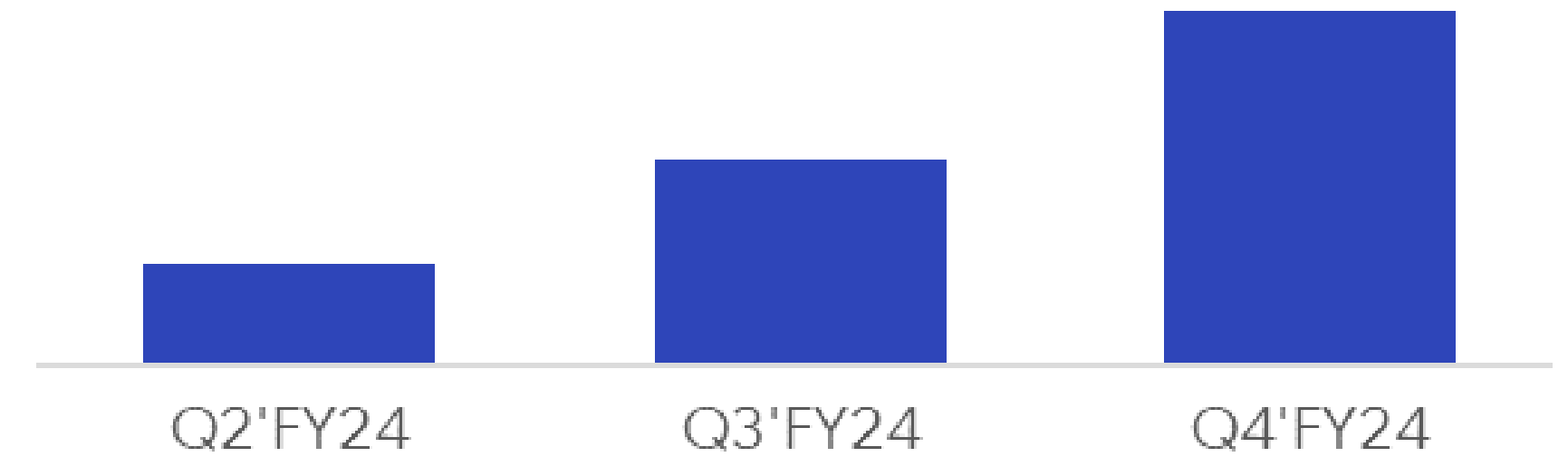
Relevance-Augmented Generative Answering Q4 Update

Generative AI
– Early Success continues

Opportunity Across Every Use Case

- ▶ Opportunity to cross-sell Relevance Generative Answering to majority of install base customer across every use case
- ▶ Accelerating momentum with customers, with more than 75 projects in evaluation stages with customers and prospects

Cumulative Pipeline Generation (\$M)



Strong competitive win rate since launch

Some examples of customer wins include:



One of the worlds
largest tech
companies

A large financial
software provider

A global distributor of
security products and
services

Several other
Generative AI deals
in the service and
workplace areas

New
Generative AI
customer wins
and bookings



Q4 Financial Highlights



Brandon Nussey
Chief Financial Officer

FY'24 Highlights

 **us \$126M**

FY'24 Total Revenue

 **94%**

SaaS Subscription Revenue⁽²⁾ as a % of Total Revenue

 **19%⁽¹⁾**

FY'24E SaaS Subscription Revenue⁽²⁾ Growth
(Coveo core platform)
(Year-over-Year)

 **107%⁽¹⁾**

Net Expansion Rate⁽²⁾
(Coveo core platform)
as of Mar. 31, 2024

 **82%**

FY'24 Product Gross margin

 **+ us \$4M**

FY'24 Cash flows
from operating activities

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

(2) 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 measure.

Revenue Growth

USD millions	Q4 FY'24	Q4 FY'23	YoY	FY 2024	FY 2023	YoY
SaaS Subscription Revenue ⁽¹⁾	\$30.7	\$27.1	13%	\$118.6	\$103.0	15%
Coveo core platform ⁽²⁾	\$28.7	\$24.2	18%	\$109.1	\$91.4	19%
Qubit platform ⁽³⁾	\$2.0	\$2.9	(30%)	\$9.5	\$11.6	(18%)
Professional services Revenue	\$1.8	\$2.0	(8%)	\$7.5	\$8.1	(8%)
Total Revenue	\$32.6	\$29.1	12%	\$126.1	\$112.0	13%

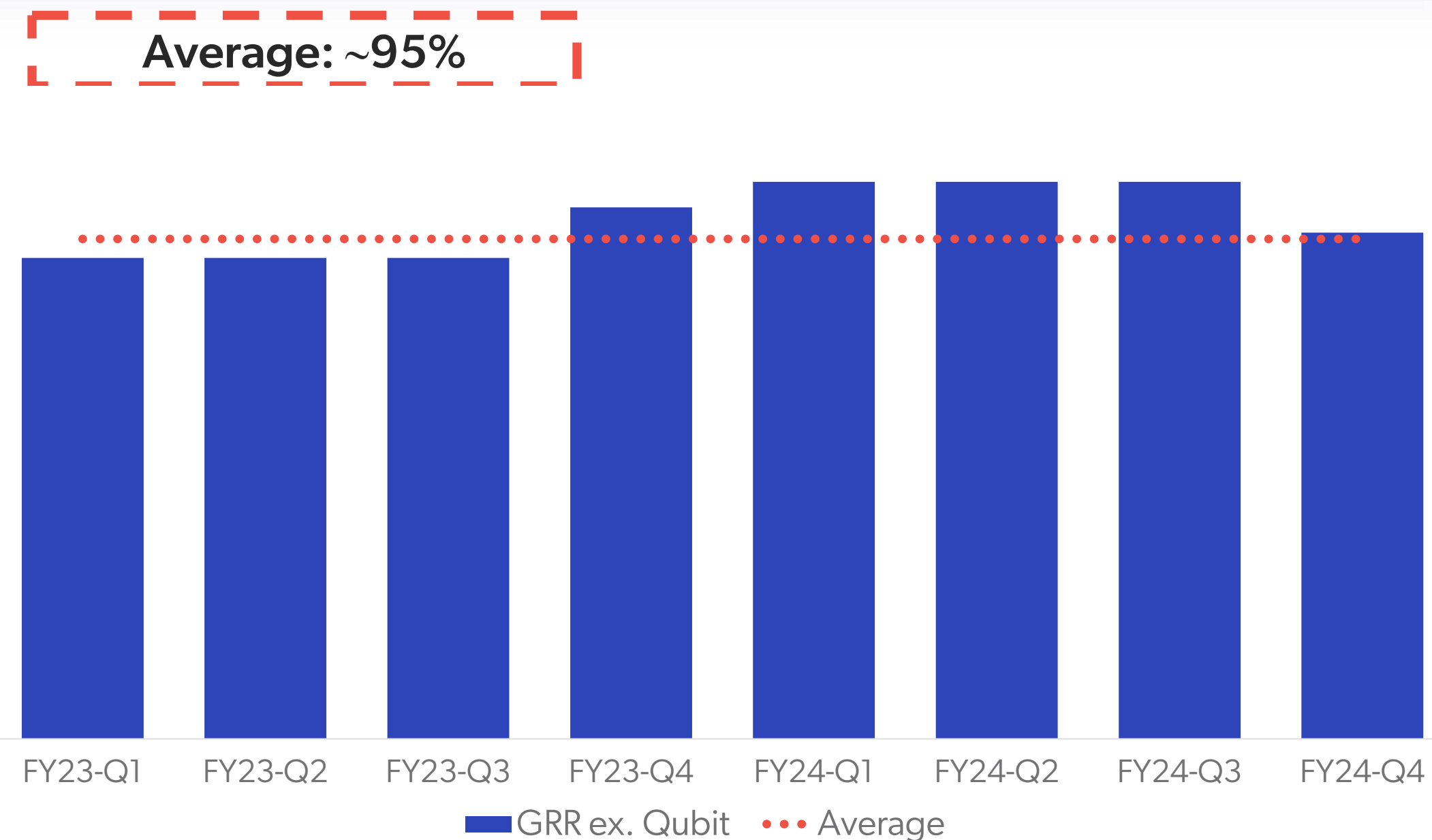
(1) SaaS Subscription Revenue is a Key Performance Indicator of Coveo. Please refer to the "Definition of Key Performance Indicators" section of the Appendix for the definition of such measure, and to our MD&A for the year ended March 31, 2024 for additional disclosure regarding our use of such indicator going forward.

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

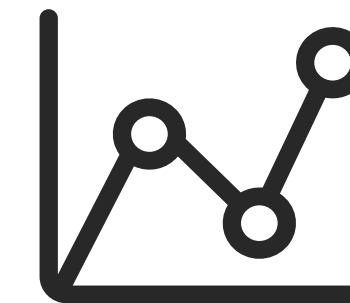
(3) SaaS Subscription Revenue earned through subscriptions to the Qubit platform for the period covered.

Our Customer **Success**

Gross Retention Rate (ex. Qubit)⁽³⁾



Net Expansion Rate⁽¹⁾



107%

Net Expansion Rate⁽¹⁾

As of Mar. 31, 2024

Coveo core platform⁽²⁾

103%

Net Expansion Rate⁽¹⁾

As of Mar. 31, 2024

Includes impact of the legacy Qubit churn

(1) Net Expansion Rate is a key performance indicator of Coveo. Please refer to the "Key Performance Indicators" section of the disclaimer to this Presentation and the "Definition of Key Performance Indicators" section of the Appendix for the definitions of such measure.

(2) Net Expansion Rate excluding the effect of SaaS ACV attributable to subscriptions to the Qubit platform.

(3) Gross retention rate is generally calculated for a period of 12 months by subtracting SaaS ACV contractions and losses over the period selected from SaaS ACV at the beginning of the period selected and dividing the result by the SaaS ACV from the beginning of the period selected. We use GRR to provide insight into the company's success retaining existing customers. GRR as calculated in this slide excludes the effect of Qubit SaaS ACV.

Gross Profit Measures

%	Q4 FY'24	Q4 FY'23	FY'24	FY'23
Gross Margin	79%	77%	78%	76%
Adjusted Gross Margin⁽¹⁾	80%	78%	79%	77%
Product Gross Margin	82%	81%	82%	81%
Adjusted Product Gross Margin⁽¹⁾	83%	82%	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

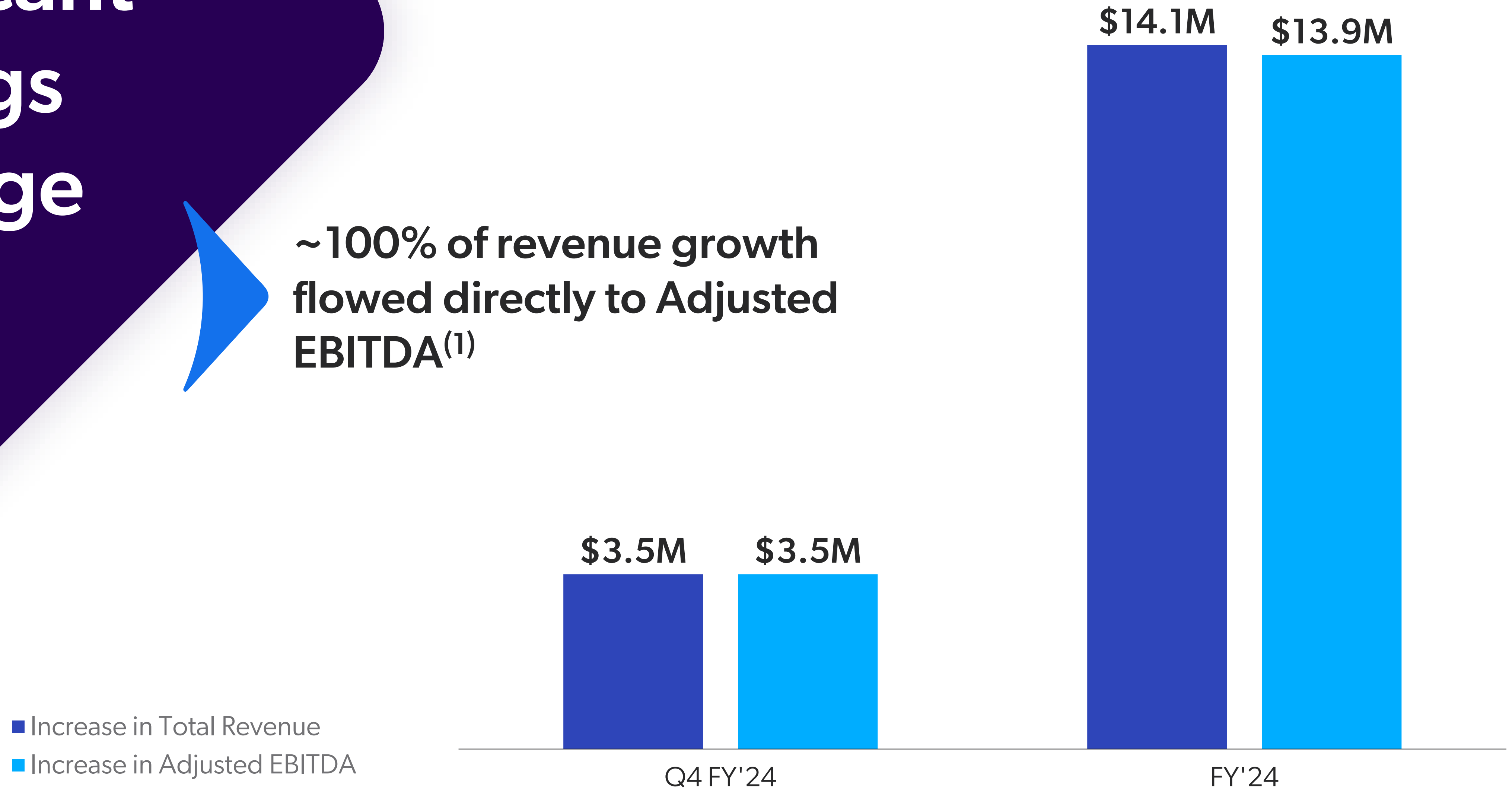
USD millions	Q4 FY'24	Q4 FY'23	FY'24	FY'23
Net Loss	(\$4.1)	(\$7.2)	(\$23.6)	(\$39.7)
Operating Loss	(\$5.5)	(\$8.8)	(\$29.7)	(\$44.4)
Adjusted Operating Loss ⁽¹⁾	(\$0.8)	(\$4.4)	(\$6.3)	(\$20.4)
Adjusted EBITDA ⁽¹⁾	\$0.2	(\$3.4)	(\$2.4)	(\$16.3)

(1) Adjusted Operating Loss and Adjusted EBITDA are non-IFRS measures. 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 Operating Loss, Adjusted EBITDA and a reconciliation to Operating Loss and Net loss.

Significant Earnings Leverage

~100% of revenue growth flowed directly to Adjusted EBITDA⁽¹⁾

YoY Change in Total Revenue and Adjusted EBITDA⁽¹⁾

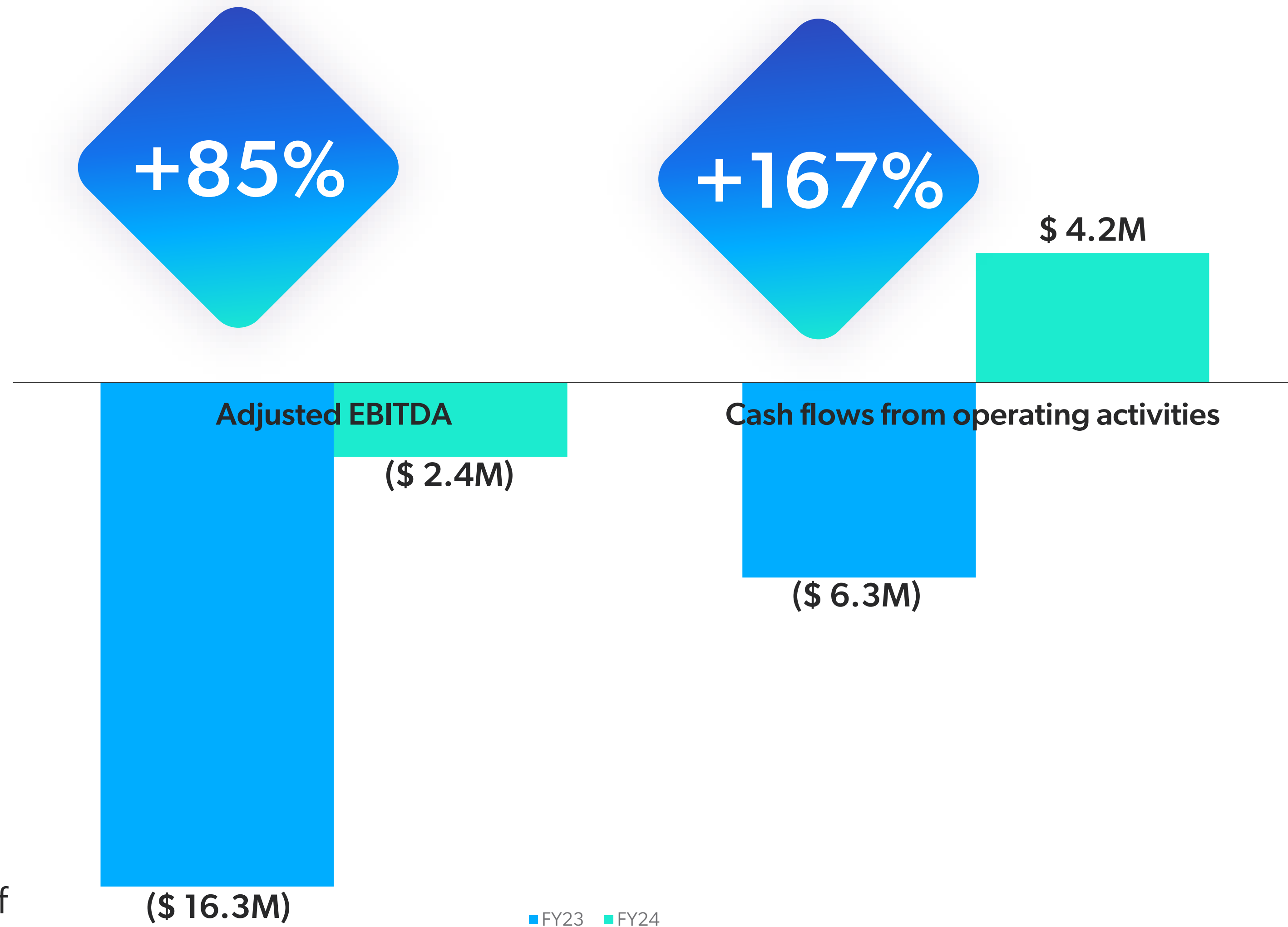


■ Increase in Total Revenue
■ Increase in Adjusted EBITDA

(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 Operating Loss and Adjusted EBITDA" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to Net loss.

Reaching Cash Flow Positive

Adjusted EBITDA⁽¹⁾ and Cash Flows from Operating Activities



- ▶ 85% improvement in Adjusted EBITDA⁽¹⁾ in FY24; reaching Adjusted EBITDA⁽¹⁾ positive in Q4
- ▶ 167% improvement in Cash Flows from Operating Activities; reaching cash flow positive well ahead of plan

(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 Operating Loss and Adjusted EBITDA" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to Net loss.

Q1 FY'25 and Full Year **Guidance**

USD millions	Q1 FY'25	Full Year FY'25
SaaS Subscription Revenue⁽¹⁾	\$30.2 – \$30.5	\$126.0 – \$130.0
Total Revenue	\$31.8 – \$32.1	\$133.0 – \$138.0
Adjusted EBITDA⁽²⁾	(\$2.2) – (\$2.7)	\$0.0 – \$4.0

The company expects to achieve positive cash flow from operations of approximately \$10 million for Fiscal 2025.

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 June 3, 2024 announcing Coveo's fourth quarter and full-year earnings for fiscal year 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 year ended March 31, 2024 for additional disclosure regarding our use of such indicator going forward.
- (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 Operating Loss to Operating Loss and Adjusted EBITDA to Net Loss" section in the Appendix for a definition of Adjusted EBITDA and a reconciliation to net loss.

Q&A Session

Appendix

Consolidated Statements of Loss and Comprehensive Loss

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

	Three months ended March 31,		Year ended March 31,			Three months ended March 31,		Year ended March 31,	
	2024	2023	2024	2023		2024	2023	2024	2023
	\$	\$	\$	\$		\$	\$	\$	\$
Revenue									
SaaS subscription	30,739	27,099	118,581	102,960	Net financial revenue	(1,704)	(1,709)	(6,674)	(4,613)
Self-managed licenses and maintenance	-	-	-	912	Foreign exchange loss (gain)	(1,006)	302	321	(279)
Product revenue	30,739	27,099	118,581	103,872	Loss before income tax expense (recovery)	(2,754)	(7,358)	(23,346)	(39,527)
Professional services	1,843	2,011	7,513	8,130	Income tax expense (recovery)	1,296	(125)	264	205
Total revenue	32,582	29,110	126,094	112,002	Net loss	(4,050)	(7,233)	(23,610)	(39,732)
Cost of revenue					Net loss per share – Basic and diluted	(0.04)	(0.07)	(0.23)	(0.38)
Product	5,551	5,118	21,733	19,573	Weighted average number of shares outstanding – Basic and diluted	102,377,716	104,572,190	103,318,469	104,572,190
Professional services	1,448	1,646	5,915	7,101					
Total cost of revenue	6,999	6,764	27,648	26,674					
Gross profit	25,583	22,346	98,446	85,328					
Operating expenses									
Sales and marketing	13,953	14,650	55,099	57,100					
Research and product development	8,769	8,225	35,804	35,025					
General and administrative	6,596	6,125	26,628	29,042					
Depreciation of property and equipment	616	597	2,393	2,548					
Amortization and impairment of intangible assets	729	1,117	6,655	4,454					
Depreciation of right-of-use assets	384	397	1,566	1,578					
Total operating expenses	31,047	31,111	128,145	129,747					
Operating loss	(5,464)	(8,765)	(29,699)	(44,419)					

Consolidated Statements of Loss and Comprehensive Loss

(in thousands of US dollars, audited)

	Three months ended March 31,		Year ended March 31,	
	2024	2023	2024	2023
	\$	\$	\$	\$
Share-based payments and related expenses				
Product cost of revenue	278	123	944	697
Professional services cost of revenue	218	98	650	564
Sales and marketing	687	993	2,434	5,438
Research and product development	1,223	914	5,845	5,522
General and administrative	1,414	1,077	6,748	6,483
Share-based payments and related expenses	3,820	3,205	16,621	18,704

Reconciliation of Net Loss to Adjusted Operating Loss and Adjusted EBITDA

(in thousands of US dollars)

	Three months ended March 31,		Year ended March 31,	
	2024	2023	2024	2023
Net loss	(4,050)	(7,233)	(23,610)	(39,732)
Net financial revenue	(1,704)	(1,709)	(6,674)	(4,613)
Foreign exchange loss (gain)	(1,006)	302	321	(279)
Income tax expense (recovery)	1,296	(125)	264	205
Operating loss	(5,464)	(8,765)	(29,699)	(44,419)
Share-based payments and related expenses ⁽¹⁾	3,820	3,205	16,621	18,704
Amortization and impairment of acquired intangible assets ⁽²⁾	727	1,116	6,650	4,449
Acquisition-related compensation ⁽³⁾	-	-	-	407
Transaction-related expenses ⁽⁴⁾	98	89	98	413
Adjusted Operating Loss	(819)	(4,355)	(6,330)	(20,446)
Depreciation expense ⁽⁵⁾	1,000	994	3,959	4,126
Other amortization and impairment of intangible assets	2	1	5	5
Adjusted EBITDA	183	(3,360)	(2,366)	(16,315)

- (1) These expenses relate to issued stock options and share-based awards under our share-based plans to our employees and directors as well as related payroll taxes that are directly attributable to the share-based payments. These costs are included in product and professional services cost of revenue, sales and marketing, research and product development, and general and administrative expenses.
- (2) These expenses represent the amortization and impairment of intangible assets acquired through the acquisition of Qubit. These costs are included in amortization and impairment of intangible assets. It includes an impairment of customer relationships acquired through the business combination with Qubit as described in note 8 of the consolidated financial statements for the year ended March 31, 2024.
- (3) These expenses relate to non-recurring acquisition-related compensation in connection with acquisitions. These costs are included in product and professional services cost of revenue, and sales and marketing, research and product development, and general and administrative expenses.
- (4) These expenses relate to professional, legal, consulting, accounting, advisory, and other fees relating to transactions that would otherwise not have been incurred. These costs are included in general and administrative expenses.
- (5) Depreciation expense include depreciation of property and equipment and depreciation of right-of-use assets.

“Adjusted Operating Loss” is defined as operating loss excluding share-based payment and related expenses, amortization and impairment of acquired intangible assets, acquisition-related compensation, transaction-related expenses, and other one-time or non-cash items.

“Adjusted EBITDA” is defined as net loss, excluding interest, taxes, depreciation of property and equipment, amortization and impairment of intangible assets, depreciation of right-of-use 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)

	Three months ended March 31,		Year ended March 31,	
	2024	2023	2024	2023
	\$	\$	\$	\$
Total revenue	32,582	29,110	126,094	112,002
Gross profit	25,583	22,346	98,446	85,328
<i>Gross margin</i>	79%	77%	78%	76%
Add: Share-based payments and related expenses	496	221	1,594	1,261
Add: Acquisition-related compensation	-	-	-	172
Adjusted Gross Profit	26,079	22,567	100,040	86,761
<i>Adjusted Gross Margin</i>	80%	78%	79%	77%
Product revenue	30,739	27,099	118,581	103,872
Product cost of revenue	5,551	5,118	21,733	19,573
Product gross profit	25,188	21,981	96,848	84,299
<i>Product Gross margin</i>	82%	81%	82%	81%
Add: Share-based payments and related expenses	278	123	944	697
Add: Acquisition-related compensation	-	-	-	134
Adjusted Product Gross Profit	25,466	22,104	97,792	85,130
<i>Adjusted Product Gross Margin</i>	83%	82%	82%	82%
Professional services revenue	1,843	2,011	7,513	8,130
Professional services cost of revenue	1,448	1,646	5,915	7,101
Professional services gross profit	395	365	1,598	1,029
<i>Professional services gross margin</i>	21%	18%	21%	13%
Add: Share-based payments and related expenses	218	98	650	564
Add: Acquisition-related compensation	-	-	-	38
Adjusted Professional Services Gross Profit	613	463	2,248	1,631
<i>Adjusted Professional Services Gross Margin</i>	33%	23%	30%	20%

“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 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 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. “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)

	Three months ended March 31,		Year ended March 31,	
	2024	2023	2024	2023
	\$	\$	\$	\$
Sales and marketing expenses	13,953	14,650	55,099	57,100
<i>Sales and marketing expenses (% of total revenue)</i>	43%	50%	44%	51%
Less: Share-based payments and related expenses	687	993	2,434	5,438
Less: Acquisition-related compensation	-	-	-	77
Adjusted Sales and Marketing Expenses	13,266	13,657	52,665	51,585
<i>Adjusted Sales and Marketing Expenses (% of total revenue)</i>	41%	47%	42%	46%
Research and product development expenses	8,769	8,225	35,804	35,025
<i>Research and product development expenses (% of total revenue)</i>	27%	28%	28%	31%
Less: Share-based payments and related expenses	1,223	914	5,845	5,522
Less: Acquisition-related compensation	-	-	-	143
Adjusted Research and Product Development Expenses	7,546	7,311	29,959	29,360
<i>Adjusted Research and Product Development Expenses (% of total revenue)</i>	23%	25%	24%	26%
General and administrative expenses	6,596	6,125	26,628	29,042
<i>General and administrative expenses (% of total revenue)</i>	20%	21%	21%	26%
Less: Share-based payments and related expenses	1,414	1,077	6,748	6,483
Less: Acquisition-related compensation	-	-	-	15
Less: Transaction-related expenses	98	89	98	413
Adjusted General and Administrative Expenses	5,084	4,959	19,782	22,131
<i>Adjusted General and Administrative Expenses (% of total revenue)</i>	16%	17%	16%	20%

“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, audited)

	March 31, 2024	March 31, 2023
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	166,586	198,452
Trade and other receivables	29,947	24,233
Government assistance	9,987	7,142
Prepaid expenses	8,622	8,707
	215,142	238,534
Non-current assets		
Contract acquisition costs	10,168	11,148
Property and equipment	5,608	6,846
Intangible assets	8,710	15,107
Right-of-use assets	6,032	7,645
Deferred tax assets	4,265	3,896
Goodwill	25,960	25,642
Total assets	275,885	308,818
Liabilities		
Current liabilities		
Trade payable and accrued liabilities	21,822	21,435
Deferred revenue	64,731	55,260
Current portion of lease obligations	2,153	1,929
	88,706	78,624
Non-current liabilities		
Lease obligations	6,885	8,940
Deferred tax liabilities	1,771	2,721
Total liabilities	97,362	90,285
Shareholders' equity		
Share capital	836,271	868,409
Contributed surplus	40,484	25,949
Deficit	(655,598)	(631,988)
Accumulated other comprehensive loss	(42,634)	(43,837)
Total shareholders' equity	178,523	218,533
Total liabilities and shareholders' equity	275,885	308,818

Consolidated Statements of Cash Flows

(in thousands of US dollars, audited)

	Year ended March 31,	
	2024	2023
	\$	\$
Cash flows from operating activities		
Net loss	(23,610)	(39,732)
Items not affecting cash		
Amortization of contract acquisition costs	4,426	4,428
Depreciation of property and equipment	2,393	2,548
Amortization and impairment of intangible assets	6,655	4,454
Depreciation of right-of-use assets	1,566	1,578
Share-based payments	15,214	19,022
Interest on lease obligations	532	630
Deferred income tax recovery	(705)	(2)
Unrealized foreign exchange loss (gain)	105	(422)
Changes in non-cash working capital items	(2,376)	1,239
	4,200	(6,257)
Cash flows used in investing activities		
Business combination, net of cash acquired	-	(675)
Additions to property and equipment	(1,098)	(1,585)
Additions to intangible assets	(23)	s
	(1,121)	(2,265)
Cash flows used in financing activities		
Proceeds from exercise of stock options	2,376	1,740
Tax withholding for net share settlement	(1,452)	(1,643)
Payments on lease obligations	(2,313)	(2,525)
Shares repurchased and cancelled	(29,649)	-
Repurchase of stock options	(4,553)	-
	(35,591)	(2,428)
Effect of foreign exchange rate changes on cash and cash equivalents	646	(13,670)
Decrease in cash and cash equivalents during the period	(31,866)	(24,620)
Cash and cash equivalents – beginning of period	198,452	223,072
Cash and cash equivalents – end of period	166,586	198,452
Cash	25,731	22,036
Cash equivalents	140,855	176,416

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.