



AIM Retail Investor Day

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CEO

Modena

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Doxee at a Glance 2020

Transforming data into relationships

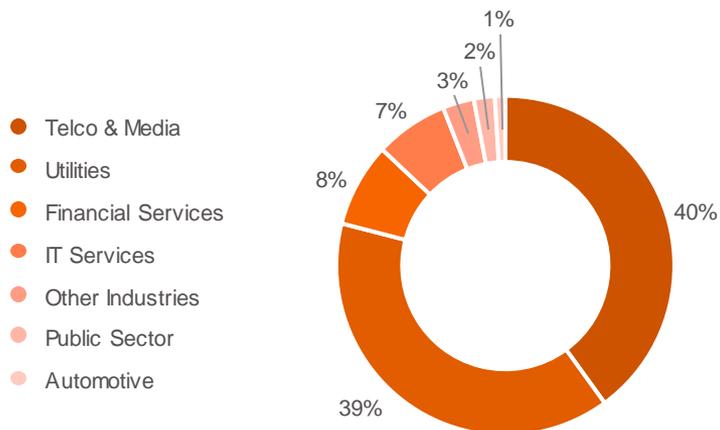
- Doxee is a **hi-tech company** and a leading provider of products for Customer Communications Management (CCM), Digital Customer Experience and Dematerialization of processes related to compliance and the Reg tech scenario.
- Doxee offers innovative technology products based on its **cloud-native platform**, a powerful set of tools for dynamic innovating communication strategies between the company and its customers.
- Doxee is an **Innovative PMI with 5 Patent**



Doxee Client Base

Enterprise Customers

REVENUES BY INDUSTRIES



200+ Client worldwide

3 years The minimum contract term

+56% Growth in Utility

2.6% Churn rate

+67% Growth in Financial Services

>74% Recurring Revenues

TELCO & MEDIA



UTILITIES



BANKING AND INSURANCE



PUBLIC ADMINISTRATIONS



RELEVANT PARTNERSHIP



Financial Data

Key Financials

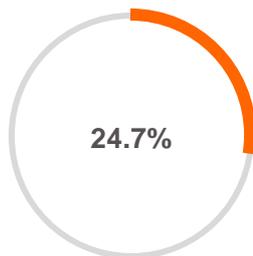
FY 2020



Value of
Production

Revenues reached €17.8 mln in 2020 (+14% CAGR 2018/20), mainly thanks to:

- 1) development of ix product line
- 2) acquisition of new customer thanks to the introduction of e-invoicing in SME/SMB market
- 3) progressive digitalization of dx product line



EBITDA margin

In 2020 EBITDA amounted €5.6mln, growing more proportionally than revenues and recording a CAGR of 34% over the period 2018-20.

EBITDA margin grew from 18.8% in 2018 to 24.7% in 2020, with an increase of 5.9pp.



Revenues



EBIT



R&D costs



EBITDA



Net Income



NFP

Growth Strategy

Trends Doxee is following

Innovation & Digital Business Acceleration



NEW COMMUNICATION MODELS

- > **New frontiers** are opening up in many industries and fields: telemedicine, hybrid workplace, new culture for well-being attitude.
- > All of them requires **new communication paradigms**.



PERSONALIZATION

- > Personalization at every level is the key to engage the customer, enrich his knowledge and offer a even **better experience**.



ENABLING GREATER BUSINESS SELF-SERVICE

- > Companies rapidly need to **increase their business** and to source **solutions** by themselves.
- > Pandemic has driven organization's need for better cost control asking for **digitization end-to-end** processes.

TECHNOLOGY INVESTMENTS AND AI

- > Cloud offering, architectural models with microservices and frameworks and open APIs contribute to **develop open innovation** and **collaboration with third parties**.



DIGITAL ECOSYSTEMS

- > Speed up the transition from a product-centric to a **customer centric model** allows you to push the boundaries of your markets to meet the adjacent need of customers.



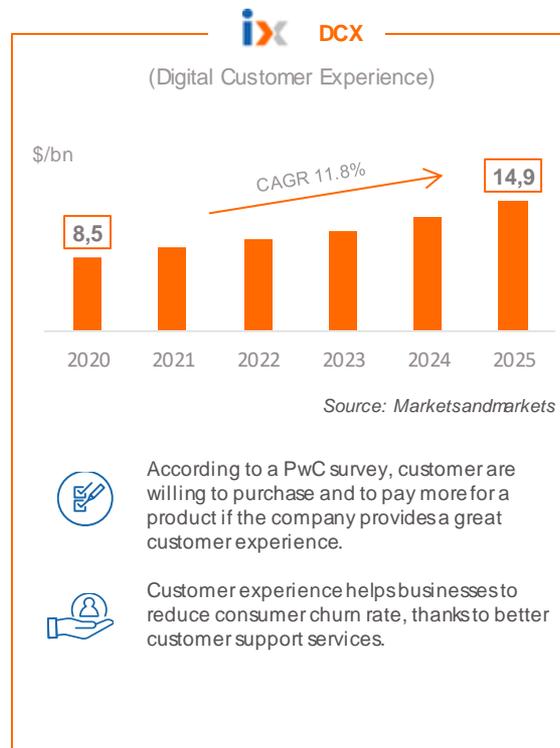
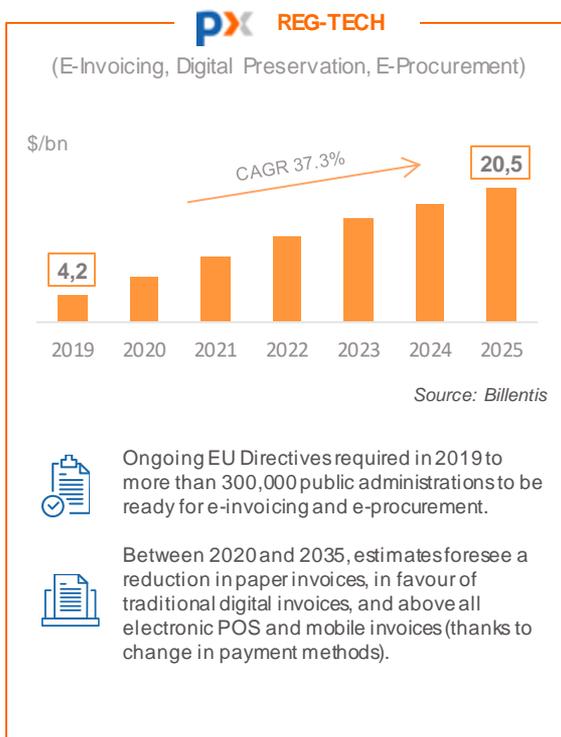
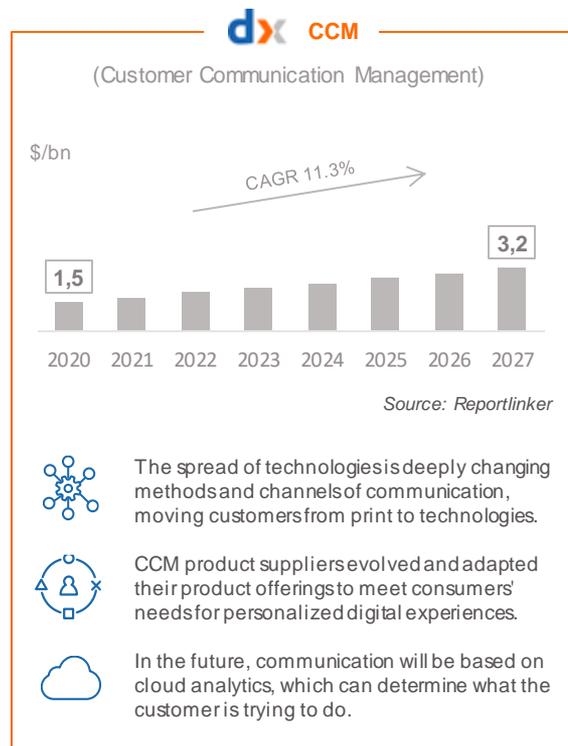
DIGITAL-FIRST STRATEGY

- > Live service is **80% more expensive** than a self service interaction
- > **Digitize all customer journey steps** and customer base allow cost-optimization, moving and keeping customers in digital channels.
- > Customer service, on-boarding, consistent and continuous conversation with customers, **improve the ROI of initiatives**.



Double-digit growth for Doxee's key markets

Doxee reference markets



Growth Strategy

Doxee's goals for the future

CONSOLIDATION OF POSITION IN EXISTING MARKETS



Consolidate position as a paperless player in the **Regulatory Technology** market.



Cross-sell paperless products to complement ix product offerings and vice versa.

ENTRY INTO NEW SECTORS AND MARKETS



Technological development of a standard paperless product aimed at the **SME** market.



Market entry in Italy in the **Digital Experience Agencies** market.



Expansion of markets for ix **Enterprise** products to sectors not currently covered, and for **SME/SMB**.

INTERNATIONALIZATION



Market entry in Europe (DACH) in the **Digital Experience Sector**.



Market entry into the **Electronic market** (B2B, B2G, B2C) in individual EU countries.



Support for LATAM strategy in the **Telco and Utilities** sector.

TARGET DACH

BRAND NEW OPPORTUNITIES

- **Consolidation process** for CCM is speeding up in EMEA
- **Document dematerialization processes** has started in Germany, which is today where Italy was 8-9 years ago
- The **e-invoicing process** has become mandatory
- Germany is the **leading country** driving in DACH area
- New **business opportunities** arise for Doxee in the digitization scenario

ENTERING THE DACH MARKET

- Doxee' transformation into a **Global vendor in CCM and DXP marketplaces**
- Doxee intends to grow together with a partner by leveraging existing / expected synergies:
 - **product portfolio** (dx, px, ix)
 - **product development and innovation** focusing on Doxee Platform roadmap
 - **Joint marketing & sales efforts** in the respective markets

TARGET CRITERIA

Target has various potentially interesting aspects:

- **Managers - owners**: entrepreneurial spirit
- **Critical size**
- **Similar client structure** in terms of size and industries served
- Target is proceeding along the document **digitization journey** with its clients

Sustainability

Doxee Sustainability Report 2020

KPIs



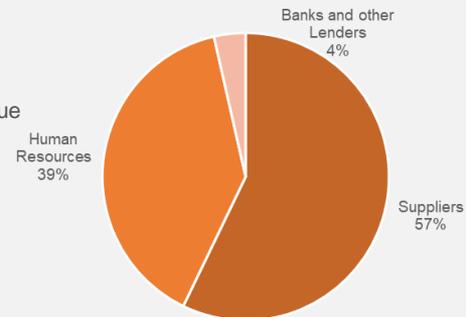
MANAGEMENT & CERTIFICATION SYSTEMS

- Organizational Model 231
- Quality Management System – ISO 9001
- Environmental Management System- ISO 14001
- Information Security Management System- ISO/IEC 27001 – 27017 - 27018
- AgID accreditation (for electronic archiving)
- Access Point Provider Certification through PEPPOL channel



ECONOMIC VALUE

- Distributed Economic Value
17.8 € mln
(+8% yoy)



PEOPLE & ENVIRONMENT

- Headcount 127
- New hires 24
- Turnover (hires net of terminations) 17,6%
- Up to 30 years aged ratio 19,7%
- Energy consumption (Gjoule) 2.084 (-11%)
- Total emission(GHG Scope 1 / Scope 2) t CO₂e 172,8 (-2%)



DOXEE'S COMMITMENTS

- Optimization of document management and distribution processes
- Customer, Companies and Citizens relationship
- Digital transformation
- Process and document dematerialization

Appendix



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