



LiveChat Software generated PLN 48.9 million in revenues and PLN 26.6 million in net profit in the first quarter of the financial year 2021/22

Consolidated revenues of the LiveChat Software Group amounted to PLN 48.9 million in the first quarter of the financial year 2021/22 (started on April, 1), which means an increase of 17.5% per annum. Operating profit increased in this period by 8.7% to PLN 28.1 million, and EBITDA by 10.4% to PLN 31.0 million.

In April-June, the Group's net profit was PLN 26.6 million against PLN 20.8 million reported in the previous year. However, this result is not entirely comparable, as the data for the first quarter of the last year did not yet take into account the effect of using the IP Box program.

"Of course, we are pleased with the next quarter of growth, which is the result of the entire team's work. Currently, we do not set ourselves purely financial goals. We have focused on the needs of our customers and end-users. Looking at the results, we are particularly pleased with the success of ChatBot and its growing share in revenues, but we also believe in other products," said Mariusz Ciepły, CEO of LiveChat Software.

In the first quarter, the revenues generated by ChatBot amounted to PLN 2.45 million, which means an increase of 96% year-on-year and constitutes 5% of the Group's total revenues in this period. At the same time, the revenues of the Company's newest product, i.e. HelpDesk, increased by 522% to PLN 589 thousand.

In addition to LiveChat, other products are more and more often the subject of enterprise-class deals. The essential agreements obtained by the Company in the first three months of the financial year include:

- a European company that offers IT and consulting services,
- doubling the value of cooperation with a renowned university in the USA,

- the change of type of contract to one related to an annual commitment (instead of monthly payments) with one of the leaders of the global Forex market

At the end of the first quarter of 2021/22, the LiveChat product had 33,358 paying customers and the ChatBot product 2,086. Companies, institutions, offices, and universities in about 150 countries use the Company's solutions. The most important markets for the team are the USA, Great Britain, Australia, and Canada.

LiveChat Software generates all revenues in US dollars. Therefore the USD / PLN exchange rate has a significant impact on the reported results. Earlier, the Company published preliminary estimated USD revenue figures. In this approach, April - June 2021 amounted to USD 13.02 million and were 25.8% higher than those achieved in the first quarter of the financial year 2021/22. The Company's Monthly Recurring Revenue (MRR) value at the end of June 2021 was USD 4.21 million, an increase of 4.7% compared to the end of March 2021 and by 25.2% year-on-year.

ABOUT

LiveChat Software offers software solutions to manage business communications, generate leads, and sell online. It allows companies to stay in touch with their customers anytime and anywhere, just like they want to. The product suite consists of LiveChat, ChatBot, HelpDesk, and KnowledgeBase.

The products serve more than 33,000 businesses from 150 countries. The company's customer portfolio starts with small, private companies and goes up to Fortune 500 enterprises, including PayPal, IKEA, Allstate, CapitalOne.