

## **LiveChat Software increased net profit by 22.7% to PLN 28.3 million in the first half of the financial year**

Consolidated revenue of LiveChat Software in the first half of 2018/19 amounted to PLN 52.1 million, and the net profit to PLN 28.3 million. This means an increase by 19.4% and 22.7% annually. The EBITDA result increased by 17.9% y/y and amounted to PLN 36.7 million. During this period, the company worked both to improve its flagship product, LiveChat, as well as new services that will jointly create an ecosystem that supports the communication of companies with their clients.

"We are improving LiveChat to meet the changing needs and requirements of customers. Due to that, their number grows each month. At the same time, however, we are working on new services" - said president Mariusz Cieply.

LiveChat Software has been working on building the ecosystem around its solutions for a long time, thanks to which their users can quickly and easily adapt them to their expectations. Also by preparing own functions that can be made available and commercialized in the marketplace.

Until now, apart from the flagship LiveChat solution, the Company has also introduced other products to improve the management of text communication of companies with their current and potential clients. These include BotEngine - an application for creating chatbots, KnowledgeBase - a tool for preparing corporate knowledge bases and chat.io - a chat application that is characterized by continuity of conversation with the user and the possibility of integration with various communication channels. All the solutions mentioned have their paying users already and they work in the business reality.

In recent months, LiveChat Software has also bought two internet domains: helpdesk.com and chatbot.com, which will play an important role in the promotion of its services. On Monday, the company rebranded its BotEngine service to ChatBot.

As of 1 November, 25,628 paying customers used the "LiveChat" solution, which is over 15% more than last year. They include companies from all over the world - both small e-commerce companies, as well as big brands such as Stripe, Asus, Unilever or Tele2.

LiveChat Software begins the financial year on 1 April which ends on 31 March. In the first half of the year (April - September) it recorded very good operational ratios. The EBITDA margin was 70.4% (71.3% the year before) and net profitability 54.4% (against 53.0% a year earlier). The company also maintains a very high gross sales profitability (83.8% compared to 83.7% in the previous year).

The company generates cash efficiently, at the same time financing development from its own resources and maintaining the dividend policy, which assumes the allocation of the entire profit to shareholders. In the first half of the financial year, net cash flows from operating activities amounted to PLN 28.8 million. At that time, LiveChat Software acquired the chatbot.com and helpdesk.com domains. At the end of September, it had cash and cash equivalents totalling PLN 19.8 million.

In August LiveChat Software announced the launch of a review of strategic options.

"Our long-term goal is the position of the global live chat market and market of other customer service related services. Together with our advisers, we analyse various scenarios that are to help us achieve this goal. Currently, as part of this process, we have not made any binding decisions yet "- emphasized Mariusz Cieply.