

ibex.

Built for what's next.

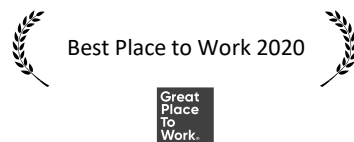
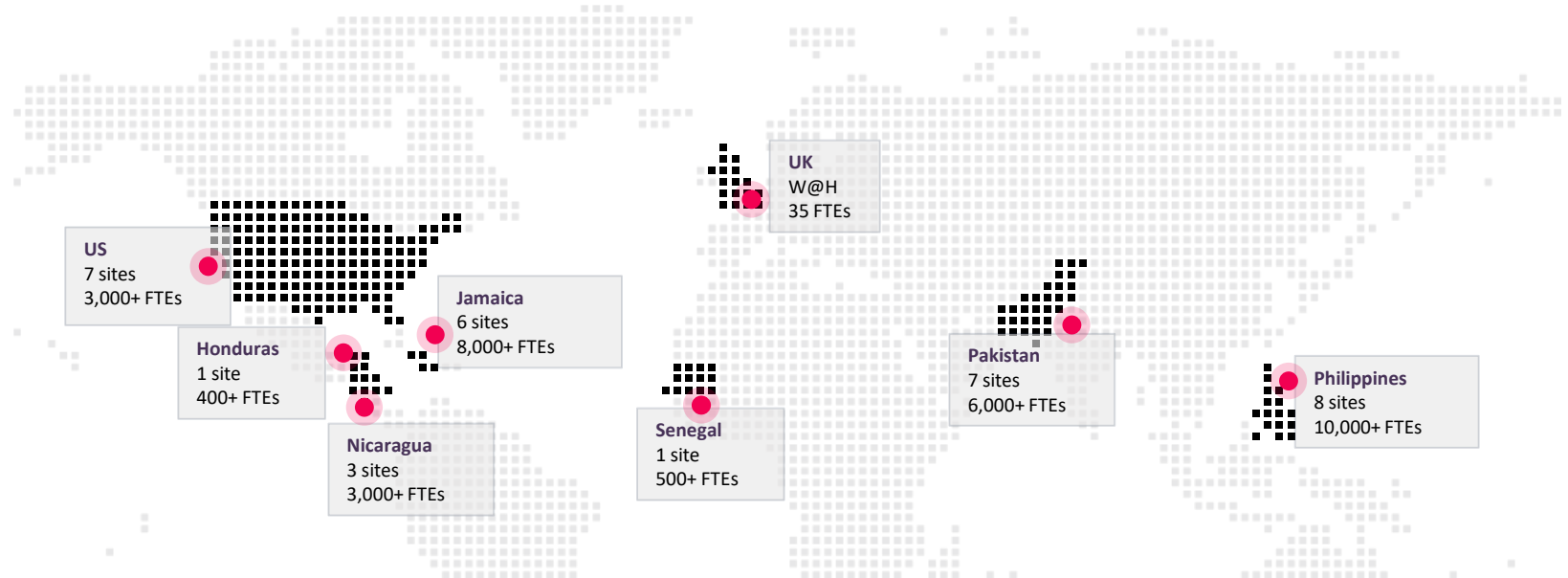
Bob Dechant
CEO

June 6, 2022



ibex at a Glance

	ibex. Connect	Elite Sales & Support Outsourcer
+	ibex. Digital	Digital Marketing Accelerator
	ibex. CX	Customer Feedback & Analytics
	30K+	Employees Worldwide
	34	Global Delivery Centers
	68	NPS Score on Client Satisfaction Survey
	71	NPS Score on Employee Satisfaction Survey
	PCI certified HIPAA compliant	
	IT Security Framework based on ISO 27001	



Strong LTM Results

\$478.7m

Revenue (LTM)

\$63.9m

Adj EBITDA (LTM)

9.9%

Revenue Growth (LTM)

13.4%

Adj. EBITDA Margin (LTM)

10-12%

Full Year Guidance

\$69-71m

Full Year Adj EBITDA Guidance

Company Facts

35

Delivery Centers

8

Geographies

31%

Work at Home

31K

Employees

Q3 FY2022 Results

\$129.1m

Record Revenue:

~19%

YoY Q3 Revenue Growth

\$18.8m

Adj. EBITDA

7

New Logos – 19 YTD

60%+ ⁽¹⁾












Integrated Omni Channel

(1) Represents % of New Logo's in Q3 that are either 100% Non-Voice or Omni-Channel

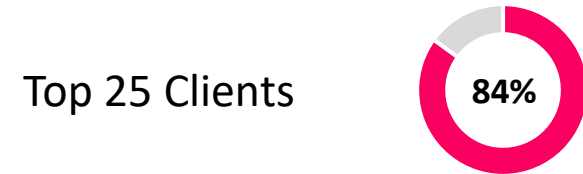
Diverse Base of Elite Clients by Revenue Powered By WaveX

~50 Clients
with > \$1m in Annual Revenue

FinTech and HealthTech:
\$100m Est FY22
(+100%) YoY

<p>#1</p>  <p>Cloud Based Restaurant Tech</p>	<p>#1</p> <p>\$</p> <p>Millennial Trading App</p>	<p>#1</p>  <p>Food Delivery</p>	<p>#1</p>  <p>Global Company</p>
<p>#1</p>  <p>Consumer Electronics</p>	<p>#1</p>  <p>Extended Warranty</p>	<p>#1</p>  <p>Shipping & Logistics</p>	<p>#1</p>  <p>Crypto Exchange</p>
<p>#1</p>  <p>Web Services</p>	<p>#2</p>  <p>Ride Sharing Services</p>	<p>#1</p>  <p>Streaming Media & Content</p>	<p>#1 & #2</p>  <p>Warehouse Clubs</p>

Q3'22 Client Statistics (% of Revenue)



Legacy 3 Clients Down to 19% from 34%



Compelling Vision

- BPO 2.0 – culture, branding, WaveX technology, Business Analytics
- Tech- Led BPO versus Labor Arbitrage
- Clients who are committed to amazing CX & brand experience
- Land & expand strategy with additional customer value propositions, services & new geographies over time.
- New clients average 2.5-4.5x revenue over year 2 & year 3



Large TAM & Competitive Moats

- \$100B TAM supported by growing CX outsourcing tailwinds
- Deeper integrations leading to stickier & mission critical customer relationships
- Clear & compelling ROI for clients
- Wave X purpose-built technology driving differentiation
- Exceptional operational performance



Track-Record & Transformation

- New client base now represents 70% of revenues
- 60% year-over-year growth in Q3'22 & 78% (E) 6-year CAGR
- Large global client base with exceptional customer & geographic diversification
- 100% Client Retention for 5 consecutive years (Top 20 clients)



Strong Financials

- Accelerating double-digit growth
- Record margins while regions are currently at 50% usable capacity due to social distancing
- Existing footprint offer incremental revenue potential of \$150 million P.A. in a pre-pandemic operating environment
- Cash Balance exceeds Total Borrowings
- Growth vectors are high margin drivers



Capital Allocation

- Less than 2-year payback on growth CAPEX
- \$20 million share repurchase authorization
- Flexible, pragmatic, and opportunistic capital allocation mindset

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Thank You

