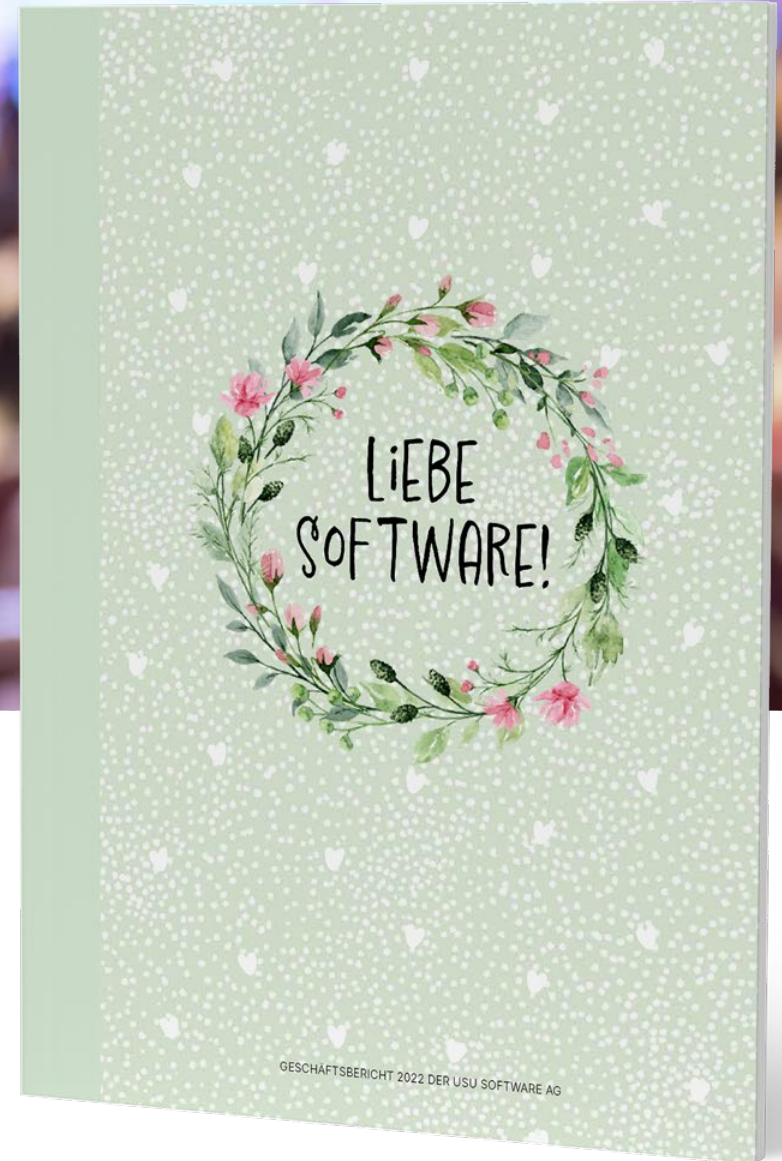


USU

USU Software AG

Company Presentation



We are USU

> **800**

Employees worldwide

> **1.200**

Customers worldwide

> **126**

Million Euro revenue (2022)

> **100**

International partners

185 countries

USU products used



45 years

Competence & experience in IT



No. 1

in customer satisfaction & price/performance



Our Vision

The whole world is touched by
USU (em)powered Services.



Top Customers Trust Smart USU Software Solutions

USU DNA

- Market leader for IT and customer service solutions
- Full-service provider for enterprise software and services
- Coverage of the entire service workflow
- Made in Germany
- International presence in > 30 countries

Facts

- 1,200 customers trust us
- 2.2 million users worldwide in 185 countries
- 780 USU experts from the areas of technology, IT, and customer service worldwide
- Constant growth of > 10 % per year



Trust

- 45 years of experience, listed on the stock exchange
- Awarded by Gartner and Forrester
- Very high proven customer satisfaction rate
- >15% investment in R&D per year
- Awards for sustainability and Social Value

The Mix from Service Management and Digital Customer Experience Brings the Best Out of Your Services

Your Benefits



Improve customer experience



Raise operational efficiency



Guarantee reliability

Measurable Improvements

> 5x

higher customer lifetime value with more centralized information (Knowledge Management)

> 50%

increase of productivity with process automation (Self Service Management)

> 60%

risk reduction with data-driven decisions (IT Monitoring)

> 40%

higher availability with reduced infrastructure complexity (Hybrid Cloud Management)

> 10x

cost reduction with increased transparency on licenses and monitoring (Software Asset Management)

USU Solutions

From digital customer experience
to service management

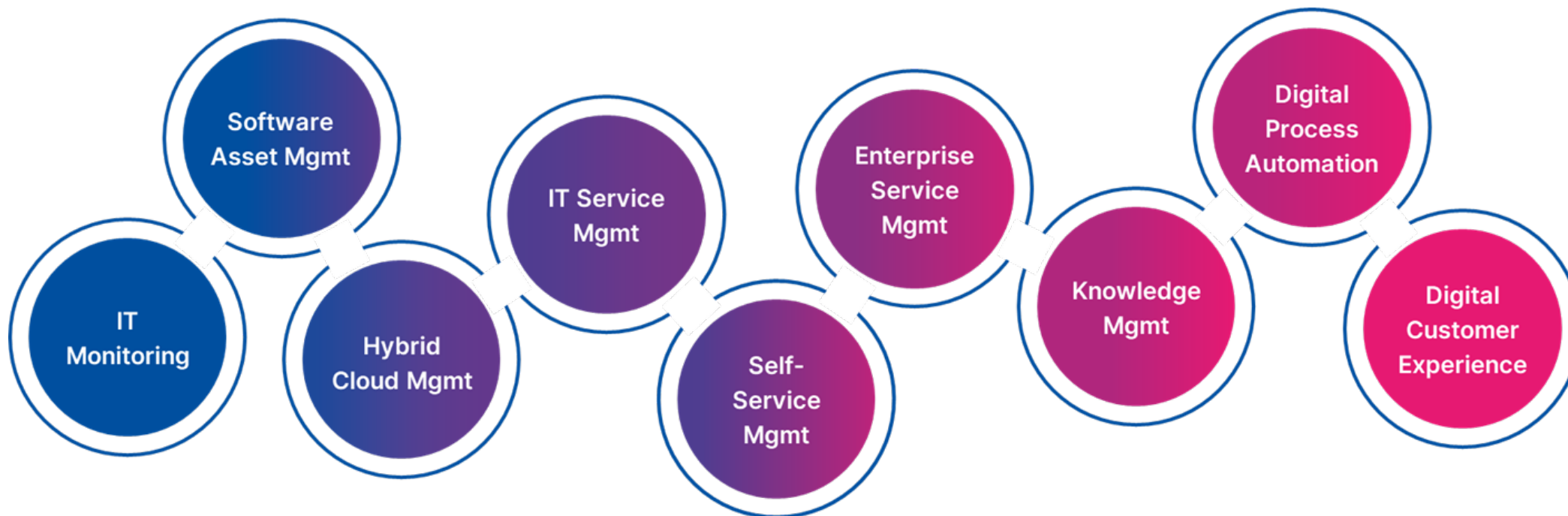
USU delivers the best of service management
and Digital Customer Experience.



We live and breathe
IT & Customer Service.

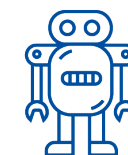
**That makes us
unique.**

USU Solution Portfolio



Smart baselines in monitoring (AIOps)

AI Technologies



AI-based ticket classification and routing
AI-based major incident recognition

ChatGPT im Bot Universe

USU Solution Portfolio – Customer Use Cases



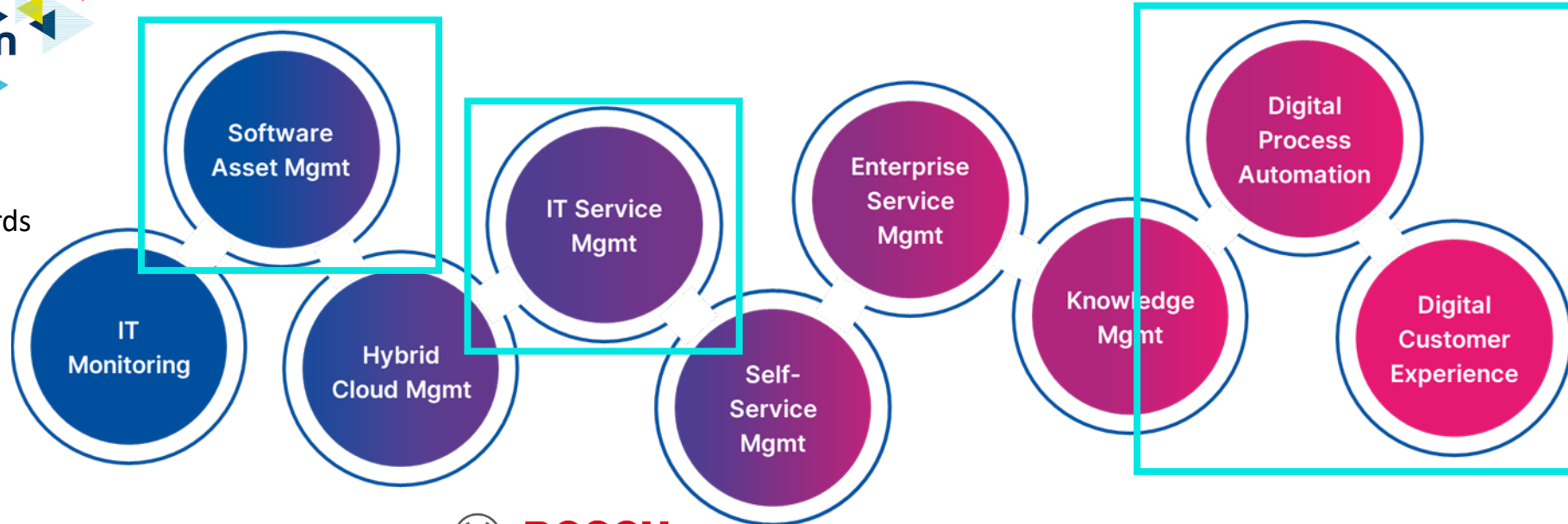
One global Knowledge Management

- > 32 countries
- > 35.000 employees
- > 19.000 knowledge documents

Türk Telekom

optimized software licenses

- > 1,600 license records
- > 140 Vendors
- > 20,000 Clients
- > 12,000 Server
- > 10x ROI in 3 years!



Cost transparency of IT Services

- > 4,000 Services
- > 400,000 Systems
- > 3,500,000 Billing records per month

USU Solutions

In operation worldwide for the best service experience

Over **2.2** million users around the globe rely on USU solutions.

Over **300** million end customers benefit from USU solutions.



Top analysts trust smart USU software solutions



Gartner Magic Quadrant for Software Asset Management Tools 2018-2020 and Services in 2020-2021

USU listed as "Challenger" for **SAM Tools MQ** and as „Niche Player“ in **Gartner MQ Services**



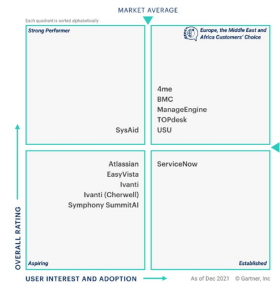
The Forrester Wave™: Enterprise Service Management, Q4 2023

USU named „Strong Performer" for Enterprise Service Management Solutions



Gartner Peer Insights “Voice of the Customer” for ITSM tools, March 2022

USU is in the top quadrant of the Gartner Peer Insights "Voice of the Customer" Europe Region for **ITSM**



Research in Action - Vendor Selection Matrix Technology Cost and Resource Optimization 2020 + Enterprise Service Management 2021 + 2022

USU named best software vendor for ITSM solutions and for ESM solutions and as worldwide Leader



Over 1,200 customers worldwide rely on our solutions

USU is the largest European solution provider for the digitization of services.



Extract from the reference list

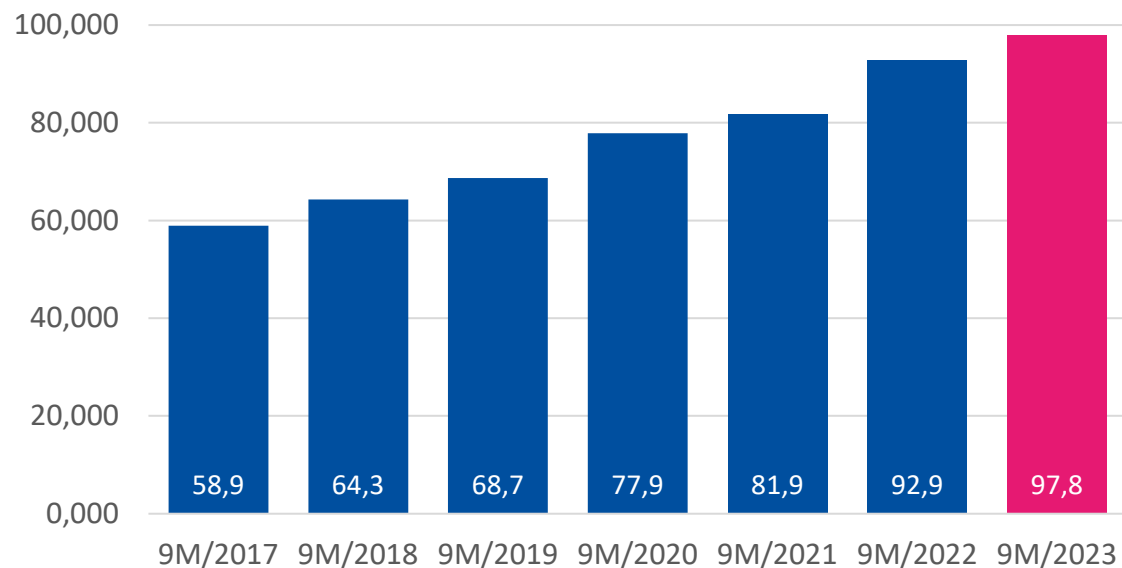


Financials

Review: The nine-month development of USU

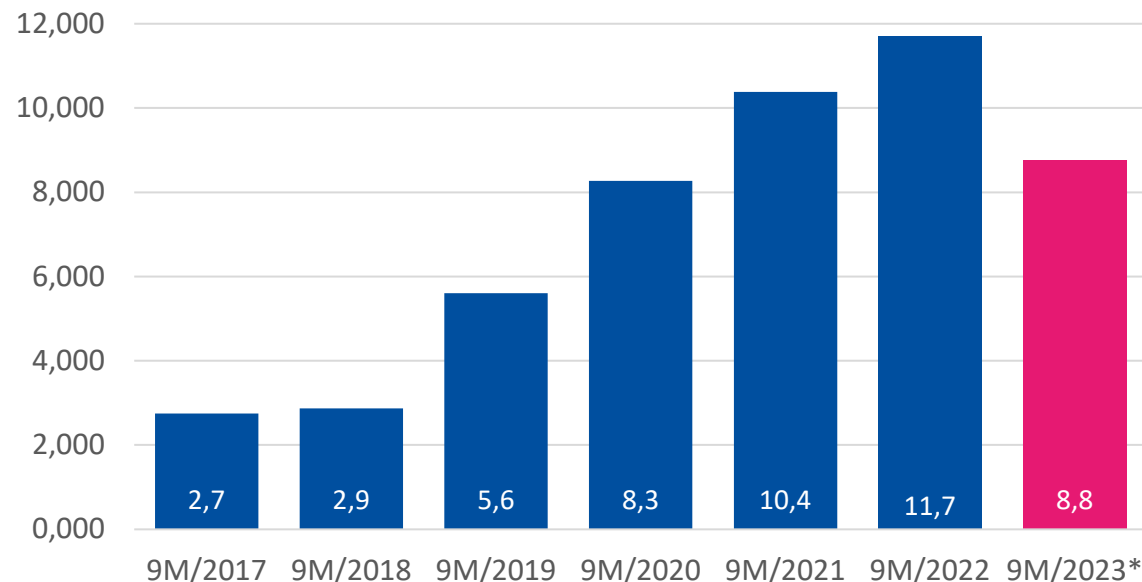
Consolidated Sales in mEuro

CAGR 2017 - 2023: 8.8%



Adjusted EBITDA in mEuro

CAGR 2017 - 2023: 21.3%

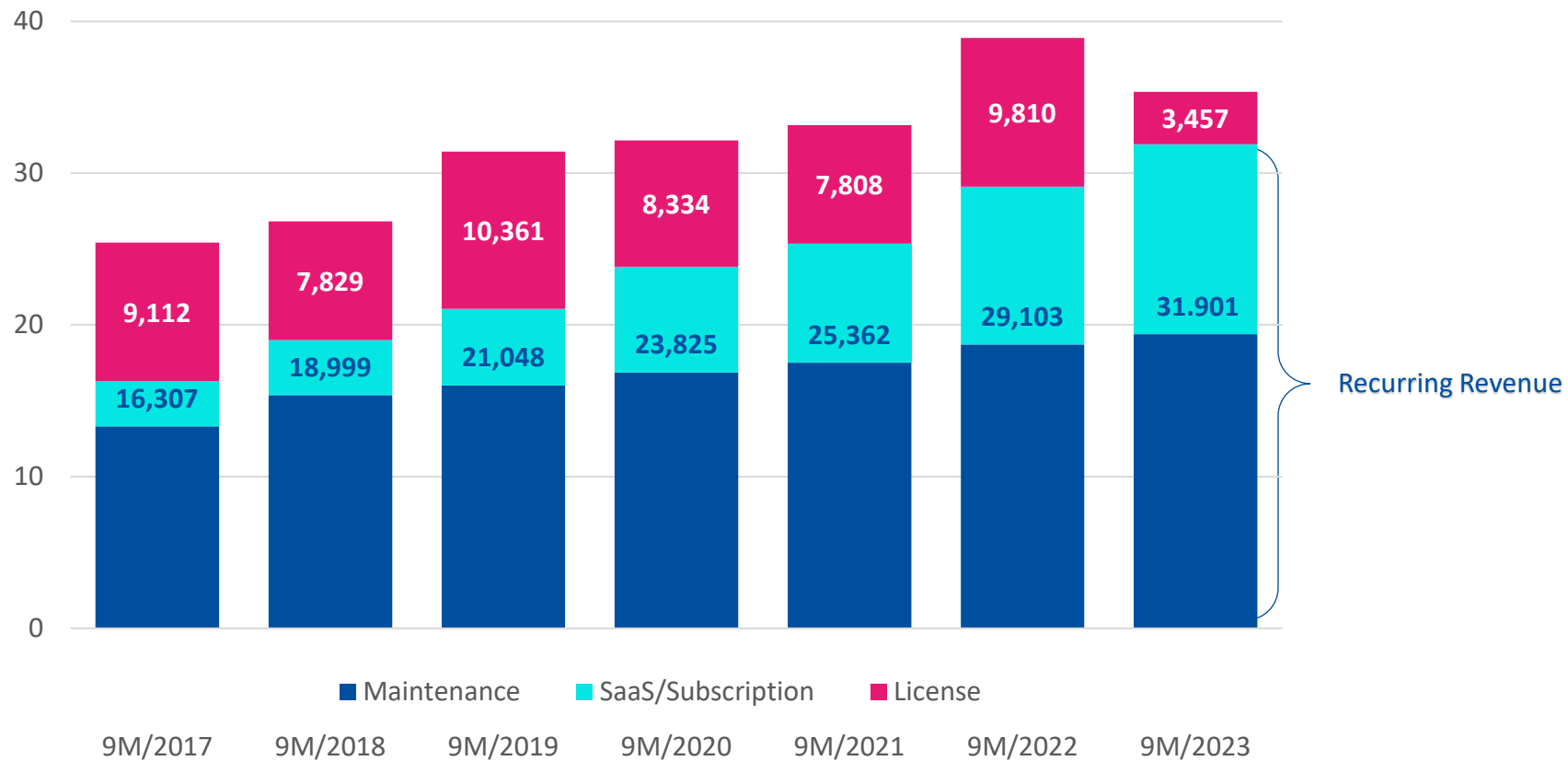


Investment in Internationalisation

Transformation from perpetual to SaaS/subsription

Expansion of recurring revenues with (so far) almost stable license revenues

License, Maintenance and SaaS/Subsription revenues (in thousand Euro)



9M/2023

+20.4%

SaaS/Subsription Revenue

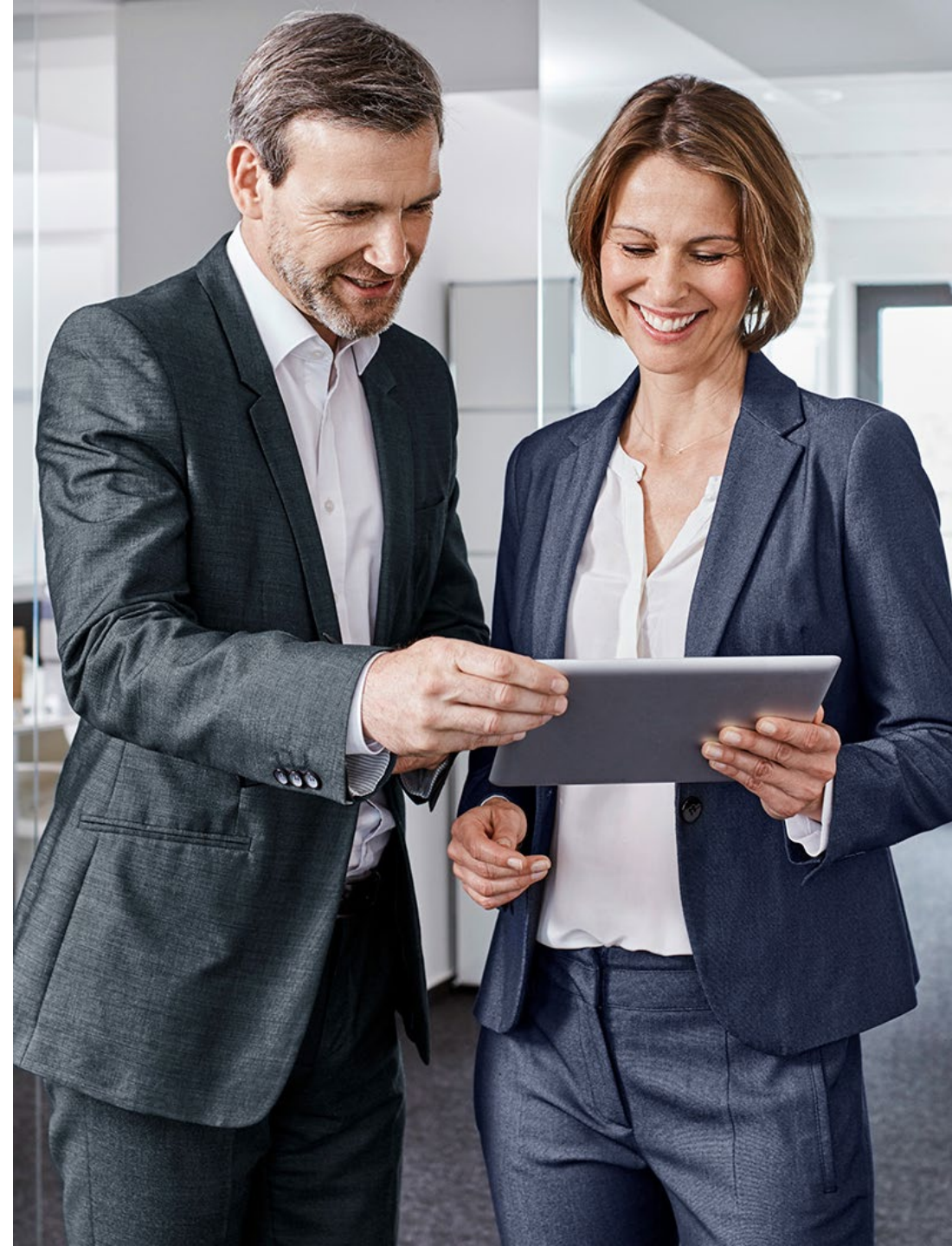
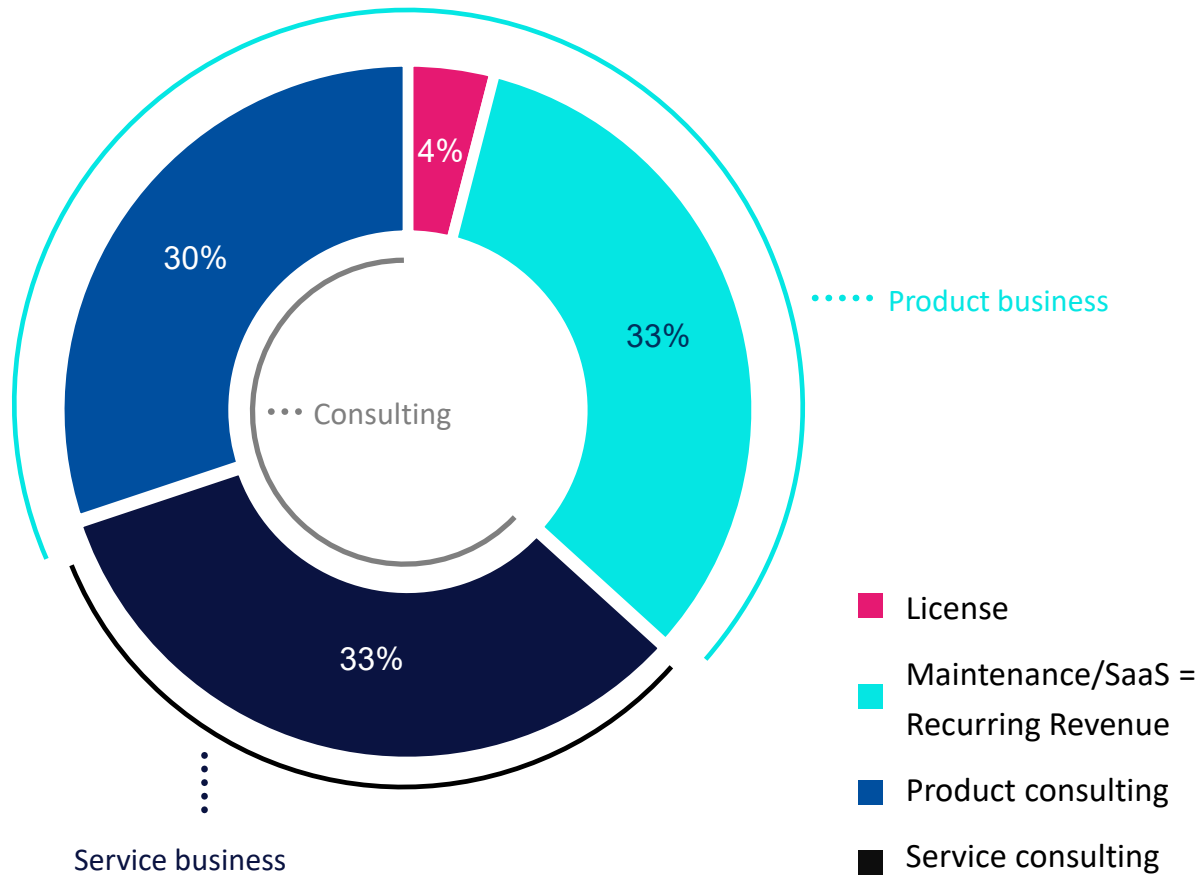
+9.6%

Recurring Revenue in total

The USU Group in first nine months 2023 at a glance

IFRS in EUR thousand	9M/2022	9M/2023	Explanations
Revenue	92,874	97,819	<ul style="list-style-type: none"> • Sales increase of 5.3% due to strong SaaS- (+20.4%) and Consulting (+16.1%) business, notwithstanding (license) order deferrals • Decline in profit due to sharp drop of license income in Q2 & Q3 and extraordinary expenses (TEUR 347) due to share based compensation associated with employee share program
Adjusted EBITDA	11,695	8,773	
EBIT	8,155	4,824	
Net profit	5,776	3,304	
Earnings per share, undiluted [EUR]	0,58	0,33	
Cash Flow from operating activities	5,943	3,243	<ul style="list-style-type: none"> • Strong order backlog of around EUR 86 Mio. as good base for future growth
Number of employees as of end of quarter	755	814	
	Dec. 31, 2022	Sept. 30, 2023	<ul style="list-style-type: none"> • Positive cash generation, but fluctuations due to balance sheet date • Further increase of employees • Strong equity ratio, high group liquidity and no bank liabilities demonstrate very solid and secure financing
Shareholders Equity	56,954	55,365	
Equity ratio	50.4%	49.9%	
Group Liquidity	15,525	9,829	

Sales structure 9M/2023





USU Share

USU Software AG: Information on the share

USU Software share at a glance*

ISIN: DE000A0BVU28

Security identification number (WKN): A0BVU2

Ticker Symbol: OSP2

Segment: Prime Standard (Frankfurt)

Indices: Prime All Share, Technology All Share, Software Industry Index

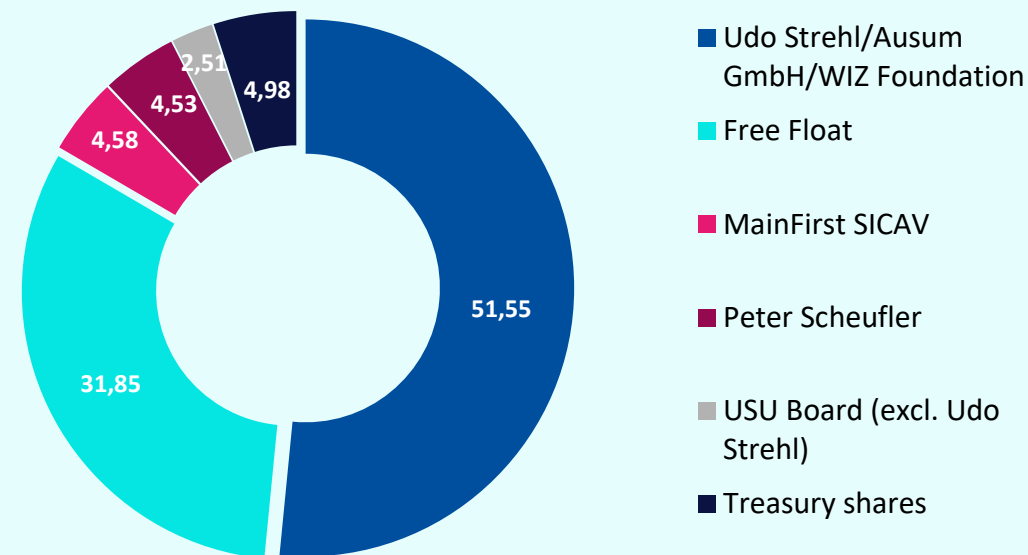
No-par bearer shares: 10,523,770

XETRA share price: €17,85

Market capitalization: €187,849,295

* Data from November 20, 2023

Shareholder Structure of USU Software AG*

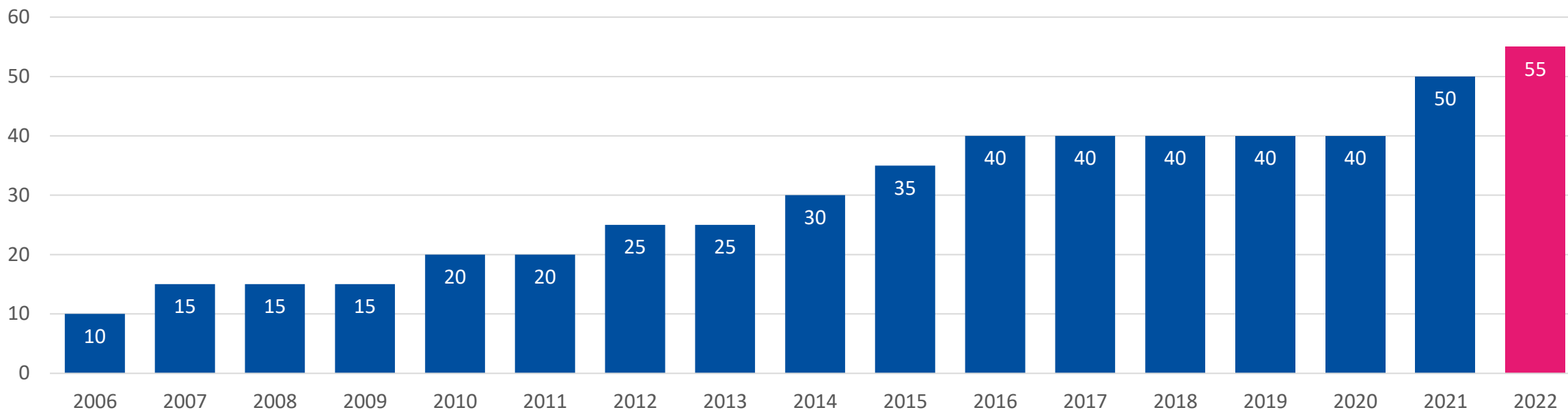


USU Software AG: share chart (10 years)



Dividend Development

[EUROCENT]



Dividend policy:

Distribution of around half of the operating profit generated but never lower than in the previous year.

Current analyst statements on the USU share



LB&BW

Rating: Buy, Price target: 24.00 Euro

(August 24, 2023)



GBC AG
Investment Research

Rating: Buy, Price target: 29.60 Euro

(September 7, 2023)



NuWays
by Hauck Aufhäuser Lampe

Rating: Buy, Price target: 30.00 Euro

(October 25, 2023)

USU growth drivers

SaaS Transformation

- Transformation from perpetual license business to SaaS and subscription
- Currently, approx. 50% of new customers choose the SaaS/Subscription model
- SaaS revenue growth of 20.4% year-on-year to €12.5m in first nine months 2023

Innovation

- High investments in fast growing markets like Artificial Intelligence, Cloud Management and ESM

Internationalization

- Investments remain at a high level
- Extensive partner network
- Highest potential in the USA and France



USU Growth Markets



Cloud ITSM Market

The global Cloud ITSM market size is expected to grow from USD 4.7 billion in 2020 to USD 12.2 billion by 2025, at a compound annual growth rate (CAGR) of 21.2% during the forecast period (Source: MarketsandMarkets™)



Software License Management Market

The Global Software Asset Management Market is projected to reach USD 3.83 Billion by 2026, growing at a CAGR of 14.7% from 2019 to 2026 (Source: Verified Market Research)



Market for Digital Transformation

The global digital transformation market size was valued at USD 284.38 billion in 2019 and is expected to expand at a compound annual growth rate (CAGR) of 22.5% from 2020 to 2027 (Source: Grand View Research)



Software as a Service Market

The global Software as a Service (SaaS) Market size is projected to grow from \$251.17 billion in 2022 to \$883.34 billion by 2029, at a CAGR of 19.7% (Source: Fortune Business insights)



Cloud System & Service Management Market

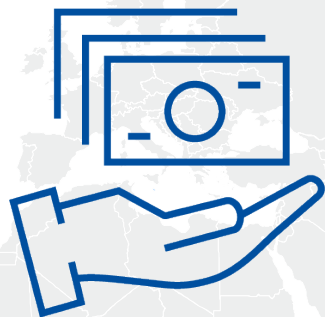
Worldwide cloud system and service management software forecast is expected to grow to \$18.8 billion in 2024 at a compound annual growth rate (CAGR) of 20.4% (Source: IDC Market Forecast)



Chatbot Market

The global chatbot market size in BFSI was valued at \$494.68 million in 2019, and is projected to reach \$3,392.96 million by 2027, growing at a CAGR of 27.3% from 2020 to 2027. (Source: Allied Market Research)

Outlook 2023

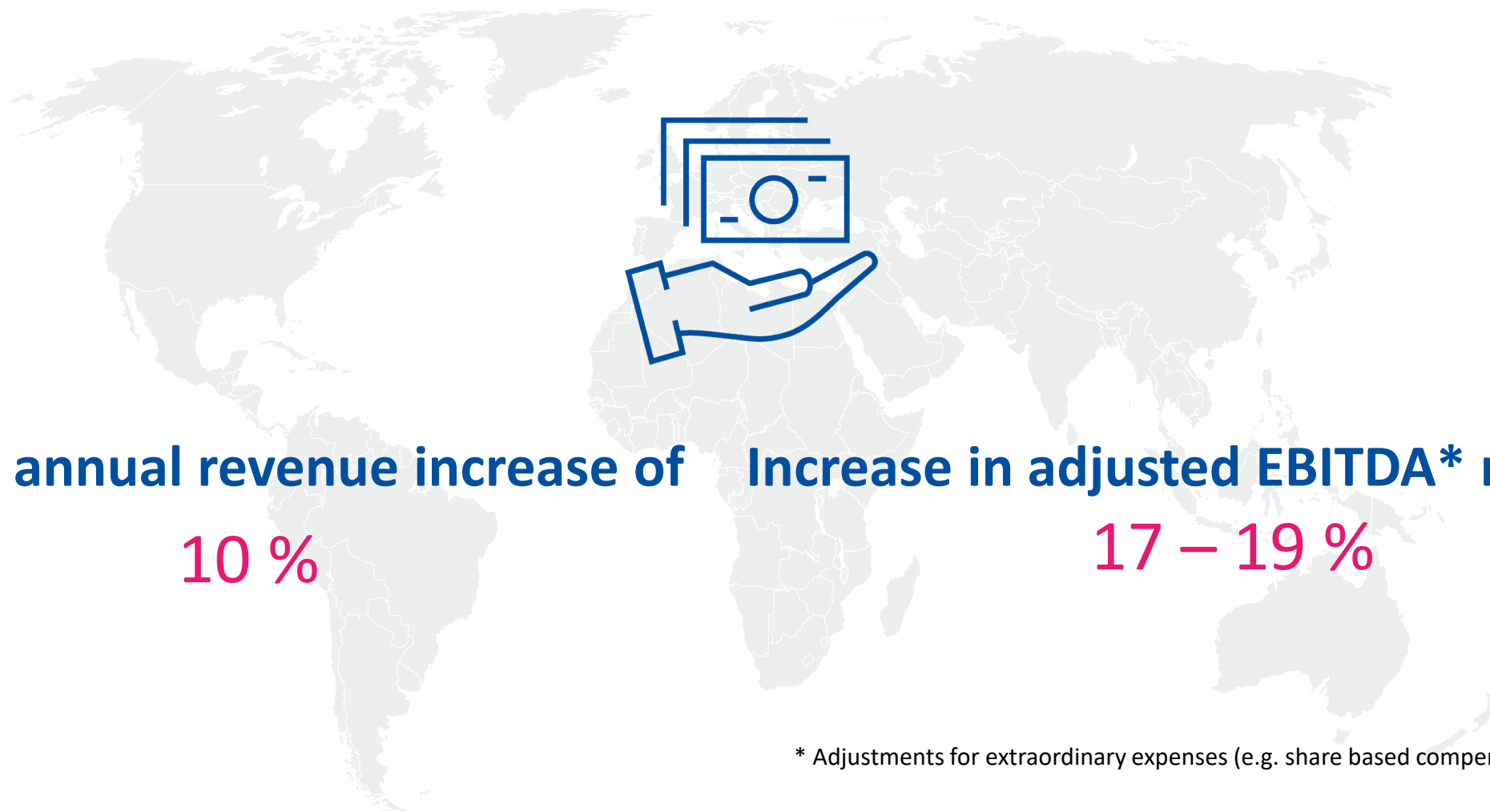


Revenue increase
to
EUR 132 – 139 million

Adjusted EBITDA*
of
EUR 13 – 15 million

* Adjustments for extraordinary expenses (e.g. share based compensation) only

Outlook: medium-term planning 2026



Average annual revenue increase of

10 %

Increase in adjusted EBITDA* margin to

17 – 19 %

* Adjustments for extraordinary expenses (e.g. share based compensation) only

Thank you very much!



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