Data-driven business transformation

March 24, 2021 Enfo

# **Annual General Meeting**

### Roadmap



A workplace to love Sustainable business Collaborative value creation Profitability

Trusted partner **Profitability** 

Trusted partner Growth

## Enfo 2020: Stable profitability despite exceptional year

### Key figures

	1.1.–31.12.2020	1.131.12.2019
Net sales, EUR million	114.6	121.5
EBITDA	11.4	9.4
% of Net sales	10.0	7.8
Operating profit, EUR million	2.0	1.4
% of Net sales	1.7	1.1
Profit for the period, EUR million	0.0	-1.4
% of Net sales	0.0	-1.1
Earnings per share, EUR	-2.6	-4.6
Return on investment, %	3.6	3.4
Equity ratio, %	40.1	36.4
Net gearing, %	86.1	96.0
Interest-bearing net debt, EUR million	40.8	41.6
Equity per share, EUR	60.7	62.6
Average number of employees	907	903

### Year 2020 - Figures and highlights



#### Highlights

Integrating SAP business	Enfo and TIBCO form strategic partnership	Finavia agreement	Divesting Zervicepoint	ISO certifications	Employee and customer satisfaction	New CEO
Enfo integrates Solteq's SAP ERP business into its business after acquisition at the end of 2019.	Enfo becomes an exclusive reseller of TIBCO solutions in the Nordic and Baltic countries.	Enfo and Finavia sign a broad cooperation agreement of approx. EUR 26 million, includ- ing operations and capacity in both data center and cloud as well as services for a modern workplace.	Enfo divests the Swedish Zervicepoint business.	Enfo renews its ISO 14001 certification and confirms its ISO 9001 and ISO 27001 certifications.	Employee satisfaction and customer satisfaction surveys prove content Enfonians and customers.	In January 2021, Mikko Valorinta is appointed new CEO from March 1, 2021.

### **Must-win battles**

	Target 2020	Outcome 2020
A workplace to love	<ul> <li>eNPS above 40 (12-month average)</li> <li>Monthly employee turnover approx. 1% (12-month average)</li> </ul>	37.7 0.7%
Collaborative value creation	• EBITDA-% approx. 10%	10%
Trusted partner	• Customer satisfaction above 4 (scale of 1–5)	4.3

### **Sustainability**

Enfo's CR mission is to be the obvious choice as an employer and supplier through responsible digital development and business.

#### Enfo's CR cornerstones



We ensure regulatory compliance and ethics in our operations and ecosystem

### **Business Areas**

#### **Data platforms**

Versatile platforms for the management of data

#### Main service areas

- Public cloud, private cloud and hybrid cloud platforms and technologies
- Cloud consulting, migrations & services
- Own data center in Kuopio

#### Employees

83

#### Information management

Information as a strategic asset: how to master exponentially growing amounts of data

#### Main service areas

- Performance management: BI / analytics, planning, predicting, data warehousing / data marts
- Data hub: Data lakes, data virtualization, IoT
- Data asset management: Metadata, data governance, data models, data catalog, master data management

**Care** Genuine care for our customers and their solutions

Employees 154

#### Applications

Applications, digital services and integration with all leading technologies

#### Main service areas

- Integration maintenance and support
- Integration development
- Application maintenance and support
- Identity and access management
- Asset management

Employees 289

#### Main service areas

- 24/7 service center
- Modern workplace solutions, including Microsoft O365
- Device care

- Solution management
- Networks
- Cybersecurity

• IT in mergers and acquisitions

Business process automation

Employees 244

### **Themes 2021**



## Thank you

Mari Orttenvuori CFO

Mikko Valorinta CEO





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