

Ref No: RML/2024-25/548

Date: January 28, 2025

To,

BSE Limited
Scrip Code: 543228

National Stock Exchange of India Limited
Symbol: ROUTE

Dear Sir/Madam,

Sub: Investor Presentation

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, we are enclosing herewith the Investor Presentation, that will be presented on January 28, 2025 to the Analysts/ Investors in connection with the Unaudited Financial Results (Standalone and Consolidated) of the Company for the Quarter and Nine months ended December 31, 2024.

The same is also available on the Company's website at www.routemobile.com

You are requested to take the above information on record.

Thanking you,
Yours truly,
For Route Mobile Limited

Rathindra Das
Group Head Legal, Company Secretary & Compliance Officer
Membership No: F12663

Encl: as above



Earnings Update

Q3 and 9M FY 24-25

Investor Presentation
January 28, 2025


Safe Harbor




Certain statements mentioned in this presentation concerning our future growth prospects are forward looking statements (the “Forward Statements”) and are based on reasonable expectations of the management, which involves a number of risks, and uncertainties that could cause actual results to differ materially from those in such Forward Statements. The risks and uncertainties relating to these Forward Statements include, but are not limited to, risks and uncertainties regarding fluctuations in our earnings, fluctuations in foreign exchange rates, revenue and profits, our ability to generate and manage growth, competition in CPaaS globally, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price and fixed time frame contracts, industry segment concentration, our ability to manage our international operations, our revenues being highly dependent on clients in the United States of America, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, withdrawal of fiscal governmental incentives, political instability, adverse impact of global pandemics (including COVID-19 impact), war, legal restrictions on raising capital or acquiring companies, unauthorized use of our intellectual property(ies) and general economic conditions affecting our businesses and industry. We may, from time to time, make additional written and oral Forward Statements . We do not undertake to update any Forward Statements that may be made from time to time by us or on our behalf, unless required under the law.


Route Mobile - Industry Leading Global CPaaS Platform




 RML offers a scalable and flexible **Omnichannel CPaaS** platform to enterprises across industry verticals, globally


 **280+** direct MNO connects, overall access to **900+** MNOs (**Super Network**)

 Global footprint across **20+ locations**; **2,800+** active billable clients

 Infrastructure comprising **20 data centers** and **6 SMSCs** globally

 **ESG leader**, rated **"A"** by a reputed ESG rating agency

 Niche Player in Magic Quadrant for CPaaS 2024 – **Gartner**
Key Vendor in four Hype Cycle Reports – **Gartner**
"Top Tier 1 A2P SMS vendor" – **Rocco**

 **₹44,176 mn** Revenue for LTM ended 31 Dec 2024
40% Revenue CAGR FY2021 - FY2024

 **₹5,305 mn** EBITDA for LTM ended 31 Dec 2024
41% EBITDA CAGR FY2021 – FY2024

 **117 bn** Billable transactions processed in 9M FY24-25
105% Net revenue retention

 **₹ 7,457 mn** Net Cash as on 31 Dec 2024
102% CFO / EBITDA conversion in 9M FY24-25

 **₹41.72** Earning Per Share (EPS) in 9M FY 24-25

 Board recommended **₹3 per share** interim dividend

Global Diaspora - Footprint & Super Network



Data as on Dec 31, 2024

Key Developments

Key Developments in Q3 FY 24-25



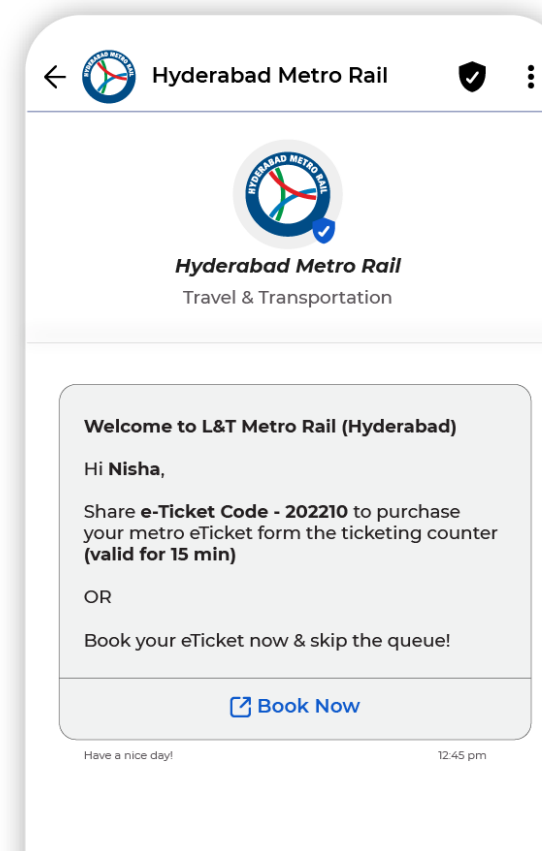
Received the **'Partnership Award'** at the RCS World Tour - India for introducing **RCS Business Messaging** in Transit vertical



Partnered with **PT MRT Jakarta** to launch an innovative WhatsApp-based metro ticketing solution



Launched RCS-based ticketing and Google Wallet services for **L&T Metro Rail Hyderabad**



Proximus Global

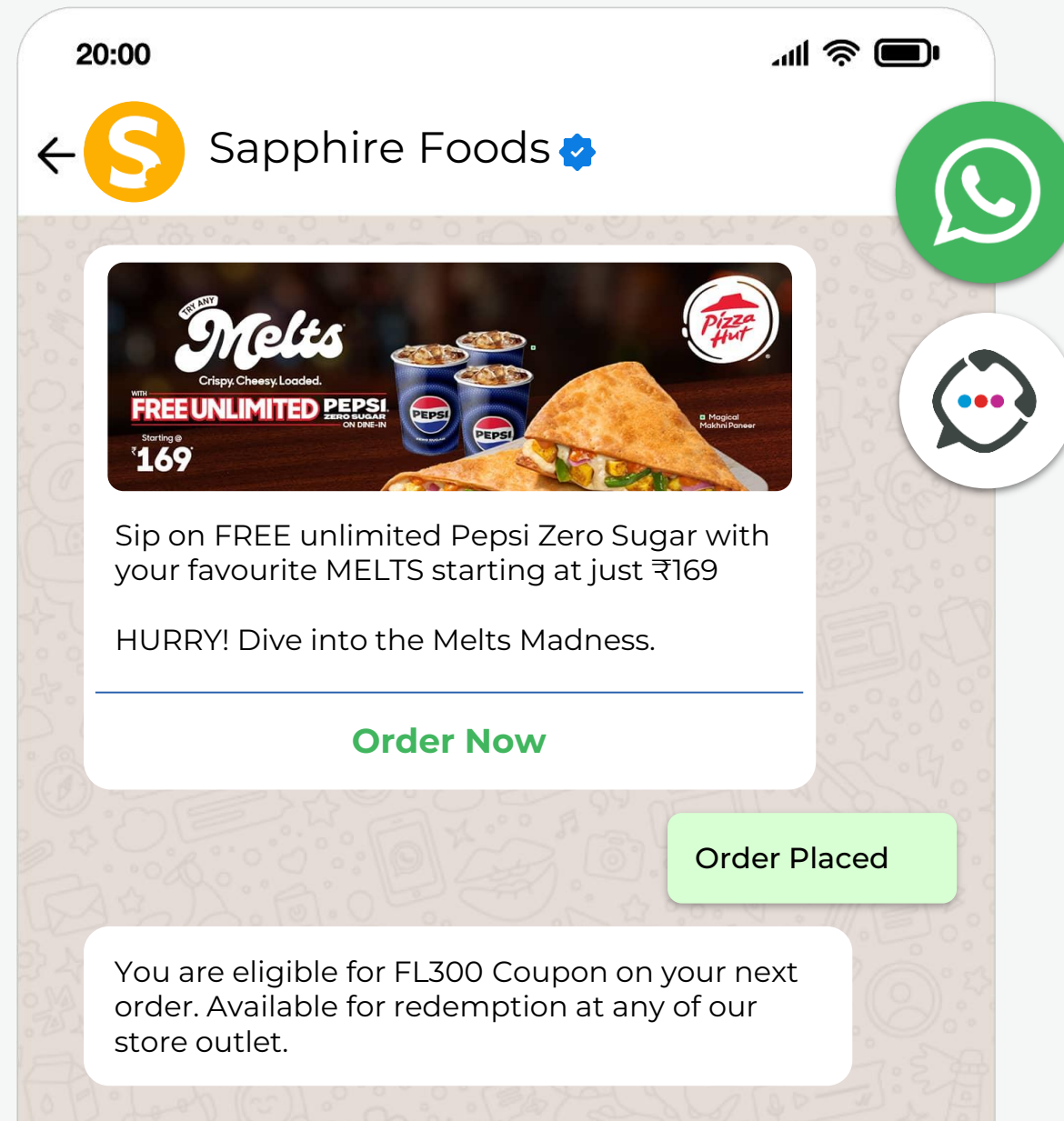
Route Mobile will leverage the synergies within **Proximus Global**, to create a global digital communications leader, while maintaining continued focus on its emerging market dominance.



Focus on Expanding Product Portfolio

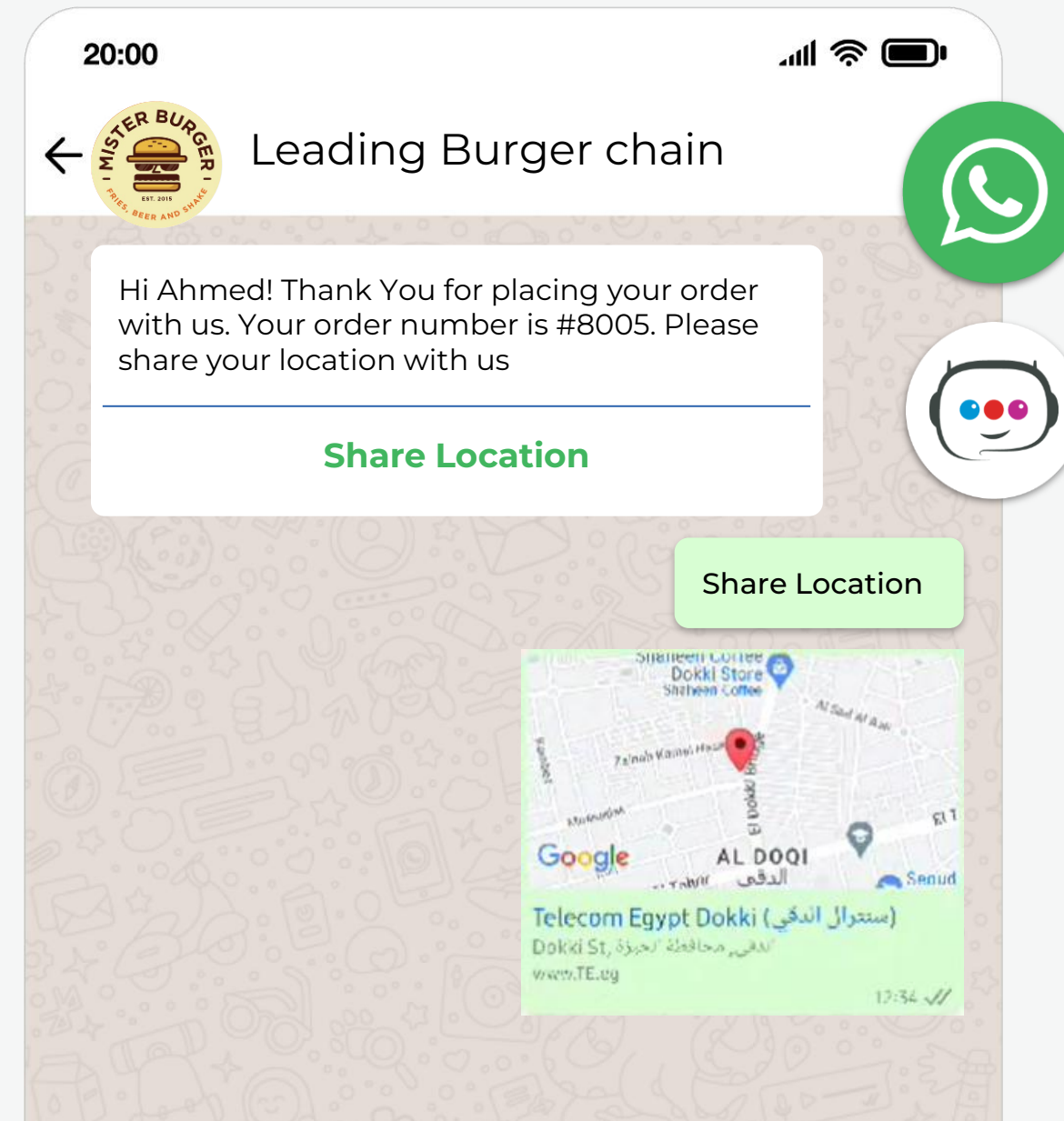


Sapphire Foods is improving conversions with **WhatsApp & Call Patching solution**



- Store walk-ins **increased by 25%**
- Coupon redemption rates **doubled from 2% to 4%**
- 500k coupons sent out to 140 stores, with plans to expand to **750+ stores**.

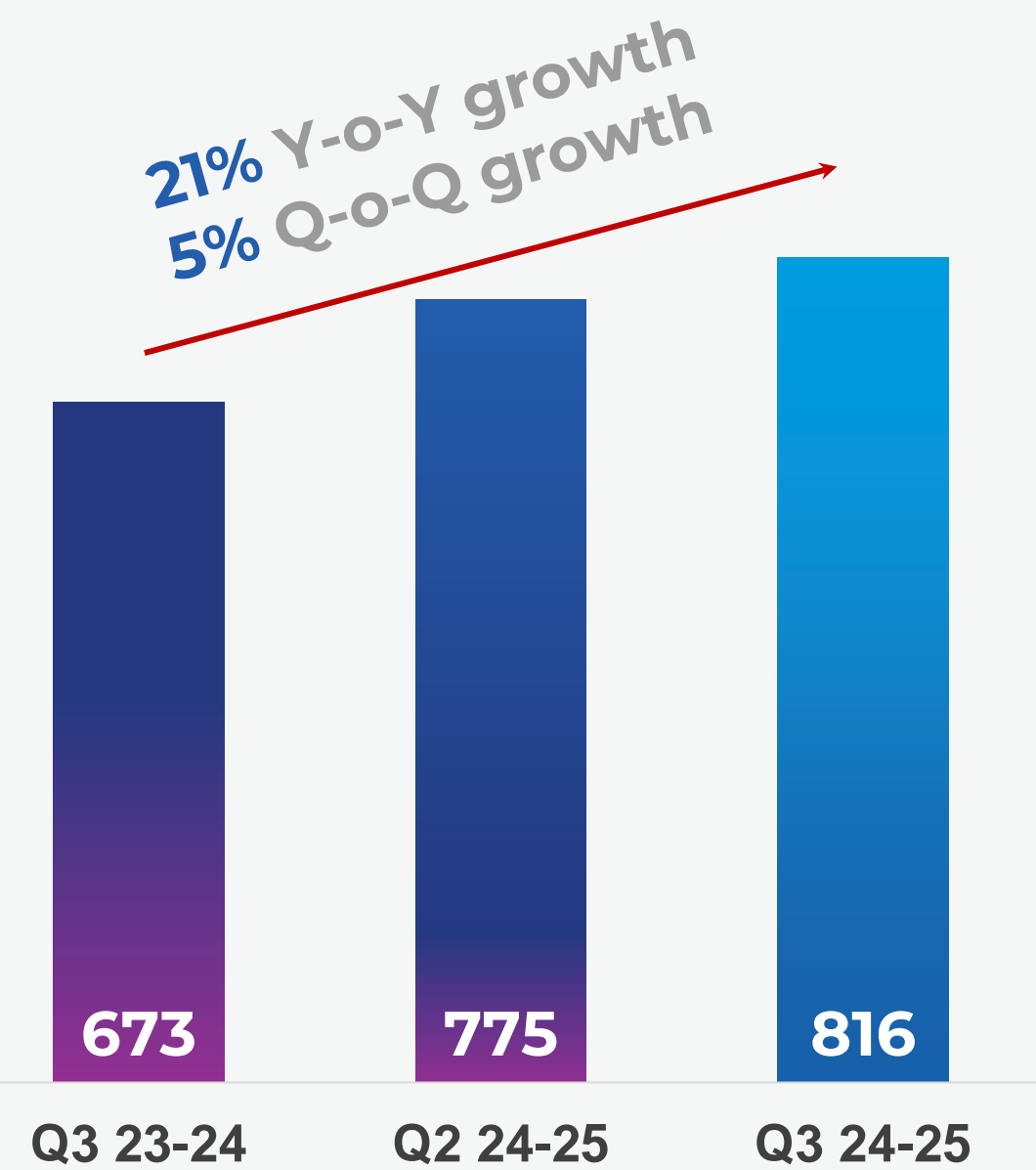
A multi-brand QSR chain in the Middle East is enhancing customer service with **WhatsApp & Chatbot Integration**



- Successfully delivered over **1 million** WhatsApp messages for a **leading Burger chain**
- **Real-time logistics** information shared within the chat
- **24/7 automation support** for customers across 13 countries



New Products Revenue (in ₹ mn)



Key Business Metrics

Diverse Customer Base

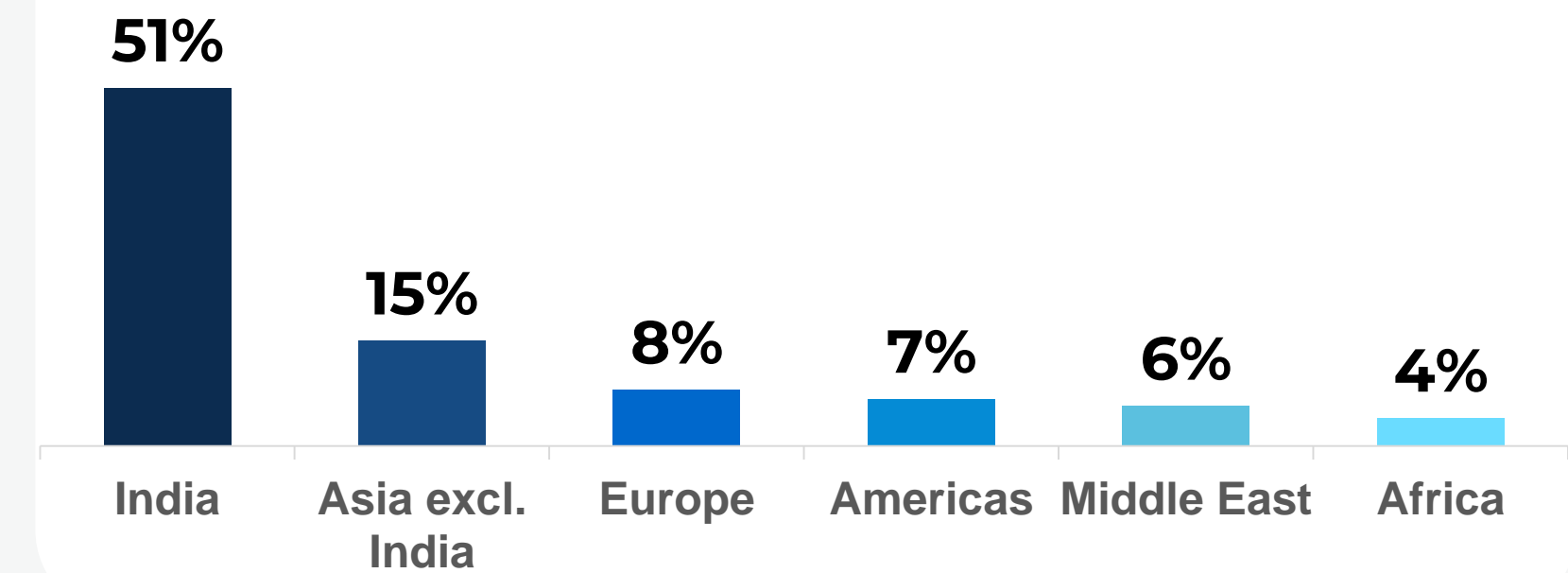


Revenue contribution from select industries in 9M FY 24-25

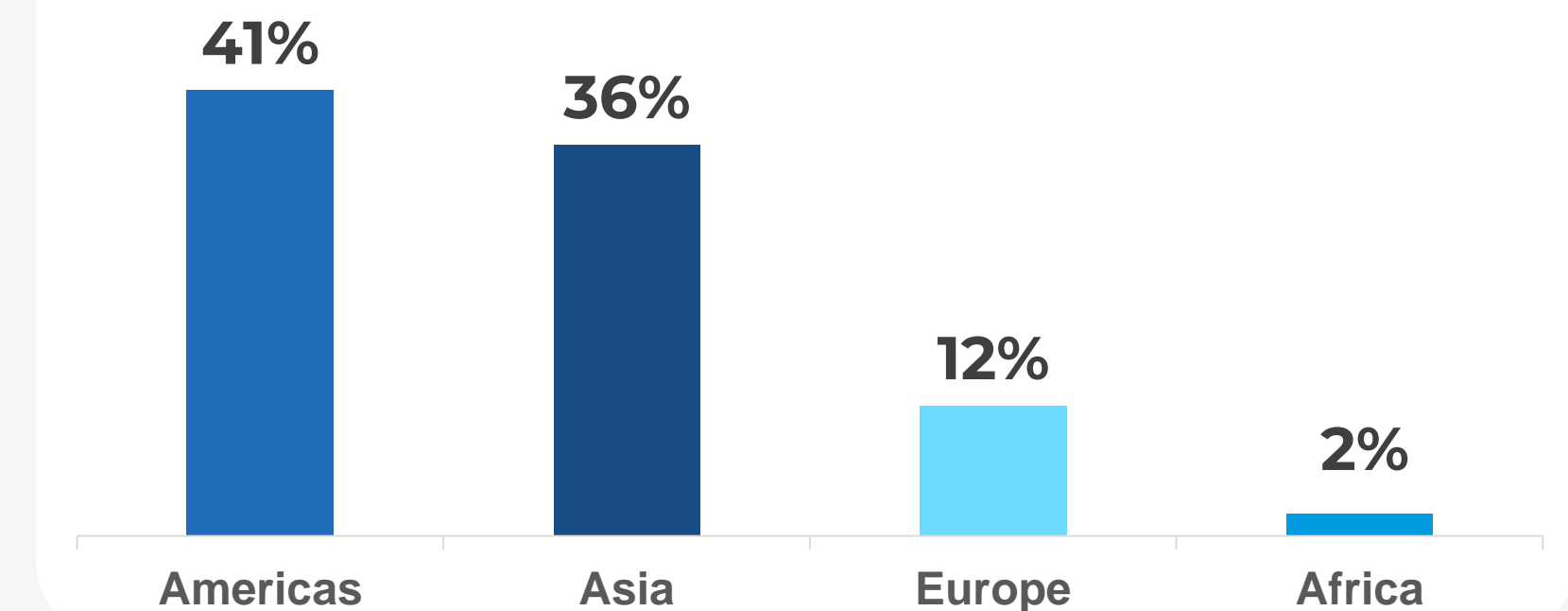


(1) Top 50 countries contribute c. 91% of 9M FY24-25 revenue from operations
 (2) Top 150 customers - contribute c. 90% of 9M FY24-25 revenue from operations

Revenue for Top 50 countries by termination⁽¹⁾



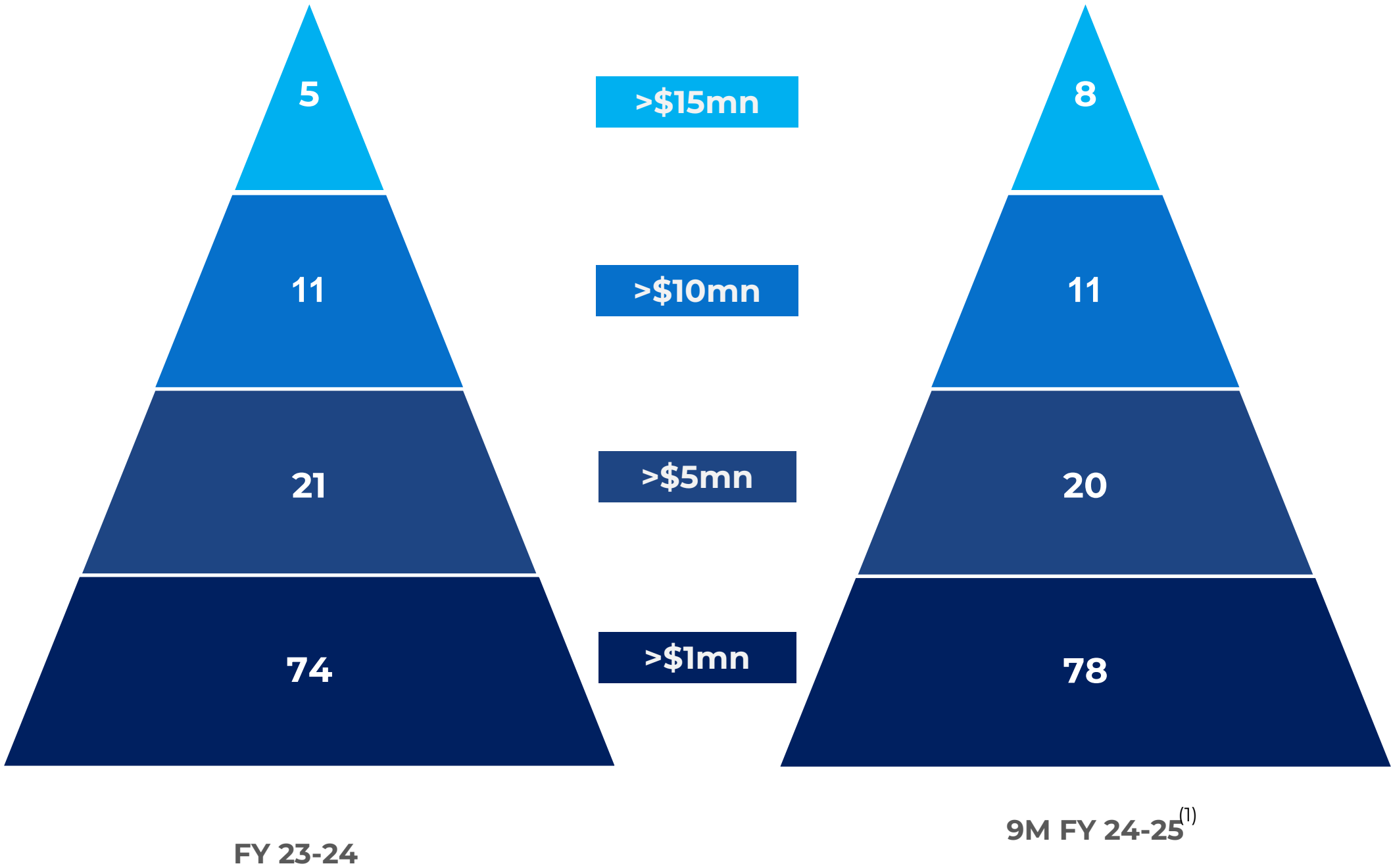
Revenue by customer HQ continent⁽²⁾



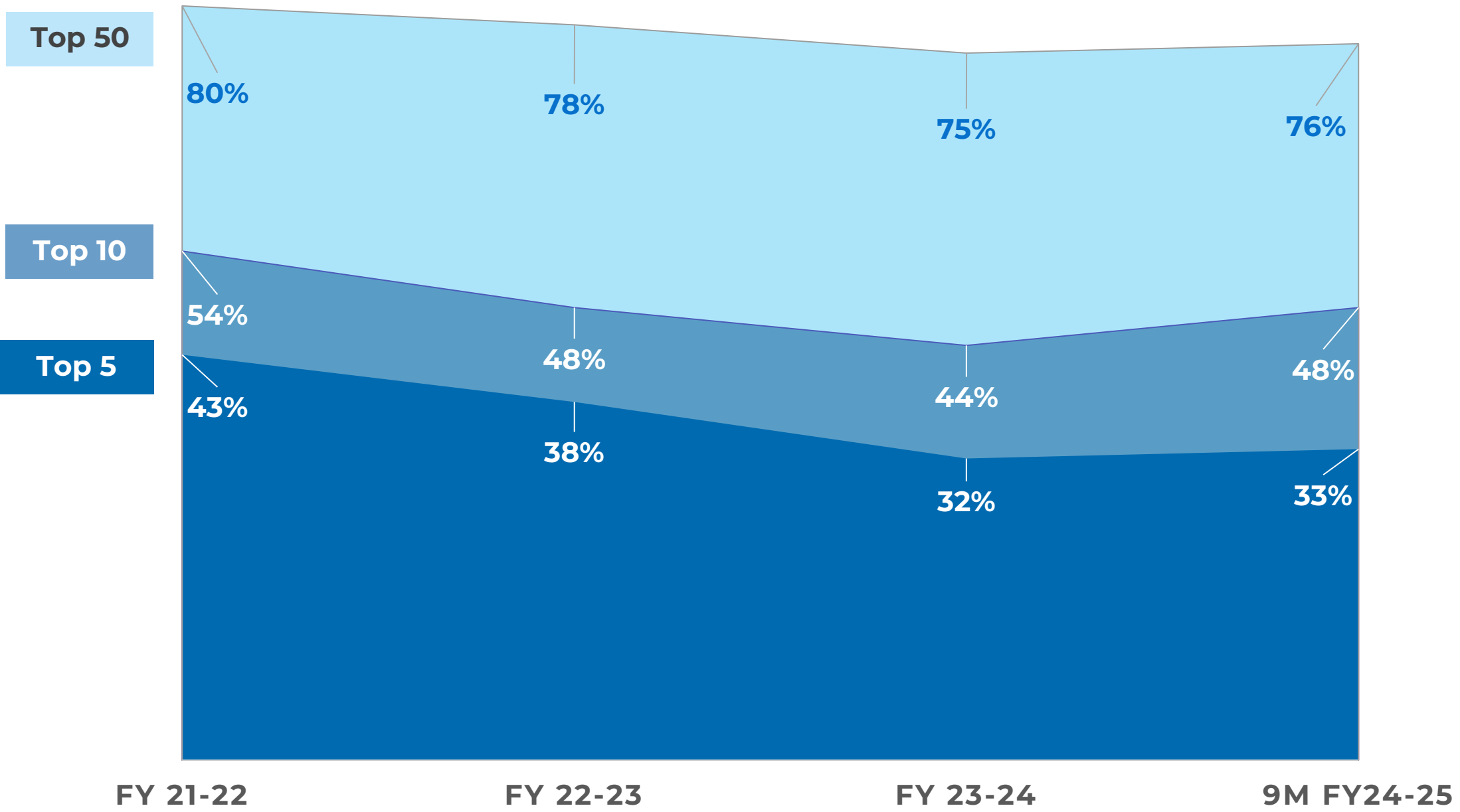
Growing number of Multi-million dollar accounts with Improving Client Diversification



Clients by Account Size



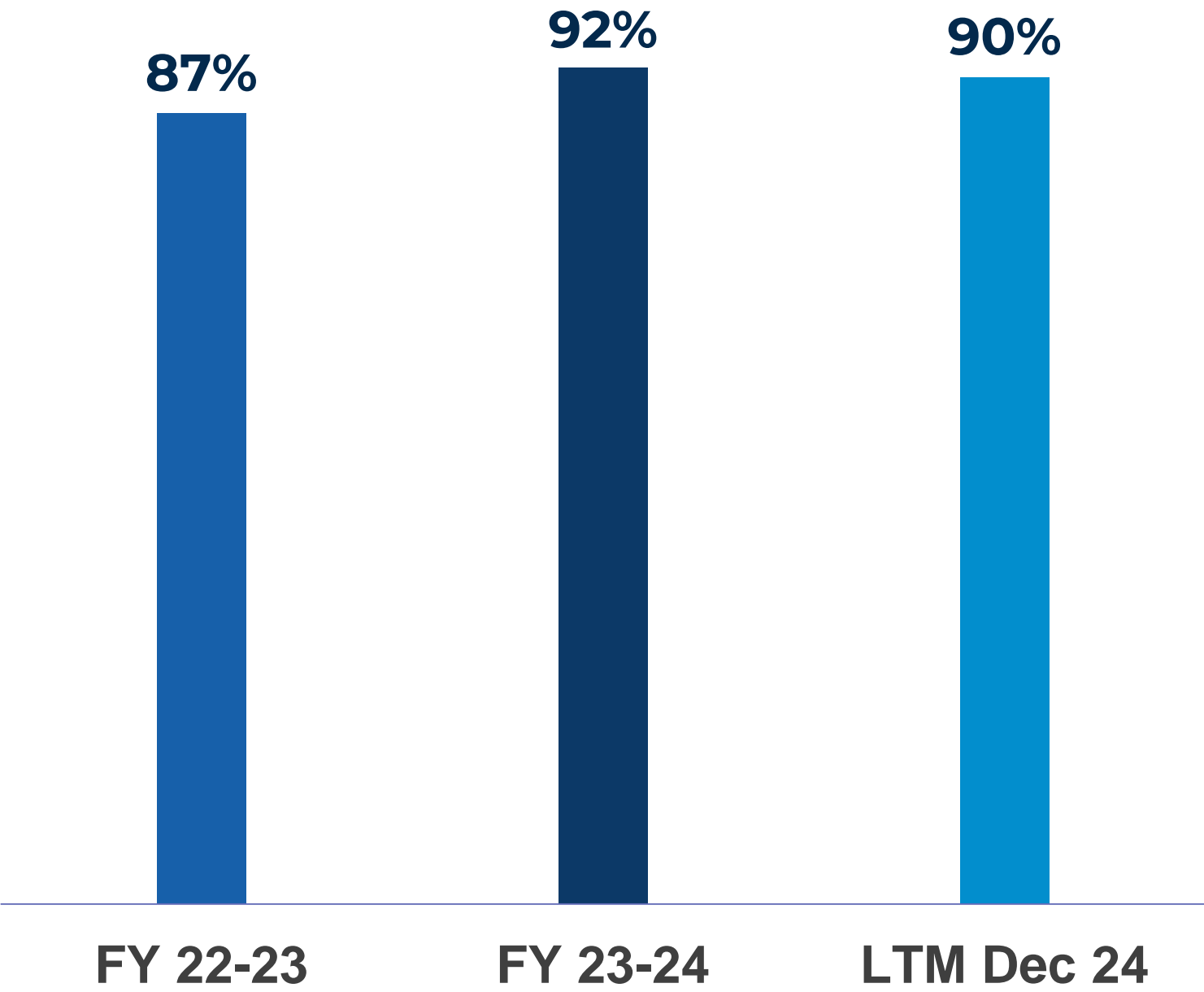
Client Concentration



Strong Recurring Revenue



Recurring Revenue⁽¹⁾ as % of Operating Revenue



105%

Net revenue retention⁽²⁾

Deep Customer engagement driving high recurring revenues

(1) Recurring customers defined as customers that have been billed in each of the months over the respective period for FY22-23, FY23-24 and customers billed each month over Jan 1, 2024 – Dec 31, 2024 for LTM Dec 2024

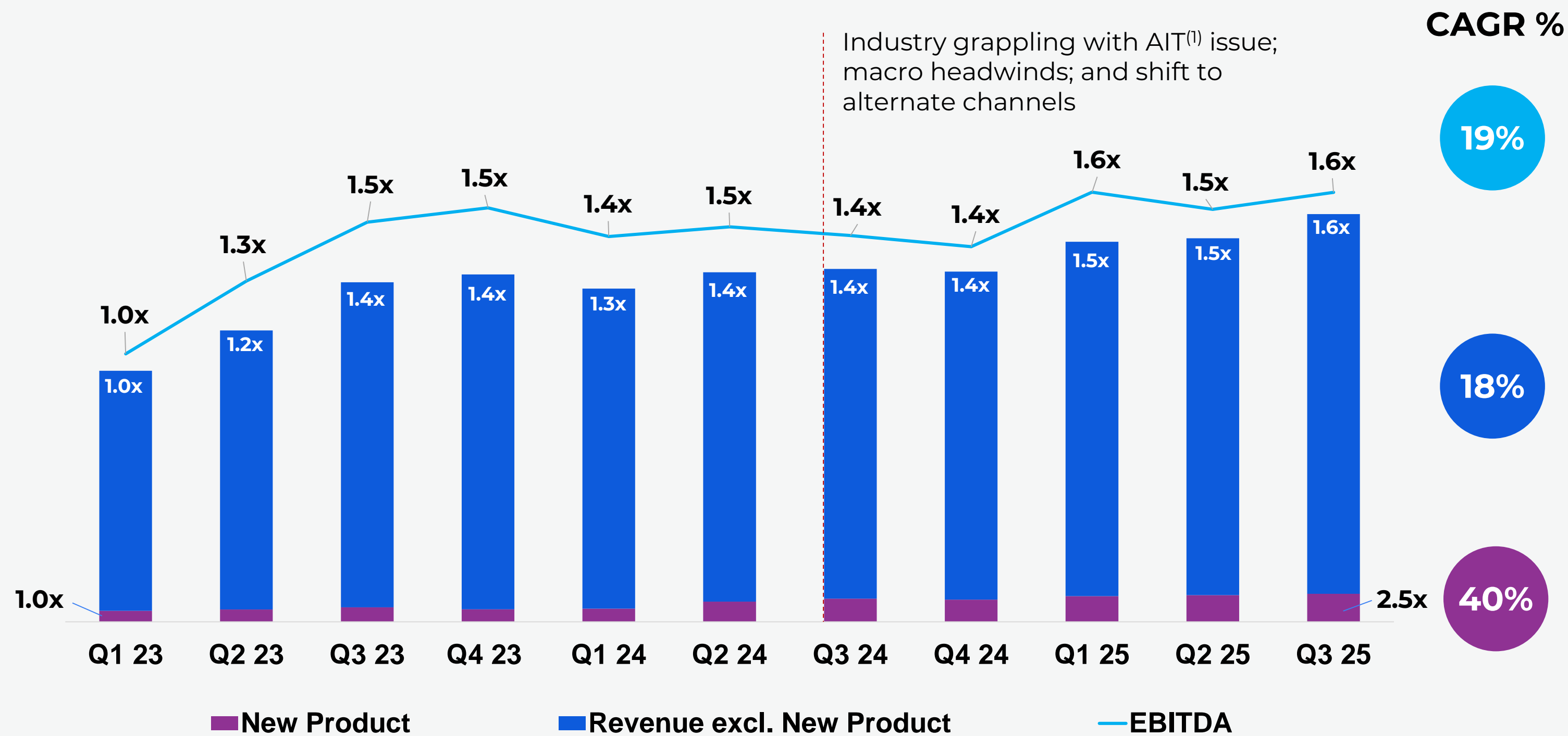
(2) Net revenue retention calculated based on comparison of 9M FY23-24 revenue with 9M FY24-25 revenue.

Financial Highlights

Robust Revenue and EBITDA growth since Q1 23



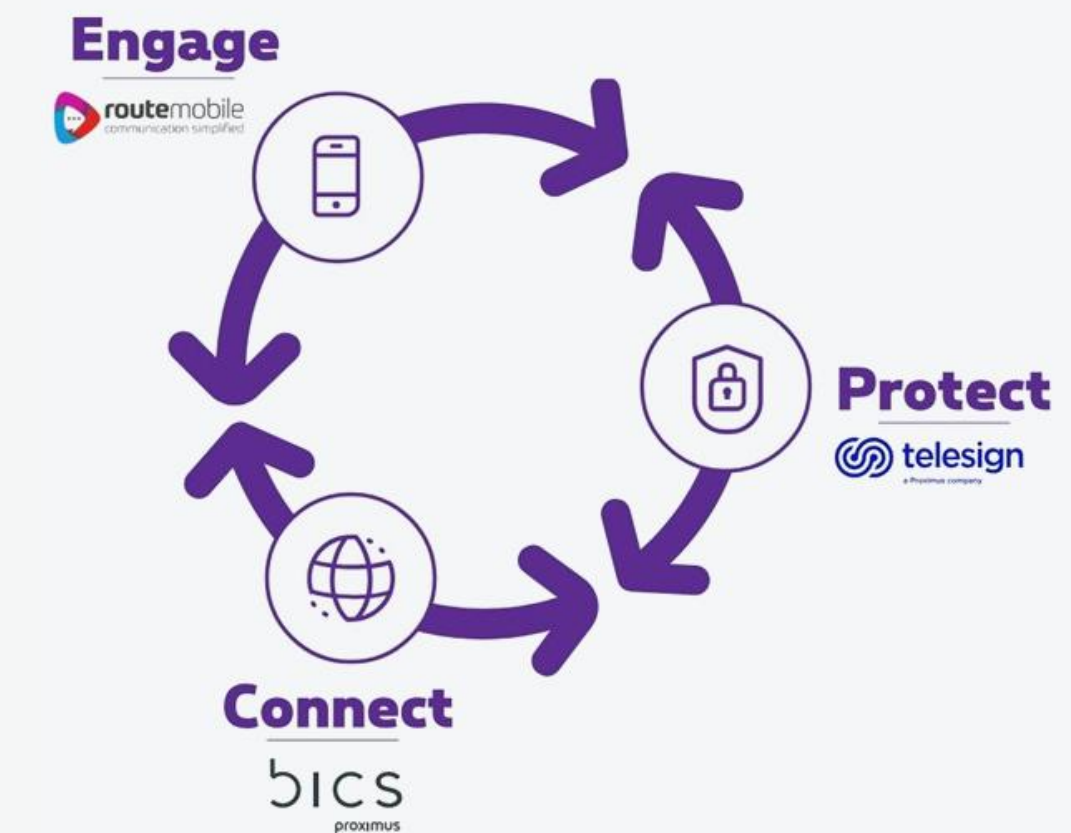
Despite headwinds, Route Mobile continues to deliver industry leading growth and profitability...



(1) AIT - Artificially Inflated Traffic

... by harnessing its distinct advantages

- Global reach & footprint
- Diversified product portfolio across the Group

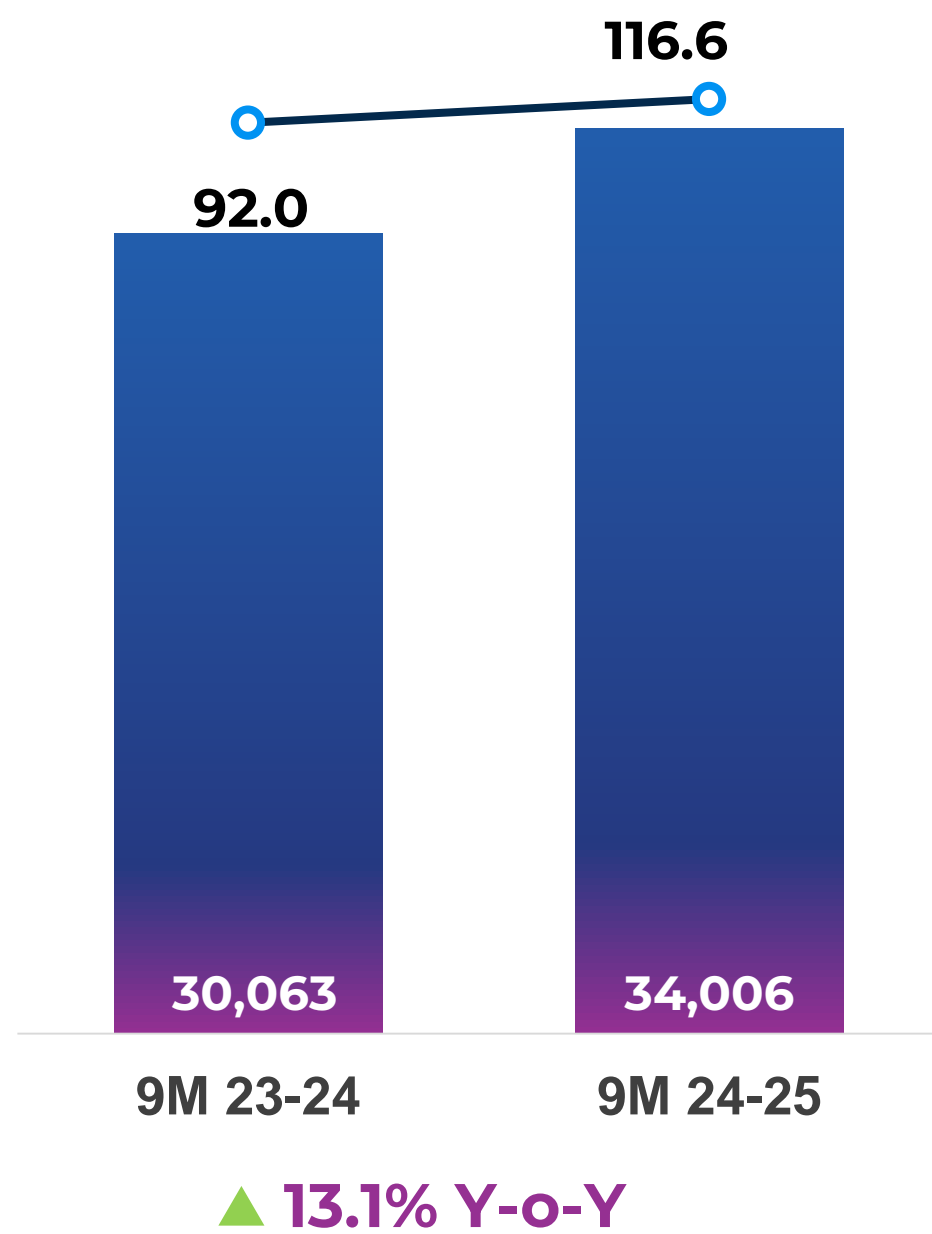


- Direct connectivity across 450+ MNOs (between Route Mobile and other Proximus entities)
 - Global enterprises prefer working with such trusted partners

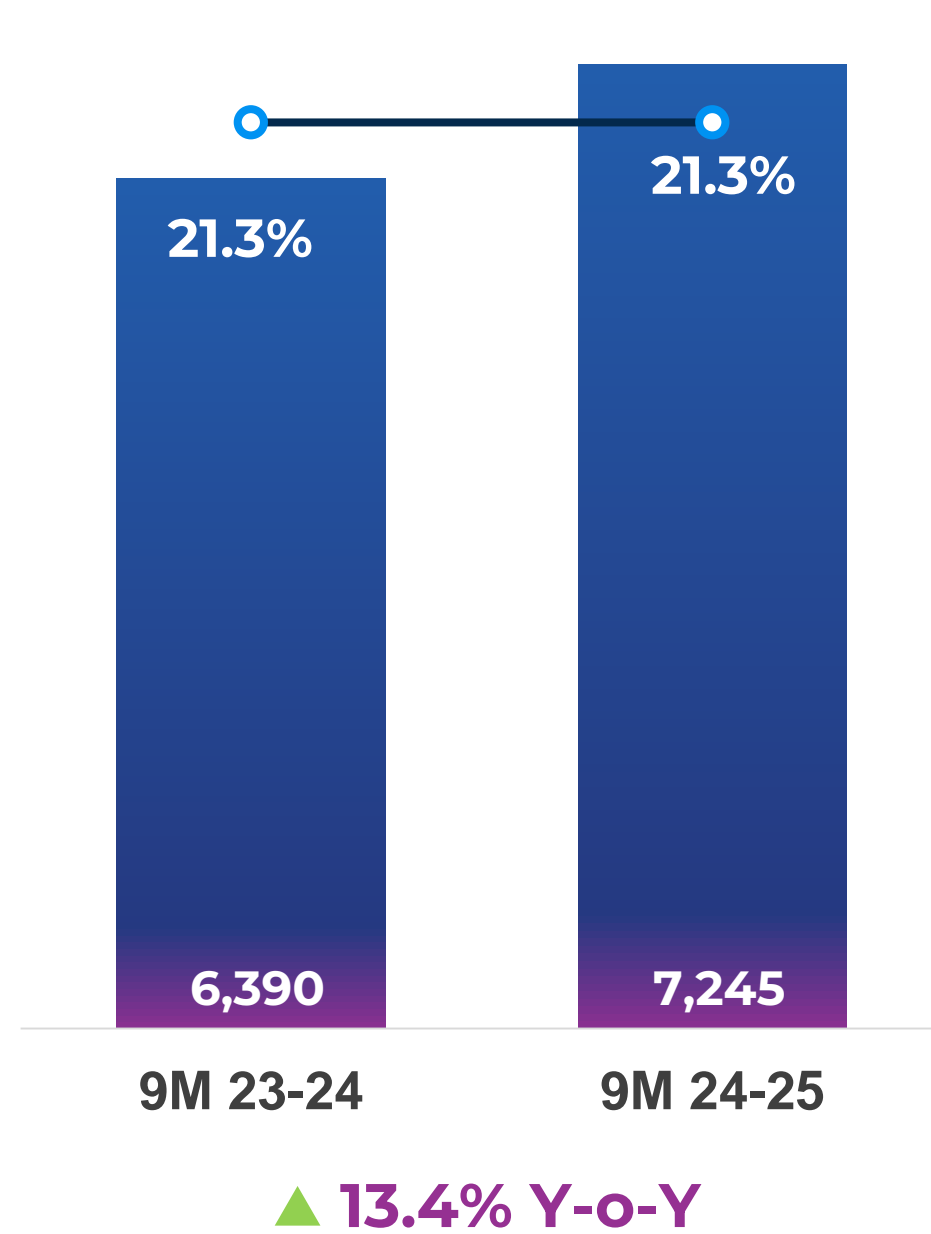
9M FY 24-25 Snapshot



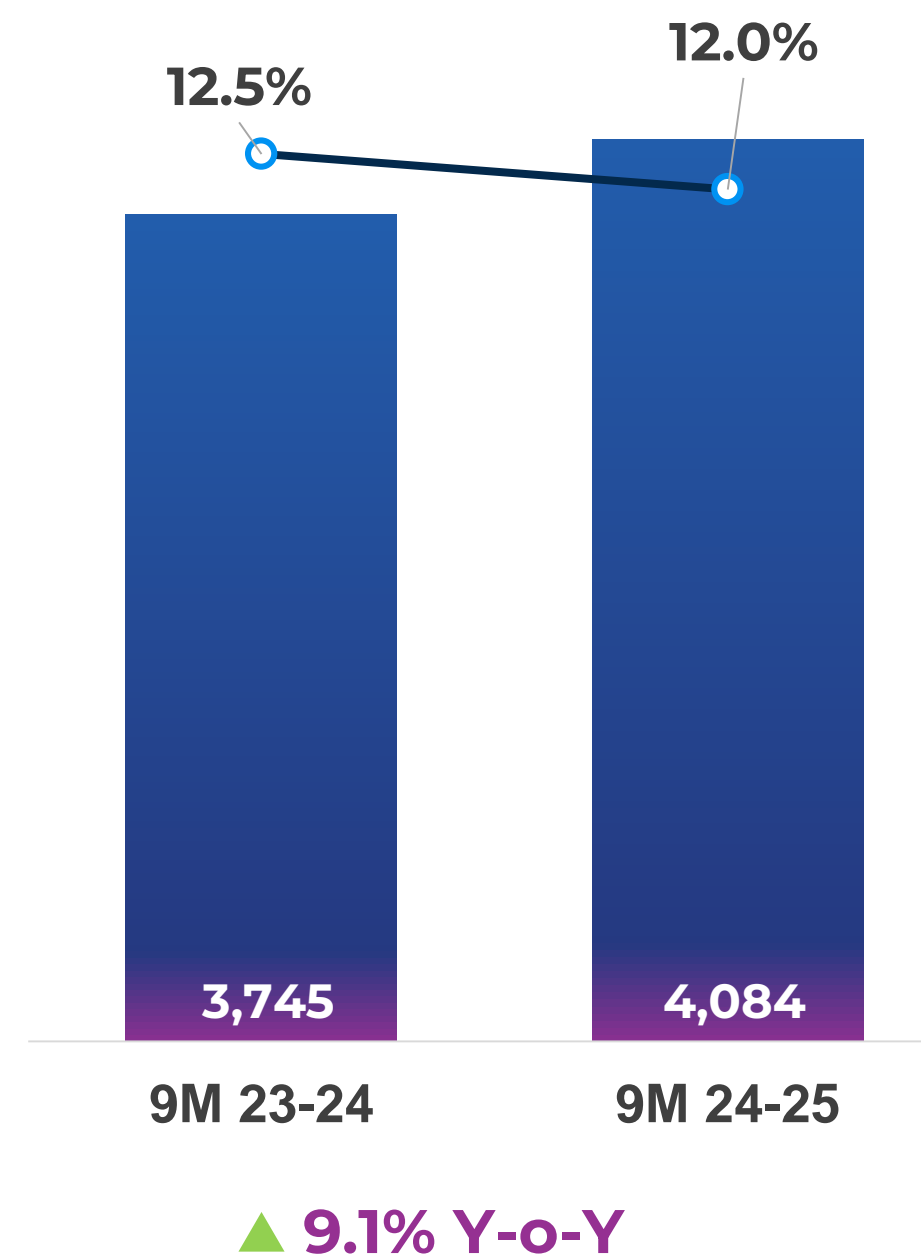
Revenue (in ₹ mn) & Billable Transactions (# bn)



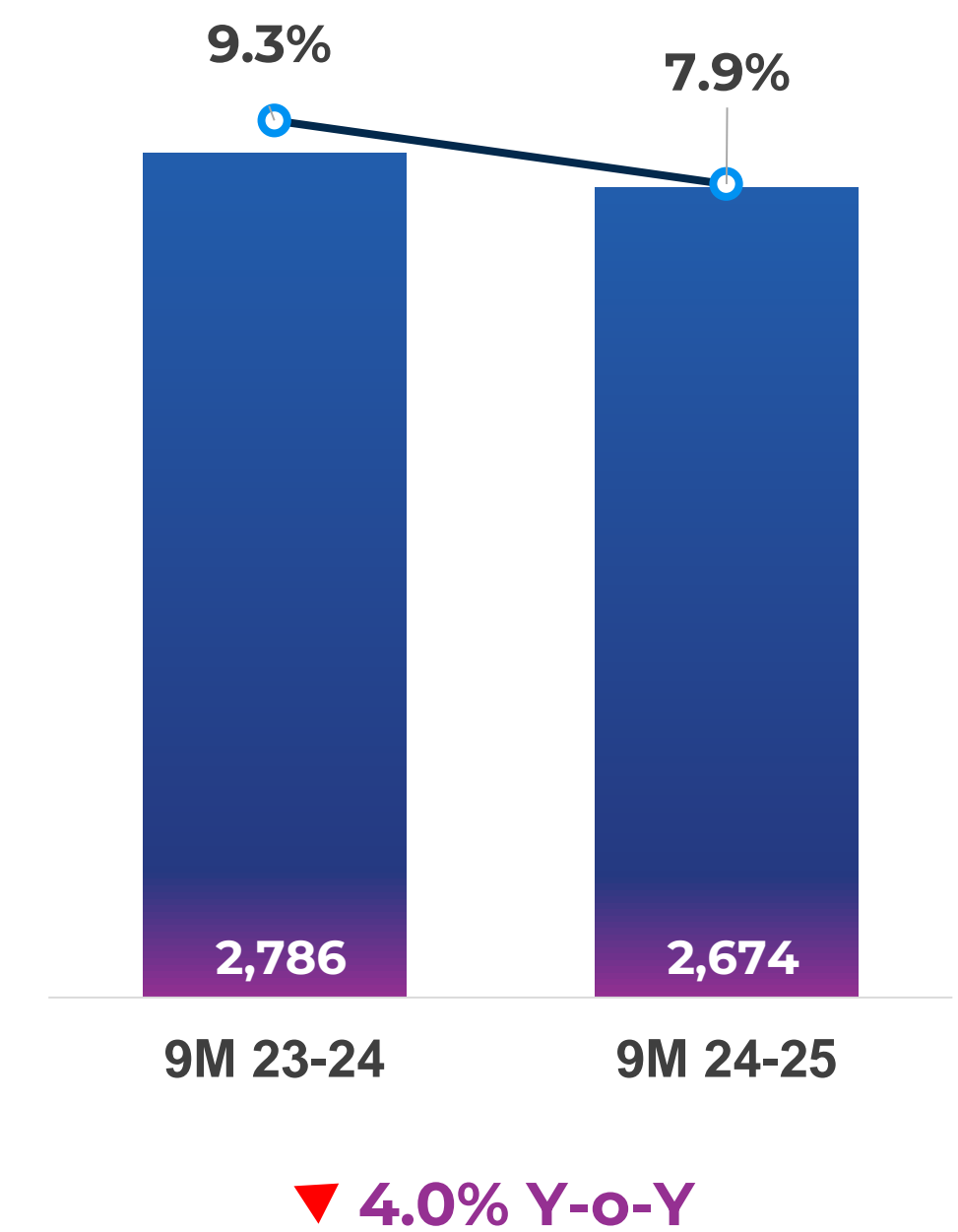
Gross Profit (In ₹ mn) & Gross Profit Margin (%)



EBITDA⁽¹⁾ (In ₹ mn) & EBITDA Margin (%)



PAT^(2&3) (In ₹ mn) & PAT Margin (%)



1. Refer Slide 16 for calculation of EBITDA (Non GaaP)

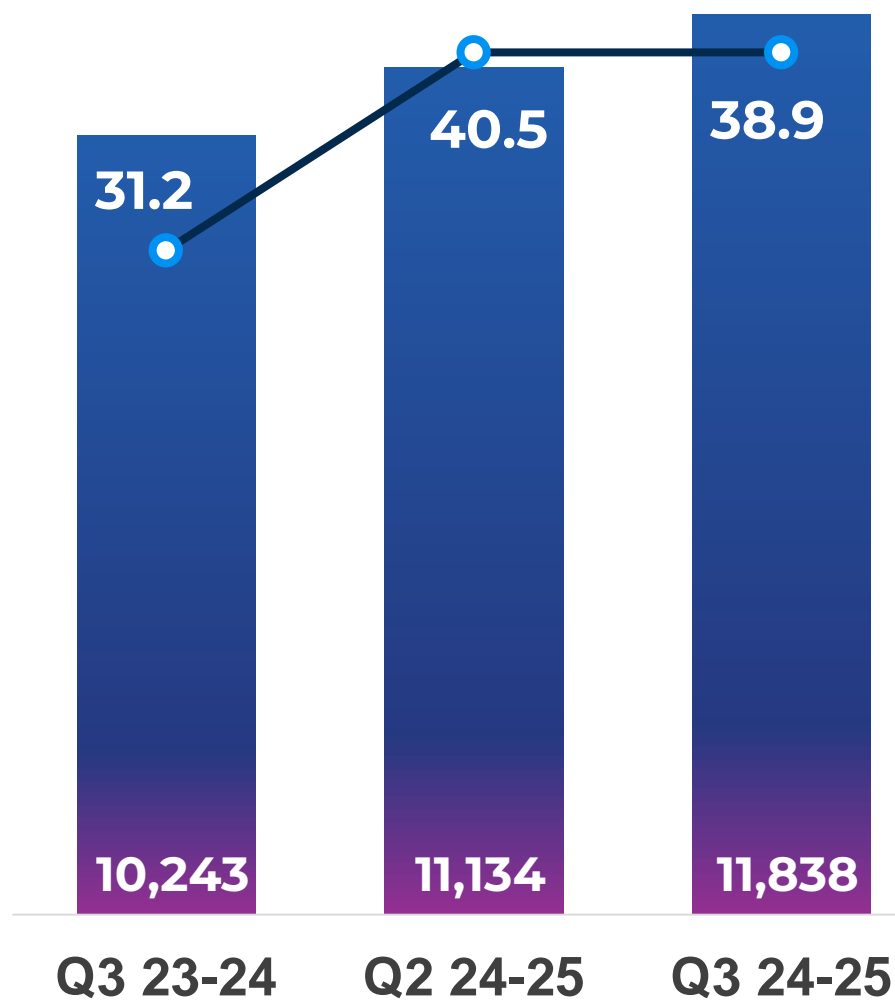
2. PAT for 9M FY24-25 excludes exceptional item gain of ₹ 62.8 mn which is net of the fair value gain on contingent consideration pertaining to acquisition of a subsidiary in previous years and recognition of impairment loss of goodwill pertaining to a step down subsidiary.

3. PAT for 9M FY23-24 excludes exceptional item gain of ₹ 150.4 mn which is on account of the fair value gain on contingent consideration pertaining to acquisition of a subsidiary in previous years.

Q3 FY 24-25 Snapshot

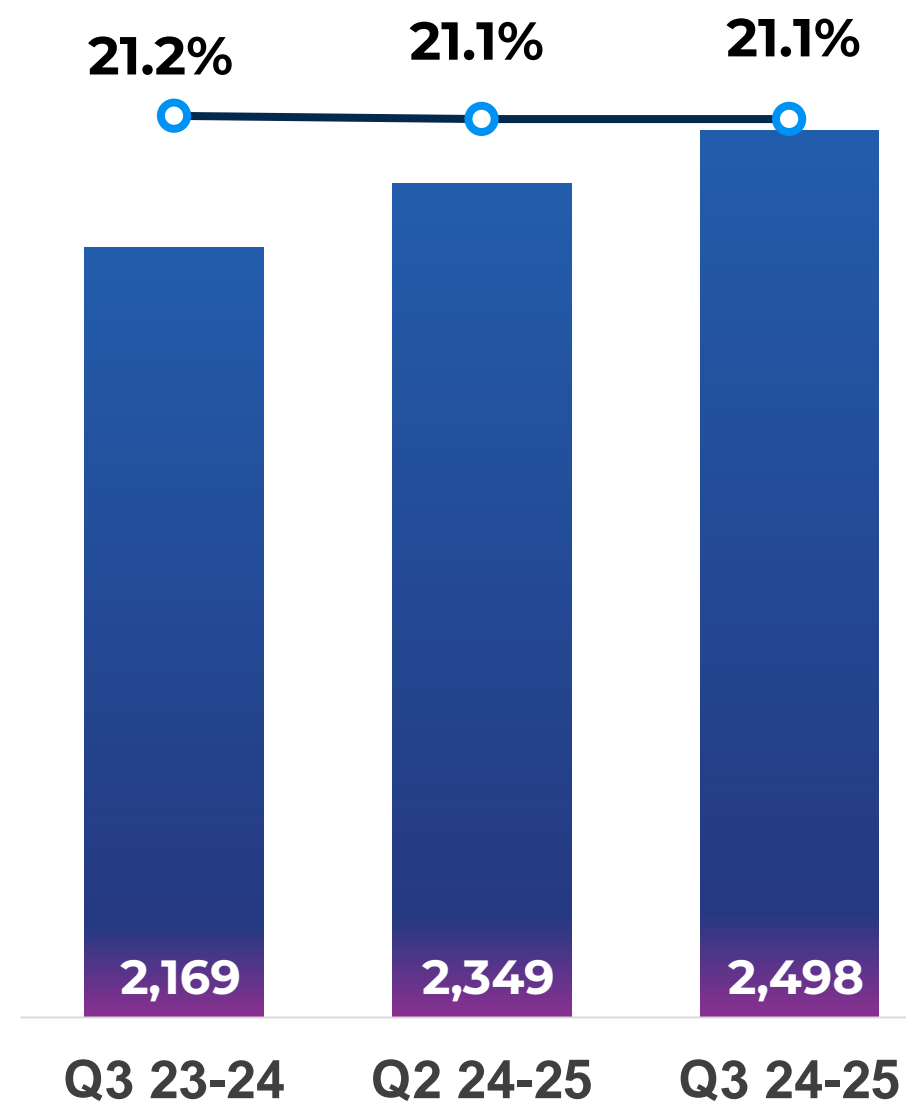


Revenue (in ₹ mn) & Billable Transactions (# bn)



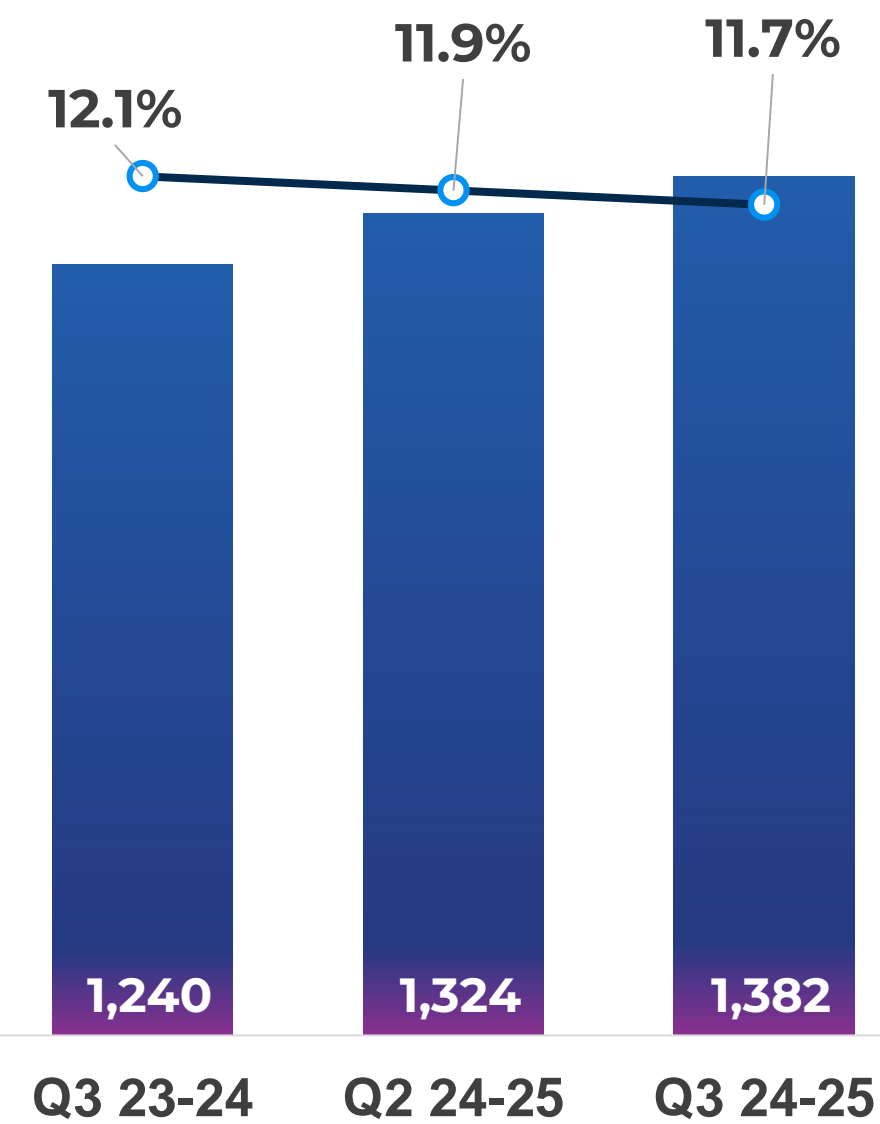
▲ 15.6% Y-o-Y
▲ 6.3% Q-o-Q

Gross Profit (In ₹ mn) & Gross Profit Margin (%)



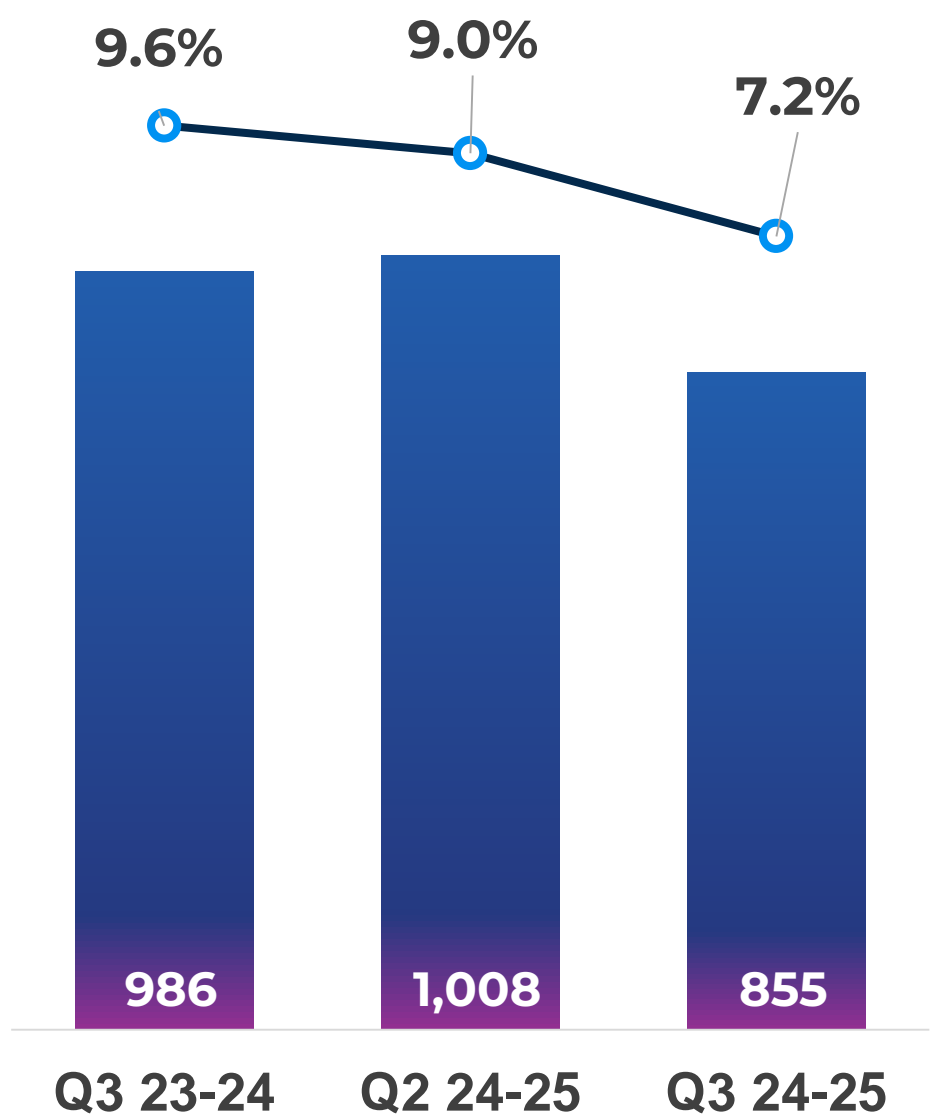
▲ 15.2% Y-o-Y
▲ 6.3% Q-o-Q

EBITDA ⁽¹⁾ (In ₹ mn) & EBITDA Margin (%)



▲ 11.4% Y-o-Y
▲ 4.4% Q-o-Q

PAT ^(2&3) (In ₹ mn) & PAT Margin (%)



▼ 13.3% Y-o-Y
▼ 15.2% Q-o-Q

1. Refer Slide 16 for calculation of EBITDA (Non GaaP)

2. PAT for Q2 FY24-25 excludes exceptional item gain of ₹ 62.8 mn which is net of the fair value gain on contingent consideration pertaining to acquisition of a subsidiary in previous years and recognition of impairment loss of goodwill pertaining to a step down subsidiary.

3. PAT for Q3 FY23-24 excludes exceptional item gain of ₹ 150.4 mn which is on account of the fair value gain on contingent consideration pertaining to acquisition of a subsidiary in previous years.

Adjusted EBITDA



(In ₹ mn)	Quarter Ended			Nine months ended	
	31.12.2024	30.09.2024	31.12.2023	31.12.2024	31.12.2023
EBITDA	1,298.2	1,352.3	1,252	4,050.4	3,856.2
(+) Employee stock option expense (non cash)	4.4	8.9	(9.8)	25.4	(49.7)
(+) Net loss on foreign currency transactions and translation	43.1	-	-	-	-
(-) Intangible assets under development	21.3	37.7	31.8	87.7	91.7
(+) Long term incentive plan	57.1	-	-	57.1	-
(+) One time consultancy fee (Africa) / Retainer fee (Masivian) paid for market expansion	-	-	29.9	-	29.9
(+) Non-cash impact related to refundable security deposit provided to MNO	-	-	-	38.8	-
Adjusted EBITDA (Non-GAAP)	1,381.5	1,323.5	1,240.4	4,084.0	3,745.1
EBITDA margin % on a Non-GAAP basis	11.7%	11.9%	12.1%	12.0%	12.5%

(1) EBITDA = Profit before exceptional item minus (-) Other income plus (+) Finance cost and depreciation..

Management uses the non-GAAP financial information, collectively, to evaluate its ongoing operations and for internal planning and forecasting purposes. Non-GAAP financial information is presented for supplemental informational purposes only, should not be considered a substitute for financial information presented in accordance with Indian Accounting Standard (Ind AS), and may be different from similarly titled non-GAAP measures used by other companies.

Cash Flow Conversion

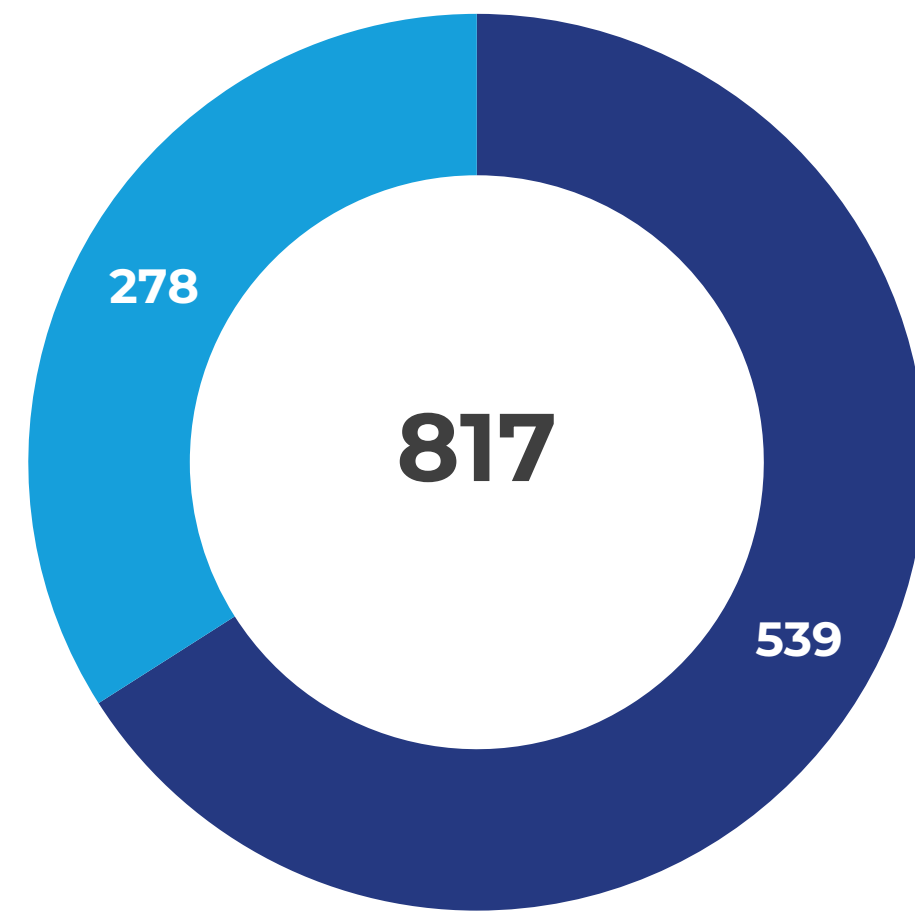


Cash flow (in ₹ million)	9M FY 24-25
Profit before tax (Ind AS)	3,471.7
Adjustments for non-cash and non operating items	758.9
Adjustments for working capital	
Decrease in trade receivables	867.6
(Increase) in financial assets and other assets	(1,110.3)
Increase in trade payables, provisions and other liabilities	886.9
Direct taxes paid (net)	(704.8)
Net Cash generated from Operation Activities (CFO) (Ind AS)	4,170.0
Adjusted EBITDA	4,084.0
CFO/EBITDA	102.1%

Human Resource Capital



Location wise break-up

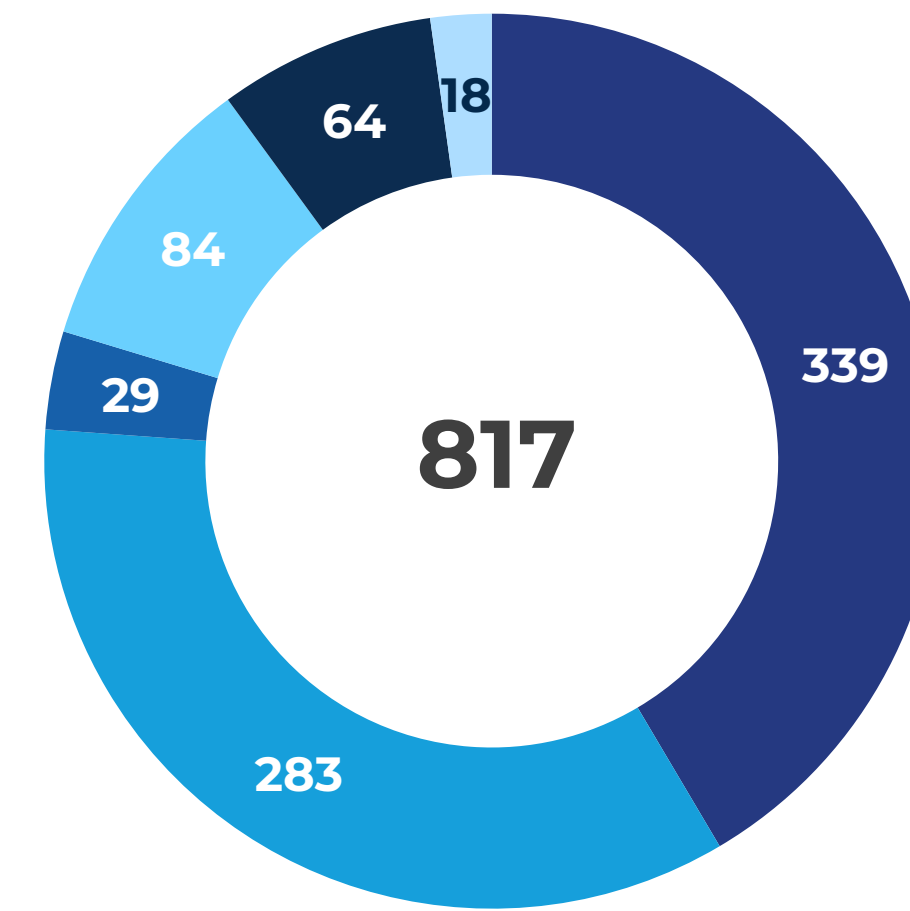


■ India ■ International

60 New Employees joined in **Q3 FY24-25**

57 Employees left in **Q3 FY24-25**

Function wise break-up



■ Tech & Tech Support
■ Sales & Marketing
■ Firewall & other operator solutions
■ General & Admin
■ Strategy, Accounts & Finance
■ Corporate-Business Heads

As on Dec 31, 2024, Employee information excludes Call2Connect



Thank You

www.routemobile.com

