TeamViewer

Q4/FY 2024 Results

Presentation

12 February 2025



Important Notice / APMs

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All stated **figures are unaudited**.

Percentage **change data and totals** presented in tables throughout this presentation are generally calculated on unrounded numbers. Therefore, numbers in tables may not add up precisely to the totals indicated and percentage change data may not precisely reflect the change data of the rounded figures for the same reason.

This document contains **alternative performance measures (APM)** that are not defined under IFRS. The APMs (non-IFRS) can be reconciled to the key performance indicators included in the IFRS consolidated financial statements and should not be viewed in isolation, but only as supplementary information for assessing the operating performance. TeamViewer believes that these APMs provide an additional, deeper understanding of the Company's performance.

TeamViewer has defined each of the following APMs as follows:

- Adjusted EBITDA is defined as operating income (EBIT) according to IFRS, plus depreciation and amortization of tangible and intangible fixed assets (EBITDA), adjusted for certain business transactions (income and expense) defined by the Management Board in agreement with the Supervisory Board. Business transactions to be adjusted relate to share-based compensation schemes and other material special items of the business that are presented separately to show the underlying operating performance of the business.
- Adjusted EBITDA margin means Adjusted EBITDA as a percentage of revenue.
- **Billings** represent the value (net) of goods and services invoiced to customers within a specific period and which constitute a contract as defined by IFRS 15.
- **Retained Billings** means recurring Billings (renewals, up- & cross sell) attributable to retained subscribers who were subscribers in the previous twelve-month period.
- **Retained ARR** is defined as the ARR at the end of the reporting period from customers that have been already a customer at the end of the prior year reporting period.
- New Billings means recurring Billings attributable to new subscribers.

Important Notice / APMs (continued)

- Non-recurring Billings means Billings that do not recur, such as professional services and hardware reselling.
- Net Retention Rate (NRR) (on ARR, cc) is defined as Retained ARR at the end of the reporting period divided by the Total ARR at the end of the prior year reporting period.
- Annual Recurring Revenue (ARR) is annualized recurring revenue for all active subscriptions at the end of the reporting period. SMB (ARR view) means customers with ARR across all products and services of less than EUR 10,000 at the end of the reporting period. If the threshold is exceeded, the customer will be reallocated. Enterprise (ARR view) means customers with ARR across all products and services of at least EUR 10,000 at the end of the reporting period. Customers who do not reach this threshold will be reallocated.
- Number of subscribers means the total number of paying subscribers with a valid subscription at the reporting date.
- SMB customers mean customers with ACV across all products and services of less than EUR 10,000 within the last twelve-month period. If the threshold is exceeded, the customer will be reallocated.
- Enterprise customers mean customers with ACV across all products and services of at least EUR 10,000 within the last twelve-month period. Customers who do not reach this threshold will be reallocated.
- **Churn (subscriber)** is calculated by dividing the number of retained subscribers at the reporting date by the total number of subscribers at the previous year's reporting date.

- Average Selling Price (ASP) is calculated by dividing the total SMB / Enterprise Billings of the last twelve months (LTM) by the total number of SMB / Enterprise subscribers at the reporting date.
- Annual Contract Value (ACV) is used to distinguish different pricing buckets within SMB and Enterprise. The ACV is defined as the annualized value of one SMB / Enterprise contract.
- Net financial liabilities are defined as financial liabilities (without other financial liabilities) less cash and cash equivalents.
- Net leverage ratio means the ratio of net financial liabilities to Adjusted EBITDA of the last twelve-month period.
- Levered Free Cash Flow (FCFE) means net cash from operating activities less capital expenditure for property, plant and equipment and intangible assets (excl. M&A), payments for the capital element of lease liabilities and interest paid for borrowings and lease liabilities.
- **Cash Conversion** means the percentage share of Levered Free Cash Flows (FCFE) in relation to the Adjusted EBITDA.
- Adjusted Net Income is the net income adjusted for certain income and expenses. These adjustments are: share-based compensation, amortization related to business combinations, other non-recurring income and expenses and related tax effects.
- Adjusted basic earnings per share is calculated in line with basic earnings per share, whereby Adjusted Net Income is used as the basis for the calculation instead of the net income.



Business Overview TeamViewer standalone

Oliver Steil (CEO)



Strong 2024 results with continued Enterprise momentum



Strong Q4 as well as FY24 Revenue growth (+9 % cc yoy) above guidance range



Very strong Enterprise Revenue growth in Q4 (+38 % cc yoy) driven by high-value Enterprise and Frontline deals



Annual Recurring Revenue¹ increase of +7 % cc yoy in FY24 proves continued sustainable growth trend



Further improved profitability with FY24 Adj. EBITDA up 14 % yoy, Adj. EBITDA Margin of 44 % and FCFE of €215m



Expanded offering with 1E's DEX platform; acquisition closed end of January 2025



Pro forma LfL FY 2025 guidance: Revenue between €778m– €797m; Adj. EBITDA margin around 43 %

¹Annual Recurring Revenue calculation logic changed from previous quarters. Previous year's numbers have been re-calculated based on the new logic. Previously reported Annual Recurring Revenue (ARR) (in EUR m) based on Billings was €649.5m in Q4 2023 and €689.1m in Q4 2024, 6 % yoy growth.



All regions with strong Revenue growth in FY 2024 Enterprise continued its strong growth momentum

Regional Development Customer Categories (% yoy) (% yoy) **AMERICAS** FY24 Revenue: 35 % €234.4m (+5% | 8% cc) **EMEA SMB** ENT FY24 Revenue FY24 Revenue 7 FY24 Revenue: €671.4m €671.4m FY24 Revenue: FY24 Revenue: (+7%|9%cc)(+7%|9%cc)€365.2m (+10 % | 10 % cc) €151.4m (+24 % | 26 % cc) €520.0m (+3 % | 5 % cc) FY24 ARR: FY24 ARR: **APAC** 150.3 €m (+21 % | 21 % cc) 533.7 €m (+3 % | 3 % cc) FY24 Revenue: €71.9m (0% | 7% cc)



Enterprise achieved strong double-digit growth across all ARR value ranges



Blue chip customers across all industries and regions rely on TeamViewer

Ford	Johnson Controls	METTLER TOLEDO	VELUX ®	teva	RICOH imagine. change.
Thermo Fisher SCIENTIFIC		Lilly		SIEMENS	NADZO
BCG	Commonwealth Bank		Unilever	Heidelberg Materials	accenture
ABB	Schneider Electric	PEPSI	JENOPTIK	A Lenovo company	Media SMarkt
Specsavers	coop		BETFRED	GE/\	SIEMENS Healthineers

← TeamViewer

TeamViewer | Q4 2024 Results





1E achieved strong 30 % yoy ARR growth and strong profitability in FY 2024



- ARR increase of 30 % yoy on the back of significant platform advancements and market-leading deals
- Adjusted EBITDA margin of 27 %
 highlights underlying and strong
 profitability of 1E's business
- Strong focus on high-value customers drives further growth in ENT
- FY 2024 NRR remains at a strong 113 %, underpinning the implicit value and stickiness of 1E's offerings

¹ As per 31 Dec 2024, in line with TeamViewer's definition |² In the 12-month period post closing, there will be a revenue hair-cut in reported 1E-related revenue due to IFRS merger accounting effects, which a normal standard practice in IFRS accounting |³ Based on 1E's definition of contracted ARR

Financial Overview

Michael Wilkens (CFO)



FY 2024: Revenue exceeded updated guidance, 14 % EBITDA yoy growth in 2024

Topline KPIs FY 2024 (% and pp yoy)		Profitability / Cash FY 2024 (% and pp yoy)			
€671.4m +7 %/+9 % cc		Adjusted EBITDA	€296.7m +14 %		
Billings	€699.7m +3 %/+4 % cc	Adjusted EBITDA Margin	44 % +3 pp		
ARR ¹	€684.1m +6 %/+7 % cc	Free Cash Flow (FCFE)	€215.3m +8 %		
ENT NRR (on ARR, cc) ²	100 % (+5 pp) adj. for net upsell from SMB: 109 % (+3 pp)	Adjusted EPS	€1.05 +20 %		

¹Annual Recurring Revenue calculation logic changed from previous quarters. Previous year's numbers have been re-calculated based on the new logic. Previously reported Annual Recurring Revenue (ARR) (in EUR m) based on Billings was €649.5m in Q4 2023 and €689.1m in Q4 2024, 6 % yoy growth. |² Net Retention Rate is now calculated on Annual Recurring Revenue in constant currency. Previous year's numbers have been re-calculated based on the new logic. Previously reported ENT NRR based on Billings was 106 % in Q4 2023 and 114 % in Q4 2024, which amounts to a delta of 8 pp yoy.

➡ TeamViewer

TeamViewer | Q4 2024 Results

Strong growth across all metrics



ARR and Growth Rates²



Adjusted EBITDA and Margin



Billings Development



¹Q4 2024 Revenue corresponds to €177.1m based on average guided FX rates. |² Annual Recurring Revenue calculation logic changed from previous quarters. Previous year's numbers have been re-calculated based on the new logic. Previously reported Annual Recurring Revenue (ARR) (in EUR m) based on Billings was €649.5m in Q4 2023 and €689.1m in Q4 2024, 6 % yoy growth.

Strong Enterprise ARR growth, new customer wins, NRR of 100 % and 109 % incl. upsell from SMB



ENT ARR and Growth Rates¹





ENT NRR (on ARR, cc)²



¹Based on reported Billings. |²Net Retention Rate is now calculated on Annual Recurring Revenue in constant currency. Previous year's numbers have been recalculated based on the new logic. Previously reported ENT NRR based on Billings was 106 % in Q4 2023 and 114 % in Q4 2024, which amounts to a delta of 8 pp yoy.

Solid SMB performance despite a very strong previous year that benefited from higher price increases



SMB ARR and Growth Rates





SMB Subscribers²



¹Based on reported Billings; subscribers not adjusted. |²2023 adjusted for discontinuation of business in Russia and Belarus.

FY24 adj. EBITDA increase of 14 %, adj. EBITDA margin at 44 % ...

€m (all adjusted non-IFRS figures)	Q4 2024	Q4 2023	Δ%	FY 2024	FY 2023	Δ%
Revenue	177.0	163.1	8 %	671.4	626.7	7%
Cost of Goods Sold (COGS)	(14.7)	(13.1)	12 %	(54.6)	(46.5)	17 %
Gross profit	162.2	150.0	8 %	616.8	580.2	6%
% Margin	92 %	92 %	0 рр	92 %	93 %	- 1 pp
Sales	(24.2)	(22.7)	6 %	(97.5)	(87.2)	12 %
% of Revenue	-14 %	-14 %		-15 %	-14 %	
Marketing	(25.3)	(34.7)	-27 %	(114.6)	(132.9)	-14 %
% of Revenue	-14 %	-21 %		-17 %	-21 %	
R&D	(16.4)	(17.9)	-8 %	(65.9)	(64.2)	3%
% of Revenue	-9 %	-11 %		-10 %	-10 %	
G&A	(11.0)	(10.1)	9 %	(36.2)	(34.1)	6%
% of Revenue	-6 %	-6 %		-5 %	-5 %	
Other ¹	(2.3)	(2.3)	2 %	(6.0)	(1.2)	n/a
% of Revenue	-1 %	-1 %		-1 %	0 %	
Total Opex	(79.2)	(87.7)	-10 %	(320.2)	(319.7)	0%
% of Revenue	-45 %	-54 %		-48 %	-51 %	
Total Costs ²	(94.0)	(100.8)	-7 %	(374.8)	(366.2)	2 %
Adjusted EBITDA	83.0	62.4	33 %	296.7	260.5	14 %
% Margin	47 %	38 %	+9 pp	44 %	42 %	+3 pp

FY 2024 Recurring Cost growth of 2 % below Revenue increase (+7 %)

- COGS: Increase mainly due to deployment of Frontline projects and investments in product platform
- Sales: Growth driven by new ENT focused staff and partner channels
- Marketing: Lower due to adjusted Man Utd partnership (in H2), partially offset by FTEs and ENT campaigns
- R&D: Up due to invest in products, security and new FTEs, offset by less external support

¹ incl. other income/expenses and bad debt expenses of €3.7m in Q4 2024 and €3.3 in Q4 2023 / €11.8m in FY 2024 and €8.5m in FY 2023. ² Total Costs are the sum of Cost of Goods Sold (COGS) and Total Opex.



... results in strong uplift of adjusted EPS by 20 % for 2024

€m	Q4 2024	Q4 2023	Δ%	FY 2024	FY 2023	Δ%
Adjusted EBITDA	83.0	62.4	33 %	296.7	260.5	14 %
Adjustment for non-recurring ¹ items	(17.8)	(7.3)	143 %	(44.1)	(38.6)	14 %
EBITDA	65.2	55.0	19 %	252.6	221.9	14 %
D&A	(8.5)	(13.5)	-37 %	(46.2)	(55.4)	-17 %
Operating Profit (EBIT)	56.7	41.5	37 %	206.4	166.6	24 %
Financial / FX result	(5.6)	(4.5)	24 %	(19.6)	(18.6)	5 %
Share of profit/loss of associates	0.5	(0.5)	-213 %	(2.4)	(0.5)	n/a
Profit before tax (EBT)	51.6	36.5	41%	184.4	147.5	25 %
Income taxes	(16.9)	(6.2)	171 %	(61.4)	(33.4)	84 %
Net income	34.7	30.3	15 %	123.1	114.0	8%
Basic number of shares issued and outstanding ² in m	156.9	168.0	-7 %	160.2	172.1	-7 %
EPS (basic) in €	0.22	0.18	23 %	0.77	0.66	16 %
Adjusted EPS (basic) in €	0.30	0.22	37 %	1.05	0.88	20 %

 $\frac{1}{2}$ IFRS 2 and other items.

² Period average, without treasury shares. On 2 Aug, TeamViewer canceled 4 million ordinary shares that had been repurchased through SBB and were held in treasury. As a result, the share capital has been reduced from 174 million to 170 million ordinary shares outstanding.

FY 2024 YoY increase in Net income of 8 % ...

- ... due to reduced D&A as PPA from the acquisition of TeamViewer, which was fully amortized in July
- … due to lower FX headwinds and almost stable Financial Result
- ... partly offset by higher income taxes due to changed tax scheme in FY 2023

Increase of Adjusted EPS also supported by lower share count due to share buybacks

FCFE up 8 % yoy to strong €215m, in line with TeamViewer's expectations

€m	Q4 2024	Q4 2023	Δ%	FY 2024	FY 2023	Δ%
Pre-Tax net cash from operating activities (IFRS)	100.7	78.8	28 %	312.6	275.5	13 %
Capital expenditure (excl. M&A)	(1.1)	(1.0)	12 %	(5.4)	(5.6)	-4 %
Lease payments	(5.2)	(5.9)	-12 %	(12.5)	(11.1)	13 %
Pre-tax Unlevered Free Cash Flow (pre-tax UFCF)	94.3	71.9	31%	294.7	258.8	14 %
Cash Conversion (pre-tax UFCF / Adjusted EBITDA)	114 %	115 %		99 %	99 %	
Interest paid for borrowings and lease liabilities ¹	(3.1)	(2.5)	24 %	(16.1)	(14.4)	12 %
Pre-tax Levered Free Cash Flow (pre-tax FCFE)	91.2	69.3	32 %	278.6	244.4	14 %
Cash Conversion (pre-tax FCFE / Adjusted EBITDA)	110 %	111 %		94 %	94 %	
Income tax paid	(18.6)	(14.9)	24 %	(63.4)	(45.6)	39 %
Levered Free Cash Flow (FCFE)	72.6	54.4	33 %	215.3	198.8	8%
Cash Conversion (FCFE / Adjusted EBITDA)	87%	87%		73 %	76 %	

Increase of pre-tax UFCF due to positive effects from the revised scope of the Manchester United partnership

FY 2024 FCFE largely impacted by

- higher taxes vs prior year
- increased interest payments mainly due to one-off transaction costs related to a promissory note of €100m placed in May 2024

¹ Excluding €3.1m banking fees related to the acquisition of 1E (shown in IFRS Cash Flows)



Post-1E transaction leverage is 3.2x targeting below 2.0x by end of 2026





¹Net cash from operating activities (after tax) |² Mainly consists of payments capital element of lease liabilities, payments for financial assets and FX effects. | Including lease liabilities. |⁴ Calculated on Adj. (Revenue) EBITDA LTM of €296.7m. |⁵ Calculated on Adj. (Billings) EBITDA LTM of €325.0m.

The 1E acquisition closed at the end of Jan 2025 on track to be integrated within 12 months



FY 2025 Pro-forma guidance

FY 2024 Actuals, TMV+1E unaudited (Jan 1 - Dec 31, 2024)		FY 2025 Guidance, pro forma ^{1,2} (Jan 1 - Dec 31, 2025)
758m	ARR in € ³	815m - 840m
	(equivalent to YoY %) ³	(+7.5 % to +10.8 %)
740m	Revenue in €³ (equivalent to YoY %) ³	778m - 797m (+5.1 % to +7.7 %)
	which breaks down approx.	into: ⁴
671m	TeamViewer	697m - 712m
69m	1E	81m - 85m
43 %	Adj. EBITDA margin %	around 43 %

1. Ranges indicate guidance ranges between the specified values

- 2. As 2025 is a transition year, additional directional steering is provided on slide 22
- 3. Based on EUR/USD FX rate of of 1.05

4. As 2025 is a transition year, breakdown of TeamViewer & 1E standalone is provided for information purposes only

Pro forma figures

In preparation of the pro forma figures, the **historical FY** 2024 pro forma financials of **TeamViewer and 1E** separately and combined have been included for like-forlike YoY comparison purposes only:

- The pro forma (1E and combined TMV+1E) figures have been prepared as if the acquisition of 1E had been completed on Jan 1, 2024, are presented in euro, are unaudited and for comparison only
- The pro forma FY 2025 guidance financials reflect the period Jan 1, 2025 Dec 31, 2025

The acquisition of 1E is **completed on Jan 31, 2025**:

- The month of Jan 2025 will be excluded when reporting according to IFRS
- Therefore, Purchase Price Allocation ("PPA") adjustments are only included from Feb 1, 2025, and onwards
- There will be a hair-cut in deferred revenue, which affects reported IFRS revenue in the first twelve months after closing of the 1E acquisition. Directional steering will be provided at a later point this year

Additional indicative steering for modelling purposes only

FY 2025 **pro forma** revenue & ARR $(TMV + 1E)^{1}$



FY 2025 SMB/ENT ARR:

- · SMB ARR: €550m €565m
- · ENT ARR: €265m €275m

FY 2025 other items

non-recurring items related to the 1E transactions & integration:

- · P&L: ca. €13m pre tax
- Cash flow: ca. €17m

Other:

- · Total interest costs (P&L): ca. €35m
- Effective P&L tax rate: ca. 31%
- Net leverage ratio: ca. 2.6x
- FCFE conversion (excl. non-recurring cash flow items related to 1E): ca. 70%

This slide is **not a guidance.** It contains **indicative steering for modelling purposes only as FY 2025 is a transition year**

- 1. See slide 21 for pro forma definition; may not add up to the totals due to rounding; SMB and ENT directional ranges only between the specified values
- 2. Directional only: when applying 'quarterly revenue / Exit ARR' conversion method: implied Q1 & Q2 conversion rate of ~24 %; Q3 & Q4 conversion rate of ~25 %
- 3. Directional only: when applying 'quarterly revenue / Quarterly RR' conversion method: implied Q1 & Q2 conversion rate of ~97 %; Q3 & Q4 conversion rate of ~99 % & 100 % respectively



TeamViewer

Creating a world that works better

Investor presentation February 2025

Market-leading IT-OT automation platform
positioned to capitalize on digital workplace
megatrends
2

TeamViewer

01

02	Operating in a multi-billion TAM as every organization is seeking productivity enhancements
03	 Since IPO, we successfully expanded the business along three key growth dimensions A. Well-invested GTM with global sales footprint and premium brand equity B. Successful organic move into ENT, from almost zero to 23% of revenues, turbocharged by 1E C. Decisive organic and inorganic development strategy to now cover full spectrum of IT automation and Frontline digitalization Ddelivering significant, tangible productivity improvements across a broad range of customers and use cases E. Very successful development into highly strategic partner for renowned global IT & OT leaders
04	 A. 1E adds industry-leading EUC and DEX capabilities to TeamViewer's platform B. Stronger together: pioneering the intelligent IT-OT endpoint for a frictionless digital workplace C. Bringing ENT innovation down-market will further strengthen TeamViewer's market-leading SMB proposition
05	A strong platform for sustained double-digit revenue growth from FY 2027 onwards , at best-in-class margins and with EPS accretion

TeamViewer's IT-OT automation solutions are positioned at the center of the C-Suite agenda



Hybrid and remote work

Number of global remote jobs to rise by roughly 25% by 2030¹



Cybersecurity at scale

Connected devices to double worldwide to 40bn by 2033²



Shortage of skilled labor

Job vacancies per unemployed person increased 4.2x since 2010³



Digital transformation

98% of companies see technology as their top lever for reinvention⁴



Increased Sustainability

41mn tons CO₂ emissions avoided through TeamViewer usage in a year⁵



 $\mathbf{01}$

Rise of Big Data and Al

72% of companies have adopted Al innovation in at least one function⁶



Operating in a multi-billion TAM as every organization is seeking productivity enhancements



¹TeamViewer analysis based on data from IDC, Gartner, ABI Research | FX used: 1.08 USD per 1 EUR

TeamViewer

02

Since IPO, we successfully expanded the business along three key growth dimensions



Well-invested GTM with global sales footprint and premium brand equity



Successful organic move into ENT, from almost zero to 23% of revenues, turbocharged by 1E



TeamViewer

3B

Decisive organic and inorganic development strategy to now cover full spectrum of IT automation and Frontline digitalization...



Digital Employee Experience Remote Monitoring and Management Remote Support / Remote Access





Al Autonomy (AutoPilot)

> >640k customers with category leading solutions

3C

IT Automation

Frontline Digitalization

...delivering significant, tangible productivity improvements ^{3D} across a broad range of customers and use cases



IT Automation

Frontline Digitalization

Very successful development into highly strategic partner for renowned global IT & OT leaders



➡ TeamViewer

3E

1E adds industry-leading EUC and DEX capabilities to TeamViewer's platform



TeamViewer

4A

Stronger together: pioneering the intelligent IT-OT endpoint for a frictionless digital workplace

	Unparalleled	End-to-End	AI-Piloted
	Visibility	Device Control	Operations
Lex	Real-time observability of deep telemetry across device, application, network, and cloud	Online/Offline edge automation in depth and at scale for real-time issue remediation	Al Autopilot: self-healing of endpoint friction and configuration drift
The	RS/RA and DEX intelligence	Integrated IT-OT device control	Synergetic blend of IT-OT auto-
Intelligent	enrichment to baseline and	from continuous automation to	and copiloting en route towards
Endpoint	contextualize IT-OT anomalies	seamless expert intervention	the Autonomous Endpoint
RS/RA	In-depth context of IT issues from ticket to resolution incl. in-session knowledge capture	Secure remote connectivity for device-agnostic attended and unattended expert support	Al Copilot: augmentation of expert support with session insights and automation

TeamViewer

4B

Bringing ENT innovation down-market will further strengthen TeamViewer's market-leading SMB proposition



TeamViewer has a strong record of successful up- and crosssell into its large and growing SMB customer base.

Clear market leader for Remote Support & Access



TeamViewer

4C

A strong platform for sustained double-digit revenue growth from FY 2027 onwards, at best-in-class margins and with EPS accretion



Positioned at the center of **digital megatrends**



Global footprint, with exceptional brand equity





<u>جنب</u>،

Category-leader across solution portfolio



Strategic partnerships with top-tier tech firms

Best-in-class financial profile with excellent cash flow





05








Definitions

Annualized Recurring Revenue

Annualized Recurring Revenue (ARR) is calculated as: the annualized revenue of <u>active</u> subscription contracts as at the end of the reporting period. This <u>excludes non-</u> <u>recurring revenues</u> (e.g. one-time fees, hardware revenues).

Daily Subscription Revenue at the end of the reporting period **<u>multiplied</u>** by 365 days (or 366 days for leap years).

Daily Subscription Revenue is calculated as: the **total active contract value** <u>divided</u> by the **contract duration in days**.

The end of the reporting period is defined as the last calendar day of the respective period.

Net Retention Rate on ARR

- Net Retention Rate on ARR (on ARR, cc) is calculated as:
- **Retained ARR** at the end of the reporting period divided by the Total ARR at the end of the prior year reporting period
- **Retained ARR** is defined as the ARR at the end of the reporting period from customers that have been already a customer at the end of the prior year reporting period
- NRR (on ARR, cc) is provided 'in constant currency'



Historic ARR / NRR

New calculation method

(as introduced in Q3 2024)

Based on Revenue	Q4 2024	Q3 2024	Q2 2024	Q12024
Total				
ARR in €m	684.1	669.3	663.2	652.9
ARR yoy	6 %	6 %	6 %	6 %
ARR yoy in cc	7%	7 %	8 %	9 %
-				
NRR (on ARR) in cc	98 %	98 %	99 %	99 %
Enterprise				
ENT ARR in €m	150.3	139.3	134.0	127.4
ENT ARR yoy	21 %	19 %	18 %	17%
ENT ARR yoy in cc	21 %	20 %	21 %	21 %
-				
ENT NRR (on ARR) in cc	100 %	99 %	99 %	98 %
SMB				
SMB ARR in €m	533.7	530.1	529.2	525.5
SMB ARR yoy	3 %	3 %	3 %	4 %
SMB ARR yoy in cc	3 %	4 %	5 %	6 %

Previous calculation method

(method applied until Q2 2024, disclosed in parallel for transparency purposes)

Based on Billings	Q4 2024	Q3 2024	Q2 2024	Q1 2024
Total				
ARR (LTM) in €m	689.1	672.6	667.0	656.9
ARR (LTM) yoy	6 %	6 %	7 %	7%
-				
NRR (LTM) reported	102 %	101 %	102 %	103 %
_				

Enterprise

-				
_				
_				
ENT NRR (LTM) reported	114 %	120 %	116 %	108 %
_				

SMB

_			
—			



Overview Sales KPIs

	Q4'24	Q3'24	Q2'24	Q1'24	Q4'23	Q3'23	Q2'23	Q1'23	Q4'22
SMB									
Billings p.q. in €m	150.3	118.8	121.3	141.8	148.6	122.8	121.9	142.8	147.3
Billings LTM in €m	532.2	530.6	534.5	535.0	536.0	534.7	529.9	517.3	502.8
Number of subscribers ¹	638,964	639,480	637,571	635,962	627,362	622,188	629,302	627,436	622,410
ASP (LTM) in €	833	836	838	841	852	857	840	822	804
Enterprise									
Billings p.q. in €m	62.5	35.3	37.0	32.7	52.2	27.1	28.7	34.0	43.3
Billings LTM in €m	167.5	157.2	149.0	140.7	141.9	133.0	132.6	130.8	132.0
Number of subscribers ¹	4,738	4,494	4,342	4,199	4,164	4,034	3,956	3,777	3,666
ASP (LTM) in €	35,353	34,977	34,309	33,509	34,089	32,971	33,517	34,619	36,000
Total									
Billings p.q. in €m	212.8	154.1	158.3	174.5	200.8	149.8	150.6	176.8	190.6
- Retained p.q. in €m	195.9	139.1	139.2	155.2	179.6	135.4	135.9	161.4	174.8
- New p.q. in €m	15.2	14.0	17.5	18.5	19.4	14.2	13.9	14.7	14.3
- Non-subscribers p.q. in €m	1.6	1.0	1.6	0.9	1.8	0.3	0.8	0.6	1.5
MYD with full upfront payment p.q. in €m	22.3	17.4	17.4	9.4	20.9	15.9	14.7	16.2	20.9
Billings LTM in €m	699.7	687.8	683.5	675.7	678.0	667.7	662.5	648.1	634.8
ARR in €m ²	684.1	669.3	663.2	652.9	644.1	631.8	625.7	614.0	603.6
Number of subscribers ¹	643,702	643,974	641,913	640,161	631,526	626,222	633,258	631,213	626,076

¹ 2022-2023 adjusted for discontinuation of business in Russia and Belarus. ² Annual Recurring Revenue calculation logic changed from previous quarters. Previous year's numbers have been re-calculated based on the new logic. Previously reported Annual Recurring Revenue (ARR) (in EUR m) based on Billings were as follows: Q4 2024: 689.1, Q3 2024: 672.6, Q2 2024: 667.0, Q1 2024: 656.9, Q4 2023: 649.5, Q3 2023: 632.5, Q2 2023: 626.2, Q1 2023: 613.6, Q4 2022: 602.5



Q4 2024: Reconciliation management metrics to IFRS

€m	Management view adjusted P&L ¹	Change in deferred revenue ²	Management view Revenue adj. P&L ¹	D&A	Other non-IFRS adjustments	Accounting view IFRS P&L
Billings / Revenue	212.8	(35.8)	177.0			177.0
Cost of Goods Sold (COGS)	(14.7)		(14.7)	(3.0)	(0.2)	(17.9)
Gross profit contribution	198.1		162.2			159.0
% of Billings / Revenue	93.1 %		91.7%			89.9 %
Sales	(24.2)		(24.2)	(1.9)	(2.8)	(28.9)
Marketing	(25.3)		(25.3)	(0.9)	(0.5)	(26.7)
R&D	(16.4)		(16.4)	(2.0)	(1.6)	(20.0)
G&A	(11.0)		(11.0)	(0.7)	(4.8)	(16.5)
Other ³	(2.3)		(2.3)	0.0	(7.9)	(10.2)
Adj. EBITDA	118.8		83.0			
% of Billings / Revenue	55.8 %		46.9 %			
D&A (ordinary only) ⁴	(7.0)		(7.0)			
Adj. EBIT / Operating profit (EBIT)	111.9	(35.8)	76.0	(1.6) ⁵	(17.8)	56.7
% of Billings / Revenue	52.6 %		43.0 %			32.0 %
D&A (total) ⁴⁺⁵						8.5
EBITDA						65.2
% of Billings / Revenue						36.9 %

¹ Margins and percentages of billings in adjusted view and IFRS revenue ² Included change in undue billings

³ Incl. other income/expenses and bad debt expenses of €3.7m

⁴ D&A excl. amortization intangible assets from PPA

⁵ Amortization intangible assets from PPA

← TeamViewer

FY 2024: Reconciliation management metrics to IFRS

€m	Management view adjusted P&L ¹	Change in deferred revenue ²	Management view Revenue adj. P&L ¹	D&A	Other non-IFRS adjustments	Accounting view IFRS P&L
Billings / Revenue	699.7	(28.3)	671.4			671.4
Cost of Goods Sold (COGS)	(54.6)		(54.6)	(24.5)	(1.8)	(80.8)
Gross profit contribution	645.1		616.8			590.6
% of Billings / Revenue	92.2 %		91.9 %			88.0 %
Sales	(97.5)		(97.5)	(7.6)	(8.7)	(113.8)
Marketing	(114.6)		(114.6)	(3.4)	(1.6)	(119.6)
R&D	(65.9)		(65.9)	(7.9)	(6.1)	(79.9)
G&A	(36.2)		(36.2)	(2.8)	(11.9)	(50.9)
Other ³	(6.0)		(6.0)	0.0	(14.0)	(20.0)
Adj. EBITDA	325.0		296.7			
% of Billings / Revenue	46.4 %		44.2 %			
D&A (ordinary only) 4	(27.6)		(27.6)			
Adj. EBIT / Operating profit (EBIT)	297.4	(28.3)	269.1	(18.6) ⁵	(44.1)	206.4
% of Billings / Revenue	42.5 %		40.1 %			30.7%
D&A (total) ⁴⁺⁵						46.2
EBITDA						252.6
% of Billings / Revenue						37.6 %

¹ Margins and percentages of billings in adjusted view and IFRS revenue ² Included change in undue billings

³ Incl. other income/expenses and bad debt expenses of €11.8m

⁴ D&A excl. amortization intangible assets from PPA

⁵ Amortization intangible assets from PPA

← TeamViewer

Non-IFRS adjustments in EBITDA

€m	Q4 2024	Q4 2023	FY 2024	FY 2023
Total IFRS 2 charges	(0.6)	(7.2)	(16.6)	(23.7)
TeamViewer LTIP	0.4	0.4	0.9	(0.9)
RSU/PSU ¹	(4.2)	(3.7)	(15.4)	(15.5)
M&A related share-based compensation	0.0	0.0	0.0	(3.3)
Share-based compensation by TLO ²	3.2	(3.9)	(2.1)	(3.9)
Other material items	(9.2)	(4.5)	(13.5)	(9.4)
Financing, M&A, transaction-related	(4.0)	0.7	(4.0)	(1.0)
ReMax	0.0	0.0	0.0	(0.1)
Other	(5.2)	(5.2)	(9.6)	(8.3)
Valuation effects	(8.0)	4.4	(14.0)	(5.5)
Total	(17.8)	(7.3)	(44.1)	(38.6)

Total Non-IFRS adjustments in FY 2024 increased largely due to valuation effects from fair value changes of EUR/USD hedges

¹ Refers to the Restricted Stock Unit Plan (RSU) und Phantom Stock Unit Plan (PSU) introduced by TeamViewer in 2022. ² Pre-IPO management incentive program provided by Tiger LuxOne S.à r.l.



Share Count Development since IPO



¹Including 95,306 shares already bought back but still held on trading accounts of executing bank per 29 December 2023



Annual Contract Value (Billings based)

SMB Billings by ACV Bucket (LTM)



Enterprise Billings by ACV Bucket (LTM)

TeamViewer

Financial Statements



Profit & Loss Statement

€ thousand	Q4 2024	Q4 2023	Δ%	FY 2024	FY 2023	Δ%
Revenue	176,971	163,114	8%	671,422	626,689	7 %
Cost of Goods Sold (COGS)	(17,943)	(22,163)	-19 %	(80,834)	(81,743)	-1%
Gross profit	159,028	140,951	13 %	590,588	544,946	8 %
Research and development	(19,994)	(21,752)	-8 %	(79,950)	(80,138)	0 %
Marketing	(26,723)	(37,039)	-28 %	(119,600)	(138,699)	-14 %
Sales	(28,905)	(28,540)	1%	(113,763)	(106,691)	7 %
General and administrative	(16,502)	(14,861)	11 %	(50,915)	(49,381)	3 %
Bad debt expenses	(3,712)	(3,273)	13 %	(11,757)	(8,506)	38 %
Other income	943	3,290	-71 %	2,478	8,537	-71%
Other expenses	(7,438)	2,735	n/a	(10,688)	(3,506)	205 %
Operating Profit	56,697	41,510	37 %	206,393	166,562	24 %
Finance income	178	567	-69 %	853	1,373	-38 %
Finance costs	(3,993)	(4,252)	-6 %	(17,496)	(16,389)	7 %
Share of profit/(loss) of associates	530	(467)	-213 %	(2,379)	(467)	n/a
Foreign currency result	(1,807)	(852)	112 %	(2,922)	(3,624)	-19 %
Profit before tax	51,604	36,505	41%	184,450	147,455	25 %
Income taxes	(16,913)	(6,234)	171 %	(61,369)	(33,440)	84 %
Net income	34,692	30,272	15 %	123,081	114,015	8 %
Basic number of shares issued and outstanding	156,851,078	168,024,755		160,245,321	172,140,196	
Basic earnings per share (in € per share)	0.22	0.18	23 %	0.77	0.66	16 %
Diluted number of shares issued and outstanding	158,456,904	169,125,651		162,061,330	172,980,453	
Diluted earnings per share (in € per share)	0.22	0.18	22 %	0.76	0.66	15 %

TeamViewer

Balance Sheet – Assets

€ thousand	31 December 2024	31 December 2023
Non-current assets		
Goodwill	668,091	667,662
Intangible assets	149,006	175,736
Property, plant and equipment	41,457	43,261
Financial assets	5,412	11,866
Investments in associates ¹	20,862	15,414
Other assets	22,440	19,530
Deferred tax assets	28,750	18,596
Total non-current assets	936,018	952,065
Current assets		
Trade receivables	30,187	21,966
Other assets	39,221	52,366
Tax assets	257	2,892
Financial assets	9,394	9,423
Cash and cash equivalents	55,265	72,822
Total current assets	134,323	159,468
Total assets	1,070,341	1,111,533

¹ Previously shown under financial assets.



Balance Sheet – Equity & Liabilities

€ thousand	31 December 2024	31 December 2023
Equity		
Issued capital	170,000	174,000
Capital reserve	70,327	105,234
(Accumulated losses)/retained earnings	27,893	(95,188)
Hedge reserve	5,822	929
Foreign currency translation reserve	4,653	1,614
Treasury share reserve	(178,211)	(102,929)
Total equity attributable to shareholders of TeamViewer SE	100,485	83,660
Non-current liabilities		
Provisions	615	389
Financial liabilities	329,143	432,149
Deferred revenue	44,827	41,367
Deferred and other liabilities	1,488	2,486
Other financial liabilities	288	13
Deferred tax liabilities	45,540	39,693
Total non-current liabilities	421,902	516,098
Current liabilities		
Provisions	10,184	9,503
Financial liabilities	115,490	97,274
Trade payables	15,840	8,016
Deferred revenue	336,390	314,797
Deferred and other liabilities	65,412	73,067
Other financial liabilities	1,817	8,125
Tax liabilities	2,822	993
Total current liabilities	547,954	511,775
Total liabilities	969,856	1,027,873
Total equity and liabilities	1,070,341	1,111,533

TeamViewer

Cash Flow Statement

€ thousand	Q4 2024	Q4 2023	Δ%	FY 2024	FY 2023	Δ%
Profit before tax	51,604	36,505	41%	184,450	147,455	25 %
Depreciation, amortization and impairment of non-current assets	8,525	13,528	-37 %	46,169	55,358	-17 %
Increase/(decrease) in provisions	681	(761)	-189 %	907	349	160 %
Non-operational foreign exchange (gains)/losses	(426)	693	-162 %	(440)	758	-158 %
Expenses for equity settled share-based compensation	1,075	7,554	-86 %	16,808	21,842	-23 %
Net financial costs	3,286	4,153	-21%	19,022	15,483	23 %
Change in deferred revenue	26,186	22,670	16 %	25,054	43,875	-43 %
Changes in other net working capital and other	9,758	(5,527)	-277 %	20,595	(9,630)	n/a
Income taxes paid	(18,585)	(14,946)	24 %	(63,387)	(45,624)	39 %
Cash flows from operating activities	82,104	63,869	29 %	249,178	229,865	8%
Payments for tangible and intangible assets	(1,143)	(1,025)	12 %	(5,373)	(5,607)	-4 %
Payments for financial assets	(1,890)	(13,843)	-86 %	(7,450)	(15,881)	-53 %
Payments for acquisitions	0	0	n/a	0	(8,073)	-100 %
Cash flows from investing activities	(3,033)	(14,868)	-80 %	(12,823)	(29,561)	-57 %



Cash Flow Statement (continued)

€thousand	Q4 2024	Q4 2023	Δ%	FY 2024	FY 2023	Δ%
Repayments of borrowings	(20,000)	0	n/a	(279,000)	(100,000)	179 %
Proceeds from borrowings	0	0	n/a	194,000	0	n/a
Payments for the capital element of lease liabilities	(5,206)	(5,914)	-12 %	(12,471)	(11,079)	13 %
Interest paid on borrowings and lease liabilities	(6,255)	(2,537)	147 %	(19,190)	(14,409)	33 %
Purchase of treasury shares	(17,592)	(46,691)	-62 %	(137,732)	(161,902)	-15 %
Cash flows from financing activities	(49,053)	(55,142)	-11 %	(254,393)	(287,390)	-11%
Net change in cash and cash equivalents	30,018	(6,142)	n/a	(18,039)	(87,087)	-79 %
Net foreign exchange rate difference	792	(927)	-185 %	482	(1,088)	-144 %
Net change from cash risk provisioning	0	0	n/a	0	0	n/a
Cash and cash equivalents at beginning of period	24,455	79,891	-69 %	72,822	160,997	-55 %
Cash and cash equivalents at end of period	55,265	72,822	-24 %	55,265	72,822	-24 %



Financial Calendar

20 March 2025 Annual Report

6 May 2025 Q1 2025 Results & Analyst Call

28 May 2025 Annual General Meeting

29 July 2025 Q2/H1 2025 Results & Analyst Call

4 November 2025 Q3 2025 Results & Analyst Call

