



*Transforming the Way People Bank and Shop*

# Fourth Quarter 2024 Earnings

Performance Summary Update

February 12, 2025

# Forward-looking Statements

This presentation may contain statements that are not historical information and are "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements give current expectations or forecasts of future events and are not guarantees of future performance. These forward-looking statements include, but are not limited to, projections, statements regarding the Company's expected future performance (including expected results of operations and financial guidance), future financial condition, anticipated operating results, strategy plans, future liquidity and financial position. Statements can generally be identified as forward looking because they include words such as "believes," "anticipates," "expects," "intends," "plans," "will," "estimates," "potential," "target," "predict," "project," "seek," and variations thereof or "could," "should" or words of similar meaning. Statements that describe the Company's future plans, objectives or goals are also forward-looking statements, which reflect the current views of the Company with respect to future events and are subject to assumptions, risks and uncertainties that could cause actual results to differ materially. Although the Company believes that these forward-looking statements are based upon reasonable assumptions regarding, among other things, the economy, its knowledge of its business, and key performance indicators that impact the Company, these forward-looking statements involve risks, uncertainties and other factors that may cause actual results to differ materially from those expressed in or implied by the forward-looking statements. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. The factors that may affect the Company's results include, among others: the significant variance of our actual financial results from the projections that were filed with the U.S. Bankruptcy Court and Dutch Court; the success of the Company's new products and services, including its DN Series line and EASY family of retail checkout solutions, and electronic vehicle charging service business; the Company's ability to successfully execute on its digitally enabled hardware, services and software strategy; the Company's ability to generate sufficient cash flows to refinance its indebtedness, fund its operations and make adequate capital investments; the ultimate benefits of the Company's continuous improvement programs and other cost savings plans; risks related to our international operations, including geopolitical instability and wars; developments from recent and potential changes in U.S. trade policies and trade policies of other countries; the impact of the proliferation of payment options other than cash, which could result in a reduced need for cash in the marketplace and a resulting decline in the usage of ATMs; the impact of general economic conditions, cyclical and uncertainty; the impact of increased energy, raw material and labor costs; the impact of competitive pressures, including pricing pressures and the introduction of new products and services by our competitors; the impact of a cybersecurity incident or operational failure on the Company's business; challenges associated with the use of artificial intelligence in the Company's business; the Company's reliance on suppliers, subcontractors and availability of raw materials and other components; the Company's reliance on third parties, including to provide security systems and systems integration as well as outsourced business processes and other financial services; the Company's ability to attract, retain and motivate key employees; the impact of additional tax expense or exposures; the potential for additional pension liability or expense associated with low investment performance by the Company's pension plan assets; the Company's success in executing potential acquisitions, investments or partnerships and divestitures; the ultimate outcome of the appeals for the appraisal proceedings initiated in connection with the implementation of the Domination and Profit Loss Transfer Agreement with the former Diebold Nixdorf AG (which was dismissed in the Company's favor at the lower court level in 2022) and the merger/squeeze-out (which was dismissed in the Company's favor at the lower court level in 2023); the impact of market and economic conditions, including the bankruptcies, restructuring or consolidations of financial institutions, which could reduce the Company's customer base and/or adversely affect its customers' ability to make capital expenditures, as well as adversely impact the availability and cost of credit; changes in political, economic or other factors such as currency exchange rates, inflation rates (including the impact of possible currency devaluations in countries experiencing high inflation rates), recessionary or expansive trends, disruption in energy supply, taxes and regulations and laws affecting the worldwide business in each of the Company's operations; the Company's ability to maintain effective internal controls; the impact of regulatory and financial risks related to climate change; the impact of an adverse determination that that the Company's services, products or manufacturing processes infringe the intellectual property rights of others, or the Company's failure to enforce its intellectual property rights; the Company's exposure to liabilities under the FCPA or other worldwide anti-bribery laws; the effect of changes in law and regulations or the manner of enforcement in the U.S. and internationally and the Company's ability to comply with applicable laws and regulations; and other factors included in the Company's filings with the Securities and Exchange Commission (the "SEC"), including its Annual Report on Form 10-K. Except to the extent required by applicable law or regulation, the Company undertakes no obligation to update these forward-looking statements to reflect future events or circumstances or to reflect the occurrence of unanticipated events. You should consider these factors carefully in evaluating forward-looking statements and are cautioned not to place undue reliance on such statements.

# Use of non-GAAP Financial Information

To supplement our condensed consolidated financial information presented in accordance with GAAP, the Company considers certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, Non-GAAP operating profit margin, adjusted diluted earnings per share, free cash flow (use) and free cash flow conversion, net debt, EBITDA, adjusted EBITDA, and constant currency results. The Company calculates constant currency by translating the prior year results at current year exchange rates. The Company uses these Non-GAAP financial measures, in addition to GAAP financial measures, to evaluate our operating and financial performance and to compare such performance to that of prior periods and to the performance of our competitors. Also, the Company uses these Non-GAAP financial measures in making operational and financial decisions and in establishing operational goals. The Company also believes providing these Non-GAAP financial measures to investors, as a supplement to GAAP financial measures, helps investors evaluate our operating and financial performance and trends in our business, consistent with how management evaluates such performance and trends. The Company also believes these Non-GAAP financial measures may be useful to investors in comparing its performance to the performance of other companies, although its Non-GAAP financial measures are specific to the Company and the Non-GAAP financial measures of other companies may not be calculated in the same manner. We provide EBITDA and Adjusted EBITDA because we believe that investors and securities analysts will find EBITDA and adjusted EBITDA to be useful measures for evaluating our operating performance and comparing our operating performance with that of similar companies that have different capital structures and for evaluating our ability to meet our future debt service, capital expenditure and working capital requirements. We consider free cash flow (use) to be a liquidity measure that provides useful information to management and investors about the amount of cash generated by the business that, after the purchase of property and equipment and capitalized software development and changes in cash of assets held for sale and the use of cash for M&A, and excluding the use/proceeds of cash for the settlement of foreign exchange derivative instruments, can be used for debt servicing, strategic opportunities, including investing in the business, making strategic acquisitions, strengthening the balance sheet and paying dividends. Free Cash Flow Conversion is a liquidity ratio that measures the Company's ability to convert operating profits into free cash flow and is calculated as Free Cash Flow over Adjusted EBITDA. For more information, please refer to the section, "Notes for Non-GAAP Measures."

# Key Takeaways



1

**Strong Adjusted EBITDA of \$452M<sup>(1)</sup> above high-end of guidance range and record free cash flow generation of \$109M<sup>(1)</sup>**

2

**Focusing on Lean operating principles contributed to gross margin<sup>(1)</sup> expansion of 300 bps for the year compared to 4Q23**

3

**Successful refinancing fortifies financial position and reduces debt & interest**

4

**Announced \$100M share repurchase authorization to return additional capital to shareholders**

5

**Expecting continued growth in adjusted EBITDA<sup>(1)(2)</sup>, up 6% YoY, and free cash flow<sup>(1)(2)</sup>, up ~80% YoY, using the midpoints of guidance**

1) Non-GAAP metric. See "Supplemental Slides" for additional information. Represents record free cash flow performance since combination of Diebold and Wincor Nixdorf.

2) With respect to the company's adjusted EBITDA, free cash flow and free cash flow conversion outlook for 2024, it is not providing a reconciliation to the most directly comparable GAAP financial measures because it is unable to predict with reasonable certainty those items that may affect such measures calculated and presented in accordance with GAAP without unreasonable effort. These measures primarily exclude future restructuring and refinancing actions and net non-routine items. These reconciling items are uncertain, depend on various factors and could significantly impact, either individually or in the aggregate, operating profit and net income calculated and presented in accordance with GAAP.



# Milestone Year Positioning DN for Long-term Success

## Attractive End Market Tailwinds

- Completed our 200,000 DN Series ATM shipment - ~75% of installed base to go
- Driving automation and efficiency across end-to-end branch cash ecosystem
- Pipeline activity improving driven by self-service and advanced AI capabilities

## Safety, Delivery, Quality & Cost

- Accelerated flywheel of continuous improvement
- Implementing better processes and eliminating waste to drive efficiency
- Focus in 2025 on Service operations

## Winning with Innovation

- Expanded DN Series portfolio with teller cash recyclers providing end-to-end branch cash automation
- Completed successful pilots with Vynamic computer-vision shrink solution and started customer roll outs

## Returning Capital to Shareholders

- Enabled by stronger profitability and free cash flow improvement
- \$338M in gross debt paydown
- Announced \$100M share repurchase authorization



# Strong Progress in Manufacturing and Extending Lean to Service Operations

*Building a Lean operating system enabled by culture, competency and commitment to drive operational excellence and transformation*

## 2024 Manufacturing Improvements

45 kaizens conducted in manufacturing, supply chain & logistics in 2024

- **Safety** – ~30% reduction in lost employee time
- **Quality** – ~33% increase in build quality to eliminate waste
- **Delivery** – ~20% increase in on-time delivery improving customer satisfaction
- **Cost** – Focus on safety, quality and delivery helped teams achieve full-year savings target contribution

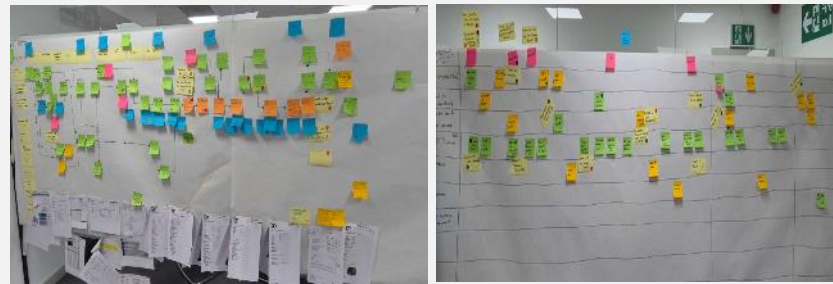


## Service Kaizen - Canada

### Before / After



### Before / After



## Service Improvements

- Improved resource and materials flow
- 30% reduction in process time across Service repair and install staging processes
- 25% reduction in downtime
- Implemented 15 safety improvements to avoid lost time

# Changes in Non-GAAP Financial Presentation

**Changes in presentation to address 1) combination of successor and predecessor periods and 2) treatment of Fresh Start Non-GAAP adjustments – changes in financial presentation reflected throughout the schedules**

## Predecessor & Successor Combination

- DN emerged from corporate restructuring August 2023 as a reorganized entity; no longer comparable to prior periods
- No longer combining FY23 successor and predecessor periods as they represent post-reorganization and pre-reorganization Diebold Nixdorf
- FY24 full-year comparisons relative to predecessor periods are not meaningful
- Beginning Q1 2025, all periods will be comparable YoY with FY24 baseline

## Fresh Start Non-GAAP Adjustments

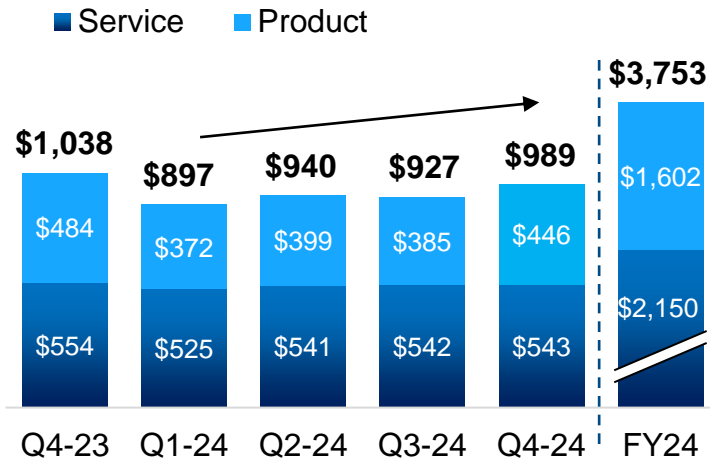
- Fresh Start valuation created ~\$900M of intangible assets
- Post-emergence intangibles amortization was called-out to restate to predecessor run-rates
- No longer adjusting for Fresh Start valuation step-ups
- Reporting change does not impact FY24 revenue, EBITDA, or free cash flow results
- 4Q23 EBITDA also impacted by inventory step-up

**Adjustments are Non-Cash / Non-Operational – Supplemental Schedules in Appendix**

# Five Quarter Financial Trend

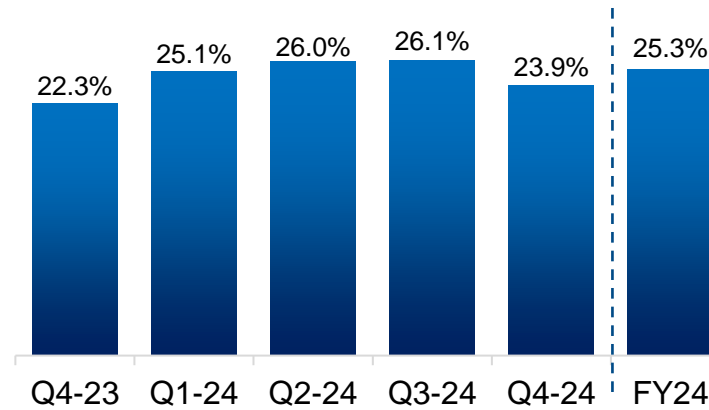
*Strong progress over the last 18 months to improve financial performance*

**Total Revenue (\$M)<sup>(1)</sup>**



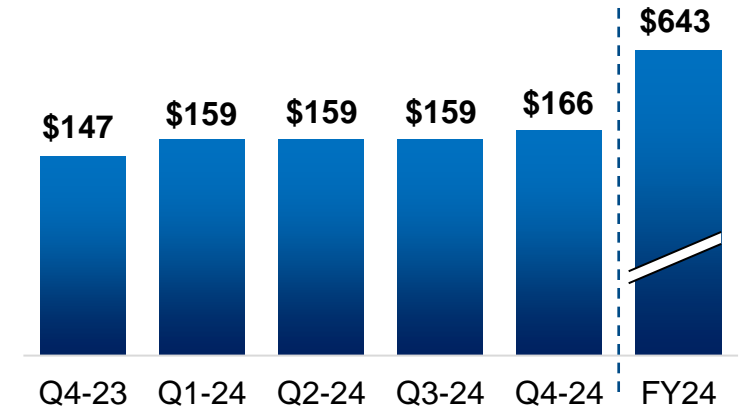
- FY24 revenue in-line with previous guidance
- Strong Banking product revenue driven by global refresh activity & recycler adoption
- Stable, recurring service revenue base

**Total Gross Margin (%)<sup>(1)</sup>**



- FY24 gross margin improved 300 bps driven by pricing and impact of Lean operating principles
- Further opportunity for improvement in both product and service in 2025

**Operating Expense (\$M)<sup>(1)</sup>**



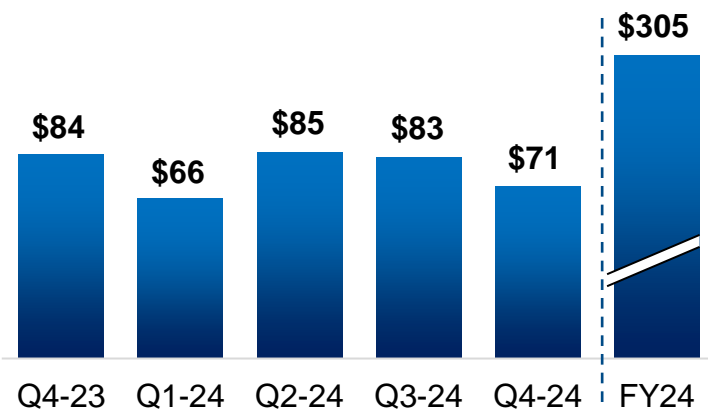
- Maintaining operating expense discipline
- 2024 results include a full-year of normalized incentive compensation

(1) Represents a non-GAAP metric. Please refer to supplemental slides for additional information.

# Five Quarter Financial Trend

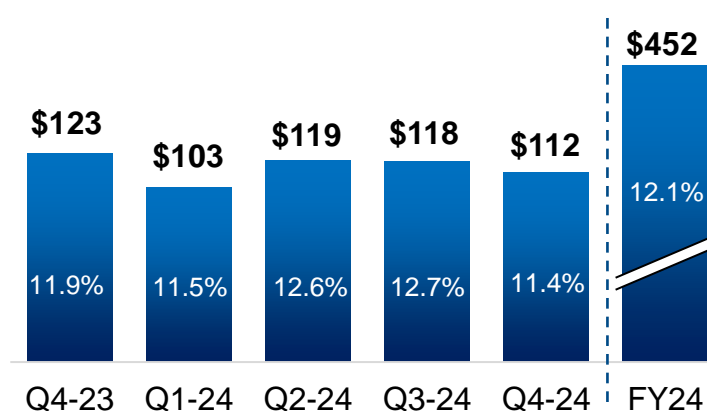
*Remain committed to strengthening profitability and free cash flow*

**Operating Profit (\$M)<sup>(1)</sup>**



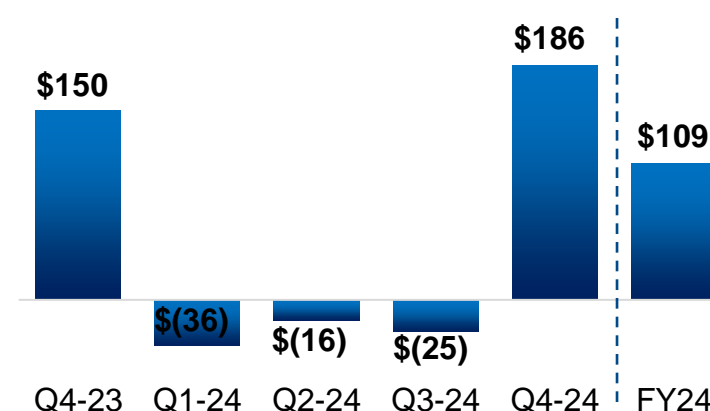
- Focused on improving operating leverage in 2025
- Revenue growth flowing through at higher margin combined with operating expense discipline

**Adjusted EBITDA (\$M) / Adjusted EBITDA Margin<sup>(1)</sup>**



- Delivered on our commitment for the year with adjusted EBITDA above high-end of guidance range

**Free Cash Flow (\$M)<sup>(1)</sup>**

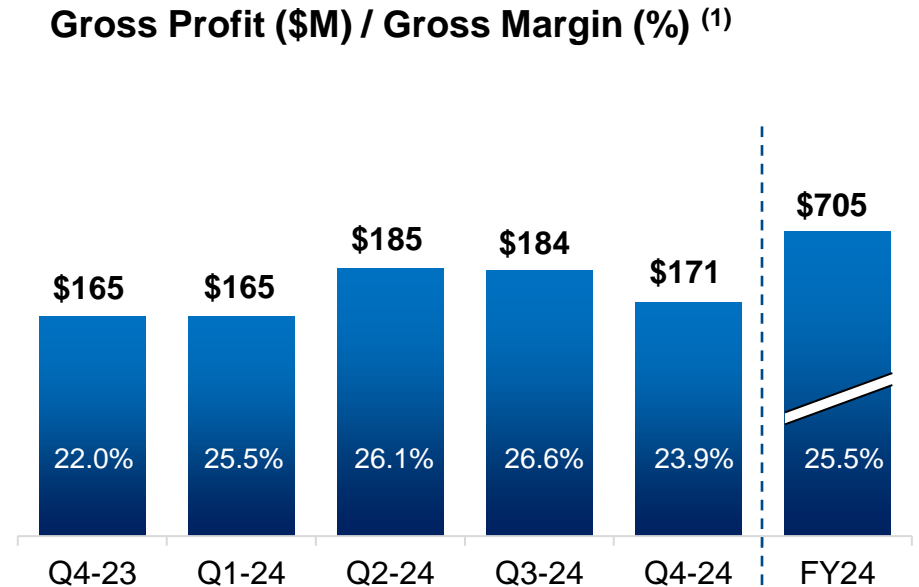
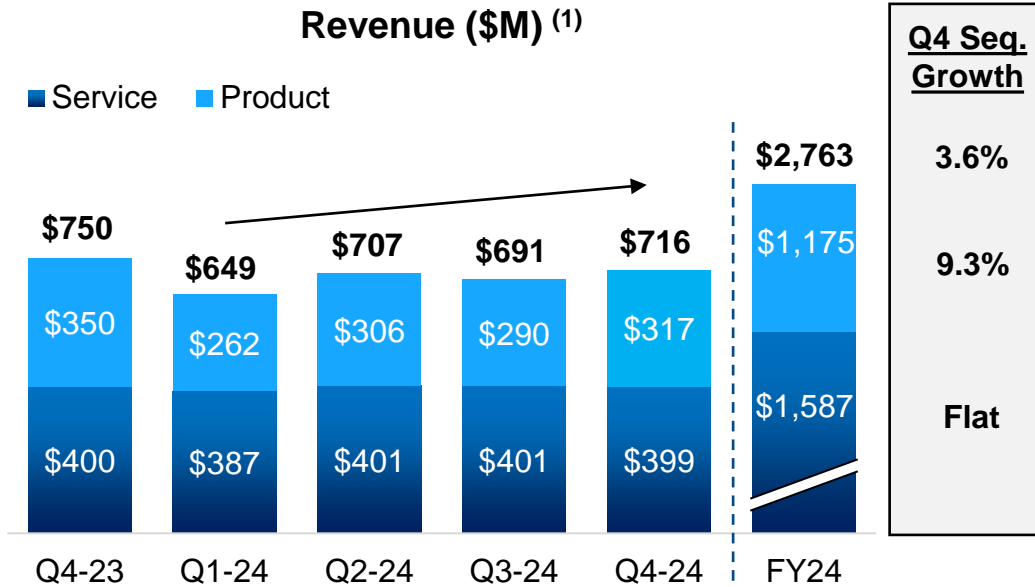


- Strong FCF generation driven by higher adjusted EBITDA and working capital efficiency
- Addressed all corporate restructuring related-headwinds impacting FCF in 2024

(1) Represents a non-GAAP metric. Please refer to supplemental slides for additional information.

# Banking

**Solid year for Banking with improving revenue and profitability trends – strong refresh activity and branch automation solutions**



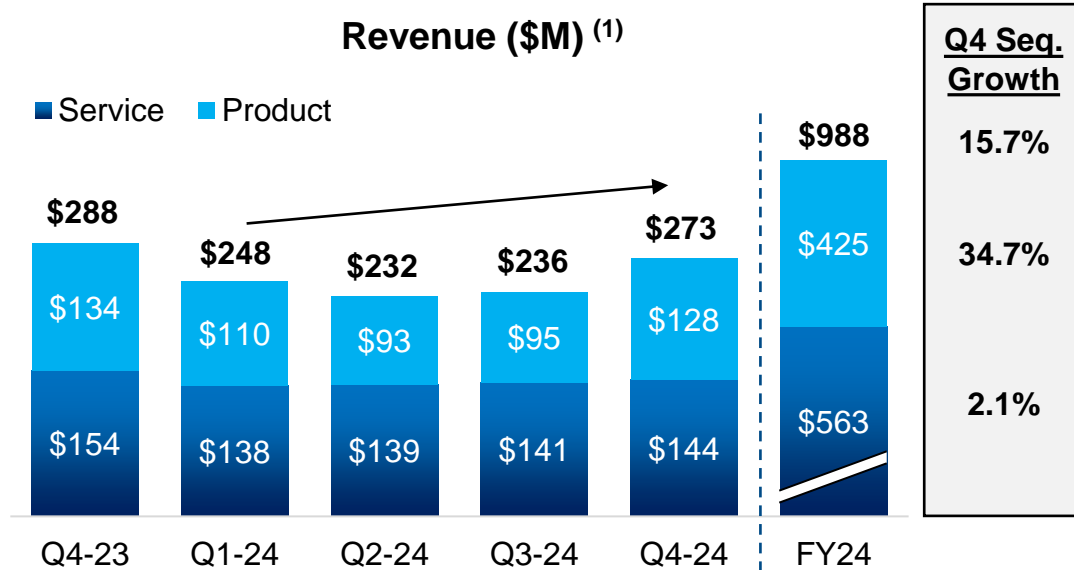
- Stable, recurring service revenue of ~\$400M each quarter
- Runway for strong product revenue with refresh of global installed base with DN Series
- Expanding share of wallet with branch automation solutions driving efficiencies across the entire branch cash ecosystem

- Banking delivered 25.5% gross margin for the year with pricing discipline and strong foundation of continuous improvement
  - Achieved targeted service gross margin in Q4
  - Shipping first fit-for-purpose APAC units in 2Q25

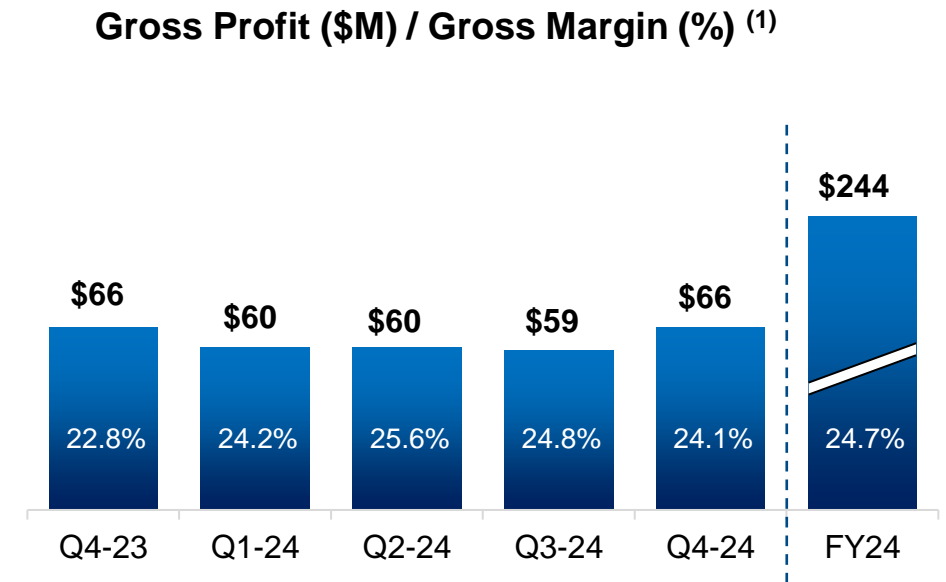
(1) Represents a non-GAAP metric. Please refer to supplemental slides for additional information.

# Retail

Macro environment impacted 2024 results, however, seeing signs of stabilization pointing towards second half of 2025 recovery



- Sequential quarter growth in a challenging macro environment
- Service revenue improved sequentially in Q4 due to growth in self-service installed base and completion of software delivery projects



- Retail delivered 24.7% gross margin for the year driven by the impact of Lean operating principles and pricing discipline
- Opportunity to improve service gross margin as majority of self-service units represents new placements in the market

(1) Represents a non-GAAP metric. Please refer to supplemental slides for additional information.

# 2025 Guidance

**Targeting meaningful growth in adjusted EBITDA and free cash flow in 2025**

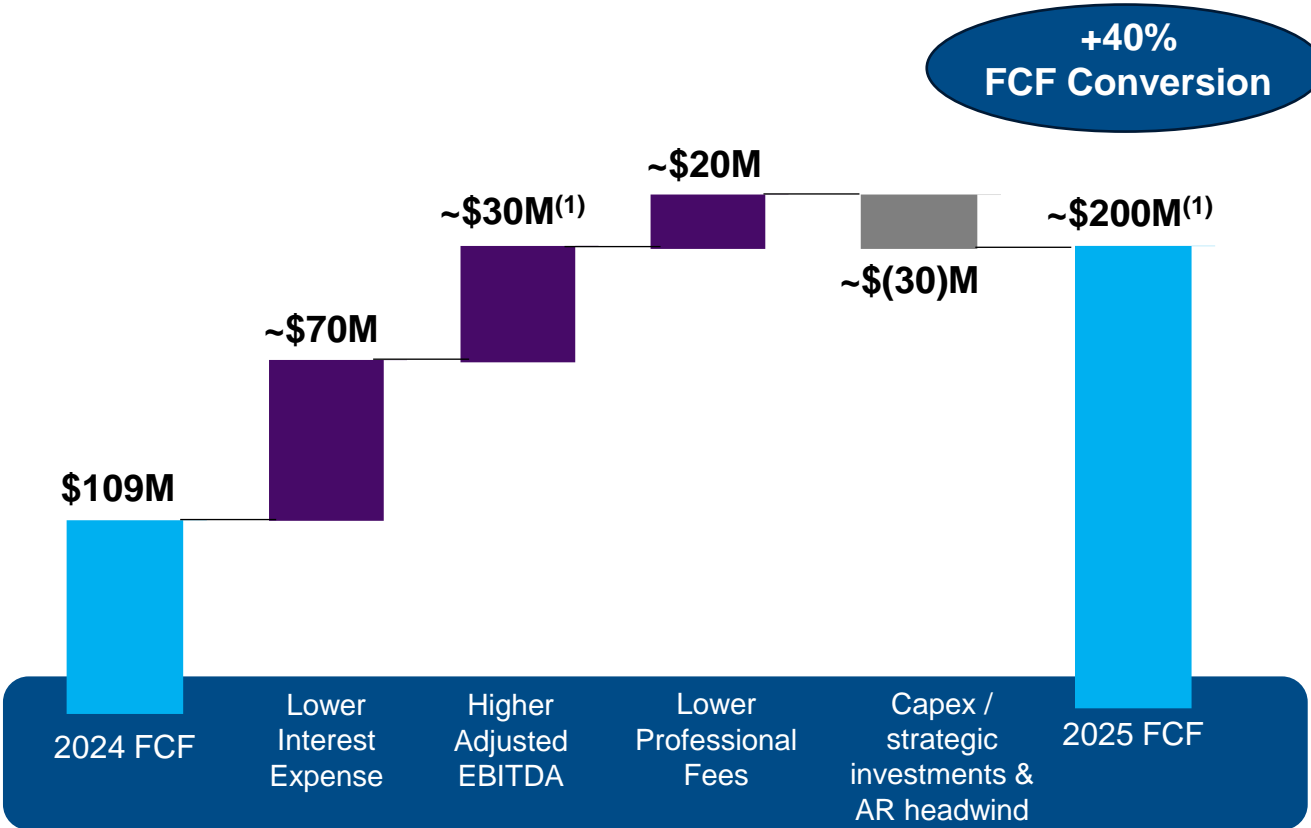
Metrics	FY24 Actuals	FY25 Outlook	Key Details
<b>Total Revenue</b>	<b>\$3.75B</b>	<b>Flat to up low-single digits</b>	<ul style="list-style-type: none"> <li>• Banking and Retail up low-single digits YoY in constant currency with Retail acceleration in 2H</li> <li>• Includes significant 3% - 4% (~\$115M) unfavorable impact from FX for the year</li> <li>• Revenue weighted towards back-half of year with a 45% 1H / 55% 2H</li> </ul>
<b>Adjusted EBITDA<sup>(1,2)</sup></b>	<b>\$452M</b>	<b>\$470M - \$490M</b>	<ul style="list-style-type: none"> <li>• Growing adjusted EBITDA faster than revenue</li> <li>• Continued focus on Service gross margin expansion through Lean operations</li> <li>• Maintaining cost discipline in operating expense</li> </ul>
<b>Free Cash Flow<sup>(2)</sup></b>	<b>\$109M</b>	<b>\$190M - \$210M</b>	<ul style="list-style-type: none"> <li>• +40% free cash flow conversion</li> <li>• Targeting to almost double free cash flow YoY</li> </ul>

1) Non-GAAP metric. See "Supplemental Slides" for additional information.

2) With respect to the company's adjusted EBITDA, free cash flow and free cash flow conversion outlook for 2024, it is not providing a reconciliation to the most directly comparable GAAP financial measures because it is unable to predict with reasonable certainty those items that may affect such measures calculated and presented in accordance with GAAP without unreasonable effort. These measures primarily exclude future restructuring and refinancing actions and net non-routine items. These reconciling items are uncertain, depend on various factors and could significantly impact, either individually or in the aggregate, operating profit and net income calculated and presented in accordance with GAAP.

# 2025 Free Cash Flow Outlook<sup>(1)(2)</sup>

**Strong line of sight to significant improvement in Free Cash Flow – targeting \$190M - \$210M of Free Cash Flow in 2025**



- ### 2025 Free Cash Flow Highlights
- Debt refinancing completed in December 2024 driving ~\$70M annual interest expense savings
  - ~\$30M higher adjusted EBITDA (using midpoint of guidance range) driven primarily by service gross margin expansion
  - ~\$20M reduced professional fees related to corporate restructuring and benefit from increased net working capital efficiency relative to historical levels
  - ~\$30M impact from combination of higher capex / strategic investments to support growth and accounts receivable headwind from harvesting in 2024

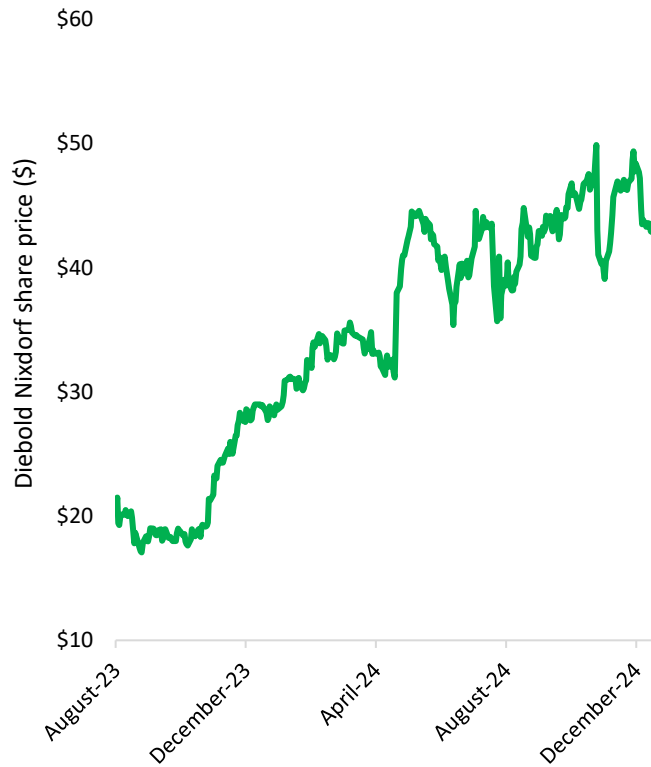
1) Non-GAAP metric. See “Supplemental Slides” for additional information. The bridge uses ~\$30M higher adjusted EBITDA and ~\$200M free cash flow, which represents the midpoint of 2025 guidance range.  
 2) With respect to the company’s adjusted EBITDA, free cash flow and free cash flow conversion outlook for 2024, it is not providing a reconciliation to the most directly comparable GAAP financial measures because it is unable to predict with reasonable certainty those items that may affect such measures calculated and presented in accordance with GAAP without unreasonable effort. These measures primarily exclude future restructuring and refinancing actions and net non-routine items. These reconciling items are uncertain, depend on various factors and could significantly impact, either individually or in the aggregate, operating profit and net income calculated and presented in accordance with GAAP.



# Fortress Balance Sheet

*Reducing leverage and bolstering liquidity position throughout 2024*

~\$1.6 billion market cap (YE24)



## Total Liquidity

>\$600M

Cash & Revolving  
Credit Facility

## Cash Balance

\$328M

Cash & Short Term  
Investment

## Net Leverage<sup>(1)</sup>

1.4x

Net Debt / TTM  
Adjusted EBITDA

## Credit Ratings

B / B2

S&P / Moody's

## Debt Reduction

\$338M

Gross Debt Paid Off  
in 2024

## O/S Maturities

\$950M

7.750% Senior Secured  
Notes due 2030

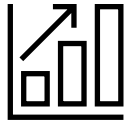
<sup>1</sup> Net leverage calculated using net debt divided by trailing twelve month Adjusted EBITDA, which is a non-GAAP metric. See "Supplemental Slides for a reconciliation to net income.



# Capital Allocation Framework

*Disciplined capital allocation framework focused maintaining fortress balance sheet and maximizing shareholder returns*

1



## Fortress Balance Sheet

- ~1.5x Net Debt Leverage Target<sup>(1)</sup>
- Increase liquidity
- Improve credit ratings towards investment grade

2



## Business Investment

- Capital light model: CapEx ~1.5% of sales
- R&D investment to drive portfolio innovation
- Infrastructure upgrades

3



## Return of Capital to Shareholders

- \$100M initial share repurchase authorization
- Evaluation of additional return of capital alternatives

4



## Disciplined M&A

- Opportunistic strategic investment to build capabilities
- Small, tuck-in opportunities that accelerate long-term growth strategy

Business investment and focused execution to drive attractive return on invested capital

# Substantial Value Creation Opportunity Ahead



1

**Steady global demand for DN Series ATMs and optimizing end-to-end branch cash ecosystem – DN is best positioned in the market to drive this efficiency**

2

**Continue to drive Lean journey by expanding efforts throughout the company with a focus on improving full-year Service gross margin in 2025**

3

**Strengthened leadership team – with recent investments in North America Retail – focused on disciplined, value creation for customers and shareholders**

***Diebold Nixdorf's 2025 Investor Day is on February 26<sup>th</sup>***

# Questions and Answer Session



**Octavio Marquez**  
President &  
Chief Executive Officer



**Tom Timko**  
Executive Vice President  
& Chief Financial Officer



Diebold Nixdorf

# Supplemental Slides

# Financial Condition

**Solid free cash flow<sup>(1)</sup> performance – \$109M for the year and \$186M in 4Q24 – enabling return of capital to shareholders**

(\$ in millions)	Q4-23	Q1-24	Q2-24	Q3-24	Q4-24
<b>Adjusted EBITDA<sup>(1)</sup></b>	<b>\$144</b>	<b>\$103</b>	<b>\$119</b>	<b>\$118</b>	<b>\$112</b>
Working Capital source (use)	\$99	\$20	\$(66)	\$(57)	\$147
<i>Accounts Receivable</i>	3	49	3	4	44
<i>Inventory</i>	97	(56)	(10)	10	78
<i>Accounts Payable</i>	(15)	16	(41)	(26)	9
<i>Deferred Revenue</i>	15	11	(17)	(45)	17
Cash interest, net	(41)	(40)	(36)	(37)	(37)
Cash paid for taxes	(14)	(11)	(25)	(10)	(17)
Capex	(12)	(13)	(8)	(9)	(10)
Professional fees	(45)	(15)	(8)	(13)	(13)
Restructuring payments	(6)	(8)	(13)	(9)	(7)
Other cash flow	<u>25</u>	<u>(72)</u>	<u>21</u>	<u>(7)</u>	<u>11</u>
<b>Free cash flow<sup>(1)</sup></b>	<b>\$150</b>	<b>\$(36)</b>	<b>\$(16)</b>	<b>\$(25)</b>	<b>\$186</b>
Financing activities & other	(1)	(163)	(22)	2	(204)
<b>Change in cash &amp; short-term investments</b>	<b>\$149</b>	<b>\$(199)</b>	<b>\$(38)</b>	<b>\$(23)</b>	<b>\$(18)</b>
<b>Cash &amp; short term investments<sup>(2)</sup></b>	<b>\$606</b>	<b>\$407</b>	<b>\$369</b>	<b>\$346</b>	<b>\$328</b>
<i>Net Leverage (TTM adjusted EBITDA)<sup>(3)</sup></i>					1.4x

## Overview

- FY24 free cash flow<sup>(1)</sup> of \$109M represents record performance for Diebold Nixdorf
- Q4-24 free cash flow<sup>(1)</sup> of \$186M was up YoY primarily due to improved working capital efficiency
  - ~9 day improvement across three working capital metrics: DSO, DIO, DPO
- Year-end performance positions the company well for 2025
  - Addressed all corporate restructuring related-headwinds impacting FCF in 2024

# Reconciliation of GAAP results to Non-GAAP results – FY24 (\$M)

Twelve months ended December 31, 2024													
(\$ in millions)	Service Sales	Product Sales	Net Sales	COS - service	COS - product	COS	Gross Profit	% of Sales	SG&A	R, D & E	Other OPEX	OP	% of Sales
GAAP	\$2,150.4	\$1,600.7	\$3,751.1	\$1,616.9	\$1,214.2	\$2,831.1	\$ 920.0	24.5 %	\$ 643.6	\$ 93.6	\$ 0.7	\$ 182.1	4.9 %
Restructuring and transition - personnel	—	—	—	(23.8)	(3.2)	(27.0)	27.0		(13.3)	(9.3)	—	49.6	
Transformation - other	—	—	—	(0.8)	—	(0.8)	0.8		(58.7)	4.7	(1.7)	56.5	
Financial restructuring costs	—	—	—	—	—	—	—		(15.9)	—	0.1	15.8	
Divestitures and asset sales	—	—	—	—	—	—	—		—	—	2.6	(2.6)	
Legal deal matters	—	1.7	1.7	—	0.1	0.1	1.6		(1.9)	—	—	3.5	
Other	—	—	—	—	1.1	1.1	(1.1)		—	—	(1.5)	0.4	
Non-GAAP Adjusted results	<u>\$2,150.4</u>	<u>\$1,602.4</u>	<u>\$3,752.8</u>	<u>\$1,592.3</u>	<u>\$1,212.2</u>	<u>\$2,804.5</u>	<u>\$ 948.3</u>	25.3 %	<u>\$ 553.8</u>	<u>\$ 89.0</u>	<u>\$ 0.2</u>	<u>\$ 305.3</u>	8.1 %

GAAP and Non-GAAP results above include amortization of fair valued assets of \$53.9 in COS - Service, \$21.0 in COS - Product, \$8.3 in SG&A, and \$0.5 in RD&E.

## Notes for Non-GAAP Measures

To supplement our consolidated financial statements presented in accordance with GAAP, the company utilizes certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, EBITDA and Adjusted EBITDA, adjusted earnings per share, free cash flow (use) and net debt. Restructuring and transition - personnel expenses incurred during 2024 and 2023 relate to the cost savings initiative focused on operational simplification and automation of processes, and include severance and payroll of employees transitioning out of the organization. Costs of third-parties assisting with the execution of the program are categorized as Transformation - other. Financial restructuring costs incurred in 2024 and 2023 are advisor fees for the Company's restructuring process to optimize the capital structure that do not qualify for capitalization. Legal deal matters primarily relates to third-party expenses and fees paid by the company and vendor adjustments in a foreign jurisdiction.

# Reconciliation of GAAP results to Non-GAAP results – Q4-24 (\$M)

Three months ended December 31, 2024													
(\$ in millions)	Service Sales	Product Sales	Net Sales	COS - service	COS - product	COS	Gross Profit	% of Sales	SG&A	R, D & E	Other OPEX	OP	% of Sales
GAAP	\$ 543.2	\$ 445.7	\$ 988.9	\$ 406.7	\$ 350.6	\$ 757.3	\$ 231.6	23.4 %	\$ 165.2	\$ 23.9	\$ 1.3	\$ 41.2	4.2 %
Restructuring and transition - personnel	—	—	—	(5.0)	—	(5.0)	5.0		(3.4)	(6.3)	—	14.7	
Transformation - other	—	—	—	0.2	—	0.2	(0.2)		(16.2)	4.7	(1.0)	12.3	
Financial restructuring costs	—	—	—	—	—	—	—		(1.8)	—	—	1.8	
Legal deal matters	—	—	—	—	(0.1)	(0.1)	0.1		(0.8)	—	—	0.9	
<b>Non-GAAP Adjusted results</b>	<b>\$ 543.2</b>	<b>\$ 445.7</b>	<b>\$ 988.9</b>	<b>\$ 401.9</b>	<b>\$ 350.5</b>	<b>\$ 752.4</b>	<b>\$ 236.5</b>	<b>23.9 %</b>	<b>\$ 143.0</b>	<b>\$ 22.3</b>	<b>\$ 0.3</b>	<b>\$ 70.9</b>	<b>7.2 %</b>

GAAP and Non-GAAP results above include amortization of fair valued assets of \$14.7 in COS - Service, \$6.4 in COS - Product, \$2.9 in SG&A, and \$0.2 in RD&E.

## Notes for Non-GAAP Measures

To supplement our consolidated financial statements presented in accordance with GAAP, the company utilizes certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, EBITDA and Adjusted EBITDA, adjusted earnings per share, free cash flow (use) and net debt. Restructuring and transition - personnel expenses incurred during 2024 and 2023 relate to the cost savings initiative focused on operational simplification and automation of processes, and include severance and payroll of employees transitioning out of the organization. Costs of third-parties assisting with the execution of the program are categorized as Transformation - other. Financial restructuring costs incurred in 2024 and 2023 are advisor fees for the Company's restructuring process to optimize the capital structure that do not qualify for capitalization. Legal deal matters primarily relates to third-party expenses and fees paid by the company and vendor adjustments in a foreign jurisdiction.

# Reconciliation of GAAP results to Non-GAAP results – Q3-24 (\$M)

Three months ended September 30, 2024													
(\$ in millions)	Service Sales	Product Sales	Net Sales	COS - service	COS - product	COS	Gross Profit	% of Sales	SG&A	R, D & E	Other OPEX	OP	% of Sales
GAAP	\$ 541.7	\$ 385.4	\$ 927.1	\$ 403.5	\$ 287.0	\$ 690.5	\$ 236.6	25.5%	\$ 164.6	\$ 23.4	\$ 2.2	\$ 46.4	5.0%
Restructuring and transition - personnel	—	—	—	(3.9)	(1.4)	(5.3)	5.3		(0.9)	(0.5)	—	6.7	
Transformation - other	—	—	—	0.1	—	0.1	(0.1)		(24.5)	—	(0.7)	25.1	
Refinancing related costs	—	—	—	—	—	—	—		(2.1)	—	—	2.1	
Legal deal matters	—	—	—	—	(0.5)	(0.5)	0.5		(0.7)	—	—	1.2	
Other	—	—	—	—	—	—	—		—	—	(1.5)	1.5	
<b>Non-GAAP Adjusted results</b>	<b>\$ 541.7</b>	<b>\$ 385.4</b>	<b>\$ 927.1</b>	<b>\$ 399.7</b>	<b>\$ 285.1</b>	<b>\$ 684.8</b>	<b>\$ 242.3</b>	<b>26.1 %</b>	<b>\$ 136.4</b>	<b>\$ 22.9</b>	<b>\$ —</b>	<b>\$ 83.0</b>	<b>9.0 %</b>

GAAP and Non-GAAP results above include amortization of fair valued assets of \$11.4 in COS - Service, \$5.3 in COS - Product, \$2.0 in SG&A, and \$0.1 in RD&E.

## Notes for Non-GAAP Measures

To supplement our consolidated financial statements presented in accordance with GAAP, the company utilizes certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, EBITDA and Adjusted EBITDA, adjusted earnings per share, free cash flow (use) and net debt. Restructuring and transition - personnel expenses incurred during 2024 and 2023 relate to the cost savings initiative focused on operational simplification and automation of processes, and include severance and payroll of employees transitioning out of the organization. Costs of third-parties assisting with the execution of the program are categorized as Transformation - other. Financial restructuring costs incurred in 2024 and 2023 are advisor fees for the Company's restructuring process to optimize the capital structure that do not qualify for capitalization. Legal deal matters primarily relates to third-party expenses and fees paid by the company and vendor adjustments in a foreign jurisdiction.

# Reconciliation of GAAP results to Non-GAAP results – Q2-24 (\$M)

Three months ended June 30, 2024													
(\$ in millions)	Service Sales	Product Sales	Net Sales	COS - service	COS - product	COS	Gross Profit	% of Sales	SG&A	R, D & E	Other OPEX	OP	% of Sales
GAAP	\$ 540.7	\$ 399.0	\$ 939.7	\$ 398.0	\$ 298.5	\$ 696.5	\$ 243.2	25.9%	\$ 152.2	\$ 22.1	\$ (1.8)	\$ 70.7	7.5%
Restructuring and transition - personnel	—	—	—	1.4	(1.1)	0.3	(0.3)		1.9	0.4	—	(2.6)	
Transformation - other	—	—	—	(1.0)	—	(1.0)	1.0		(12.2)	—	—	13.2	
Refinancing related costs	—	—	—	—	—	—	—		(5.0)	—	—	5.0	
Divestitures and asset sales	—	—	—	—	—	—	—		—	—	1.7	(1.7)	
Legal deal matters	—	—	—	—	(0.3)	(0.3)	0.3		(0.2)	—	—	0.5	
<b>Non-GAAP Adjusted results</b>	<b>\$ 540.7</b>	<b>\$ 399.0</b>	<b>\$ 939.7</b>	<b>\$ 398.4</b>	<b>\$ 297.1</b>	<b>\$ 695.5</b>	<b>\$ 244.2</b>	<b>26.0 %</b>	<b>\$ 136.7</b>	<b>\$ 22.5</b>	<b>\$ (0.1)</b>	<b>\$ 85.1</b>	<b>9.1 %</b>

GAAP and Non-GAAP results above include amortization of fair valued assets of \$13.2 in COS - Service, \$3.5 in COS - Product, \$0.9 in SG&A, and \$0.1 in RD&E.

## Notes for Non-GAAP Measures

To supplement our consolidated financial statements presented in accordance with GAAP, the company utilizes certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, EBITDA and Adjusted EBITDA, adjusted earnings per share, free cash flow (use) and net debt. Restructuring and transition - personnel expenses incurred during 2024 and 2023 relate to the cost savings initiative focused on operational simplification and automation of processes, and include severance and payroll of employees transitioning out of the organization. Costs of third-parties assisting with the execution of the program are categorized as Transformation - other. Financial restructuring costs incurred in 2024 and 2023 are advisor fees for the Company's restructuring process to optimize the capital structure that do not qualify for capitalization. Legal deal matters primarily relates to third-party expenses and fees paid by the company and vendor adjustments in a foreign jurisdiction.

# Reconciliation of GAAP results to Non-GAAP results – Q1-24 (\$M)

Three months ended March 31, 2024													
(\$ in millions)	Service Sales	Product Sales	Net Sales	COS - service	COS - product	COS	Gross Profit	% of Sales	SG&A	R, D & E	Other OPEX	OP <sup>1</sup>	% of Sales
GAAP	\$ 524.8	\$ 370.6	\$ 895.4	\$ 408.7	\$ 278.1	\$ 686.8	\$ 208.6	23.3%	\$ 161.6	\$ 24.2	\$ (1.0)	\$ 23.8	2.7%
Restructuring and transition - personnel	—	—	—	(16.3)	(0.6)	(16.9)	16.9		(11.0)	(3.0)	—	30.9	
Transformation - other	—	—	—	—	—	—	—		(5.8)	—	—	5.8	
Refinancing related costs	—	—	—	—	—	—	—		(7.0)	—	0.1	6.9	
Divestitures and asset sales	—	—	—	—	—	—	—		—	—	0.9	(0.9)	
Legal deal matters	—	1.7	1.7	—	1.0	1.0	0.7		(0.2)	—	—	0.9	
Other	—	—	—	—	1.1	1.1	(1.1)		—	—	—	(1.1)	
Non-GAAP Adjusted results	<u>\$ 524.8</u>	<u>\$ 372.3</u>	<u>\$ 897.1</u>	<u>\$ 392.4</u>	<u>\$ 279.6</u>	<u>\$ 672.0</u>	<u>\$ 225.1</u>	25.1 %	<u>\$ 137.6</u>	<u>\$ 21.2</u>	<u>\$ —</u>	<u>\$ 66.3</u>	7.4 %

GAAP and Non-GAAP results above include amortization of fair valued assets of \$14.6 in COS - Service, \$5.8 in COS - Product, \$2.6 in SG&A, and \$(0.1) in RD&E.

## Notes for Non-GAAP Measures

To supplement our consolidated financial statements presented in accordance with GAAP, the company utilizes certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, EBITDA and Adjusted EBITDA, adjusted earnings per share, free cash flow (use) and net debt. Restructuring and transition - personnel expenses incurred during 2024 and 2023 relate to the cost savings initiative focused on operational simplification and automation of processes, and include severance and payroll of employees transitioning out of the organization. Costs of third-parties assisting with the execution of the program are categorized as Transformation - other. Financial restructuring costs incurred in 2024 and 2023 are advisor fees for the Company's restructuring process to optimize the capital structure that do not qualify for capitalization. Legal deal matters primarily relates to third-party expenses and fees paid by the company and vendor adjustments in a foreign jurisdiction.

# Reconciliation of GAAP results to Non-GAAP results – Q4-23 (\$M)

Three months ended December 31, 2023													
(\$ in millions)	Service Sales	Product Sales	Net Sales	COS - service	COS - product	COS	Gross Profit	% of Sales	SG&A	R, D & E	Other OPEX	OP	% of Sales
GAAP	552.9	483.9	1,036.8	432.1	381.3	813.4	223.4	21.5 %	144.9	22.4	0.6	55.5	5.4 %
Restructuring and transition - personnel	—	—	—	(1.3)	(0.3)	(1.6)	1.6		(3.8)	—	—	5.4	
Transformation - other	—	—	—	—	0.3	0.3	(0.3)		(13.4)	—	0.5	12.6	
Refinancing related costs	—	—	—	—	—	—	—		(4.4)	—	(1.0)	5.4	
Legal deal matters	1.1	0.2	1.3	(5.1)	—	(5.1)	6.4		(0.4)	—	—	6.8	
Other impairment	—	—	—	—	—	—	—		—	—	1.7	(1.7)	
<b>Non-GAAP Adjusted results</b>	<b>\$ 554.0</b>	<b>\$ 484.1</b>	<b>\$1,038.1</b>	<b>\$ 425.7</b>	<b>\$ 381.3</b>	<b>\$ 807.0</b>	<b>\$ 231.1</b>	<b>22.3 %</b>	<b>\$ 122.9</b>	<b>\$ 22.4</b>	<b>\$ 1.8</b>	<b>\$ 84.0</b>	<b>8.1 %</b>

GAAP and Non-GAAP results above include amortization of fair valued assets of \$24.3 in COS - Service, \$(2.6) in COS - Product, \$0.6 in SG&A and \$0.1 in RD&E. Products gross profit for the three months ended December 31, 2023 also includes \$23.3 of cost of goods sold from the step-up in inventory basis related to Fresh Start Accounting.

## Notes for Non-GAAP Measures

To supplement our consolidated financial statements presented in accordance with GAAP, the company utilizes certain financial measures that are not prepared in accordance with GAAP, including Non-GAAP results, EBITDA and Adjusted EBITDA, adjusted earnings per share, free cash flow (use) and net debt. Restructuring and transition - personnel expenses incurred during 2024 and 2023 relate to the cost savings initiative focused on operational simplification and automation of processes, and include severance and payroll of employees transitioning out of the organization. Costs of third-parties assisting with the execution of the program are categorized as Transformation - other. Financial restructuring costs incurred in 2024 and 2023 are advisor fees for the Company's restructuring process to optimize the capital structure that do not qualify for capitalization. Legal deal matters primarily relates to third-party expenses and fees paid by the company and vendor adjustments in a foreign jurisdiction.

# Reconciliation of free cash flow - Quarter Trend (\$M)

	Q4-23	Q1-24	Q2-24	Q3-24	Q4-24	FY-24
Net cash provided (used) by operating activities	\$ 162.8	\$ (23.5)	\$ (8.0)	\$ (15.5)	\$ 196.2	\$ 149.2
Capital expenditures	(6.3)	(6.7)	(1.7)	(3.8)	(5.2)	(17.4)
Capitalized software development	(6.1)	(6.2)	(6.4)	(5.6)	(4.8)	(23.0)
<b>Free cash flow/(use) (non-GAAP measure)</b>	<b>150.4</b>	<b>(36.4)</b>	<b>(16.1)</b>	<b>(24.9)</b>	<b>186.2</b>	<b>108.8</b>
Add back: cash interest	40.7	40.1	36.3	36.4	36.6	149.4
<b>Unlevered free cash flow (use) (Non-GAAP measure)</b>	<b>\$ 191.1</b>	<b>\$ 3.7</b>	<b>\$ 20.2</b>	<b>\$ 11.5</b>	<b>\$ 222.8</b>	<b>\$ 258.2</b>

## Reconciliation of GAAP net income to EBITDA and Adjusted EBITDA – Quarter Trend (\$M)

	Three Months Ended				
	December 31, 2023	March 31, 2024	June 30, 2024	September 30, 2024	December 31, 2024
<b>Net income (loss) (GAAP)</b>	\$ 23.1	\$ (14.0)	\$ 14.8	\$ (21.7)	\$ 6.4
Income tax expense (benefit)	(1.5)	(3.1)	32.0	29.9	5.5
Interest income	(4.3)	(4.2)	(3.0)	(2.9)	(2.2)
Interest expense	47.8	43.6	38.6	38.4	34.7
Loss on refinancing	—	—	—	—	7.1
Depreciation and amortization	38.0	33.3	30.2	30.6	38.2
<b>EBITDA (Non-GAAP)</b>	<b>103.1</b>	<b>55.6</b>	<b>112.6</b>	<b>74.3</b>	<b>89.7</b>
Share-based compensation	0.1	1.9	2.6	2.9	2.3
Amortization of cloud-based software implementation costs	0.9	1.8	1.0	1.0	1.1
Foreign exchange loss (gain), net	(15.1)	(0.4)	(7.6)	2.9	(8.7)
Miscellaneous, net	—	(1.0)	(2.6)	(1.7)	3.8
Equity in earnings of unconsolidated subsidiaries	(3.6)	2.9	(1.5)	1.5	(5.4)
Restructuring and transformation expenses	18.0	36.7	10.5	31.8	27.0
Refinancing related costs	5.4	6.9	5.0	2.1	1.8
Non-routine expenses, net	5.1	(1.1)	(1.2)	2.7	0.9
Reorganization items, net	9.1	—	—	—	—
<b>Adjusted EBITDA (Non-GAAP)</b>	<b>\$ 123.0</b>	<b>\$ 103.3</b>	<b>\$ 118.8</b>	<b>\$ 117.5</b>	<b>\$ 112.5</b>
Adjusted EBITDA as a % of revenue	11.9 %	11.5 %	12.6 %	12.7 %	11.4 %

The company defines EBITDA as net income (loss) excluding income tax benefit (expense), net interest expense, and depreciation and amortization expense. Adjusted EBITDA is EBITDA excluding the effects of the following items: share-based compensation, amortization of cloud-based software implementation costs, foreign exchange gain/loss net, miscellaneous net, equity in earnings of unconsolidated subsidiaries, restructuring and transformation expenses, refinancing related costs, non-routine expenses, and reorganization items, net as outlined in Note 1 of the Non-GAAP measures. Deferred financing fee amortization is included in interest expense; as a result, the company has excluded such fees from the depreciation and amortization caption. Depreciation and amortization expense was excluded from held for sale non-core business. Amortization of cloud-based software implementation represents amortization of capitalized implementation costs related to cloud-based software arrangements that are included in selling and administrative expenses but are not considered GAAP depreciation and amortization. Reorganization items, net includes all income, expenses, gains, or losses that are incurred or realized as a result of the restructuring proceedings. These are Non-GAAP financial measures used by management to enhance the understanding of our operating results. EBITDA and Adjusted EBITDA are key measures we use to evaluate our operational performance. We provide EBITDA and Adjusted EBITDA because we believe that investors and securities analysts will find EBITDA and Adjusted EBITDA to be useful measures for evaluating our operating performance and comparing our operating performance with that of similar companies that have different capital structures and for evaluating our ability to meet our future debt service, capital expenditures, and working capital requirements. However, EBITDA and Adjusted EBITDA should not be considered as alternatives to net income as a measure of operating results or as alternatives to cash flows from operating activities as a measure of liquidity in accordance with GAAP.

## Reconciliation of GAAP net income to EBITDA and Adjusted EBITDA – FY24 (\$M)

	Six months ended	Nine months ended	Twelve months ended
	June 30, 2024	September 30, 2024	December 31, 2024
<b>Net income (loss) (GAAP)</b>	\$ 0.8	\$ (20.9)	\$ (14.5)
Income tax expense	28.9	58.8	64.3
Interest income	(7.2)	(10.1)	(12.3)
Interest expense	82.2	120.6	155.3
Loss on refinancing	—	—	7.1
Depreciation and amortization	63.5	94.1	132.3
<b>EBITDA (Non-GAAP)</b>	<b>168.2</b>	<b>242.5</b>	<b>332.2</b>
Share-based compensation	4.5	7.4	9.7
Amortization of cloud-based software implementation costs	2.8	3.8	4.9
Foreign exchange loss (gain), net	(8.0)	(5.1)	(13.8)
Miscellaneous, net	(3.6)	(5.3)	(1.5)
Equity in earnings of unconsolidated subsidiaries	1.4	2.9	(2.5)
Restructuring and transformation expenses	47.2	79.1	106.1
Refinancing related costs	11.9	14.0	15.8
Non-routine expenses, net	(2.3)	0.4	1.3
<b>Adjusted EBITDA (Non-GAAP)</b>	<b>\$ 222.1</b>	<b>\$ 339.7</b>	<b>\$ 452.2</b>
Adjusted EBITDA as a % of revenue	12.1 %	12.3 %	12.1 %

The company defines EBITDA as net income (loss) excluding income tax benefit (expense), net interest expense, and depreciation and amortization expense. Adjusted EBITDA is EBITDA excluding the effects of the following items: share-based compensation, amortization of cloud-based software implementation costs, foreign exchange gain/loss net, miscellaneous net, equity in earnings of unconsolidated subsidiaries, restructuring and transformation expenses, refinancing related costs, non-routine expenses, and reorganization items, net as outlined in Note 1 of the Non-GAAP measures. Deferred financing fee amortization is included in interest expense; as a result, the company has excluded such fees from the depreciation and amortization caption. Depreciation and amortization expense was excluded from held for sale non-core business. Amortization of cloud-based software implementation represents amortization of capitalized implementation costs related to cloud-based software arrangements that are included in selling and administrative expenses but are not considered GAAP depreciation and amortization. Reorganization items, net includes all income, expenses, gains, or losses that are incurred or realized as a result of the restructuring proceedings. These are Non-GAAP financial measures used by management to enhance the understanding of our operating results. EBITDA and Adjusted EBITDA are key measures we use to evaluate our operational performance. We provide EBITDA and Adjusted EBITDA because we believe that investors and securities analysts will find EBITDA and Adjusted EBITDA to be useful measures for evaluating our operating performance and comparing our operating performance with that of similar companies that have different capital structures and for evaluating our ability to meet our future debt service, capital expenditures, and working capital requirements. However, EBITDA and Adjusted EBITDA should not be considered as alternatives to net income as a measure of operating results or as alternatives to cash flows from operating activities as a measure of liquidity in accordance with GAAP.

# Financial Results of Segments – FY24, 4Q24, 4Q23 (\$M)

## Gross Margin by Segment - Unaudited for the Year Ended December 31, 2024 and for the Three Months Ended December 31, 2024 and 2023

(\$ in millions)	Twelve months ended				Three months ended			
	December 31, 2024				December 31, 2024			
	Non-GAAP				Non-GAAP			
	Banking		Retail		Banking		Retail <sup>7</sup>	
Services	\$ 1,587.4	\$ 563.0	\$ 398.8	\$ 144.4	\$ 399.8	\$ 154.3		
Products	1,175.4	425.3	317.2	128.5	350.2	133.8		
Total net sales	\$ 2,762.8	\$ 988.3	\$ 716.0	\$ 272.9	\$ 750.0	\$ 288.1		
Services	\$ 399.3	\$ 158.8	\$ 100.4	\$ 40.9	\$ 81.5	\$ 46.5		
Products	305.2	85.0	70.4	24.8	83.8	19.3		
Total gross profit	\$ 704.5	\$ 243.8	\$ 170.8	\$ 65.7	\$ 165.3	\$ 65.8		
Services	25.2 %	28.2 %	25.2 %	28.3 %	20.4 %	30.1 %		
Products	26.0 %	20.0 %	22.2 %	19.3 %	23.9 %	14.4 %		
Total gross margin	25.5 %	24.7 %	23.9 %	24.1 %	22.0 %	22.8 %		

Results above includes amortization of fair valued assets of \$53.9 in Services gross profit and \$21.0 in Products gross profit for the twelve months ended December 31, 2024, \$14.7 in Services gross profit and \$6.4 in Products gross profit for the three months ended December 31, 2024 and \$24.3 in Services gross profit and \$(2.6) in Products gross profit for the three months ended December 31, 2023. Products gross profit for the three months ended December 31, 2023 also includes \$23.3 of cost of goods sold from the step-up in inventory basis related to Fresh Start Accounting.

# Financial Results of Segments – 1Q24, 2Q24, 3Q24 (\$M)

## Gross Margin by Segment - Unaudited for the Three Months Ended March 31, 2024, June 30, 2024 and September 30, 2024

(\$ in millions)	Three months ended					
	March 31, 2024		June 30, 2024		September 30, 2024	
	Non-GAAP		Non-GAAP		Non-GAAP	
	Banking	Retail	Banking	Retail	Banking	Retail
Services	\$ 386.6	\$ 138.2	\$ 401.5	\$ 139.2	\$ 400.5	\$ 141.2
Products	262.2	110.1	305.9	93.1	290.1	95.3
Total net sales	\$ 648.8	\$ 248.3	\$ 707.4	\$ 232.3	\$ 690.6	\$ 236.5
Services	\$ 94.1	\$ 38.4	\$ 101.8	\$ 40.5	\$ 102.9	\$ 39.1
Products	71.1	21.6	83.0	19.0	80.8	19.5
Total gross profit	\$ 165.2	\$ 60.0	\$ 184.8	\$ 59.5	\$ 183.7	\$ 58.6
Services	24.3 %	27.8 %	25.4 %	29.1 %	25.7 %	27.7 %
Products	27.1 %	19.6 %	27.1 %	20.4 %	27.9 %	20.5 %
Total gross margin	25.5 %	24.2 %	26.1 %	25.6 %	26.6 %	24.8 %

Results above include amortization of fair valued assets of \$14.6 in Services gross profit and \$5.8 in Products gross profit for the three months ended March 31, 2024, \$13.2 in Services gross profit and \$3.5 in Products gross profit for the three months ended June 30, 2024 and \$11.4 in Service gross profit and \$5.3 in Products gross profit for the three months ended September 30, 2024.

# Net Debt Summary (\$M) and Net Leverage

	<b>Q4-24</b>
Cash, cash equivalents, restricted cash and short-term investments	\$ 328.2
Debt instruments	(966.0)
<b>Net debt</b>	<b>(637.8)</b>
Adjusted EBITDA (trailing twelve months)*	\$ 452.2
<b>Net Leverage (Adjusted EBITDA TTM / Net Debt)*</b>	<b>1.4</b>

We believe that cash, cash equivalents, restricted cash, and short-term investments on the balance sheet that net cash against outstanding debt, presented as net debt above, is a meaningful measure.