

Financial Statements Bulletin for 2021 and July-December 2021

FEBRUARY 24, 2022

CEO Mika Vainio-Mattila and CFO Sanna Enckelman



Towards a fully automated Business

22,4 M€

Revenue
(2021)

29,4%

Growth in
Continuous Services

52%

Recurring
revenue

8

Offices supporting
global operations

200+

Customers
across multiple
industries

~200

Employees, 300+
technology
certifications

Market megatrends

- ▶ **Digital transformation** is impacting everything
- ▶ Everything that can be automated, **will be automated**
- ▶ Processes are moving **to the cloud**

Generating volume to the Open Digital Worker Platform

Discover new automation opportunities within customers

Train/develop Digital Workers to perform business processes for existing & new customers

Train customers to independently develop Digital Workers to DWF's open platform

Accelerate customers' automation journeys through developing their internal capabilities

PROFESSIONAL SERVICES



Open Digital Worker Platform

Operate and maintain Digital Workers in the customer's automation ecosystem

**CONTINUOUS SERVICES
(RECURRING REVENUE)**

Key highlights in 2021



Forrester Wave™
Leader 2021: Digital
Workforce is a globally
recognized leader
in Midsize RPA Services
- Q1 2021 Report

Mika Vainio-Mattila
Appointed New
CEO of Digital
Workforce

Listing on Nasdaq First
North Growth Market
Finland

Solid growth in our unique
cloud-based managed services
offering across different
industries

Stronger presence in UK
and the United States

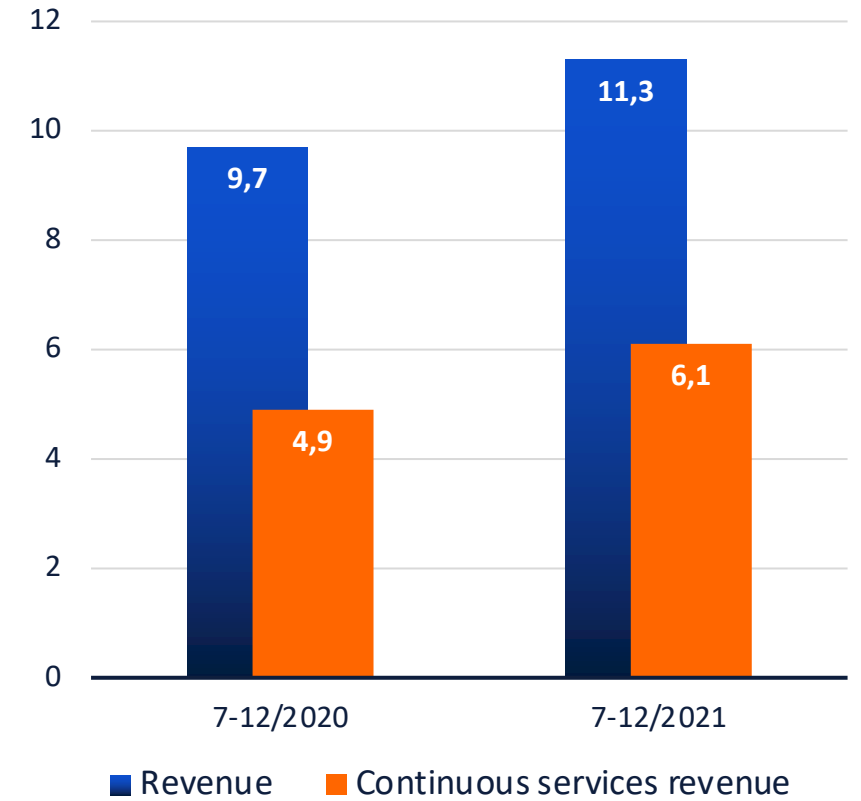
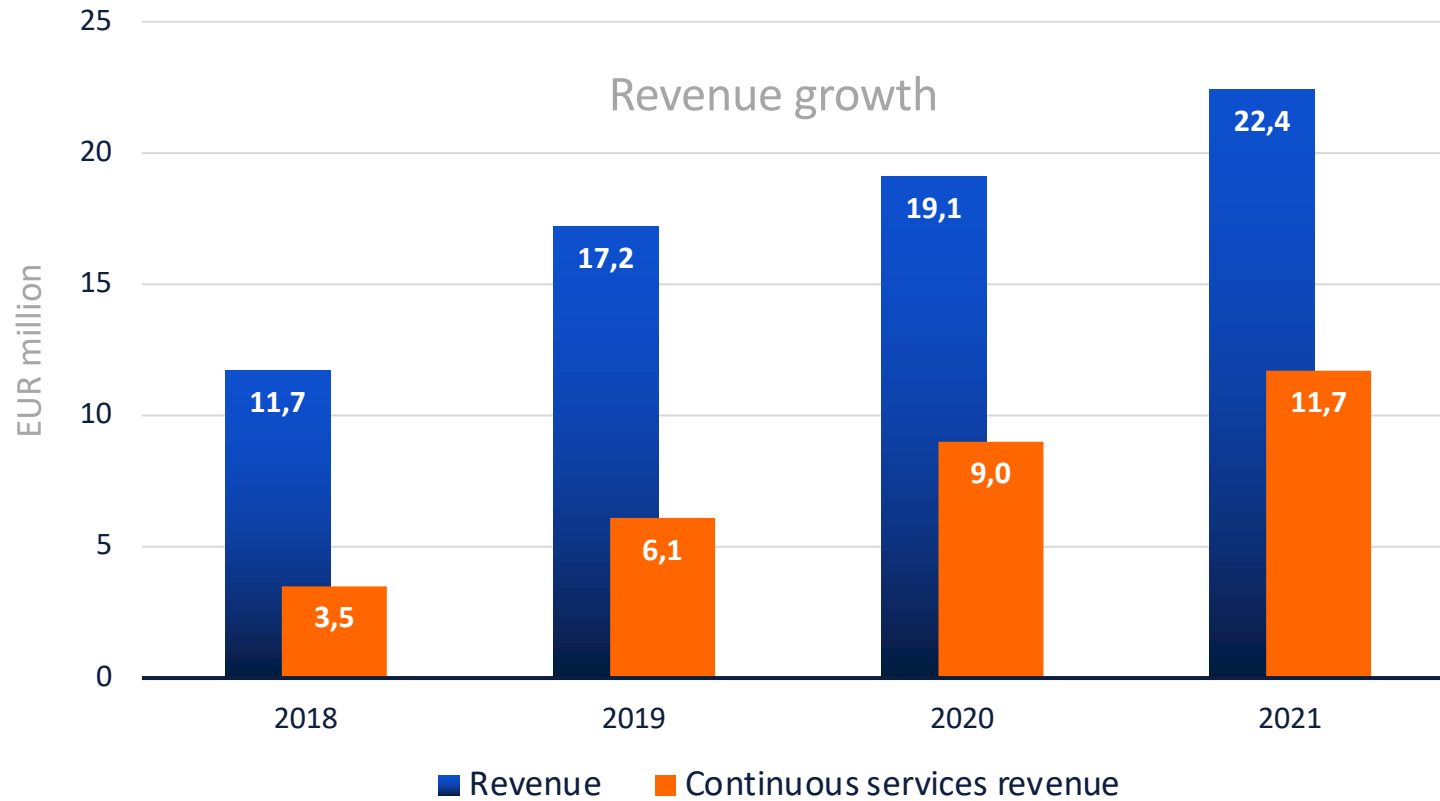
Financial highlights

17.1%

Revenue growth
2020-2021

29.4%

Growth in continuous
services



Customers

Major deals include

Finnish Tax Administration	The Finnish Defence Forces	University Hospital North Midlands (UK)	Major Swedish Retail Bank
Portsmouth Hospitals University (UK)	Somerset NHS Foundation Trust (UK)	University Hospital Birmingham (UK)	Major US Energy Utility

HEALTHCARE

HUS, NHS

MANUFACTURING & LOGISTICS

Valmet, Sandvik, Norsk Stål

BANKING, FINANCIAL SERVICES AND INSURANCE

OP, Nordea, Nasdaq, IF, Skandia, Toyota Financial Services

RETAIL & SERVICES

Elior

PUBLIC SECTOR

Helsinki, Oslo, Puolustusvoimat, Verohallinto, Tillväxtverket

Our people

▶ International team of 191 talented employees

▶ Positive, committed and meaningful working environment where employees see their contribution to the company objectives and strategy

▶ Strong value-based culture with focus on

- Leadership and Talent Development
- Talent Acquisition and Onboarding
- Ensuring a strong Engagement

Top 3 Visible Trends in Automation

1

Increased Capability

Digital workers become more capable with AI and orchestration

2

Need for one-stop shop

Customer requirements are shifting from acquiring component technologies to managing the entire automation process

3

Beyond cost efficiency

Customers are looking for benefits beyond cost savings:

- Meaningful work
- New business creation
- Customer experience

Our strengths for growth



**Cloud-based
managed services
for any industry**



**Open and scalable
platform with pay-as-
you-go model**



**Frictionless deployment
of automation**



**Fast and easy increasing
of automation level**

Post-period strategic developments

▶ Investment into End-to-End cloud service offering

▶ Rapid start to 2022 in the UK

▶ Key recruitments carried out to support new markets growth

Thank You!

Q&A

