



HELPORT

Empower Everyone to Work as an Expert

Business Update Conference Call

NASDAQ: HPAI

November 6, 2024

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Presentation Overview

Agenda

- 01** Opening Remarks
- 02** CEO Speech
- 03** CFO Speech
- 04** Q&A Session



Guanghai Li
CEO



Dr. Tao Ke
CFO

Who We Are

- Dedicated to empowering customer communication with intelligent software, services and solutions
- Established global presence in North America, Southeast Asia, and China
- Listed on NASDAQ on August 5, 2024, under the ticker HPAI

A Profitable AI Company



- FY 22/23/24 Revenue: \$2.7M/\$12.7M/\$29.6M
- FY 22/23/24 Net Income: \$0.8M/\$4.8M/\$7.4M

Mature AI Software



- 30,000+ active users
- Established product/biz model
- Fast deployment, continuous upgrading

Operational Capability



- Strong AI training/operating capability/team
- High productivity + low cost
- AI + People

Emphasis on Growing Sales



- 15%+ sales growth
- 20%+ reduction in hiring and training cost

Our Service Offerings

AI Software

SaaS -- Software as a Service

- Real-time speech guidance
- Real-time quality assurance
- Voice cloning
- Efficient knowledge base configuration

AI Software + BPO

Business Process Outsourcing
Powered by AI

- Business process outsourcing powered by AI
- Uninterrupted 24/7 support
- Global multilingual and multiregional coverage
- Real-time, 100% team performance tracking
- Focused on delivering business outcome

We do not replace human; we empower everyone to work as an expert through AI

Technology

Knowledge Base Construction based on Large Language Models

- Efficient construction
- Multimodal development
- Pre-training
- Self-learning
- API interface with high compatibility

Intelligent Gateway Matrix

- CTI gateways
- AI gateways
- CRM gateways

AI Voice Technology

- High-precision and personalized synthesis
- High-accuracy speech-to-text conversion
- Efficient annotation
- Compatible and diverse ASR gateways

Efficient Operations and Training

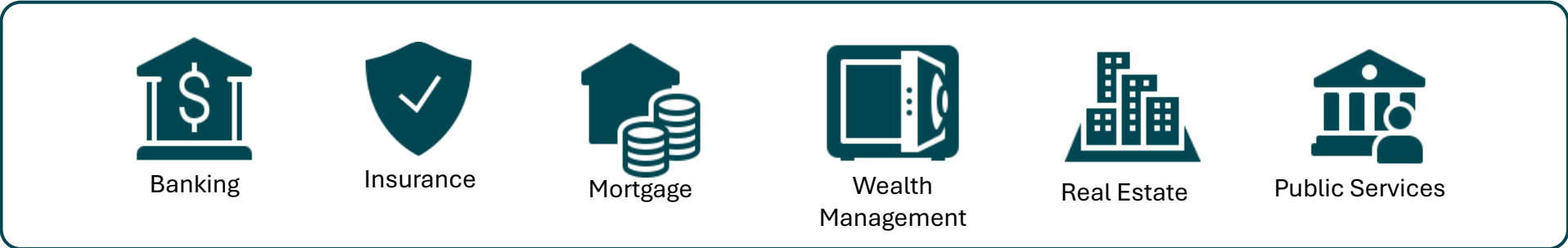
- AI voice annotation and verification
- Efficient knowledge base construction
- AI software training, validation, and iteration

Business Landscape

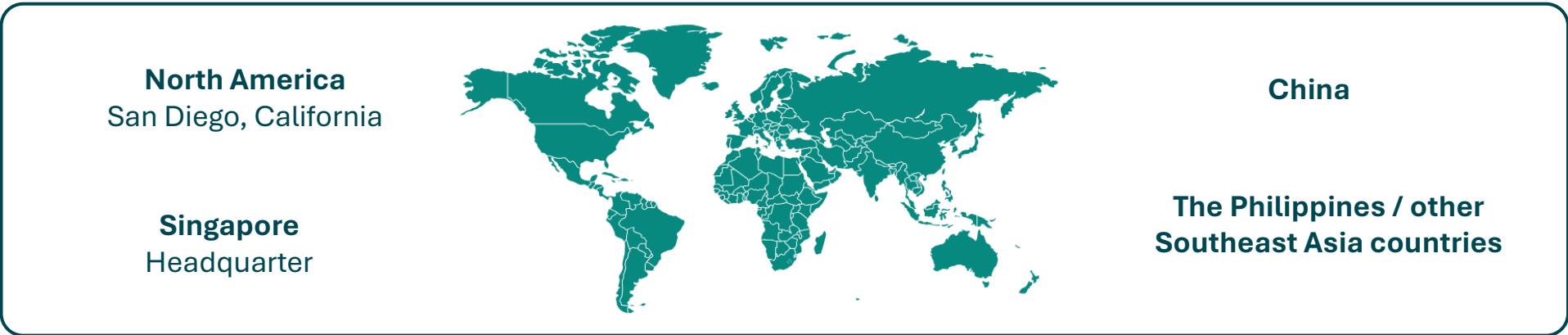
Clients and Partners



Service across Industries



Global Presence



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Market Potential

North America

The largest, most diverse customer service demand in the world

- Real estate brokers: ~2M
- Insurance sales personnel: ~500K
- Mortgage sales rep: ~300K
- BPO call center agents: 2M
- ... and more

The Southeast Asia

A rapidly growing region with a strong workforce supporting global operations.

- Huge local market potential (total population: 650M, average GDP growth rate: 5%+)
- Philippine BPO contact center agents: 1.3M+
- Vietnam insurance sales agents: 1M+

Greater China

A dynamic market with robust customer service capabilities across major sectors.

- Real estate brokers: ~2M
- Insurance sales personnel: ~1M
- Debt collection personnel: 300K+
- Active live streaming sellers: ~3M
- BPO contact center agents: ~3M

Growth Strategy

AI Software

SaaS -- Software as a Service

- Large Language Model application
- Knowledge base construction efficiency
- Specialized industries versions

AI Software + BPO

Service as a Software

- Expand partnership with BPO
- Digital platform - HelpHUB
- Build strong in-house capability to ensure high quality & productivity

HDE

Helpport AI Developer Ecosystem

- Simple programming interface
- Compatibility with multiple software and hardware
- Cross-platform support - Windows, Linux, and macOS

Growth Strategy Summary

- Focus on key markets: North America, Southeast Asia and Greater China.
- Strategic partnerships: technology platforms like Google Cloud; BPOs; and industry knowledge partners.
- Scale up R&D investment: large models, AI voice, knowledge base.
- Enhance AI operations and training.

FY24 Financial Summary

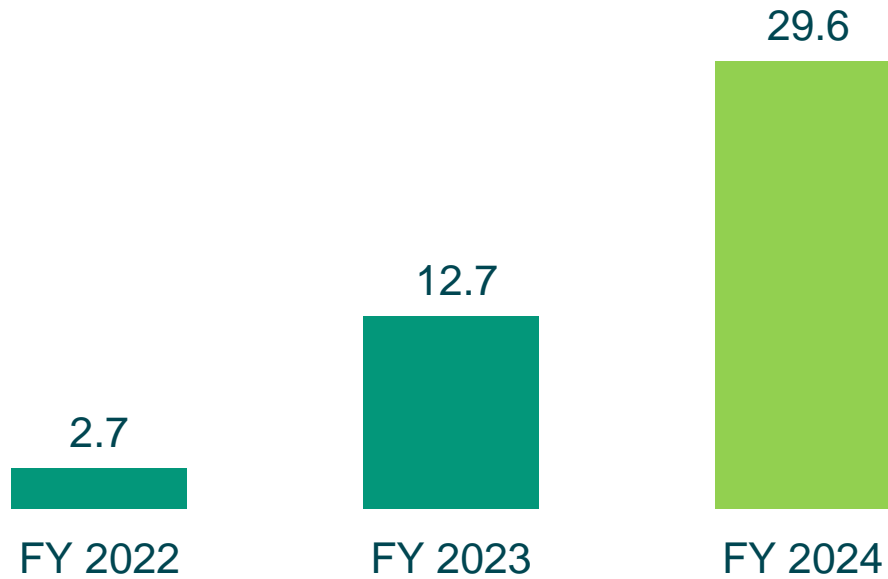
\$ in Millions	Fiscal Year Ended June 30,	
	2024	2023
Revenue	\$29.6	\$12.7
Gross Profit	\$18.6	\$7.8
Operating Expenses:		
General & Administrative	\$(5.0)	\$(1.6)
Research & Development	\$(4.3)	\$(0.4)
Total Operating Expenses	\$(9.4)	\$(2.1)
Income from Operations	\$9.2	\$5.8
Net Income	\$7.4	\$4.8
\$ in Millions	June 30, 2024	June 30, 2023
Cash & Cash Equivalents	\$2.6	\$0.1



FY24 Financial Performance

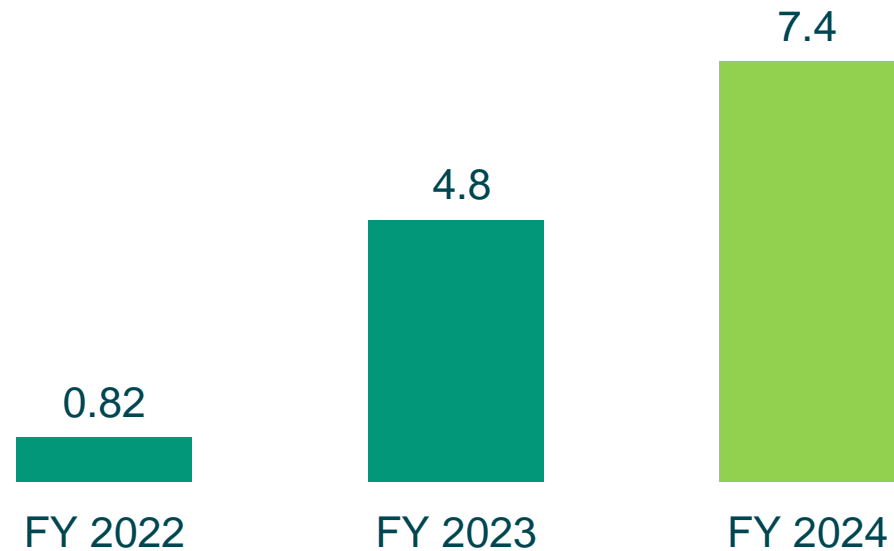
Revenue

\$ in Millions



Net Income

\$ in Millions



Q&A

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