

NASDAQ: HPAI

HELPORT

Empower Everyone To Work As An Expert

AI Software to Optimize Enterprise Customer Communications

Business Update Conference Call

March 31st, 2025



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Presentation Overview

Agenda

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



Guanghai Li
CEO



Amy Fong
**President,
Interim CFO**

Major Highlights



Global Market Expansion

Strengthened brand recognition post-NASDAQ listing

3+ consecutive years of profitability

Scaling operations and sales in North America and Southeast Asia

North America
San Diego, California

China
Beijing

Singapore
Headquarters

The Philippines
Quezon City, Manila



Technology Milestones

Large Language Model Integration



- Full integration with large language models (LLMs)
- Enhanced domain-specific accuracy, cost structure, response time

Product Innovations



- Industry-specific knowledge bases and language models
- Voice cloning
- Multilingual support

In-House AI Advantage



- Proprietary AI training and operations
- Faster onboarding, accelerated time-to-value

Expanding Industry Applications



Mortgage Sales

- Strategic partnership with LendSure Mortgage Corp, with a network of 100,000+ loan officers
- AI solutions designed to enhance communication, compliance, and sales



Insurance

- Signed agreements with 7 insurance agencies across U.S.
- Initial deployments demonstrate market fit and expansion potential
- Piloting in Asia with a major regional insurer



Consumer Financing

- Secured partnerships with 3 firms in Southeast Asia, 2 of whom are U.S.-listed
- Demonstrated superior performance in debt collection compared to traditional providers



Public Sector

- Passed Google's security, technology, and software standards
- Delivered services for Hawaii Department of Human Services
- Successful progress to next phase of collaboration

Strategic Priorities

Global Expansion

- Scale operations and revenue in North America & Southeast Asia
- Increase penetration in high-demand sectors

AI+BPO Service Model

- Expand AI + human service delivery
- Offer fast, low-risk pilots via in-house AI-enabled agents

R&D Innovation

- New technologies and continuous optimization
- Support automation, productivity & efficiency

Vertical Focus

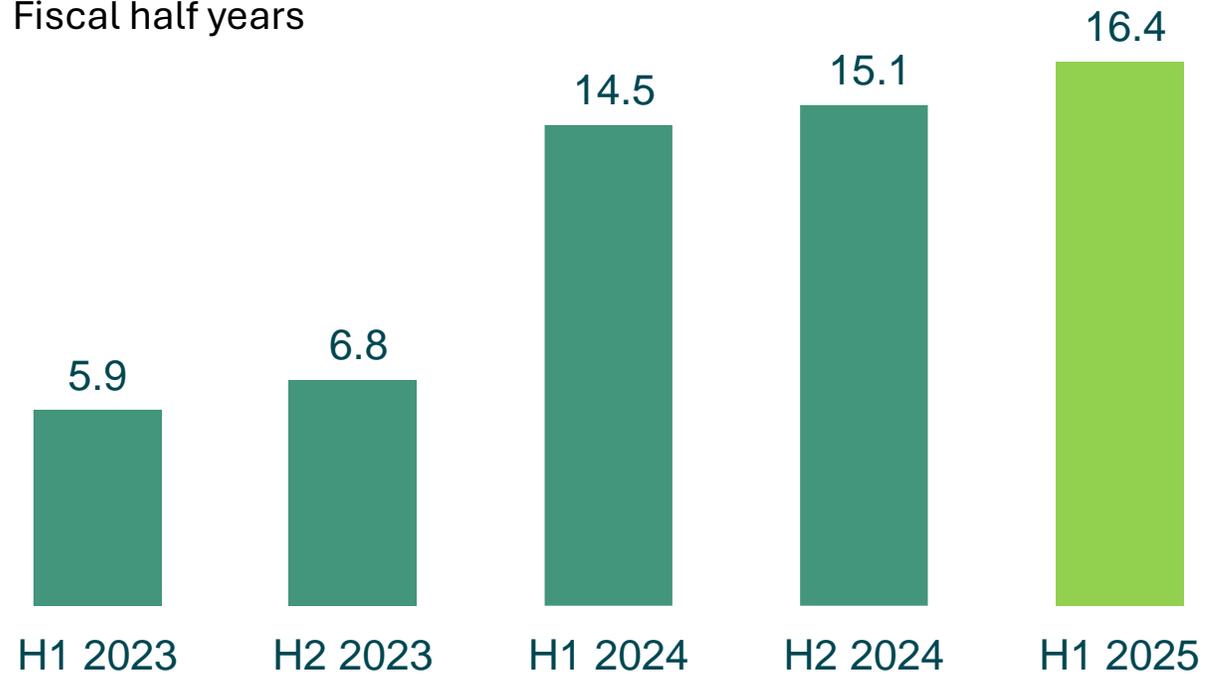
- Target 5 key sectors: contact centers, insurance, mortgage, consumer finance, public sector
- Provide domain-specific solutions & integrations



Continuous Revenue Growth

Revenue

\$ in Millions
Fiscal half years



H1 FY25 Financial Summary and Outlook

Profitable despite shift to North America and Southeast Asia with required planned investments

\$ in Millions	Six Months Ended December 31	
	2024	2023
Revenue	\$16.4	\$14.5
Gross Profit	\$9.0	\$9.7
Operating Expenses:		
General & Administrative	\$(4.6)	\$(2.0)
Research & Development	\$(1.4)	\$(0.8)
Total Operating Expenses	\$(6.6)	\$(2.2)
Income from Operations	\$2.4	\$7.5
Net Income	\$1.1	\$6.2
\$ in Millions	December 31, 2024	December 31, 2023
Cash & Cash Equivalents	\$0.9*	\$0.1

*Does not include additional \$2.0M recorded as Prepaid Expenses and Other Receivables

Highlights:

- 13.1% period-over-period revenue growth
- 29.1% increase in average monthly subscribed seats
- Remained profitable throughout period

Strategic Outlook:

- Converting pipeline opportunities into revenue
- Enhancing profitability
- Continued execution of international expansion and R&D

Q&A

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HELPPORT
Empower Everyone To Work As An Expert

Product Portfolio

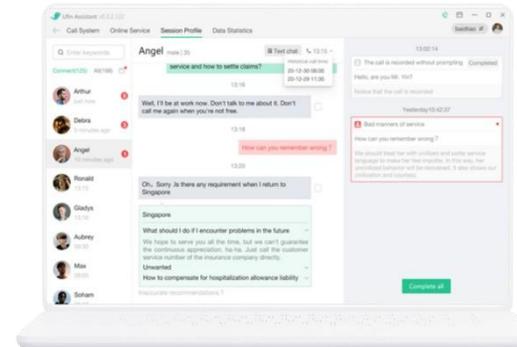
AI SaaS platform and innovative AI+BPO service model

AI Software SaaS – Software as a Service



- ✓ Increase Sales
- ✓ Enhance Productivity
- ✓ Reduce Training Time
- ✓ Improve Transparency and Quality Control

AI-Enabled Agents Customer Contact Agents Powered by AI



- ✓ AI-Powered, Offshore Customer Contact
- ✓ Quick Proof of Concept, Rapidly Scalable
- ✓ Cost-Efficient
- ✓ Real-time, 100% Visibility into Team Performance

Transforming the Customer Contact Experience with AI



Accurate Transcription

Quality Assurance

Intent Recognition

Intelligent Labeling

Speech Navigation

Voice Cloning*

During the Call

Agent Assist

Knowledge Base

Real-time Support

Management Suite

Directly After

Session Summary

Customer Profiling

Reporting & Operations

AGENTS & SUPERVISOR EFFECTIVENESS

Call Analysis

KPI Analysis

Performance Review

AGENTS & SUPERVISOR INSIGHTS

Engagement

Interaction Analysis

Weekly Operation Reports

Helpport AI Assistant

Custom Small Language Model

Dialer Integration

CRM Integration

No Code SaaS Model



Successful Track Record with Multisectoral, Global Pipeline

Scalable seeds sown in multiple industry sectors within an extraordinarily large market

Track Record

Public Sector: Google

Insurance: Archdeacon Agency

Mortgage Financing: LendSure
Mortgage Corp.

Real Estate Brokerage: Beacon Real
Estate

HR Recruitment/Staffing: Pioneer
Healthcare Services, Metacom

Short to Medium Term Pipeline

North America

Public sector:

- Google US West Public Sector coverage with 100+ potential customers
- Another large public sector contact center

Mortgage: National and regional mortgage companies

Insurance: Large regional insurers

Southeast Asia

- E-commerce platform in Indonesia via global IT consulting firm
- Global consumer financing firms with BPO support in the Philippines, Mexico, Thailand, Indonesia
- Asian regional insurer via major distributing bank in Thailand