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# SmartSpace Software (SMRT LN)

**Technology** 

Current price\* 143.0p

# Corporate

10 May 2021

# **Essential Tools for the Hybrid Work World**

Highlights of FY21 are 43% c/c ARR growth at SwipedOn, routes to market for Space Connect signed and delivering, and significantly reduced burn. Q1 trading looks promising, with SwipedOn ARR 9% since year-end and Space Connect's pipeline doubling to £1.2m. Looking forward, SMRT's desk and meeting room booking tools are ideally suited to the emerging hybrid workplace (more employees than desks). We also note initiatives to narrow the price discount with competitors and target customers with more locations. No forecast changes today but we analyse how these measures could drive ARR significantly higher than modelled. In short there are several factors that mean our forecasts are strongly underpinned.

## FY21 saw continued strong growth in core propositions

Numbers in line. Revs £4.6m (PY £5.1m), with reselling (A+K) impacted by CV19/lockdowns. Within this recurring revs £2.4m (+23% yoy) with exit ARR £3m (+50% yoy). Adj. LBITDA £2.1m (PY £1.7m), FCF neg £2.2m (PY neg £7.7m). Net cash £4.5m (currently £4.1m).

#### **SwipedOn**

While SwipedOn did suffer some drag from lockdowns, ARR of NZ\$5.2m was still up a very respectable 43% c/c yoy driven by customer numbers up 22% yoy to 4,735 and ARPU up 18% yoy to NZ\$92. Since SwipedOn constitutes the vast majority of group ARR at present we dig deeper into progress, scenarios and expectations in this note.

#### **Space Connect and Evoko**

Space Connect continues in the early stages of ramping with 22 partners now signed, including Softcat, which has already delivered "significant ARR" and is promoting SMRT as part of its "Return to Work" offerings (as is ProAV). The partnership to embed Space Connect into Evoko's Naso panel has now recognised its first revenues and has a number of "significant deals" with blue-chip intl. brands in the pipeline.

#### Q1 trading looks promising

SwipedOn has seen a further 8% increase in ARPU (to NZ\$99) driving ARR up 9% to NZ\$5.7m. New customer ARPU is a remarkable NZ\$140. Space Connect's pipeline has gone from £0.6m to £1.2m and Evoko revenues continue to ramp, and this during a period beset by lockdowns, leaving SMRT optimistic about FY22 and beyond. No changes to forecasts, but we analyse potential upside to SwipedOn ARR as lockdowns end, price hikes come through, and SMRT targets more locations per customer. While just a scenario, success could mean ARR 30-40% ahead of our current forecast, providing significant earnings support. We also consider our forecasts for Space Connect/Evoko and A+K strongly underpinned in the event of the type of recovery being predicted by e.g. the BoE.

#### Financials and valuations\*\*

Year end January	2019A	2020A	2021A	2022E	2023E
Revenue (£m)	3.0	5.1	4.6	6.8	10.5
Adjusted EBITDA (£m)	-1.8	-1.7	-2.1	-0.7	1.2
Adjusted EBITDA (£m) (pre-IFRS 16)	-1.8	-1.8	-2.2	-0.8	1.1
Adjusted PBT (£m)	-1.9	-1.8	-2.4	-1.1	0.9
Adjusted EPS (FD) (p)	-3.8	-5.7	-6.3	-3.8	3.1
DPS (p)	0.00	0.00	0.00	0.00	0.00
Net cash/(debt) (£m)	7.6	2.0	3.9	4.4	6.3
Net cash/(debt) exc. IFRS 16 leases (£m)	7.6	2.2	4.1	4.5	6.4
EV/EBITDA (x) (pre-IFRS 16)	n.a.	n.a.	n.a.	n.a.	31.4
P/E (x)	n.a.	n.a.	n.a.	n.a.	46.8
Free cash flow yield (%)	-18.5	-23.1	-5.6	0.1	4.7
Dividend yield (%)	0.0	0.0	0.0	0.0	0.0

<sup>\*</sup> Price as at COB 07/05/2021 \*\* Sources: N+1 Singer estimates, Company accounts, FactSet

Key data			
2022E Dividend (%	)		0.0
Market cap (£m) Enterprise Value (£	im)		41.4 37.0
Shares in issue (m) Free Float (%) Avg. daily volume	(000)		28.9 70.4 60.6
Next Event:	Н1	Augu trading u	ıst 2021 Update
	1m	3m	12m
Absolute % Rel. market %	11.3 6.6	13.5 3.1	410.7 314.2

#### Share price chart



#### **Contributing Analysts**



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# SwipedOn – adapts well for the post CV19 world

SwipedOn had another good year despite the impact of the pandemic on its major markets. While initially Q1 trading was affected by Covid/lockdown (resulting in a decline in new customer sign-ups and higher churn) SwipedOn quickly adapted its product strategy - adding visitor pre-screening and contactless entry functionality, enabling customers to rapidly introduce 'Covid secure strategies' for their reception areas. This functionality resonated strongly with prospective customers, particularly in Australia and New Zealand and new customer sign-ups returning to pre-Covid levels as businesses prepared to return to the office. Meanwhile, a second and third lockdown in the UK resulted in a slightly quieter last quarter.

We think such strong and robust trading in such a challenging year is remarkable and highlights both the agility of the company to adapt its value proposition and also the high growth market in which it operates. Looking forward we continue to see the backdrop as highly favourable as more businesses return to the office coupled with an increased requirement for businesses to maintain contact details for all visitors to their premises. Looking longer-term, we see the market for electronic and contactless visitor management solutions as far from mature with the market expected to grow at +15-16% pa. until 2026 according to our research. This provides a highly favourable backdrop for SwipedOn, whose prospects will benefit further still from a more international and indirect approach as it increasingly expands beyond its core markets and direct sales model.

Below we show SwipedOn's historic ARR growth and its constituent parts and then discuss ongoing initiatives to generate meaningful growth going forwards.

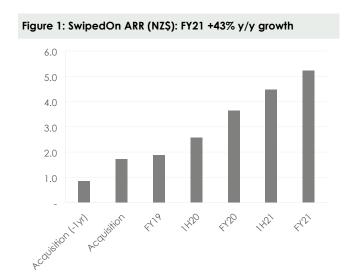


Figure 2: ARR growth drivers: customers numbers & ARPU 5.000 100 90 4,500 80 4.000 70 3,500 3.000 60 50 2,500 2,000 40 1.500 30 1.000 20 500 10 1H21 Acquisition FY19 1H20 FY20 — ARPU (NZ\$/m) RHS Customers —

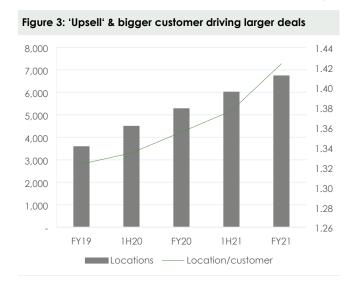
Source: Company data, N+1 Singer estimates

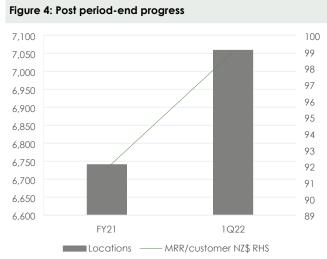
Source: Company data, N+1 Singer estimates

- Retaining and growing 'larger customers' (fig 2): In FY21 SwipedOn added 1,354 new customers (or 839 net +22% y/y vs. prior year +1,183). This difference between 'gross' and 'net' implies meaningful churn, though in monetary terms customer retention was actually far stronger as SwipedOn achieved gross revenue retention of 93%. Considering the pandemic, this is a strong performance and in-turn can be attributed to SwipedOn's excellent customer satisfaction, as demonstrated by an upper end NPS score of c.60. Looking forward, this 'customer growth' should be viewed in conjunction with ARPU as SMRT is increasingly winning multi-site (and therefore more valuable) customers.
- FY21 18% ARR/customer growth (fig 2): offering more functionality across more locations. Augmenting the 22% y/y increase in customer numbers, SwipedOn also achieved +18% growth in ARR/customer (NZ\$92/month at y/e). It achieved this by upselling 'optional/paid for extras' e.g. 'SMS notifications' and 'contactless deliveries and courier scan'. Furthermore, it continued to execute on its 'land and expand' strategy. Such progress is shown in Fig 3, as location/per customer grew 5% to 1.42, resulting in a 28% increase in locations to 6,741. Looking forward this strategy will be augmented by a greater focus on (initial) multi-location deals. Indeed SwipedOn has already been successful, for instance by winning three customers, with c. 50 locations each.
  - 'Land and expand' is a very efficient sales strategy (i.e. requiring very little additional sales resource). This is a key reason behind the company's efficient sales model, whereby the 'payback period' (CAC/ARPU) is just 1.5 years. Considering how revenue churn is just 7%, we can see how SwipedOn could become highly profitable over time.



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Source: Company data, N+1 Singer estimates

Source: Company data, N+1 Singer estimates

#### Strong Q1

- ARR +9% to \$5.7m in Q1 also today, SMRT references post period-end trading which highlights a positive start to FY22. For instance, ARR is up +9% in Q1 alone, now NZ\$5.7m. Fig 4 highlights the key drivers behind this performance, see below also:
  - SwipedOn has added a further 180 new customers across 318 locations i.e. 1.8 locations/customer so tracking well above FY21 (1.42) highlighting how SwipedOn is winning bigger/more valuable customers
  - o MRR/customer has increased from NZ\$92 to \$99, so an 8% increase in Q1. This is a blended average (of new and existing customers). New customers are generating c.\$140/month, making our forecasts (Fig. 5) look quite conservative. As well as larger customers (across more locations) being a key input to MRR growth, we also note the importance of a current pricing initiative designed to bring its pricing more into line with its competitors, both with respect to new and existing customers. Here it's encouraging to note that of the existing accounts where pricing has been reviewed, SwipedOn has encountered minimal churn.

## FY22 initiatives – further strong ARR growth expected

Price reviews have not yet been fully implemented and so the majority of this 'ARR step-up' is yet to come. To provide an estimate of how this could benefit this year's ARR, alongside another key initiative cross-selling 'desk management' (a capability originally developed by Space Connect) see **Fig 5** below. The key takeaway from this is shown on the bottom row. If SwipedOn is successful with these initiatives we see meaningful upside potential relative to existing forecasts. Further to this – and looking into H2 and FY22, we also note how expanding into non-English speaking territories represents a major opportunity. To address such new markets, SMRT plans to launch a local language version of SwipedOn in at least one new geography and, in due course, across several.

Figure 5: We see upside pol	ential to SwipedOn ARR for	ecasts				
		FY19	FY20	FY21	FY22E	FY23E
Net 'locations' increase			1,690	1,461	1,600	1,800
y/e locations		3,590	5,280	6,741	8,341	10,141
% price increase			31%	12%	40%	15%
MRR/location		44	57	65	90	104
ARR (before cross-selling)	NZ \$'m				9.0	12.6
Cross-sell (desk management)						
Target penetration					2%	5%
Potential locations					167	507
Target desk/location					100	100
Price/desk	NZ \$				8	8
Cross-sell ARR	NZ \$'m				1.6	4.9
Total 'potential' ARR	NZ \$'m				10.6	17.5
'Formal' forecasts	NZ \$'m		3.6	5.2	8.2	12.3
y/y growth				43%	57%	50%
Upside potential	NZ \$'m				30%	42%

Source: Company data, N+1 Singer estimates



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	FY19		FY20		FY21		FY22E	F	FY23E
<u>SwipedOn</u>									
ARR (NZ\$'m)	1.9		3.6		5.2		8.2		12.3
y/y growth %			93%		43%		57%		50%
ARR (£'m)	1.0		1.9		2.6		4.3		6.4
Sales (£'m)									
SwipedOn	0.3		1.4		2.2		3.2		5.4
Space Connect			0.0		0.2		1.2		2.6
A&K	2.7		3.7		2.3		2.4		2.5
Group Revenue	3.0		5.1		4.6		6.8		10.5
Software GP			1.1		2.3		4.2		7.5
A&K GP			0.9		0.5		0.6		0.6
Group GP	1.1		2.1		2.7		4.8		8.1
Adj cash opex	- 2.9	-	3.7	-	4.8	-	5.5	-	6.9
EBITDA	- 1.8	-	1.7	-	2.1	-	0.7		1.2
Working cap change	0.3		0.2		0.5		1.4		1.3
CFO	- 3.5	-	5.9	-	1.5		0.6		2.2
Capex	- 1.9	-	1.7	-	0.7	-	0.5	-	0.3
FCF	- 5.6	-	7.8	-	2.3		0.0		1.9
Closing net cash (non-IFRS)	7.6		2.2		4.1		4.5		6.4

Source: Company data, N+1 Singer estimates



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# Summary financials & key data

Income statement (£m)						
Year end January	2018A	2019A	2020A	2021A	2022E	2023E
Revenue	6.0	3.0	5.1	4.6	6.8	10.5
Gross profit	4.5	1.1	2.1	2.7	4.8	8.1
Adjusted EBITDA	0.2	-1.8	-1.7	-2.1	-0.7	1.2
Adjusted EBIT	0.0	-1.8	-1.8	-2.4	-1.0	0.9
Net interest - other	-0.1	-0.1	0.0	0.0	0.0	0.0
Net interest - lease liabilities	0.0	0.0	0.0	0.0	-0.1	-0.1
Adjusted PBT	-0.1	-1.9	-1.8	-2.4	-1.1	0.9
Exceptional items	-0.5	-0.2	-0.5	-0.2	-0.1	-0.1
Amortisation of acquired intangibles	-0.1	0.0	-0.1	-0.1	-0.2	-0.2
Reported PBT	-0.7	-2.1	-2.4	-2.7	-1.4	0.5
Reported tax	0.4	1.1	0.5	0.6	0.0	0.0
Adjusted tax rate (%)	n.a.	n.a.	n.a.	n.a.	n.a.	0.0
Reported PAT	-0.4	-1.0	-1.9	-2.1	-1.4	0.5
Discontinued operations	1.9	0.4	0.0	-0.1	0.0	0.0
Reported earnings attributable to shareholders	1.5	-0.6	-1.9	-2.3	-1.4	0.5
Avg no. of shares - diluted (m)	19.6	21.2	23.7	28.3	28.3	28.3
Adjusted EPS (FD) (p)	1.3	-3.8	-5.7	-6.3	-3.8	3.1
Reported EPS (FD) (p)	7.7	-2.8	-8.1	-8.0	-5.1	1.8
DPS (p)	0.00	0.00	0.00	0.00	0.00	0.00

<sup>\*</sup> Sources: N+1 Singer, Company accounts

Performance metrics						
Year end January	2018A	2019A	2020A	2021A	2022E	2023E
Growth rates:						
Revenue growth (%)	309.9	-50.8	71.7	-8.9	47.5	53.3
Gross profit growth (%)	215.4	-75.3	86.1	28.2	79.7	70.4
Margins and returns:						
Gross margin (%)	74.8	37.5	40.7	57.3	69.7	77.5
Adjusted EBITDA margin (%)	3.6	-59.1	-32.9	-45.8	-10.8	11.6
Adjusted EBIT margin (%)	-0.2	-61.6	-35.7	-51.0	-15.2	8.7
Adjusted PBT margin (%)	-2.2	-63.9	-35.9	-51.5	-15.9	8.3
Return on average equity (%)	1.3	-3.5	-6.6	-10.4	-7.0	5.7
Return on average capital employed (%)	0.0	0.0	-0.1	-0.1	-0.1	9.3
Ratios:						
Interest cover (x)	n.a.	n.a.	n.a.	n.a.	n.a.	18.3
Net working capital/revenue (%)	53.8	49.2	-15.9	-24.0	-36.8	-36.6
Operating cash flow conversion (%)	n.a.	n.a.	n.a.	n.a.	n.a.	184.1
Free cash flow conversion (%)	n.a.	n.a.	n.a.	n.a.	n.a.	155.7

<sup>\*</sup> Sources: N+1 Singer, Company accounts

Valuation metrics						
Year end January	2018A	2019A	2020A	2021A	2022E	2023E
EV/Revenue (x)	6.7	11.4	7.7	8.1	5.4	3.3
EV/Adjusted EBITDA (x)	n.a.	n.a.	n.a.	n.a.	n.a.	28.9
EV/Adjusted EBIT (x)	n.a.	n.a.	n.a.	n.a.	n.a.	38.3
P/E (x)	n.a.	n.a.	n.a.	n.a.	n.a.	46.8
Dividend yield (%)	0.0	0.0	0.0	0.0	0.0	0.0
Free cash flow yield (%)	-15.7	-18.5	-23.1	-5.6	0.1	4.7
Net asset value per share (p)	114.2	110.5	75.0	57.6	53.0	54.7
P/B (x)	1.3	1.3	1.9	2.5	2.7	2.6

<sup>\*</sup> Price as at COB 07/05/2021 \*\* Sources: N+1 Singer estimates, Company accounts



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Pre-IFRS 16 performance & valuation metrics						
Year end January	2018A	2019A	2020A	2021A	2022E	2023E
N+1 Singer adjustment - Cash rental cost of op. leases (£m)	0.0	0.0	-0.1	-0.1	-0.1	-0.1
Adjusted EBITDA (£m)	0.2	-1.8	-1.8	-2.2	-0.8	1.1
Net cash/(debt) excluding IFRS 16 lease liabilities (£m)	1.2	7.6	2.2	4.1	4.5	6.4
Enterprise value (£m)	40.2	33.7	39.2	37.3	36.8	35.0
Adjusted EBITDA margin (%)	3.6	-59.1	-34.6	-47.9	-12.3	10.6
Return on capital employed (%)	2.1	-4.0	-8.6	-12.6	-9.6	8.9
EV/Revenue (x)	6.7	11.4	7.7	8.1	5.4	3.3
EV/Adjusted EBITDA (x)	n.a.	n.a.	n.a.	n.a.	n.a.	31.4

<sup>\*</sup> Price as at COB 07/05/2021 \*\* Sources: N+1 Singer estimates, Company accounts

Cash flow statement (£m)						
Year end January	2018A	2019A	2020A	2021A	2022E	2023E
Adjusted EBIT	0.0	-1.8	-1.8	-2.4	-1.0	0.9
Amortisation of other intangibles	-0.2	0.0	-0.1	-0.1	-0.2	-0.2
Depreciation - owned assets	0.4	0.1	0.0	0.0	0.1	0.1
Depreciation - right of use assets	0.0	0.0	0.1	0.1	0.1	0.1
N+1 Singer adjustment - Cash rental cost of op. leases	0.0	0.0	-0.1	-0.1	-0.1	-0.1
Change in working capital	-5.1	0.3	0.2	0.5	1.4	1.3
Exceptional items	-0.4	-0.3	-0.4	-0.1	0.0	0.0
Other cash and non-cash movements	2.8	-1.7	-3.9	0.1	0.4	0.4
Operating cash flow	-2.4	-3.5	-6.0	-1.9	0.6	2.4
Net interest - other	-0.1	-0.1	0.0	0.0	0.0	0.0
Tax	-0.1	0.0	0.1	0.4	0.0	-0.2
Cash flow from operations	-2.6	-3.5	-5.9	-1.5	0.6	2.2
Net capital expenditure	-1.8	-2.1	-2.0	-0.7	-0.5	-0.3
Free cash flow	-4.4	-5.6	-7.8	-2.3	0.0	1.9
Acquisitions/disposals	-1.2	12.0	-0.8	4.2	0.4	0.0
Net share issues	6.2	0.0	3.2	0.0	0.0	0.0
Dividends	0.0	0.0	0.0	0.0	0.0	0.0
N+1 Singer adjustment - Cash rental cost of op. leases	0.0	0.0	0.1	0.1	0.1	0.1
Other (including lease adjustment)	-0.1	0.0	-0.3	-0.1	-0.1	-0.1
Movement in net cash/(debt)	0.4	6.4	-5.6	1.9	0.5	1.9
Net cash/(debt)	1.2	7.6	2.0	3.9	4.4	6.3
IFRS16 lease liabilities	0.0	0.0	-0.2	-0.2	-0.1	-0.1
Net cash/(debt) excluding IFRS 16 lease liabilities	1.2	7.6	2.2	4.1	4.5	6.4

<sup>\*</sup> Sources: N+1 Singer, Company accounts

Balance sheet (£m)						
Year end January	2018A	2019A	2020A	2021A	2022E	2023E
Goodwill	12.2	7.4	0.0	0.0	0.0	0.0
Other intangible assets	4.2	3.9	10.5	11.2	11.3	11.2
Property, plant & equipment	1.6	0.8	0.7	0.7	0.7	0.7
Right of use assets	0.0	0.0	0.2	0.2	0.1	0.1
Net working capital	3.2	1.5	-0.8	-1.1	-2.5	-3.8
Investments, JVs & other non-current assets	0.0	1.6	0.0	0.0	-0.4	-0.4
Assets employed	21.3	15.1	10.6	11.0	9.2	7.7
Net cash/(debt)	1.2	7.6	2.0	3.9	4.4	6.3
Deferred tax	0.0	0.7	0.8	1.4	1.4	1.4
Other assets/liabilities (incl provisions)	-0.1	0.0	4.4	0.0	0.0	0.0
Net assets	22.4	23.4	17.8	16.3	15.0	15.4
Shareholders' equity	22.4	23.4	17.8	16.3	15.0	15.4

<sup>\*</sup> Sources: N+1 Singer, Company accounts

10 May 2021

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#### Recommendation/Target price

#### SmartSpace Software (GBP)

Date	Rec	TP
11-Mar-21	Corporate	Corporate
21-Jan-21	Corporate	Corporate
04-Dec-20	Corporate	Corporate
06-Oct-20	Corporate	Corporate
13-Aug-20	Corporate	Corporate
03-Aug-20	Corporate	Corporate

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