



容联云
CLQOPEN

NYSE
RAAS

2021Q2 Investor Presentation

August 11, 2021

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Partnership with Tencent

2021 Q2 Solid Progress in Cooperation with Tencent

- Our CC products are now available on Tencent Cloud's joint development products platform
- Our 7moor Cloud will connect with WeCom's customer service interface, for which new products are expected to be officially launched in the third quarter of 2021
- We have begun receiving orders for UC products through partnership with Tencent Cloud for a wide range of industries including manufacturing, energy, and social governance

2021Q2 Performance at a Glance



RMB273.9 mm
Revenue⁽¹⁾



43.1%
Gross Margin⁽¹⁾



- RMB30.0 mm
ADJUSTED EBITDA⁽⁵⁾



12,976
Active Customers⁽²⁾⁽⁴⁾



205
Large-enterprise
Customers⁽³⁾⁽⁴⁾

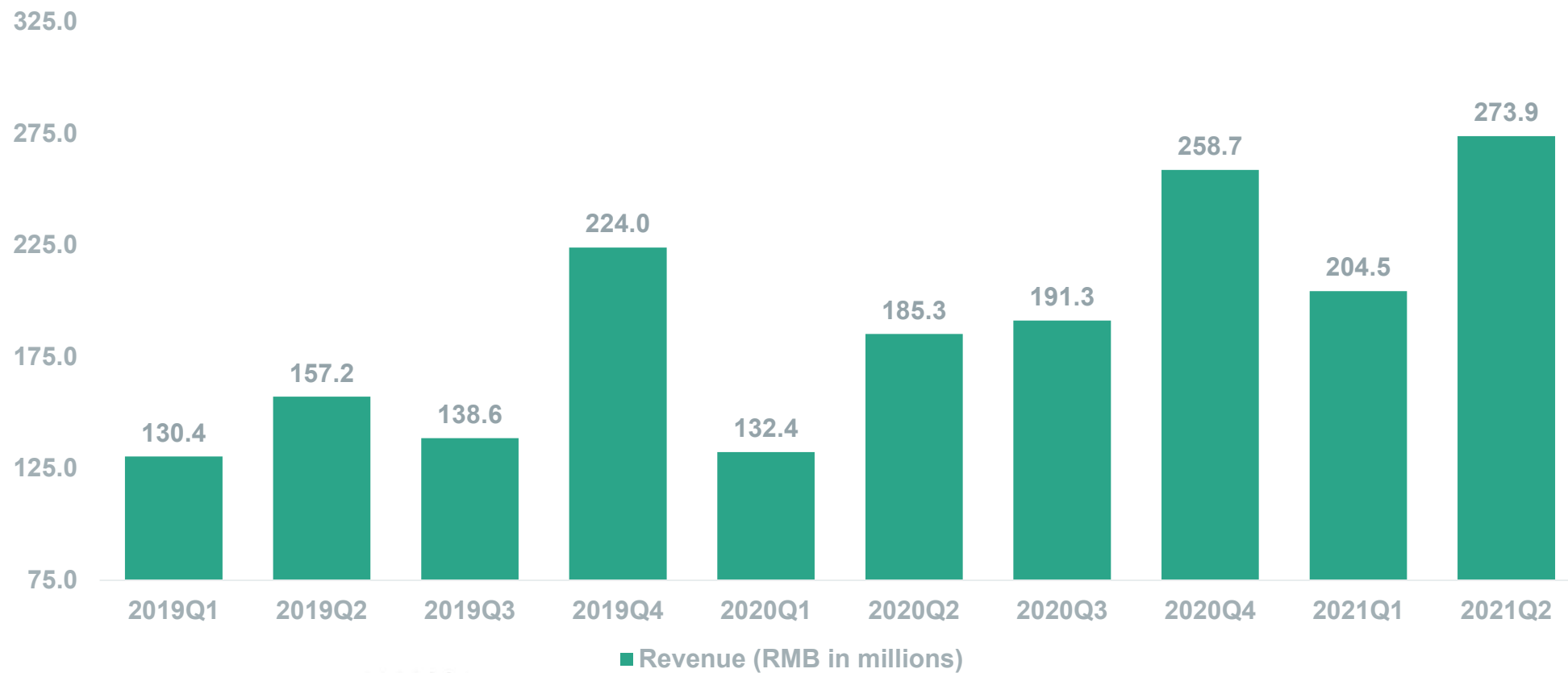


~110%
Dollar-based Retention Rate⁽⁶⁾

Note: (1) 2021Q2 based on unaudited management accounts. (2) Active customers at the end of any period refers to customers which had RMB50 in annual spending in the preceding 12 months in LTM. (3) Large-enterprise customer refers to customers which had over RMB700K (equivalent to ~US\$100K) in annual spending in LTM. (4) As of June 30th, 2021. (5) Adjusted EBITDA is a non-GAAP financial measure. See "Non-GAAP Financial Measure" for information on how the Company defines and calculates the non-GAAP financial measure. A reconciliation of non-GAAP adjusted EBITDA to net loss is set forth at the end of this document. (6) In the three months ended June 30, 2021, to calculate dollar-based net customer retention rate for a given period, the Company first identifies all customers for solutions that it offers on a recurring basis, unless otherwise specified, with over RMB1,000 in monthly spending in the preceding period, then calculate the quotient from dividing the revenue generated from such customers in the given period by the revenue generated from the same group of customers in the preceding period. Solutions that the Company offers on a recurring basis include CPaaS solutions and cloud-based CC solutions deployed primarily on public cloud, for which the Company charges a combination of seat subscription fees and related resource usage fees.

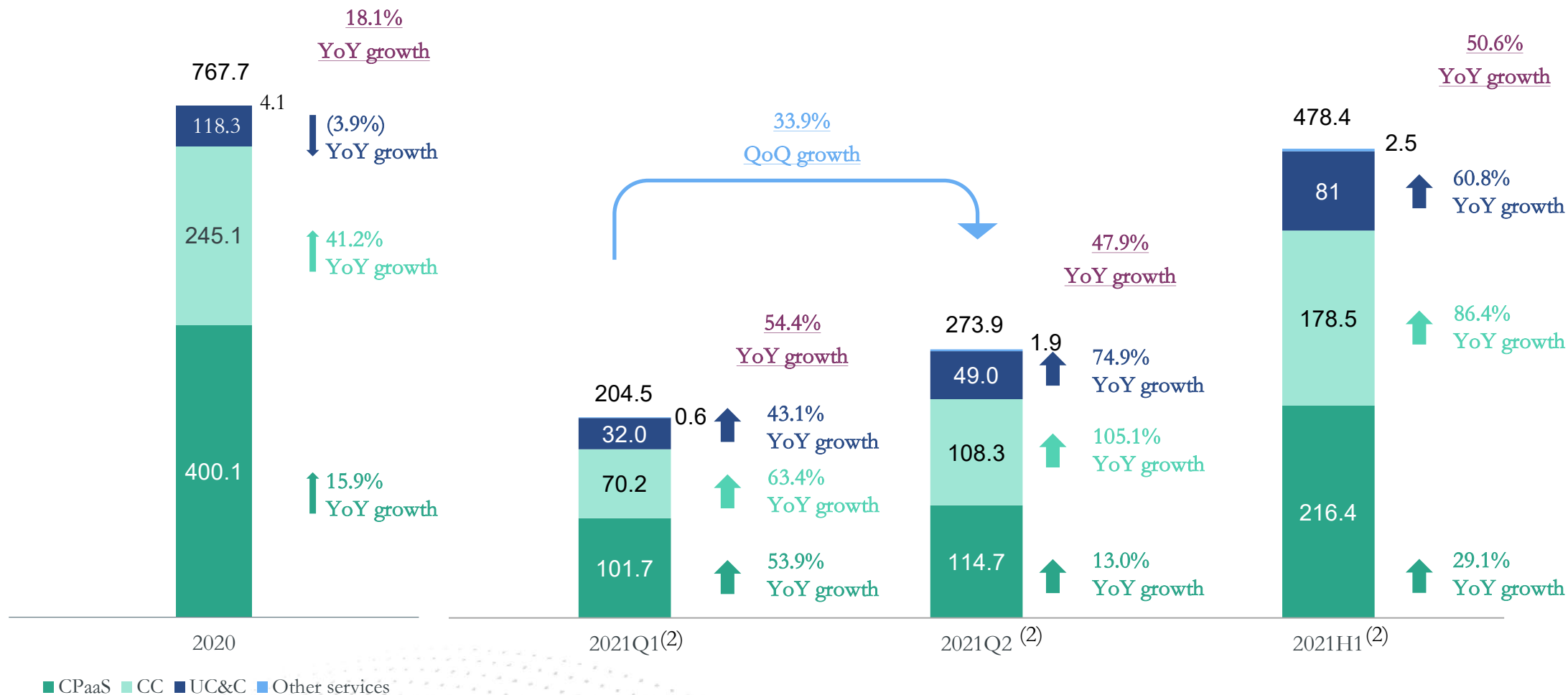
Quarterly Revenue

Revenue by Quarter (Unaudited)



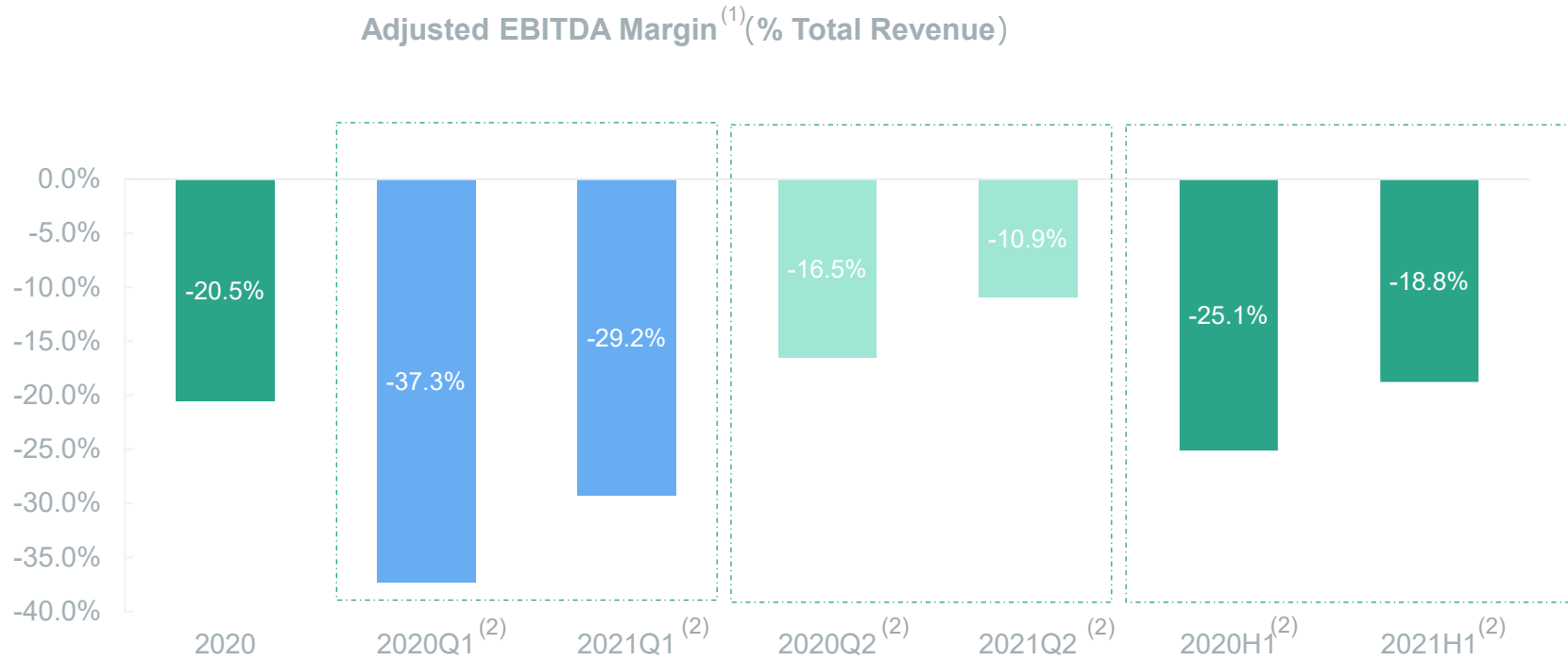
Robust Revenue Growth

Total Revenues and Breakdown
(RMB mm)



Note: (1) Other services include mobile network operator services and cloud-based value-added services. (2) Unaudited.

Significantly Enhanced Operating Efficiency

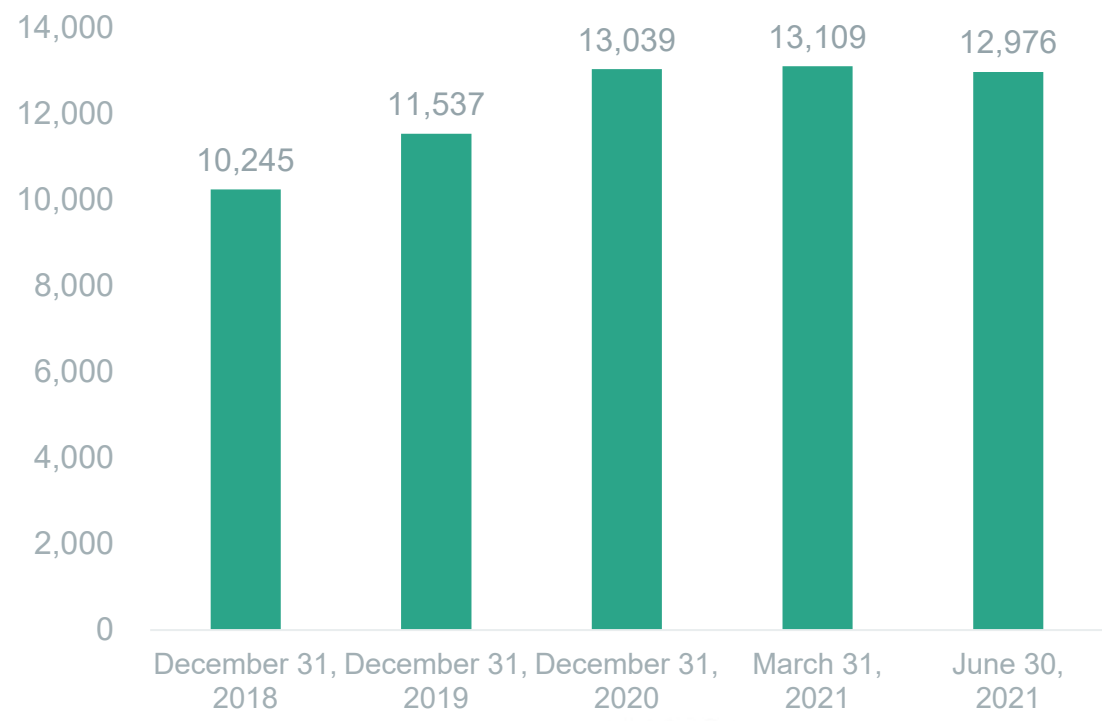


(1) The net margin for 2020 was -65.1%. The net margin for the three months ended March 31 and June 30, 2020 was -36.0% and -33.6%, respectively. The net margin for the three months ended March 31 and June 30, 2021 was -83.6% and -38.6%, respectively. The net margin for the six months ended June 30, 2020 and 2021 was -34.6% and -57.8%, respectively.

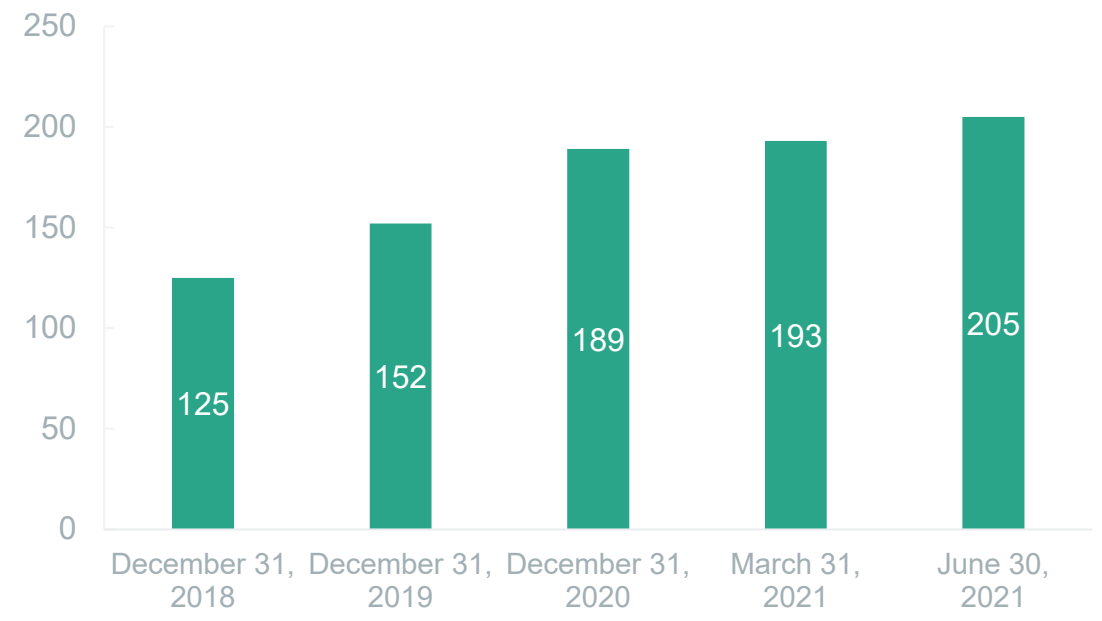
(1) Unaudited.

Continuously Growing Large-enterprise Customers

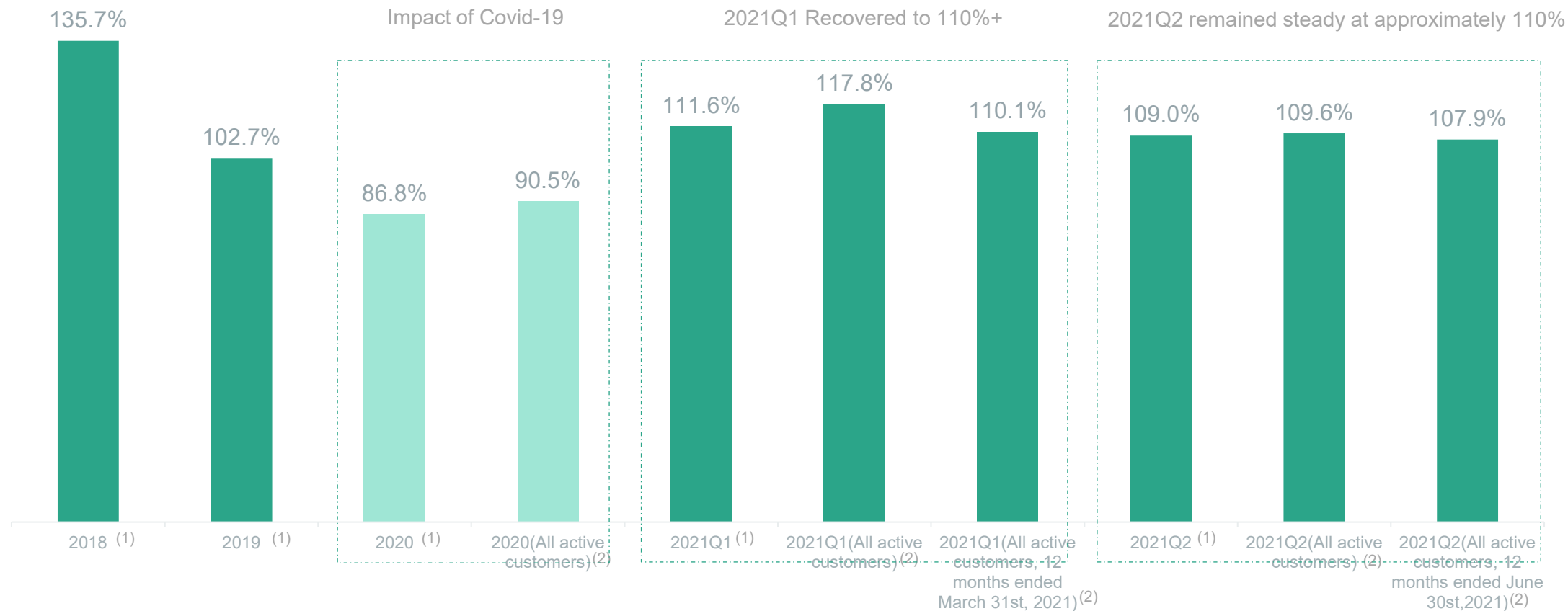
Number of Active Customers



Number of large-enterprise customers

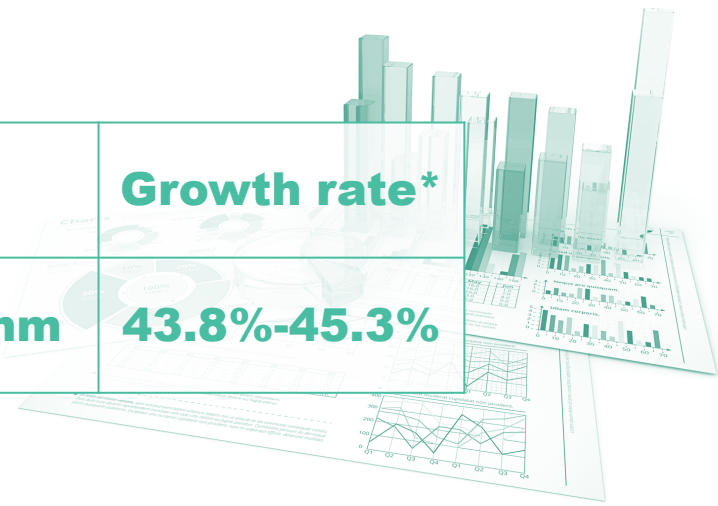


Dollar-based Customer Retention Rate



Note: (1) To calculate dollar-based net customer retention rate for a given period, the Company first identifies all customers for solutions that it offers on a recurring basis, unless otherwise specified, with over RMB1,000 in monthly spending in the preceding period, then calculate the quotient from dividing the revenue generated from such customers in the given period by the revenue generated from the same group of customers in the preceding period. Solutions that the Company offers on a recurring basis include CPaaS solutions and cloud-based CC solutions deployed primarily on public cloud, for which the Company charges a combination of seat subscription fees and related resource usage fees. (2) Calculated with customers which had RMB50 in annual spending in the preceding 12 months in LTM.

2021Q3 Guidance



	2020Q3	2021Q3*	Growth rate*
Revenue (in RMB) (Unaudited)	191.3mm	275.0mm-278.0mm	43.8%-45.3%

* The above outlook is based on the current market conditions and reflects the Company's current and preliminary estimates of market and operating conditions and customer demand, which are all subject to substantial change and uncertainty, such as the impact of the COVID-19 outbreak and the new regulations on K-12 after-school tutoring in China.

Appendix

CLOOPEN GROUP HOLDING LIMITED UNAUDITED CONDENSED CONSOLIDATED STATEMENTS OF COMPREHENSIVE LOSS

	Three-month Period Ended,		
	June 30, 2020	June 30, 2021	June 30, 2021
	RMB	RMB	USD
	(in thousands, except for per share data)		
Revenues	185,255	273,905	42,422
Cost of revenues	(113,856)	(155,805)	(24,131)
Gross profit	71,399	118,100	18,291
<i>Operating expenses:</i>			
Research and development expenses	(36,644)	(61,970)	(9,598)
Sales and marketing expenses	(46,643)	(72,842)	(11,282)
General and administrative expenses	(46,240)	(79,664)	(12,338)
Total operating expenses	(129,527)	(214,476)	(33,218)
Operating loss	(58,128)	(96,376)	(14,927)
<i>Other income (expense):</i>			
Interest expenses	(4,141)	(119)	(18)
Interest income	479	1,265	196
Loss from disposal of subsidiaries, net	(335)	(4)	(1)
Share of income (loss) of equity method investments	(1,021)	8	1
Change in fair value of warrant liabilities	722	-	-
Impairment loss of long-term investments	-	(15,667)	(2,427)
Foreign currency exchange gains (losses), net	(270)	4,028	624
Loss before income taxes	(62,694)	(106,865)	(16,552)
Income tax benefit	529	1,232	191
Net loss	(62,165)	(105,633)	(16,361)

Appendix

CLOOPEN GROUP HOLDING LIMITED RECONCILIATION OF GAAP TO NON-GAAP MEASURES

	Three-month Period Ended,		
	June 30, 2020	June 30, 2021	June 30, 2021
	RMB	RMB	USD
	(in thousands)		
Net loss	(62,165)	(105,633)	(16,361)
<i>Add:</i>			
Share-based compensation	25,513	63,600	9,850
Loss from disposal of subsidiaries, net	335	4	1
Impairment loss of long-term investments	-	15,667	2,427
Change in fair value of warrant liabilities	(722)	-	-
Non-GAAP net loss	(37,039)	(26,362)	(4,083)
Net loss	(62,165)	(105,633)	(16,361)
<i>Add:</i>			
Depreciation and amortization	2,106	2,810	435
Interest expenses (income), net	3,662	(1,146)	(178)
Income tax benefit	(529)	(1,232)	(191)
EBITDA	(56,926)	(105,201)	(16,295)
<i>Add:</i>			
Share-based compensation	25,513	63,600	9,850
Loss from disposal of subsidiaries, net	335	4	1
Share of losses (income) of equity method investments	1,021	(8)	(1)
Change in fair value of warrant liabilities	(722)	-	-
Impairment loss of long-term investments	-	15,667	2,427
Foreign currency exchange (gains) losses, net	270	(4,028)	(624)
Adjusted EBITDA	(30,509)	(29,966)	(4,642)

Non-GAAP Financial Measures

- ▶ The company uses adjusted EBITDA and non-GAAP net loss as additional non-GAAP financial measures, in evaluating its operating results and for financial and operational decision-making purposes.
- ▶ The Company defines adjusted EBITDA as net loss excluding depreciation and amortization, interest expenses (income), net, income tax benefit, share-based compensation, investment income, loss (gain) from disposal of subsidiaries, net, share of losses (income) of equity method investments, change in fair value of warrant liabilities, impairment loss of long-term investments and foreign currency exchange (gains) losses, net. The Company defines non-GAAP net loss as net loss excluding share-based compensation, loss (gain) from disposal of subsidiaries, net, impairment loss of long-term investments and change in fair value of warrant liabilities. The Company believes that such non-GAAP financial measures provide useful information to investors and others in understanding and evaluating its operating results.
- ▶ The non-GAAP financial measure adjusts for the impact of items that the Company does not consider indicative of the operational performance of its business and should not be considered in isolation or construed as an alternative to net loss or any other measure of performance or as an indicator of its operating performance. Investors are encouraged to compare the historical non-GAAP financial measure with the most directly comparable GAAP measures. Adjusted EBITDA presented here may not be comparable to similarly titled measures presented by other companies. Other companies may calculate similarly titled measures differently, limiting their usefulness as comparative measures to the Company's data.
- ▶ A reconciliation of the historical non-GAAP financial measures to their respective most directly comparable GAAP measure has been provided in the tables included above. Investors are encouraged to review the reconciliation of the historical non-GAAP financial measures to their respective most directly comparable GAAP financial measures. In light of the foregoing limitations, you should not consider adjusted EBITDA as a substitute for, or superior to, their respective most directly comparable financial measures prepared in accordance with GAAP. The Company encourages investors and others to review financial information in its entirety and not rely on a single financial measure.