



# Insight Enterprises, Inc

## Company Overview

# Disclosures

- **Safe harbor statement**

This presentation includes “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995 related to Insight’s plans and expectations. Statements that are not historical facts, including statements about future trends in the IT market and our opportunities for growth, are forward-looking statements. These forward-looking statements are subject to assumptions, risks and uncertainties which could cause actual results or future events to differ materially from such statements. The Company undertakes no obligation to update publicly or revise any of the forward-looking statements, except as otherwise required by law. More detailed information about risk factors is included in today’s press release and discussed in the Company’s most recently filed periodic reports and subsequent filings with the Securities and Exchange Commission.

- **Non-GAAP measures**

This presentation will reference certain non-GAAP financial information as ‘Adjusted’. A reconciliation of non-GAAP financial measures presented in this document to our actual GAAP results is attached to back of this presentation and included in the press release issued today, which you may find on the Investor Relations section of our website at [investor.insight.com](https://investor.insight.com).



Global Intelligent Technology Solutions™  
provider that helps businesses run **smarter**.

*We architect, design, implement and manage IT Solutions  
that enable digital readiness and drive business outcomes.*

# Insight at a Glance

## Profile

**30+ years**  
Evolving in  
dynamic industry

**19 Countries**  
Serving clients  
around the globe

**No. 409**  
2020 Fortune 500

## Results

**\$8.3 Billion**  
2020 Net Sales  
**9% 5 YR CAGR**

**\$322 Million**  
2020 Adjusted EFO\*  
**18% 5 YR CAGR**

**\$6.19**  
2020 Adj EPS\*  
**22% 5 YR CAGR**

## Services

**22%**  
2020 Services Sales  
5 YR CAGR

**48%**  
2020 Services GP  
to Total GP

**20%**  
2020 Cloud GP  
to Total GP

## Talent

**11,000+**  
Teammates  
Worldwide

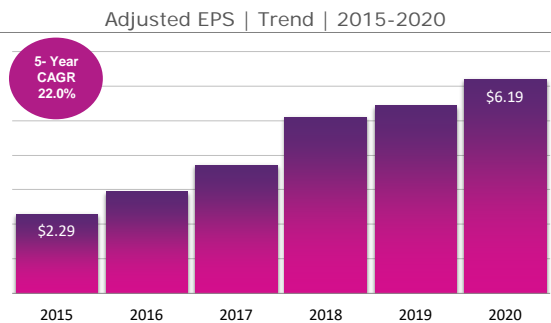
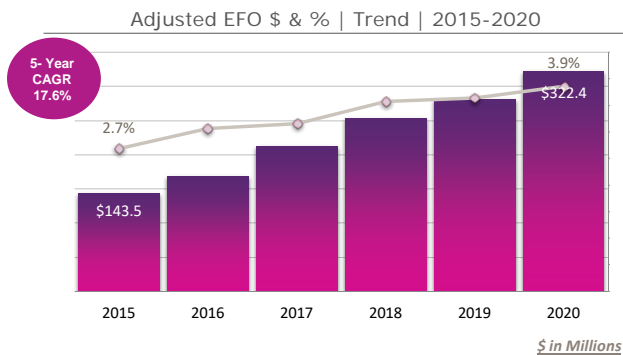
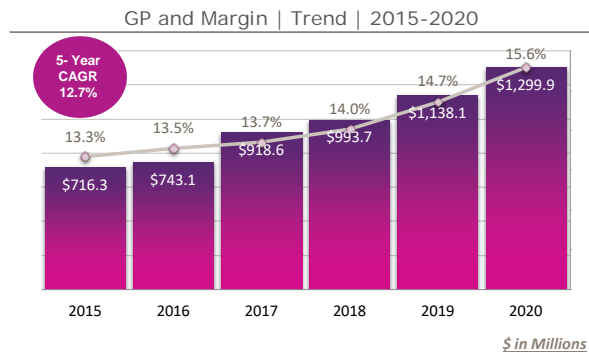
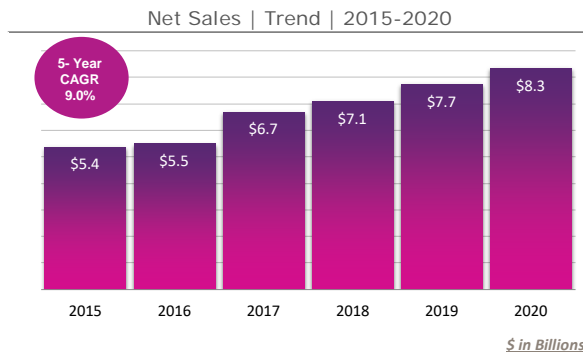
**7,700+**  
Sales and service  
delivery professionals

**4,400+**  
Technical  
Resources

All Financial Metrics through 12/31/2018 exclude PCM

\* Adjusted Non-GAAP measure excludes severance and restructuring expense and other unique items. See Non-GAAP information section in the Appendix of this presentation.

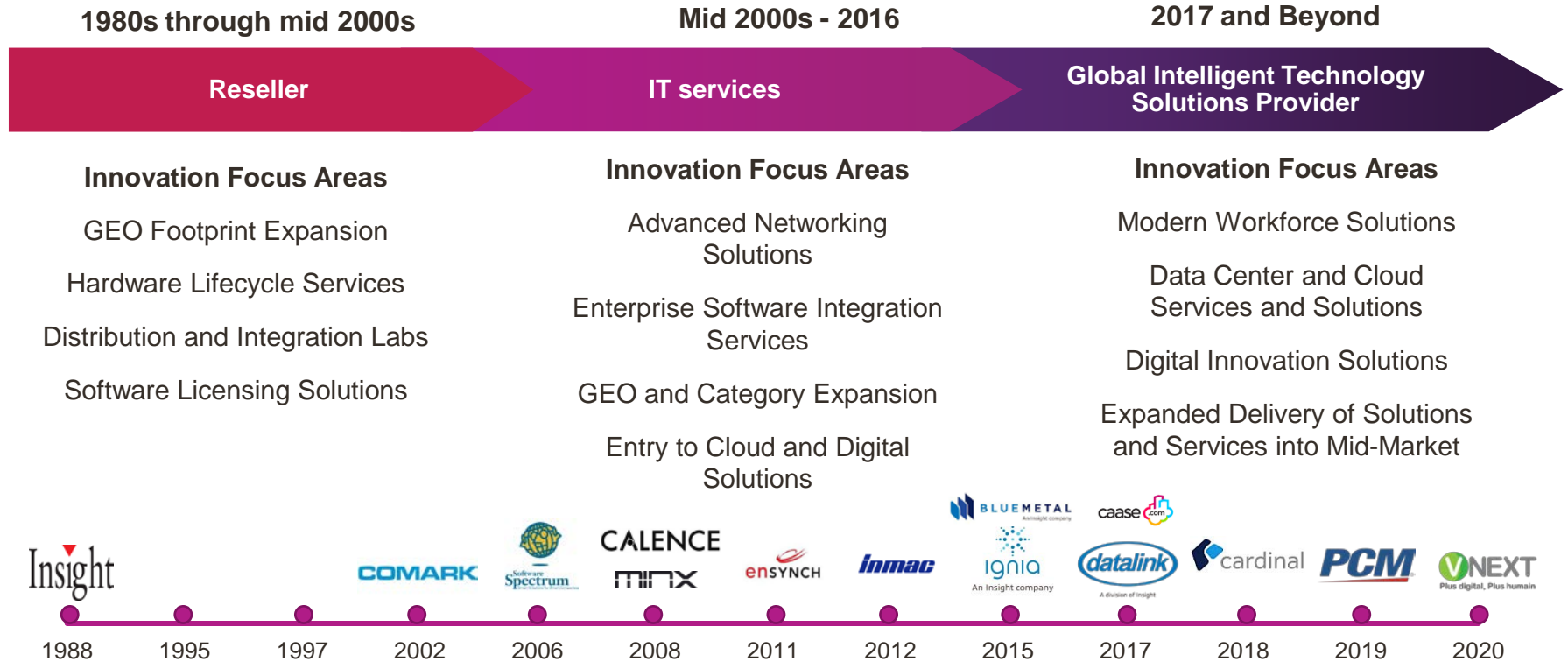
# Track Record of Growth



\* Adjusted Non-GAAP measure excludes severance and restructuring expense and other unique items. See Non-GAAP information section in the Appendix of this presentation.



# Track Record of Innovation



# 2020 Full Year Highlights

- Completed integration of PCM
  - Retired 9 ERP systems
  - Exited year with approximately \$70 million in annualized run rate cost savings, ahead of schedule to meet 2-year target
- Response to COVID-19 was solutions focused
- Modernized online experience ensured strong client engagement
- Invested in sales force and technical talent
- Hardware bookings started to recover
- Recognized for our continued focus on culture and employee benefits and leadership development

# Insight Recognition

2020  
No. 409  
**FORTUNE**  
**500**

**FORTUNE**  
**100**  
**BEST**  
COMPANIES  
TO WORK FOR

**No. 6**  
Australia's  
"Best Places to  
Work 2020"

**No. 8**  
UK's "Best  
Workplaces in Tech  
2020"

**No. 23**  
Fortune's "2019  
Best Workplaces in  
Technology"

**No. 20**  
UK's "Best  
Workplaces 2020"

**No. 70**  
Fortune's "2019  
Best Workplaces  
for Diversity"

**No. 2**  
Austria's  
"Best Places  
to Work 2020"

**Forbes**

**World's Best Employers 2020**

#27 among IT companies

#296 overall



HUMAN  
RIGHTS  
CAMPAIGN  
FOUNDATION

Human Rights  
Campaign  
Foundation 2020  
Corporate  
Equality Index for  
LGBTQ-inclusive  
business practices

Recognized on Gartner  
Magic Quadrant for  
Managed Workplace  
Services, North  
America  
(fourth year in a row)

**Gartner**

The Forrester Wave™:  
Midsize Agile Software  
Development Service  
Providers" 2019 report

2020 Forrester Wave  
for Computer Vision  
Consultancies

**FORRESTER**

**FASTCOMPANY**  
**WORLD**  
**CHANGING**  
**IDEAS 2020**

General Excellence,  
Best World Changing  
Idea for North  
America & Spaces,  
Places and Cities

**No. 1**



**MSP 501**  
Channel Futures.



Fortune  
2021

World's Most  
Admired Companies



# Our Solutions Align to Industry Trends and Drive Business Outcomes for our Clients



## Digital Innovation

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Engage customers & empower teams with digital experiences.



## Cloud + Data Center Transformation

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Provide guidance, technical expertise and managed services to solve IT challenges.



## Connected Workforce

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Connect and empower teams with technology to work smarter.

## Supply Chain Optimization

# Managed Tablet program for employee training helps global quick-service brand improve efficiency and customer experience



**Successful pilot deployment to 100 restaurants** after initial consultation and roadmap. Ongoing services include Insight's Managed Deployment, Managed Mobility and Managed Workplace Services.



After the successful pilot and new employee training strategy, Insight is now deploying **4,000+ devices to 850+ restaurants around the globe.**



Future phases of the project will include food safety and shift management, allowing the client to achieve safer food handling and more efficient staffing, **reducing costs and improving the customer experience.**

# Multi-year data center modernization project to result in new hybrid, multicloud environment by 2024



Multinational tech specialty glass, ceramics, & advanced optics, for industrial and scientific applications org. **Includes consolidation of 3 major and 165 smaller data centers.**



**Initial IT Strategy and SnapStart workshop** to determine data, evaluate cloud & cost, assess compliance and governance, and **workload evaluation of 3,200 applications.**



**Reduce dependence on current outsourcing provider**

and engage with Insight for workload management and IT operational managed services.

# Our Strategic Assets Support Continued Growth

## Strategic Assets

Culture, People and Leadership

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Innovation Led | Solution  
Area Expertise

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Global Reach and Scale

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Diverse and Loyal Client and  
Partner relationships

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Operational Rigor and Financial  
Health

## Strategic Priorities

- Continue to **Innovate** to capture share in high growth areas
- **Grow** with solutions that drive business outcomes for clients
- Expand and **Scale** in strategic clients and markets
- **Optimize** client experience and execution through operational excellence

# Disciplined Capital Allocation Aligned with Shareholder Interests

1

**Invest organically**

Scalable IT and service delivery platforms  
Digital Marketing and client facing tools  
Technical and sales talent

2

**Pay down debt**

Maintain modest leverage

3

**Pursue strategic M&A**

Cultural / strategic / financial/ integration  
Accretive within the first full fiscal year following acquisition  
ROIC at 300 bps above WACC by end of year three

4

**Return excess cash to shareholders**

Return some percentage of excess cash to  
shareholders after meeting other priorities



# Key 5-Year Imperatives\* to Deliver Value



\*5-year CAGR base year is 2019

# Appendix

# Reconciliation of GAAP to Non-GAAP Financial Measures

US Dollar in \$000s, except per share data	Twelve Months Ended Dec 31,	
	2020	2015
<b>Adjusted Consolidated Earnings from Operations:</b>		
GAAP consolidated EFO	\$ 271,575	\$ 126,519
Amortization of intangible assets	37,535	11,308
Other	13,278	5,707
Adjusted non-GAAP consolidated EFO	<u>\$ 322,388</u>	<u>\$ 143,534</u>
<b>Adjusted Consolidated Net Earnings:</b>		
GAAP consolidated net earnings	\$ 172,640	\$ 75,851
Amortization of intangible assets	37,535	11,308
Other	13,278	5,707
Amortization of debt discount and issuance costs	11,585	-
Income taxes on non-GAAP adjustments	(15,583)	(5,232)
Adjusted non-GAAP consolidated net earnings	<u>\$ 219,455</u>	<u>\$ 87,634</u>
<b>Adjusted Diluted EPS:</b>		
GAAP diluted EPS	\$ 4.87	\$ 1.98
Amortization of intangible assets	1.06	0.30
Other	0.37	0.15
Amortization of debt discount and issuance costs	0.33	-
Income taxes on non-GAAP adjustments	(0.44)	(0.14)
Adjusted non-GAAP diluted EPS	<u>\$ 6.19</u>	<u>\$ 2.29</u>