

MSI Monitor

IR Newsletter from CFO Jason Winkler

Think about this: just two years ago software represented less than \$700M of our annual revenues; we now expect it to grow to over \$1B in 2022. The continued strong growth of our software portfolio in the last two years, despite the ongoing challenges of the pandemic, highlights this strategic part of our company. The growing scale of our software solutions will help us diversify our revenue composition and build the foundation for annual recurring revenue growth in the future.

Reported in the Software and Services (S&S) segment, we disaggregate the two main components of our software revenue each quarter under two technologies: software makes up the entirety of our Command Center Software (CCS) technology, which accounted for \$537M in 2021 revenue, and approximately one third of our \$1.2B Video Security & Access Control technology in 2021 revenue. We have exciting momentum on software development in both of these technologies.

CCS offers public safety the first fully integrated solution streamlining the workflow from 911 call to case closure, eliminating information silos and enabling faster responses. We offer CCS as a cloud solution or as a hybrid solution to give customers a migration path to the cloud on their timeline. We expect this go-to-market model to deliver low double digit growth in 2022, with subscription-based revenue within this technology growing even faster.

Video Security & Access Control software includes Video Management Software (VMS), which turns raw video feed into critical intelligence that our enterprise customers rely on for their end-to-end security needs. On the public safety side, agencies rely on our Advanced License Plate Recognition, body-worn and in-car video software solutions, which we offer as a service to provide scale and flexibility while strengthening our recurring revenue base. Our recent acquisition, Ava Security, adds a fast growing cloud-native video security and analytics platform to our portfolio. We expect software to be a key driver behind our approximately 20% growth expectations for the Video Security & Access Control technology in 2022.

Insights into AI and our software strategy with Mahesh Saptharishi, EVP & CTO

I recently sat down with Mahesh Saptharishi, executive vice president and chief technology officer, to discuss the responsible use of AI in our software, our overall software strategy and how these advanced technologies are positively impacting how we attract top software talent.

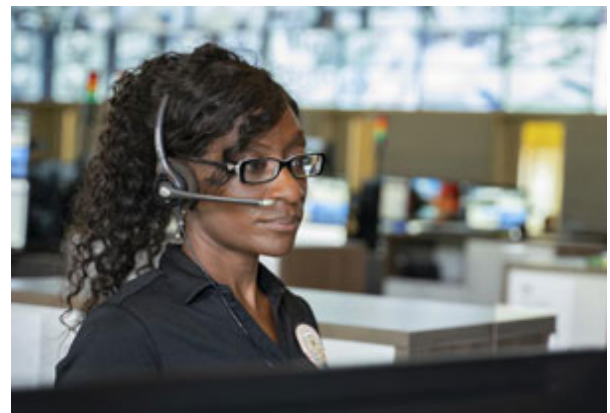


WATCH NOW

Examples of how AI-powered solutions help address today's public safety and enterprise security needs:



Our video management software utilizes computer vision powered by AI to transform enterprise security teams' workstreams and focus their attention to where it matters. Our longer term vision is "to make watching video obsolete".



Our command center software utilizes AI in language understanding of 911 calls to reduce mundane typing tasks and mitigate the number of decisions operators need to make.

Dr. Ayanna Howard brings fresh perspective to our Board

I celebrate the recent appointment of Dr. Ayanna Howard to our board, who brings deep expertise in robotics, human-computer interaction and AI. Her appointment highlights our continued strategic transformation and emphasizes our commitment to utilizing AI and software technology for public safety and enterprise security, with trusted safeguards to ensure its fair and responsible use.

Finally, I'm excited to point your attention to our new [ESG website](#) as well as our full-year 2021 results and a replay of my presentation at Raymond James' recent [investors conference](#).



Jason

We'd like to hear from you!

This is the 3rd edition of MSI Monitor; what would you like to hear more about in the upcoming newsletters?

- R&D prioritization Body-worn cameras Command center software Services
 Other (please specify)

[View important information about forward-looking statements.](#)

DID YOU KNOW?

Of the 5,748 Public Safety Answering Points in the U.S.,
more than 3,500 currently use at least one of our command
center software solutions.

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