



ZENVIA

New Strategic Cycle

Earnings Presentation ^{0 0 1}

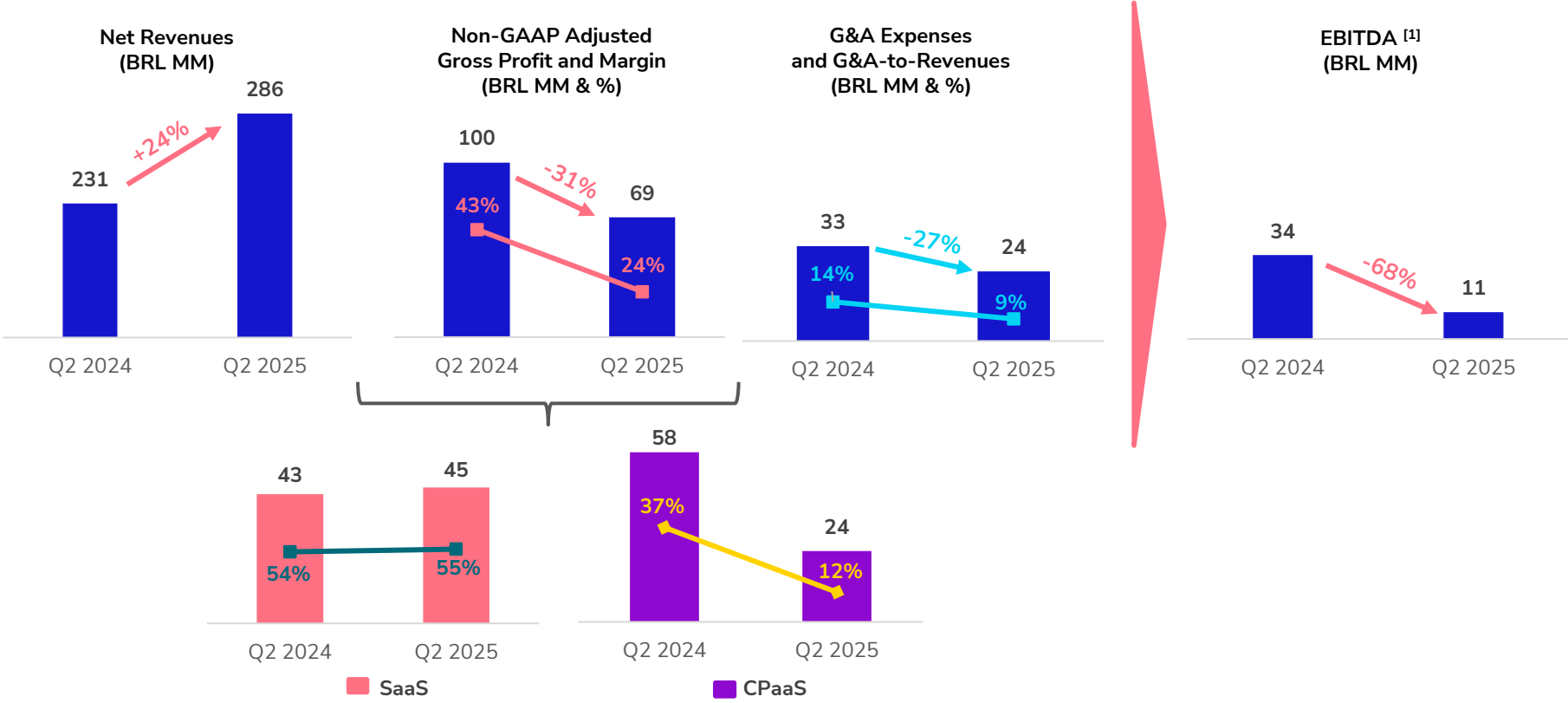
2Q 2025

Key Financial Highlights



Shay Chor
CFO

Q2: Margins still pressured by CPaaS while Zenvia Customer Cloud advances

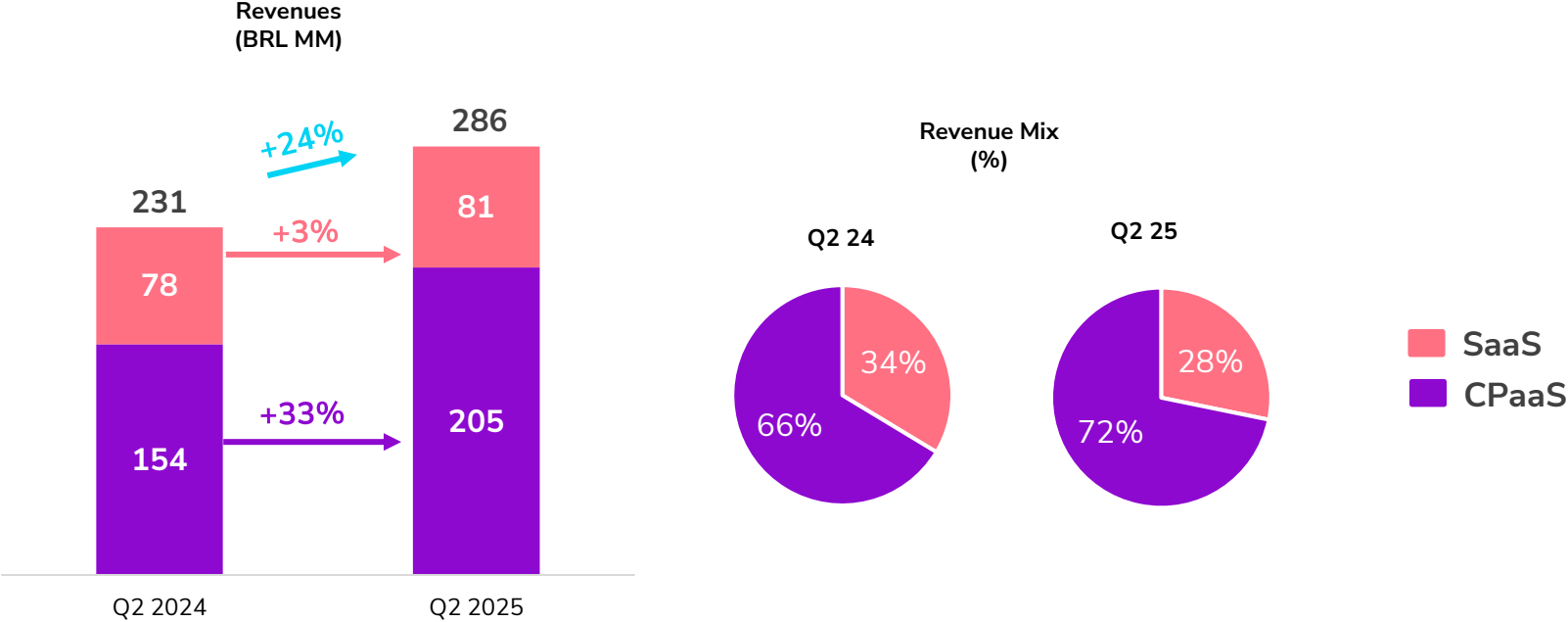


[1] Figure is Normalized EBITDA, which excludes non-cash impacts from earn-outs adjustments and non-recurring events. Please refer to our Earnings Release for EBITDA reconciliation

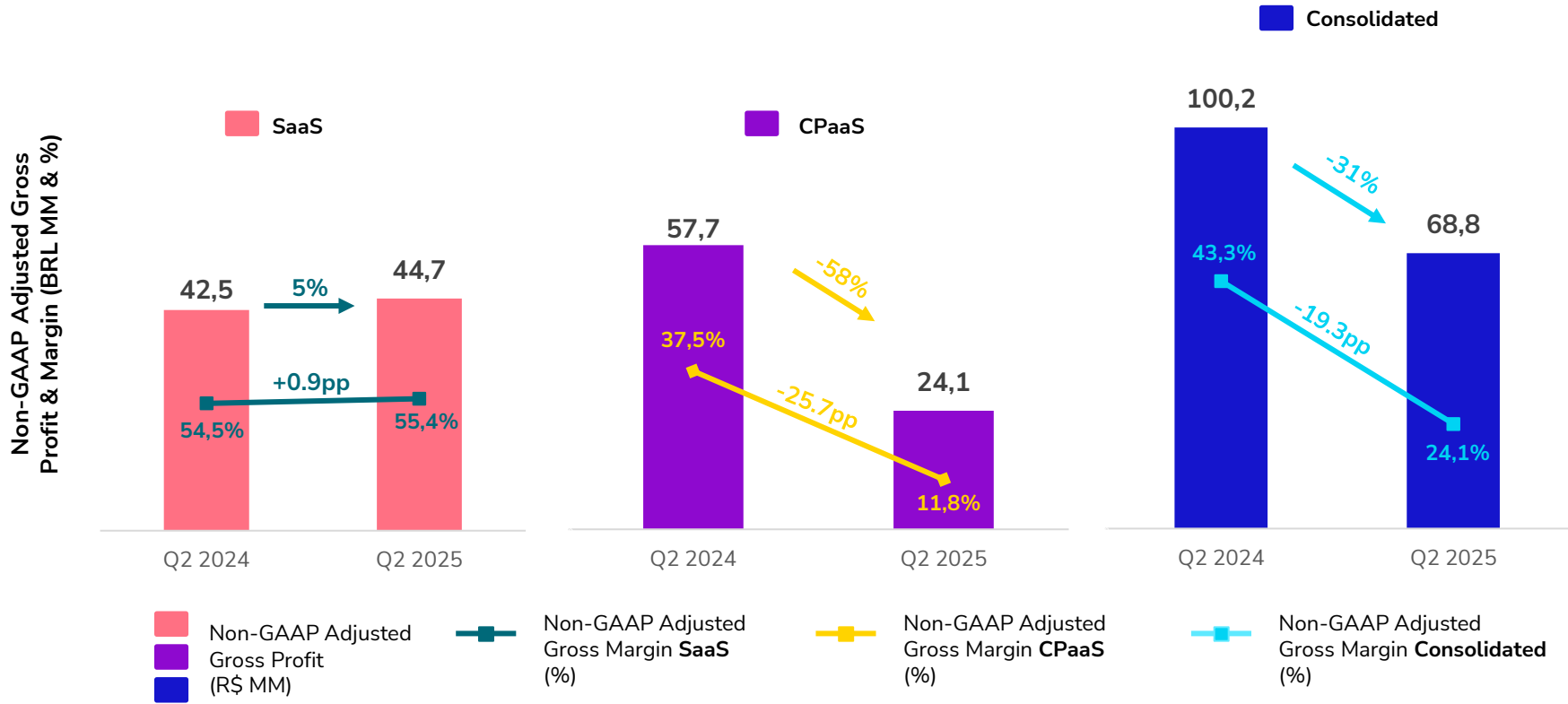
* Differences may occur due to rounding



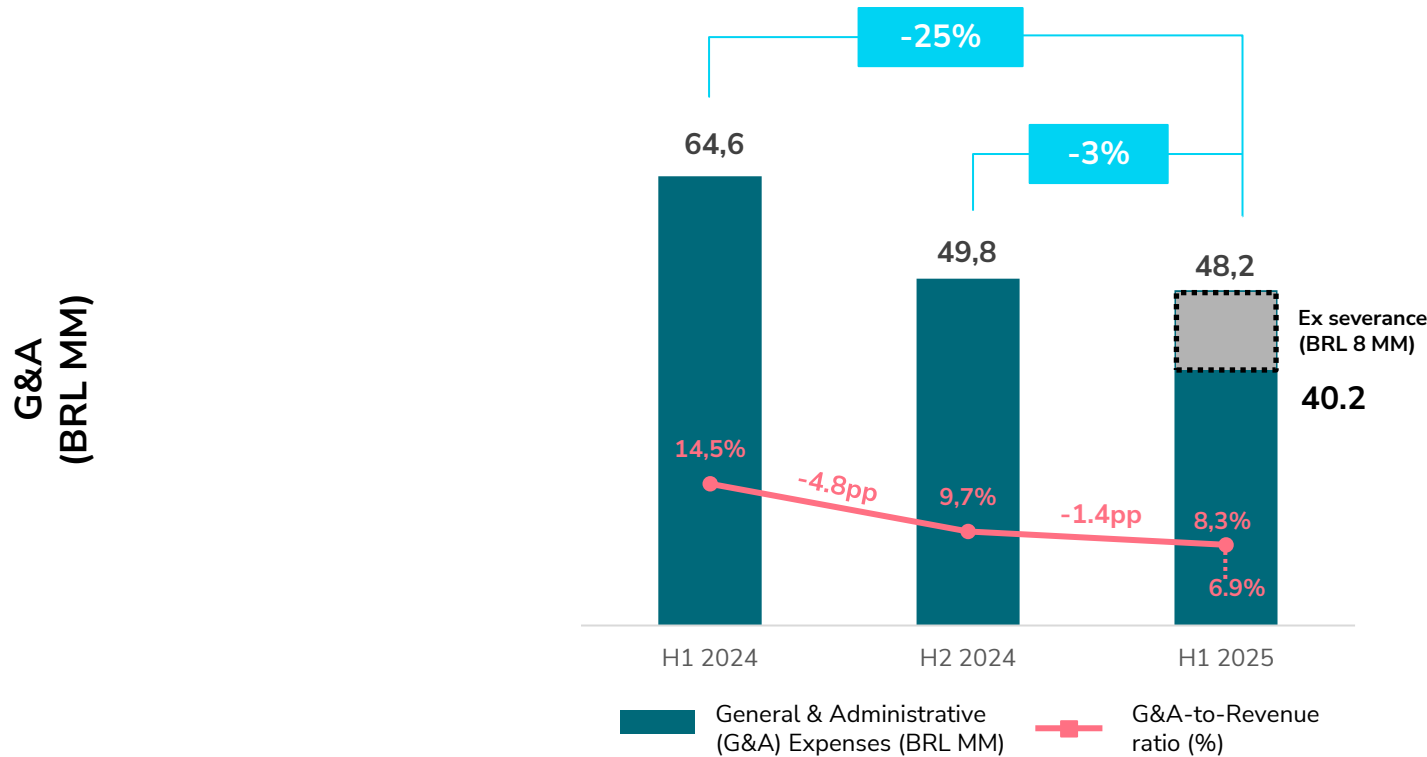
Higher CPaaS in the revenue mix with low margins still impacting Gross Profit; Zenvia Customer Cloud up 23% YoY, on track for 25-30% growth in FY 2025



Ramp up of Zenvia Customer Cloud benefitting SaaS but offset by CPaaS

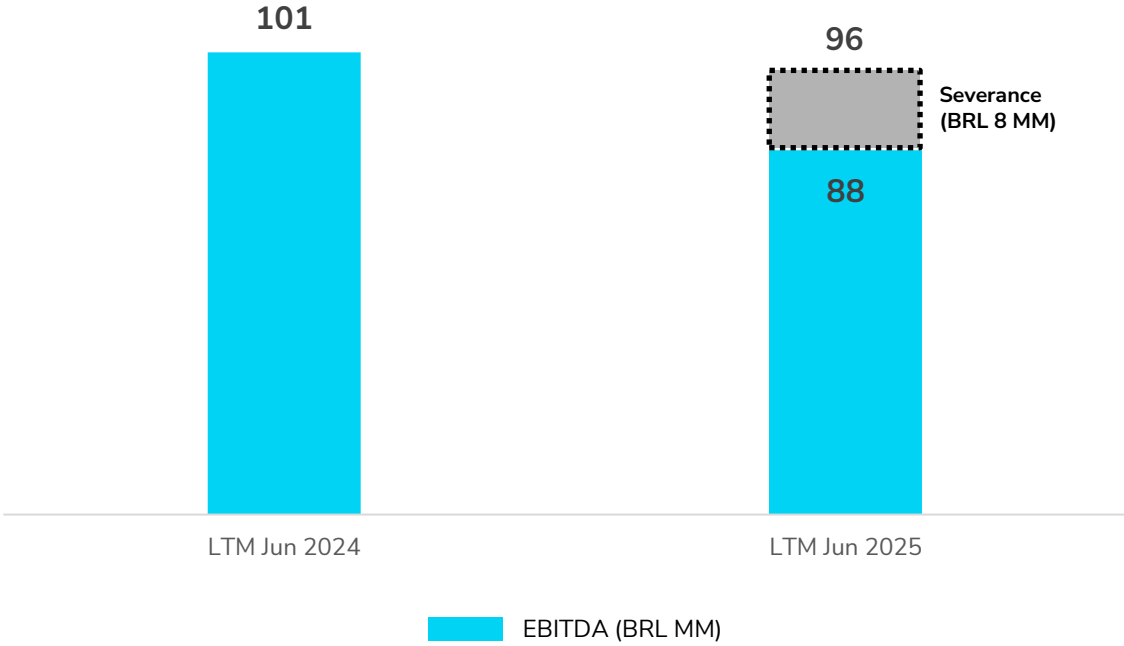


G&A down BRL 16 MM in H1, partially offsetting the drop in margins, and on track to deliver expected savings of BRL 30-35 MM from workforce reduction



LTM EBITDA: Resilient trailing performance amid volatile market dynamics

LTM JUNE EBITDA
(BRL MM)





KEY TAKEAWAYS



by
Humanz
for
Humans

ir@zenvia.com
investor.zenvia.com