

[Exibir no navegador](#)*Zenvia's Newsletter for Investors* | Maio /2023

Edição#4

**Hi, Investors!**

With 2022 now in the rear-view mirror, it is only fair to say that it has been an eventful year, in which we thrive to beat our forecast on both gross margin and EBITDA through total focus on sustainable profitability, and also converting this profitability in cash generation, as you can see in our Q4 and FY results that we released in the beginning of April.

Looking forward, we anticipate a better year ahead with continued growth in revenue and further expansion in profitability metrics. At Zenvia, we are constantly eager to explore opportunities that will generate additional value for all our stakeholders; and with the completion of integrating the acquired companies, we are more equipped than ever for this new era of CX.

It is also exciting to note that, within the first quarter of 2023, we launched ChatGPT integration for Zenvia Attraction to offer our clients added value and productivity. With this additional feature, our mass texting service solution will become even more agile, personalized, and efficient. We even promoted a marathon of innovation and collaboration between internal areas to create even more amazing solutions for our customers using this technology. At the same time, we recognize the importance of privacy and security, and we value clients' data, which is why we are proud to share that Zenvia was granted the ISO 27001 certification for outstanding information security management.

In our vision, the gap between us humans and technology will continue to narrow. And in these ages of big data, artificial intelligence, and ongoing digital migration, Zenvia will always serve as the bridge that connects brands with their customers. Because we are made by Humanz for humans, and nobody provides customer experience journeys like us.

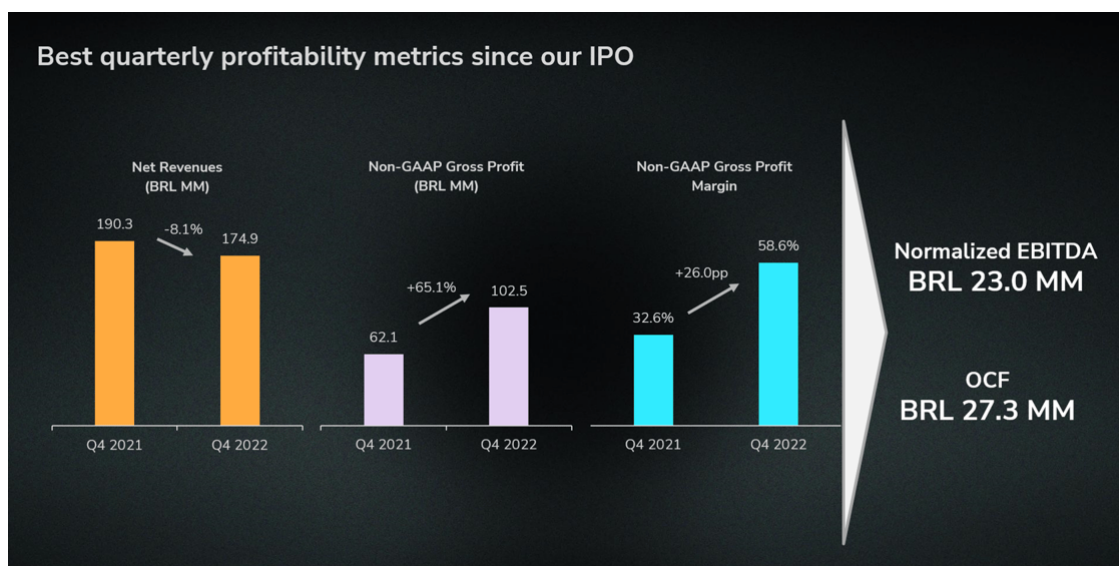


## Shay Chor

Chief Financial Officer

### | Q4 & FY 2022 Results

On April 4, 2023, Zenvia reported its 4Q and FY 2022 results. Quarterly highlights include: a gross margin of 58.6%, a non-GAAP gross profit of BRL102.5 million (+65.1% YoY); and a 12.8% increase in the total number of active customers to reach 13,336. FY 2022 highlights include: a SaaS NRE of 124% with an ARR of BRL 239 million in December; a non-GAAP gross profit totaling BRL332.9 million (+68.2% YoY), and a positive EBITDA of BRL23.5 million. For more details, you can access the [Earnings Release](#) here, and the [Conference Call presentation](#) here.



Check the replay

### | ChatGPT integration

On February 13, 2023, Zenvia began the integration between ChatGPT(GPT-3) and its Zenvia Attraction tool - a SaaS platform that capitalizes on the relationship between brands and their customers. With this new upgrade, it will be possible to add a new level of efficiency and customization to communication campaigns by recommending

customized content based on clients' brands and message objectives, representing impressive gains of scale. To learn more about this exciting news, please visit [here](#).

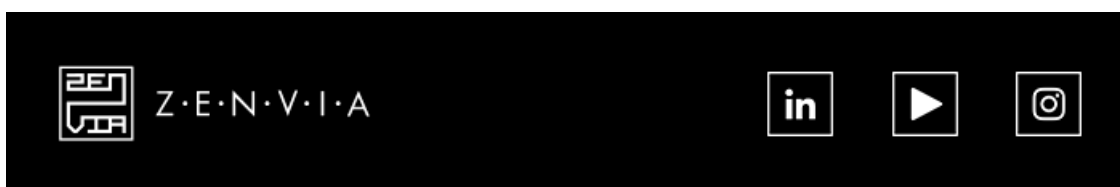


## | Internal Hack-a-Bot with ChatGPT

On March 24-26, 2023, in a weekend focused on accelerating product development and innovation and sharing new ideas, Zenvia hosted its first ever “Hack-a-Bot,” an internal hackathon for Humanz to develop solutions for the end customer based on the GPT 3.5 tool. The Hack-a-Bot was attended by employees, internal and external mentors, and judges. Nine teams of Humanz participated in the challenge, with the mission of developing an application based on an AI model all while learning and collaborating. In the end, the best ideas were awarded prizes. Zenvia plans to include the winning ideas in its plans to further develop its portfolio of solutions

## | ISO 27001 certification

On January 18, 2023, the International Standardization Organization (ISO), a global standard and source for information security management, certified Zenvia with the ISO 27001 accreditation. The ISO certification demonstrates that Zenvia has always placed a high premium on protecting customer information and that this focus will continue as the business continues to grow. For more details, please access the press release [here](#).



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