



Investor Presentation

Nasdaq: SNCR

November 2025



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Synchronoss Leadership



Jeffrey Miller
President, CEO & Director

PRIOR AFFILIATIONS



Jeff Miller serves as President and Chief Executive Officer (CEO) and as a member of the Company’s Board of Directors.

Jeff previously served as President for IDEAL Industries Technology Group, focusing on designing and delivering solutions for smart commercial buildings and spaces. Jeff also serves on the Board of 1871, Chicago’s largest start-up incubator, and on the non-profit Boards of Aspire Chicago and Junior Achievement.

Before joining IDEAL Industries in 2017, Jeff completed a 16-year career with Motorola, most recently as Corporate Vice President and General Manager of Operations in North America for Motorola Mobility, LLC.

Jeff graduated with a B.S. degree from Miami University and later earned his MBA from The Ohio State University.



Lou Ferraro
Chief Financial Officer

PRIOR AFFILIATIONS



Lou Ferraro serves as Chief Financial Officer (CFO) at Synchronoss. Previously Lou served as the company’s EVP of Financial Operations and CHRO.

Prior to joining Synchronoss, Lou worked as a business consultant for the Populus Group supporting Comcast Corporation. From 2014 to 2016, Lou was the COO/CFO of BrandYourself.com Inc. where he led the finance and operations team during a period of intense growth. From 2010 to 2014, Lou served as CFO of AWI/iMobile as well as CEO for the Magicpins.com business unit. From 2008 to 2010, Lou served as CFO of Vitaltrax.com.

From 2004 to 2008, Lou was an SVP for IDT where he founded TuYo Mobile, a wireless MVNO. From 1991 to 2004, Lou worked for AT&T Mobility. Prior to that, he held various finance and operations positions at Verizon Wireless.

Lou graduated with a B.S. degree from Montclair State University and earned his CPA in NJ.



The Synchronoss Cloud

Your World, Always with You.

Synchronoss creates innovative cloud solutions that help our Global Service Providers connect, secure, and enrich the digital lives of their subscribers with trusted, seamless experiences – driving revenue growth and retention.

Synchronoss Today

Trusted Global Cloud Partnerships

NASDAQ SNCR

Headquarters
Bridgewater, NJ

~750 employees
~150 worldwide patents

Customers
10 Top Tier
Cloud Deployments

~50M

Photos
Processed Daily

11M+

Registered Cloud
Subscribers

400M+

Addressable Market
Of Subscribers

\$3B+

Cloud Revenue Generated
for our Partners

verizon



SoftBank



SIMPLE Mobile



proximus



Key Company Metrics

1%

Cloud Subscriber growth
year-over-year in Q3 2025

94%

Recurring Revenue
in Q3 2025

>90%

Vast majority of revenue
in long-term contracts

\$168MM - \$172MM¹

2025 Revenue guidance

\$50MM - \$53MM¹

2025 Adj. EBITDA guidance

¹ Guidance as of November 2025



Pure-play Cloud Business

- Higher subscriber revenues delivered YoY GAAP revenue growth in 2024**
- SaaS-driven model and incremental subscriber growth expected to drive 78%+ gross margins and free cash flow
- Verizon contract extension through 2030
- AT&T 3-year Contract Extension
- SoftBank 5-year agreement
- SFR 3- year Contract Extension

**Pro forma Cloud GAAP Revenue Growth

Commercial foundation anchored by Tier One global customers:

verizon^v



SoftBank



Privacy, Secured.

Synchronoss Personal Cloud is built on a foundation of trust, offering robust security backed by industry-recognized certifications. Our solution meets stringent global standards, including information security management, operational security, and data integrity to protect personal data and privacy.

Certifications & Trust



SOC 2 Type II: Rigorous controls & incident response

ISO 27001: Comprehensive security policies

TRUSTe: Certified privacy & accountability

Data Privacy Framework: Secure, compliant global data transfers

Pillars of Information Security

- 1. Governance & Compliance**
Strategic risk management, ongoing audits, and regulatory alignment (GDPR, CCPA, SOX)
- 2. Data Privacy**
Global privacy support, automated rights management, and strong technical safeguards
- 3. Product & App Security**
Secure software lifecycle - threat modeling, vulnerability scanning, and regular penetration testing
- 4. Security Operations**
24/7 global SOC, proactive threat detection, automated incident response, and continuous improvement

LEARN MORE

[Synchronoss.com/cloud-security/](https://synchronoss.com/cloud-security/)

Key Benefits

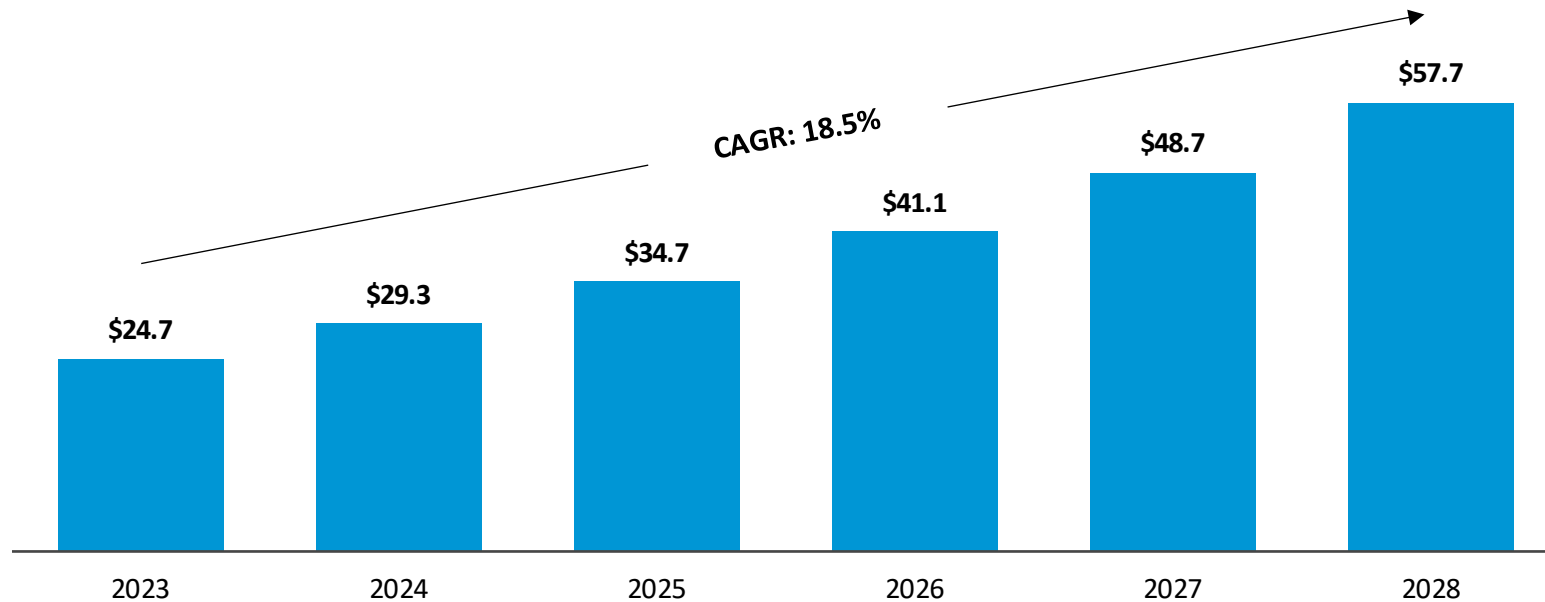
- End-to-end protection, from code to cloud
- Compliance with the world's strictest standards
- Trusted by global carriers
- Expert team and always-on security operations

Experience security, transparency, and peace of mind with Synchronoss.

Personal Cloud Storage is a Large and Growing Market

Personal Cloud Market Growth⁽¹⁾

(\$ in Billions)



Key Drivers



Increased demand for data storage



High demand for cloud accessibility across devices



Limited storage capacity of secondary storage devices and accidental data loss



Increasing volume of digital content



Growing BYOD and mobile workforce trends



86%⁽²⁾

Would pay to recover lost data

71%⁽³⁾

Leave some data unprotected

66%⁽⁴⁾

Are not subscribed to cloud services

55%⁽⁵⁾

Use three or more cloud services

27%⁽⁶⁾

Do not backup their phones

Sources: (1) Markets and Markets. (2) Corus Research (based on study sample size). (3) ADL Research & Analysis and Asurant & SNCR Research Study (based on study sample size). (4) Forbes, 'The Digital Subscriptions Americans Are Most And Least Likely to Cut In 2023' (based on study sample size). (5) GoodFirm, 'Usage & Trends of Personal Cloud Storage 2023' (based on study sample size). (6) Altman Solon (based on study sample size).



あんしんデータボックス

Anshin Data Box

Launched November 1, 2023

Growth Opportunity Across SoftBank Brands

Japan Market



207M+

Mobile
Subscribers

CEIC Data, Dec 2022

Mobile Connectivity

SoftBank

Y!mobile

LINEMO

50M+

Smartphone
Subscribers

Softbank News, Nov 2023

Messaging Strategy



90M+

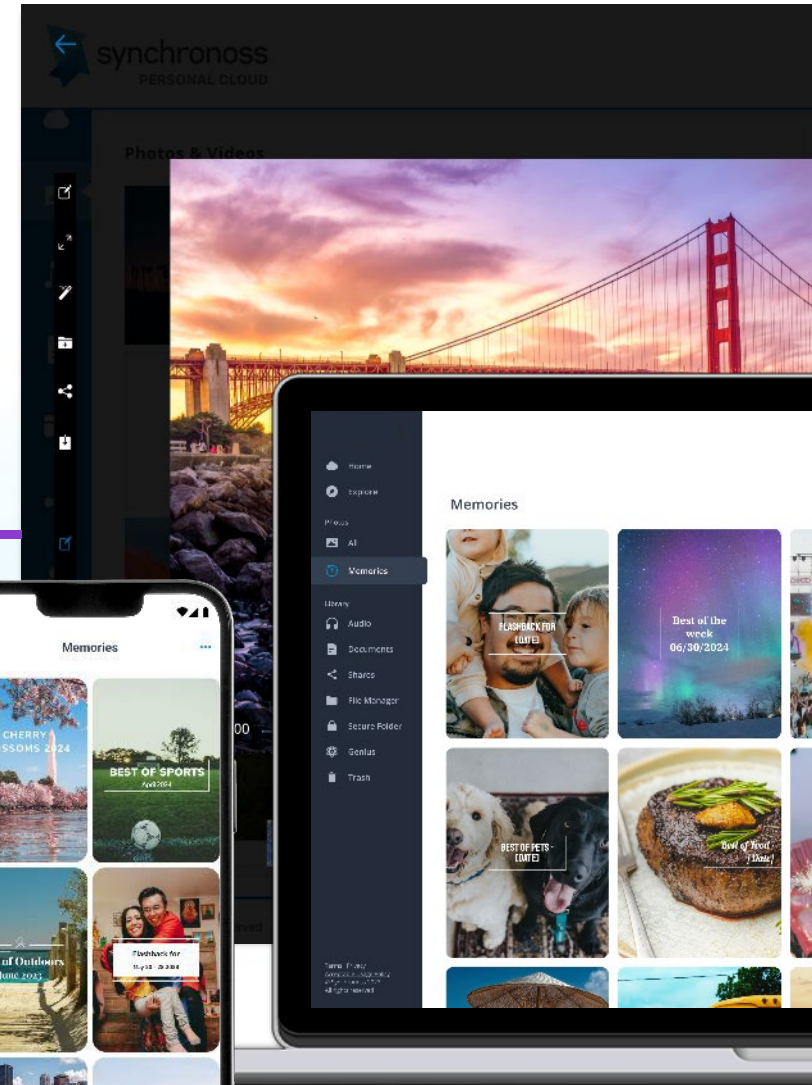
Messaging
Subscribers

Signhouse Statistics 2023



personal cloud

A smart and easy way to store, protect, organize, and share life's most precious memories – captured through photos, videos, contacts, music, and more.



Access Anywhere

- Android
- iOS
- Mac
- Web
- Windows PC

Data & Privacy

- Back-up & Restore
- Private Folder
- Threat Detection
- Advanced Monitoring
- Encryption (At-Rest and In-Transit)

Organize & Search

- Collections
- Smart Tags, now with Location
- Enhanced Search
- Content Cleanup
- Space Saver

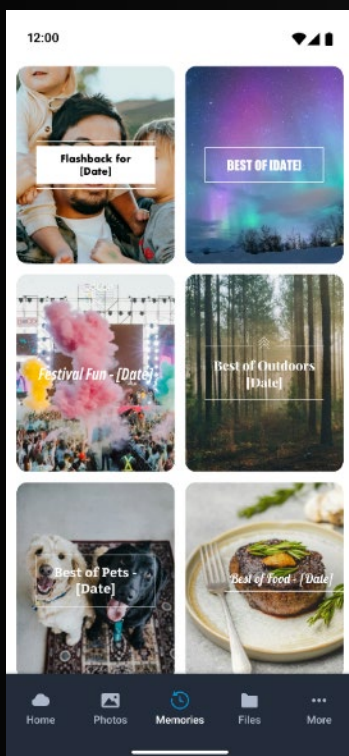
Enjoy & Share

- Smart, Curated Memories
- Genius AI Photo Editor
- Shared Storage
- Slideshows
- Shared Albums

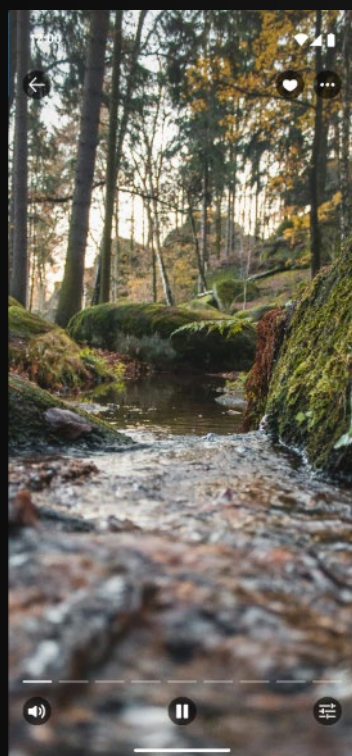


Memories

Personalized Memories, Stylized Moments, New Recipes, and more.



Memories UI



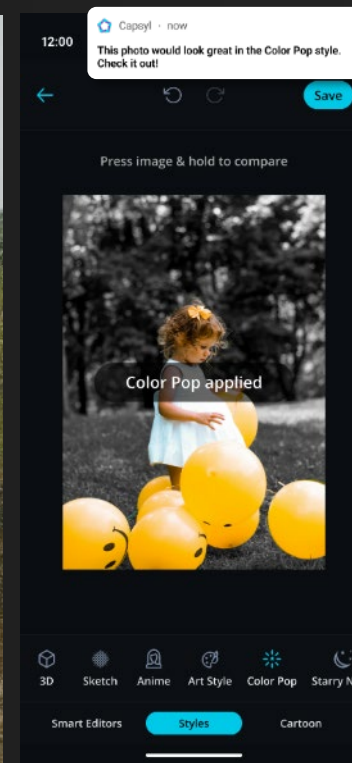
Slideshow with Background Music



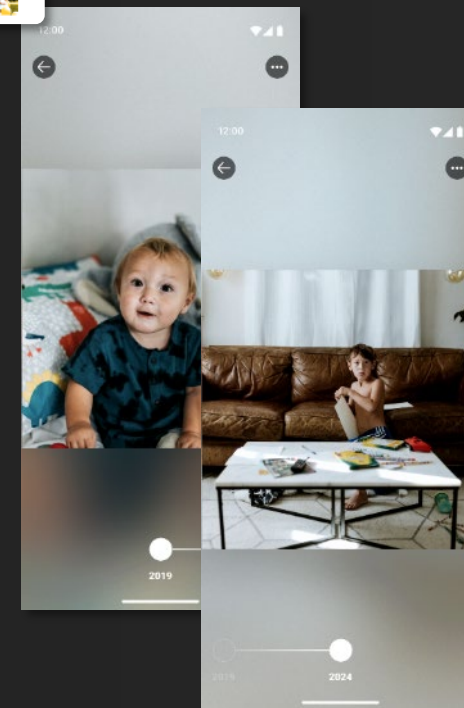
Moment in Time (MIT)



Trip Highlight



Stylized Moment

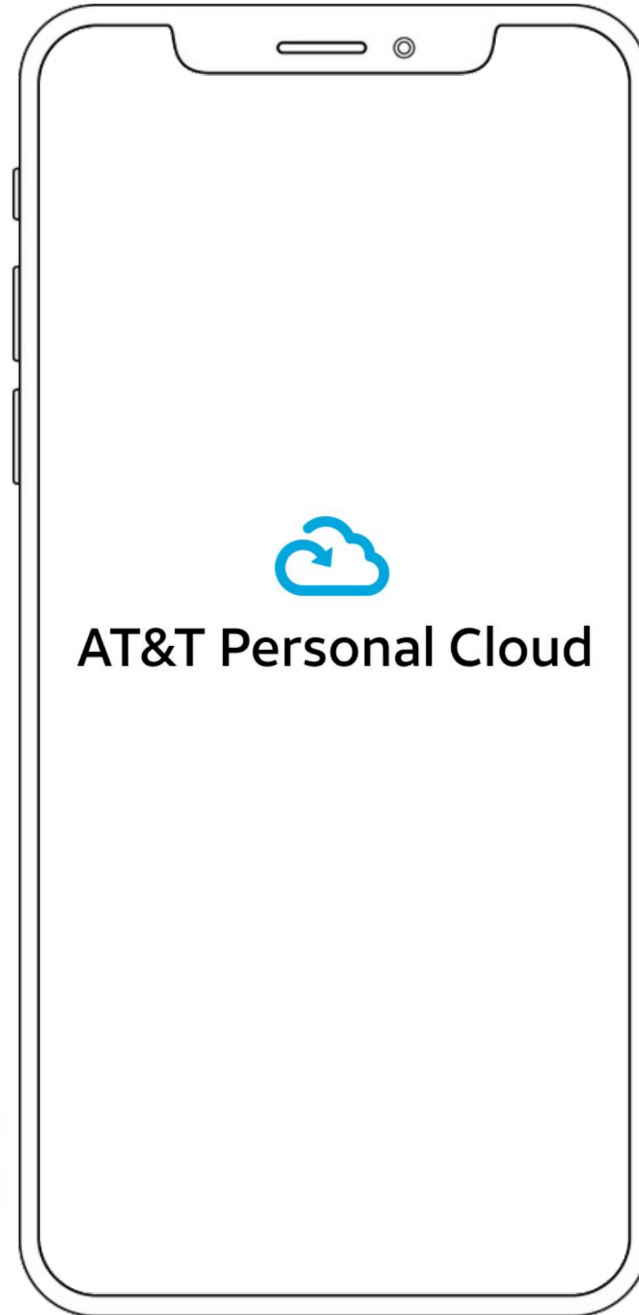


Then and Now



AT&T CLOUD

Tier 1 Consumer Experience





Turn Ordinary Into Extraordinary with Genius AI

AI-powered Genius provides all the touchup tools you will need. From image enhancements and the photo colorizer, to repair and face optimization. Think of Genius as a smart editor for your photos.



ANIME

Cloud Sales Channel Landscape

RETAIL

CORE & INDIRECT

Appointment Setting/BOPIS

Signage & Takeaways

Assisted Sales & Setup

HOME

ROUTER

OOBE

5G Home Act.

TECHNICIANS

Upsell

Survey Coupon

MAIL

Bill Inserts

Prints Sample

CARE

SUPPORT

Save Deals

Upsell

Training

CHATBOT

Live Chat

Onboarding

Upsell

DIGITAL

.COM

Deals Page

Web Page

Buy Flow

MVA Dashboard

Confirmation Page

Loyalty Promos

MY ACCOUNT

Deals Page

Web Page

Buy Flow

MVA Dashboard

Confirmation Page

Loyalty Promos

Push Notifications

SMS/EMAIL

Upgrade Promo

Order Conf.

Order Status

Offer Eligibility & Entitlement

Offer Promo

VAS APP

Digital Secure

Call Filter

Tech Coach

Smart Family

Travel Pass

Loyalty Promos

Push Notifications

APP

NOTIFICATIONS

In-App Push

Notifications

Data Permissions

MARKETING

App Page

App Store SEM

Sponsored Ads

Promo Codes GC

Beachfront Prop

MONETIZATION

Paywalls

Subscriptions

Print Store

Unlock Premium

ONBOARDING

OOBE

Browser Exts.

Offers

Financials

Q3 2025 Financial Highlights

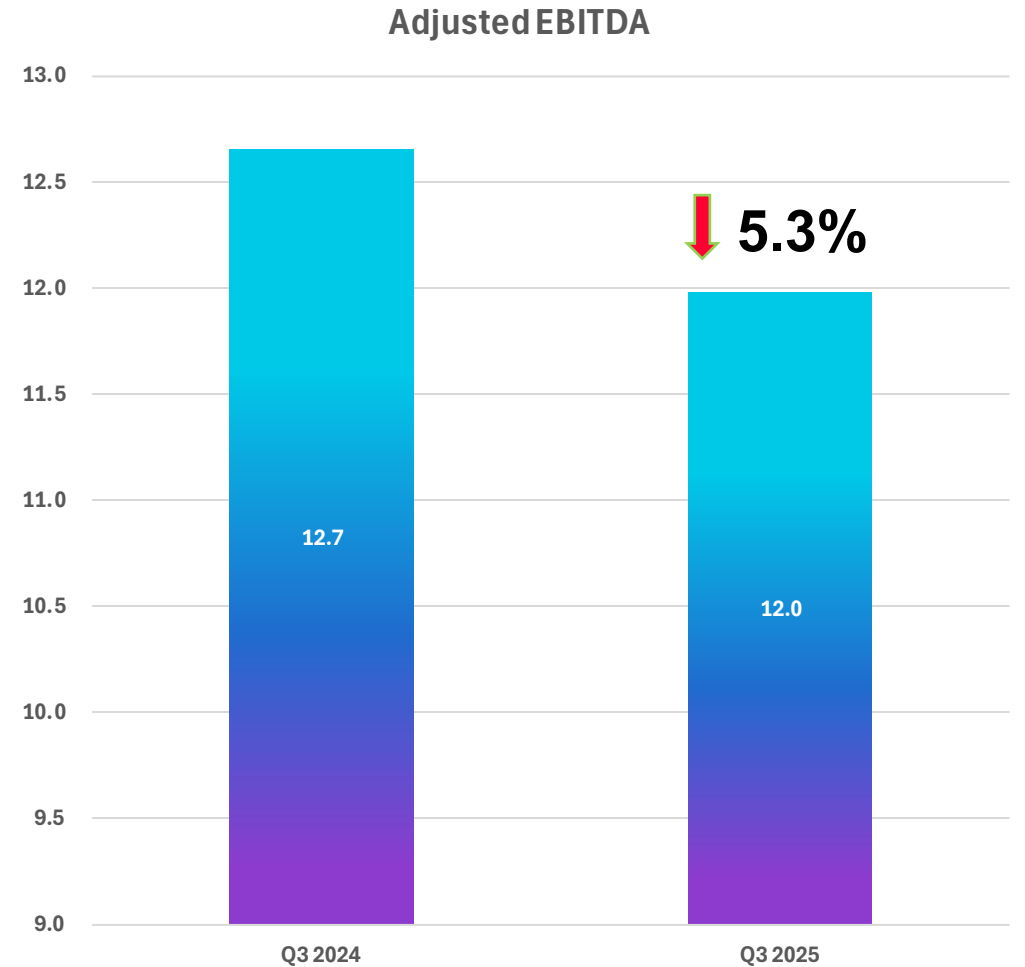
94%

Recurring revenue profile

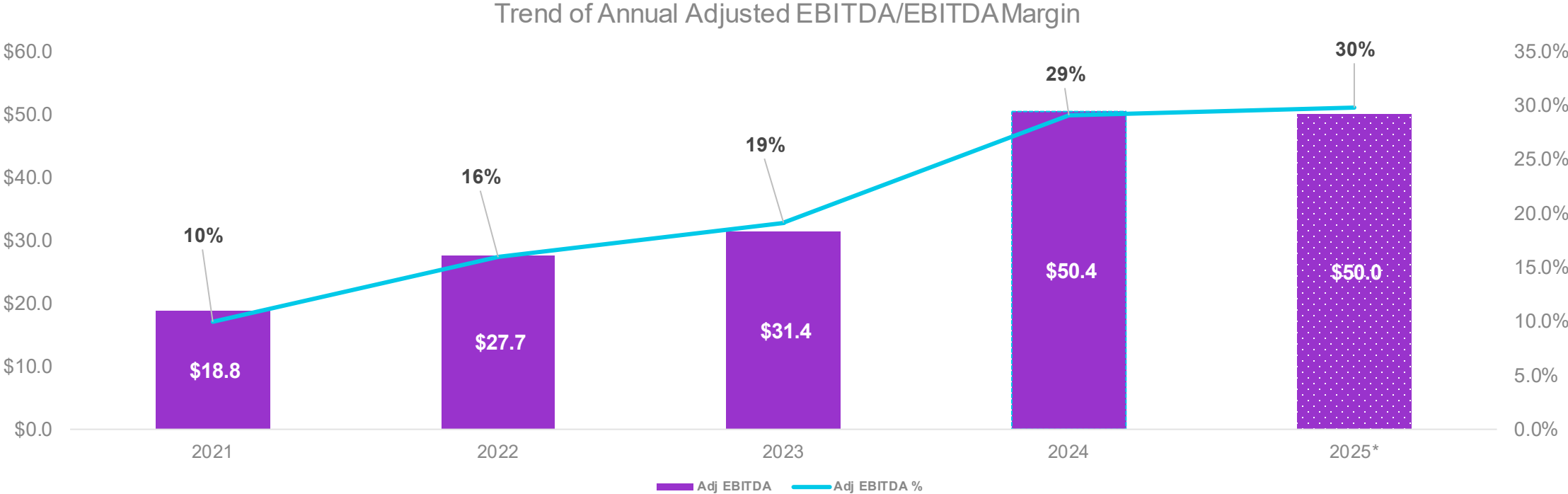
29%

Adjusted EBITDA Margin
\$12.0M

- Announced 1% year-over-year Cloud subscriber growth for the third quarter of 2025
- Revenue decreased (2.2%) to \$42.0M YoY due to the expiration of a customer contract in December 2024 partially offset by cloud subscriber growth
- GAAP Gross Margin achieved is 69.4%; Adjusted Gross Margin consistent at 79.5%
- Adjusted EBITDA decreased (5.3%) to \$12.0 Million
- Year-Over-Year, Net income improved \$11.5M: as a result of \$6.0M non-cash foreign exchange gains primarily due to revaluations of intercompany payables and receivables, and \$5.4M from IRS tax refund



Adjusted EBITDA Growth Set to Continue



* Based Low End of Guidance

- **Key drivers:** the shift to high-margin Cloud; a hosting transfer from physical data centers to 3rd party hosting; and expense savings of ~\$40+ million achieved between 2022 and 2024
- **Future Adjusted EBITDA growth:** expected to be driven by incremental subscriber growth; and cost optimization efforts completed in Q4 2024

2025 Financial Guidance⁽¹⁾

(\$M)	Low	High	Management Commentary
GAAP Revenue⁽²⁾	\$168.0	\$172.0	<ul style="list-style-type: none"> • Cloud business is expected to produce strong revenue growth, adjusted gross margins of between 78-80%, and adjusted EBITDA margins of at least 30% in 2025. • Firmly positioned to achieve Rule of 30 status in 2025 and on the path to Rule of 40 in the coming years. • Targeting material cash flows, to enable further improvement to capital structure over time.
Adjusted EBITDA	\$50.0	\$53.0	
Free Cash Flow	\$6.0	\$10.0	<ul style="list-style-type: none"> • We are updating our free cash flow to range between \$6M-\$10M.

- We expect to sign one new customer in 2025 and another in 2026
- Projecting continued improvement in adjusted EBITDA performance
- IRS Tax Refund was fully received in Q3 2025

Pure-Play Cloud Business with Attractive Projected Financial and Operating Metrics

\$ (M)	2024(A)	2025(E)	2-3 Year Targets ²
GAAP Revenue	\$173.6	\$168-\$172	improved growth
Recurring revenue %	91%	90%+	90%+
Adjusted Gross Margin %³	78%	78%-80%	78%-80%
Adjusted EBITDA Margin %⁴	29%	30%+	30%+
Free Cash Flow	\$13.4	\$6-\$10	Positive

Note: Adjusted Gross Margin and Adjusted EBITDA Margin are Non-GAAP measures.

² Growth projections based on Pro Forma Cloud business.

³ Refer to Appendix 1 for Adjusted Gross Margin calculations.

⁴ Refer to Appendix 2 for Adjusted EBITDA Margin calculations.

Growth & Innovation

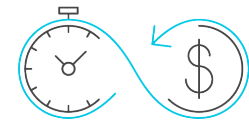
Synchronoss continues to deliver innovation, trust, and seamless experiences to our partners and their subscribers



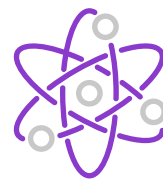
Extended Commercial Agreements in US, Europe & Asia



Milestone of over 11 Million Subscribers



Strengthened balance sheet by Recapitalization effort completed April 2025



New AI-Driven Features with Genius



Recognized as a leader in Cloud innovation by industry analysts

Thank You



27



10



0:08



0:21

