

# Annual General Meeting & General Meeting of Depository Receipt Holders

June 6th 2024, Amsterdam, The Netherlands




# Introductions

## Management Board



**Michiel Langezaal**  
CEO & Founder



**Victor van Dijk**  
CFO


## Supervisory Board



**Liselotte Kooi**  
Chair



**Bart Lubbers**  
Member & Founder



**Nancy Kabalt**  
Member



**Jérôme Janssen**  
Member

## FAST Board



**Maaïke Veen**  
Chair

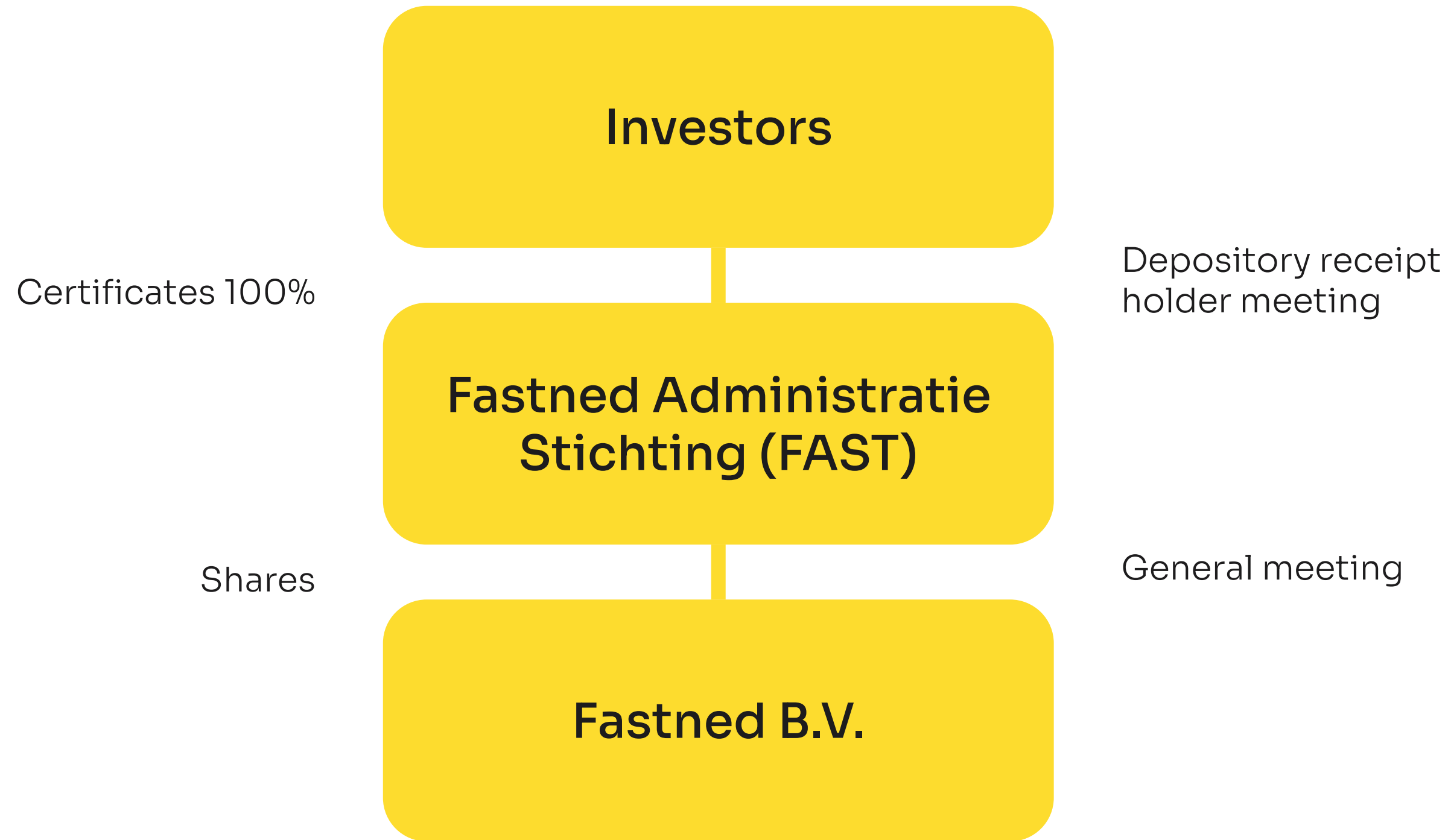


**Henk Pals**  
Secretary



**Michiel Weghs**  
Member

# Structure



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# AGM 2024 agenda

## Welcome by Liselotte Kooi

### DR Holder Meeting

1. Opening
2. Report of activities 2023 and update 2024
3. Questions
4. Proposal for granting discharge of the FAST board members - for approval by DR Holders
5. Proposal for remuneration FAST board members - for approval by DR Holders
6. Questions and remarks that are related to the General Meeting and the voting of FAST during the General Meeting
7. Closing

## Short break

### General Meeting

1. Opening
2. Annual report 2023
  - a. Management report
  - b. Supervisory Board report
  - c. Remuneration policy - for approval by FAST
3. Questions
4. Auditor's notes on the 2023 figures and adoption of the financial statements 2023 - for approval by FAST
5. Explanatory notes on the Dividend Policy and distribution - for approval by FAST
6. Discharge
  - a. Proposal for granting discharge of the Management Board - for approval by FAST
  - b. Proposal for granting discharge of the Supervisory Board Members - for approval by FAST
7. Appointment of external auditor BDO for 2025 - for approval by FAST
8. Proposal to designate the Management Board as the competent body to issue shares and rights to subscribe for shares up to 20% of the issued capital - for approval by FAST
9. Amended articles of association relating to BCorp certification - for approval by FAST
10. Questions
11. Closing

### Deep dive on our progression

1. Winning tenders: Deutschlandnetz in Germany - Caro de Brouwer
2. The Fastned App: introducing the e-inclusion - Robin Wouters
3. Questions

# DR Holder meeting agenda

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# FAST Board Members



**Henk Pals**  
Secretary



**Maaïke Veen**  
Chair



**Michiel Weghs**  
Member

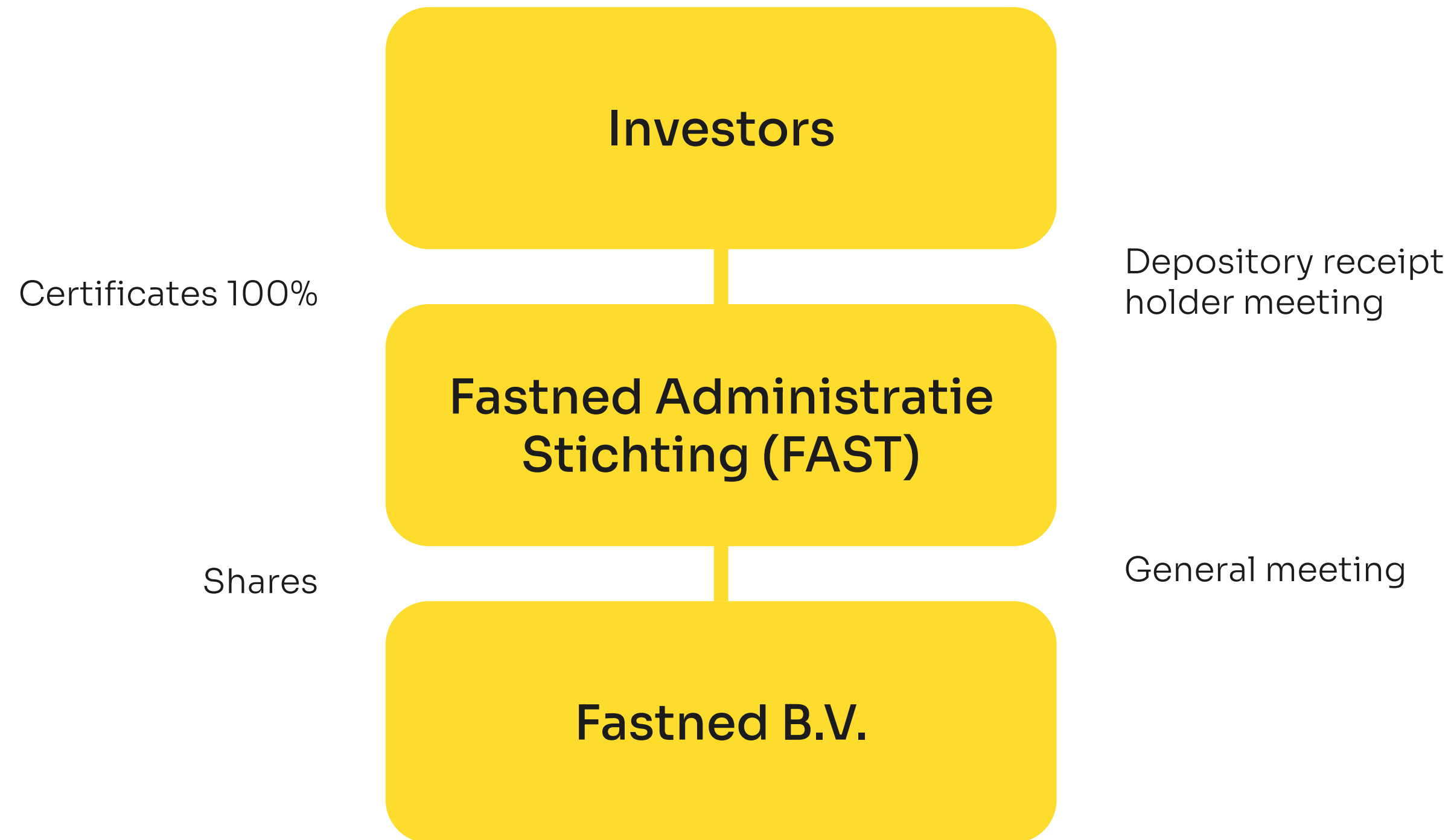
**General Meeting**

**of Depository**

**Receipt Holders**



# FAST structure



# Report of activities – Tasks and Responsibilities

## Tasks and responsibilities of FAST

FAST assesses whether its decisions as shareholder are in line with Fastned's statutory goals, being:

- ☺ Realising the mission of Fastned
- ☺ Ensuring the continuity of Fastned
- ☺ Representing the interest of the depository receipt holders.



# Report of activities – decisions taken

- Discharge to each member of the FAST Board including resigned members in office during the financial year 2023
- Appointment of Michiel Weghs as a Member of the FAST Board
- Appointment of Henk Pals for a second term as FAST Board Member
- Adoption of the proposal that intends to align the remuneration of the FAST Board for the financial year 2023 in accordance with the responsibilities of the Supervisory Board

# Report of activities

- 👉 Fastned built more fast charging stations
- 👉 Upgraded existing stations with faster chargers
- 👉 Delivered more renewable electricity to more customers, acquired locations to build new stations
- 👉 Hired talented new people to accelerate the transition to electric mobility

More details can be found in the published Fast Board report 2023.



**Report of the FAST Board**  
2023



# DR Holder meeting agenda

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2. Report of activities 2023 and update 2024
3. **Questions**
4. **Proposal for granting discharge of the FAST board members – for approval by DR Holders**
5. **Proposal for remuneration FAST board members – for approval by DR Holders**
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7. **Closing**

# DR Holder voting results

	Agenda item	For	Against	Abstained
4	<b>Proposal for granting discharge of the FAST board members - for approval by DR Holders</b>	12,521,031	23,763	3,093

**Questions?**

**BREAK**



**General**

**Meeting**



## General Meeting of Shareholders

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# Management report

**Michiel**  
CEO & Founder

**Victor**  
CFO



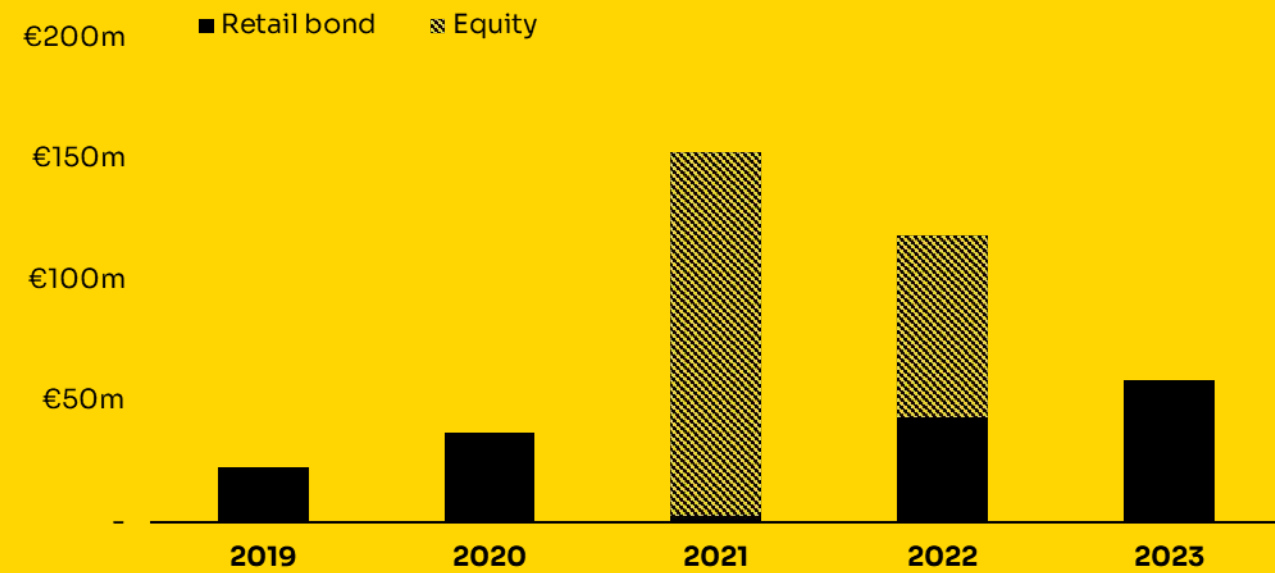
# At listing in 2019, Fastned set ambitious targets for the future

- 1 Raise funding from the bond and equity markets, utilising Euronext listing
- 2 Become a European leader in fast charging
- 3 Expand into key target markets – UK, Germany, Belgium, France and Switzerland
- 4 Become profitable

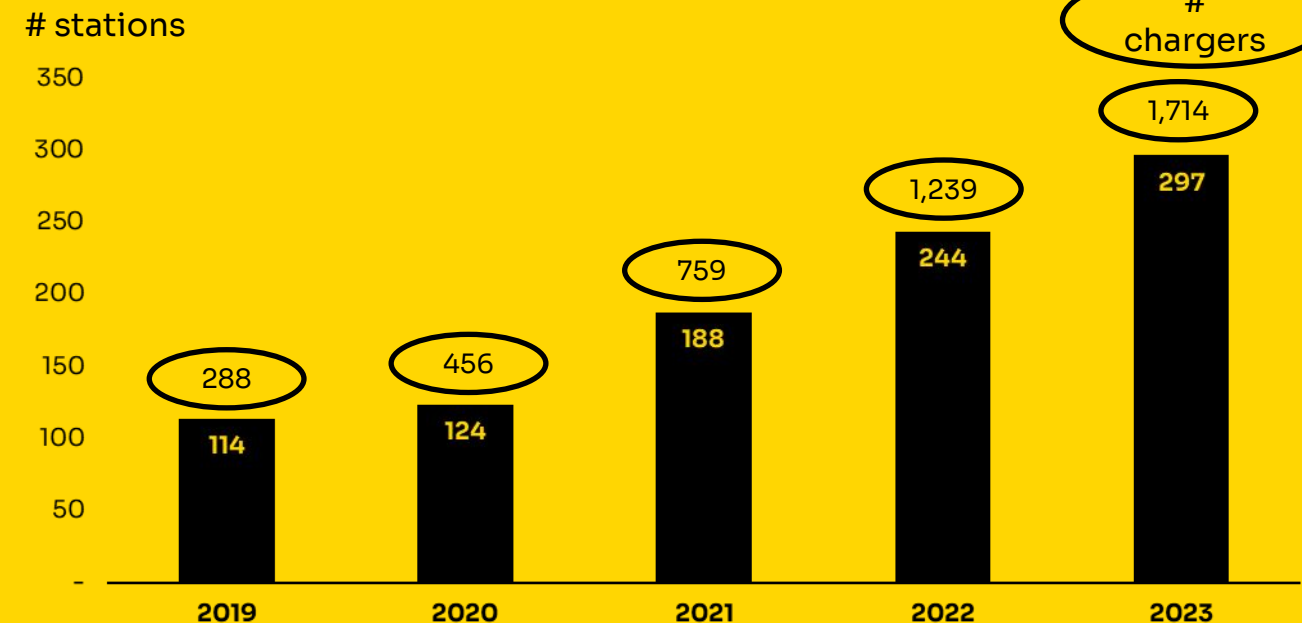


# Since 2019, Fastned has delivered on its growth ambitions

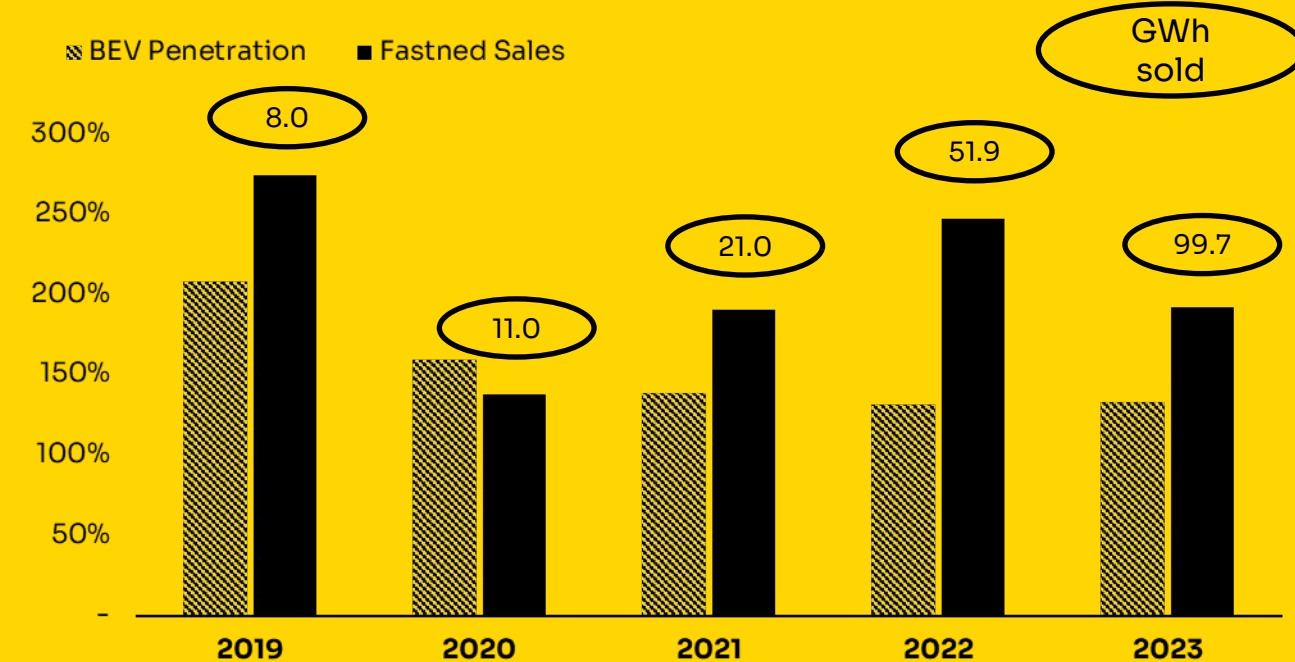
## 1 Funding raised



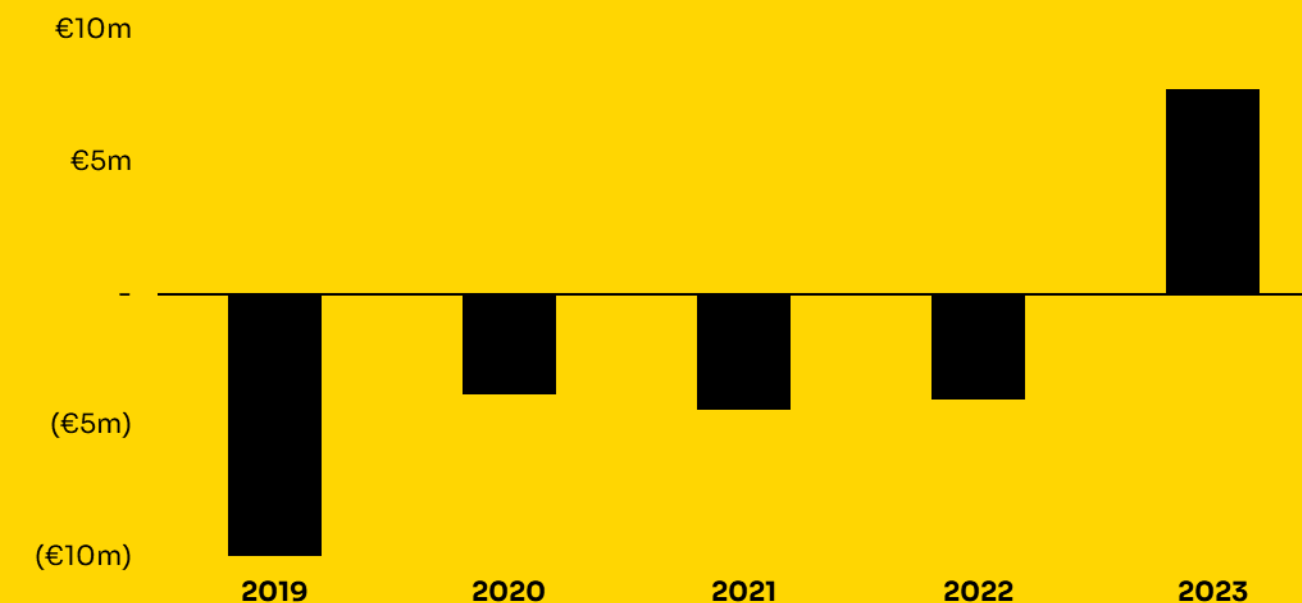
## 2 Operational stations & chargers



## 3 Year-on-year growth per period



## 4 Underlying company EBITDA



✓ Raised funding from both public & private, debt & equity markets

✓ Grew our network using funds raised

✓ Now established as No. 2 charging company in Europe<sup>1</sup>

✓ Consistently outgrew BEV penetration

✓ Achieved company-level positive EBITDA while expanding

1) Source: ChargeRadar data. Based on total number of charging sessions in 2023 in Netherlands, Germany, Belgium, France, UK and Switzerland

# Long term BEV growth drivers in place

1 **Governments incentives - due to CO2 reduction targets**

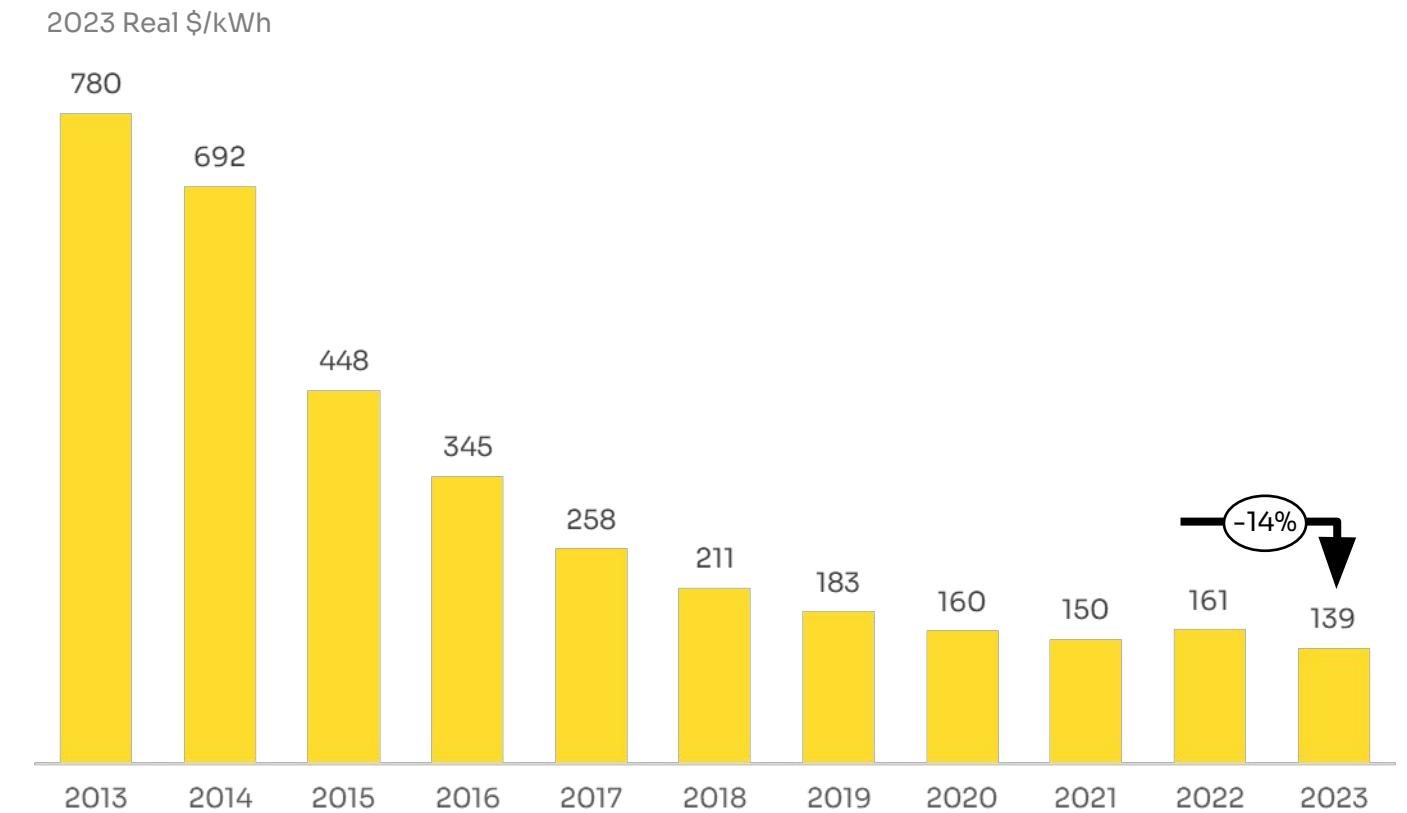
2 **Increasing supply of BEVs**

3 **Battery technology advancements**

4 **Growing consumer preference**

5 **Increasing charging speeds & better infrastructure**

Battery prices are continuing to fall following transitory price increase in 2022<sup>1</sup>...



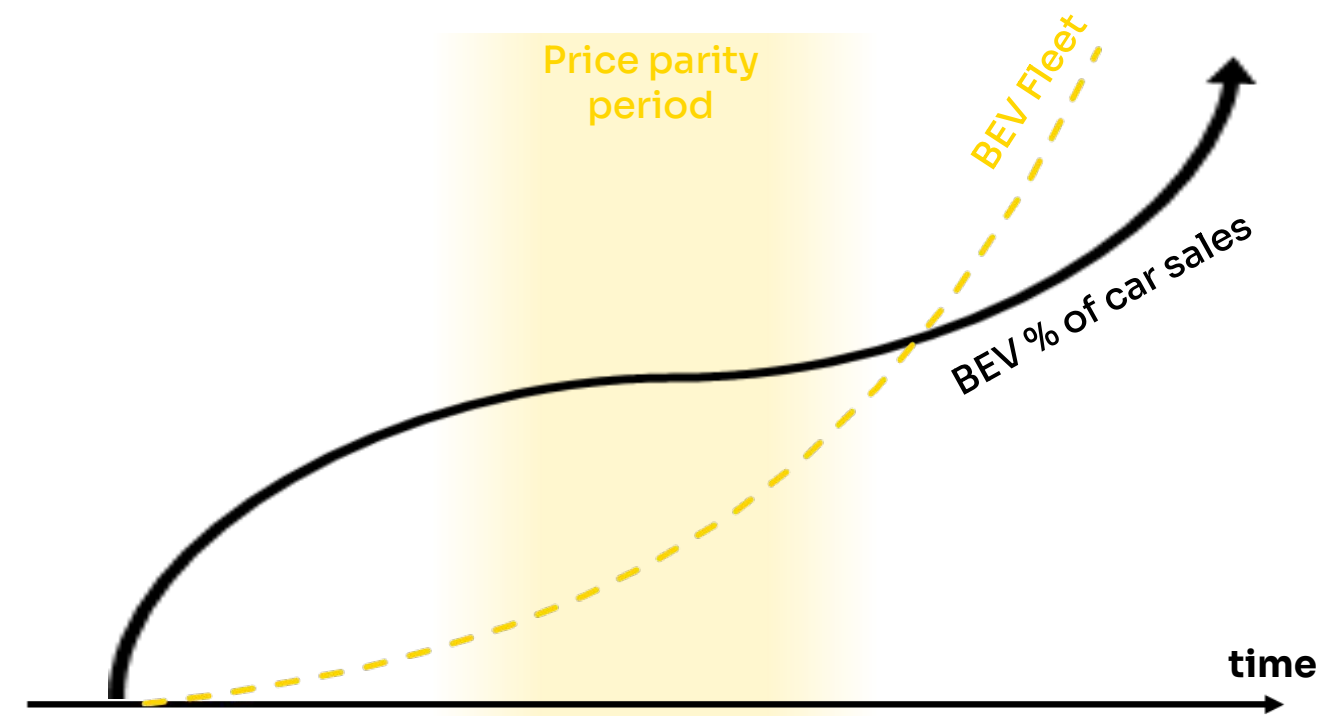
... with continued price reduction expected in 2024



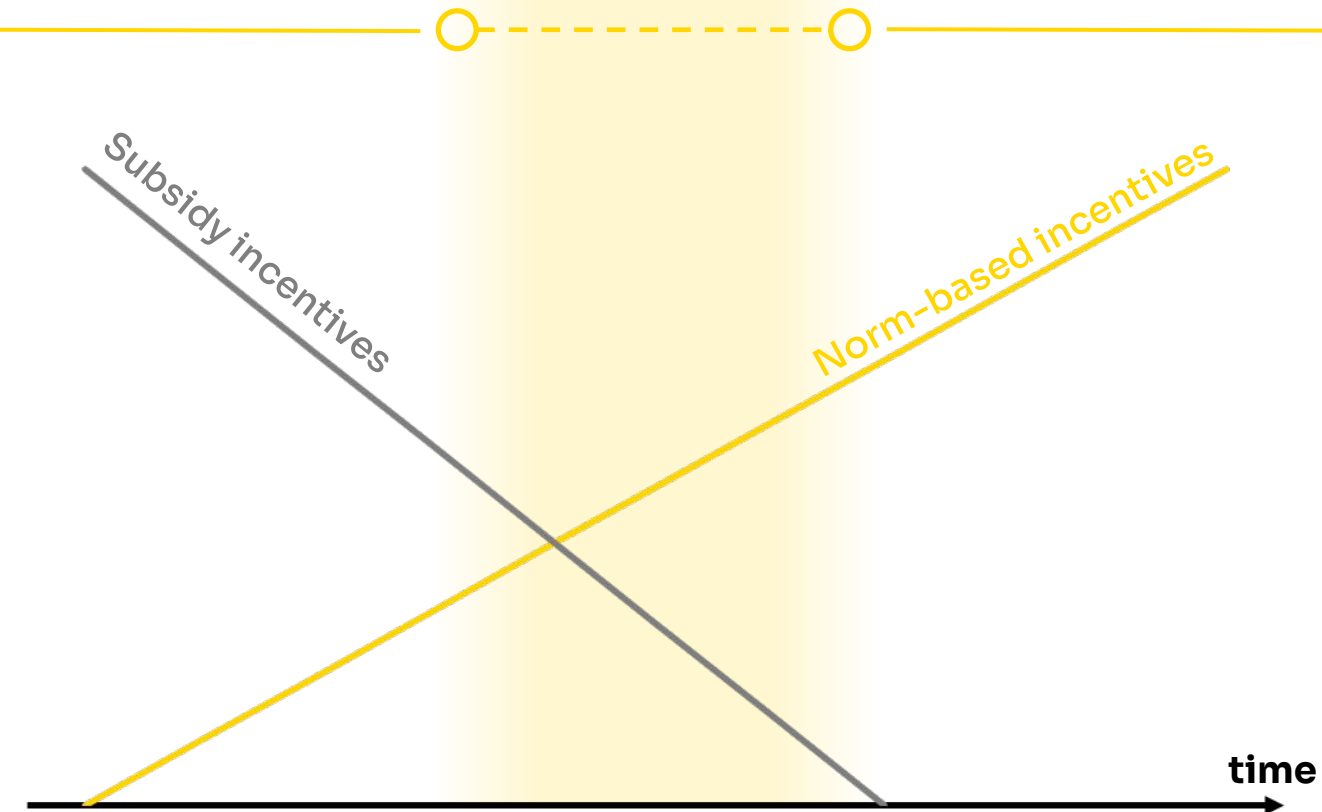
# The twilight zone – in the price parity period



Tesla Model Y ~€45,000



Renault 5 ~€25,000



# We have built the best charging concept in the market

## 1 High traffic location strategy



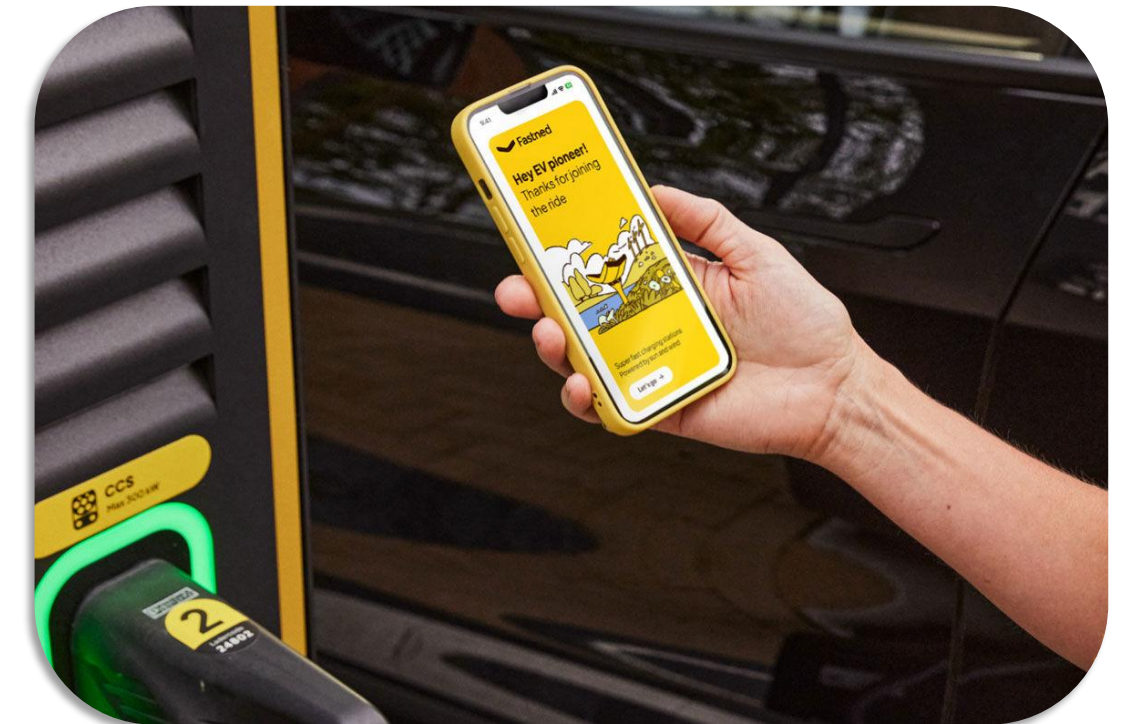
High traffic business case supports the necessary investment to realise best charging concept



## 2 Vertically integrated business model



## 3 Best customer experience



**99.9%**  
station uptime

**Google**  
**4.4/5**  
net promoter score

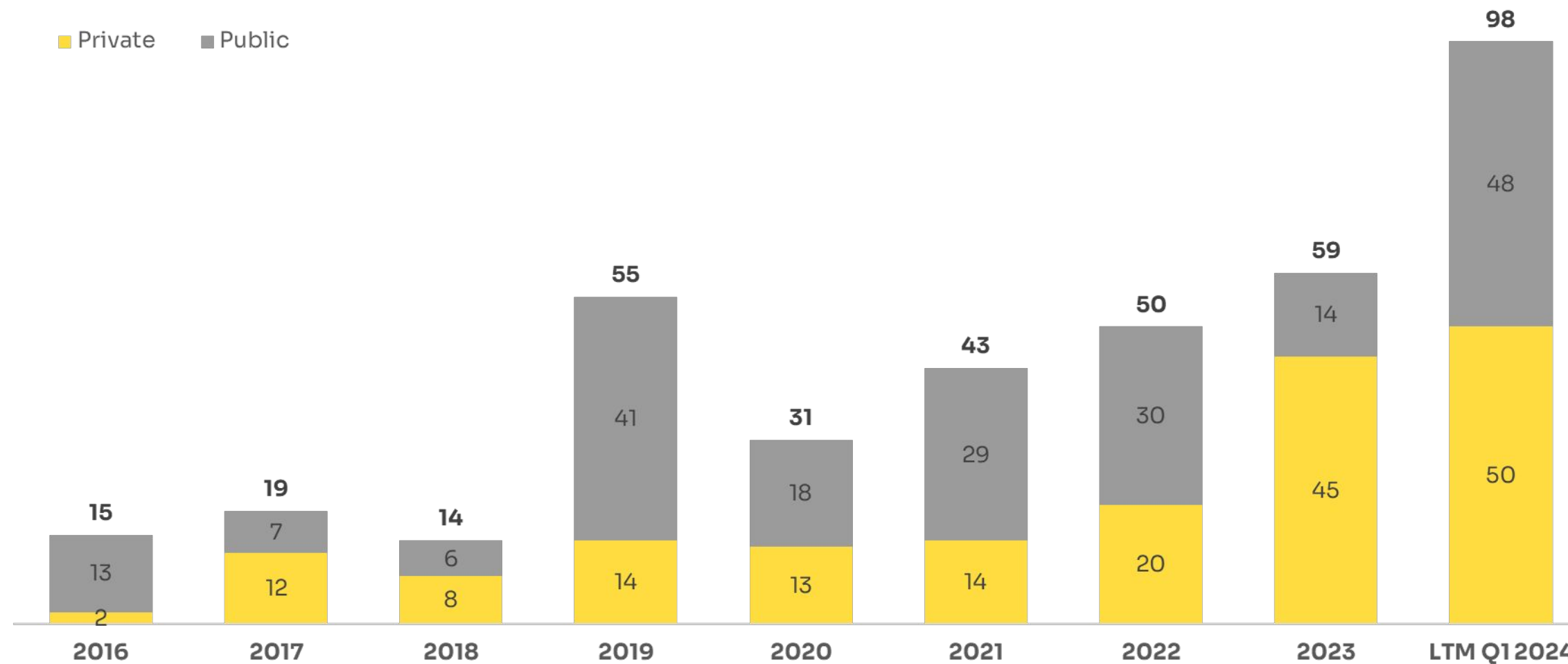
**zapmap**  
**#1**  
charging network

**Chargemap**  
**#1**  
charging network

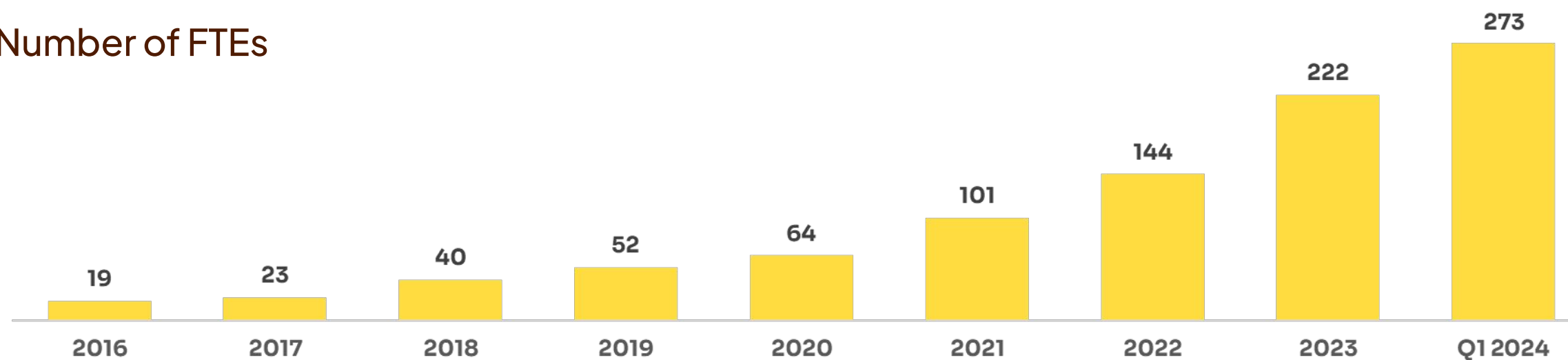


# Commercial locations are ramping up, diversifying station pipeline

Number of sites secured on private & public land<sup>1</sup>



Number of FTEs

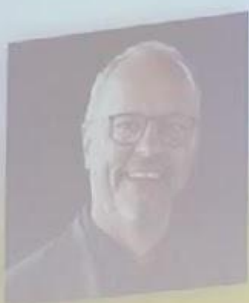


## Business case supports **rent parity with commercial tenants**

- A diversified location strategy across private and public land de-risks the growth trajectory in secured locations
- Expansion of FTE base in Network Development and Commercial teams to capitalise on emerging opportunities on private land
- Deal flow from public locations is more volatile being dependent on when high quality, long concession tenders come to market

1) LTM = last twelve months

# What does the future of car charging look like?



ROBERT LLEWELLYN



DIEGO PARESCHI  
ABB E-MOBILITY



ALEX PUKSO  
MOBILITY SERVICE



SHAREEN BODHA  
SHELL RECHARGE SOLUTIONS



MICHIEL LANGEZAAL  
FASTNED



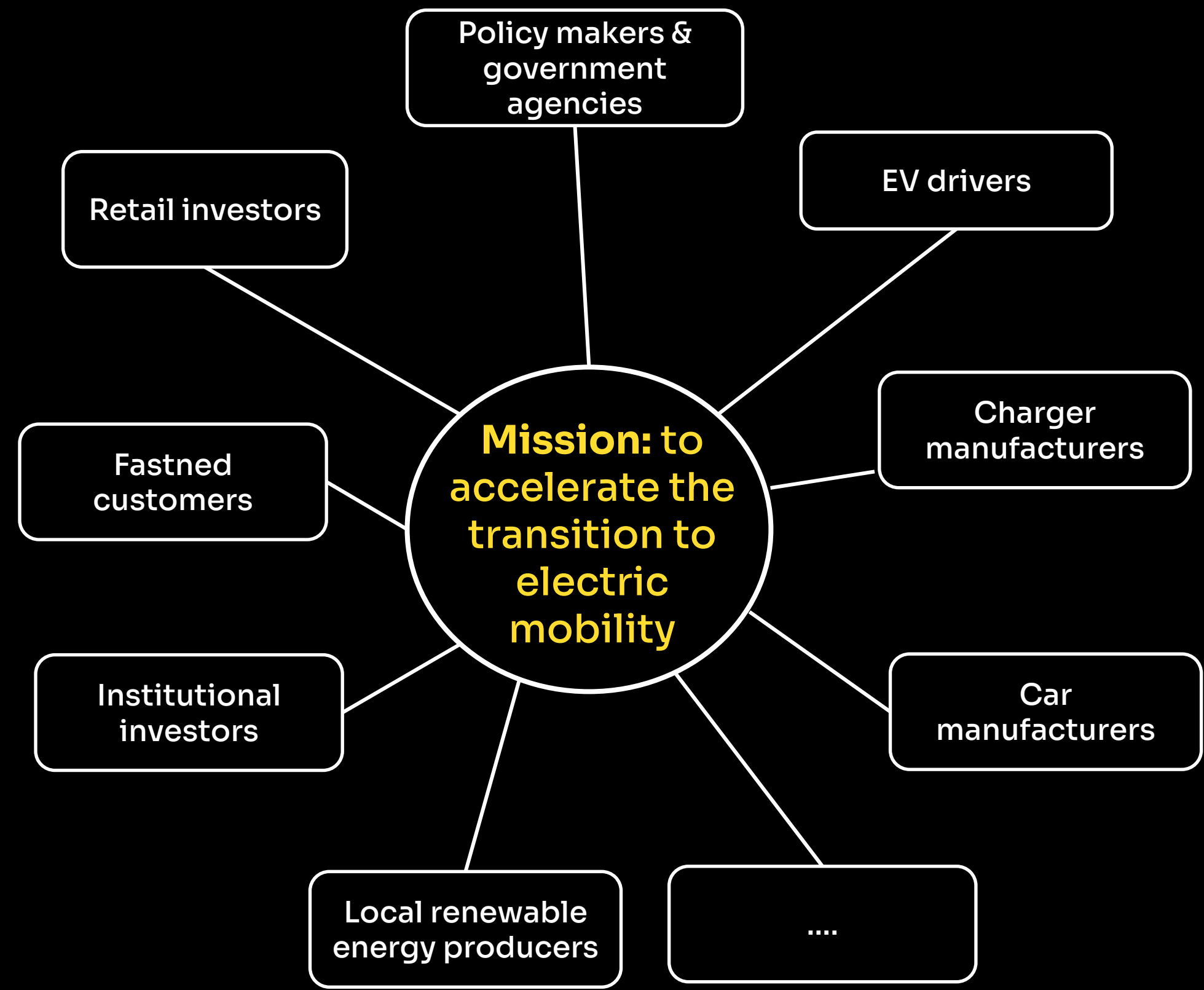
NILLES VERBRUGGEN  
PRODR TECHNOLOGY



GIGA THEATRE 14:30-15:00

FULL CHARGE

**We are the only charging company which has independently created a network to accelerate the BEV transition**





**Brecht shop opening (Belgium): realising the future of service areas in Europe**

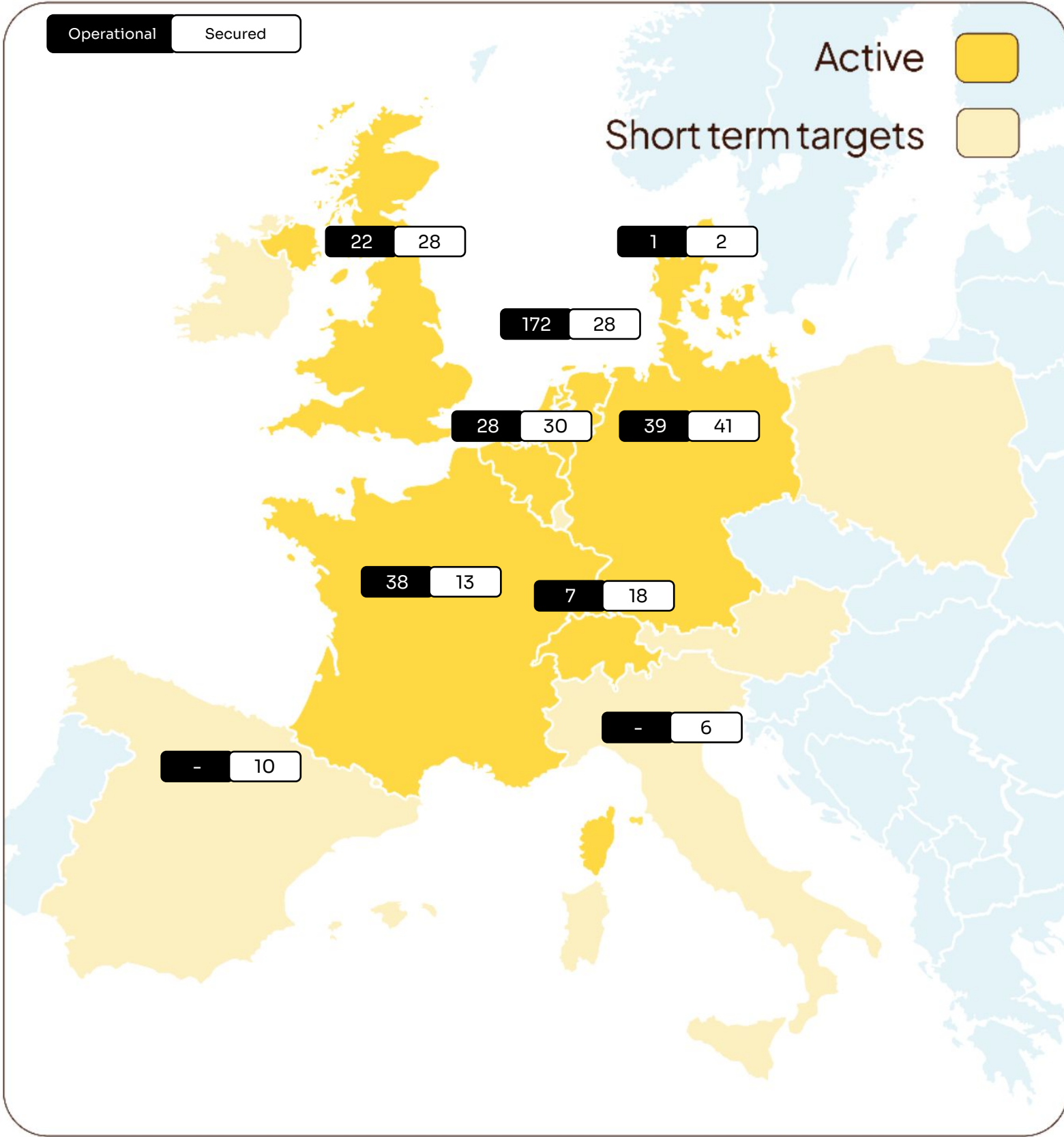
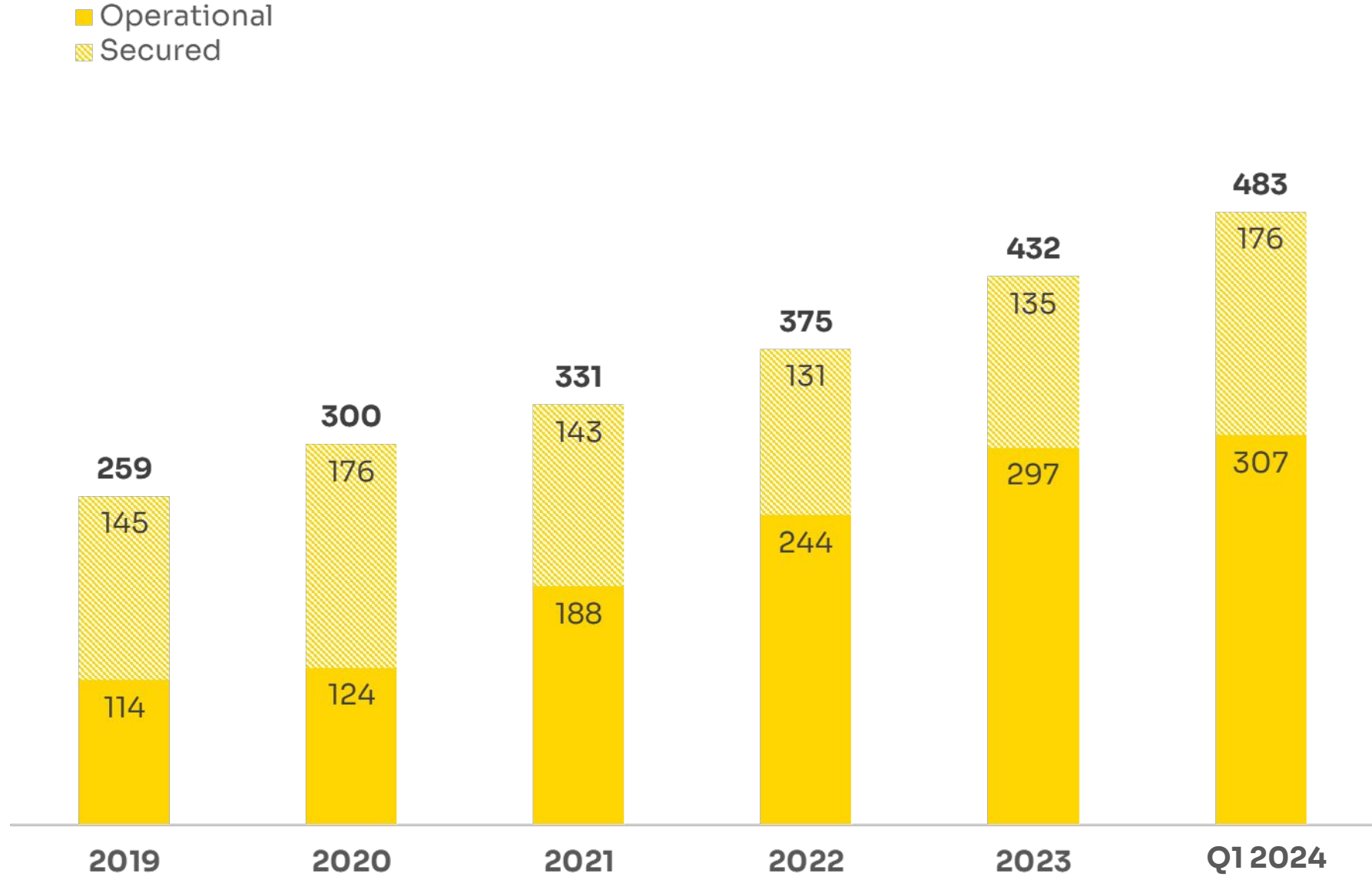


# Building a European leader in fast charging

**307** Stations in operation

**483** Total secured locations

## Historical station pipeline



**First Deutschlandnetz site opening: Duren (Germany)  
Daily Traffic ~ 30,000**



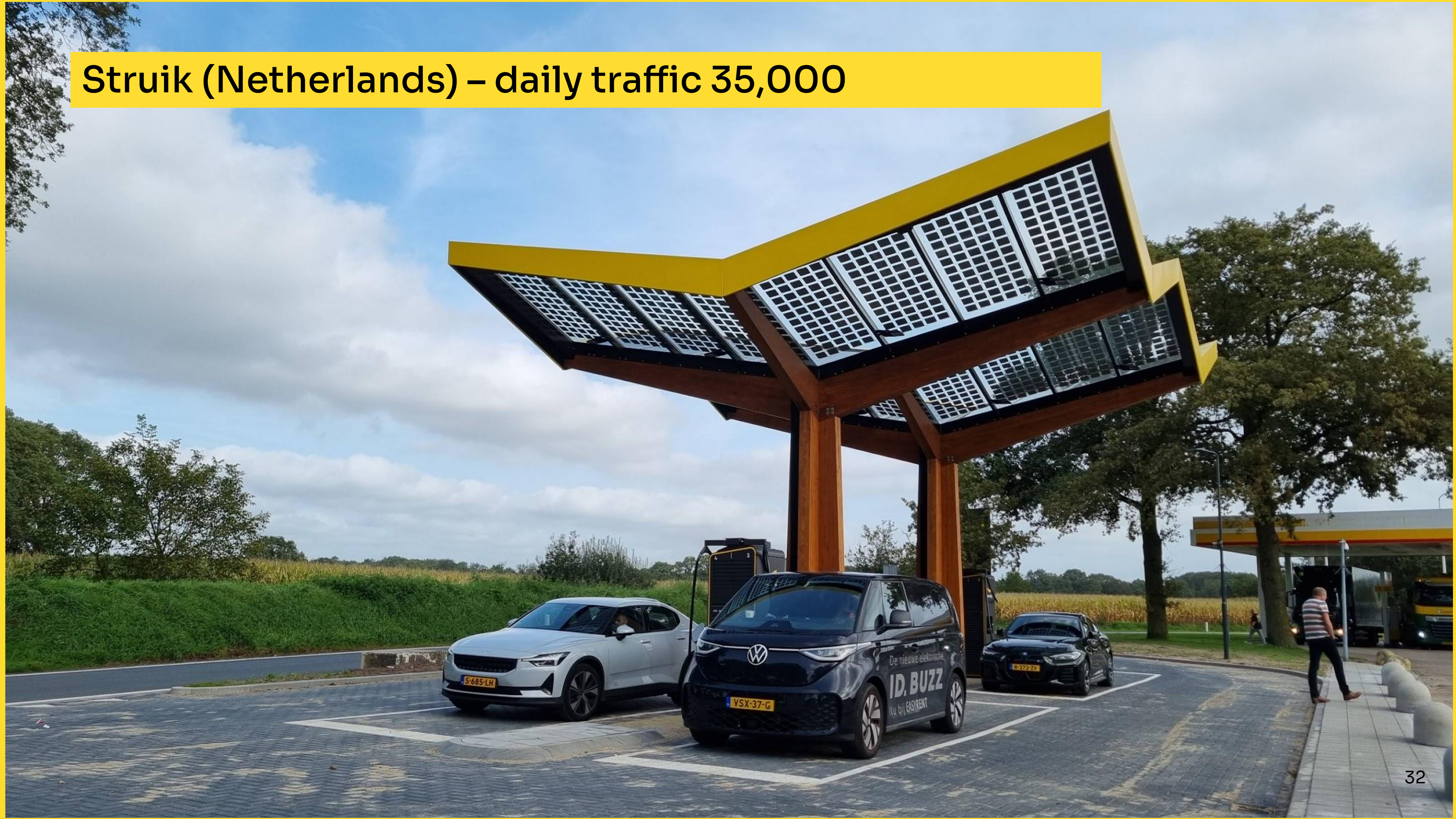
**Vielsalm Baraque de Fraiture (Belgium) -  
Daily traffic ~15,500**



**Carpool Kontich (Belgium) -daily traffic ~80,000**



# Struik (Netherlands) – daily traffic 35,000





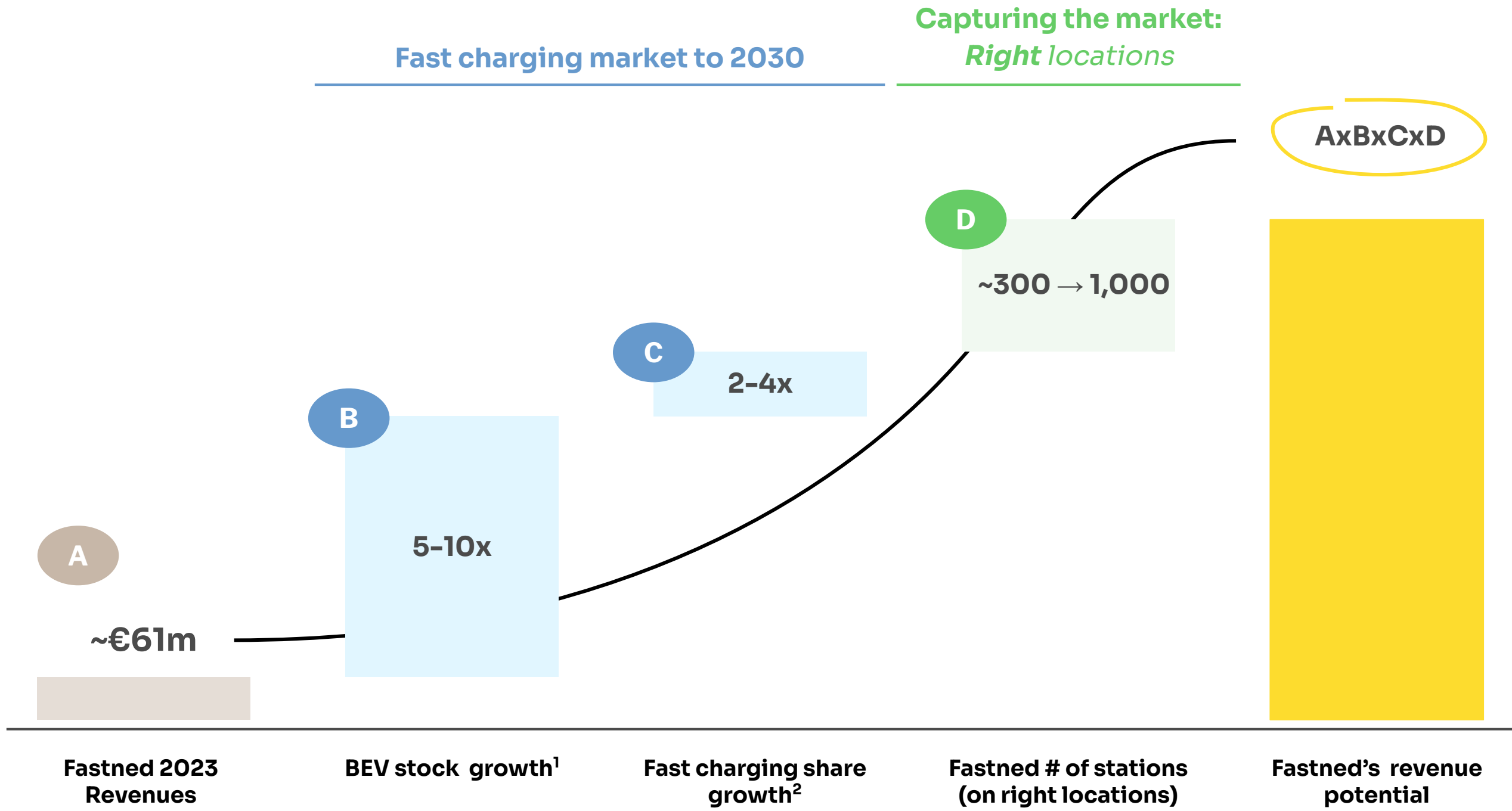
# Griffiths Way (United Kingdom) – daily traffic ~30,000



**Our talented people are the foundation of reaching results and milestones**



# Fastned revenue potential: BEV stock growth x fast charging growth x right location growth



- ▼ Fast charging demand accelerating
  - 5-10x more BEVs
  - 2-4x more fast charging
  
- ▼ High traffic locations are paramount to capture this market
  
- ▼ Fastned # locations to grow 3x+
  
- ▼ Revenue potential growing accordingly

1) Derived from Schmidt Automotive research forecasts, 2) derived from fast charge share projections by TNO, McKinsey, Boston Consulting Group and ChargeUp Europe

# Optimising station economics

€k	Average station Q4 2019	Average station Q1 2024	Average station 2030
1 BEV penetration	~0.9% <sup>1</sup>	~4.1% <sup>1</sup>	~20% <sup>1</sup>
2 Average MWh delivered (Annualised)	105 MWh	419 MWh	>2,000 MWh
Annualised revenue / station	€61k <sup>2</sup>	€252k <sup>2</sup>	>€1,000k <sup>2</sup>
3 Operational EBITDA (B)	20 (33%)	102 (41%)	>400 (40%)
4 Initial investment (A)	307	694	1,000-1,500
<b>ROIC (= B / A)</b>	<b>7%</b>	<b>15%</b>	

1 Top line growth is directly linked to BEV adoption – large revenue tailwinds

2 General traffic defines volume potential

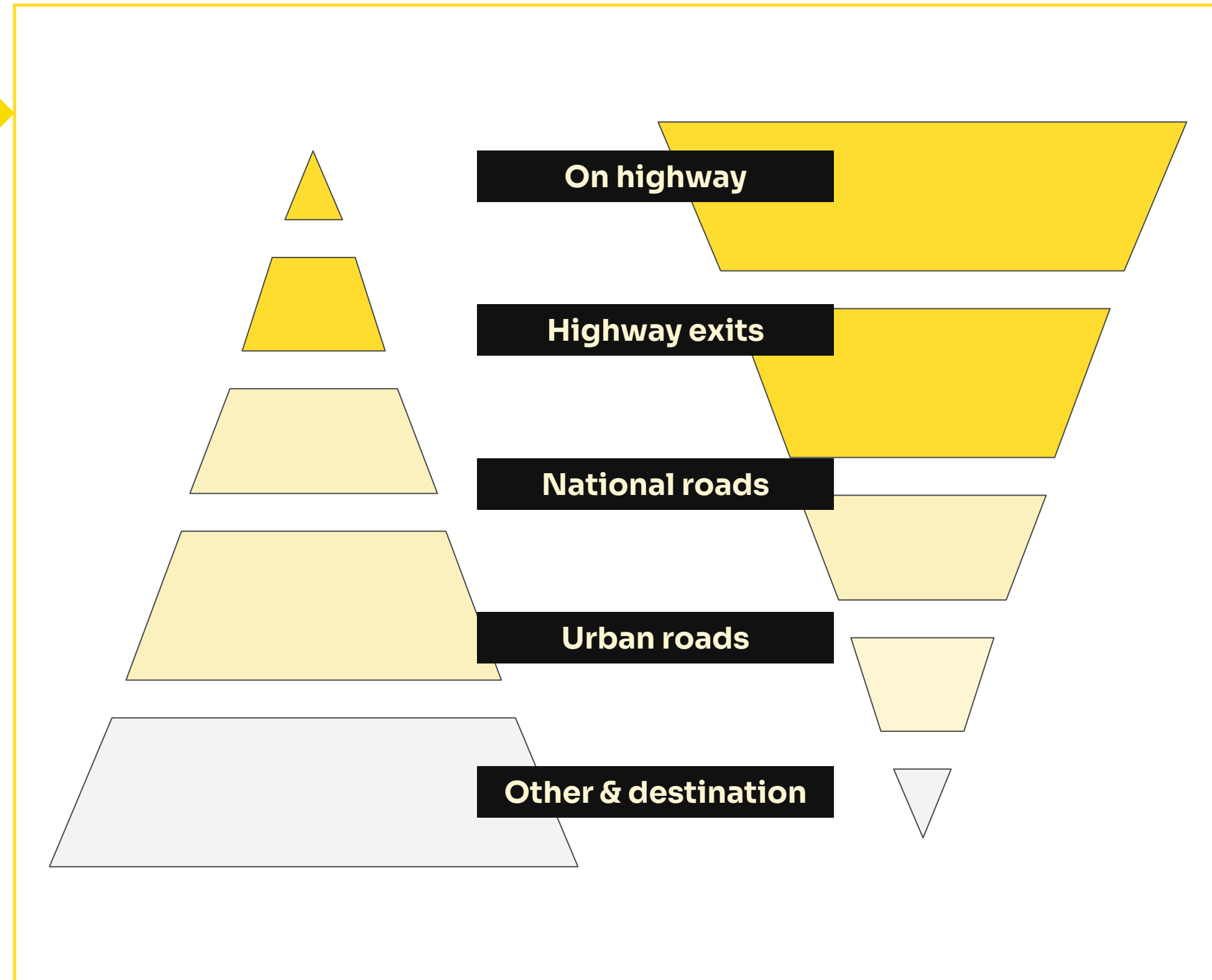
3 A great charging concept leads to outsized sales and outsized investor returns

4 And best business case enables our mission

1) Station-weighted average where relevant, 2) Annualised revenue related to charging for the period

# Targeting high traffic locations

€k	Average station Q1 2024
<b>1</b> Average daily traffic	~30k
BEV penetration	~4.1% <sup>1</sup>
Capture rate	~3.7%
Sessions per day	46
<b>Energy delivered</b>	<b>419 MWh</b>
Annualised revenue / station	€252k <sup>2</sup>
Gross margin	196 (€0.47/kWh)
Operating costs per station	94 <sup>3</sup>
<b>Operational EBITDA (B)</b>	<b>102 (41%)</b>
Initial investment (A)	694
<b>ROIC (= B / A)</b>	<b>15%</b>
Utilisation rate	13.5%
ROIC at 30% utilisation, current charge speed	>40%



1) Average across Fastned countries, weighted by the number of stations in each country, 2) Annualised revenue related to charging for the period, 3) based on estimated €16k per charger for 2024

# Delivering best charging concept

€k	Average station Q1 2024
Average daily traffic	~30k
BEV penetration	~4.1% <sup>1</sup>
<b>2</b> Capture rate	~3.7%
Sessions per day	46
<b>Energy delivered</b>	<b>419 MWh</b>
Annualised revenue / station	€252k <sup>2</sup>
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# Leads to outsized sessions per station

€k	Average station Q1 2024
Average daily traffic	~30k
BEV penetration	~4.1% <sup>1</sup>
Capture rate	~3.7%
<b>3 Sessions per day</b>	<b>46</b>
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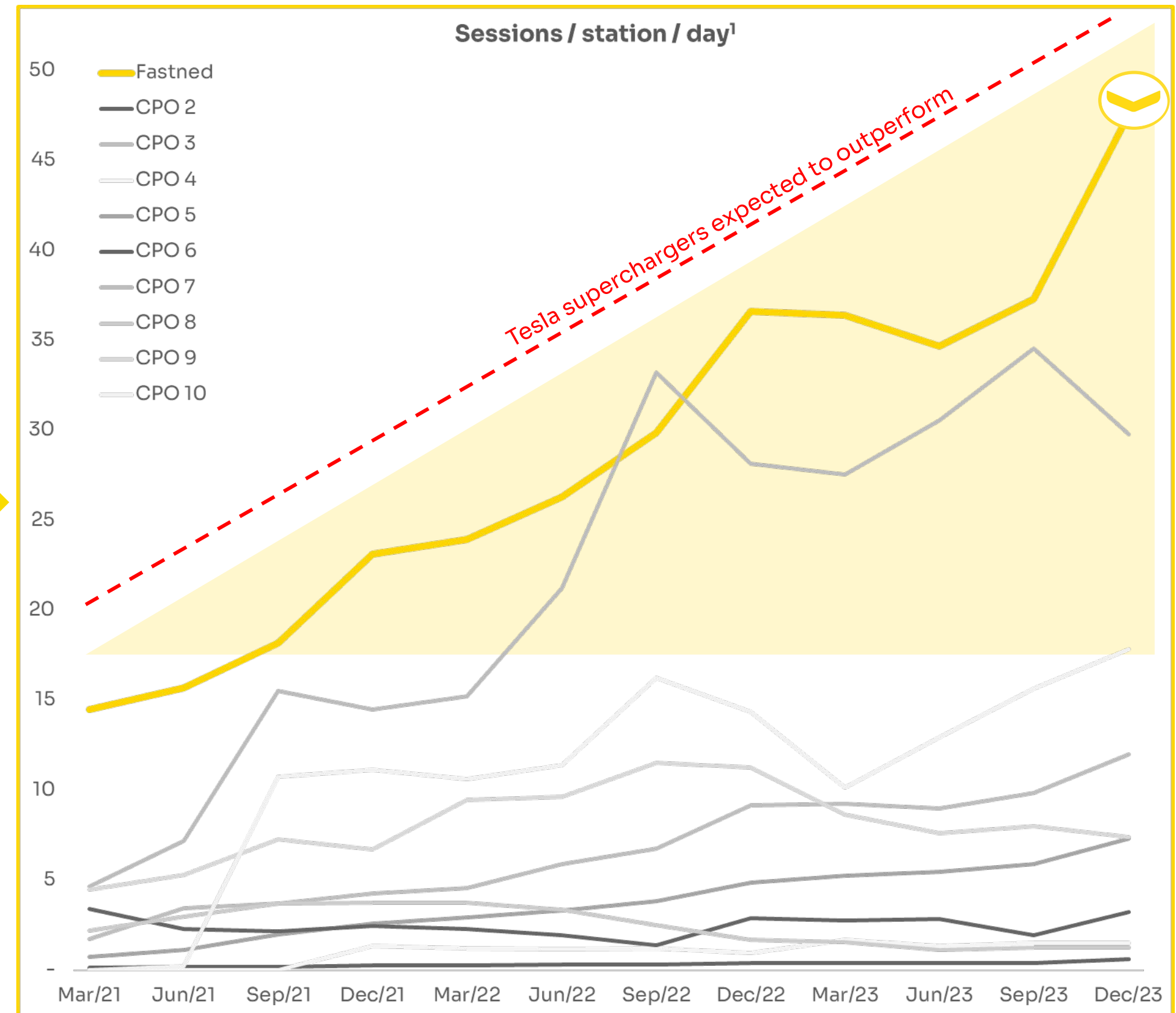


Type	Overall sales	Session per day
OEM	High	High
<b>Pure play</b>	<b>High</b>	<b>High</b>
Utility	High	Low
OEM	High	High
Oil major	Medium	Low
Pure play	Medium	Low
Pure play	Low	Medium
Utility	Low	Low
Oil major	Low	Low
Oil major	Low	Low

1) Average across Fastned countries, weighted by the number of stations in each country, 2) Annualised revenue related to charging for the period, 3) based on estimated €16k per charger for 2024

# And margin autonomy

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<b>Energy delivered</b>	<b>419 MWh</b>
Annualised revenue / station	€252k <sup>2</sup>
<b>4 Gross margin</b>	<b>196 (€0.47/kWh)</b>
Operating costs per station	94 <sup>3</sup>
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Initial investment (A)	694
<b>ROIC (= B / A)</b>	<b>15%</b>
Utilisation rate	13.5%
ROIC at 30% utilisation, current charge speed	>40%





# In-house construction leads to efficient investment

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Capture rate	~3.7%
Sessions per day	46
<b>Energy delivered</b>	<b>419 MWh</b>
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<b>Operational EBITDA (B)</b>	<b>102 (41%)</b>
<b>5 Initial investment (A)</b>	<b>694</b>
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# Doing everything right leads to the best business case

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# Accelerating growth leading to positive EBITDA

## Delta YoY

€ million	'22-'23	2021	2022	2023
<b>1 Revenues related to charging</b>	68%	12.4	36.0	60.5
<b>Gross profit related to charging</b>	119%	8.7	20.5	44.9
<i>Gross profit per kWh (€)</i>	15%	0.42	0.39	0.45
Network operation costs	70%	(6.4)	(12.4)	(21.1)
<i>Network operation costs per charger (€k)</i>		11.0	12.7	14.0
<b>2 Operational EBITDA</b>	194%	2.4	8.1	23.8
<i>Operational EBITDA margin</i>		19.2%	22.5%	39.3%
<b>3 Network expansion costs</b>	27%	(6.8)	(12.0)	(15.2)
<i>Network expansion costs per station built (€k)</i>		154	204	287
<b>4 Underlying company EBITDA</b>		(4.4)	(4.0)	7.8
Exceptional items		(8.2)	(0.5)	(3.2)
<b>EBITDA</b>		(12.6)	(4.5)	4.6
D&A and provisions		(5.9)	(10.3)	(16.7)
Finance income/(cost)		(6.2)	(7.4)	(6.8)
<b>Underlying net profit</b>		(16.4)	(21.7)	(16.0)
<b>Net profit</b>		(24.6)	(22.2)	(19.3)
<b>5 Cash level</b>		128.6	149.5	126.6

**1 Strong revenue growth due to BEV fleet and station growth**

**2 Leading to accelerating Operational EBITDA**

**3 Outweighing Network expansion costs growth**

**4 Leading to positive EBITDA for the first time in 2023**

**5 Cash position and further retail bonds to fund 2024/25 rollout**



**Ruygenhoek West Expansion to 16 charge positions**



## Our mission

Accelerate the transition to electric mobility by giving freedom to electric drivers

## Our goal

A European network of 1,000 large stations



100%  
local sun  
& wind  
energy<sup>1</sup>

**Our climate impact:** With every kWh sold we displace fossil fuels burning into the atmosphere

1) For every kWh sold through the grid we buy local (same or adjacent country) solar&wind guarantees of origin



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# **Supervisory Board report**

# Supervisory Board Members



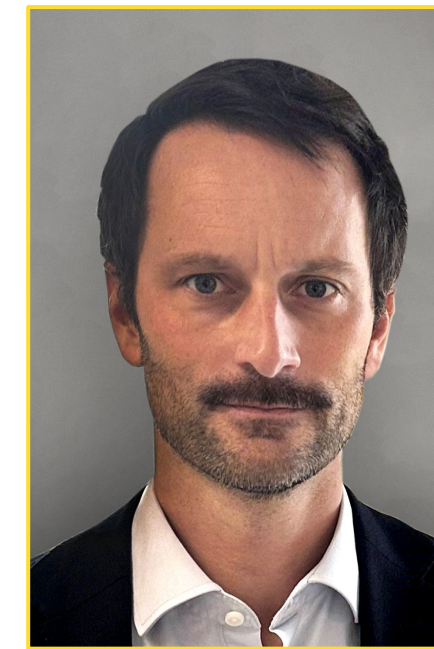
**Liselotte Kooi**  
Chair



**Bart Lubbers**  
Member  
Founder



**Nancy Kabalt**  
Member



**Jérôme Janssen**  
Member





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ANNUAL GENERAL MEETING  
FINANCIAL YEAR 2023

# Fastned B.V.



**BDO**

# Agenda



1. Audit process



2. Key audit matters & other areas of attention



3. Audit findings



4. Auditor's report

# 1. Audit proces



## First year audit for BDO

- Handover
- Getting to know Fastned

## Accounting topics and estimates

- Valuation of PP&E (CGU)
- Valuation of PP&E (impairment trigger analysis)
- Capitalisation of internal hours
- Share based payments

## Internal control environment

- Maturing
- Set-up of internal audit

## 2. Key audit matters

Key audit matter	Background and focus area
Transition of auditor	<ul style="list-style-type: none"><li>• Background: Initial audit engagements involve a number of considerations not associated with recurring audits.</li><li>• Key areas: handover from predecessor auditor, getting to know Fastned, assessing accounting policies and internal control environment.</li></ul>
Developing control environment	<ul style="list-style-type: none"><li>• Background: Last year, the predecessor auditor reported that Fastned's control environment had not yet fully matured, which resulted in the identification of a risk related to the design, implementation, and operational effectiveness of the (IT general) controls.</li><li>• Key areas: assessment of the controls, IT audit procedures to test ITGCs.</li><li>• Continuous progress in the development of internal control environment.</li></ul>

## 2. Other areas of attention

Other area of attention	Background and focus area
Fraud risks and going concern	<ul style="list-style-type: none"><li>• Background: stakeholder expectations and mandatory topic in our auditor's report.</li><li>• Fraud risks including management override of controls and overstatement of revenues.</li><li>• Management's going concern assumption and our assessment.</li></ul>
ESG as a strategic theme, Corporate Sustainability Reporting Directive (CSRD) and climate risks	<ul style="list-style-type: none"><li>• Background: Preparations towards CSRD reporting and assurance over 2025 and assessing climate risks.</li><li>• In our view Fastned is making good progress with ESG as a strategical theme and to becoming CSRD compliant over the financial year 2025. In our view the next step is to prioritize the building blocks, complete the Double Materiality Analyses (DMA) and conduct a gap analysis.</li></ul>



## 3. Audit findings

### Audit findings

- Based on our professional judgement we determined the materiality for the financial statements as a whole at € 1.2 million.
- Some audit findings noted with a total uncorrected negative impact of EUR 0.6 million on result after tax.
- Uncorrected items are not material to the financial statements as a whole, neither individually nor taken in aggregate.
- No indications of fraud nor non-compliance identified.

### Internal control environment

- Although we believe that there is still room for improvement in both the internal control structure and IT environment, we do see continuous progress in the development of the internal control structure and IT development of Fastned.

## 4. Auditor's and assurance report

### Unqualified long-form auditor's report on the financial statements

- Key audit matters regarding:
  - Transition of auditor
  - Developing control environment
- Other mandatory disclosures regarding:
  - Fraud risks regarding (i) management override of controls and (ii) overstatement of revenues
  - Going concern assumption

# Closure



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**Questions?**

**Closing of the  
Annual General Meeting  
&  
General Meeting of  
Depository Receipt Holders**



# Accelerating our network in Germany

Caro De Brouwer

Director Network development

June, 2024





# Deutchlandnetz as a case study of the acceleration and scaling of our network

Case Study →



**Two key elements have contributed to our success in Germany**

**01** Early **public affairs** efforts and work to shape the tender as a lever to **accelerate access to public land**

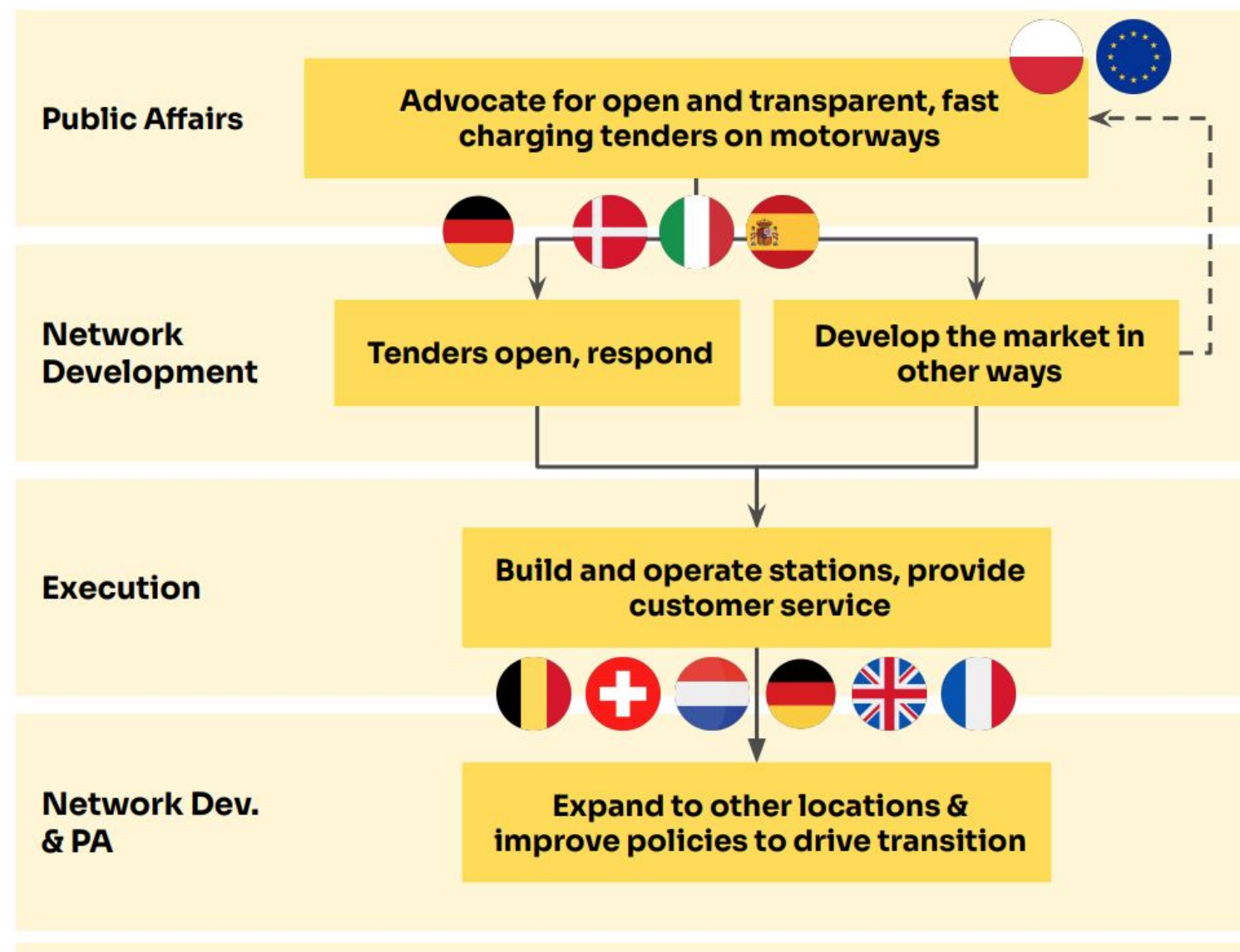
**02** Development of **bespoke inhouse tools** to scale expansion

Fastned wins **92** search areas in “**Deutschlandnetz**” tender





## Deutschlandnetz as an example of how we bring our expansion strategy from theory to practice



- ★ Public affairs advocates for open and transparent tenders on (and off) motorways
- ★ Network Development and the business evaluate the tenders, feeds back into Public Affairs for steering
- ★ This process took a good 3 years of advocating, draft tenders, economic evaluations and further influencing
- ★ Despite the tenders being shaped as a financing tool (subsidy), it's true strategic value lies in the creation of a central awarding process that accelerates access to local public land in cities and municipalities





**2020**

German government sees need to expand fast charging infrastructure to support uptake of electric mobility to achieve climate targets

**2021**

Government publishes “Fast-charging act” which lays foundation for 2 public tenders to build ~1100 fast charging stations across Germany

**Regional tender:** 900 fast charging stations in cities and off-highway

**Highway tender:** 200 unservices rest areas along the motorway

**2021-  
2022**

Fastned engages to shape these tenders and set new industry standards, via: direct public affairs work , press & joint action with associations and participating in the tender negotiation rounds

**2023**

We submit our final offers for the regional tender (june) and highway tender (november)

**2023-2024**

Fastned wins!

**Regional tender:** 2 lots  
(92 locations)

**Highway tender:** 1 lots  
(34 locations)

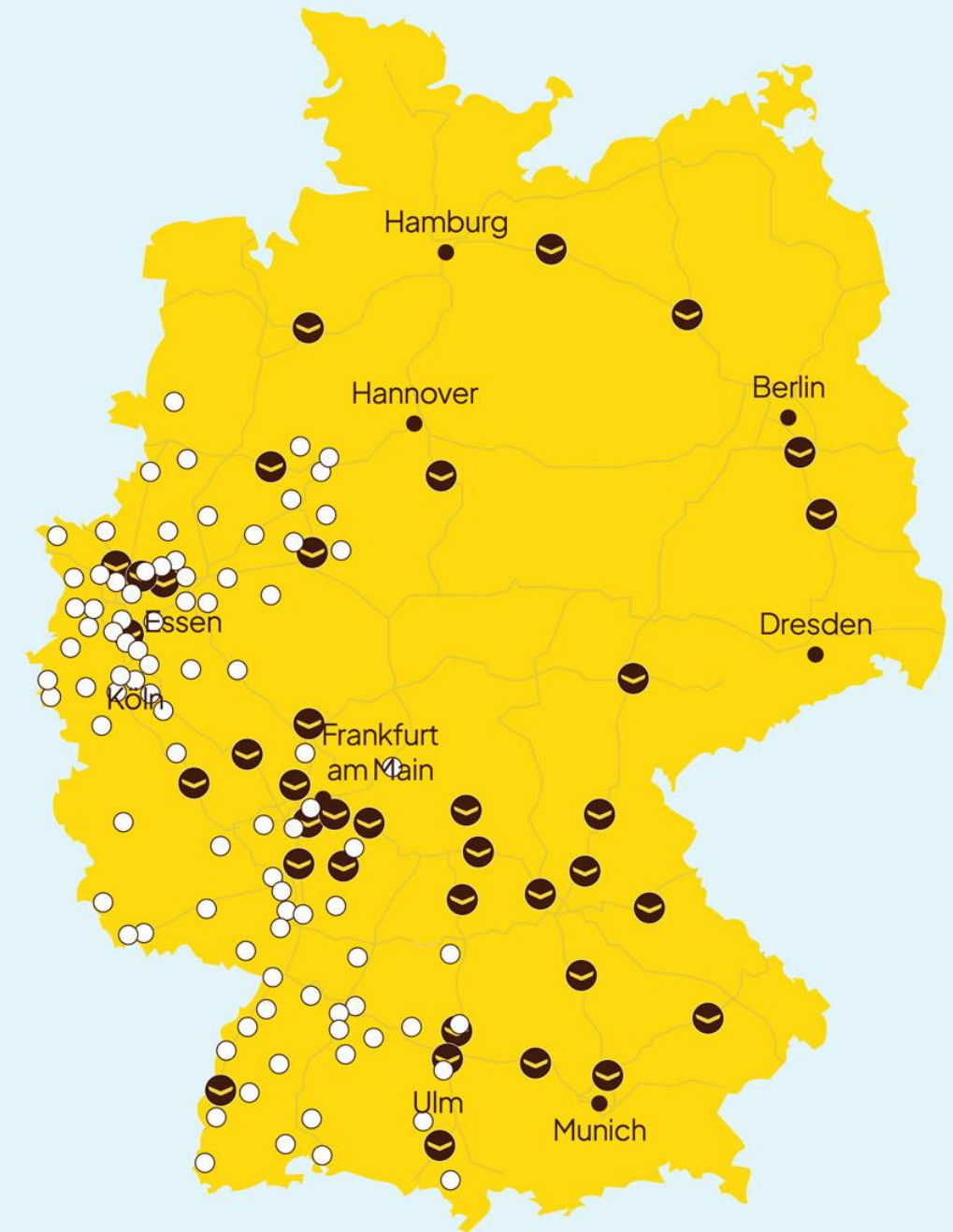


# Specificities of the search areas required innovation to scale our expansion efforts smarter


<b>Region</b>	Germany was divided in 6 regions. These regions contain lots. An applicant can maximally win in three different regions
<b>Lot</b>	Within each region, lots are determined. An applicant can win maximally 1 lot per region.
<b>Search area</b>	<b>Is the area within a location has to be found and secured. (Diameter 4km).</b>
<b>Location</b>	For each lot for which he/she applies, the participant must obtain a certain number of locations (=site) within the search area.

applied in 2 regions  
we won 2 lots  
**92 search areas**

Fastned wins **92** search areas in “**Deutschlandnetz**” tender



 Existing network

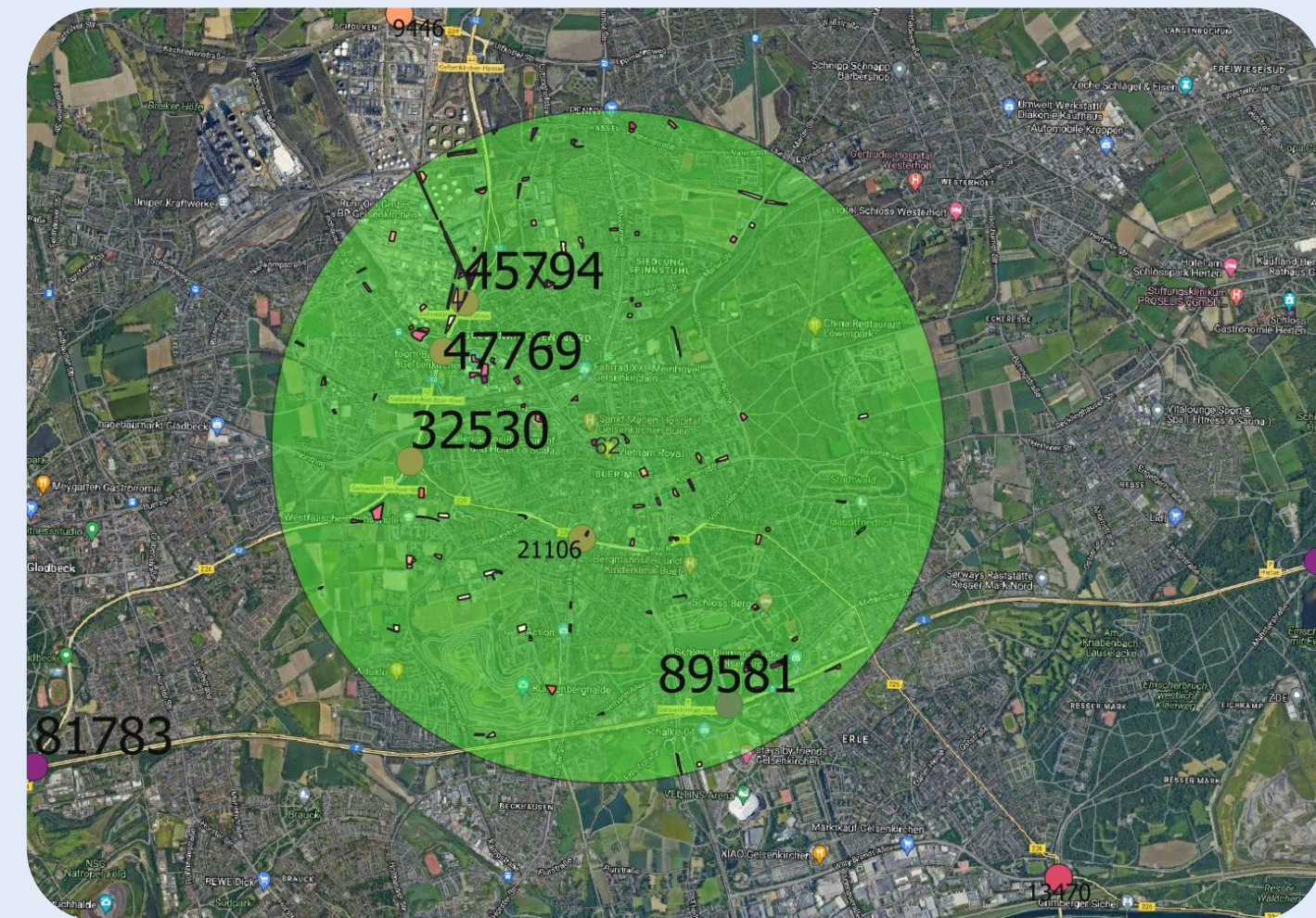
 Search areas awarded



# The implementation relies on leveraging multiple sources to find the best location in a search area, supported by inhouse GIS tools



The **location factory** is a bespoke **GIS tool**, that helps identifying the best site in a search area

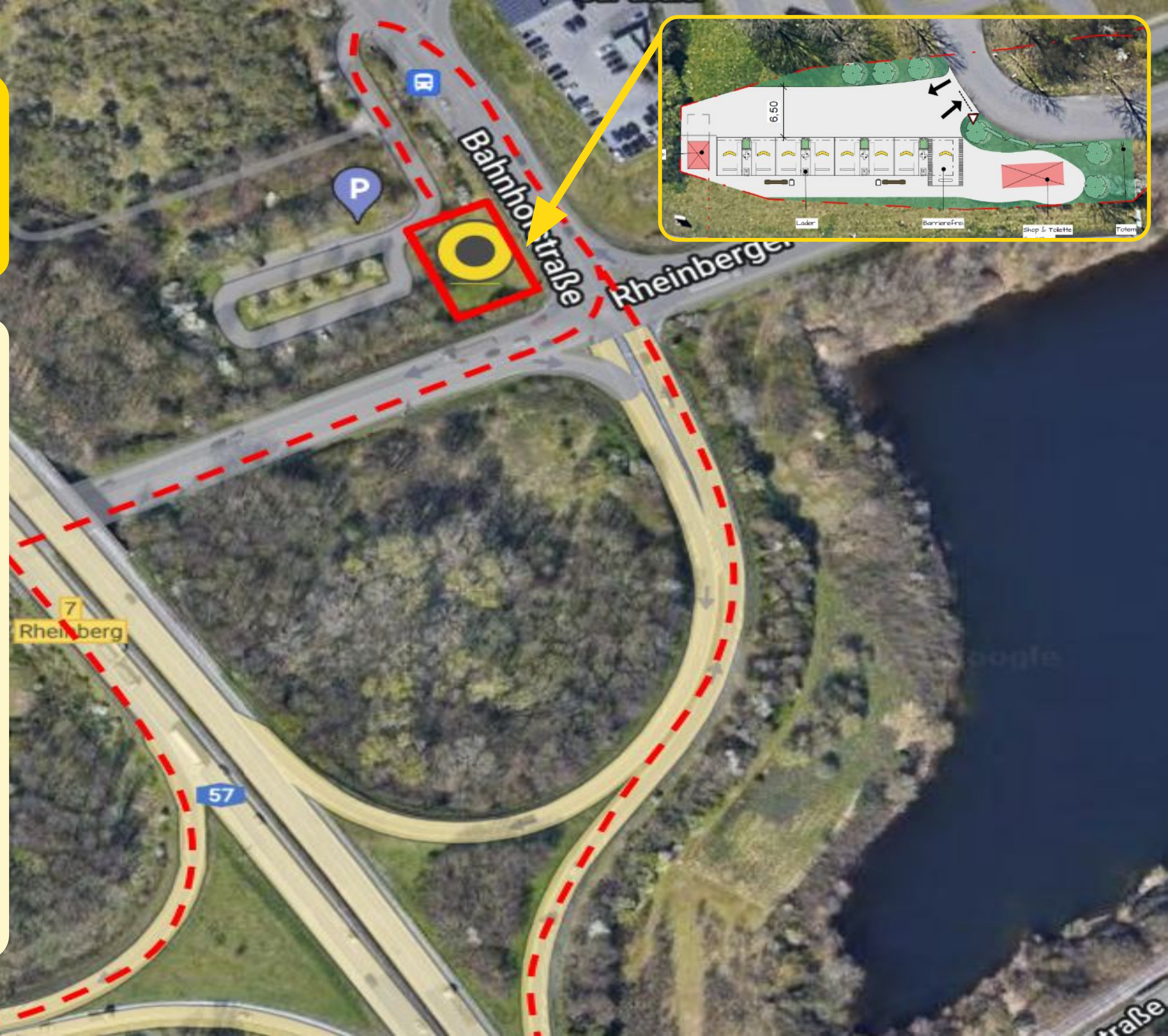




## examples

### Rheinberg

- Minimal 8 chargers with kiosk
- Landowner is the City of Rheinberg
- Just off the A57, clearly visible from the highway exit
- DAAT **>30,000** cars per day

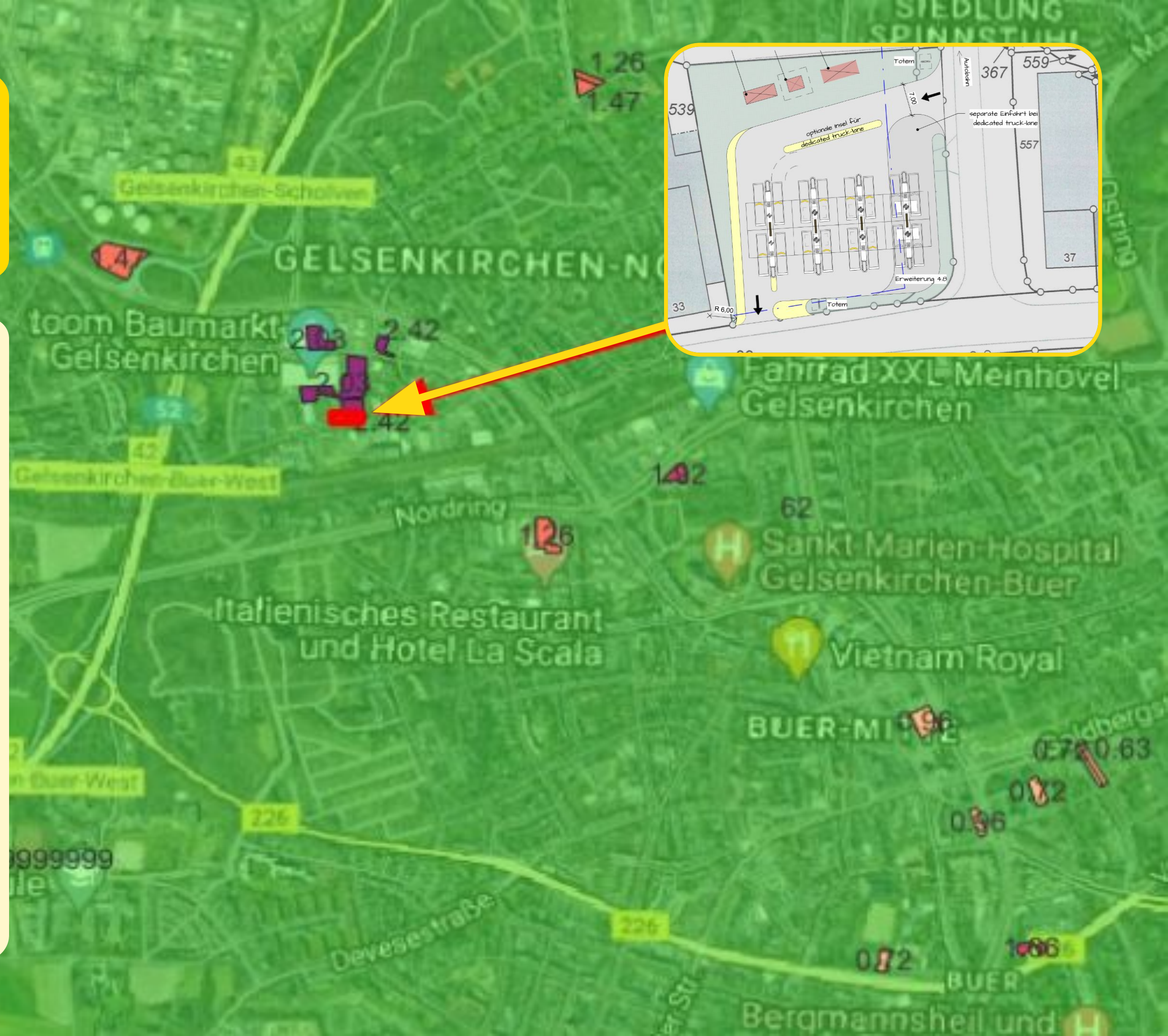




## examples

### Gelsenkirchen -Buer

- 12 chargers expandable to 16
- Best rated location in the area
- Commercial owner
- Within 3 min of the A52
- DAAT **30,000** cars per day
- Close to business and retail park





## What have we learned in this case study?

We hold on to our high standards and we raise up the market

We work with and support the government and become a trusted partner

We innovate as we go and develop bespoke tools that allow us to scale our expansion





# Charging that works, always

Robin Wouters  
Director Product & Engineering

June 6, 2024



On a journey to  
**always** right

From 99% uptime to 100% customer success



# Our focus has been on **customer experience**, always.

Location & design



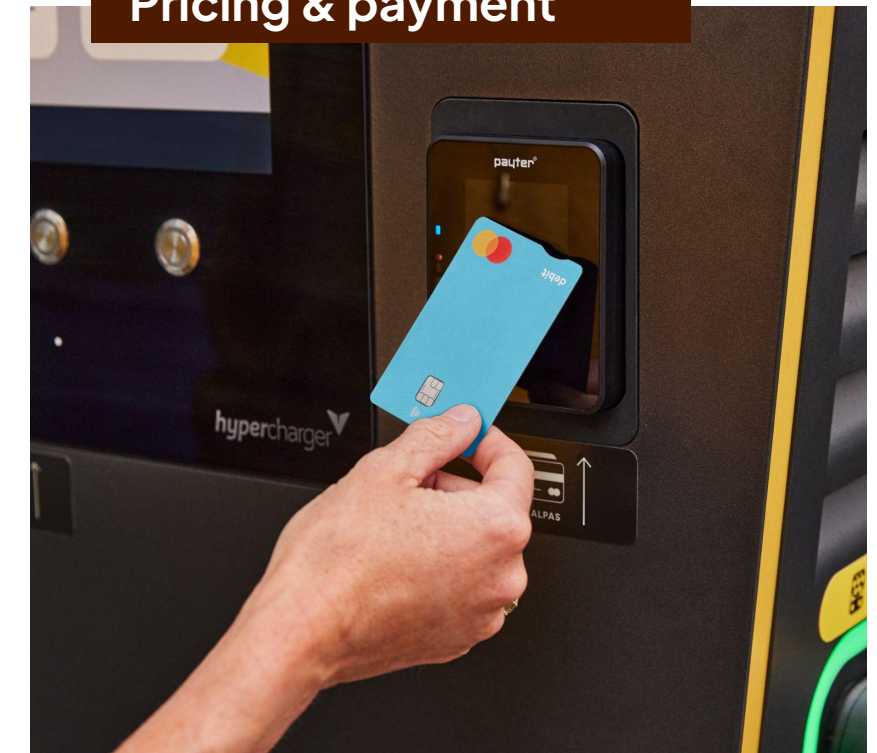
Reliability & speed



Ease of use



Pricing & payment



We come from  
a time where  
**charge cards**  
did not yet  
exist...



Today's most welcoming, easy and reliable experience,

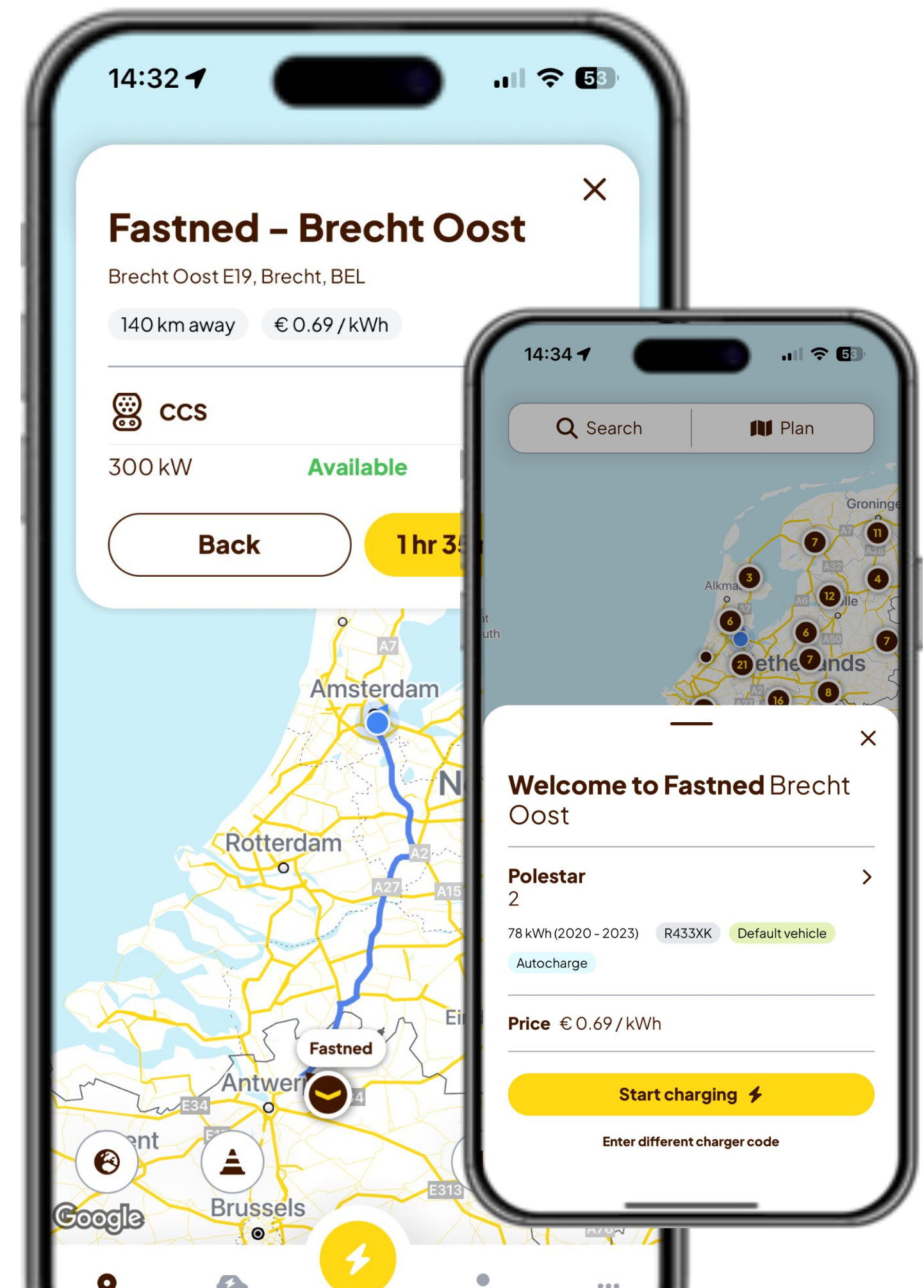
for all electric drivers.



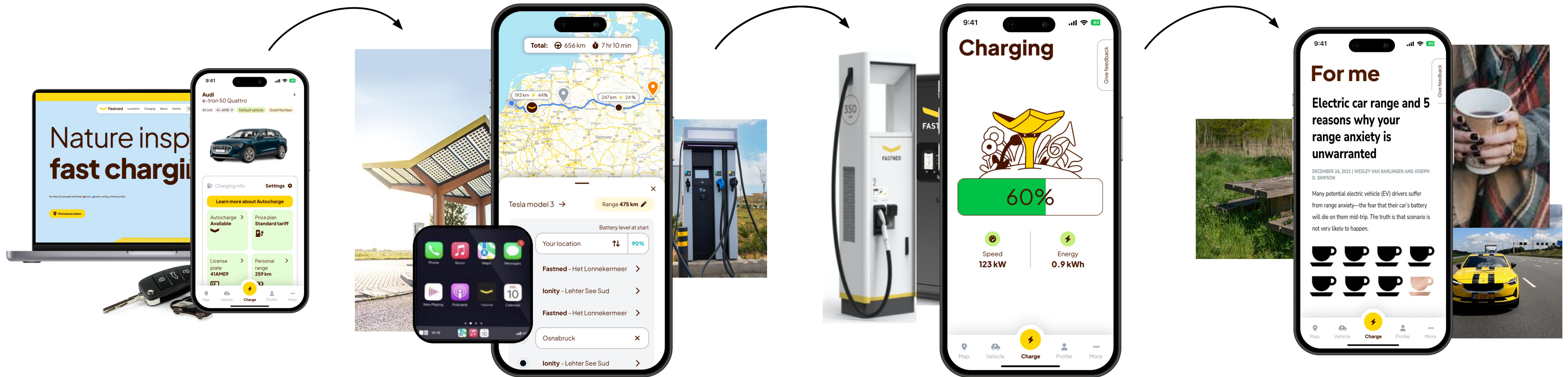
# Through a frictionless charging ecosystem



And the Fastned  
App charging  
companion,  
inclusive for all  
electric drivers



# Across crucial **customer journey** moments



Welcome



Find



Charge

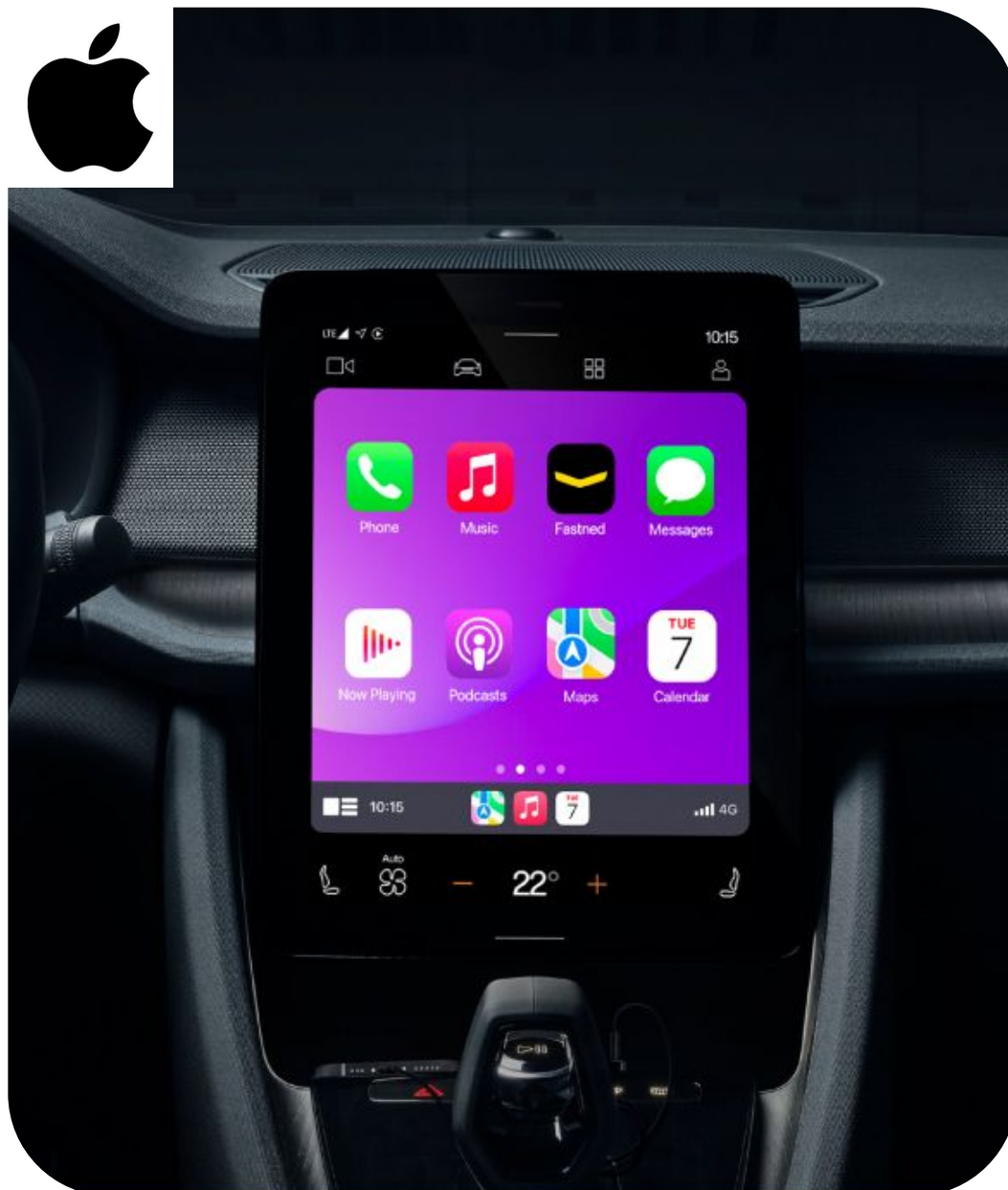


Engage

**Always extra,  
for all drivers**

From 99% uptime to 100% customer success

# Safely find your next charging stop



## In-vehicle infotainment solutions

Find Fastned stations, available chargers & connector details.

Fully transparent pricing, always.

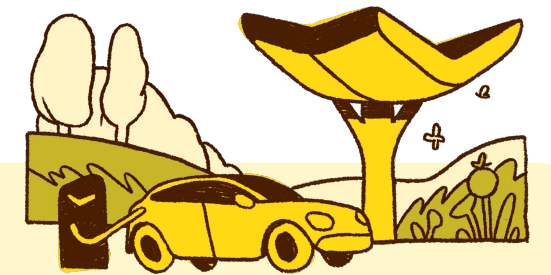
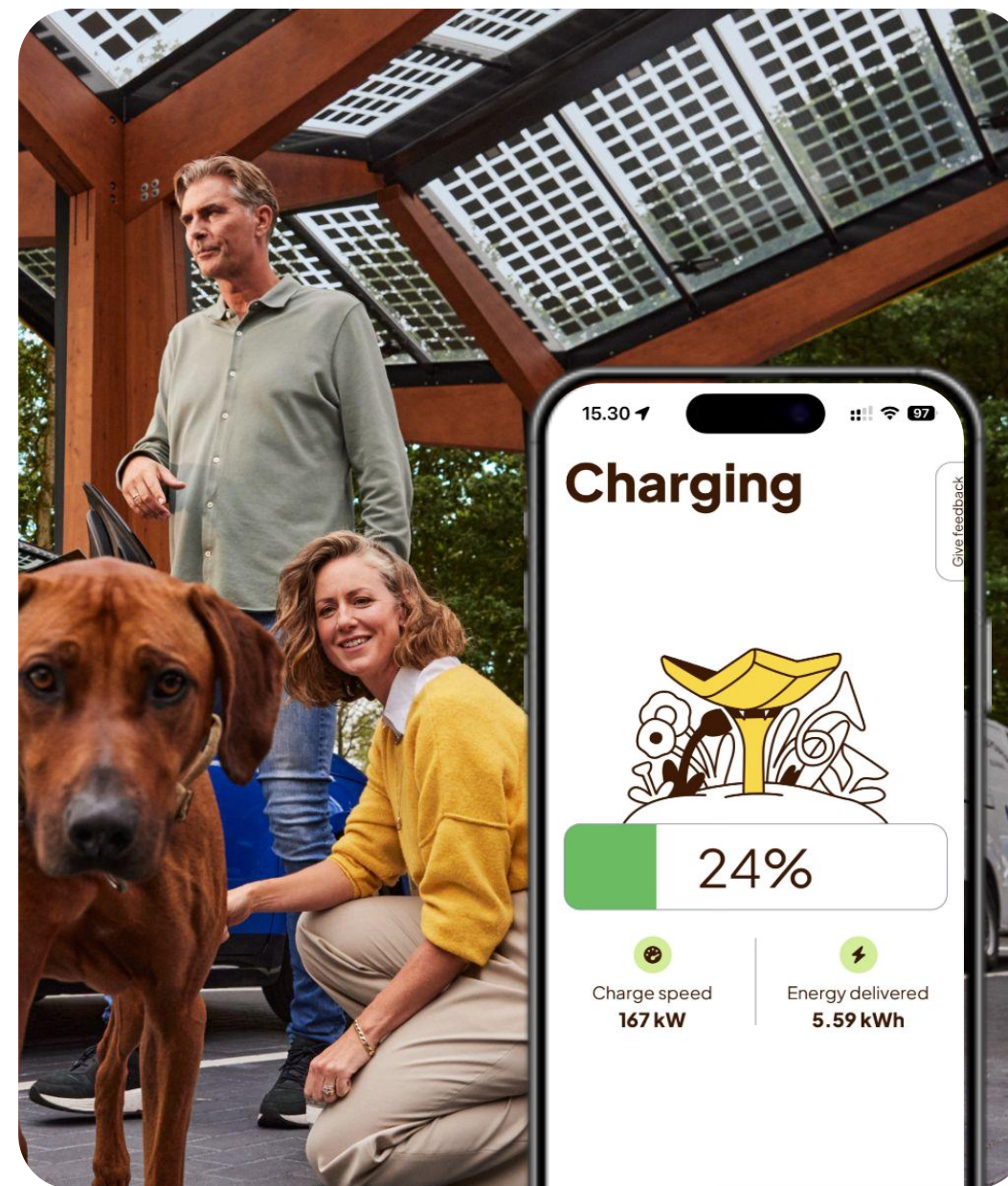




**“Excellent application.** The design is really good and it's easy to use. It really makes you want to use their kiosks. I hope one day it will be available on Android Automotive 12 and on Polestar 2.”

Jorge Gonzalez, Google Play Store 

# Charging **made easy** through technology

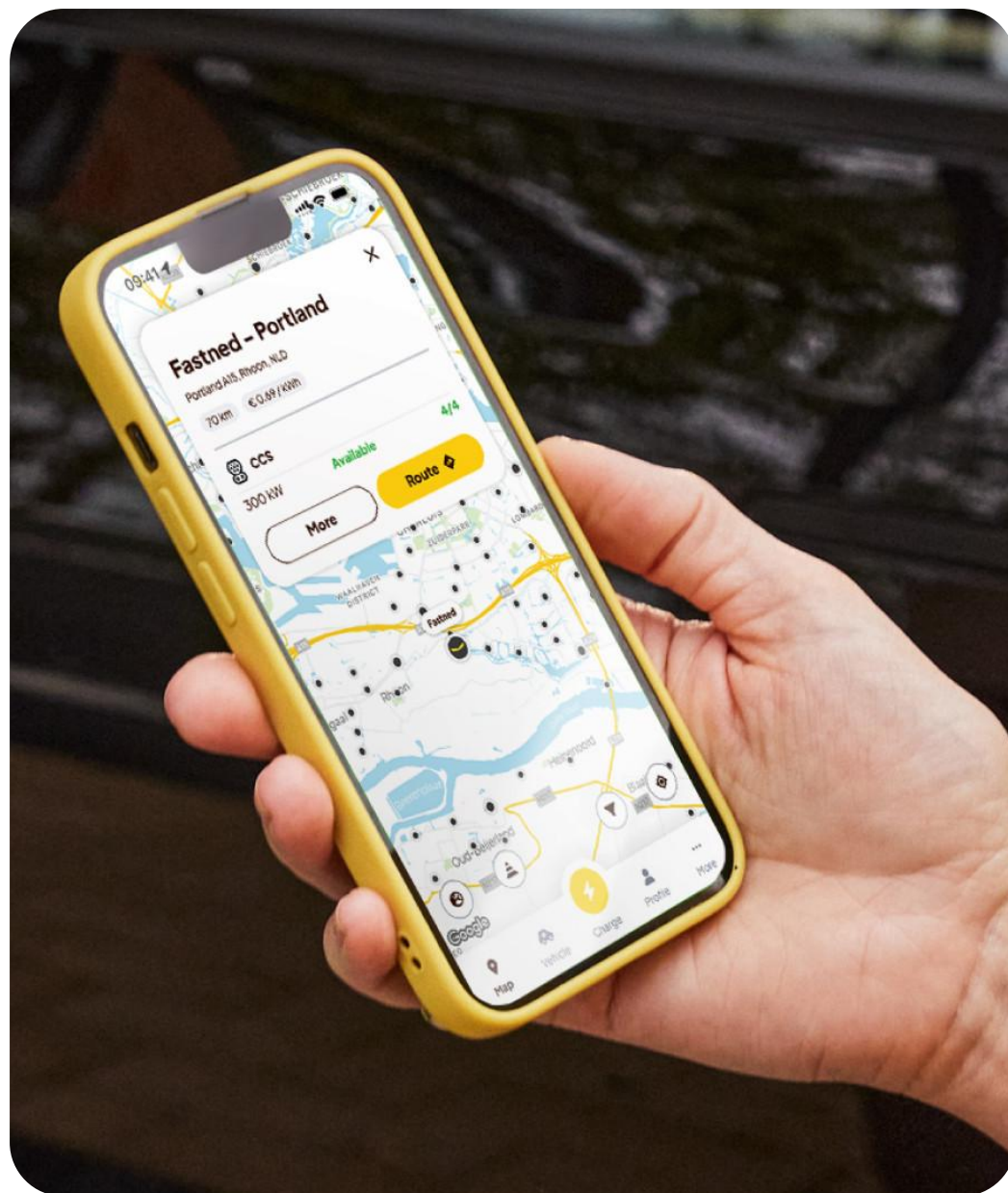


**Brand new:  
push notifications**

Get notified when something's up or your sessions has finished.

**Enjoy headspace, we take care of the rest.**

# Always here, for all electric drivers



## Finding opportunities for extra delight

“Good charge speed. Also had a **bay without a back stop** so I could charge whilst my trailer was hitched.”

Feedback Survey, 04/2024

“I charged here because it’s so close to a **restaurant.**”

Mr. Bessems, App Review, 04/2024

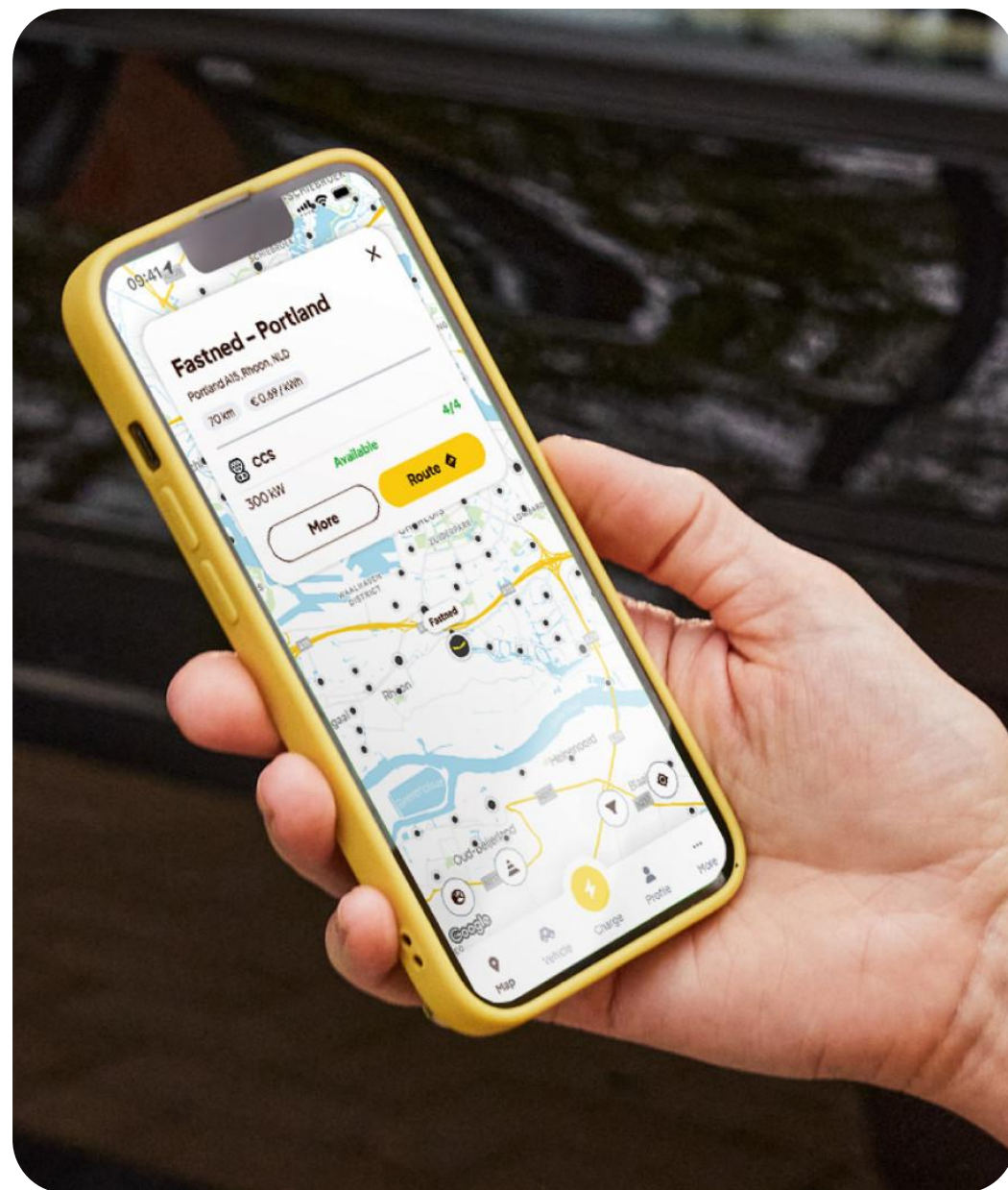
“Good facilities around the plaza, like a **roof, restaurant and a toilet**”

Feedback Survey, 04/2024

“**Your toilet is awesome** in Goldback!”

Feedback Survey, 04/2024

# Always here, for all electric drivers

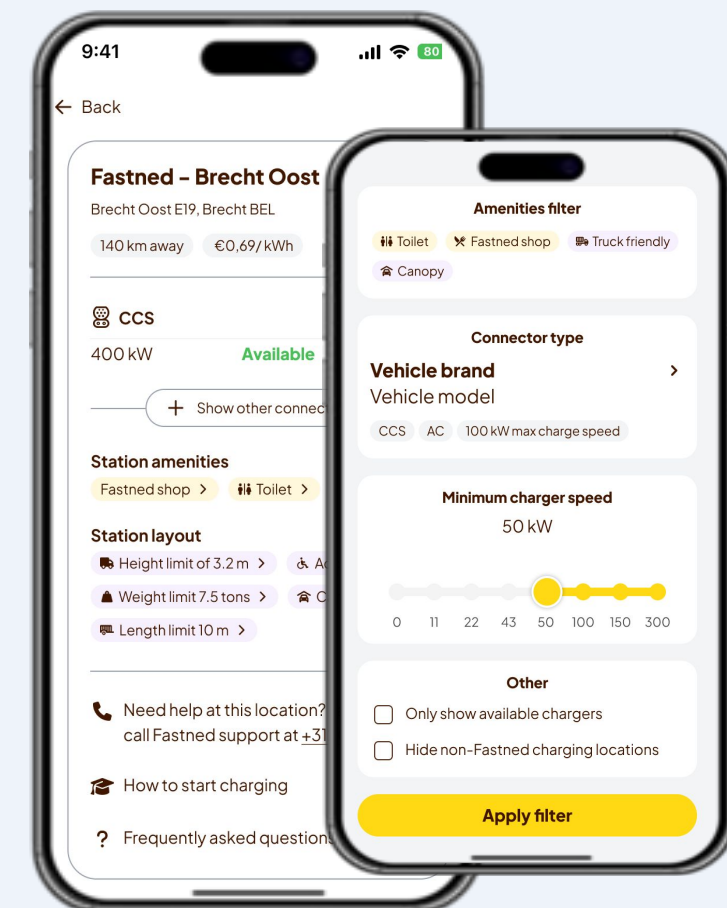


Confidential

Coming soon:  
station facilities.

Plan your stops around  
coffee & toilet breaks,  
shop visits and other  
driver needs.

On a journey,  
to always right.



# Closing the gap on **always right**

From 99% uptime to 100% customer success



“Both the charging network and the app are fantastic, if there should be a problem you have **customer service on the line in no time and they help right away, fantastic!**”

Laurens Kwanten, Google Play Store ★★★★★

# Fantastic **customer support** is key to success

## Fastned support

Picks up the phone 24/7.  
Here to help, always.

- ✓ In-house team, extensively trained on EV matters.
- ✓ Available through phone, email and Whatsapp.
- ✓ **New!** Easily start a chat in 1-click from the app.



# Tech-lead and customer-first

From 99% uptime to 100% customer success



# Customer-first, experience platform

Hoe zou u de ervaring met de website beoordelen? **Fantastisch**

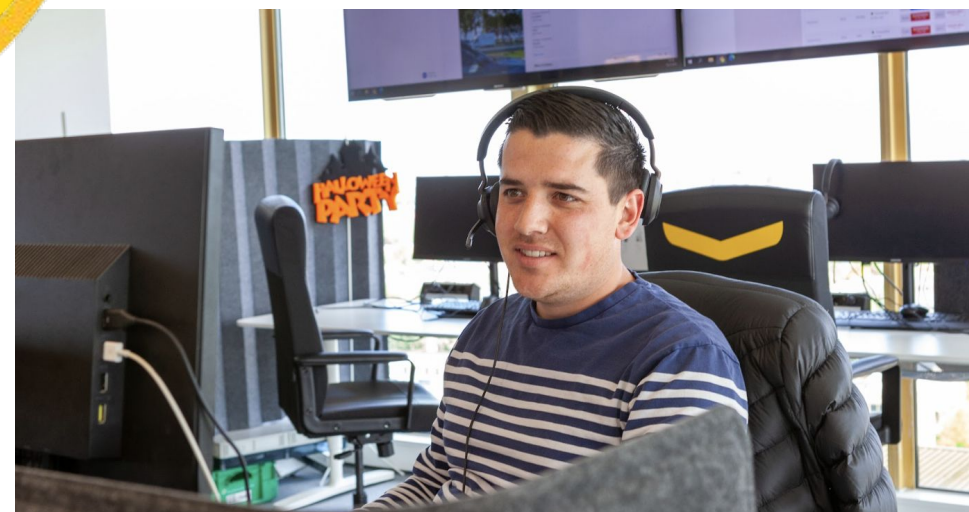
☹️ 😞 😐 😊 😍

Welk type feedback heeft u?

Compliment

- Feedback
- # 1e\_charging\_session
- # app-reviews
- # happycustomerschannel

**Customer Experience platform**



**AppReviewBot** APP 3:16 PM

Andris Pinizzi





This is how charging networks should be.

Rating ★★★★★

App Version 6.10.2

Reply to Review

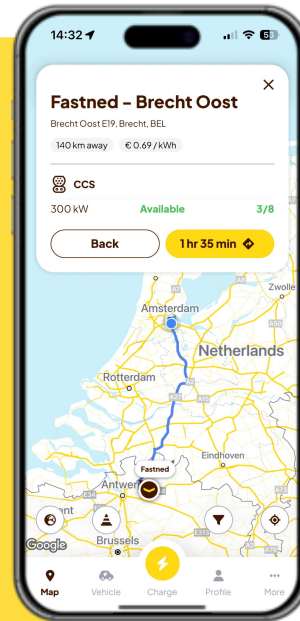
Translate Review

 NPS	60
 FTR	8.4 / 10
 Google Reviews	4.4 / 5
	4.9 / 5 4.6 / 5

# Power of AI and ML in charging

## Value creation

From station flow **optimization**, charge stop **recommendations**, to charge curves, session anomaly **detection** and **preventive maintenance**.



## Business

### intelligence

From supporting user and market **research**, participant **recruitment** to developer **assistance**, **quality** assurance and **cybersecurity defense**.

**In-house R&D and partnership**

# Fast-forward, where we are heading

## Accelerate the transition to electric mobility

### Build the network

- ✓ Support country and station openings
- ✓ Optimize local markets revenue capture
- ✓ National and EU compliance (e.g. AFIR)

### Charging experience

- ✓ Always-right & most reliable network
- ✓ Drive customer acquisition & retention
- ✓ Customer-first, voice of the customer central

### Product innovation

- ✓ Artificial intelligence and machine learning
- ✓ Data privacy and cybersecurity defense
- ✓ Robust technology stack and agile practice

**Revolt**, in-house developed backbone for frictionless global charging

On a **journey,**

to **always right**

from 99% uptime to 100% customer success



**Questions?**