



Business review 1–9/2026

LeadDesk Plc's press release 23 October 2026 at 9.05 am EEST. Unofficial translation of the company release published on 23 October 2026, 9.00 am EEST. In case the document differs from the original, the Finnish version prevails.

Q3/2026: Telia ACE acquisition nears completion and our enterprise offering gains traction

July–September 2026

- Revenue EUR 9,237 (9,774) thousand, growth -5.5% (26.3%)
- Revenue growth on a comparable currency basis was -7.3% (25.1%)
- Annual recurring revenue (ARR) EUR 31,915 (34,710) thousand, growth -8.1%
- Annual recurring revenue (ARR) growth on a comparable currency basis -8.3%
- EBITDA EUR 1,553 (1,954) thousand, 16.8% (20.0%) of revenue

January–September 2026

- Revenue EUR 28,229 (29,319) thousand, growth -3.7% (26.3%)
- Revenue growth on a comparable currency basis was -5.2% (25.9%)
- Annual recurring revenue (ARR) EUR 31,915 thousand, change from the end of 2025 -5.3%
- EBITDA EUR 4,427 (4,690) thousand, 15.7% (16.0%) of revenue

Figures in parentheses refer to the equivalent period in the previous year unless otherwise stated. Figures presented in this press release are unaudited. Comparable figures have been calculated by translating the previous year's foreign currency figures into euros using this year's average exchange rate for the equivalent period.

Effective from Q1/2026, LeadDesk Plc replaces annual recurring revenue contract base metric with annual recurring revenue that is calculated as the last three months' average annual recurring revenue and thus better describes actual performance in the period.

CEO Olli Nokso-Koivisto:

The third quarter developed broadly in line with our expectations. Revenue was EUR 9.2 (9.8) million, and the EBITDA margin was 16.8% (20.0%). As planned, we have continued to focus on enterprise customers, gradually discontinue lower-margin third-party reseller products and reduce exposure to low-margin Spanish CPaaS revenue, all of which weighed on reported revenue compared to last year.

Our vision is to be Europe's most trusted AI-driven voice-first customer interaction platform. We have pursued this strategy systematically: strengthening our customer service offering through acquisitions, moving towards larger customers, investing in AI and focusing our portfolio. The Telia ACE acquisition is the next major step in this strategy.

Telia ACE acquisition lifts LeadDesk's pro forma revenue above EUR 50 million and strengthens our Nordic position

The Telia ACE acquisition will significantly increase LeadDesk's scale and strengthen its position among large Nordic customers. We signed the agreement with Telia in the summer and expect to close it in December, subject to the remaining closing conditions.

Following completion, Sweden will become LeadDesk's largest market. ACE also brings approximately 100,000 users, about 90 employees and a strong position among large organisations across the Nordics. On a pro forma basis, combined revenue for the latest twelve months exceeds EUR 50 million, and customer service software represents approximately two-thirds of recurring revenue.

Telia will continue to sell, deliver and support ACE after the transaction, providing continuity for customers and adding an important reseller relationship for us. This cooperation complements our growing partner network, and we remain committed to an open ecosystem of telecom operators, system integrators and other channel partners across the Nordics and Europe. The acquisition also supports our long-term financial ambition of reaching EUR 100 million in revenue with a 20% EBITDA margin.

Systematic focus on enterprise customers is producing larger wins

We have systematically built our position with larger Nordic customers. The Zisson acquisition strengthened our customer service capabilities and our position in the public sector and healthcare across the Nordics.

This progress is visible in the customer base: the number of customers with more than EUR 60,000 of contracted ARR increased by 5.4% year over year to 97, while the average customer size increased by 5%. At the same time, large enterprise and public-sector opportunities in the pipeline have increased, with partners playing an important role in reaching larger customers.

Recent customer wins show that we can compete in increasingly demanding environments. HUS, which we announced in the first half, largely moved into production in October, and we also announced a major agreement with a Nordic government agency through a partner.

The scale of new opportunities is also increasing. We have been selected in the first public procurement exceeding EUR 1 million in ARR through a partner. The procurement is currently under appeal, and due to the size of the overall procurement, we expect the process to be concluded by Q2 2027.

ACE continues this strategy by adding a large installed base of enterprise and public-sector customers to the position we have built through Zisson, larger customer wins and AI.

AI and sovereignty are becoming increasingly important in large customer decisions

Investments in AI are increasingly translating into larger and more demanding customer deployments. The number of customers using our VoiceBot solutions has increased, and VoiceBots are now being implemented in more complex enterprise use cases.

To provide leading-edge AI services, we are forming a strategic partnership with AMD and QuTwo to develop new AI capabilities that support the development of differentiated, sovereign technology for European voice interactions. This supports our broader strategy of building AI capabilities specifically for European languages and demanding voice use cases.

Sovereignty is also becoming a more important buying criterion, particularly in Sweden and Norway. Enterprise and public-sector customers are increasingly considering data control, security and technological independence when selecting critical software. This development has so far been less visible in Finland.

Together, these developments strengthen our position at the intersection of European technology, AI and mission-critical voice interactions and support our vision of becoming Europe's most trusted AI-driven voice-first customer interaction platform.

A simpler operating model will increase focus and accountability

We are adapting our operating model to the larger and more focused LeadDesk we are building. We are moving from one group-wide commercial organisation to three focused Business Areas: Sales Enablement, Zisson and, following completion of the transaction, ACE.

Each Business Area will have clearer commercial responsibility, while technology, operations and corporate functions remain shared across the Group. This combines stronger customer and market focus with the benefits of LeadDesk's increasing scale. The new operating model does not currently change our external financial reporting. We may consider changes to the reporting structure for 2027.

A more focused product portfolio, larger customers, increasing scale and growing AI adoption all support the same strategy: building a stronger and more scalable LeadDesk towards the long-term ambition of EUR 100 million in revenue and a 20% EBITDA margin.

Guidance for 2026 (unchanged)

The company expects its EBITDA margin to be 15–20% in 2026.

LeadDesk Plc
Board of Directors

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LeadDesk Plc in brief

LeadDesk is a leading European provider of cloud-based sales enablement and customer service software (CCaaS). LeadDesk cloud software, powered by artificial intelligence, improves customer experience and sales productivity. Over 30,000 customer service and sales professionals work more efficiently with LeadDesk's software products weekly. In 2025, the Group's revenue was EUR 39.4 million, most of which came from outside Finland. The Group has offices in eight European countries. LeadDesk Plc's shares are traded on the Nasdaq First North Finland marketplace under the ticker LEADD. www.leaddesk.com