



# BGL PROFESSIONAL SERVICES QUARTERLY UPDATE Q1 2024

# Q1 2024 COMMENTARY

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Major public equity indices moved higher in Q1 2024, up 8% quarter-over-quarter and up 27% year-over-year. Stabilization of most leading indicators has eased concerns of an economic downturn, prompting corporate investment in growth initiatives. However, investor sentiment has been cautious as the Federal Reserve continues to hold interest rates at elevated levels.

Valuation multiples within the Professional Services sector have remained flat quarter-over-quarter, with the composite indices increasing by less than 1%. Nevertheless, the sector has experienced year-over-year growth of 21%, in line with most major indices.

- Within the Human Resources Outsourcing subsector, the median EBITDA multiple in Q1 2024 was 13.9x, representing a 6.7% increase over Q4 2023. Multiple expansion can be attributed to the growing need for specialized HR solutions including talent acquisition, workforce planning, HR consulting, and benefits administration. Providers with niche expertise and innovative offerings are in a strong position to benefit from this trend.
- Within the Contact Center Services subsector, the median EBITDA multiple was 8.0x in Q1 2024, representing a 6.6% decline from Q4 2023. Declining multiples have been driven by concerns about the adoption of AI and the potential negative impact this technology will have on industry revenues and profitability.
- Within the Fixed Asset Management subsector, the median EBITDA multiple was 13.0x in Q1 2024, representing a 2.0% increase from Q4 2023. Subsector growth is attributable to enhancements in monitoring and maintenance scheduling as well as the mission-critical recurring revenue model of the subsector.

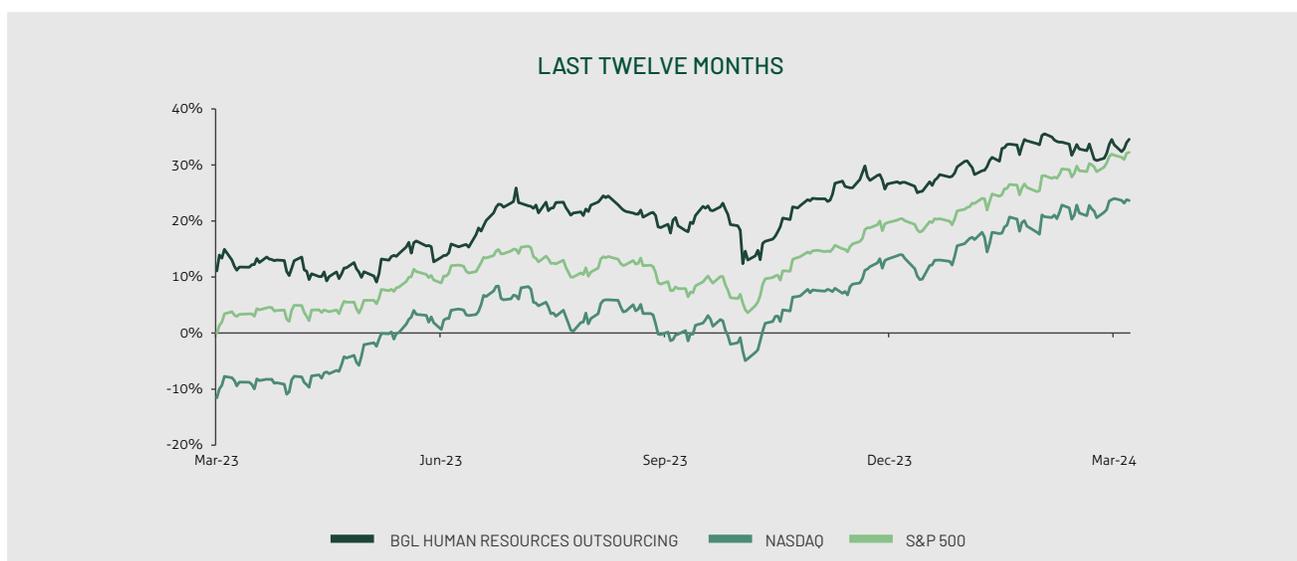
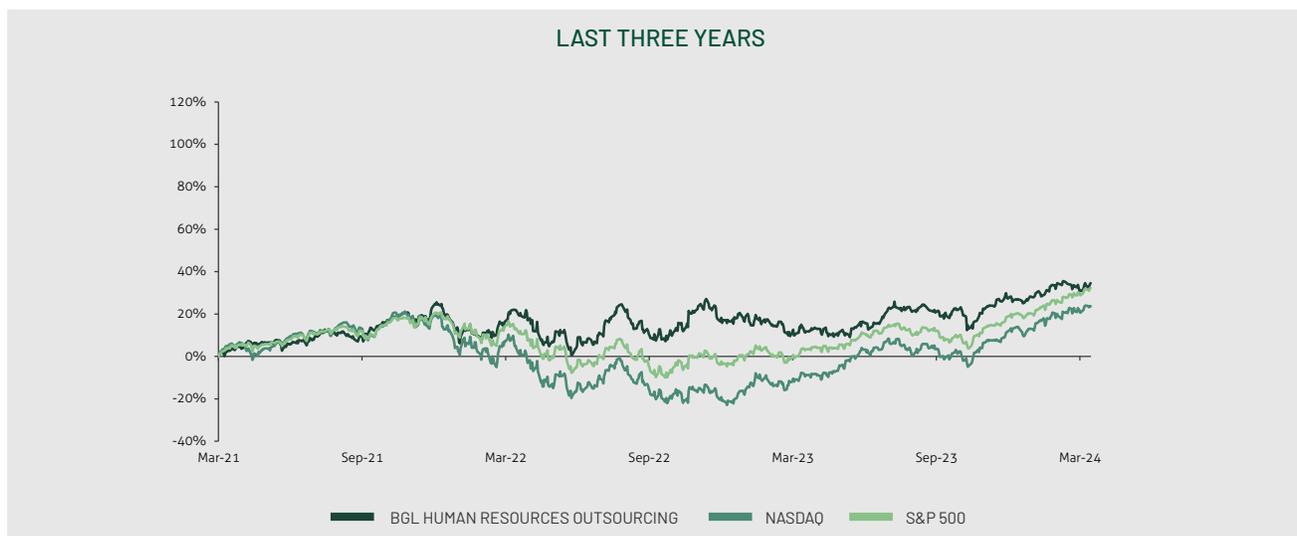
Volatile equity markets and tightened credit availability have tempered M&A activity in the overall market. However, the ample supply of cash and equity capital will continue to serve as a catalyst for M&A, with both corporate and private equity buyers competing for high-quality assets. Heading into Q2 2024, market indicators suggest that transaction activity in the Professional Services sector will continue to outperform the broader market.

BGL's Quarterly *Professional Services Update* highlights public company operating metrics and M&A activity in the Human Resources Outsourcing, Contact Center Services, and Fixed Asset Management subsectors. BGL remains committed to informing clients of the current state of the Professional Services market and is always available to discuss appropriate M&A strategies and financing alternatives with its clients and prospects.

# HUMAN RESOURCES OUTSOURCING

## PUBLIC COMPANY OPERATING METRICS

### INDEX PERFORMANCE



PRICE APPRECIATION	3-YEAR	LTM	1-MONTH
Brown Gibbons Lang & Company Human Resources Outsourcing Index <sup>(a)</sup>	34.6%	21.1%	0.3%
NASDAQ	23.7%	39.8%	2.7%
S&P 500	32.3%	32.3%	3.6%

(a) Market cap weighted index assuming no dividend reinvestment. Brown Gibbons Lang & Company Human Resources Outsourcing Index is comprised of all companies listed on the following two pages.

# HUMAN RESOURCES OUTSOURCING

## PUBLIC COMPANY OPERATING METRICS

### RELATIVE VALUATION TRENDS

(\$ in millions, except per share data)

Company	Market & Capitalization			LTM Performance <sup>(3)</sup>			Valuation			Margins	
	Price <sup>(1)</sup>	Equity Value	Enterprise Value <sup>(2)</sup>	Revenue	EBITDA <sup>(4)</sup>	EPS	Enterprise Value/Revenue	Price/EBITDA	EPS	Gross Profit	EBITDA
<b>Commercial Staffing</b>											
ManpowerGroup Inc. (MAN)	\$77.64	\$3,756.3	\$4,611.8	\$18,914.5	\$534.9	\$1.76	0.24 x	8.6 x	NM	17.8%	2.8%
Kelly Services, Inc. (KELY.A)	25.04	883.6	809.1	4,835.7	99.2	0.98	0.17 x	8.2 x	25.6 x	19.9%	2.1%
TrueBlue, Inc. (TBI)	12.52	393.0	392.4	1,906.2	20.4	(0.45)	0.21 x	19.2 x	NM	26.5%	1.1%
<b>Mean</b>		<b>\$1,677.6</b>	<b>\$1,937.8</b>	<b>\$8,552.1</b>	<b>\$218.2</b>	<b>\$0.76</b>	<b>0.21 x</b>	<b>12.0 x</b>	<b>25.6 x</b>	<b>21.4%</b>	<b>2.0%</b>
<b>Median</b>		<b>883.6</b>	<b>809.1</b>	<b>4,835.7</b>	<b>99.2</b>	<b>0.98</b>	<b>0.21 x</b>	<b>8.6 x</b>	<b>25.6 x</b>	<b>19.9%</b>	<b>2.1%</b>
<b>Professional Staffing</b>											
Robert Half Inc. (RHI)	\$79.28	\$8,201.6	\$7,711.8	\$6,392.5	\$518.8	\$3.88	1.21 x	14.9 x	20.4 x	40.3%	8.1%
Kforce Inc. (KFRC)	70.52	1,320.1	1,377.5	1,531.8	90.3	3.13	0.90 x	15.3 x	22.5 x	27.9%	5.9%
Resources Connection, Inc. (RGP)	13.16	444.9	345.9	669.1	48.0	0.66	0.52 x	7.2 x	19.9 x	39.2%	7.2%
Hudson Global, Inc. (HSON)	17.65	49.7	28.5	161.3	2.9	0.70	0.18 x	10.0 x	25.2 x	10.8%	1.8%
<b>Mean</b>		<b>\$2,504.1</b>	<b>\$2,365.9</b>	<b>\$2,188.7</b>	<b>\$165.0</b>	<b>\$2.09</b>	<b>0.70 x</b>	<b>11.8 x</b>	<b>22.0 x</b>	<b>29.5%</b>	<b>5.7%</b>
<b>Median</b>		<b>882.5</b>	<b>861.7</b>	<b>1,100.4</b>	<b>69.1</b>	<b>1.92</b>	<b>0.71 x</b>	<b>12.4 x</b>	<b>21.5 x</b>	<b>33.5%</b>	<b>6.5%</b>
<b>Healthcare Staffing</b>											
AMN Healthcare Services, Inc. (AMN)	\$62.51	\$2,368.4	\$3,685.8	\$3,789.3	\$501.8	\$5.36	0.97 x	7.3 x	11.7 x	33.0%	13.2%
Cross Country Healthcare, Inc. (CCRN)	18.72	649.2	637.3	2,019.7	135.0	2.05	0.32 x	4.7 x	9.1 x	22.3%	6.7%
<b>Mean</b>		<b>\$1,508.8</b>	<b>\$2,161.5</b>	<b>\$2,904.5</b>	<b>\$318.4</b>	<b>\$3.71</b>	<b>0.64 x</b>	<b>6.0 x</b>	<b>10.4 x</b>	<b>27.6%</b>	<b>10.0%</b>
<b>Median</b>		<b>1,508.8</b>	<b>2,161.5</b>	<b>2,904.5</b>	<b>318.4</b>	<b>3.71</b>	<b>0.64 x</b>	<b>6.0 x</b>	<b>10.4 x</b>	<b>27.6%</b>	<b>10.0%</b>
<b>IT Staffing</b>											
ASGN Incorporated (ASGN)	\$104.76	\$4,871.3	\$5,805.6	\$4,450.6	\$464.4	\$4.50	1.30 x	12.5 x	23.3 x	28.8%	10.4%
RCM Technologies, Inc. (RCMT)	21.37	169.7	197.4	263.2	24.5	1.96	0.75 x	8.1 x	10.9 x	29.1%	9.3%
Christie Group plc (CTG)	0.95	24.5	32.2	68.7	2.3	0.02	0.47 x	14.3 x	NM	28.2%	3.3%
<b>Mean</b>		<b>\$1,688.5</b>	<b>\$2,011.7</b>	<b>\$1,594.2</b>	<b>\$163.7</b>	<b>\$2.16</b>	<b>0.84 x</b>	<b>11.6 x</b>	<b>17.1 x</b>	<b>28.7%</b>	<b>7.7%</b>
<b>Median</b>		<b>169.7</b>	<b>197.4</b>	<b>263.2</b>	<b>24.5</b>	<b>1.96</b>	<b>0.75 x</b>	<b>12.5 x</b>	<b>17.1 x</b>	<b>28.8%</b>	<b>9.3%</b>

NA = Not Available; NM = Not Meaningful;

LTM = Latest Twelve Months

‡ = Excluded from Mean and Median calculations

Source: Public Filings, Press Releases, and Published Research Reports.

(1) As of close on March 28, 2024.

(2) Enterprise value is defined as equity value plus net debt, preferred stock and minority interests. Net Debt includes long-term debt, short-term debt, post-retirement benefits and unfunded pensions, if applicable, less cash and cash equivalents.

(3) As of December 31, 2023 except RGP (02/24/2024); RCMT (12/30/2023); and CTG (06/30/2023).

(4) Excludes non-recurring and discontinued operations.

# HUMAN RESOURCES OUTSOURCING

## PUBLIC COMPANY OPERATING METRICS

### RELATIVE VALUATION TRENDS

(\$ in millions, except per share data)

Company	Market & Capitalization			LTM Performance <sup>(3)</sup>			Valuation		Margins		
	Price <sup>(1)</sup>	Equity Value	Enterprise Value <sup>(2)</sup>	Revenue	EBITDA <sup>(4)</sup>	EPS	Enterprise Value/Revenue	EBITDA	Price/EPS	Gross Profit	EBITDA
<b>Executive Search</b>											
Korn Ferry (KFY)	\$65.76	\$3,431.4	\$3,258.1	\$2,802.7	\$317.2	\$2.89	1.16x	10.3x	22.8x	21.5%	11.3%
Heidrick & Struggles International, Inc. (HSII)	33.66	677.3	298.9	1,026.9	102.7	2.62	0.29x	2.9x	12.8x	25.5%	10.0%
<b>Mean</b>		<b>\$2,054.4</b>	<b>\$1,778.5</b>	<b>\$1,914.8</b>	<b>\$209.9</b>	<b>\$2.75</b>	<b>0.73x</b>	<b>6.6x</b>	<b>17.8x</b>	<b>23.5%</b>	<b>10.7%</b>
<b>Median</b>		<b>2,054.4</b>	<b>1,778.5</b>	<b>1,914.8</b>	<b>209.9</b>	<b>2.75</b>	<b>0.73x</b>	<b>6.6x</b>	<b>17.8x</b>	<b>23.5%</b>	<b>10.7%</b>
<b>HR Outsourcing</b>											
Automatic Data Processing, Inc. (ADP)	\$249.74	\$102,590.8	\$104,361.3	\$18,585.9	\$5,305.2	\$8.59	5.62x	19.7x	29.1x	47.7%	28.5%
Paychex, Inc. (PAYX)	122.80	44,203.5	43,342.1	5,212.8	2,320.6	4.59	8.31x	18.7x	26.8x	71.7%	44.5%
Willis Towers Watson (WTW)	275.00	28,120.9	32,715.9	9,483.0	2,423.0	9.95	3.45x	13.5x	27.6x	44.8%	25.6%
TriNet Group, Inc. (TNET)	132.49	6,699.7	7,484.7	4,922.0	525.0	6.56	1.52x	14.3x	20.2x	22.4%	10.7%
Insperty, Inc. (NSP)	109.61	4,087.3	3,825.2	6,485.9	247.5	4.47	0.59x	15.5x	24.5x	16.0%	3.8%
<b>Mean</b>		<b>\$37,140.5</b>	<b>\$38,345.9</b>	<b>\$8,937.9</b>	<b>\$2,164.3</b>	<b>\$6.83</b>	<b>3.90x</b>	<b>16.3x</b>	<b>25.6x</b>	<b>40.5%</b>	<b>22.6%</b>
<b>Median</b>		<b>28,120.9</b>	<b>32,715.9</b>	<b>6,485.9</b>	<b>2,320.6</b>	<b>6.56</b>	<b>3.45x</b>	<b>15.5x</b>	<b>26.8x</b>	<b>44.8%</b>	<b>25.6%</b>
<b>Professional &amp; Consulting</b>											
Fair Isaac Corporation (FICO)	\$1,249.61	\$31,055.4	\$32,884.2	\$1,550.7	\$666.5	\$17.89	NM	49.3x	NM	79.5%	43.0%
FTI Consulting, Inc. (FCN)	210.29	7,341.9	7,270.9	3,489.2	428.6	7.71	2.08x	17.0x	27.3x	32.5%	12.3%
CBIZ, Inc. (CBZ)	78.50	3,916.3	4,460.4	1,591.2	204.9	2.39	2.80x	21.8x	32.8x	14.1%	12.9%
Exponent, Inc. (EXPO)	82.69	4,181.1	4,022.2	497.2	120.2	1.94	8.09x	NM	NM	35.7%	24.2%
Huron Consulting Group Inc. (HURN)	96.62	1,650.0	2,005.4	1,362.1	155.7	3.19	1.47x	12.9x	30.3x	30.8%	11.4%
CRA International, Inc. (CRAI)	149.58	1,041.8	1,104.9	624.0	68.2	5.39	1.77x	16.2x	27.8x	29.4%	10.9%
<b>Mean</b>		<b>\$8,197.7</b>	<b>\$8,624.7</b>	<b>\$1,519.1</b>	<b>\$274.0</b>	<b>\$6.42</b>	<b>3.24x</b>	<b>23.4x</b>	<b>29.5x</b>	<b>37.0%</b>	<b>19.1%</b>
<b>Median</b>		<b>4,048.7</b>	<b>4,241.3</b>	<b>1,456.4</b>	<b>180.3</b>	<b>4.29</b>	<b>2.08x</b>	<b>17.0x</b>	<b>29.0x</b>	<b>31.7%</b>	<b>12.6%</b>

NA = Not Available; NM = Not Meaningful;

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Source: Public Filings, Press Releases, and Published Research Reports.

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(3) As of December 31, 2022 except KFY (01/31/2024); PAYX (02/29/2024); EXPO (12/29/2023); and CRAI (12/30/2023).

(4) Excludes non-recurring and discontinued operations.

### HISTORICAL EBITDA MULTIPLES



# HUMAN RESOURCES OUTSOURCING

## SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
3/21/2024	Signature Hire LLC	Offers executive recruiting and outplacement services.	Careers Launch Talent Group, LLC.
3/21/2024	A Slice of HR	Provides human resources and recruiting services.	Digital Insurance LLC
3/19/2024	Creative Business Resources	Provides outsourced human resources, retirement, risk management, and payroll services.	Digital Insurance LLC
3/19/2024	Background screening and compliance services business of CastleBranch Inc.	Provides compliance management and background screening services.	DISA Global Solutions, Inc.
3/14/2024	Kind Dining, LLC	Provides hospitality training to senior care providers.	Health Technologies, Inc.
3/14/2024	Berry Virtual Corp.	Provides executive assistance, customer service, and sales support services.	Legal Soft Inc.
3/14/2024	Flight Crews Unlimited Inc.	Provides aviation staffing services.	Reliance Aerotech Inc
3/13/2024	Wiser Partners LLC	Provides human resource and employment services.	ZRG Partners, LLC
3/7/2024	Lippman Jungers LLC	Offers legal recruitment and placement services.	Johnson Downie LLC
3/5/2024	Martin Recruiting and Consulting LLC	Provides staffing and recruiting services.	Good Labor, Inc.
3/4/2024	HR Collaborative LLC	Provides full-service HR solutions.	Kinexus Group
3/3/2024	Talent Acquisition division of infoCorvus LLC	Provides talent acquisition services.	Yasha Staffing LLC
2/23/2024	Gritly, Inc.	Operator of a skill development and hiring platform.	IIA Healthcare
2/21/2024	Canadian Staffing Business of PeopleReady, Inc.	Provides staffing and recruiting services.	Vertical Staffing Resources Inc.
2/20/2024	Untapped Labs, Inc.	Provides employee recruitment services.	Podium Education, Inc
2/14/2024	Zarmac Benefits Inc.	Offers employee benefits and group retirement services.	Marquee Benefits Inc.
2/13/2024	ADVANTIS Global Services, Inc.	Provides staffing and recruiting services.	TekPartners Solutions, LLC
2/13/2024	Tru HR Solutions, Inc.	Provides human resource management services.	OneDigital Health and Benefits, Inc.
2/12/2024	Kolter Solutions LLC	Provides IT and healthcare staffing services.	Tandym Group
2/7/2024	My HCM Partner	Provides human capital management and consulting services.	BSI Corporate Benefits LLC
1/22/2024	BelFlex Staffing Network	Provides staffing and recruiting services.	Elwood Staffing Services, Inc.
1/18/2024	School Payroll Services, LLC	Provides payroll services for schools.	PayBridge, Inc.
1/16/2024	U.S. Employee Benefits Services Group, LLC	Provides employee benefit and retirement plan management services.	U.S. Retirement & Benefits Partners, Inc.
1/10/2024	Key Technical Resources, Inc.	Provides staffing and recruiting services.	Teknei Information Technology, S.L.
1/3/2024	Kain Automotive Inc.	Offers training services for the automotive industry.	NCM Associates, Inc.
1/2/2024	Trainers and Consultants Referral Network	Provides human resource and employment services.	HR Answerbox, LLC

# HUMAN RESOURCES OUTSOURCING

## RECENT NEWS

ANNOUNCED

HRO SELECTED NEWS

3/15/2024

**Robert Half** announced that John Reed, a 25-year veteran of global talent solutions and business consulting firm Robert Half, has been named senior district president for technology talent solutions, overseeing operations throughout the **Western United States**. With extensive experience in technology and talent solutions, Mr. Reed leads technology and marketing and creative practice groups, matching specialized talent and providing consulting solutions.

3/7/2024

**Jamf** and **FTI Consulting** have partnered to improve global incident response capabilities for mobile device threats. FTI Consulting integrates Jamf's Executive Threat Protection platform into its cybersecurity offering, accelerating response times and mitigating cyber risks for high-risk users.

3/5/2024

**ECS**, an **ASGN** brand, secured a three-year, \$190 million contract from DEVCOM ARL to integrate AI capabilities for DoD services and combatant commands. As the prime contractor, ECS will aid DoD objectives by developing and demonstrating advanced AI mobility and agility across critical programs and domains.

3/1/2024

**Exponent** named Brian Kundert as Chief Human Resources Officer. Mr. Kundert previously served as Vice President of Human Resources at Exponent since July 10, 2023, and brings 19 years of experience from Arcadis as Global Director of Human Resources for the Resilience division.

2/21/2024

**Premier Lending** will use FICO Score 10 T from **Fair Isaac Corporation** to improve its loan origination and mortgage acquisitions. This predictive scoring model aims to increase mortgage originations by up to 5% without added risk and reduce default risk by up to 17%, supporting Premier Lending's commitment to innovation and customer service.

2/15/2024

Burton Goldfield is retiring as CEO of TriNet, with Mike Simonds taking over the role. Mr. Simonds, formerly Executive VP and COO at Unum Group, brings extensive experience in leading large business units and enhancing customer experiences. Mr. Goldfield will remain as a special advisor to **TriNet** until March 31, 2025.

2/12/2024

**WTW** announced a co-brokerage arrangement with the **Solomon Agency Corporation** to provide tailored insurance solutions to companies in South Korea and Vietnam, leveraging WTW's Asia Risk Division's expertise. This collaboration enhances industry knowledge and expertise for clients in Asia Pacific.

1/23/2024

**Heidrick & Struggles International** announced that Krishnan Rajagopalan will retire as Chief Executive Officer on April 1, 2024. Thomas Monahan III will succeed him starting March 4, 2024. Mr. Monahan brings extensive experience from Norton Street Holdings, DeVry University, CEB, Deloitte, and Accenture.

1/9/2024

**CrossCountry Mortgage** has adopted FICO Score 10 T to improve loan decisions, supporting more consumers in homeownership. They're the first to use this model for mortgage-backed securities, showcasing its benefits in credit risk management and increased mortgage approvals or reduced defaults.

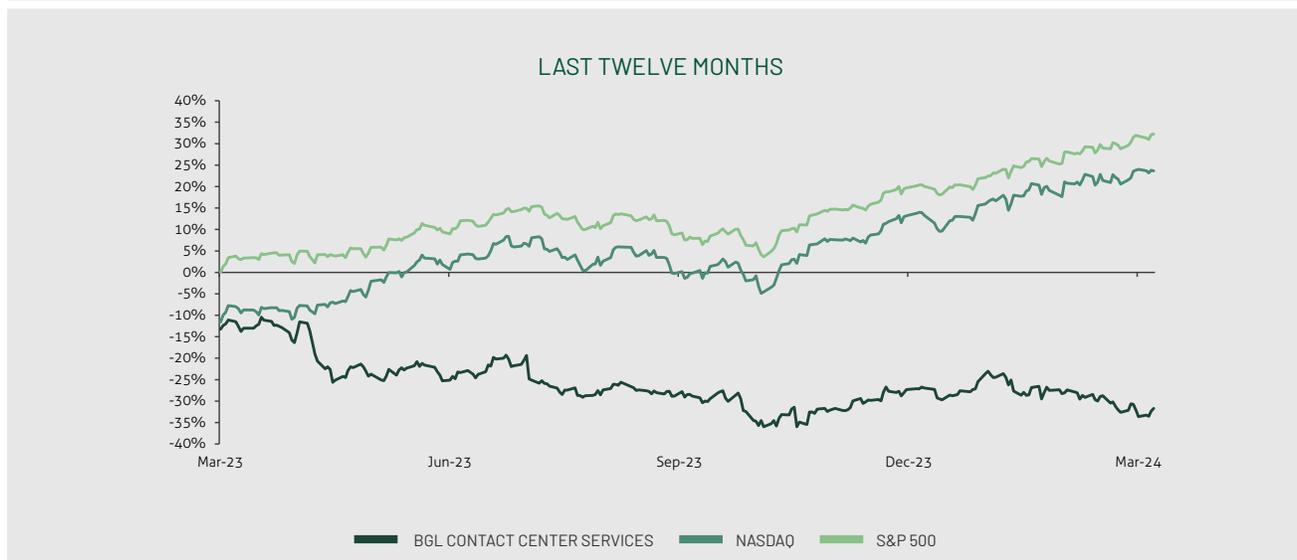
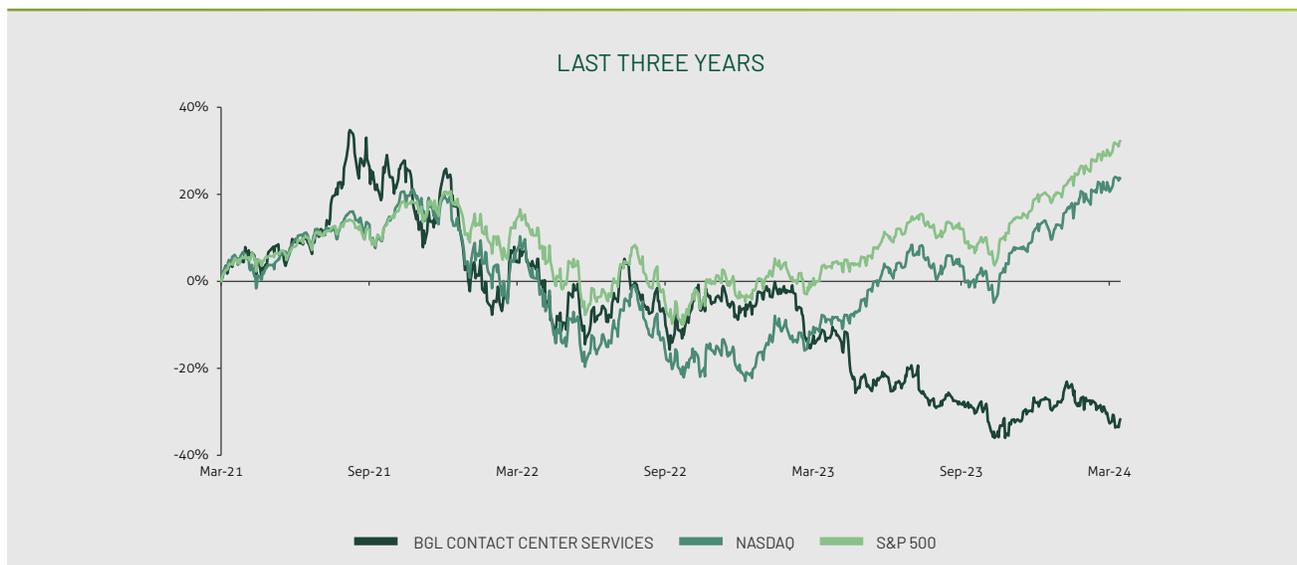
1/5/2024

**The Arena Group Holdings** enlisted **FTI Consulting** to aid in its turnaround plans, aiming for sustainable positive cash flow and earnings to benefit shareholders. This partnership includes appointing Jason Frankl, an experienced senior managing director at FTI, as the Company's Chief Business Transformation Officer, overseeing critical strategic changes.

# CONTACT CENTER SERVICES

## PUBLIC COMPANY OPERATING METRICS

### INDEX PERFORMANCE



PRICE APPRECIATION	3-YEAR	LTM	1-MONTH
Brown Gibbons Lang & Company Contact Center Services Index <sup>(a)</sup>	(31.7%)	(21.3%)	(3.0%)
NASDAQ	23.7%	39.8%	2.7%
S&P 500	32.3%	32.3%	3.6%

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# CONTACT CENTER SERVICES

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(\$ in millions, except per share data)

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	Price <sup>(1)</sup>	Equity	Enterprise	Revenue	EBITDA <sup>(4)</sup>	EPS	Enterprise Value/		Price/	Gross
		Value	Value <sup>(2)</sup>				Revenue	EBITDA		
<b>On-Shore</b>										
Concentrix Corporation (NasdaqGS: CNXC)	\$66.22	\$4,370.0	\$10,067.5	\$7,881.1	\$1,238.1	\$4.72	1.28 x	8.1 x	14.0 x	36.2%
Conduent Incorporated (CNDT)	3.38	709.7	1,850.7	3,722.0	235.0	(1.41)	0.50 x	7.9 x	NM	22.4%
TTEC Holdings, Inc. (TTEC)	10.37	491.8	1,470.1	2,462.8	240.7	0.18	0.60 x	6.1 x	58.2 x	23.1%
TaskUs, Inc. (NasdaqGS: TASK)	11.65	1,037.9	1,223.7	924.4	167.1	0.48	1.32 x	7.3 x	24.3 x	41.7%
IBEX Limited (IBEX)	15.43	271.1	299.1	513.2	56.3	1.55	0.58 x	5.3 x	9.9 x	29.2%
<b>Mean</b>		<b>\$1,376.1</b>	<b>\$2,982.2</b>	<b>\$3,100.7</b>	<b>\$387.5</b>	<b>\$1.10</b>	<b>0.86 x</b>	<b>6.9 x</b>	<b>26.6 x</b>	<b>30.5%</b>
<b>Median</b>		<b>709.7</b>	<b>1,470.1</b>	<b>2,462.8</b>	<b>235.0</b>	<b>0.48</b>	<b>0.60 x</b>	<b>7.3 x</b>	<b>19.2 x</b>	<b>29.2%</b>
<b>Off-Shore</b>										
Genpact Limited (G)	\$32.95	\$5,942.0	\$6,856.9	\$4,476.9	\$725.5	\$3.41	1.53 x	9.5 x	9.7 x	35.1%
ExlService Holdings, Inc. (EXLS)	31.80	5,271.9	5,252.0	1,630.7	279.5	1.10	3.22 x	18.8 x	28.9 x	37.3%
WNS (Holdings) Limited (WNS)	50.53	2,365.3	2,480.1	1,301.5	206.5	3.27	1.91 x	12.0 x	15.5 x	36.2%
<b>Mean</b>		<b>\$4,526.4</b>	<b>\$4,863.0</b>	<b>\$2,469.7</b>	<b>\$403.9</b>	<b>\$2.59</b>	<b>2.22 x</b>	<b>13.4 x</b>	<b>18.0 x</b>	<b>36.2%</b>
<b>Median</b>		<b>5,271.9</b>	<b>5,252.0</b>	<b>1,630.7</b>	<b>279.5</b>	<b>3.27</b>	<b>1.91 x</b>	<b>12.0 x</b>	<b>15.5 x</b>	<b>36.2%</b>

NA = Not Available; NM = Not Meaningful;

LTM = Latest Twelve Months

‡ = Excluded from Mean and Median calculations

Source: Public Filings, Press Releases, and Published Research Reports.

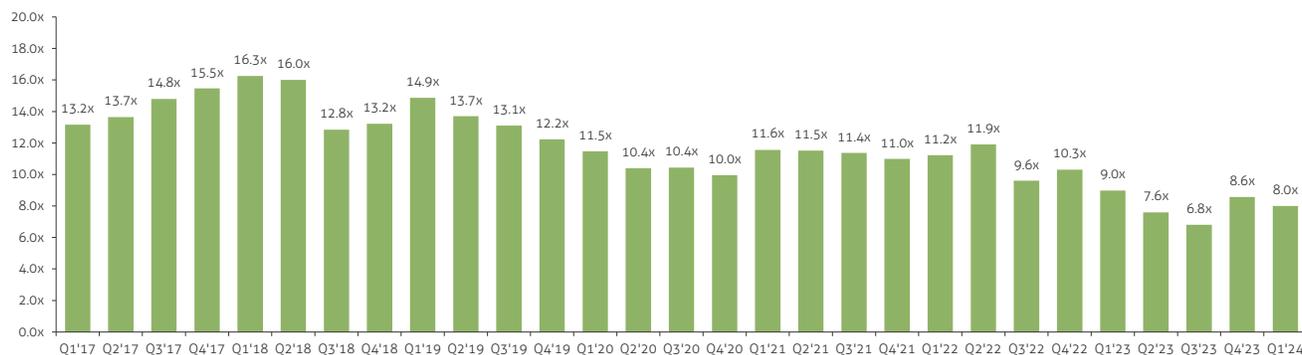
(1) As of close on March 28, 2024.

(2) Enterprise value is defined as equity value plus net debt, preferred stock and minority interests. Net Debt includes long-term debt, short-term debt, post-retirement benefits and unfunded pensions, if applicable, less cash and cash equivalents.

(3) As of December 31, 2022 except CNXC (02/29/2024).

(4) Excludes non-recurring and discontinued operations.

### HISTORICAL EBITDA MULTIPLES



# CONTACT CENTER SERVICES

## SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
2/29/2024	Telecom agency services	Provides network and communications services.	UPSTACK, Inc.
12/4/2023	Onepath Systems LLC	Offers business process outsourcing services.	TeleCloud Solutions LLC
1/31/2024	SMA Support Services LLC	Provides business process outsourcing services.	Omnia Exterior Solutions, LLC
1/18/2024	Thrio, Inc.	Develops customer contact center solutions.	Nextiva, Inc.
1/18/2024	Voxdata Telecom Inc.	Provides inbound and outbound contact center solutions.	Qualfon Data Services Group, LLC
1/10/2024	Adapt CX LLC	Offers contact center technology advisory services.	Global Technology Solutions, Inc.

# CONTACT CENTER SERVICES

## RECENT NEWS

ANNOUNCED

CCS SELECTED NEWS

3/25/2024 **TaskUs** and **V7** have announced their strategic partnership to streamline AI training data creation for tech companies, delivering faster data and cost savings. Their collaboration benefits enterprise AI projects, especially in healthcare, emphasizing security and compliance. This partnership merges TaskUs' annotators with V7's technology for efficient AI product development.

3/7/2024 **ExlService Holdings** welcomed Thomas Bartlett as an independent director to its board on March 6, 2024. Meanwhile, Som Mittal will retire from the board in June 2024. Mr. Bartlett, known for his roles at American Tower and Verizon Communications, also serves as a director at Otis Worldwide Corporation.

3/4/2024 **TaskUs** and **Quavo** have partnered to enhance financial crime and compliance operations. Their collaboration integrates TaskUs Risk + Response's expertise with Quavo's dispute management solutions platform, offering streamlined processes and improved regulatory compliance for financial institutions.

2/15/2024 **TTEC Holdings** named Kenneth Wagers III as its new Chief Financial Officer, effective March 1, 2024, bringing vast experience from Fortune 500 companies like UPS, XPO Logistics, and Amazon. Francois Bourret, the interim CFO, will continue as the Chief Accounting Officer, recognized for his contributions to the company's leadership team.

2/8/2024 **Genpact** appointed Vipin Gairola as Global Operating Officer, focusing on client service delivery and AI solutions. Vidya Rao, now Chief Technology and Transformation Officer, leads internal process transformations and strengthens data capabilities for AI and automation initiatives.

2/6/2024 **Genpact** and **ServiceNow** have deepened their partnership to provide advanced Source-to-Pay applications for finance and supply chain operations. This collaboration enhances team productivity, user experiences, and cost efficiency, benefiting organizations like Dropbox in streamlining procurement and case management.

2/2/2024 **WNS Limited's** Form 6-K to the SEC notes one of its top five customer's termination notice effective July 1, 2024, though it won't impact fiscal 2024 revenue. The company is discussing the transition's support with the customer and assessing financial implications.

1/31/2024 **Genpact** and **Advantage Solutions** have partnered for a multi-year engagement, leveraging platforms like Salesforce and Genpact Cora to drive growth and streamline operations for consumer goods companies. This collaboration focuses on unlocking value, reducing complexities, and enhancing efficiency across organizations.

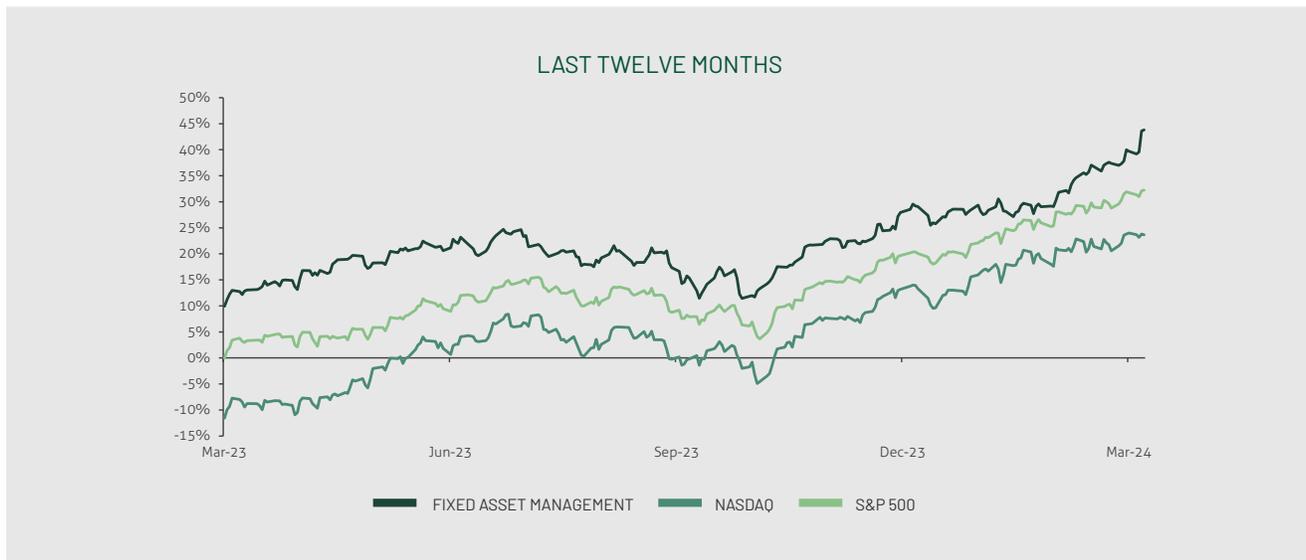
1/25/2024 **TaskUs** has integrated with **Zendesk**, enabling organizations to combine TaskUs' Generative AI customer service solutions with Zendesk's platform. This integration enhances efficiency and customer satisfaction by providing reliable responses to queries and empowering staff to customize responses based on ongoing interactions.

1/16/2024 **IBEX Limited** named Eric Guarro as Senior Vice President of Digital Transformation, leading their digital strategy with extensive experience from roles at Frontier Communications. Guarro's expertise will guide ibex's growth and technological strategies.

# FIXED ASSET MANAGEMENT

## PUBLIC COMPANY OPERATING METRICS

### INDEX PERFORMANCE



PRICE APPRECIATION	3-YEAR	LTM	1-MONTH
Brown Gibbons Lang & Company Fixed Asset Management Index <sup>(a)</sup>	43.8%	30.8%	7.9%
NASDAQ	23.7%	39.8%	2.7%
S&P 500	32.3%	32.3%	3.6%

a) Market cap weighted index assuming no dividend reinvestment. Brown Gibbons Lang & Company Fixed Asset Management Index is comprised of all companies listed on the following page.

# FIXED ASSET MANAGEMENT

## PUBLIC COMPANY OPERATING METRICS

### RELATIVE VALUATION TRENDS

(\$ in millions, except per share data)

Company	Market & Capitalization			LTM Performance <sup>(3)</sup>			Valuation		Ma	
	Price <sup>(1)</sup>	Equity Value	Enterprise Value <sup>(2)</sup>	Revenue	EBITDA <sup>(4)</sup>	EPS	Enterprise Value/ Revenue	EBITDA	Price/ EPS	Gross Profit
<b>Facility Maintenance</b>										
Rollins, Inc. (ROL)	\$46.27	\$22,419.4	\$23,131.0	\$3,073.3	\$691.3	\$0.89	7.53 x	33.5 x	52.1 x	52.2%
EMCOR Group, Inc. (EME)	350.20	16,482.1	16,033.4	12,582.9	996.0	13.31	1.27 x	16.1 x	26.3 x	16.6%
Rentokil Initial plc (LSE:RTO)	4.72	11,846.9	15,048.9	5,375.0	1,045.0	0.15	2.80 x	14.4 x	31.3 x	82.8%
FirstService Corporation (TSX:FSV)	224.25	10,086.0	11,648.3	4,334.5	394.3	2.24	2.69 x	29.5 x	NM	32.0%
Comfort Systems USA, Inc. (FIX)	317.71	11,301.5	11,353.1	5,206.8	497.7	9.01	2.18 x	22.8 x	35.3 x	19.0%
Chemed Corporation (CHE)	641.93	9,717.1	9,592.6	2,264.4	399.2	17.93	4.24 x	24.0 x	35.8 x	35.3%
ABM Industries Incorporated (ABM)	44.62	2,824.1	4,220.9	8,174.7	459.7	3.92	0.52 x	9.2 x	11.4 x	13.8%
BrightView Holdings, Inc. (BV)	11.90	1,123.5	2,538.3	2,786.8	249.7	(0.19)	0.91 x	10.2 x	NM	23.9%
SP Plus Corporation (SP)	52.22	1,033.9	1,581.0	883.2	128.0	1.57	1.79 x	12.4 x	33.3 x	28.3%
Healthcare Services Group, Inc. (HCSG)	12.48	918.3	814.5	1,671.4	55.9	0.52	0.49 x	14.6 x	24.2 x	12.8%
<b>Mean</b>		<b>\$8,775.3</b>	<b>\$9,596.2</b>	<b>\$4,635.3</b>	<b>\$491.7</b>	<b>\$4.94</b>	<b>2.44x</b>	<b>18.7x</b>	<b>31.2x</b>	<b>31.7%</b>
<b>Median</b>		<b>9,901.6</b>	<b>10,472.8</b>	<b>3,703.9</b>	<b>429.4</b>	<b>1.91</b>	<b>1.99x</b>	<b>15.3x</b>	<b>32.3x</b>	<b>26.1%</b>
<b>Food Services</b>										
Compass Group PLC (LSE:CPG)	\$23.23	\$39,569.4	\$43,201.4	\$31,028.0	\$2,254.0	\$0.75	1.39 x	19.2 x	30.8 x	6.3%
Sodexo S.A. (ENXTPA:SW)	79.48	11,602.5	16,013.5	22,637.0	1,175.0	3.80	0.71 x	13.6 x	20.9 x	12.0%
Aramark (ARMK)	32.52	8,535.0	14,402.2	19,347.9	1,544.3	2.52	0.74 x	9.3 x	12.9 x	16.2%
<b>Mean</b>		<b>\$19,902.3</b>	<b>\$24,539.0</b>	<b>\$24,337.6</b>	<b>\$1,657.8</b>	<b>\$2.36</b>	<b>0.95x</b>	<b>14.0x</b>	<b>21.5x</b>	<b>11.5%</b>
<b>Median</b>		<b>11,602.5</b>	<b>16,013.5</b>	<b>22,637.0</b>	<b>1,544.3</b>	<b>2.52</b>	<b>0.74x</b>	<b>13.6x</b>	<b>20.9x</b>	<b>12.0%</b>
<b>Manned Security Services</b>										
Securitas AB (publ) (OM: SECU B)	\$110.35	\$63,221.5	\$102,421.5	\$157,249.0	\$11,629.0	\$2.24	0.65 x	8.8 x	49.2 x	20.3%
The Brink's Company (BCO)	92.38	4,131.7	6,954.5	4,874.6	770.3	1.83	1.43 x	9.0 x	50.5 x	24.0%
The GEO Group, Inc. (GEO)	14.12	1,802.0	3,594.7	2,413.2	479.0	0.72	1.49 x	7.5 x	19.6 x	27.7%
CoreCivic, Inc. (CXW)	15.61	1,742.6	2,828.1	1,896.6	298.1	0.59	1.49 x	9.5 x	26.5 x	22.9%
Prosegur Compañía de Seguridad, S.A. (BME: PSG)	1.53	815.4	2,418.9	4,310.0	392.2	0.12	0.56 x	6.2 x	12.4 x	23.5%
<b>Mean</b>		<b>\$14,342.6</b>	<b>\$23,643.5</b>	<b>\$34,148.7</b>	<b>\$2,713.7</b>	<b>\$1.1</b>	<b>1.12x</b>	<b>8.2x</b>	<b>31.6x</b>	<b>23.7%</b>
<b>Median</b>		<b>1,802.0</b>	<b>3,594.7</b>	<b>4,310.0</b>	<b>479.0</b>	<b>0.7</b>	<b>1.43x</b>	<b>8.8x</b>	<b>26.5x</b>	<b>23.5%</b>
<b>Uniform / Linen Rentals</b>										
Cintas Corporation (CTAS)	\$687.03	\$69,708.3	\$72,245.2	\$9,410.2	\$2,299.6	\$14.49	7.68 x	31.4 x	47.4 x	48.5%
UniFirst Corporation (UNF)	173.43	3,240.2	3,210.1	2,332.8	296.3	6.12	1.38 x	10.8 x	28.3 x	34.1%
<b>Mean</b>		<b>\$36,474.3</b>	<b>\$37,727.7</b>	<b>\$5,871.5</b>	<b>\$1,297.9</b>	<b>\$10.30</b>	<b>4.53x</b>	<b>21.1x</b>	<b>37.9x</b>	<b>41.3%</b>
<b>Median</b>		<b>36,474.3</b>	<b>37,727.7</b>	<b>5,871.5</b>	<b>1,297.9</b>	<b>10.30</b>	<b>4.53x</b>	<b>21.1x</b>	<b>37.9x</b>	<b>41.3%</b>

NA = Not Available; NM = Not Meaningful;

LTM = Latest Twelve Months

‡ = Excluded from Mean and Median calculations

Source: Public Filings, Press Releases, and Published Research Reports.

(1) As of close on March 28, 2024.

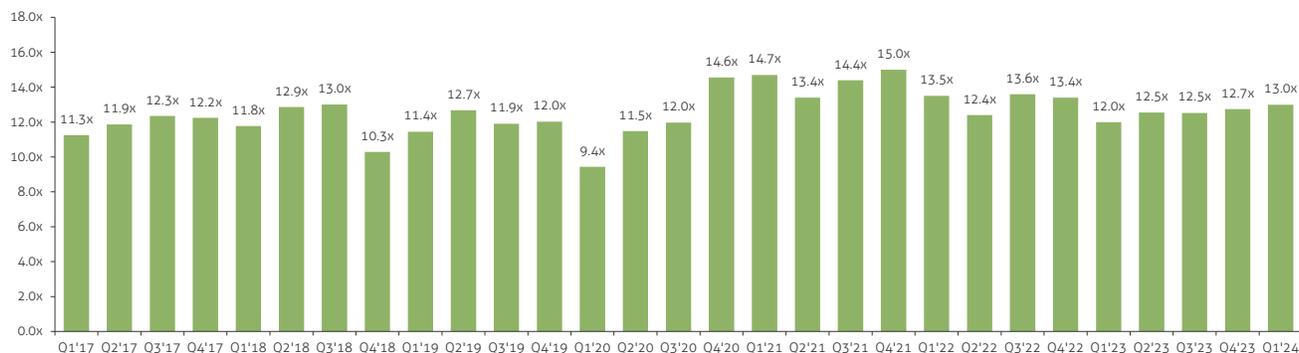
(2) Enterprise value is defined as equity value plus net debt, preferred stock and minor interests. Net Debt includes long-term debt, short-term debt, post-retirement benefits a unfunded pensions, if applicable, less cash and cash equivalents.

(3) As of December 31, 2022 except AABM (01/31/2024); CPG (09/30/2024);

SW (08/31/2023); ARMK (12/29/2023); CTAS (02/29/2024); and UNF (02/24/2024).

(4) Excludes non-recurring and discontinued operations.

### HISTORICAL EBITDA MULTIPLES



# FIXED ASSET MANAGEMENT

## SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
3/25/2024	Stan's Home Services Holdings Inc	Provides residential HVAC services.	Master Trades Group
3/18/2024	Pro Star Energy Solutions, L.P.	Offers HVAC retrofit and building automation solutions.	Crete United
3/12/2024	C2H Air And Electric LLC	Provides HVAC and electrical services.	Firstcall Mechanical Group, LLC
3/11/2024	Reed Family Heating & Air Conditioning Co LLC	Provides HVAC installation and repair services.	Quality Heating & Cooling, LLC
3/3/2024	Jordan Brook Lawncare and Gardening LLC	Offers landscaping and lawn care services.	Maxum Irrigation & Plumbing
2/15/2024	P&M/Mercury Mechanical Corp.	Provides HVAC, sheet metal, and piping services.	PremiStar, LLC
2/8/2024	BAM Outdoor, Inc.	Provides commercial landscaping, lawn care, and snow removal services.	Schill Landscaping and Lawn Care Services, Inc.
2/8/2024	Bacon & Graham, Inc.	Offers janitorial, and maintenance services.	SupplyOne, Inc.
2/5/2024	J&J Maintenance, Inc.	Provides custodial, operations support, logistics, and construction services.	CBRE Group, Inc.
1/31/2024	Non-core US Lawns franchise business	Provides commercial landscaping services.	EverSmith Brands
1/25/2024	Garden Industries, LLC/ Botanica Landscaping, LLC	Provides landscaping and plant care services.	Mariani Premier Group
1/24/2024	Frontier Service Partners	Provides plumbing, electrical, and HVAC services.	Apex Service Partners, LLC
1/24/2024	Miinc, LP	Provides HVAC, plumbing, and piping services.	SubSplit Services Group, L.P.
1/19/2024	Palmetto Landscaping and Design, LLC	Provides landscape design, installation, and maintenance.	Yardworks
1/18/2024	Foster Lake & Pond Management, Inc.	Provides lake, pond, stormwater and fishery management services.	Bland Landscaping Co. Inc.
1/16/2024	CRD Electrical Service, LLC	Provides plumbing, HVAC, and electrical services.	Southern Home Services, Inc
1/9/2024	Kabran Air-Conditioning and Heating, Inc.	Offers HVAC installation and repair services.	Cascade Services
1/9/2024	Best in Class Technology Services, LLC	Provides aftermarket HVAC services.	Investcorp Holdings B.S.C.
1/9/2024	Comfort Experts USA, Inc.	Provides HVAC and air conditioning services.	Cascade Services
1/2/2024	Newman Lawn Care, Incorporated	Offers commercial lawn care and landscaping services.	Superscapes, Inc.

# FIXED ASSET MANAGEMENT

## RECENT NEWS

ANNOUNCED

FAM SELECTED NEWS

3/14/2024 **Rollins** is actively pursuing acquisitions, aiming for strategic growth in residential pest control. Despite a slower fourth quarter impacted by one-time factors, management is optimistic about 2024, focusing on M&A opportunities across of various types and sizes in order to execute on the company's growth strategy.

3/7/2024 **CoreCivic** appointed Catherine Hernandez-Blades and Alexander Fischer as new independent directors, increasing the board's size to twelve members. Donna Alvarado will retire after the 2024 Annual Shareholder Meeting. Ms. Hernandez-Blades has marketing and communication expertise, while Mr. Fischer specializes in corporate strategy and economic development.

3/7/2024 **Rentokil Initial** announced management changes effective April 1, 2024: Alain Moffroid becomes Chief Commercial Officer, overseeing Marketing and Innovation; Fabrice Quinquenel takes over as Regional Managing Director for Europe; Rachel Canham continues as Group General Counsel and Company Secretary; Gary Booker will leave in mid-April for an external role.

2/28/2024 **EMCOR Group** is focused on acquiring new businesses, maintaining a balanced capital approach. Anthony Guzzi, the Chairman and CEO, highlighted their ongoing acquisition opportunities, along with their recent dividend increase to \$0.25 per share. Their strategy emphasizes profitable growth through acquisitions and a consistent share repurchase program.

2/28/2024 **ABM** announced recent leadership changes. Valerie Burd has been promoted to President of the Business & Industry segment, focusing on growth and innovation. Scott Camp joins as President of Education, driving service expansion. Martin Montagne joins as the new President of Engineering, leading operations and revenue growth.

2/20/2024 Jerry Nix, who joined **Rollins's** Board in 2020 and has served as Lead Director since 2021, will retire after the company's 2024 annual meeting. Following this meeting, the Board will undertake the selection process to appoint a new Lead Director in place of Mr. Nix.

2/15/2024 **Rollins** aims to expand through acquisitions in 2024. The company expects solid organic growth backed by healthy pest control markets and a strategic approach to acquisitions. Jerry Gahlhoff, President and CEO, highlighted strong performance in Q4, with record revenue and a robust acquisition pipeline for 2024.

2/5/2024 **Sodexo** announced a Spin-Off of its stake in Sodexo Benefits & Rewards Services, renaming it **Pluxee**. The transaction, approved by shareholders on January 30, 2024, closed on February 5, 2024. The Bellon family will retain about 42.8% of the ordinary shares post-transaction.

1/18/2024 **Sodexo**, and **Jackson State University** have partnered with Virtual Dining Concepts to introduce AC Barbeque on campus in Spring 2024. AC Barbeque is a new BBQ lifestyle brand that allows students to conveniently order their favorite AC Barbeque dishes using the Sodexo Everyday app.

1/12/2024 **Sodexo** has appointed Sébastien de Tramasure as its new Chief Financial Officer, effective May 1, 2024. Mr. de Tramasure has a long history with Sodexo, spanning 18 years, during which he held several finance roles, including CFO for Sodexo North America, Benefits and Rewards Services, and Healthcare and Seniors segments.

# BGL PROFESSIONAL SERVICES

## DEDICATED LEADERSHIP



**PETER J. HILL**  
 Managing Director  
 Professional Services  
 215.990.2725  
 phill@bglco.com

### PROFESSIONAL EXPERIENCE

- Leads BGL's Professional Services practice
- Over 25 years of investment banking and corporate finance experience
- Former Managing Director and Head of Professional Services at Mufson Howe Hunter & Company, Stifel, and Legg Mason
- Investment banking positions at Barclays Capital and Lehman Brothers

### EDUCATION

- B.A., Middlebury College



**DAVID J. SILVER**  
 Director  
 Professional Services  
 917.242.4147  
 dsilver@bglco.com

### PROFESSIONAL EXPERIENCE

- Member of BGL's Professional Services practice
- Over 8 years of investment banking and corporate finance experience
- Former Vice President at PwC Corporate Finance and Alantra
- Significant domestic and cross-border M&A experience across various industry verticals

### EDUCATION

- B.S., Indiana University - Kelley School of Business

## WHO WE ARE LEADING INDEPENDENT FIRM

- Independent investment banking and financial advisory services for the global middle market since 1989
- Deep industry experience in Consumer, Healthcare & Life Sciences, Industrials, Infrastructure & Environment, Services, Technology and Real Estate
- Broad client base including family/entrepreneurially-owned, private equity-backed, and publicly owned companies
- Investment banking offices in Chicago, Cleveland, Los Angeles, and New York; real estate brokerage offices in Chicago, Cleveland, and San Antonio; and access to experience and capital in more than 35 countries worldwide via Global M&A Partners, Ltd.

## COMPREHENSIVE CAPABILITIES

MERGERS & ACQUISITIONS	CAPITAL MARKETS
<ul style="list-style-type: none"> <li>• Sell-Side Advisory</li> <li>• General Financial &amp; Strategic Advice</li> <li>• Acquisitions &amp; Divestitures</li> <li>• Public &amp; Private Mergers</li> <li>• Special Committee Advisory</li> <li>• Strategic Partnership &amp; Joint Venture Formation</li> <li>• Fairness Opinions &amp; Fair Value Opinions</li> </ul>	<ul style="list-style-type: none"> <li>• Debt Capital Markets</li> <li>• Private Capital Solutions</li> <li>• Private Markets Advisory</li> </ul>
FINANCIAL RESTRUCTURING	VALUATIONS & OPINIONS
<ul style="list-style-type: none"> <li>• Distressed M&amp;A</li> <li>• Restructuring Existing Debt or Equity</li> <li>• Debt or Equity Raises</li> <li>• Strategic Alternative &amp; Capital Structure Assessments</li> <li>• Committee &amp; Board Representation</li> <li>• Bond Exchange &amp; Tender Offers</li> </ul>	<ul style="list-style-type: none"> <li>• Court Testimony</li> <li>• Fairness Opinions</li> <li>• Going-Private Transactions</li> <li>• Solvency Opinions</li> </ul>

# BGL PROFESSIONAL SERVICES

## RECENT TRANSACTIONS

**VOXDATA**

— acquired by —

**QUALFON**

**resolvit**

— acquired by —

**ADITI CONSULTING**

**G&A Partners**  
Time to grow.

— recapitalized by —

**Riverside**

**Security Source**  
Lock & Hardware Division

— acquired by —

**QSi Facilities**  
a portfolio company of

**GRIDIRON CAPITAL**

Transaction completed by a BGL banker while at a former firm.

**Human Resource Experts employees only**

— acquired by —

**America's Back Office**  
Your Team. Not Your HR Solution.

**FRCH | DESIGN WORLDWIDE**

— merged with —

**NELSON**

**staffone** TRUSTED HR SOLUTIONS

— acquired by —

**OASIS** OUTSOURCING  
a portfolio company of

**STONE POINT CAPITAL**  
and  
**KELSO**

**CoADVANTAGE**  
Business-to-Business Solutions for Business

— a portfolio company of —

**Morgan Stanley**

— acquired by —

**TOTAL HR**

**NEXTGEN|REPORTING**

— acquired by —

**LEXITAS**

a portfolio company of

**TRINITY HUNT PARTNERS**

Transaction completed by a BGL banker while at a former firm.

**Personnel Management SYSTEMS**

— acquired by —

**ASURE**

**installs.**

— acquired by —

**GRAYCLIFF PARTNERS**

Transaction completed by a BGL banker while at a former firm.

**Fortune Industries, Inc.**  
comprised of

**Century II** **ESG** **Professional**

— acquired by —

**OASIS** OUTSOURCING  
a portfolio company of

**STONE POINT CAPITAL**

**HiHR**

— acquired by —

**ProService | HAWAII**

**CORPORATE Call Center Inc.**

— acquired by —

**the results companies**  
expect greater.

a portfolio company of

**One Equity Partners**

Transaction completed by a BGL banker while at a former firm.

**TENEX | CAPITAL MANAGEMENT**

— acquired by —

**PROGRESSIVE EMPLOYER**  
MARKETPLACE COMPANY  
Payroll • Workers Comp • Benefits • HR



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**NEW YORK**  
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SECURITIES TRANSACTIONS ARE CONDUCTED THROUGH BROWN, GIBBONS, LANG & COMPANY SECURITIES, LLC, AN AFFILIATE OF BROWN GIBBONS LANG & COMPANY LLC AND A REGISTERED BROKER-DEALER AND MEMBER OF FINRA AND SIPC.

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**RIÓN** MERGERS AND  
ACQUISITIONS