

# West Corporation Fact Sheet - December 31, 2014

west

## Overview

West Corporation (Nasdaq:WSTC) is a global provider of technology-enabled communication services. West offers a broad range of communication and network infrastructure solutions that help manage or support essential communications. West's services include conferencing and collaboration, public safety services, IP communications, interactive services such as automated notifications, agent services and telecom services.

For over 25 years, West has provided reliable, high-quality, voice and data services. West serves clients in a variety of industries including telecommunications, retail, financial services, public safety, technology and healthcare. West has a global organization with sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information on West Corporation, please call 1-800-841-9000 or visit [www.west.com](http://www.west.com).

## Highlights

- Scalable platform, low capital intensity, high margins and strong cash flow
- Long-standing, diversified client base
- Technological innovation
- Best-in-class cost structure
- Recurring revenue with multiple growth opportunities
- Addressing large, growing markets worldwide
- Proven ability to enhance business model and growth through acquisitions
- Portfolio transitioned to a platform-based model to better meet clients' needs
- Management team has successfully evolved business over 20+ years

## 2014 Statistics

- Revenue: \$2.22 billion
- Adjusted Operating Income:<sup>1</sup> \$541 million, or 24% of revenue
- Adjusted Net Income:<sup>1</sup> \$247 million
- Managed over 64 billion telephony minutes and approximately 159 million conference calls
- Facilitated over 290 million 9-1-1 calls
- Received and delivered over 4 billion calls and data messages

## Continuing Operations

(Unaudited, in millions except per share amounts)

	Three Months Ended December 31			Twelve Months Ended December 31		
	2014	2013	% Change	2014	2013	% Change
Consolidated Revenue	\$562.9	\$537.0	4.8%	\$2,218.6	\$2,121.0	4.6%
Adjusted EBITDA <sup>1</sup>	\$173.4	\$163.7	5.9%	\$668.3	\$655.6	1.9%
EBITDA <sup>1</sup>	\$167.0	\$161.1	3.7%	\$649.2	\$616.1	5.4%
Adjusted Operating Income <sup>1</sup>	\$141.2	\$134.5	4.9%	\$541.5	\$544.1	-0.5%
Operating Income	\$116.7	\$119.0	-1.9%	\$461.4	\$451.3	2.2%
Adjusted Net Income <sup>1</sup>	\$68.1	\$55.4	22.9%	\$247.2	\$207.7	19.0%
Net Income	\$34.9	\$42.5	-18.0%	\$134.6	\$123.1	9.4%
Adjusted Earnings per Share - Diluted <sup>1</sup>	\$0.79	\$0.65	21.5%	\$2.89	\$2.59	11.6%
Earnings per Share - Diluted	\$0.41	\$0.50	-18.0%	\$1.57	\$1.53	2.6%
Free Cash Flow <sup>1,2</sup>				\$279.2	\$204.5	36.5%

<sup>1</sup> See Reconciliation of Non-GAAP Financial Measures provided at [west.com](http://west.com)

<sup>2</sup> Free Cash Flow is calculated as Cash Flows from Operations less cash Capital Expenditures.



## West Executive Management Team

### **Thomas Barker**

*Chief Executive Officer & Director*

### **Nancee Berger**

*Chief Operating Officer & President*

### **Paul Mendlik**

*Chief Financial Officer, Treasurer & Executive Vice President - Finance*

### **Scott Etzler**

*President - InterCall*

### **Skip Hanson**

*President  
West Interactive Corporation*

### **Mary Hester**

*President - Intrado*

### **Rod Kempkes**

*Chief Administrative Officer*

### **Jan Madsen**

*Successor Chief Financial Officer*

### **Mick Mazour**

*President - West Business Solutions*

### **Dave Mussman**

*Executive Vice President  
General Counsel & Secretary*

### **Steve Stangl**

*President  
West Communication Services*

### **Todd Strubbe**

*President  
West Unified Communications*

### **David Treinen**

*Executive Vice President  
Strategic Business Development*

## West Investor & Public Relations Contact

### **David Pleiss**

*Vice President, Investor Relations*

### **West Corporation**

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Omaha, NE 68154  
west.com

## West Corporation

Our portfolio of technology-enabled communication services includes:

### Unified Communications Segment

#### Unified Communications

- On-demand audio conferencing
- Web conferencing and collaboration tools
- Audio and video webcasting services
- Virtual event design and hosting
- Operator-assisted audio conferencing services
- Video managed services and video conferencing bridging services
- Hosted IP-PBX and enterprise call management
- Hosted IP trunking solutions
- Unified communications partner solution portfolio
- Hosted and managed MPLS network services
- Cloud-based security

#### Interactive Services

- Automated customer engagement solutions
- Automated voice notifications
- SMS/email alerts and notifications
- Push notifications
- Voice and data network management solutions
- Multichannel preference management and campaign management solutions
- Website and customer portal management

### Communications Services Segment

#### Public Safety Services

- 9-1-1 Network services
- 9-1-1 Telephony systems and services

#### Carrier Services

- Toll-free origination
- Termination services
- Telephone number service

#### Agent Services

- Health Advocate
- Business-to-business services
- Cost containment services

