

BGL BUSINESS SERVICES QUARTERLY UPDATE Q1 2023

Q1 2023 COMMENTARY

Major public equity indices reversed previous declines in Q1 2023, ending the quarter up 7% quarter-over-quarter but still down 12% year-over-year. Ongoing labor shortages, supply chain disruptions, and the regional banking crisis have added to investor concerns about the overall health of the economy. However, the increasing likelihood for interest rate cuts following the collapse of certain regional banks has spurred more positive sentiment in the public markets.

Valuation multiples within the Business Services subsectors covered by BGL have also increased, and at a higher rate than the public markets. All three BGL Business Services composite indices are outperforming the S&P 500 year-over-year, averaging slightly over 9%.

- Within the Human Resources Outsourcing subsector, the median EBITDA multiple in Q1 2023 was 8.3x, representing a 15.6% increase over Q4 2022. Multiple expansion can be attributed to increased use of outsourcing services due to economic constraints, especially in the leisure and hospitality, healthcare, and government industries.
- Within the Contact Center Services subsector, the median EBITDA multiple was 9.0x in Q1 2023, representing a 12.8% decrease from Q4 2022. Despite increased adoption of cloud- and AI-based solutions and ongoing technological advancement of industry hardware and software, macro conditions, including economic uncertainty and a tight labor market, are having a greater negative impact on the subsector.
- Within the Fixed Asset Management subsector, the median EBITDA multiple was 12.0x in Q1 2023, representing a 10.5% decrease from Q4 2022. The decline in valuation can be attributed to the ongoing labor shortage outweighing the sector's resistance to economic uncertainty.

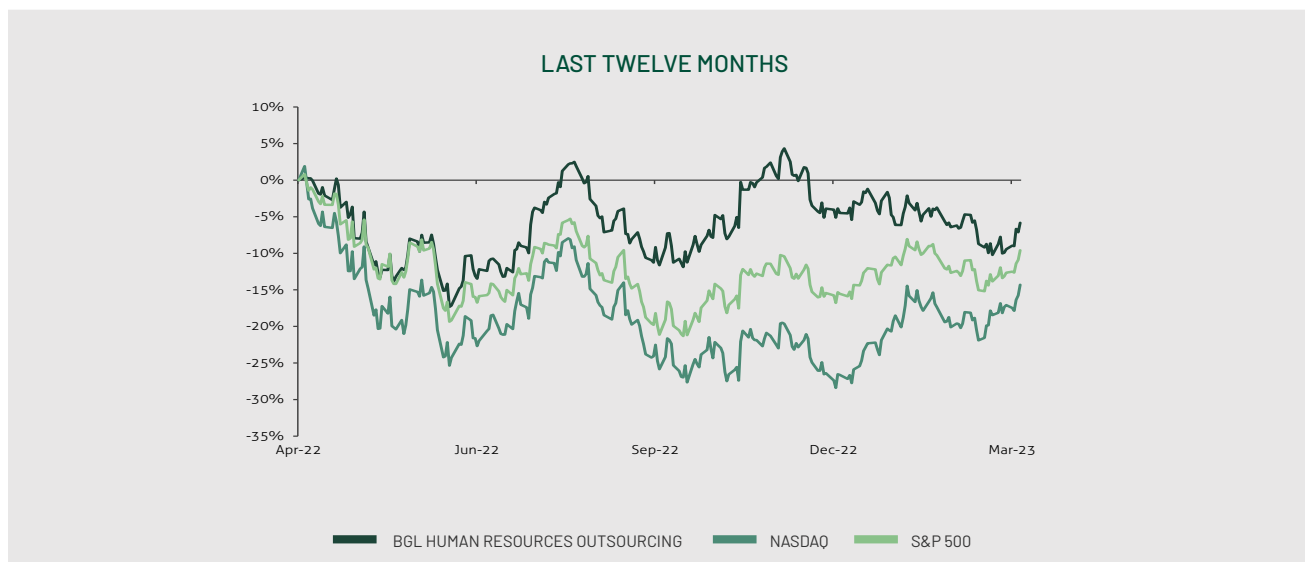
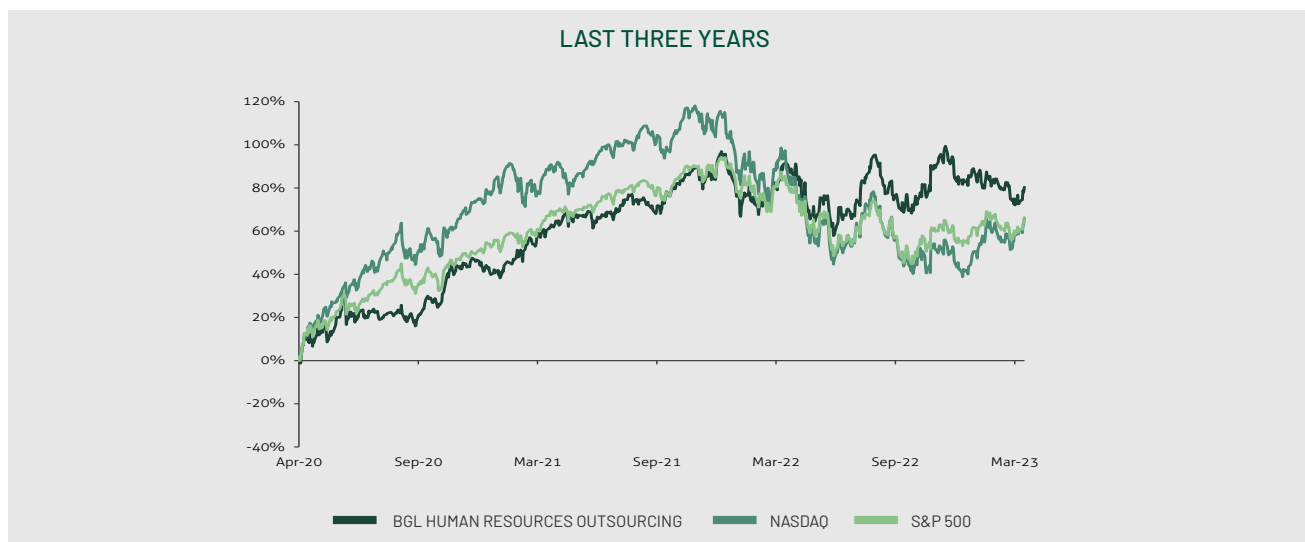
Volatile equity markets and credit availability have tempered M&A activity in the Business Services sector. However, the ample supply of equity capital will continue to serve as a catalyst for M&A, with both corporate and private equity buyers competing for high-quality assets. Heading into the second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

BGL's Quarterly *Business 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 Business 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 ^(a)	80.4%	(5.8%)	0.7%
NASDAQ	66.1%	(14.3%)	7.4%
S&P 500	66.3%	(9.6%)	4.0%

(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 ⁽³⁾			Valuation			Margins	
	Price ⁽¹⁾	Equity Value	Enterprise Value ⁽²⁾	Revenue	EBITDA ⁽⁴⁾	EPS	Enterprise Value/		Price/	Gross Profit	EBITDA
Commercial Staffing											
ManpowerGroup Inc. (MAN)	\$82.53	\$4,191.3	\$4,767.2	\$19,436.5	\$711.0	\$6.92	0.25 x	6.7 x	11.9 x	18.2%	3.7%
TrueBlue, Inc. (TBI)	17.80	570.4	560.9	2,254.2	98.2	1.86	0.25 x	5.7 x	9.6 x	26.7%	4.4%
Kelly Services, Inc. (KELY.A)	16.59	616.7	534.6	4,965.4	103.4	(1.64)	0.11 x	5.2 x	NM	20.4%	2.1%
Mean		\$1,792.8	\$1,954.2	\$8,885.4	\$304.2	\$2.38	0.20 x	5.9 x	10.8 x	21.8%	3.4%
Median		616.7	560.9	4,965.4	103.4	1.86	0.25 x	5.7 x	10.8 x	20.4%	3.7%
Professional Staffing											
Robert Half International Inc. (RHI)	\$80.57	\$8,546.9	\$8,126.1	\$7,238.1	\$1,024.2	\$6.03	1.12 x	7.9 x	13.4 x	42.7%	14.1%
Kforce Inc. (KFRC)	63.24	1,227.5	1,274.0	1,710.8	119.5	3.68	0.74 x	10.7 x	17.2 x	29.3%	7.0%
Resources Connection, Inc. (RGP)	17.06	573.7	489.1	808.2	95.5	1.85	0.61 x	5.1 x	9.2 x	40.5%	11.8%
Hudson Global, Inc. (HSON)	22.27	63.3	38.1	200.9	10.8	2.27	0.19 x	3.5 x	9.8 x	12.4%	5.4%
Mean		\$2,602.8	\$2,481.8	\$2,489.5	\$312.5	\$3.46	0.67 x	6.8 x	12.4 x	31.2%	9.6%
Median		900.6	881.5	1,259.5	107.5	2.98	0.67 x	6.5 x	11.6 x	34.9%	9.4%
Healthcare Staffing											
AMN Healthcare Services, Inc. (AMN)	\$82.96	\$3,355.5	\$4,151.9	\$5,243.2	\$781.3	\$9.90	0.79 x	5.3 x	8.4 x	32.7%	14.9%
Cross Country Healthcare, Inc. (CCRN)	22.32	804.5	958.7	2,806.6	293.9	5.02	0.34 x	3.3 x	4.4 x	22.4%	10.5%
Mean		\$2,080.0	\$2,555.3	\$4,024.9	\$537.6	\$7.46	0.57 x	4.3 x	6.4 x	27.6%	12.7%
Median		2,080.0	2,555.3	4,024.9	537.6	7.46	0.57 x	4.3 x	6.4 x	27.6%	12.7%
IT Staffing											
ASGN Incorporated (ASGN)	\$82.67	\$4,075.6	\$5,127.1	\$4,581.1	\$500.9	\$5.21	1.12 x	10.2 x	15.9 x	29.9%	10.9%
RCM Technologies, Inc. (RCMT)	11.56	104.7	118.1	284.7	29.5	2.00	0.41 x	4.0 x	5.8 x	29.1%	10.4%
Computer Task Group, Incorporated (CTG)	7.25	114.2	107.4	325.1	14.7	0.44	0.33 x	7.3 x	16.5 x	24.6%	4.5%
Mean		\$1,431.5	\$1,784.2	\$1,730.3	\$181.7	\$2.55	0.62 x	7.2 x	12.7 x	27.9%	8.6%
Median		114.2	118.1	325.1	29.5	2.00	0.41 x	7.3 x	15.9 x	29.1%	10.4%

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 31, 2023.

(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 TBI (12/25/2022); KELY.A (1/1/2023); RGP (2/25/2023).

(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 ⁽¹⁾			Valuation			Margins	
	Price ⁽¹⁾	Equity Value	Enterprise Value ⁽²⁾	Revenue	EBITDA ⁽⁴⁾	EPS	Enterprise Value/ Revenue EBITDA		Price/ EPS	Gross Profit	EBITDA
Executive Search											
Korn Ferry (KFY)	\$51.74	\$2,711.6	\$2,467.9	\$2,825.7	\$472.1	\$4.75	0.87 x	5.2 x	10.9 x	26.5%	16.7%
Heidrick & Struggles International, Inc. (HSII)	30.36	608.3	69.6	1,073.5	122.9	3.86	0.06 x	0.6 x	7.9 x	24.7%	11.4%
Mean		\$1,660.0	\$1,268.8	\$1,949.6	\$297.5	\$4.31	0.47 x	2.9 x	9.4 x	25.6%	14.1%
Median		1,660.0	1,268.8	1,949.6	297.5	4.31	0.47 x	2.9 x	9.4 x	25.6%	14.1%
HR Outsourcing											
Automatic Data Processing, Inc. (ADP)	\$222.63	\$92,247.1	\$94,303.8	\$17,247.2	\$4,692.0	\$7.52	5.47 x	20.1 x	29.6 x	46.0%	27.2%
Paychex, Inc. (PAYX)	114.59	41,309.7	40,623.9	4,921.8	2,155.4	4.15	8.25 x	18.8 x	27.6 x	70.7%	43.8%
Willis Towers Watson (WTW)	232.38	24,740.5	29,038.5	8,866.0	2,266.0	9.34	3.28 x	12.8 x	24.9 x	45.9%	25.6%
TriNet Group, Inc. (TNET)	80.61	4,799.4	4,921.4	4,885.0	565.0	5.61	1.01 x	8.7 x	14.4 x	22.9%	11.6%
Inspirety, Inc. (NSP)	121.55	4,643.6	4,322.7	5,938.8	277.7	4.64	0.73 x	15.6 x	26.2 x	17.0%	4.7%
Mean		\$33,548.1	\$34,642.1	\$8,371.8	\$1,991.2	\$6.25	3.75 x	15.2 x	24.5 x	40.5%	22.6%
Median		24,740.5	29,038.5	5,938.8	2,155.4	5.61	3.28 x	15.6 x	26.2 x	45.9%	25.6%
Professional & Consulting											
Fair Isaac Corporation (FICO)	\$702.69	\$17,676.0	\$19,507.6	\$1,399.8	\$584.2	\$14.96	NM	33.4 x	NM	77.9%	41.7%
FTI Consulting, Inc. (FCN)	197.35	6,560.2	6,637.2	3,028.9	360.2	6.58	2.19 x	18.4 x	30.0 x	31.8%	11.9%
Exponent, Inc. (EXPO)	99.69	5,048.5	4,905.7	463.8	147.9	1.96	10.58 x	33.2 x	50.9 x	43.0%	31.9%
CBIZ, Inc. (CBZ)	49.49	2,483.4	2,953.1	1,412.0	201.2	2.01	2.09 x	14.7 x	24.6 x	15.8%	14.3%
Huron Consulting Group Inc. (HURN)	80.37	1,425.5	1,752.6	1,132.5	131.2	3.64	1.55 x	13.4 x	22.1 x	30.6%	11.6%
CRA International, Inc. (CRAI)	107.82	774.5	865.0	590.9	71.8	5.91	1.46 x	12.0 x	18.2 x	30.8%	12.1%
NTG Clarity Networks Inc. (TSXV: NCI)	0.03	3.8	9.3	11.7	1.6	0.01	0.80 x	5.8 x	21.4 x	52.2%	13.7%
Mean		\$4,853.1	\$5,232.9	\$1,148.5	\$214.0	\$5.01	3.11 x	18.7 x	27.9 x	40.3%	19.6%
Median		2,483.4	2,953.1	1,132.5	147.9	3.64	1.82 x	14.7 x	23.4 x	31.8%	13.7%

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.

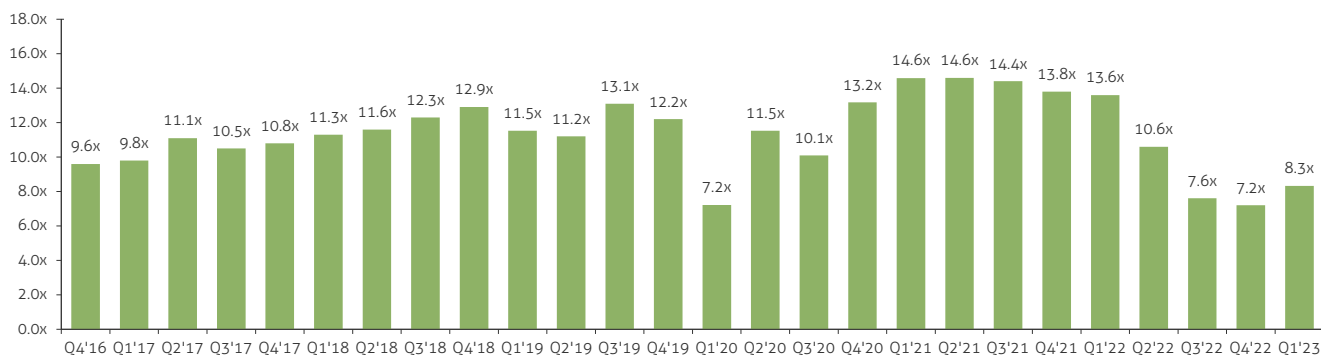
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(4) Excludes non-recurring and discontinued operations.

HISTORICAL EBITDA MULTIPLES



HUMAN RESOURCES OUTSOURCING

SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
3/30/2023	KnowledgeVine LLC	Provides Human Performance Improvement (HPI) technology and training services	Alliant Insurance Services, Inc.
3/30/2023	HourGlass HR Inc.	Operates as a technical recruitment agency	Power Staffing Solutions
3/28/2023	VX Search Group Inc.	Provides executive search, compensation consulting, and advisory services	TMG Search Canada Ltd.
3/22/2023	NAOS Staffing, LLC	Offers on-site staffing and workforce management services	Elwood Staffing Services, Inc.
3/21/2023	Capital Innovations Management, LLC	Provides domestic staffing services	Xalles Technology Inc.
3/16/2023	Quest Management Consultants Inc.	Offers human resource consulting services	Careers Work, Inc.
3/14/2023	ProTask, Inc.	Operates as a strategic staffing and consulting agency	TekPartners Solutions, LLC
3/13/2023	Landmark Event Staffing Services Inc.	Provides event staffing services	Allied Universal Security Services LLC
3/7/2023	Worldwide Healthstaff Solutions Ltd	Provides healthcare professional and nurse recruitment services	Medical Solutions, L.L.C.
3/1/2023	A-Check America, Inc.	Provides employee screening, background checks, and drug testing programs	Sterling Check Corp.
3/1/2023	Leapgen LLC	Offers human resources consulting and employee coaching services	Mercer, Inc.
2/23/2023	Peo Spectrum Inc.	Provides PEO cost reduction services	Alera Group, Inc.
2/23/2023	Olympus Search Partners LLC	Offers executive search and recruiting services	ON Search Partners LLC
2/23/2023	Total Human Resources, LLC	Provides human resource consulting and professional employer organization (PEO) services	Questco, LLC
2/14/2023	Advanced Personnel, Inc.	Offers staffing and training services	Elwood Staffing Services, Inc.
2/3/2023	Yale Associates Inc.	Offers a variety of screening products and services for hiring industries	S2Verify, LLC
2/1/2023	NSTAR Global Services, Inc.	Provides staffing solutions and asset relocations services	Westerwood (WG) Global Ltd
2/1/2023	Task Management, Inc.	Provides staffing and recruitment services	JobSquad Staffing Solutions
1/30/2023	Allobee, Inc.	Provides business solutions for micro-businesses, small businesses, and startups	The Riveter, Inc.
1/25/2023	Premier Payroll Services, Inc.	Offers employee self service, time and attendance, HRIS, and benefits solutions	Hunsche CPA Group

HUMAN RESOURCES OUTSOURCING

SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
1/23/2023	Meyer Consulting Group	Provides human resource and compliance services	OutSolve LLC
1/19/2023	Human Resources Plus, Inc.	Provides human resources consulting and outsourcing services	JER HR Group LLC
1/18/2023	Salo, LLC	Provides staffing and consulting services	Korn Ferry
1/17/2023	Crimcheck Holdings, LLC	Provides employment screening solutions	DISA Global Solutions, Inc.
1/11/2023	Queen Consulting Group, Inc.	Offers IT staffing and human resource consulting services	Talent Group
1/10/2023	Personify, Inc.	Provides recruiting, outsourcing, and talent management services	Wilson Human Capital Group, Inc.
1/9/2023	The Agency Worx LLC	Operates as a provider of strategic staffing and workforce solutions	WorkGenius
1/9/2023	Simpeo, LLC	Offers services to assist in paying wages, taxes, and compliance	Group Management Services, Inc.
1/5/2023	Advantage Personnel Resources LLC	Provides human resources services for the small to mid-sized business market	Prestige Employee Administrators, LLC
1/5/2023	Hire An Esquire, Inc.	Operates a platform that connects law firms with in-house legal departments and offers law firm recruiting services	Major, Lindsey & Africa, LLC
1/4/2023	IES Custom Staffing Solutions	Provides industrial and clerical staffing services	Elwood Staffing Services, Inc.

HUMAN RESOURCES OUTSOURCING

RECENT NEWS

ANNOUNCED

HRO SELECTED NEWS

3/22/2023

FTI Consulting, Inc. announced that the Technology segment has enhanced its existing partnership with **Reveal**. Through this partnership expansion, FTI Technology will now offer the full suite of solutions available on the Reveal 11 platform, which includes global data hosting in Reveal, as well as enhanced early case assessment offerings.

3/20/2023

Array, LLC announced a multi-year agreement with **FICO** that will provide FICO Scores and credit data to the millions of consumers that use Array's product platform. By providing access to their FICO(R) Score, financial institutions, fintechs, and digital brands can help consumers better understand and manage their fiscal health and, in the process, build a strong relationship with them.

3/15/2023

FICO announced that **goPeer** will provide FICO® Scores to its customers for free through the FICO® Score Open Access program. Becoming the first peer-to-peer lending platform in Canada to leverage the FICO® Score Open Access program, goPeer aims to educate consumers by increasing transparency through its borrowing process.

3/9/2023

FTI Consulting, Inc. announced that its Technology segment has expanded its partnership with **Relativity** to provide the cloud-based e-discovery solution RelativityOne in Australia. Building upon FTI Technology's legacy as one of the largest and most prominent e-discovery consulting and services providers in Australia and around the world, this extension of RelativityOne provides clients with more flexibility and control of their matters in Australia and globally.

2/28/2023

Huron Consulting Group Inc. will look for acquisitions. John Kelly, Chief Financial Officer said, "We entered 2023 with a strong balance sheet and cash flows during a period of uncertainty in the broader macro environment. In the fourth quarter of 2022, we amended and restated our credit facility on favorable terms to provide additional flexibility to support the anticipated growth in our business as well as our capital deployment strategy. We remain committed to deploying capital in a balanced way, including returning capital to shareholders and executing strategic tuck-in acquisitions."

2/23/2023

FTI Consulting, Inc. will look for acquisitions. Ajay Sabherwal, Chief Financial Officer, during Fourth Quarter and Full Year 2022 Earnings Conference Call said, "And now I will close my remarks today by emphasizing a few key themes. First, as Steve said, we are increasingly seen as a place where the best people in professional services want to build their businesses. We will continue to find opportunities to invest and grow because the best professionals are attracted by the complex work we do. That ranges from the regulation of social media to being at the forefront of cryptocurrency matters all over the world."

2/22/2023

Cross Country Healthcare, Inc. is looking for tuck-in acquisitions. John Martins, Chief Executive Officer said, "We will continue to balance investments and our technology initiatives, strategic personnel, share repurchases, and tuck-in acquisitions that further bolster and diversify our portfolio."

2/9/2023

Willis Towers Watson Public Limited Company is looking for M&A. During the company's fourth quarter 2022 earnings conference call, Andrew Krasner, Chief Financial Officer, said, "In 2022, we returned a significant amount of capital to our shareholders, paying \$369 million in dividends and repurchasing 15.7 million shares for \$3.5 billion. We will continue to pursue a disciplined capital allocation strategy that balances capital return with internal investments and strategic M&A to deploy our capital in the highest return opportunities. While we expect share repurchases to remain the primary avenue for capital deployment, we continue to evaluate all our options to create value for shareholders."

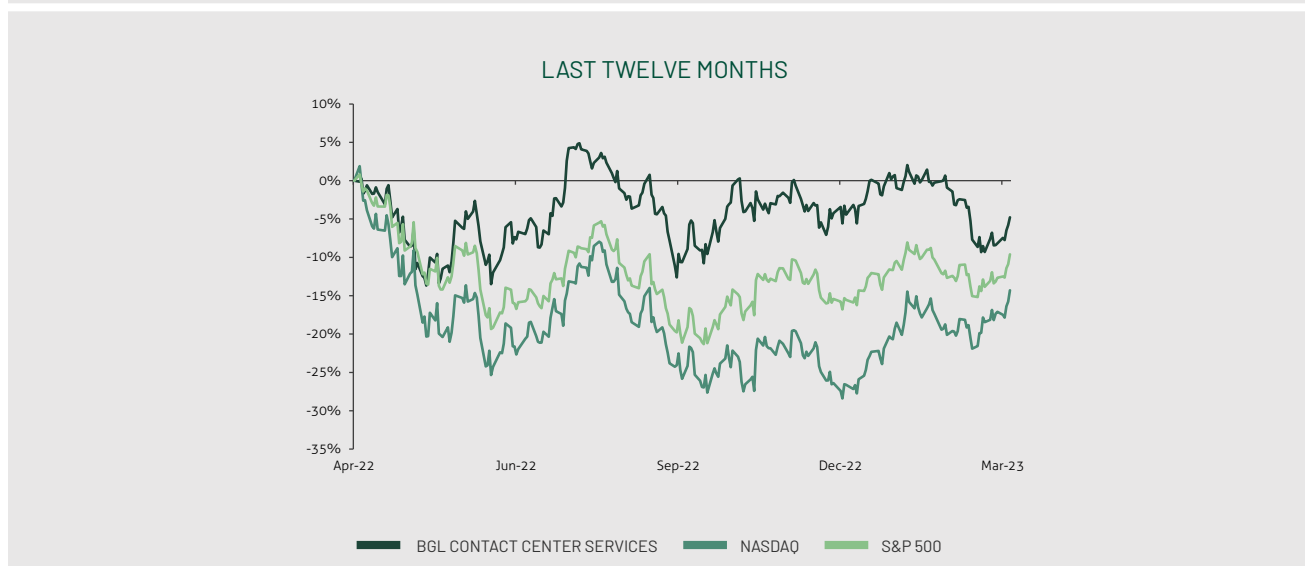
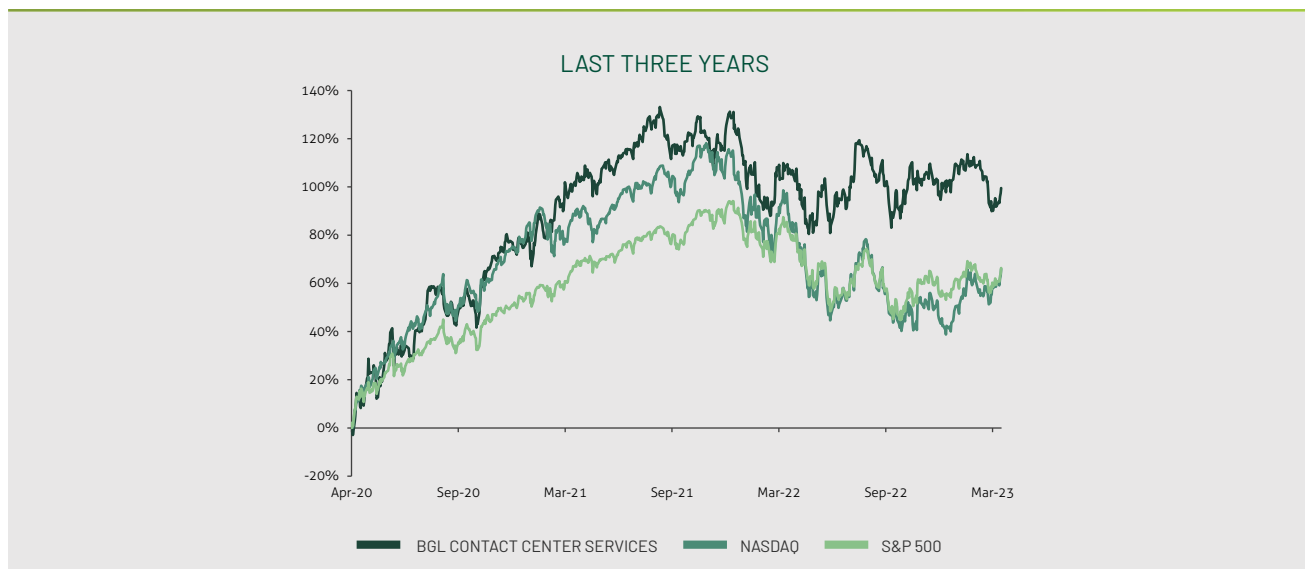
1/5/2023

Resources Connection, Inc. is looking for mergers and acquisitions. The company will seek to accelerate growth through strategic mergers and acquisitions that drive additional scale or expand and complement its existing core capabilities. Following the successful acquisition and integration of **Veracity Consulting Group, LLC**, which accelerated its digital capabilities and its ability to offer comprehensive digital innovation services, the company will continue to pursue highly targeted acquisition opportunities to add scale to Veracity or augment and expand the breadth and depth of its digital transformation capabilities.

CONTACT CENTER SERVICES

PUBLIC COMPANY OPERATING METRICS

INDEX PERFORMANCE



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(a) Market cap weighted index assuming no dividend reinvestment. Brown Gibbons Lang & Company Contact Center Services Index is comprised of all companies listed on the following page.

CONTACT CENTER SERVICES

PUBLIC COMPANY OPERATING METRICS

RELATIVE VALUATION TRENDS

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	Price ⁽¹⁾	Equity	Enterprise	Revenue	EBITDA ⁽⁴⁾	EPS	Enterprise Value/		Price/	Gross	
		Value	Value ⁽²⁾				Revenue	EBITDA		EPS	Profit
On-Shore											
Concentrix Corporation (NasdaqGS: CNXC)	\$121.55	\$6,328.1	\$8,873.3	\$6,424.8	\$999.8	\$7.87	1.38 x	8.9 x	15.4 x	35.8%	15.6%
TTEC Holdings, Inc. (TTEC)	37.23	1,758.2	2,746.8	2,443.7	301.2	2.18	1.12 x	9.1 x	17.1 x	25.6%	12.3%
Conduent Incorporated (CNDT)	3.43	749.3	1,838.3	3,858.0	296.0	(0.89)	0.48 x	6.2 x	NM	21.8%	7.7%
IBEX Limited (IBEX)	24.40	445.3	497.7	520.1	55.4	0.95	0.96 x	9.0 x	25.7 x	29.7%	10.7%
Startek, Inc. (SRT)	4.13	166.4	424.9	385.1	31.7	(0.17)	1.10 x	13.4 x	NM	15.0%	8.2%
Mean		\$1,889.4	\$2,876.2	\$2,726.3	\$336.8	\$1.99	1.01 x	9.3 x	19.4 x	25.6%	10.9%
Median		749.3	1,838.3	2,443.7	296.0	0.95	1.10 x	9.0 x	17.1 x	25.6%	10.7%
Off-Shore											
Genpact Limited (G)	\$46.22	\$8,489.2	\$9,535.2	\$4,371.2	\$692.4	\$1.88	2.18 x	13.8 x	24.6 x	35.3%	15.8%
ExlService Holdings, Inc. (EXLS)	161.83	5,392.4	5,408.4	1,412.0	241.7	4.23	3.83 x	22.4 x	38.3 x	36.5%	17.1%
WNS (Holdings) Limited (WNS)	93.17	4,485.0	4,673.4	1,208.2	182.3	2.74	3.87 x	25.6 x	34.0 x	34.7%	15.1%
Mean		\$6,122.2	\$6,539.0	\$2,330.5	\$372.1	\$2.95	3.29 x	20.6 x	32.3 x	35.5%	16.0%
Median		5,392.4	5,408.4	1,412.0	241.7	2.74	3.83 x	22.4 x	34.0 x	35.3%	15.8%

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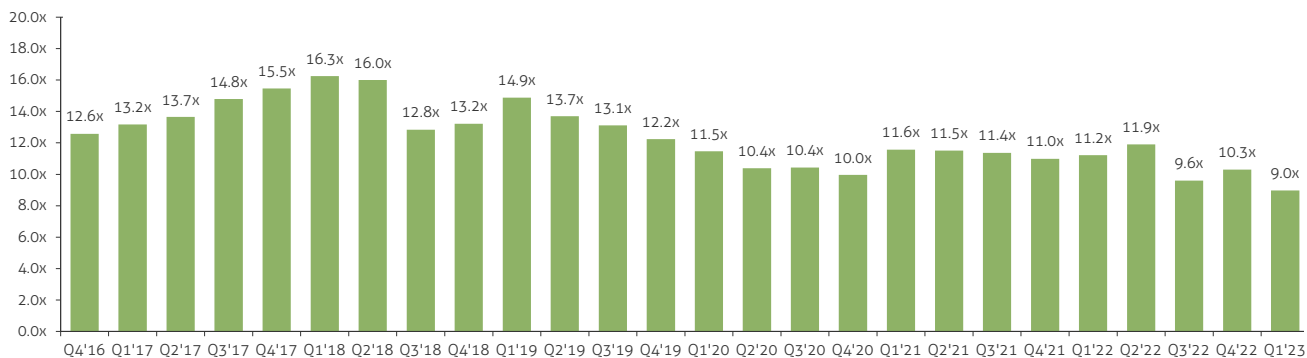
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HISTORICAL EBITDA MULTIPLES



CONTACT CENTER SERVICES

SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
3/29/2023	Webhelp SAS	Provides outsourced customer relationship management services	Concentrix Corporation
3/17/2023	DataProse, Inc.	Provides billing statement presentment and direct mail services	Matrix Imaging Solutions, Inc.
3/15/2023	Ruby Receptionists, Inc.	Offers virtual receptionists services	Private Investor
3/14/2023	BV WASI LLC	Offers contact center and non-voice call center services	Marketing Alternatives, Inc.
2/9/2023	Municipal Collection Services LLC	Provides municipal debt collection services for cities, villages, and counties	Reliant Capital Solutions, LLC
2/8/2023	VOX Network Solutions, Inc.	Provides information technology consulting, contact center, collaboration, network, security, and managed services	Waterfield Technologies, Inc.
2/7/2023	Innovative Business Products, LLC	Offers print, promotional, apparel, direct mail, and statement processing services	The Shamrock Companies, Inc
2/6/2023	Abbott Printing Company, Inc.	Provides printing and mailing services	Sandy Alexander, Inc.
1/24/2023	Flatworld Solutions, Inc.	Provides process outsourcing and automation (BPO/BPA) services	Boyne Capital Management, LLC
1/19/2023	Buckley LLP	Provides a range of enforcement, litigation, compliance, regulatory, and transactional services	Orrick, Herrington & Sutcliffe LLP
1/3/2023	Dataline Systems, LLC	Provides business process outsourcing and financial services operations	CardWorks Servicing, LLC

CONTACT CENTER SERVICES

RECENT NEWS

ANNOUNCED

CCS SELECTED NEWS

3/27/2023

Startek, Inc. will pursue inorganic opportunities. During the company's financial results for the fourth quarter and full year ended December 31, 2022 conference call, Bharat Rao, Global Chief Executive Officer, said, "Improving our net leverage ratio will give us more flexibility to invest in our strategic pillars and pursue inorganic opportunities."

2/23/2023

Conduent Incorporated announced that it has been chosen by **Virgin Atlantic**, the U.K. based airline that flies to 27 destinations across four continents, to provide customer experience management (CXM). Conduent CXM teams are managing rebookings and providing general customer support, which includes flight changes and cancellations.

2/15/2023

WNS (Holdings) Limited announced that Mr. Gautam Barai has decided to step down as the company's Chief Operating Officer effective May 15, 2023 to pursue other interests. Over the next three months, Mr. Barai will help ensure a seamless transition to the company's new organizational structure, which will become effective April 1, 2023. The new structure will feature four "Strategic Business Units" (SBU), each headed by a Chief Business Officer (CBO), and will eliminate the current COO role.

2/14/2023

Conduent Incorporated announced that it has been selected by the **New Mexico Human Services Department (NMHSD)** to deliver a new Medicaid Management Information System (MMIS) to replace the agency's existing system. Conduent's Medicaid Suite (CMdS), a modular, cloud-based technology platform, will create a seamless experience for providers and improve access for approximately one million state Medicaid members.

2/7/2023

Organizations have a new option for meeting consumer expectations for excellent customer service with an enhanced Conduent Customer Experience solution through a collaboration between **Conduent Incorporated** and **Genesys**, a global cloud leader in customer experience orchestration.

1/19/2023

WNS (Holdings) Limited is looking for acquisitions. Keshav Murugesh, Chief Executive Officer said, "Looking forward, we remain excited about the current demand environment for BPM and WNS' differentiated positioning in the market. We continue to invest both organically as well as inorganically in creating solutions which combines state-of-the-art technology with best-in-class talent."

1/11/2023

TTEC Holdings, Inc. announced the expansion of its partnership with Google Cloud that will allow customers to use **Google's** AI-powered Contact Center-as-a-Service (CCaaS) capabilities to strengthen the real-time interactions with customers across digital and live channels.

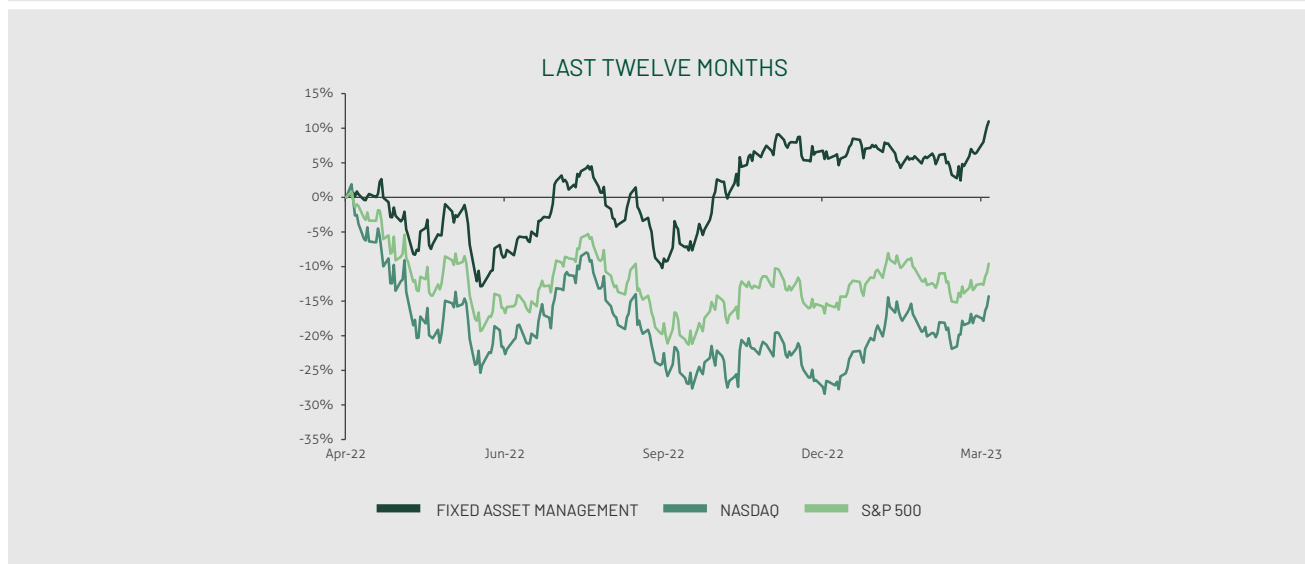
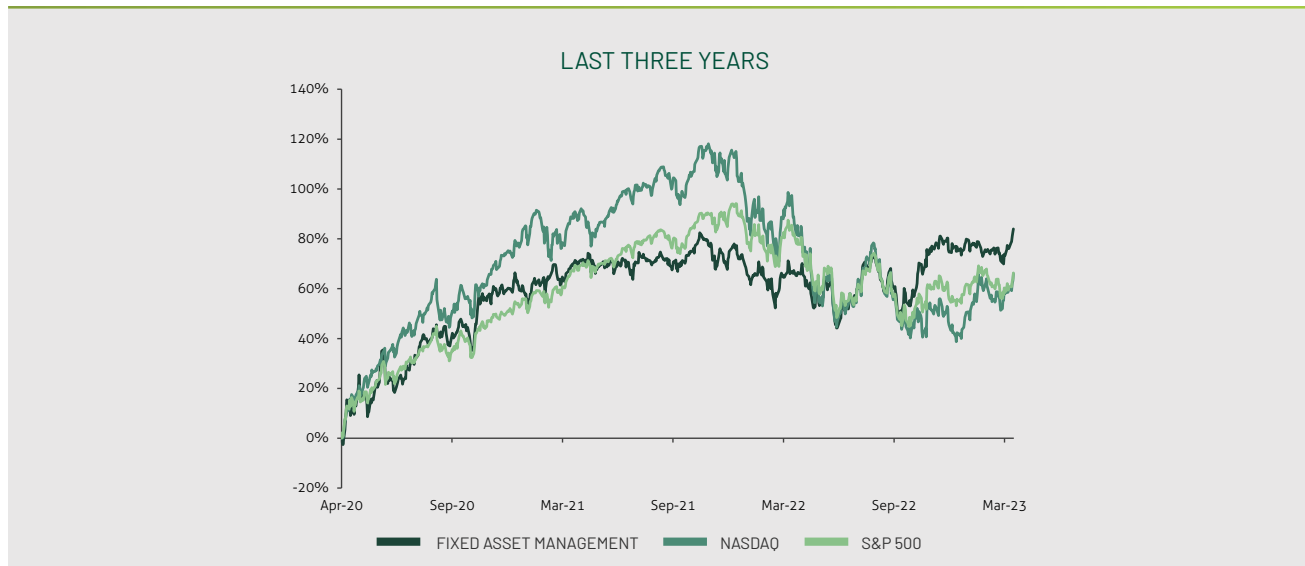
1/10/2023

EXL announced a partnership with **Brown & Brown Absence Services Group**. Together, the two companies will develop an end-to-end claims management service that leverages conversational AI and powerful analytics to improve the claims adjudication process. This new capability will enable extracting and analyzing critical insights from unstructured claims data to instantly tag simple claims for immediate, automated processing and send more complex cases to highly skilled specialists for detailed review informed by years of claims experience.

FIXED ASSET MANAGEMENT

PUBLIC COMPANY OPERATING METRICS

INDEX PERFORMANCE



PRICE APPRECIATION	3-YEAR	LTM	1-MONTH
Brown Gibbons Lang & Company Fixed Asset Management Index ^(a)	83.9%	11.0%	6.2%
NASDAQ	66.1%	(14.3%)	7.4%
S&P 500	66.3%	(9.6%)	4.0%

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 ⁽³⁾			Valuation			Margins	
	Price ⁽¹⁾	Equity Value	Enterprise Value ⁽²⁾	Revenue	EBITDA ⁽⁴⁾	EPS	Enterprise Value/		Price/ EPS	Gross Profit	EBITDA
		Revenue	EBITDA								
Facility Maintenance											
Rentokil Initial plc (LSE:RTO)	\$7.32	\$18,307.5	\$22,303.0	\$4,475.0	\$850.7	\$0.14	4.98x	26.2x	52.8x	80.9%	19.0%
Rollins, Inc. (ROL)	37.53	18,492.7	18,733.2	2,695.8	584.7	0.75	6.95x	32.0x	50.1x	51.5%	21.7%
Chemed Corporation (CHE)	537.75	8,068.2	8,241.0	2,135.0	400.9	16.53	3.86x	20.6x	32.5x	35.8%	18.8%
FirstService Corporation (TSX:FSV)	140.75	6,269.7	7,319.0	3,745.8	333.7	2.72	1.95x	21.9x	51.7x	31.5%	8.9%
EMCOR Group, Inc. (EME)	162.59	7,753.6	7,833.0	11,076.1	677.8	8.10	0.71x	11.6x	20.1x	14.5%	6.1%
Comfort Systems USA, Inc. (FIX)	145.96	5,200.8	5,532.7	4,140.4	333.6	6.82	1.34x	16.6x	21.4x	17.9%	8.1%
ABM Industries Incorporated (ABM)	44.94	2,970.8	4,400.9	7,861.7	430.2	2.88	0.56x	10.2x	15.6x	13.7%	5.5%
BrightView Holdings, Inc. (BV)	5.62	525.3	2,010.5	2,838.7	269.1	0.08	0.71x	7.5x	70.0x	24.0%	9.5%
SP Plus Corporation (SP)	34.29	673.1	1,223.3	794.4	113.9	2.15	1.54x	10.7x	15.9x	27.6%	14.3%
Healthcare Services Group, Inc. (HCSG)	13.87	1,031.8	948.7	1,690.2	62.7	0.47	0.56x	15.1x	29.8x	11.5%	3.7%
Mean		\$6,929.3	\$7,854.5	\$4,145.3	\$405.7	\$4.06	2.32x	17.2x	36.0x	30.9%	11.6%
Median		5,735.2	6,425.9	3,292.3	367.3	2.44	1.44x	15.9x	31.2x	25.8%	9.2%
Food Services											
Compass Group PLC (LSE:CPG)	\$25.15	\$43,881.7	\$47,238.0	\$28,427.8	\$2,120.5	\$0.70	1.66x	22.3x	36.1x	6.3%	7.5%
Sodexo S.A. (ENXTPA:SW)	97.85	14,284.1	18,437.0	24,360.9	1,545.6	5.73	0.76x	11.9x	17.1x	14.5%	6.3%
Aramark (ARMK)	35.80	9,326.4	17,480.0	16,979.4	1,176.4	0.86	1.03x	14.9x	41.6x	15.0%	6.9%
Mean		\$22,497.4	\$27,718.3	\$23,256.0	\$1,614.2	\$2.43	1.15x	16.4x	31.6x	11.9%	6.9%
Median		14,284.1	18,437.0	24,360.9	1,545.6	0.86	1.03x	14.9x	36.1x	14.5%	6.9%
Manned Security Services											
Securitas AB (publ) (OM:SECU B)	\$8.91	\$5,105.4	\$9,131.5	\$12,781.7	\$885.6	\$0.88	0.71x	10.3x	10.1x	19.4%	6.9%
The Brink's Company (BCO)	66.80	3,115.6	6,013.0	4,535.5	602.6	3.63	1.33x	10.0x	18.4x	23.7%	13.3%
The GEO Group, Inc. (GEO)	7.89	982.8	2,962.0	2,376.7	516.0	1.17	1.25x	5.7x	6.7x	30.0%	21.7%
Prosegur Compañía de Seguridad, S.A. (BME:PSG)	1.99	1,057.0	2,654.8	4,461.0	445.2	0.13	0.60x	6.0x	15.4x	23.8%	10.0%
CoreCivic, Inc. (CXW)	9.20	1,054.9	2,292.6	1,845.3	305.1	1.03	1.24x	7.5x	8.9x	23.4%	16.5%
Mean		\$2,263.1	\$4,610.8	\$5,200.1	\$550.9	\$1.4	1.02x	7.9x	11.9x	24.1%	13.7%
Median		1,057.0	2,962.0	4,461.0	516.0	1.0	1.24x	7.5x	10.1x	23.7%	13.3%
Uniform / Linen Rentals											
Cintas Corporation (CTAS)	\$462.68	\$47,055.4	\$49,883.9	\$8,606.0	\$2,027.2	\$12.46	5.80x	24.6x	37.1x	46.8%	23.6%
UniFirst Corporation (UNF)	176.23	3,294.5	2,999.5	2,112.5	244.4	5.47	1.42x	12.3x	32.2x	33.9%	11.6%
Mean		\$25,174.9	\$26,441.7	\$5,359.2	\$1,135.8	\$8.96	3.61x	18.4x	34.7x	40.4%	17.6%
Median		25,174.9	26,441.7	5,359.2	1,135.8	8.96	3.61x	18.4x	34.7x	40.4%	17.6%

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.

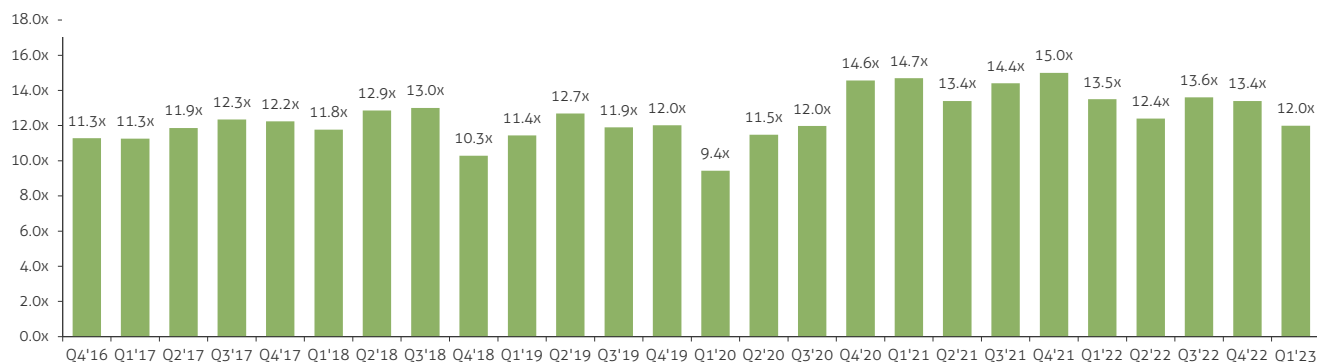
(1) As of close on March 31, 2023.

(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 ABM (1/31/2023); CPG (9/30/2022); SW (2/28/2023); ARMK (12/30/2022); CTAS (2/28/2023); UNF (2/25/2023).

(4) Excludes non-recurring and discontinued operations.

HISTORICAL EBITDA MULTIPLES



FIXED ASSET MANAGEMENT

SUMMARY OF SELECTED M&A TRANSACTIONS

ANNOUNCED	TARGET	TARGET DESCRIPTION	ACQUIRER
3/27/2023	Tradewinds Mechanical, LLC	Offers HVAC-R services to commercial clients	Sound Partners, LLC
3/17/2023	Diversified 360	Provides facility management services, such as pest control, landscaping, and snow removal	TriVersity Construction
3/7/2023	Landscape Service Professionals, Inc.	Provides commercial landscaping services	United Land Services Holdings, LLC
3/6/2023	Nunning Heating, Air Conditioning and Refrigeration, Inc.	Provides repair, maintenance, and installation of HVAC equipment	Flow Service Partners Tennessee Op-Co LLC
2/27/2023	SNIDER & Associates, LLC	Offers surveying services for home additions, new homes, and backyard landscaping	Exacta Land Surveyors, Inc.
2/17/2023	Walker Air, Plumbing & Electric	Offers home repair, replacement, and maintenance services for HVAC, plumbing, and electric customers	Paschal Heating and Air Conditioning Co., Inc.
2/14/2023	Engineered Heating And Air, LLC	Provides HVAC heat and air installation systems and engineering services	Leap Service Partners, LLC
2/14/2023	GrassCor Lawn and Landscapes LLC	Provides landscape management and lawn care services	Schill Landscaping And Lawn Care Services, Inc.
2/2/2023	Air Plus Heating & Cooling	Provides HVAC, electrical, and plumbing services	Southern Home Services, Inc
1/31/2023	Crystal Springs Landscapes, Inc.	Offers commercial and residential landscaping services	Bayscape Management, Inc.
1/31/2023	Lyndon Tree Care & Landscaping, LLC	Provides tree and landscape services for commercial, residential, and municipal clients	SavATree, LLC
1/17/2023	Eagle Remediation and Demolition Services, LLC	Provides environmental and facilities maintenance services	Pacific West, Llc
1/6/2023	Sal's Heating & Cooling, Inc.	Offers heating, ventilation, and air conditioning (HVAC) and plumbing services	User Friendly Home Services, LLC
1/5/2023	Janitech, Inc.	Provides building maintenance services, specializing in contractual janitorial services	The Facilities Group
1/5/2023	Bruss Landscaping/ Enchanted Garden/Kuppe's Landscape/Signature Landscape/LML Estate	Provides luxury residential landscaping and estate management	Crane Group Co.
1/5/2023	Mutch Landscaping, Inc.	Provides commercial landscape maintenance, enhancement, and irrigation services	Bland Landscaping Co. Inc.
1/4/2023	Yohe's Lawncare & Landscaping LLC	Provides landscaping services	Juniper Landscaping Holdings, LLC
1/4/2023	Brady Flanary HVAC, Inc.	Provides installation and repair services for residential heating and air conditioning systems	Sutton Brothers, Inc.

FIXED ASSET MANAGEMENT

RECENT NEWS

ANNOUNCED

FAM SELECTED NEWS

3/23/2023

ABM Industries Incorporated has entered into a multi-year agreement to deliver first-class housekeeping solutions and manage day-to-day and event staffing for Tropicana Field and Al Lang Stadium, both located in St. Petersburg, Florida.

3/9/2023

Aramark announced that it has entered into an equitable alliance with **Triple B Hospitality Group** to bring new avenues of value to Aramark Workplace Experience Group clients who want to empower their people and communities, to overcome labor challenges, and to drive more equitable impact from their businesses.

2/23/2023

EMCOR Group, Inc. is looking for acquisition opportunities. Tony Guzzi, Chairman, President and Chief Executive Officer said, "Looking ahead, we will continue to execute our balanced capital allocation strategy, utilize our strong balance sheet to make organic investments, pursue strategic acquisition opportunities, and return cash to shareholders through dividends and repurchases."

2/16/2023

Rollins, Inc. is looking for acquisitions. Gary Rollins, Chairman, said, "Cash flow generation was strong, and our balance sheet positions us well to continue to drive growth through acquisitions while maintaining our balanced approach to capital allocation."

2/16/2023

SP Plus Corporation will seek acquisitions. Marc Baumann, Chairman and Chief Executive Officer, commented, "Given the strong free cash flow inherent in our business model and our solid financial position, we have the flexibility to efficiently execute on our capital allocation strategy, which includes reinvesting in the business, debt reduction, acquisitions, and share repurchases."

2/13/2023

Aramark announced an exclusive new partnership with the **Healthcare Plus Solutions Group (HPSG)**, led by healthcare visionaries Quint Studer and Dan Collard. The new HPSG and Aramark Healthcare+ partnership will be centralizing and formalizing the existing network of experience professionals integrated across all regions in the U.S.

2/7/2023

BrightView Holdings, Inc. is looking for acquisitions. Brett Urban, Chief Financial Officer said, "we're continuing to be strategic and opportunistic in acquisitions."

1/9/2023

The GEO Group announced that its Australian subsidiary, **GEO Australia**, has entered into a contract with the **Department of Justice and Community Safety** in the State of Victoria for the delivery of primary health services across 13 public prisons. The contract will commence on July 1, 2023, and is expected to generate approximately \$33 million in incremental annualized revenue for GEO.

BGL BUSINESS SERVICES

DEDICATED LEADERSHIP



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PROFESSIONAL EXPERIENCE

- Leads BGL's Business Services practice
- Over 25 years of investment banking and corporate finance experience
- Former Managing Director and Head of Business 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
 Vice President
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PROFESSIONAL EXPERIENCE

- Member of BGL's Business 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 Business & Industrial Services, Consumer, Healthcare & Life Sciences, Industrials, 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 30 countries worldwide via Global M&A Partners, Ltd.

COMPREHENSIVE CAPABILITIES


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

BGL BUSINESS SERVICES

RECENT TRANSACTIONS

 **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**
Now part of A.P.J. Solutions

FRCH | DESIGN WORLDWIDE

— merged with —

 **NELSON**

 **staffone**

— acquired by —

 **OASIS**
OUTSOURCING

a portfolio company of

STONE POINT CAPITAL
and

KELSO
PRIVATE EQUITY

 **CoADVANTAGE**
Resources for Learning, Software, and 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 Management**

— 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 —

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

 **WESTON SOLUTIONS**

obtained financing provided by

 **NMF**
NEW MOUNTAIN FINANCE CORPORATION

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

 **US Maintenance**

— acquired by —

STERLING
INVESTMENT PARTNERS, LP

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



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RIÓN MERGERS AND
ACQUISITIONS