

## Teneo AI publishes preliminary results and key figures for the fourth quarter 2024 and full year 2024

Tue, Jan 14, 2025 18:30 CET - Teneo.ai ([SSME:TENEO](#)), the enterprise AI product provider for contact centers, today announces preliminary results and the successful fulfilment of two long term financial targets during the fourth quarter 2024. Teneo.ai discloses this information since the company considers it to significantly deviate from current market expectations.

### Key KPI's and Results for the Period

Teneo.ai discloses the following preliminary and non-audited results and KPI's of the fourth quarter 2024:

	OCT-DEC 2024	JUL-SEP 2024	OCT-DEC 2023	JAN-DEC 2024	JAN-DEC 2023
Net sales (MSEK)	26.5	21.2	15.8	84.1	60.5
Recurring revenues (MSEK)	26.3	21.1	15.7	83.5	60.0
ARR (MSEK)	103.9	84.3	63.0	103.9	63.0
SaaS ARR (MSEK)	75.1	54.3	31.0	75.1	31.0
SaaS API Calls Revenues (MSEK)	14.8	9.3	3.8	36.3	15.9
SaaS API Call Volumes (average Million)	60.3	41.0	18.1	60.3	18.1
NRR %	135%	127%	148%	135%	148%
Gross margin %	80%	79%	77%	79%	67%
Gross margin % (excl. commission)	87%	83%	75%	83%	72%
EBITDA adjusted (MSEK)	-1.7	-5.9	-5.8	-22.3	-50.7
Earnings per share, SEK	-0.0	-0.1	-0.2	-0.2	-0.6
Cash flow from operating activities before changes in working capital	-1.3	-16.4	-8.6	-30.5	-53.8

Teneo.ai has experienced strong growth in API call volumes and revenues YoY and QoQ in the fourth quarter 2024 and versus the third quarter 2024. The strong growth YoY for different key metrics is reported below:

- SaaS API Call revenues amounted to 14.8 MSEK (3.8), +294%
- SaaS API Call Volumes average amounted to 60.3 million (18.1), +234 %
- SaaS ARR amounted to 75.1 MSEK (31.0), +142%
- Recurring revenues amounted to 26.3 MSEK (15.7), +67%
- Total ARR amounted to 103.9 MSEK (63.0), +65%

## Two Financial Targets Fulfilled in the Period

The two long term financial targets that were fulfilled during the fourth quarter 2024 are:

- **API call volumes of 1 bn annualized during 2024**

During one month in the fourth quarter 2024, the annualized API call volumes, for SaaS and non-SaaS volumes combined, amounted to 1 billion API calls. The average annualized API call volumes in the fourth quarter amounted to 901 million (440), equivalent to a YoY growth of 105%. This is a key KPI for our operations and the more API calls generated, the more revenues for the company.

- **Positive cash flow from operations during 2024**

During one month in the fourth quarter 2024, the company reported a net cash flow of +2.4 MSEK. The adjusted EBITDA in the fourth quarter amounted to -1.7 MSEK (-5.8 MSEK). Higher revenue volumes in the fourth quarter 2024 improved profitability and cash flow generation during the quarter. Cash & bank position on December 31, 2024, amounted to 18.4 MSEK.

## Fourth Quarter Report

The full report will, as previously announced, be disclosed on February 20, 2025.

This disclosure contains information that Teneo AI AB is obliged to make public pursuant to the EU Market Abuse Regulation (EU nr 596/2014). The information was submitted for publication, through the agency of the contact person, on 14-01-2025 18:30 CET.

## Subscribe to Stay Updated

To receive our company's press releases in your email and stay up to date, subscribe by filling out the form in this [link](#).

## **For Further Information, Please Contact:**

Per Ottosson, CEO, Teneo.ai  
e-Mail: [per.ottosson@teneo.ai](mailto:per.ottosson@teneo.ai)

Fredrik Törgren, CFO, Teneo.ai  
e-Mail: [fredrik.torgren@teneo.ai](mailto:fredrik.torgren@teneo.ai)

## **About Teneo AI AB**

Teneo.ai is at the forefront of AI-driven automation for voice and text-based customer service. Our Teneo platform leverages cutting-edge Conversational AI, Generative AI, and Large Language Models to enhance the efficiency and effectiveness of customer interactions. We simplify Voice AI integration, ensuring a seamless experience that reduces losses in automated conversations and maximizes the value of existing technology investments.

Our innovative solutions help businesses expand their customer base, boost revenue, and reduce churn, enabling the realization of the Agentless Contact Center concept. This approach delivers tangible ROI through lower cost as contact center agents are freed to conduct higher value tasks, improved customer satisfaction (CSAT), first contact resolution (FCR), and call containment.

Proudly serving global leaders like AT&T, HelloFresh, Swisscom, and Telefónica, Teneo.ai has revolutionized customer service automation, directly automating up to 60% of operations and achieving up to 50% cost savings. Our patented technology integrates effortlessly with any Conversational AI platform, supporting both chat and voice applications. This integration enhances critical metrics such as growth, FCR, CSAT, and Net Promoter Score (NPS), ensuring our clients achieve superior outcomes in customer service.

Teneo.ai is listed on Nasdaq First North Growth Market in Stockholm with short name TENEQ. Redeye is the Company's Certified Adviser.

Learn more by visiting our website for [Investors at Teneo.ai](#).