
GLOSSARY OF TECHNICAL TERMS

This glossary of technical terms contains terms used in this document in connection with us and our business. Some of these terms and their meanings may not correspond to standard industry meanings or usage of such terms.

“AI”	artificial intelligence
“app” or “application”	application software designed to run on smartphones and other mobile devices
“closed-loop”	a model that integrates forward flows and reverse flows in the system. In the forward flows devices are manufactured and subscribed by customers, while in the reverse flows de-commissioned devices are collected and either refurbished into new versions of the original devices or sold to downstream users
“DLM”	Device lifecycle management, comprising a broad portfolio of solutions covering major stages of the full lifecycle of an IT device, aiming at improving enterprises’ return on investment in devices and ensuring devices function at their expected quality and efficiency
“e-commerce”	electronic commerce, a transaction of online buying or selling which draws on technologies such as mobile commerce, electronic funds transfer, supply chain management, Internet marketing, online transaction processing, electronic data interchange, inventory management systems, and automated data collection systems
“ERP”	enterprise resource planning, a business process management software that allows an organization to use a system of integrated applications to manage the business and automate back-office functions relating to technology, services, and human resources
“ESG”	environmental, social and corporate governance
“Internet”	international network that links together computers and allows data to be transferred between each computer using the TCP/IP protocols
“IT”	information technology

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“KA customer(s)”	key account customer(s) who subscribe(s) 30 devices or more as of January 1 of a particular year under the Company’s long-term device subscription services
“KA customer growth rate”	the number of KA customers in a given year divided by the number of KA customers in the preceding year, minus one, and multiplied by 100%
“KA customer retention rate”	the number of KA customers retained as of January 1 of a given year and that of the following year divided by the number of KA customers as of January 1 of that given year, multiplied by 100%
“NDRR”	net dollar retention rate, a metric used to measure a company’s capability to generate revenue from long-term device subscription returning customers by comparing the amount of revenue that a company brings in a given period from the previous period’s long-term device subscription customers. We calculate NDRR in a given 12-month period by starting with the revenue from all long-term device subscription customers in the prior 12-months period. We then calculate the revenue from these same long-term device subscription customers in the given 12-month period, which includes the revenue from new long-term device subscription customers in the prior 12-month period who may contribute to our revenue for only several months in the prior 12-month period. We then divide the given 12-month period revenue by the prior 12-month period revenue contributed by the long-term device subscription customers to arrive at our NDRR
“new economy company”	a company engaged in high-growth industries that are on the cutting edge of technology and are believed to be the driving force of economic growth and productivity
“PC(s)”	personal computer(s)
“returning customer(s)”	customer(s) who has/have purchased the Company’s services in a given year/period and the preceding full year

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“SaaS” software-as-a-service, a cloud-based software licensing and delivery model in which software and associated data are centrally hosted

“SME” a small- and medium-sized enterprise with a number of employees under 5,000