Insight Enterprises, Inc.

Fourth Quarter and Full Year 2022

Earnings Conference Call and Webcast

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Disclosures

Safe harbor statement

This presentation includes “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995 related to Insight’s plans and expectations. Statements that are not historical facts, including those related to coronavirus strain COVID-19 (“COVID-19”), our future responses to and the impact of COVID-19 on our Company, our expectations about future financial results and the assumptions related thereto, our expectations regarding current supply constraints, our expectations regarding backlog shipments, our expectations relating to repurchases of our common stock, including the estimated completion of our planned share repurchases under our current authorization, future expected trends in the IT market and our opportunities for growth, are forward-looking statements. These forward-looking statements are subject to assumptions, risks and uncertainties which could cause actual results or future events to differ materially from such statements. The Company undertakes no obligation to update publicly or revise any of the forward-looking statements, except as otherwise required by law. More detailed information about forward-looking statements and risk factors is included in today’s press release and discussed in the Company’s most recently filed periodic reports and subsequent filings with the Securities and Exchange Commission.

Non-GAAP measures

This presentation will reference certain non-GAAP financial information as ‘Adjusted’. A reconciliation of non-GAAP financial measures presented in this document to our actual GAAP results is attached to the back of this presentation and included in the press release issued today, which you may find on the Investor Relations section of our website at investor.insight.com. These non-GAAP measures are used by the Company and its management to evaluate financial performance against budgeted amounts, to calculate incentive compensation, to assist in forecasting future performance and to compare the Company’s results to those of the Company’s competitors. The Company believes that these non-GAAP financial measures are useful to investors because they allow for greater transparency, facilitate comparisons to prior periods and the Company’s competitors’ results and assist in forecasting performance for future periods. These non-GAAP financial measures are not prepared in accordance with GAAP and may be different from non-GAAP financial measures presented by other companies. Non-GAAP financial measures should not be considered as a substitute for, or superior to, measures of financial performance prepared in accordance with GAAP.

Constant currency

In some instances, the Company refers to changes in net sales, gross profit and earnings from operations on a consolidated basis and in North America, EMEA and APAC excluding the effects of fluctuating foreign currency exchange rates. In computing these changes and percentages, the Company compares the current year amount as translated into U.S. dollars under the applicable accounting standards to the prior year amount in local currency translated into U.S. dollars utilizing the weighted average translation rate for the current period.

2017 period prior to ASC 606 adoption

Effective January 1, 2018, we adopted ASU No. 2014-09, Revenue from Contracts with Customers using the modified retrospective transition method. As a result of our adoption method, the 2017 income statement was not re-stated, while the income statements in 2018 and forward reflect additional netting on certain security software items. This change in certain netting items would be <1% impact on total revenue and total cogs (no impact on gross profit) in 2017. We consider the impact insignificant for comparison purposes.

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- Solutions Integrator Strategy
- Areas of Expertise
- 2027 KPIs for Success
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- 2023 Outlook
- Appendix

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Our strategy is to become THE leading **SOLUTIONS INTEGRATOR**

The pillars of our strategy are:

Captivate Clients

Sell Solutions

Deliver Differentiation

Champion our Culture

Solutions Integrator ≠

Systems Integrator

Reseller

Distributor

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Well Positioned to Help Organizations

Modern Workplace

Create a productive, flexible and secure workplace.

Modern Apps

Create new product experiences and transform legacy applications to drive increased business value.

Modern Infrastructure

Architect and modernize multicloud and networking solutions to drive business transformation.



Intelligent Edge

Gather and utilize data in the most efficient way possible to enable real-time decision-making and affect pivotal outcomes.

Data and AI

Leverage analytics and AI to transform business operations and user experiences.

Cybersecurity

Mitigate risks and secure business assets.

Our services

Consulting Services

Create competitive advantage and improve operations by aligning business goals to IT and product strategies.

Hardware, Software and Lifecycle Services

Simplify supply chain and streamline costs across the global hardware and software lifecycle.

Managed Services

Eliminate business disruption and strategically align resources.

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2027 KPIs for Success

KPIs	2027**
Existing:	
Adjusted EBITDA Margin*	6.5% - 7.0%
Adjusted ROIC*	>25%
New Metrics:	
Core services GP | 5-year CAGR	16% - 20%
Cloud GP | 5-year CAGR	16% - 20%
Adjusted DEPS* | 5-year CAGR	19% - 22%
Adjusted free cash flow as % Adjusted net income*	>90%

*Adjusted non-GAAP basis excludes (i) severance and restructuring expenses, (ii) certain recruitment and hiring-related expenses, (iii) amortization of intangible assets, (iv) transformation costs, (v) certain acquisition and integration-related expenses, (vi) debt discount amortization, and (vii) the tax effects of each of these items, as applicable. Due to the inherent difficulty of forecasting these adjustments, which impact net earnings, diluted earnings per share, ROIC and EBITDA, the Company is unable to reasonably estimate the impact of such adjustments, if any, to net earnings, diluted earnings per share, ROIC and EBITDA. Accordingly, the Company is unable to provide a reconciliation for the 2027 forecast of GAAP to non-GAAP net earnings, diluted earnings per share, ROIC and EBITDA

** Baseline year is 2022

Note: Insight Core services is defined as services we deliver and manage. Adjusted free cash flow is defined as cash flow from operations minus capital expenditures

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Q4/Full Year 2022 Performance

(Changes against prior year period)

NET SALES

Q4 2022	FY 2022
$2.5B	**$10.4B**
decrease of 2%	increase of 11%

GROSS PROFIT

Q4 2022	FY 2022
$421M	**$1.6B**
increase of 9%	increase of 13%

49% services as a % of total gross profit and 21% cloud as a % of total gross profit***

MARGINS

Q4 2022		FY 2022	
GROSS MARGIN	**16.8%**	GROSS MARGIN	**15.7%**
	up 180 bps		up 40 bps
EFO MARGIN	**4.6%**	EFO MARGIN	**4.0%**
	up 100 bps		up 50 bps
ADJUSTED EFO* MARGIN	**5.1%**	ADJUSTED EFO* MARGIN	**4.5%**
	up 110 bps		up 70 bps

SEGMENTS (Q4 2022)

	NET SALES	GROSS PROFIT	EFO	ADJUSTED EFO*
NORTH AMERICA	**$2.1B** decrease of 1%	**$345M** increase of 12%	**$99M** increase of 30%	**$112M** increase of 32%
EMEA**	**$375M** flat YoY	**$61M** increase of 9%	**$11M** decrease of 8%	**$12M** decrease of 3%
APAC**	**$55M** increase of 12%	**$14M** increase of 11%	**$4M** decrease of 2%	**$4M** decrease of 4%

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EARNINGS

EARNINGS FROM OPERATIONS

Q4 2022	FY 2022
$114M	**$414M**
increase of 22%	increase of 25%

DILUTED EARNINGS PER SHARE

Q4 2022	FY 2022
$2.13	**$7.66**
increase of 26%	increase of 29%

ADJUSTED EARNINGS FROM OPERATIONS*

Q4 2022	FY 2022
$128M	**$467M**
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ADJUSTED DILUTED EARNINGS PER SHARE*

Q4 2022	FY 2022
$2.53	**$9.11**
increase of 25%	increase of 28%

CASH FLOWS AND CASH CYCLE

CASH CONVERSION CYCLE

40 DAYS

up 9 days

Days sales outstanding (DSO)
+15 days
Days inventory outstanding (DIO)
-2 days
Days purchases outstanding (DPO)
-4 days

NET CASH FROM OPERATIONS

$304M QTD / $98M YTD

SERVICE DELIVERY SCALE

HEADCOUNT

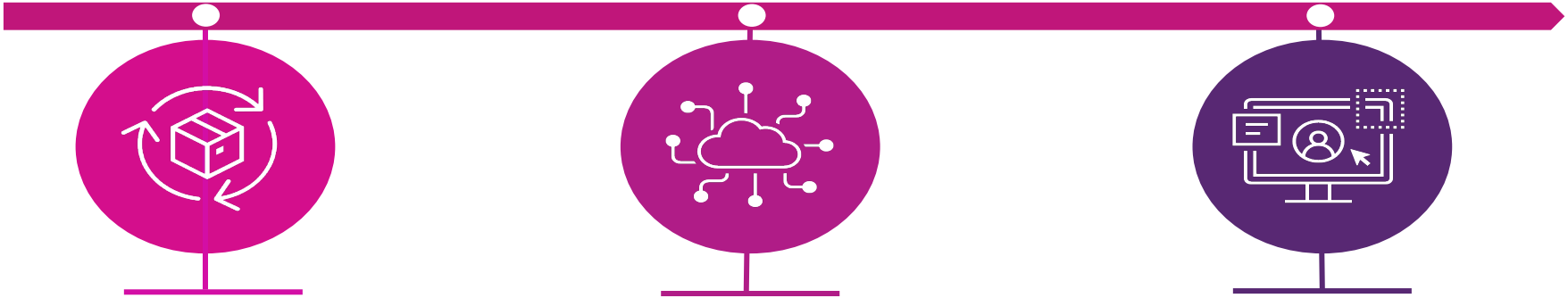
Skilled, certified consulting and service delivery professionals **5,500+**

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* See Appendix for reconciliation of non-GAAP measures

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How Vivli is Enabling Scientific Discoveries to Benefit Global Health



The challenge:

- Create a data-sharing platform to provide researchers around the globe SECURE access to a vast array of clinical trial data
- Provide smooth user experience with intuitive front end
- Ensure scalable and manageable platform for growth

The solution:

- Full complement of Azure services integrated and deployed
- Utilized expertise across security, application, development, user interface design and infrastructure
- Ongoing management and support of the platform

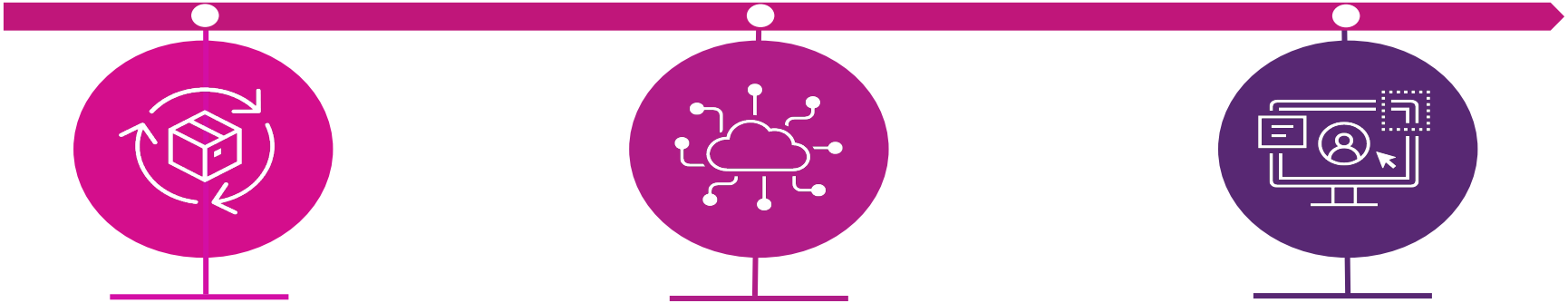
The results:

- Clinical data growth of 42% per year
- More use than ever before - user growth of 20% per year
- Enabling discoveries for Alzheimer's, diabetes and more

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Fortune 100 Insurance and Financial Services Provider Modernizes Security



The challenge:

- Passwords, encryption keys and authentication information ("secrets") stored in many different locations
- Delays in employee access to applications
- Secrets were at risk of exposure with potential to create a security breach
- Needed a better management process for the renewal of web security certificates

The solution:

- Implemented fully automated Vault™ clusters to help consolidate credentials through HashiCorp® Vault adoption
- Onboarding for DevOps team
- Automation to monitor web security certificate expiration
- Self-service between multiple applications

The results:

- Consolidated and secured secrets across the enterprise
- Seamless auto directed self-service across applications
- Eliminated numerous secret-zero scenarios
- Automatically manage compliance of web security certificate renewals

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Awards









U.S. Best Places to Work

No. 1 | Inland Northwest
No. 4 | Columbus CEO Magazine
No. 5 | Phoenix Business Journal
No. 7 | Triangle Business Journal
No. 10 | Phoenix Healthiest Employers
No. 46 | Chicago Tribune
No. 58 | Best Workplaces in Texas
No. 16 | Best Tech Internships

International Best Places to Work

No. 22 | Best Workplaces in Europe 2022
No. 11 | UK Best Workplaces 2022
No. 17 | UK Best Workplaces for Wellbeing 2022
No. 19 | UK Best Places for Women 2022
No. 10 | UK Best Workplaces in Tech 2021
No. 3 | Italy Best Places to Work 2022
No. 3 | Italy Best Places for Diversity, Equity & Inclusion in Italy 2022
No. 2 | Spain Best Places to Work 2022
No. 4 | Austria Best Places to Work 2022
No. 16 | Australia Best Places to Work 2022
No. 1 | Hong Kong Best Places to Work 2022
No. 1 | Singapore Best Workplaces 2022
No. 3 | Singapore Best Places in Tech 2021
Montreal Gazette Top Employers 2022

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2022 Industry and Partner Recognitions

Microsoft

- **Worldwide Surface PC Reseller**
- **Worldwide Surface Hub Reseller**
- **Security Changemaker of the Year**
- **North America Surface Reseller**
- **U.S. Manufacturing**
- **U.S. Surface Hub Reseller**
- **U.S. Surface PC Reseller**
- **Canada Partner of the Year**
- **4 Microsoft Canada Impact Awards**

Adobe

Adobe Americas Partner of the Year

aruba a Hewlett Packard Enterprise company

Aruba U.S. Partner of the Year

CISCO

Cisco Americas Commercial Partner of the Year

cradlepoint

Cradlepoint IoT Partner of the Year

intel

Intel U.S. Innovation Partner of the Year

Intel Canada Digital Transformation GTM Partner of the Year

NetApp

NetApp Keystone Partner of the Year

PURESTORAGE

Pure Storage SLED Partner of the Year

vmware

VMware NA Partner Value Award

veeam

Veeam Federal Partner of the Year

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SERVICE DELIVERY SCALE

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Skilled, certified consulting, and service delivery professionals

5,500+

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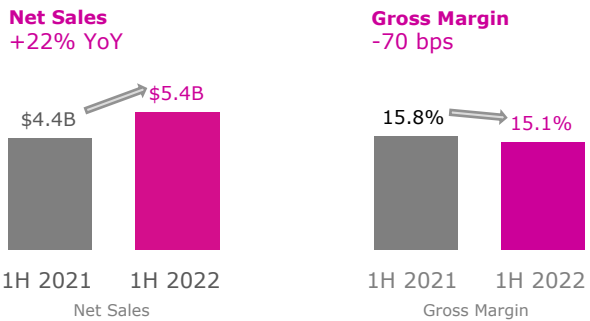
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FY 2022 | Year of Two Halves

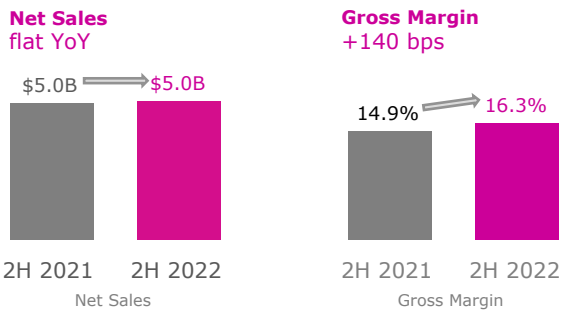
First Half 2022 (compared to 1H 2021)

- Net sales growth of 22% fueled by exceptionally strong device growth in high 30% range
- Gross margin contraction of 70 bps
- Cash used in operations of $442M



Second Half 2022 (compared to 2H 2021)

- Net sales flat year over year
- Gross margin expansion of 140 bps
- Cash provided by operations of $540M



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2027 KPIs for Success

KPIs	2022	2027**
Existing:		
Adjusted EBITDA Margin*	4.7%	6.5% - 7.0%
Adjusted ROIC*	15.9%	>25%
New Metrics:		
Core services GP | 5-year CAGR	14%	16% - 20%
Cloud GP | 5-year CAGR	32%	16% - 20%
Adjusted DEPS* | 5-year CAGR	21%	19% - 22%
Adjusted free cash flow as %	8%	>90%
Adjusted net income*	1H (302)% / 2H 327%	

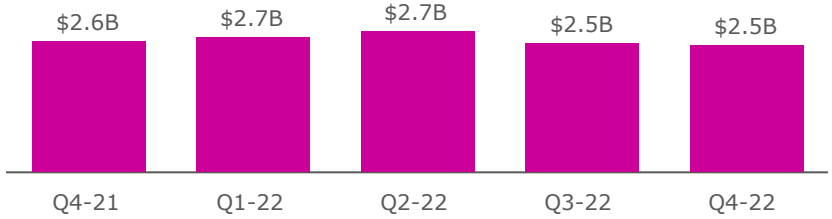
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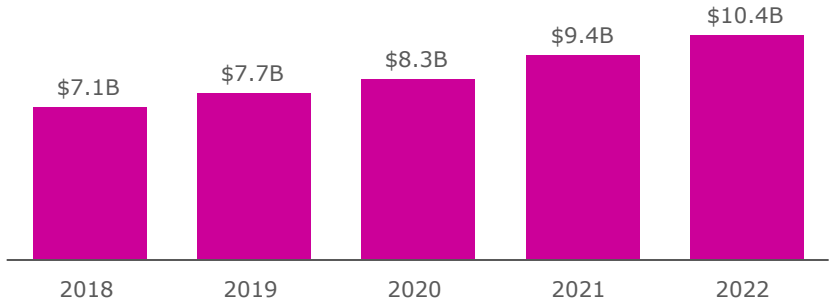
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NET SALES

$2.5B decrease of 2% y/y

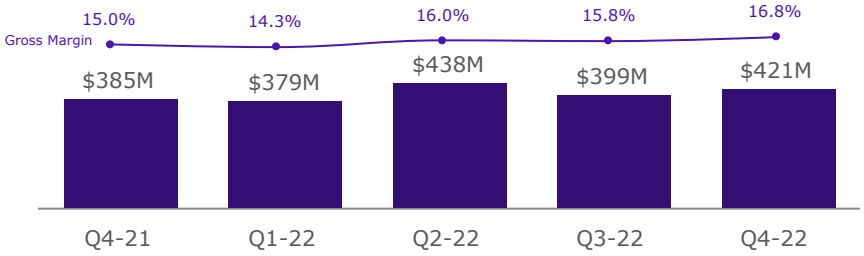


$10.4B* increase of 11% y/y

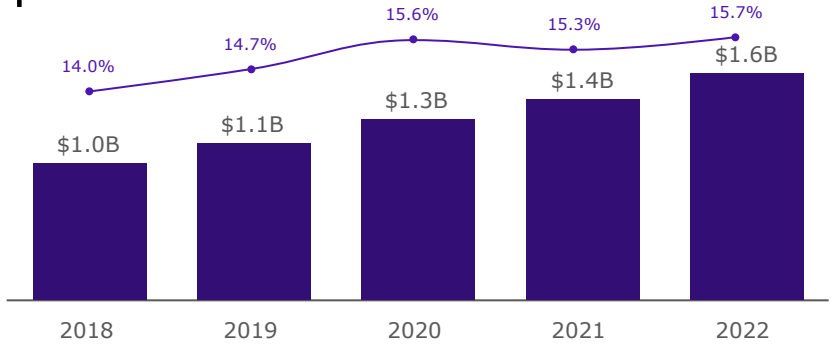


GROSS PROFIT

$421M increase of 9% y/y



$1.6B* increase of 13% y/y

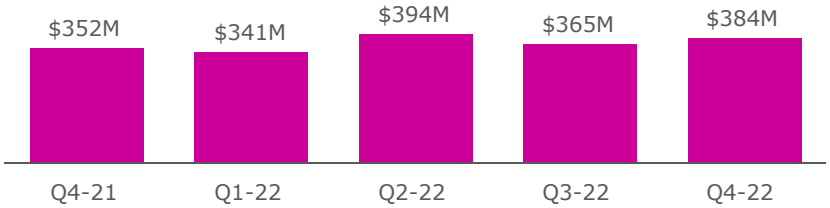


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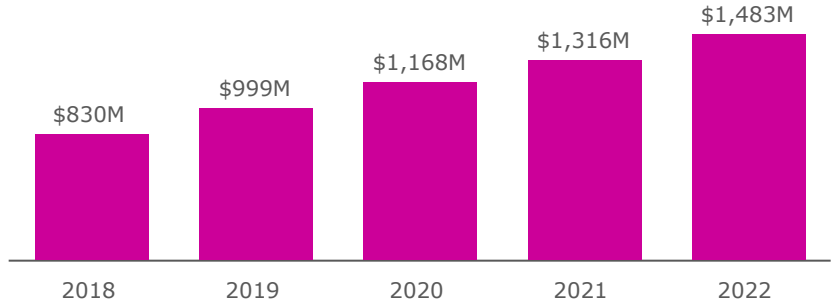
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SERVICES NET SALES

$384M increase of 9% y/y

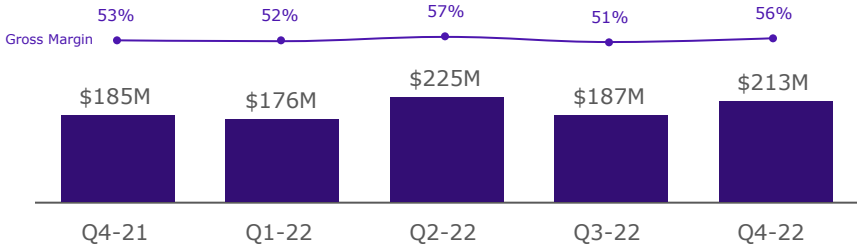


$1.5B* increase of 13% y/y

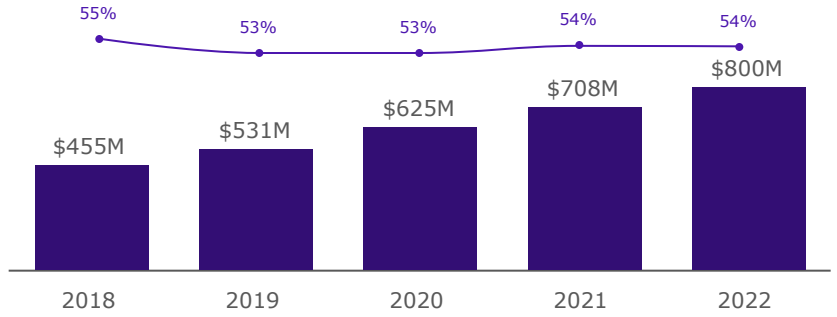


SERVICES GROSS PROFIT

$213M increase of 15% y/y



$800M* increase of 13% y/y



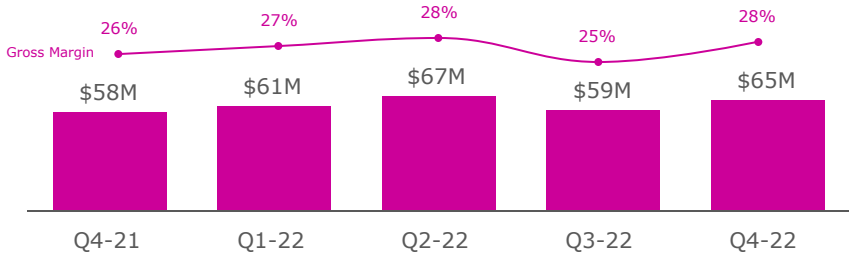
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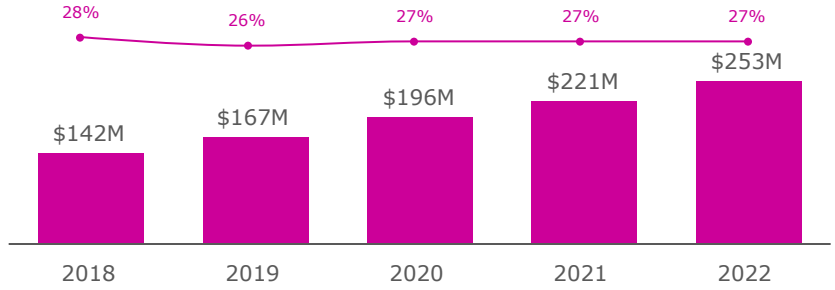
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INSIGHT CORE SERVICES GROSS PROFIT

$65M ↑ increase of 11% y/y

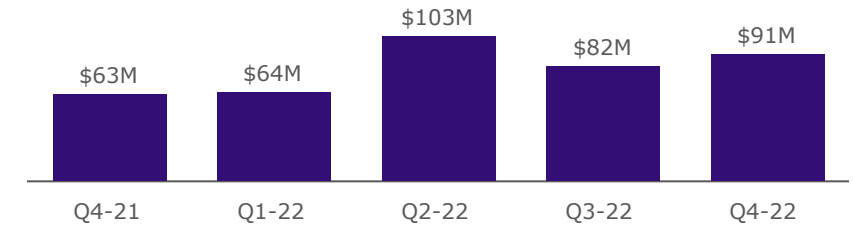


$253M* ↑ increase of 14% y/y

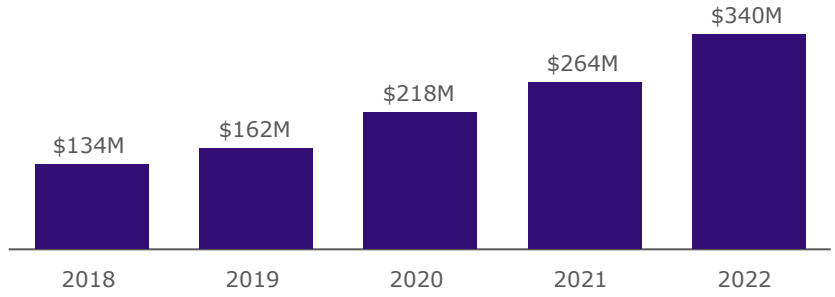


CLOUD GROSS PROFIT

$91M ↑ increase of 44% y/y



$340M* ↑ increase of 29% y/y



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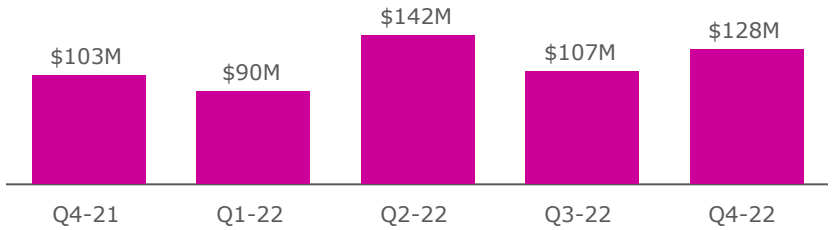
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ADJUSTED EARNINGS FROM OPERATIONS**

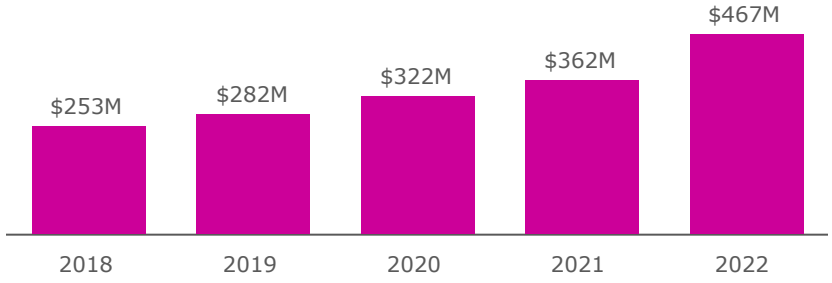
$128M

increase of 25% y/y



$467M*

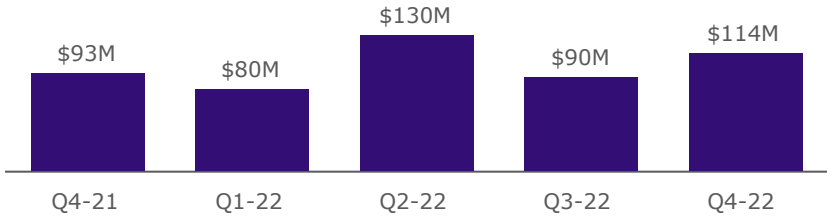
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EARNINGS FROM OPERATIONS

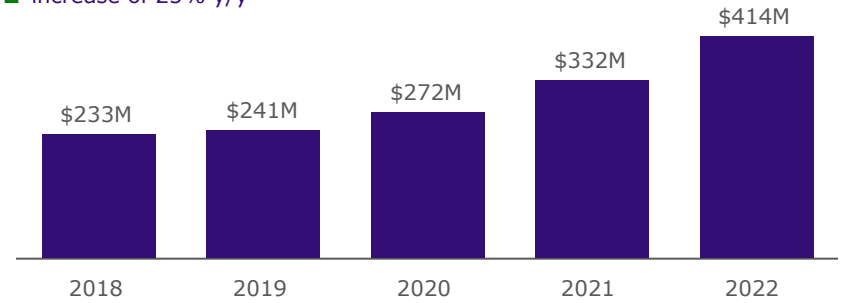
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increase of 25% y/y



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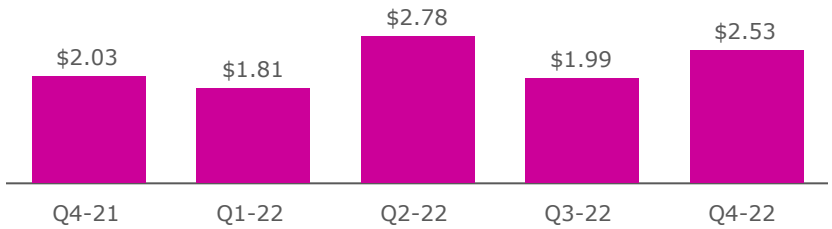
* For the twelve months ended December 31, 2022
** See Appendix for reconciliation of non-GAAP measures

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ADJUSTED DILUTED EARNINGS PER SHARE**

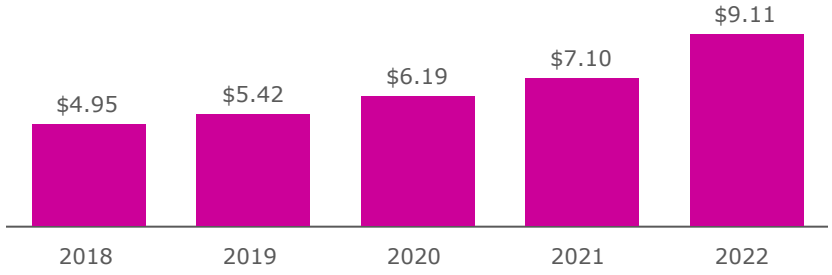
$2.53

increase of 25% y/y



$9.11*

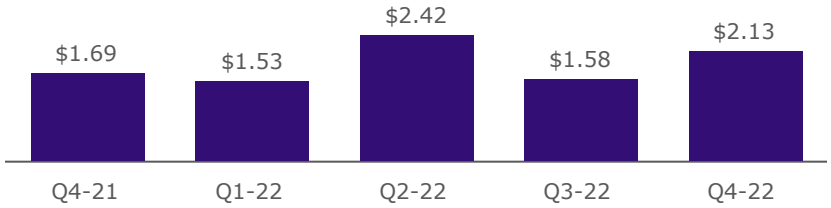
increase of 28% y/y



DILUTED EARNINGS PER SHARE

$2.13

increase of 26% y/y



$7.66*

increase of 29% y/y



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* For the twelve months ended December 31, 2022
** See Appendix for reconciliation of non-GAAP measures

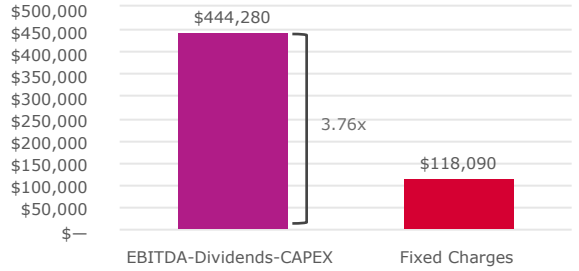
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Liquidity and Debt Covenants

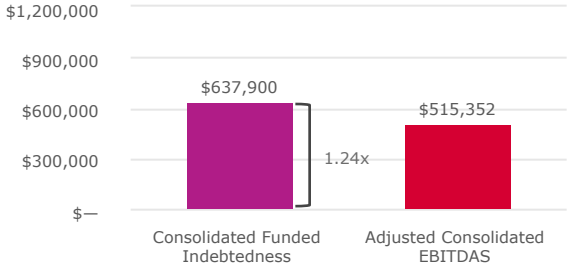
US Dollars in $000s	Twelve Months Ended December 31, 2022	2021
Adjusted Consolidated EBITDA		
Net earnings	$ 280,608	$ 219,345
Interest expense	41,577	41,198
Taxes	93,825	73,212
Depreciation and amortization of property and equipment	23,722	23,376
Amortization of intangible assets	32,892	32,045
Other*	20,018	(1,634)
Adjusted consolidated EBITDA	$ 492,642	$ 387,542
Net earnings as a % of net sales	2.7 %	2.3 %
Adjusted consolidated EBITDA margin	4.7 %	4.1 %
Add: Non-cash stock-based compensation	22,710	18,201
Less: Capital expenditures	(71,072)	(52,079)
Adjusted consolidated EBITDAS for FCCR Ratio	$ 444,280	$ 353,664
Taxes and interest**	$ 118,090	$ 86,994
Fixed Charge Coverage Ratio	3.8	4.1

* "Other" includes (i) severance and restructuring expenses, (ii) certain executive recruitment and hiring related expenses, (iii) transformation costs, and (iv) certain acquisition and integration related expenses
** Tax expense plus interest expense less non-cash imputed interest under the Company's inventory financing facilities and the Company's convertible notes

Fixed Charge Coverage



Total Leverage Ratio



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Full Year 2023 Outlook

Assumptions:	As of February 9, 2023
Gross profit growth	high single digit
Adjusted diluted EPS*	$9.90 - $10.10
Interest expense	$48 - $52 million
Effective tax rate	25% - 26%
Capital expenditures	$55 - $60 million
Average share count	34.3 million

Other Exclusions and Assumptions:

- Average share count assumed after an estimated completion of our planned share repurchases under our current authorization net of estimated dilution
- Excludes acquisition-related intangibles amortization expense of approximately $32 million (posted on website)
- Assumes no acquisition or integration-related, transformation or severance and restructuring expenses
- Assumes no significant change in our debt instruments

* Adjusted diluted earnings per share excludes severance and restructuring expense and other unique items as well as amortization expense related to acquired intangibles. Due to the inherent difficulty of forecasting some of these types of expenses, which impact net earnings and diluted earnings per share, the Company is unable to reasonably estimate the impact of such expenses, if any, to net earnings and diluted earnings per share. Accordingly, the Company is unable to provide a reconciliation of GAAP to non-GAAP diluted earnings per share for the full year 2023 forecast

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Appendix



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FY 2022 | Financial Performance

US Dollars in $000s, except for per share data	Twelve Months Ended December 31, 2022	2021	Change
Consolidated IEI			
Net sales	$10,431,191	$9,436,113	11%
Net sales, constant currency*			13%
Product net sales	$8,947,787	$8,120,127	10%
Services net sales	$1,483,404	$1,315,986	13%
Gross profit	$1,636,567	$1,447,557	13%
Gross margin	15.7%	15.3%	40 bps
Gross profit, constant currency*			16%
Product gross profit	$836,535	$739,219	13%
Services gross profit	$800,032	$708,338	13%
Selling, general, and administrative expenses	$1,216,660	$1,117,130	9%
Selling, general, and administrative expenses, constant currency*			11%
GAAP earnings from operations	$413,700	$332,061	25%
Adjusted earnings from operations**	$466,610	$362,472	29%
GAAP diluted earnings per share	$7.66	$5.95	29%
Adjusted diluted earnings per share**	$9.11	$7.10	28%

* Reference "Constant currency" section on slide 2 of this presentation
** See Appendix for reconciliation of non-GAAP measures

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Consolidated IEI Financial Metrics

Three Months Ended	Q4-21	Q1-22	Q2-22	Q3-22	Q4-22
Net Sales YoY	12%	21%	23%	4%	(2)%
Gross Margin	15.0%	14.3%	16.0%	15.8%	16.8%
GAAP EFO	$93.4M	$79.8M	$129.6M	$90.3M	$114.0M
GAAP EFO YoY	12%	19%	46%	9%	22%
GAAP EFO Margin	3.6%	3.0%	4.7%	3.6%	4.6%
Adjusted EFO*	$102.9M	$89.6M	$141.7M	$107.1M	$128.3M
Adjusted EFO* YoY	12%	31%	45%	14%	25%
Adjusted EFO Margin*	4.0%	3.4%	5.2%	4.2%	5.1%
GAAP Diluted EPS	$1.69	$1.53	$2.42	$1.58	$2.13
GAAP Diluted EPS YoY	13%	30%	53%	5%	26%
Adjusted Diluted EPS*	$2.03	$1.81	$2.78	$1.99	$2.53
Adjusted Diluted EPS* YoY	15%	39%	46%	6%	25%

Twelve Months Ended	2018	2019	2020	2021	2022
Net Sales YoY	6%	9%	8%	13%	11%
Gross Margin	14.0%	14.7%	15.6%	15.3%	15.7%
GAAP EFO	$233.5M	$240.6M	$271.6M	$332.1M	$413.7M
GAAP EFO YoY	30%	3%	13%	22%	25%
GAAP EFO Margin	3.3%	3.1%	3.3%	3.5%	4.0%
Adjusted EFO*	$252.9M	$281.8M	$322.4M	$362.5M	$466.6M
Adjusted EFO* YoY	19%	11%	14%	12%	29%
Adjusted EFO Margin*	3.6%	3.6%	3.9%	3.8%	4.5%
GAAP Diluted EPS	$4.55	$4.43	$4.87	$5.95	$7.66
GAAP Diluted EPS YoY	82%	(3)%	10%	22%	29%
Adjusted Diluted EPS*	$4.95	$5.42	$6.19	$7.10	$9.11
Adjusted Diluted EPS* YoY	40%	9%	14%	15%	28%

* See Appendix for reconciliation of non-GAAP measures

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GEO Financial Metrics

Three Months Ended	North America	EMEA	APAC
Net Sales	$2.1B	$375.2M	$54.8M
Net Sales YoY**	(1)%	— %	12 %
Gross Profit	$345.3M	$61.2M	$14.1M
Gross Profit YoY**	12 %	9 %	11 %
Gross Margin	16.7 %	16.3 %	25.7 %
Gross Margin YoY	200 bps	130 bps	(30) bps
SG&A % of Net Sales	11.8 %	13.3 %	18.3 %
SG&A % of Net Sales YoY	80 bps	130 bps	80 bps
Adjusted EFO*	$112.3M	$11.8M	$4.2M
Adjusted EFO* YoY**	32 %	(3)%	(4)%

Twelve Months Ended	North America	EMEA	APAC
Net Sales	$8.5B	$1.7B	$234.3M
Net Sales YoY**	13 %	12 %	18 %
Gross Profit	$1.3B	$247.3M	$61.0M
Gross Profit YoY**	17 %	6 %	22 %
Gross Margin	15.7 %	14.4 %	26.0 %
Gross Margin YoY	60 bps	(80) bps	90 bps
SG&A % of Net Sales	11.5 %	11.7 %	17.9 %
SG&A % of Net Sales YoY	(10) bps	(70) bps	50 bps
Adjusted EFO*	$399.1M	$48.0M	$19.6M
Adjusted EFO* YoY**	35 %	5 %	22 %

* See Appendix for reconciliation of non-GAAP measures
** In constant currency for EMEA and APAC. Reference "Constant currency" section on slide 2 of this presentation

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Services Financial Metrics

Three Months Ended	Q4-21	Q1-22	Q2-22	Q3-22	Q4-22
Services Revenue	$352M	$341M	$394M	$365M	$384M
Services Revenue YoY	17%	14%	16%	13%	9%
Services Gross Profit	$185M	$176M	$225M	$187M	$213M
Insight Core Services Gross Profit	$58M	$61M	$67M	$59M	$65M
Agent Services* Gross Profit	$127M	$115M	$157M	$127M	$148M
Services Gross Profit YoY	14%	10%	16%	10%	15%
Insight Core Services Gross Profit YoY	12%	20%	18%	9%	11%
Agent Services* Gross Profit YoY	15%	6%	16%	10%	17%
Services Gross Margin	53%	52%	57%	51%	56%
Insight Core Services Margin	26%	27%	28%	25%	28%
Agent Services* Margin	99%	100%	100%	100%	100%

Twelve Months Ended	2018	2019	2020	2021	2022
Services Revenue	$830M	$999M	$1,168M	$1,316M	$1,483M
Services Revenue YoY	25%	20%	17%	13%	13%
Services Gross Profit	$455M	$531M	$625M	$708M	$800M
Insight Core Services Gross Profit	$142M	$167M	$196M	$221M	$253M
Agent Services* Gross Profit	$313M	$364M	$429M	$487M	$547M
Services Gross Profit YoY	16%	17%	18%	13%	13%
Insight Core Services Gross Profit YoY	10%	18%	17%	13%	14%
Agent Services* Gross Profit YoY	19%	16%	18%	14%	12%
Services Gross Margin	55%	53%	53%	54%	54%
Insight Core Services Margin	28%	26%	27%	27%	27%
Agent Services* Margin	100%	100%	100%	100%	100%

Note 1: Insight Core services is defined as services Insight delivers and manages
Note 2: Numbers may not foot due to immaterial rounding
* Represents agent services other than those included in Insight Core services

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Reconciliation of GAAP to Non-GAAP Financial Measures*

US Dollars in $000s, except per share data	Three Months Ended December 31, 2022	2021	2020	Twelve Months Ended December 31, 2022	2021
Adjusted Consolidated Earnings from Operations:					
GAAP consolidated EFO	$ 114,016	$ 93,417	$ 83,042	413,700	$ 332,061
Amortization of intangible assets	8,077	7,948	7,980	32,892	32,045
Other	6,172	1,583	1,121	20,018	(1,634)
Adjusted non-GAAP consolidated EFO	$ 128,265	$ 102,948	$ 92,143	$ 466,610	$ 362,472
GAAP EFO as a percentage of net sales	4.6%	3.6%	3.6%	4.0%	3.5%
Adjusted non-GAAP EFO as a percentage of net sales	5.1%	4.0%	4.0%	4.5%	3.8%
Adjusted Consolidated Net Earnings:					
GAAP consolidated net earnings	$ 77,477	$ 62,133	$ 53,388	$ 280,608	$ 219,345
Amortization of intangible assets	8,077	7,948	7,980	32,892	32,045
Amortization of debt discount and issuance costs	—	3,079	2,949	—	12,124
Other	6,172	1,583	1,121	20,018	(1,634)
Income taxes on non-GAAP adjustments	(3,533)	(3,209)	(3,021)	(13,306)	(10,325)
Adjusted non-GAAP consolidated net earnings	$ 88,193	$ 71,534	$ 62,417	$ 320,212	$ 251,555
Adjusted Diluted Earnings Per Share:					
GAAP diluted EPS	$ 2.13	$ 1.69	$ 1.50	$ 7.66	$ 5.95
Amortization of intangible assets	0.22	0.22	0.23	0.90	0.87
Amortization of debt discount and issuance costs	—	0.08	0.08	—	0.33
Other	0.17	0.04	0.03	0.55	(0.04)
Income taxes on non-GAAP adjustments	(0.10)	(0.09)	(0.08)	(0.36)	(0.28)
Impact of benefit from note hedge	0.11	0.09	—	0.36	0.27
Adjusted non-GAAP diluted EPS	$ 2.53	$ 2.03	$ 1.76	$ 9.11	$ 7.10
Shares used in diluted EPS calculation	36,336	36,871	35,523	36,620	36,863
Impact of benefit from note hedge	(1,459)	(1,604)	—	(1,466)	(1,453)
Shares used in Adjusted non-GAAP diluted EPS calculation	34,877	35,267	35,523	35,154	35,410

* The non-GAAP financial measures are referred to as "Adjusted". Adjusted earnings from operations, Adjusted net earnings and Adjusted diluted earnings per share exclude (i) severance and restructuring expenses, (ii) certain executive recruitment and hiring-related expenses, (iii) amortization of intangible assets, (iv) transformation costs, (v) certain acquisition and integration-related expenses, (vi) debt discount amortization, and (vii) the tax effects of each of these items, as applicable

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Reconciliation of GAAP to Non-GAAP Financial Measures* (continued)

US Dollars in $000s	Three Months Ended December 31, 2022	Three Months Ended December 31, 2021	Twelve Months Ended December 31, 2022	Twelve Months Ended December 31, 2021
Adjusted North America Earnings from Operations:				
GAAP EFO from North America segment	$ 99,341	$ 76,504	$ 350,436	$ 268,813
Amortization of intangible assets	7,563	7,347	30,735	29,576
Other	5,376	1,232	17,910	(3,129)
Adjusted non-GAAP EFO from North America segment	$ 112,280	$ 85,083	$ 399,081	$ 295,260
Adjusted EMEA Earnings from Operations:				
GAAP EFO from EMEA segment	$ 10,710	$ 12,508	$ 44,264	$ 46,918
Amortization of intangible assets	405	480	1,696	1,971
Other	707	193	2,017	1,328
Adjusted non-GAAP EFO from EMEA segment	$ 11,822	$ 13,181	$ 47,977	$ 50,217
Adjusted APAC Earnings from Operations:				
GAAP EFO from APAC segment	$ 3,965	$ 4,405	$ 19,000	$ 16,330
Amortization of intangible assets	109	121	461	498
Other	89	158	91	167
Adjusted non-GAAP EFO from APAC segment	$ 4,163	$ 4,684	$ 19,552	$ 16,995

* Adjusted earnings from operations excludes (i) severance and restructuring expenses, (ii) certain executive recruitment and hiring-related expenses, (iii) amortization of intangible assets, (iv) transformation costs, (v) certain acquisition and integration-related expenses, and (vi) the tax effects of each of these items, as applicable

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Reconciliation of GAAP to Non-GAAP Financial Measures (continued)

US Dollars in $000s	Twelve Months Ended December 31, 2022	Six Months Ended June 30, 2022	Six Months Ended December 31, 2022
Adjusted Free Cash Flow:			
Net cash provided by (used in) operating activities	$ 98,106	$ (441,997)	$ 540,103
Less: Purchases of property and equipment	70,939	47,256	23,683
Adjusted non-GAAP free cash flow	$ 27,167	$ (489,253)	$ 516,420
Adjusted Consolidated Net Earnings:			
GAAP consolidated net earnings	$ 280,608	$ 145,815	$ 134,793
Amortization of intangible assets	32,892	15,829	17,063
Amortization of debt discount and issuance costs	—	—	—
Other	20,018	6,017	14,001
Income taxes on non-GAAP adjustments	(13,306)	(5,478)	(7,828)
Adjusted non-GAAP consolidated net earnings	$ 320,212	$ 162,183	$ 158,029
Adjusted free cash flow as % of Adjusted net earnings	8%	(302)%	327%
Adjusted free cash flow as % net earnings	10%	(336)%	383%

* The non-GAAP financial measures are referred to as "Adjusted". Adjusted earnings from operations, Adjusted net earnings and Adjusted diluted earnings per share exclude (i) severance and restructuring expenses, (ii) certain executive recruitment and hiring-related expenses, (iii) amortization of intangible assets, (iv) transformation costs, (v) certain acquisition and integration-related expenses, (vi) debt discount amortization, and (vii) the tax effects of each of these items, as applicable

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Reconciliation of GAAP to Non-GAAP Financial Measures (continued)

US Dollars in $000s	Twelve Months Ended December 31, 2022	2021
Return on Invested Capital:		
GAAP consolidated EFO	$ 413,700	$ 332,061
Amortization of intangible assets	32,892	32,045
Other	20,018	(1,634)
Adjusted non-GAAP consolidated EFO*	$ 466,610	$ 362,472
Income tax expense**	121,319	94,243
Adjusted non-GAAP consolidated EFO, net of tax	$ 345,291	$ 268,229
Average stockholders' equity***	$ 1,584,075	$ 1,417,114
Average debt***	713,279	445,792
Average cash***	(131,283)	(117,214)
Invested Capital	$ 2,166,071	$ 1,745,692
Adjusted non-GAAP ROIC (from GAAP consolidated EFO)****	14.13%	14.08%
Adjusted non-GAAP ROIC (from non-GAAP consolidated EFO)*****	15.94%	15.37%

* The adjusted non-GAAP consolidated EFO amount used for the Adjusted non-GAAP ROIC calculation excludes amortization of intangible assets. This calculation remains consistent with the metric utilized in management's compensation plan
** Assumed tax rate of 26.0%
*** Average of previous five quarters
**** Computed as GAAP consolidated EFO, net of tax of $107,562 and $86,336 for the twelve months ended December 31, 2022 and 2021, respectively, divided by invested capital
***** Computed as Adjusted non-GAAP consolidated EFO, net of tax, divided by invested capital

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Reconciliation of GAAP to Non-GAAP Financial Measures* (continued)

US Dollars in $000s, except per share data	Three Months Ended March 31, 2022	Three Months Ended March 31, 2021	Three Months Ended June 30, 2022	Three Months Ended June 30, 2021	Three Months Ended September 30, 2022	Three Months Ended September 30, 2021
Adjusted Consolidated Earnings from Operations:						
GAAP consolidated EFO	$ 79,849	$ 67,024	$ 129,556	$ 88,469	$ 90,279	$ 83,151
Amortization of intangible assets	7,925	8,041	7,904	8,068	8,986	7,988
Other	1,783	(6,740)	4,234	1,127	7,829	2,396
Adjusted non-GAAP consolidated EFO	$ 89,557	$ 68,325	$ 141,694	$ 97,664	$ 107,094	$ 93,535
GAAP EFO as a percentage of net sales	3.0%	3.1%	4.7%	4.0%	3.6%	3.4%
Adjusted non-GAAP EFO as a percentage of net sales	3.4%	3.1%	5.2%	4.4%	4.2%	3.8%
Adjusted Consolidated Net Earnings:						
GAAP consolidated net earnings	$ 56,631	$ 43,168	$ 89,184	$ 58,561	$ 57,316	$ 55,483
Amortization of intangible assets	7,925	8,041	7,904	8,068	8,986	7,988
Amortization of debt discount and issuance costs	—	2,983	—	3,013	—	3,049
Other	1,783	(6,740)	4,234	1,127	7,829	2,396
Income taxes on non-GAAP adjustments	(2,400)	(919)	(3,078)	(3,042)	(4,295)	(3,172)
Adjusted non-GAAP consolidated net earnings	$ 63,939	$ 46,533	$ 98,244	$ 67,727	$ 69,836	$ 65,744
Adjusted Diluted Earnings Per Share:						
GAAP diluted EPS	$ 1.53	$ 1.18	$ 2.42	$ 1.58	$ 1.58	$ 1.51
Amortization of intangible assets	0.21	0.22	0.21	0.21	0.25	0.22
Amortization of debt discount and issuance costs	—	0.08	—	0.08	—	0.08
Other	0.05	(0.18)	0.11	0.03	0.22	0.07
Income taxes on non-GAAP adjustments	(0.06)	(0.03)	(0.08)	(0.08)	(0.12)	(0.09)
Impact of benefit from note hedge	0.08	0.03	0.12	0.09	0.06	0.08
Adjusted non-GAAP diluted EPS	$ 1.81	$ 1.30	$ 2.78	$ 1.91	$ 1.99	$ 1.87
Shares used in diluted EPS calculation	36,981	36,699	36,821	37,135	36,340	36,745
Impact of benefit from note hedge	(1,677)	(1,039)	(1,539)	(1,660)	(1,187)	(1,509)
Shares used in Adjusted non-GAAP diluted EPS calculation	35,304	35,660	35,282	35,475	35,153	35,236

* The non-GAAP financial measures are referred to as "Adjusted". Adjusted earnings from operations, Adjusted net earnings and Adjusted diluted earnings per share exclude (i) severance and restructuring expenses, (ii) certain executive recruitment and hiring-related expenses, (iii) amortization of intangible assets, (iv) transformation costs, (v) certain acquisition and integration-related expenses, (vi) debt discount amortization, and (vii) the tax effects of each of these items, as applicable

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Reconciliation of GAAP to Non-GAAP Financial Measures* (continued)

US Dollars in $000s, except per share data	2017	2018	2019	2020
Adjusted Consolidated Earnings from Operations:				
GAAP consolidated EFO	$ 179,265	$ 233,483	$ 240,594	$ 271,575
Amortization of intangible assets	16,812	15,737	22,985	37,535
Other	15,977	3,706	18,268	13,278
Adjusted non-GAAP consolidated EFO	$ 212,054	$ 252,926	$ 281,847	$ 322,388
GAAP EFO as a percentage of net sales	2.7%	3.3%	3.1%	3.3%
Adjusted non-GAAP EFO as a percentage of net sales	3.2%	3.6%	3.6%	3.9%
Adjusted Consolidated Net Earnings:				
GAAP consolidated net earnings	$ 90,683	$ 163,677	$ 159,407	$ 172,640
Amortization of intangible assets	16,812	15,737	22,985	37,535
Amortization of debt discount and issuance costs	—	—	4,223	11,585
Other	15,977	3,706	18,268	13,278
Income taxes on non-GAAP adjustments	(8,946)	(4,767)	(10,073)	(15,583)
Tax expense related to U.S. federal tax reform	13,363	—	—	—
Adjusted non-GAAP consolidated net earnings	$ 127,889	$ 178,353	$ 194,810	$ 219,455
Adjusted Diluted Earnings Per Share:				
GAAP diluted EPS	$ 2.50	$ 4.55	$ 4.43	$ 4.87
Amortization of intangible assets	0.47	0.43	0.64	1.06
Amortization of debt discount and issuance costs	—	—	0.12	0.33
Other	0.44	0.10	0.51	0.37
Income taxes on non-GAAP adjustments	(0.25)	(0.13)	(0.28)	(0.44)
Tax expense related to U.S. federal tax reform	0.37	—	—	—
Adjusted non-GAAP diluted EPS	$ 3.53	$ 4.95	$ 5.42	$ 6.19
Shares used in diluted EPS calculation	36,207	36,009	35,959	35,444
Impact of benefit from note hedge	—	—	—	—
Shares used in Adjusted non-GAAP diluted EPS calculation	36,207	36,009	35,959	35,444

* The non-GAAP financial measures are referred to as "Adjusted". Adjusted earnings from operations, Adjusted net earnings and Adjusted diluted earnings per share exclude (i) severance and restructuring expenses, (ii) certain executive recruitment and hiring-related expenses, (iii) amortization of intangible assets, (iv) transformation costs, (v) certain acquisition and integration-related expenses, (vi) debt discount amortization, and (vii) the tax effects of each of these items, as applicable

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Financial Results by Offering Category

US Dollars in $000s	FY 2020	Q1-21	Q2-21	Q3-21	Q4-21	FY 2021	Q1-22	Q2-22	Q3-22	Q4-22	FY 2022
Consolidated IEI by Offering Category											
Hardware	$ 5,068,073	$ 1,315,025	$ 1,350,944	$ 1,592,495	$ 1,631,046	$ 5,889,510	$ 1,673,588	$ 1,731,116	$ 1,572,275	$ 1,473,916	$ 6,450,895
Software	2,104,082	577,995	538,234	531,744	582,644	2,230,617	636,699	618,126	596,922	645,145	2,496,892
Total Products	7,172,155	1,893,020	1,889,178	2,124,239	2,213,690	8,120,127	2,310,287	2,349,242	2,169,197	2,119,061	8,947,787
Agent Services	456,746	119,587	142,955	122,632	136,513	521,687	126,049	168,373	138,617	159,546	592,585
Insight Delivered Services	711,678	180,461	197,368	200,650	215,820	794,299	214,514	225,762	226,540	224,003	890,819
Total Services	1,168,424	300,048	340,323	323,282	352,333	1,315,986	340,563	394,135	365,157	383,549	1,483,404
Total Net Sales	$ 8,340,579	$ 2,193,068	$ 2,229,501	$ 2,447,521	$ 2,566,023	$ 9,436,113	$ 2,650,850	$ 2,743,377	$ 2,534,354	$ 2,502,610	$ 10,431,191
Product Cost	$ 6,497,001	$ 1,721,258	$ 1,715,729	$ 1,930,096	$ 2,013,825	$ 7,380,908	$ 2,107,209	$ 2,135,895	$ 1,956,679	$ 1,911,469	$ 8,111,252
Services Cost	543,636	140,336	147,089	152,880	167,343	607,648	164,780	169,593	178,417	170,582	683,372
Total Cost of Goods Sold	$ 7,040,637	$ 1,861,594	$ 1,862,818	$ 2,082,976	$ 2,181,168	$ 7,988,556	$ 2,271,989	$ 2,305,488	$ 2,135,096	$ 2,082,051	$ 8,794,624
Product Gross Profit	$ 675,154	$ 171,762	$ 173,449	$ 194,143	$ 199,865	$ 739,219	$ 203,078	$ 213,347	$ 212,518	$ 207,592	$ 836,535
Services Gross Profit	624,788	159,712	193,234	170,402	184,990	708,338	175,783	224,542	186,740	212,967	800,032
Total Gross Profit	$ 1,299,942	$ 331,474	$ 366,683	$ 364,545	$ 384,855	$ 1,447,557	$ 378,861	$ 437,889	$ 399,258	$ 420,559	$ 1,636,567
% of Total Net Sales											
Hardware	61%	60%	61%	65%	64%	62%	63%	63%	62%	59%	62%
Software	25%	26%	24%	22%	23%	24%	24%	23%	24%	26%	24%
Total Products	86%	86%	85%	87%	86%	86%	87%	86%	86%	85%	86%
Agent Services	5%	5%	6%	5%	5%	6%	5%	6%	5%	6%	6%
Insight Delivered Services	9%	8%	9%	8%	8%	8%	8%	8%	9%	9%	9%
Total Services	14%	14%	15%	13%	14%	14%	13%	14%	14%	15%	14%
% of Total Services Net Sales											
Agent Services	39%	40%	42%	38%	39%	40%	37%	43%	38%	42%	40%
Insight Delivered Services	61%	60%	58%	62%	61%	60%	63%	57%	62%	58%	60%

Note: Numbers may not foot or cross foot due to immaterial rounding

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Convertible Senior Notes

- Insight Convertible Senior Notes - $350 million principal
- Required to settle the convertible notes principal/par value in cash
- Excess required to be settled in shares resulting in dilution in GAAP reported Diluted Earnings Per Share ("DEPS").
- DEPS incremental shares for GAAP reporting purposes are not issued at the time of reporting and are a non-GAAP exclusion for the Company (up to the strike price of the warrants of $103.12).
- The bond hedge effectively raises the potential dilution point of the convertible notes and call spread from $68.32 up to $103.12, as illustrated below:

NSIT stock price	Relevance of stock price	Net shares owed on Convertible Notes	Net shares received from bond hedge	Net shares owed on Warrants	GAAP additional dilution	Non-GAAP additional dilution
$ 51.56	Price at issuance of Notes	—	—	—	—	—
$ 68.32	Conversion price of Notes	—	—	—	—	—
$ 88.82	Market trigger price	1,180,606	(1,180,606)	—	1,180,606	—
$ 103.12	Warrants strike price	1,727,056	(1,727,056)	—	1,727,056	—
$ 115.00	Possible future stock price	2,077,682	(2,077,682)	529,038	2,606,720	529,038
$ 120.00	Possible future stock price	2,204,493	(2,204,493)	720,377	2,924,870	720,377

Example calculation - net shares owed on Warrants	Warrants issued [a]	Excess ave. share price [b]	Value of excess [c = a * b]	Dilutive shares [d = c / $115]
$115 average share price for quarter	5,121,160	$ 11.88	$ 60,839,381	529,038

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