

# AURORA DIGITAL SOLUTIONS INC.

## Annual Report 2024 - Q4 Summary

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### 1. EXECUTIVE SUMMARY

Aurora Digital Solutions Inc. has achieved significant growth in the fourth quarter of 2024. Total revenue increased to \$13.5 million, representing a 23% growth compared to the previous year. The digital services segment in particular has shown strong development, and customer satisfaction has risen to 94%. Our workforce has grown to 127 employees, and new offices have been opened in Boston and Seattle. The company continues to invest heavily in R&D; to maintain its competitive edge.

### 2. FINANCIAL HIGHLIGHTS

Metric	Q4 2024	Q4 2023	Change %
Revenue	\$13,500,000	\$10,975,000	+23.0%
EBITDA	\$2,700,000	\$2,085,000	+29.5%
Operating Income	\$2,025,000	\$1,536,000	+31.8%
Net Income	\$1,620,000	\$1,230,000	+31.7%
Personnel Costs	\$5,400,000	\$4,390,000	+23.0%
Research & Development	\$1,350,000	\$988,000	+36.6%

### 3. KEY PERFORMANCE INDICATORS

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#### **Customers & Markets:**

- Active Customers: 2,847 businesses (+18% YoY)
- New Customers in Q4: 312 businesses
- Customer Retention Rate: 96.2%
- Net Promoter Score (NPS): 72

#### **Products & Services:**

- SaaS Subscriptions: 1,923 units
- API Calls/Month: 45.6 million
- System Uptime: 99.97%
- Average Response Time: 124 ms

#### **Workforce:**

- Total Employees: 127 people
- New Hires in Q4: 14 people
- Employee Turnover: 8.3%
- Employee Satisfaction Index: 4.2/5.0

# INVOICE

SELLER	BUYER
Aurora Digital Solutions Inc. 123 Innovation Drive San Francisco, CA 94105 EIN: 12-3456789 VAT: US123456789	TechCorp Industries LLC 456 Enterprise Avenue Boston, MA 02101 EIN: 98-7654321 VAT: US987654321

**Invoice Number:** INV-2024-08472  
**Invoice Date:** December 15, 2024  
**Due Date:** January 14, 2025  
**Payment Terms:** Net 30  
**Late Payment Interest:** 8.5% APR  
**Reference:** PROJ-2024-TCH-445

## Invoice Details:

Product/Service	Qty	Unit Price	Tax %	Total
AI Platform Pro License (Annual)	1	\$8,400.00	8.25%	\$9,093.00
API Premium Package	1	\$2,400.00	8.25%	\$2,598.00
Consulting Services	24 hrs	\$150.00	8.25%	\$3,897.00
Training Session	2 days	\$1,200.00	8.25%	\$2,598.00
Technical Support (12 months)	1	\$1,800.00	8.25%	\$1,948.50

Subtotal: \$18,600.00

Sales Tax (8.25%): \$1,534.50

**TOTAL DUE: \$20,134.50**

## Payment Information:

**Bank Name:** First National Bank

**Account Name:** Aurora Digital Solutions Inc.

**Account Number:** 1234567890

**Routing Number:** 021000021

**SWIFT Code:** FNBKUS33

**Reference Number:** INV-2024-08472

Please include the reference number when making your payment.

# SERVICE AGREEMENT

**Contract Number:** AGR-2024-NTS-00234

## 1. CONTRACTING PARTIES

### Service Provider:

Aurora Digital Solutions Inc. (EIN: 12-3456789)  
123 Innovation Drive, San Francisco, CA 94105  
Contact Person: Anna Richardson, Account Manager  
Phone: +1 (415) 555-1234  
Email: anna.richardson@nordictechsolutions.com

### Client:

TechCorp Industries LLC (EIN: 98-7654321)  
456 Enterprise Avenue, Boston, MA 02101  
Contact Person: Peter Mitchell, IT Director  
Phone: +1 (617) 555-9876  
Email: peter.mitchell@techcorpindustries.com

## 2. SCOPE OF SERVICES

This agreement covers the following services:

- AI Platform Pro software license and access
- API Premium interface services
- Technical support and maintenance 24/7
- User training and documentation
- Data backup and disaster recovery

Services are delivered on a SaaS (Software as a Service) model and are accessible via internet connection through the service provider's managed cloud infrastructure.

## 3. TERM AND PRICING

**Contract Term:** January 1, 2025 - December 31, 2025 (12 months)

**Renewal:** This agreement will automatically renew for successive 12-month periods unless terminated in writing by either party with 90 days prior notice before the end of the current term.

**Annual Fee:** \$20,134.50 (including applicable taxes)

**Payment Terms:** Net 30  
**Billing Frequency:** Annually in advance

Prices may be adjusted annually based on the Consumer Price Index (CPI) changes.

4. SERVICE LEVEL AGREEMENT (SLA)

Metric	Target	Credit
System Uptime	99.9%	5% monthly fee per 0.1% below target
API Response Time	< 200 ms	2% monthly fee per 50 ms over target
Support Ticket Response	< 4 hours	1% monthly fee per 2 hours over target
Critical Incident Resolution	< 1 hour	10% monthly fee per 30 min over target

SIGNATURES

Service Provider

Client

\_\_\_\_\_  
Michael Stevens  
Chief Executive Officer  
Aurora Digital Solutions Inc.  
Date: \_\_\_\_\_

\_\_\_\_\_  
Peter Mitchell  
IT Director  
TechCorp Industries LLC  
Date: \_\_\_\_\_