



**knosys**

# Annual General Meeting 2020

November 2020 ASX:KNO



•knosys

## AGM Presentation

November 2020 ASX:KNO

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## Who we are ...

Knosys is a technology company that provides software as a service (SaaS) information management solutions aimed at delivering the right information at the right time.

We are a leading provider of knowledge management solutions for customer-facing websites, contact centres and customer success teams. We change the way information is shared between employees and customers to transform the quality and efficiency of customer service and operational compliance.



Knosys is an Australian SaaS software company that is simplifying knowledge management to improve the productivity of employees and drive improved customer experiences.



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## Key information:

**\$0.150**

At 24 Nov 2020

**Mkt. Cap.**  
**A\$22.3m**

At 24 Nov 2020



13 staff



Melbourne  
Sydney  
Singapore



41,422 licenses



APAC



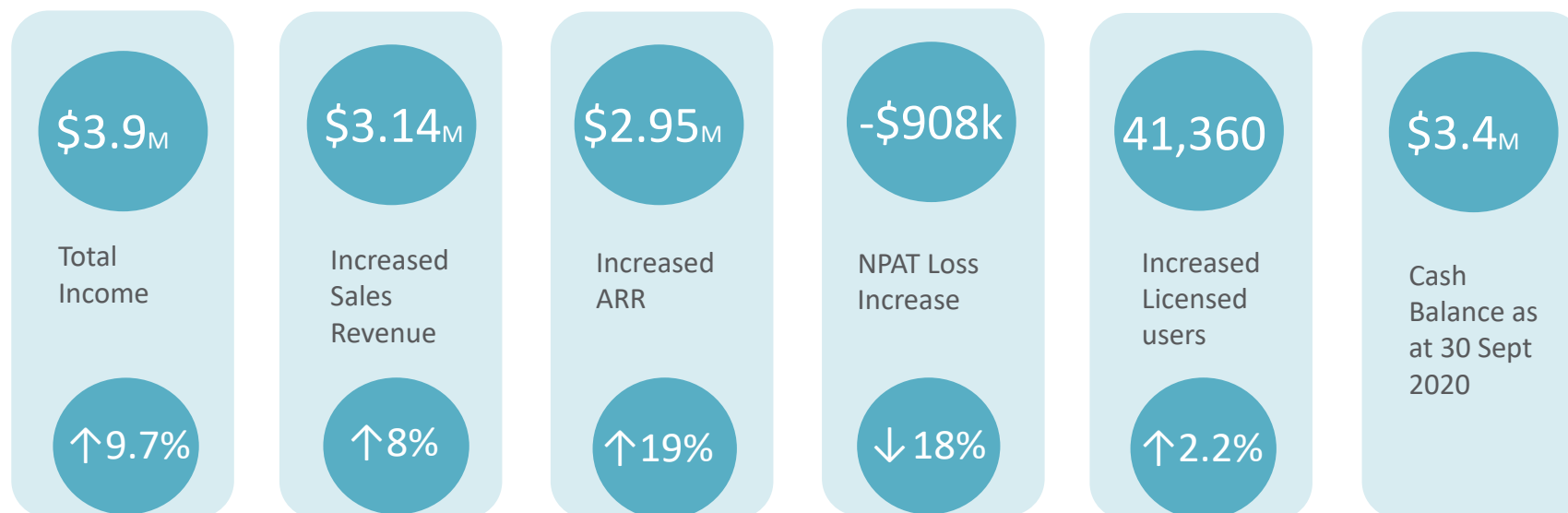
148.8 million  
shares on Issue

# Share Price Movement



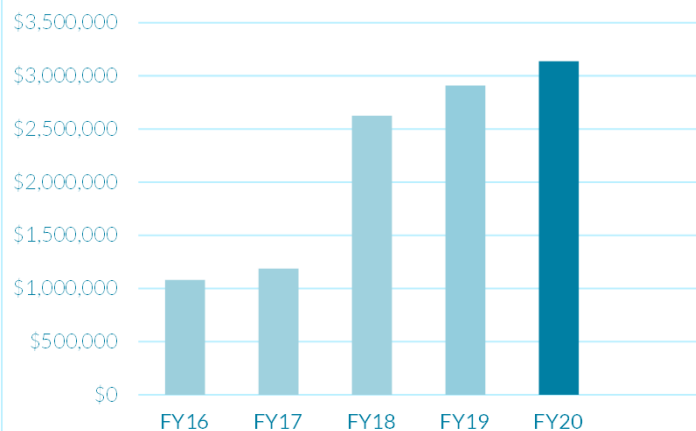
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# FY 2020: Financial Results

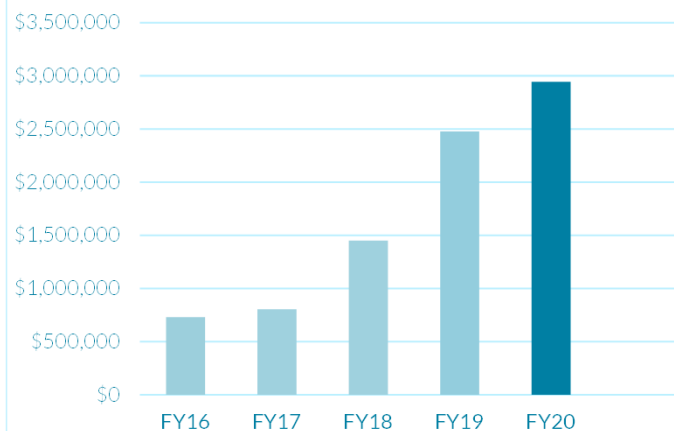


# Historical Financials Metrics – Continuous Improvement

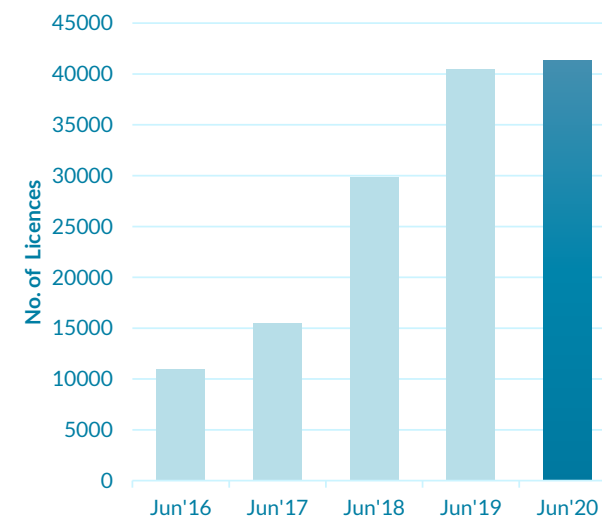
## Total Operating Revenue



## Annual Recurring Revenue



## Knosys Licensed Users





# Managing the Impact of COVID

- ✓ **Safety First** – implemented measures to support the safety and wellbeing of the Knosys team since March 2020
- ✓ **Organic Revenue Growth** – primarily from existing customers which have shielded the business from the full impact of COVID
- ✓ **New mid- market Sales** – despite good progress in building pipeline opportunities in H1, many customers deferred buying decisions due to COVID
- ✓ **New Enterprise Sales** – during the course of FY20 Knosys was short listed (last two) in 3 major RFTs. While commercially we were ranked number 1 in two, the customers selected an incumbent vendor already selling software into the business
- ✓ **Opportunities Pipeline** – significant number of sales opportunities moved into hibernation (customers postponed projects indefinitely) during the year
- ✓ **Cost Management** – during H2 we managed our internal and resource expenses to navigate the unpredictable COVID environment. The company has not been required to utilise Jobseeker or other forms of subsidies due to its solid revenue position

# Investment in Product Innovation in FY20

Knosys completed a product review in H1 with a focus on competitive benchmarking based on customer debriefs in the enterprise space and invested significantly to develop the following capabilities and features to ensure the solution remains at the forefront of existing and potential users

- ✓ **Integration Capability (Restful API)** – expanded basic API to expose more KnowledgeIQ features to 3<sup>rd</sup> party applications
- ✓ **Salesforce CRM App** – released Beta version to enable CRM users to access KnowledgeIQ from within the Salesforce App
- ✓ **Next generation “mobile first” Knowledge Portal** – user experience and simplicity at the forefront of this redesigned User Interface
- ✓ **Smart Search Enhancement** – improved search capability to achieve reduced search 100 fold improvement for end customers



# Knosys Growth Update

- ✓ An improving pipeline of Enterprise opportunities H1 FY21 though conversion will take time
- ✓ Knosys is looking to invest in “core solution-related” development activities that enable and enhance solution positioning and market attractiveness
- ✓ Short term focus on core operating fundamentals during the COVID-19 pandemic, but we are now looking to drive growth
- ✓ Actively seeking “tuck-in” acquisition opportunities to expand our SaaS solutions which demonstrate either higher ARR growth potential and/or earning accretive. Focus is on those that have relatively low execution risk

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