knosys

Connecting People and Information

AGM Presentation

8 December 2021

(ASX: KNO)

knosys.co

The knosys Vision

Our mission is to **empower organisations** to **make smart connections** with their information.

knosys The Need

Customers Expect Consistency

Remote Workers

Information Governance & Compliance

Content Explosion and Silos

74%
of CFO expect to permanently transition previously on-premise employees to remote work

Staff spend on average
9.3hrs
a week just searching information[1]

44%
Growth in remote working areas in the last 5 years

86%
of buyers will pay more for a better customer experience

1. McKinsey report; Time Searching for Information
2. The Remote Work Statistics for 2019 report by FlexJobs
3. Gartner Surveyed 317 CFOs and Finance leaders - March 30, 2020
4. A Walker study found that at the end of 2020

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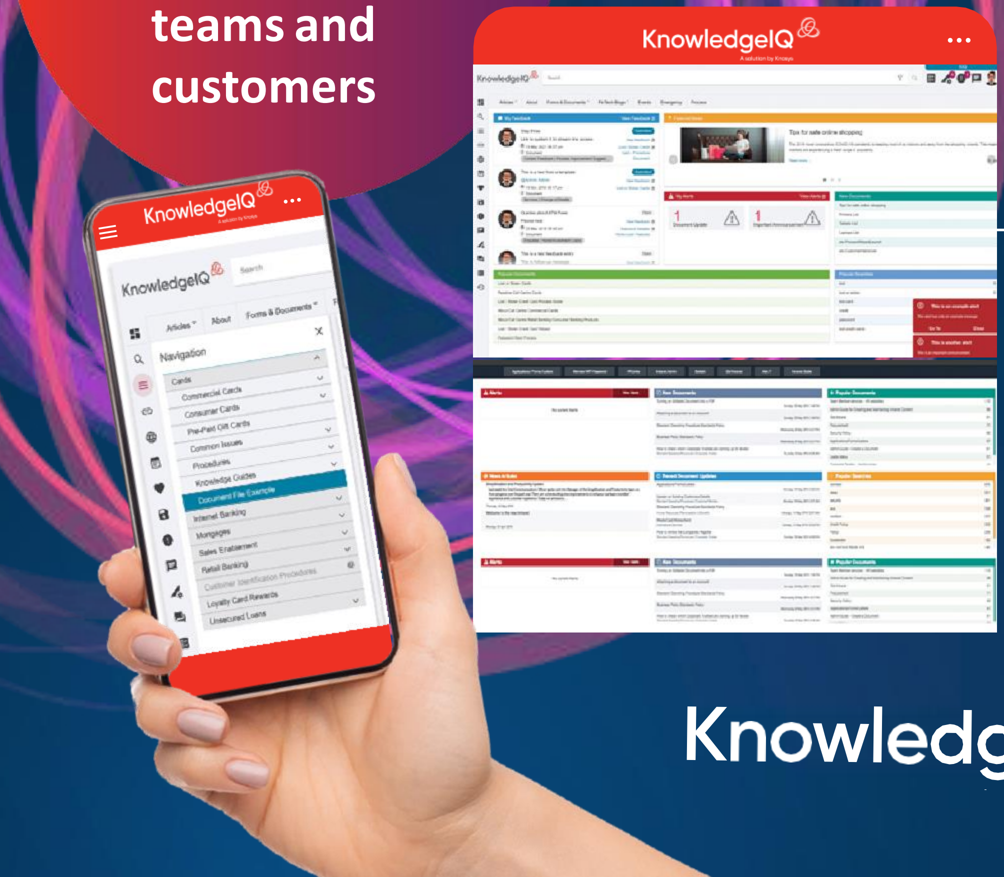
Our SaaS Solution Suite

Knowledge Management System

Intuitive platform supporting your call center teams and customers



KnowledgeIQ

Unlocking knowledge to help employees and customers find answers and information quickly when they need it …. trusted single source of truth for everyone.

The purpose of the knowledge management system is to capture and distribute knowledge, allowing members of an organization, along with its customers, to effectively access and use the information. Having a centralized repository where this knowledge is stored helps to create a single source of truth in an organization, eliminating confusion and reducing the time taken to find information.

Used by companies that wish to make the most of their employees' varying levels of skill and experience.

The software provides a common gathering place for teammates and remote coworkers to benefit from processes and workflows that have been documented, such as onboarding documents, frequently asked questions, and more.

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SaaS Solution Suite

Employee Experience Platform

GreenOrbit empowers digital workplaces with the best employee tools to communicate, collaborate and engage through an intelligent intranet … create inspiring experiences.

These systems improve employee engagement, increase innovation, lift productivity and a boost customer satisfaction.

Supports work anywhere, on any device, and at any time, ideal for both in office and remote workers.

Our SaaS Solution Suite
Library Service Platform

Libero is an integrated cloud-based platform which enables employees and members to access library management solution anywhere, at anytime.

Libraries use the platform to manage asset collections, as well as relationships with their members. It also helps libraries keep track of their documents, inventory and loans, as well as member subscriptions and profiles, sometimes for multiple locations.

This software can be used by educational and institutional libraries, as well as public or private libraries.

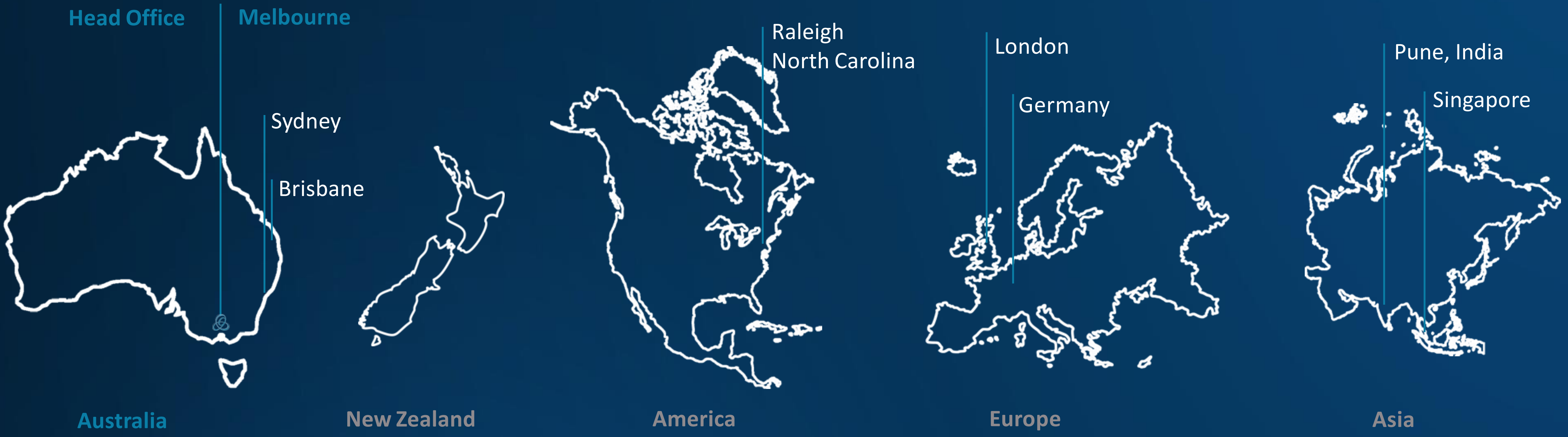
A powerful library service platform to manage all your operations and resources in the digital workspace.

Libero

Digital **Workplace Principles**

All of Knosys's solutions are based upon common themes and capabilities.

knosys Global Reach



380+	**380K**	**10+**	**5**	**60**	**20+**
Customers	Users	Countries	Offices	Employees	R&D Staff

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Customers in Key Markets

380+ Customers

380K Users

Retail & Franchising

Banking & Finance

Communication & Entertainment

Automotive & Travel

Health, Legal & Education

Government & Libraries

Harvey Norman
Kathmandu
Panasonic
Audi

ANZ
sbs BANK
Brookline Bancorp, Inc.
webjet.com.au

OPTUS
Singtel
SBS
FOX SPORTS

The Honey Baked Ham Co
tropical SMOOTHIE CAFE
DUCK DONUTS WARM, DELICIOUS & MADE TO ORDER
Best Practice An evolution in medical software

Healthscope
CTI Carter Thermal Industries Group
Benson radiology Experience Precision Care
THE GEORGE WASHINGTON UNIVERSITY WASHINGTON, DC
OFFICE of PUBLIC PROSECUTIONS VICTORIA
probe CX NEXT GENERATION DRIVEN

$29B
Total Market Opportunity

$25B
Employee Experience Platform (EXP)

$2B
Knowledge Management Systems (KMS)

$2B
Library Management Software (LMS)

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knosys State of the Market

Market	Employee Experience Platform	Knowledge Management System	Library Service System
Market Size	$25B	$2B	$2B
Customer Profile	MID-MARKET 200-1000 staff	ENTERPRISE 1000-10,000 staff	MID-MARKET 200-300 staff
Sales Cycle	3 - 6 Months	12 - 18 Months	9 - 12 Months
Growth Drivers	• Employee Efficiency & Engagement • Cloud-based, Digital Workplace Solutions • Flexibility & Remote Working	• Customer Engagement & Experience • Agent efficiency & productivity • Consistency & compliance for single source of truth	• Effective library management vis digital channels • Increasing demand for automation in the library market • Rising number of educational institutions

1 https://www.openpr.com/news/2000791/knowledge
Knowledge Management software market share size 2020 global
2 Market Research Future April 2020

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Building on FY 2021

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knosys Building on FY2021

Year of expansive growth

License and support fee revenues increased by 28% to $3.8m

Total Operating Revenue increased by 46% to $4.6m

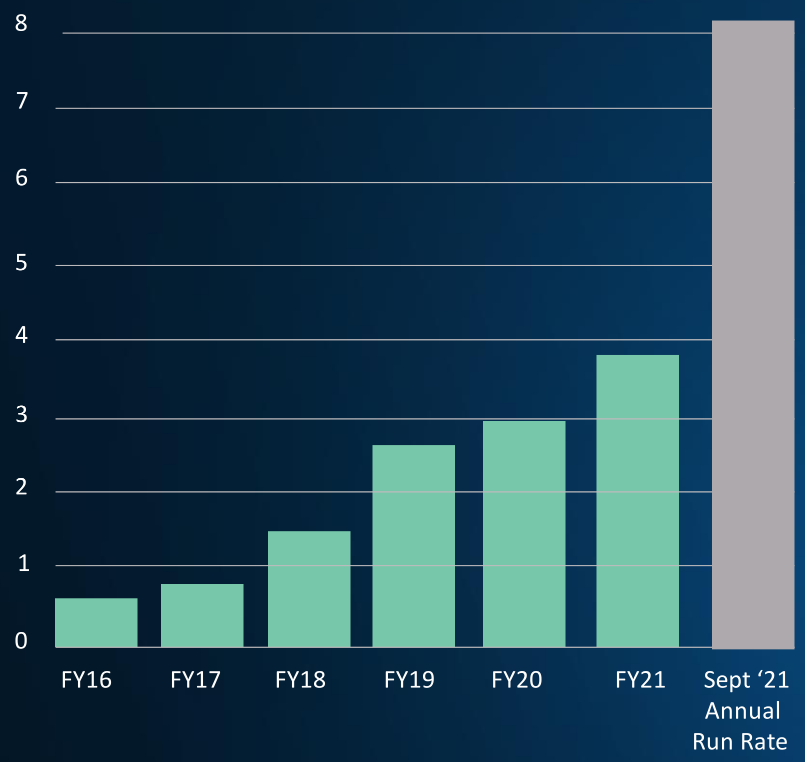
The loss for the consolidated entity was $544K,
which included one-off acquisition costs of $559K

Cash equivalents of $6.5m (as at 30 June 2021).
Net cash from operating activities of $580K

Building on FY2021 Key Growth Metrics

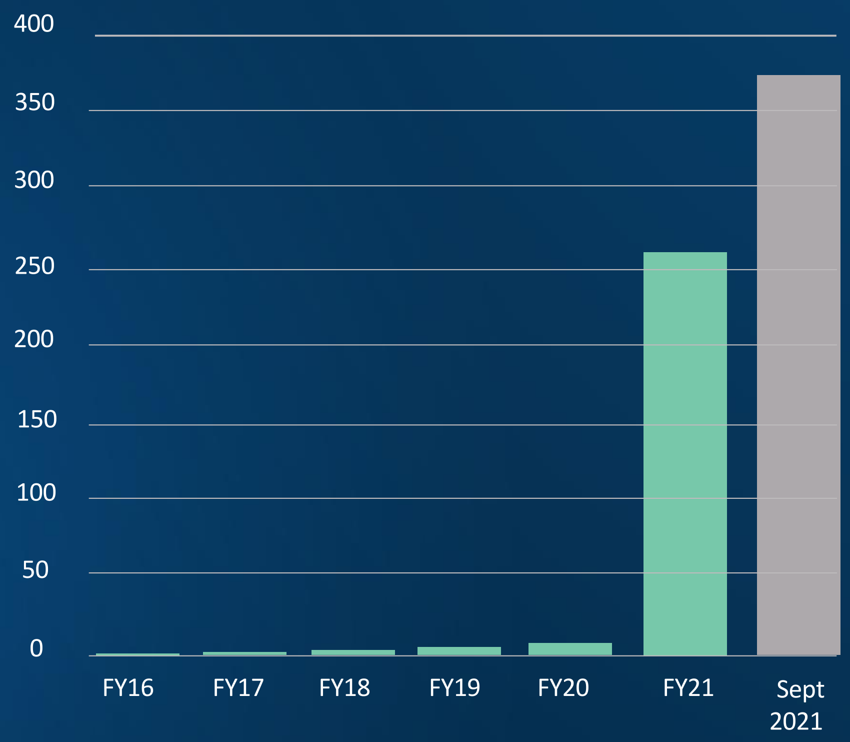
>$8m
ARR

Annual Recurring Revenue (ARR) ($m)



>380
Customers

Customer Numbers



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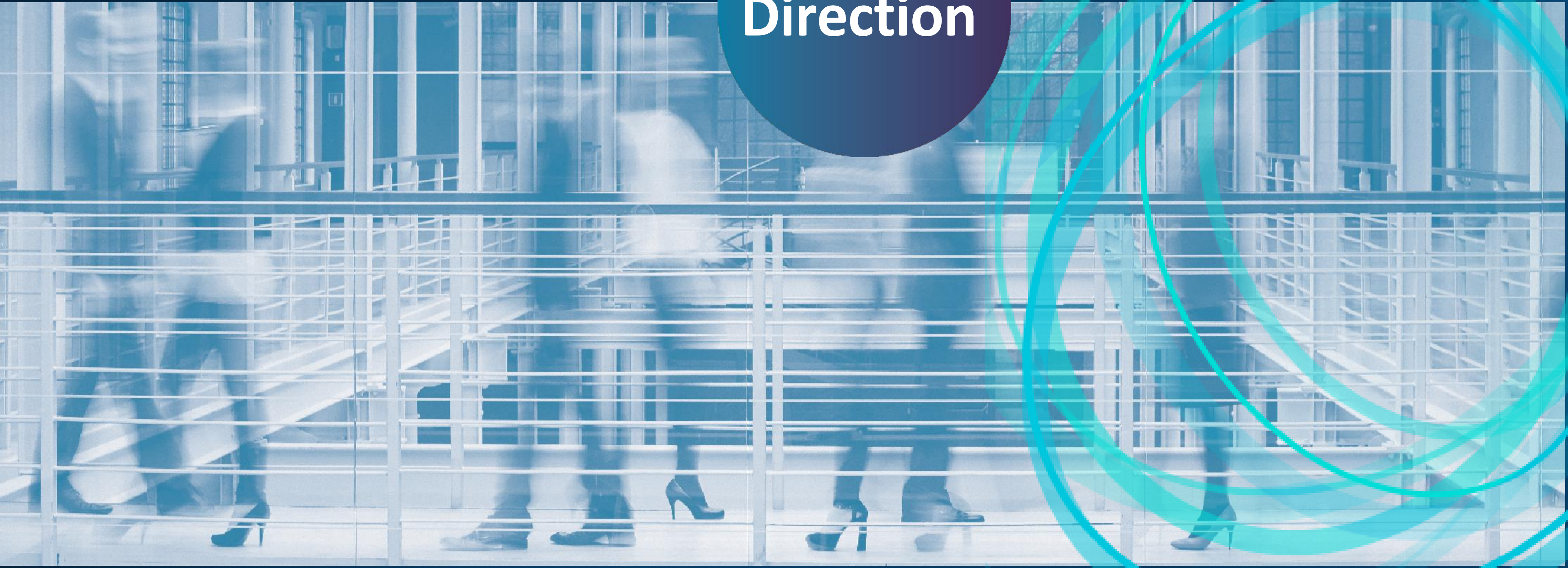
Future Direction



knosys Strategic Goals 2024

Recognised as a Leading Vendor

Leadership position in our solutions spaces

1,000+ Customers

Grow global customer base

1,000,000 users

Have >1m contracted licences.

knosys Growth Strategy

1

Grow revenue from existing customers

- Increase number of users, and sits through upselling to existing customers
- Expand new sales into existing customers via cross sell of solutions

2

Grow new customer revenues in existing geographic marekts

- Invest in sales and marketing to accelerate pipeline growth and new customer acquisition in key markets
- Expand brand into key markets not already purchasing

3

Grow our brand awareness

- Attract new customer and top talent
- Stronger based translates into supporting high price points and more wins
- Shorten sales cycles as with thought leadership, worthy industry achievements

4

Expand solutions offering and IP

- Expand solutions offering through investment in additional features
- Build out existing proprietary technology

5

Accelerate growth through acquisitions

- Knosys remains open to pursuing strategic, technology aligned and operationally compatible acquisitions

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