



# Prophecy International Holdings Ltd

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## Prophecy

Company Announcement 11<sup>th</sup> December, 2017



## eMite delivers across 5 continents

*eMite's focus on an Intelligence Platform Solution for Customer Experience and IT Operations delivers outstanding results.*

**Sydney— December 11, 2017** — [eMite](#), a wholly-owned subsidiary of Prophecy International Holding Limited (ASX:PRO), today announced a series of customer wins and successful projects for their CX and Operational Intelligence platforms.

eMite CX and Operational intelligence platform is a real-time advanced analytics and business value dashboard solution designed to dramatically enhance Contact Centre and IT Operations business performance. Available as a Software-as-a-Service (SaaS) cloud solution, eMite is used in Contact Centres and IT departments across five continents.

eMite's relationship with Genesys and Telstra is enabling Contact Centre customers to optimize their business operations and deliver exceptional Customer Experience. Over 50 new customers use the eMite CX Intelligence platform for PureCloud, PureConnect and PureEngage by Genesys. By aggregating and correlating data from the omni-channel contact centre, service desk software, CRM and NPS applications - eMite gives Contact Centre managers and business executives real-time insight into their customer experience.

eMite's IT Operational Intelligence platform continues to deliver immense value for some of the largest enterprises in the world. eMite has recently secured an Enterprise contract with a very large global bank with operations based out of Malaysia.

### Key Stats

- More than 50 CX Intelligence customers have been signed and implemented in 2017
- New CX Intelligence sales in more than 10 different countries
- a new large enterprise customer signed with a global bank with operations in Malaysia
- Expanded presence in a large Australian bank delivering correlated data from 29 separate applications and data-sources into a single set of IT Operational Intelligence dashboards

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For more details visit  
[prophecyinternational.com](#)  
[intersectalliance.com](#)  
[eMite.com](#)

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Brad Thomas, Prophecy CEO said, “These new sales have enabled us to rapidly expand the eMite base and significantly grow revenues over last year. We expect that we will achieve more in sales volume in the first 5 months of FY18 than we did in the entire year in FY17 and as a result we are growing our eMite sales team in Australia and in the US.”

Brad went on to say, “We have deployed the CX Intelligence solution in markets such as Scandinavia, the UK, France, Singapore, Malaysia, the US and in Latin America as well as in Australia and New Zealand, and have increased our sales presence in both Australia and in the US in the last 6 months.”

Customers can license the CX Intelligence platform either through eMite’s relationship with Genesys or through one of the many Genesys partners who have also joined the eMite partner program.

#### **About eMite:**

eMite is a subsidiary of ASX listed Prophecy International (Holdings Limited ASX: PRO). The eMite operational intelligence platform combines analytics, correlation, capacity, and performance, availability, and SLA management into a single, out of the box solution to provide customers with real time insight.

#### **About Prophecy International Holdings Limited:**

Prophecy International Holdings Limited is a listed Australian company (ASX:PRO) that has been operating globally since the 1980s. More recently the focus at Prophecy has been on growing the eMite and Snare lines of business. eMite service intelligence platform combines analytics, correlation, capacity, and performance, availability, and SLA management into a single, out of the box solution to provide customers with real time insight. The Snare product suite is a highly scalable platform of security products designed to find, filter and forward event log data. Snare log sources include Windows, flat files, databases, Linux, Mac and Solaris with coverage for desktops and servers.

Prophecy operates globally from Adelaide and Sydney in Australia, London in the United Kingdom and in Denver, USA.

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