ASX Announcement

24 January 2019

Airline Artificial Intelligence Solution Launched with Microsoft

- LiveTiles and Microsoft target the global commercial airline industry with a tailored Artificial Intelligence (AI) bot solution – LiveTiles' Gate Agent Assistant Bot
- One of the world's largest airlines has signed on as the first customer to deploy LiveTiles Gate Agent Assistant Bots throughout the USA
- The solution will improve the airline customer experience by reducing wait times in the high volume, high stress environment at airport gates
- LiveTiles and Microsoft will jointly market the Gate Agent Assistant Bot to new and existing airline customers globally
- The solution has already received strong interest from Microsoft's and LiveTiles' existing airline customer bases with commercial discussions ongoing

LiveTiles Limited (ASX:LVT) (LiveTiles or the Company), a global software company that empowers its users to create their own intelligent workplace experiences, is pleased to announce it has launched an Airline AI Bot Solution in conjunction with Microsoft.

LiveTiles' Gate Agent Assistant Bot uses artificial intelligence to provide automated responses and retrieve the information required to allow airline staff to more quickly respond to customer demands at the gate. The customisable chatbot provides staff with an easy to use, conversational interface that sources information from an airline's existing systems. The bot automates key processes, such as issue escalation and the prefilling of customer data and immediately provides gate agents with the information needed to deliver a faster service in line with airline policies and procedures. The solution is designed to improve customer service by increasing staff efficiency and reducing wait times in the high volume, high stress environment at the airport gate.

Julie Shainock, Global Managing Director of Travel and Transportation Industry, Microsoft, said: "Commercial airline IT teams have a constant challenge on their hands when it comes to empowering employees with solutions that improve customer service. Operations are spread across multiple locations, communication across the wide range of operational roles is complex, information stores are hard to navigate, and processes and procedures are difficult to manage in a timely manner. LiveTiles' Gate Agent Assistant Bots will have the ability to streamline and drastically improve customer experiences by improving efficiency and decreasing delays at busy airport gates. LiveTiles' innovative approach to this problem is filling a genuine gap and is set to greatly improve the way we all experience airline travel."

LiveTiles has already signed its first customer – a major US airline and one of the world's largest by revenue – to implement the bot technology throughout the USA. The technology will be rolled out and will generate recurring revenues under a software-as-a-service (SaaS) licensing model.

LiveTiles will target the USD $834 billion[1] commercial airline industry, with joint sales and marketing initiatives with Microsoft under its strong strategic partnership, targeting new and existing commercial airline customers of both parties.

Already, the solution has received strong interest from existing commercial airline customers, and the Company is actively engaged in commercial discussions with a number of additional parties.

Emma Mehaffey, Head of Employee Experience, Virgin Australia, said: "LiveTiles gives you the power to create a one stop shop - where all your applications can be stored. We are excited that other departments are also moving over to LiveTiles' technology, ensuring that sharing information between our businesses is going to be easier than ever. When you have a geographically dispersed workforce, a great technology platform is essential."

Karl Redenbach, CEO, LiveTiles, said: "We have a number of major commercial airlines using our solutions, including Virgin Australia who are transforming their intranet with our platform. This new solution, however, will revolutionise the way airlines design their gate process – a real world use case on how this industry will incorporate AI in their technology to optimise the experience of employees and customers."

For further information, please contact:

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About LiveTiles:

LiveTiles is a global software company headquartered in New York, with operations in Seattle, Tri-Cities (Washington State), San Francisco, Los Angeles, Chicago, North Carolina, Rochester, London, Sligo, Amsterdam, Sydney, Melbourne, Brisbane, Geelong and Hobart. LiveTiles offers intelligent workplace software for the commercial, government and education markets, and is an award-winning Microsoft Partner. LiveTiles' products comprise LiveTiles Intelligent Workplace, LiveTiles Design, LiveTiles Bots, LiveTiles Intelligence, LiveTiles for SAP Software, LiveTiles MX, LiveTiles Mosaic and Hyperfish. LiveTiles' customers represent a diverse range of sectors and are spread throughout the United States, United Kingdom, Europe, the Middle East and Asia-Pacific.

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[1] www.statista.com/statistics/278372/revenue-of-commercial-airlines-worldwide/