



# INTELLIGENT WORKFORCE SOLUTIONS

AGM

22 May 2019



# tambla

Intelligent Workforce Solutions

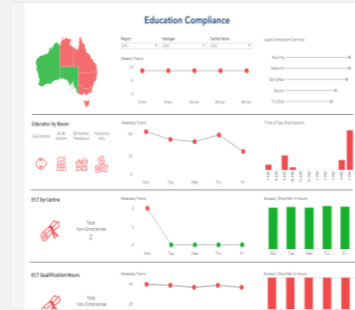
## WHO IS TAMBLA

- We are an innovative, **enterprise HR software company** delivering **intelligent workforce solutions** to organisations with large shift-based workforces.
- We provide these companies with the tools to ensure visibility, optimization and compliance of their workforce globally.

# GLOBAL CUSTOMER BASE



- Long-term, Blue-chip customer base
  - Large, dispersed “shift-based” workforces
  - Complex business-rule compliance requirements (Award, EBA etc)
- Over 2,000,000 rostered end users
  - Over 200 global customers
  - Over 5,000 sites globally



We ensure compliance with workforce rules, employee payments, Award/ EBA interpretation, and safety.

We automate manual processes to allow efficient, optimized operational excellence.

We provide market leading, customized, actionable insights to deliver measurable business value.

Simplifies manual processes like time-sheets, rostering and pay calculations and allows mobile visibility.

# WHY WE ARE DIFFERENT



## Evolving Workforce Management

Combining decades of Workforce Management experience with the latest technology and business requirements, we are evolving to provide the next generation of Intelligent Workforce Systems

### WORKFORCE INTELLIGENCE

Our experienced HR Consultants combined with our in-house analytics team, produce market leading, customized workforce intelligence analysis.

### RULES INTERPRETATION

With over 20 years experience, we are recognized as having the most flexible and capable rules interpreter in the market ensuring staff are correctly paid.

### CUSTOMISABLE APPROACH

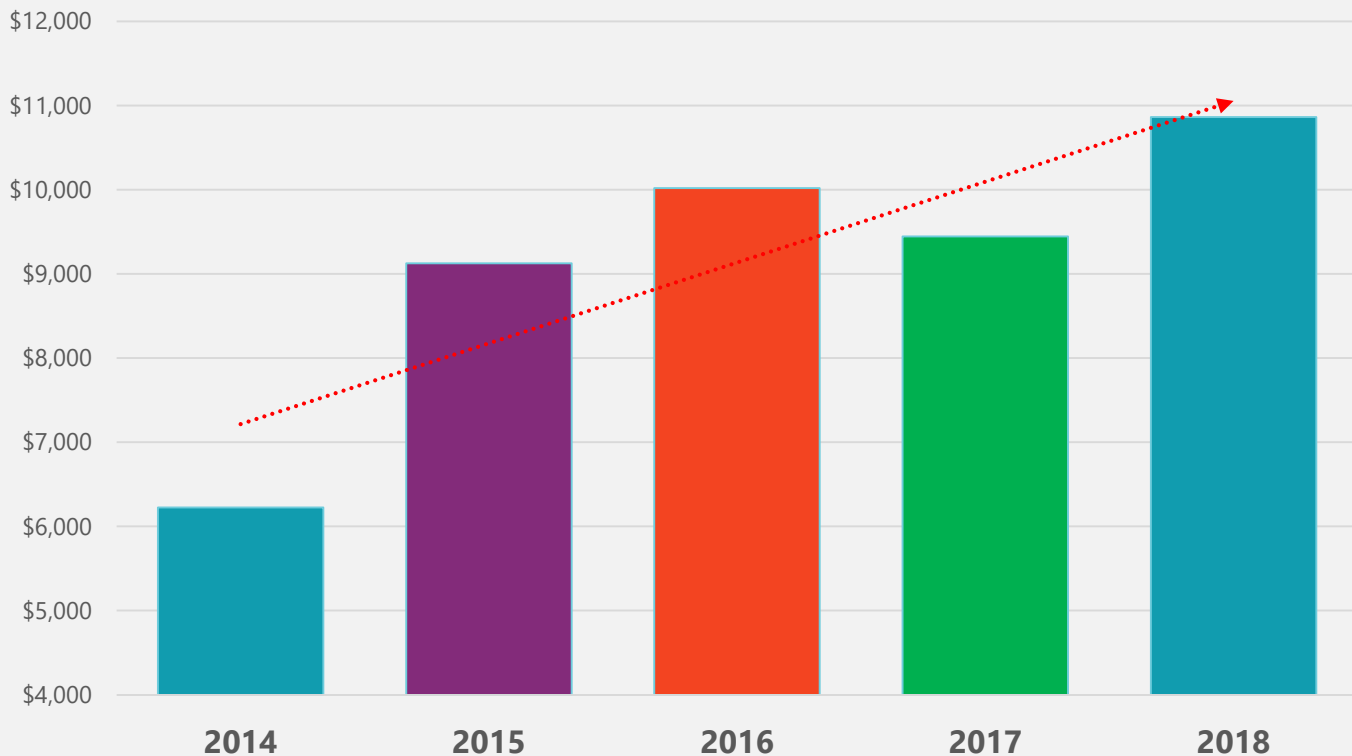
Built for complex enterprise workforces, our intelligent cloud first solutions are highly customizable to suit any industry.

2018 - A Business Restructured

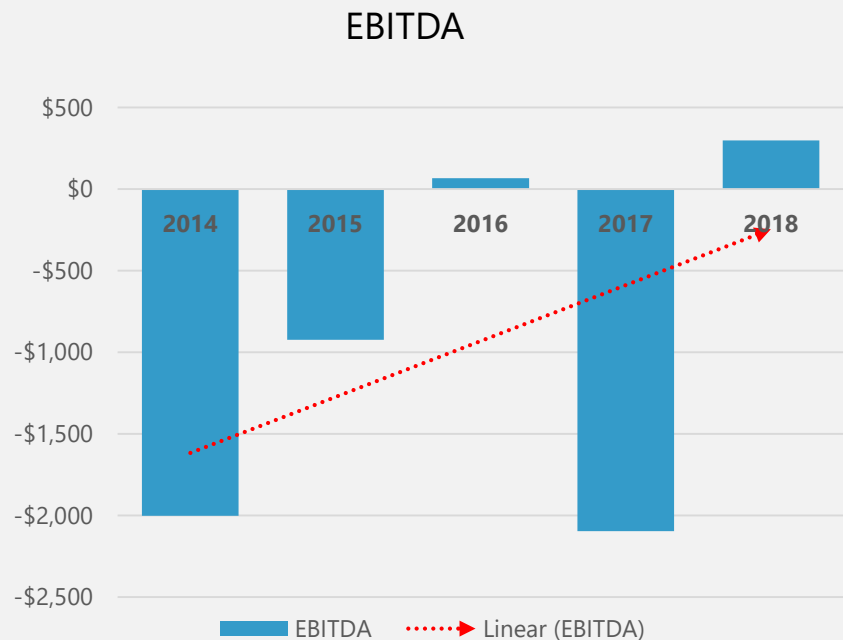
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# 01 2018 SUMMARY

# 2018 REVENUE



# 2018 FINANCIAL HIGHLIGHTS



- Double-digit organic sales growth
- EBITDA positive
- 15% reduction in op. costs
- Cashflow positive for year 2018
- Approx 62% recurring revenue



# OTHER 2018 HIGHLIGHTS

2018 included many highlights with existing customer base, new customers, new products and share price.

## 95% CUSTOMER RETENTION

Extremely high customer retention continued in 2018.

## NEW \$1M GOVT CUSTOMER

STA (Sydney Buses) joined the growing government customer list at Tambla.

## \$3M+ RE-SIGN SYDNEY TRAINS

One of our largest customers reconfirmed their commitment for another 2 years.

## NEW WHOLESALE CHANNEL

Announced new wholesale Award Interpretation service with first customer, Alayacare.

## WORKFORCE PLANNING

Announced new integrated Workforce Capacity Planning Module to customers in Q3.

## WORKFORCE INTELLIGENCE

Launched new Workforce Analytics module to enhance customer insights.

# IMPROVED CUSTOMER SATISFACTION

43%

Significant increase in the survey response rate indicating greater engagement and providing more accurate benchmarking and detailed feedback.

31%

Significant improvement in customers' perceived engagement by Tambla and our ability to align with their business requirements.

100%

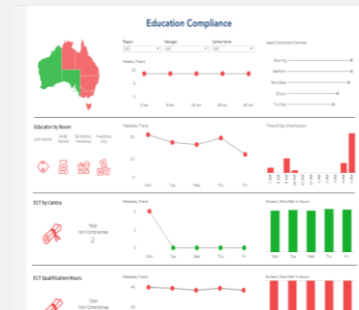
2018 system availability for cloud platform  
(excludes planned maintenance windows).

Enhanced, Modern, Relevant

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# 02 PRODUCT EVOLUTION

# PRODUCT ENHANCEMENTS



## TAMBLA MOBILE APP

Released in H1 for employees to provide simple mobile visibility of rosters, leave, payroll and approvals.

## IMPROVED PERFORMANCE

H1 major datacenter upgrades for cloud products improving performance and reliability.

## ENHANCED REPORTING

Released in H2 to provide more relevant information to customers about their workforce.

## WORKFORCE INTELLIGENCE

Launched in Q4 to provide customers with bespoke, actionable insights into their workforce.

2019 UPDATE

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03

2019 UPDATE

# EXPERIENCED EXECUTIVE TEAM



**Chris Fydler – CEO**  
*15 years IT leadership*



**Lee Alexander– Head of Sales and Marketing**  
*20 years IT Sales & Marketing experience*



**Beny Chun– COO**  
*20 years product, development and consulting experience*



**Nathan Thomas– Head of Service Delivery**  
*10 years Management Experience*



**Chris Brooke– CFO**  
*12 years CFO and Company Secretary experience*



**Richard Mitton– CTO**  
*25 years IT Technology leadership*

# 2019 GROWTH PRIORITY



## Sustainable Growth

Priority for 2019 is to create business structures that support sustainable growth.

### Increase Sales & Marketing

- Additional resources added to sales team
- New marketing partner engaged Q2

### New Products & Services

- Workforce intelligence
- Managed Application Service
- Mobility

### Growth Partnerships

- New US Growth Partner
- Domestic Partnerships

# SUMMARY

## Double-digit Organic Growth

Increased investment in sales and marketing to enable continued organic growth.

## Existing blue-chip customer base

Long-term blue-chip customer base with increasing Customer Satisfaction statistics.

## EBITDA and cashflow positive

Stable financial fundamentals providing platform for improved market confidence.

## Growing global requirement for pay compliance

Growing requirement compliant work rule interpretation strengthening the value proposition of Tambla software.

## Continued investment to evolve solutions

Continued investment in modernizing and evolving product to create the next generation of intelligent workforce solutions.





[www.tambla.com.au](http://www.tambla.com.au)