



24 July 2023

Business Update



Oneview Healthcare PLC | ABN: 610 611 768

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1. Executive Overview

Executive Summary

ONE is a SaaS company that provides digital care experience products to the global healthcare sector

- ONE's platform unifies patient and care team experiences at the bedside, integrating systems and content
- Trusted partner with tier 1 global healthcare providers, including 3 of the 20 top rated US hospitals¹
- FY23 Revenue guidance of €12.5m - €14.5m (40% - 55% above prior year)*

Successful transition to cloud-based solution and investing in BYOD

- Move to cloud-based SaaS model is already shortening sales cycles and making hospital adoption easier and BYOD (full SaaS) is expected to further accelerate this trend
- Harnessing benefits to drive significant increase in gross profit margin over medium term

Momentum building as ONE approaches cash flow breakeven

- ~15K hospital beds currently contracted, 70% of which are in the US
- Signed largest contract in ONE history in May 2022 – 11 hospital expansion at BJC health-care with multi-year deployment plan extending the partnership for a further 6-years
- Recent milestone with completion of contracting process for Oneview's first European customer for its CXP Cloud Enterprise Solution
- Potential addition of ~3k beds currently in contract negotiation will give ONE a clear path to cash flow breakeven*

Baxter opportunity is substantial and immediate

- After a competitive evaluation process involving multiple vendors, on 19 June 2023, ONE announced a 2-year agreement with Baxter International as a value-added re-seller of the ONE Care Experience Platform
- Baxter International Inc. (**Baxter**) (BAX:NYSE) is a ~US\$23b market cap healthcare company and a leading provider of US hospital beds
- Baxter relationship represents a step-change in ONE's growth potential
- Potential for the agreement to involve supply of ONE's platform to between 3k – 5k hospital beds in first year, with further upside opportunities*

Global hospital market needs a digital solution to scale patient care

- Global hospital industry needs staff efficiency and productivity solutions
- Staff shortages are forcing developed market healthcare operators to seek solutions and streamlined processes
- Limited number of competitors against ONE's offering means ONE is well placed to capitalise on these significant tailwinds

High visibility to strong revenue growth and operating leverage

- ONE currently models revenue from each contracted bed of approximately A\$1,000 per annum
- Demand post removal of Covid restrictions and ONE's use case expected to support opportunities to drive an increase in annual growth rates
- Customer go – live rate increasing H1 over prior period by 228%

** Statements of this nature are "forward-looking statements" and are subject to risks and uncertainties. They should be read in conjunction with the summary of key risk factors that may affect the operating and financial performance of ONE. Refer also to "forward looking statements" in the Important Notice section of this document.*

1. U.S. News Hospital Rankings and Ratings, 2023

The Connected Patient Room

The pandemic has accelerated the need for Oneview solutions, all of which work together to provide an integrated and interconnected patient room

Patient Tablet
patient's "control panel" for their stay

Patient TV
enables 2-way communication, engages and entertains patients and families

My Stay Overview Board
aligns patient, family and care team on the plan for discharge

Digital Door Sign
important information "at a glance" for care team members entering the room



Introduction to Oneview

Market Opportunity

- Post-pandemic demand to equip hospital rooms with bedside technology, enabling virtual nursing.
- Evolving patient expectations and acceleration in digitalization driving demand for patient engagement solutions.
- \$1b Total Addressable Market for BYOD in the US, Canada, Australia, UK and Germany¹.

Growth Strategy

- “Land and expand” in healthcare enterprises, growing bed share and up-selling features.
- Expand serviceable market through Baxter Value-Added Reseller partnership.
- Open new markets with BYOD product offering, expected to launch in Q4 2023.

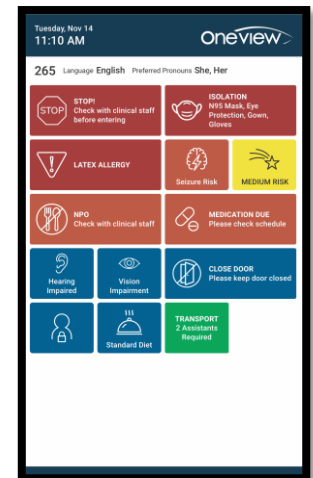
Business Model

- Subscription software with high-margin recurring revenue.
- Multi-year contracts with high customer retention.
- Moving to cloud-based Software as a Service model, using patients' own devices, to reduce capital expenditure and installation friction.



CXP My Stay Overview Board

CXP Digital Door Sign



Market drivers

Macro drivers

- **Staffing challenges:** nursing staff shortages and staffing costs require new approaches to care delivery, enabled by technology¹.
- **Consumer expectations:** patient expectations of care experiences are evolving, catalysed by the pandemic².
- **New construction:** healthcare construction funding increased by 35.7% between 2019 and 2023 in the US³
- **Digital transformation:** increasing digitalization in healthcare, with better patient experience the top desired outcome⁴.

Micro drivers

- **Virtual nursing:** bedside technology enables virtual nursing programs, which are increasing at a rate of 34% in the US market⁵.
- **Workflow optimization:** streamlining processes to reduce the burden on nursing by 1 – 12 minutes per nurse call button press avoided⁶.
- **Standardization:** hospital systems seeking a standard technology platform to enable in-room digital innovation and ensure a consistent patient experience⁷.
- **Strategic solutions:** in the US, an estimated 821 hospitals are seeking new patient engagement solutions to replace tactical solutions deployed during the pandemic⁸.

¹ McKinsey: The productivity imperative for healthcare delivery in the US ⁶ Oneview customer data

² KLAS: Patient Perspectives on Patient Engagement Technology 2022 ⁷ Oneview customer feedback and RFP analysis

³ St Louis Fed: Total Construction Spending for the US market ⁸ Fierce Healthcare: Digital Health should brace for a 'significant amount

⁴ Deloitte: Digital Transformation in Healthcare of churn as hospitals reconsider COVID-era tech contracts

⁵ HealthTech Magazine: the rise of the virtual nurse

2. Highlights

Financial Highlights

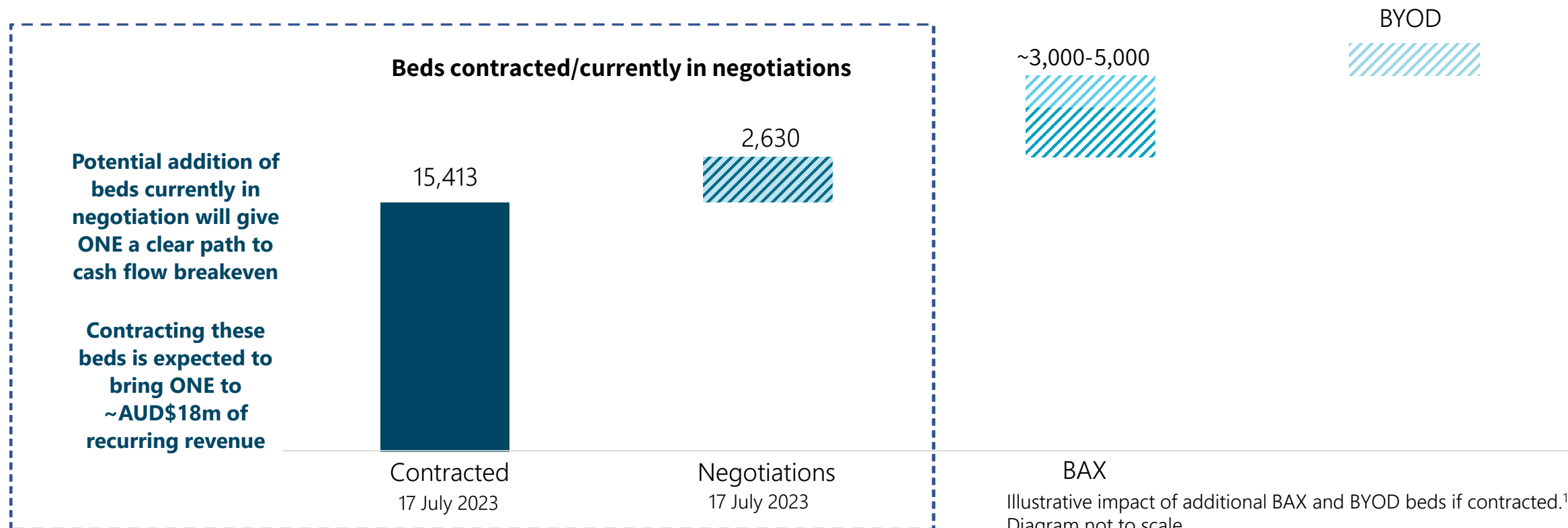
- 2023 Revenue guidance €12.5m - €14m*
- 42% growth in contracted beds since start of the pandemic to July 2023
- Annualised recurring revenue (ARR) €6.9m as at 30 June 2023¹ – an 11% increase on prior year HY 2022. €1.6m ARR added from new TCV sales in H1 2023
- H1 net operating cash outflow expected to be 33% lower than prior comparative period
- Clear path to cash flow breakeven through potential addition of ~3k beds currently in contract negotiations*

* Statements on this page are "forward-looking statements" and are subject to risks and uncertainties. They should be read in conjunction with the summary of key risk factors that may affect the operating and financial performance of ONE and contract implementation. Refer also to "forward looking statements" in the Important Notice section of this document.

¹30 June 2023 annualised recurring revenue, unaudited.

Value Story Relaunch

Oneview positioned to continue FY22's annual growth rate in contracted beds in FY23 (20-25%) driven by post pandemic pent-up demand and the revalidated use case – before contribution from Baxter and BYOD



Statements on this page (excluding "Contracted") are "forward-looking statements" and are subject to risks and uncertainties. They should be read in conjunction with the summary of key risk factors that may affect the operating and financial performance of ONE.

1. Refer to p.27 re Baxter VAR. ONE in advanced discussions with NYU Langone as a design partner for the BYOD pilot – refer to p.26

Value Story Relaunch

The transition to SaaS-powered growth

Cloud

- Cloud reduces the complexity and time to implement and operate CXP and reduces customer total cost of ownership by up to 30% over on-premise deployment.
- Cloud facilitates true SaaS delivery, enabling BYOD and the Baxter partnership.
- 88% of global cloud decision-makers at healthcare organizations are adopting cloud¹
- All Oneview's contracts signed in 2023 are for CXP Cloud Enterprise.

BYOD

- Expands addressable market by enabling hospitals to benefit from the CXP without capital cost of hardware/infrastructure and physical access to patient rooms.
- Leverages existing backend CXP cloud services, adding a mobile/tablet-accessible user interface.
- Total addressable market estimated at \$1B+ across Australia, Canada, Germany, UK and US².
- Additional benefits of add-on sales to core product customers, enhancing competitive strengths.



Market Opportunity



Market	US	Australia	Canada	UK	Germany
Total addressable market (beds)	919k ¹	~97k ²	93k ³	157k ⁴	494k ⁵
Serviceable addressable market (beds)	< 261k	< 60k	Not a current market	Not a current market	Not a current market
Growth Opportunity					
Baxter VAR	Market reach: Increased market reach of VAR customer base, with potential to supply between 3-5k beds per annum	VAR applies to US market only at present	VAR applies to US market only at present	VAR applies to US market only at present	VAR applies to US market only at present
BYOD	Expanded market: Expansion of Serviceable Addressable Market: US\$438m	Expanded market: Expansion of Serviceable Addressable Market: US\$50m	New market: Serviceable Addressable Market: US\$21m ⁸	New market: Serviceable Addressable Market: US\$91m	New market: Serviceable Addressable Market: US\$91m
Market Focus	Academic Medical Centers, Pediatric Hospitals, Integrated Delivery Networks/Hospital Systems, Community Hospitals	Electronic Health Record (EHR) using public hospitals, digitally mature private hospital systems	EHR-using public hospitals	Top private operators, NHS Digital Exemplars	Digitally mature, customer-centric: University hospitals, pediatric hospital, top private hospital operators

¹ American Hospital Association: Total staffed beds in All U.S. Hospitals, 2023

² AIHW, Average public hospital beds 2020-21; ABS, Average private hospitals beds & chairs, 2016-17

³ Canadian Institute for Healthcare Information: Hospital Beds Staffed, 2021

⁴ Statista: Annual number of hospital beds in the UK, 2021

⁵ Statista: Number of hospital beds in Germany, 2021

3. Company Overview

Connected Patient Room vision

Single bedside technology platform that enables new hybrid models of care in inpatient settings and creates a pathway to “Augmented Care” using AI in the future

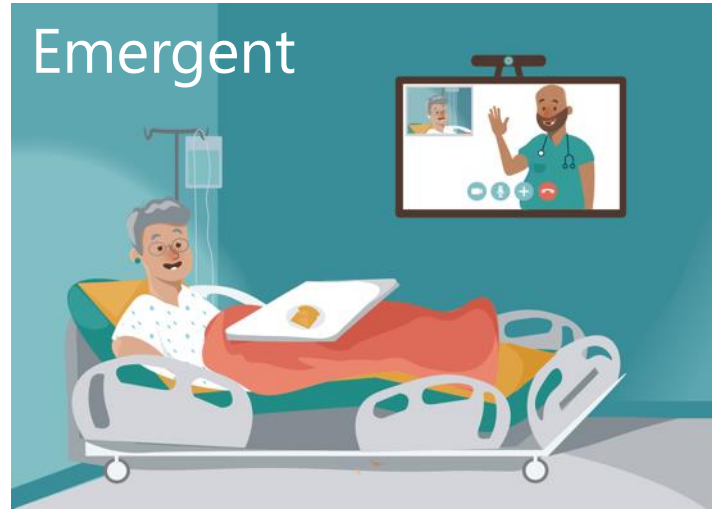
Pandemic



Virtual care on tablets enabling tactical communication

- Virtual rounding
- Virtual visitation
- Virtual interpretation

Emergent



Virtual care on the patient's television with bi-directional camera capability enabling new hybrid care models

- Tele-sitting
- Virtual nursing
- Virtual patient observation to prevent falls and patient harm

Future



Artificial intelligence and autonomous always-on monitoring enables augmented care models

- AI-enabled virtual assistant with ambient voice capability
- Augmented patient observation to prevent falls and patient harm

Virtual Care Strategy

The pandemic has catalysed adoption of virtual care in the hospital, for patient observation and virtual nursing: 34% increase in virtual nursing programs in the US in 2022¹.

Post pandemic engagement with major health systems confirms trend towards cameras in every patient room.

Oneview's Virtual Care API enables virtual care solutions to share the Oneview TV.

Leverages the Oneview platform to assist to reduce cost and complexity of delivering virtual care.

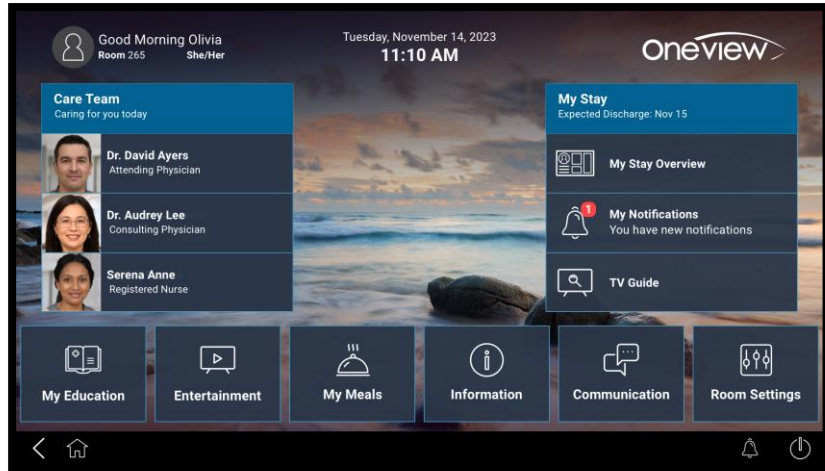


Care Experience Platform

Unifying a hospital's systems, content and services into one digital platform

Existing revenue stream

New revenue generating opportunities



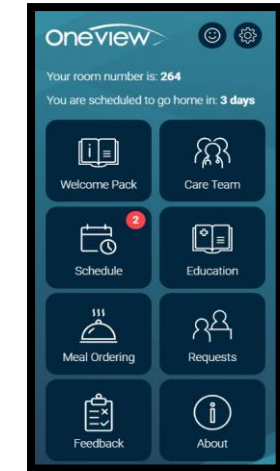
Patient TV/Tablet



My Stay Overview



Digital Door Sign



Patient's Device
(In development)



Powered by integrations
with the Smart Hospital

Electronic Health
Record

Virtual Care &
Interpretation

Dietary

IoT/Building
Automation

Clinical
Communication

Care Experience Platform



Point of Care

A unified technology platform that enables solving problems today and in the future.

From the door, to the bed, to the footwall, Oneview's technology is set to deliver patient applications and integrations directly where the care team and the patient need them.



Breadth of Content

Deliver a variety of patient applications, clinical service applications, and partner applications.

Oneview offers Service Request handling, Room Controls, Meal Ordering, Personalized Education, Entertainment, Calming, Patient Feedback, and Virtual Care content.



Integrations

Outside of our own applications, Oneview integrates with over 50 different systems and content services.

From EHRs, to Entertainment, to Dietary services, virtual care and many other categories, our platform brings them all together.



Platform & Analytics

Flexible platform and licensing tiers designed to meet the needs of hospitals and health systems.

Our cloud platform allows customers to gain access and insight to multiple crucial datapoints per patient from the time they're admitted until their discharge.

In Our DNA: Pursuing Opportunities to Succeed

Oneview is strongly positioned to capitalise on the opportunity it has created through its base of financial, technological and customer foundations

Sophisticated SaaS technology offering, with proven ability to support and scale bed-side services

42% of incremental growth in contracted beds from the start of the pandemic to 15,413 contracted beds at 13 July 2023

Gross profit margin for the year grew to 60% in FY22, a 5% YoY increase against the backdrop of a pandemic legacy and increased costs

Leveraging the cloud, with first US cloud customers live – BJC HealthCare, Kingman Regional Medical Centre, OU Health



Industry recognition for product, security and compliance standards, including ISO 27001 and 27701 certifications

Strength, depth and tenure in our management team who are experienced in building differentiated value

Marketing and sales channels are in place in the US and Australia to drive speed to market, supported by a growing partner network, including Baxter in the US

Opportunity for growth by capitalising on existing client-base and incremental mobile offerings and Baxter partnership

Oneview Value Meter Summary

Patient Care & Experience

Quality of Care

Reduce adverse incidents
Improve readiness for discharge

Patient Experience & Empowerment

Enhance patient satisfaction
Enrich patient education and empowerment

Diversity, Equity & Inclusion

Provide accessible information to the population (languages)
Deliver equitable care

Operations & Finance

Margin Management

Avoid costs through reduced readmissions, reduced falls,
reducing discharge delay & reducing the requirement for
bedside sitters
Drive revenue impacts

Workflow Efficiency

Create capacity for teams to focus on high value activities
through automation and self-service capabilities

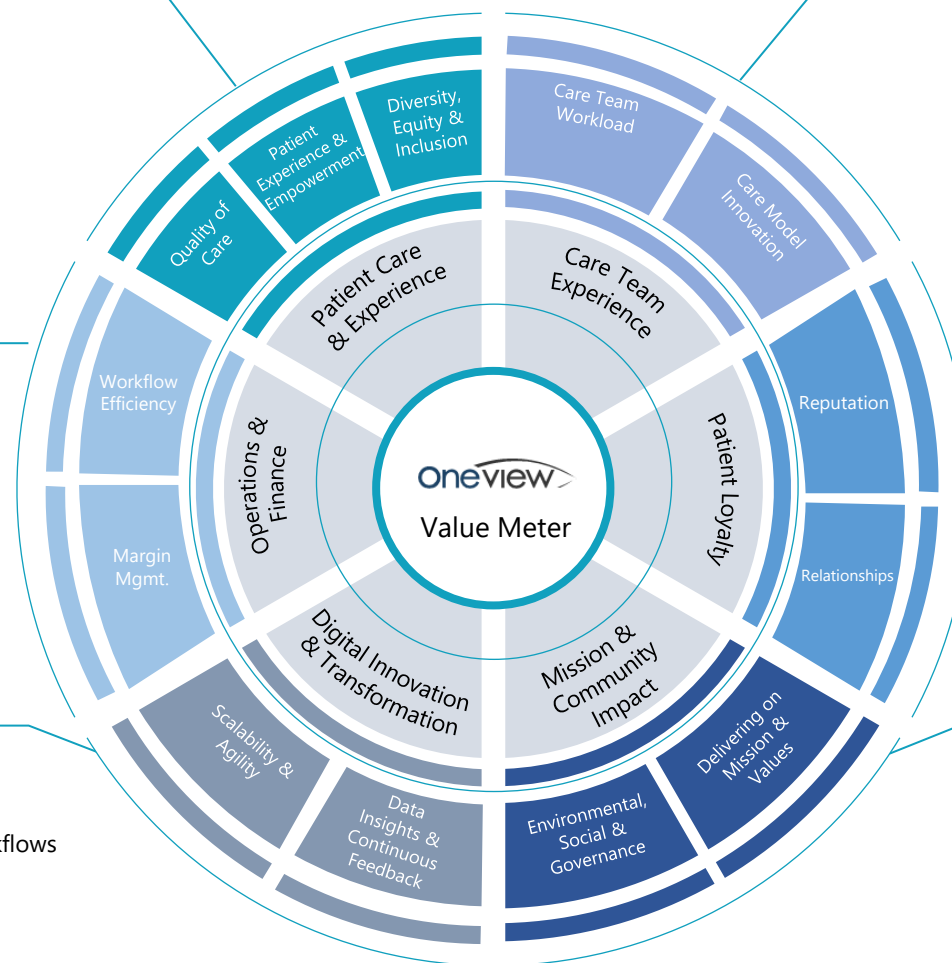
Digital Innovation & Transformation

Scalability & Agility

Capitalize on existing investments
Scale digital solutions at pace
Manage change effectively with accelerated implementation of workflows

Data Insights & Continuous Improvement

Enable real time patient feedback
Gain insights through data capture and analytics



Care Team Experience

Care Team Workload

Reduce staff burden and save nurse time

Care Model Innovation

Enable virtual care through supporting remote patient monitoring
Facilitate an appropriate nurse to patient ratio
Digitize the workplace including key processes/services

Patient Loyalty

Reputation

Build and maintain brand and reputation through enhanced hospital
ratings & recommendations

Relationships

Facilitate digital engagement through patient portal enrollment
(enabling pre and post hospital care)

Mission & Community Impact

Environmental, Social & Governance

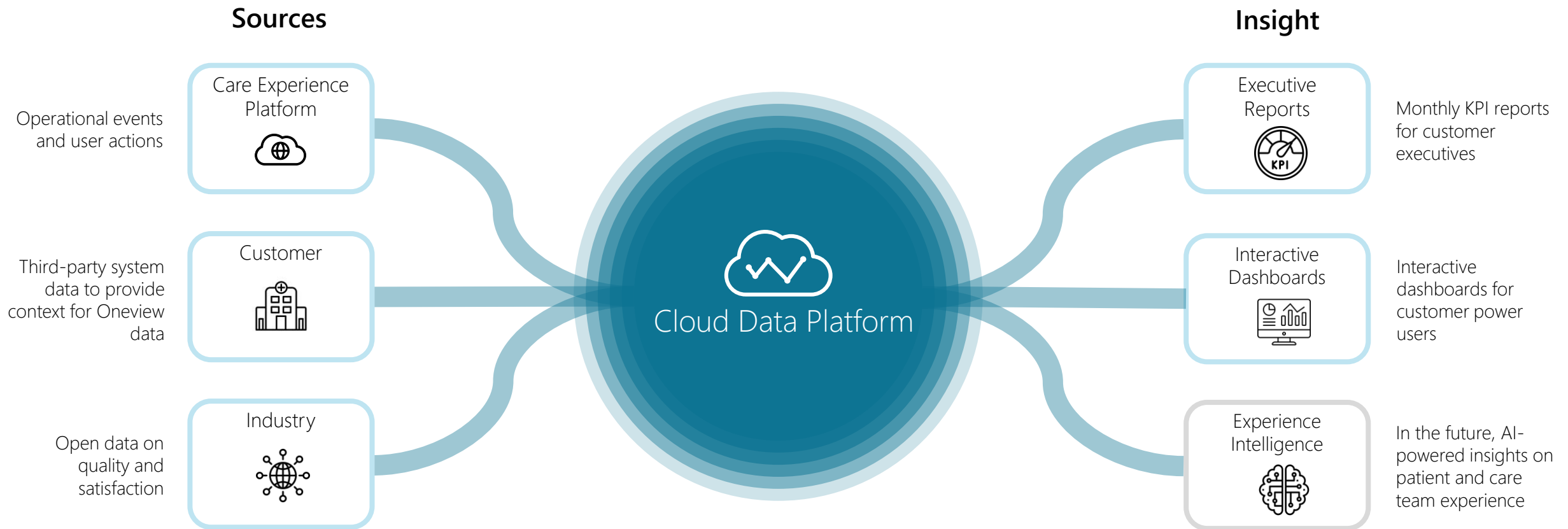
Reduce waste
Support communities

Delivering on Mission & Values

Equip and enhance mission delivery

Data Analytics

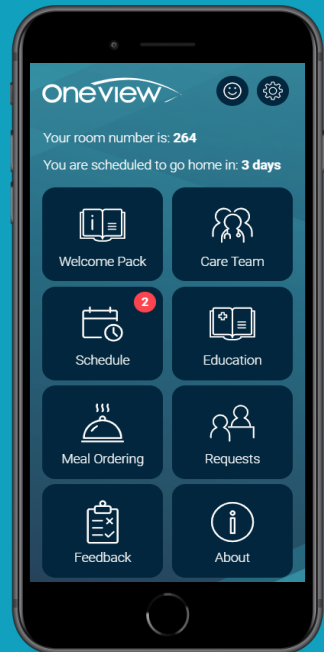
Oneview's Data Analytics platform, aligned with the Oneview Value Meter, enables customers to track return on investment



Introducing BYOD

The CAPEX constrained healthcare market requires a solution that balances affordability with quality patient care. BYOD, Oneview's BYOD offering currently in early development, can address this dynamic by providing an unrivalled experience for patients and their families

Patients can utilise existing features of Oneview's CXP from the convenience of their mobile device, providing access via an SMS/email link and removing friction



BYOD is designed to personalise the in-patient experience and empower the patient by putting them at the heart of their care experience



Benefits for Oneview

BYOD complements Oneview's core solutions and to drive value for our customers and our business. Potential benefits include:



Lower procurement barriers: The mobile SaaS model can attract a wider customer base with low/no capex, increasing volume and reducing time to revenue



Remote Implementation: System compatibility and minimal integration can streamline BYOD's entirely remote onboarding process and accelerate market capture



Cross-sell opportunities: Introducing a mobile solution assists cross-selling of core products and services, to boost overall sales and customer loyalty



Reduced OEM dependency: Managing OEM hardware suppliers is time-consuming and puts pressure on our balance sheet – BYOD removes this dependency



Data-driven insights: Real-time data allows Oneview to identify usage patterns, helping to drive data-driven decision-making and product enhancement



Enhanced brand reputation: Offering a comprehensive and user-friendly mobile solution helps position Oneview as a leader in the digital health landscape



Pre-admission and post-discharge expansion: BYOD is designed to allow Oneview to expand its coverage, enhancing its value proposition and broadening its customer base

BYOD's Stakeholder Benefits

Empowering patients and optimising hospital care with a seamless, personalised and mobile healthcare experience can produce benefits, potentially including the following



Patient Benefits

Anytime, anywhere: BYOD allows patients to access their healthcare information, training materials and entertainment options on their personal devices, offering convenience and flexibility

Greater autonomy: The mobile nature empowers patients to manage their care independently, reducing reliance on hospital staff for basic needs, such as meal ordering or environmental control

Enhanced communication: The app facilitates easier virtual care and communication with families, remote caregivers, even when patients are away from their hospital room

Continuity of care: BYOD ensures patients can continue their care journey even after discharge, as they can access their EHR, training materials and virtual care features from home

Hospital Benefits

Seamless integration: The mobile nature allows for easy integration with existing hospital workflows and systems, aiding a smooth transition and minimal disruption to operations

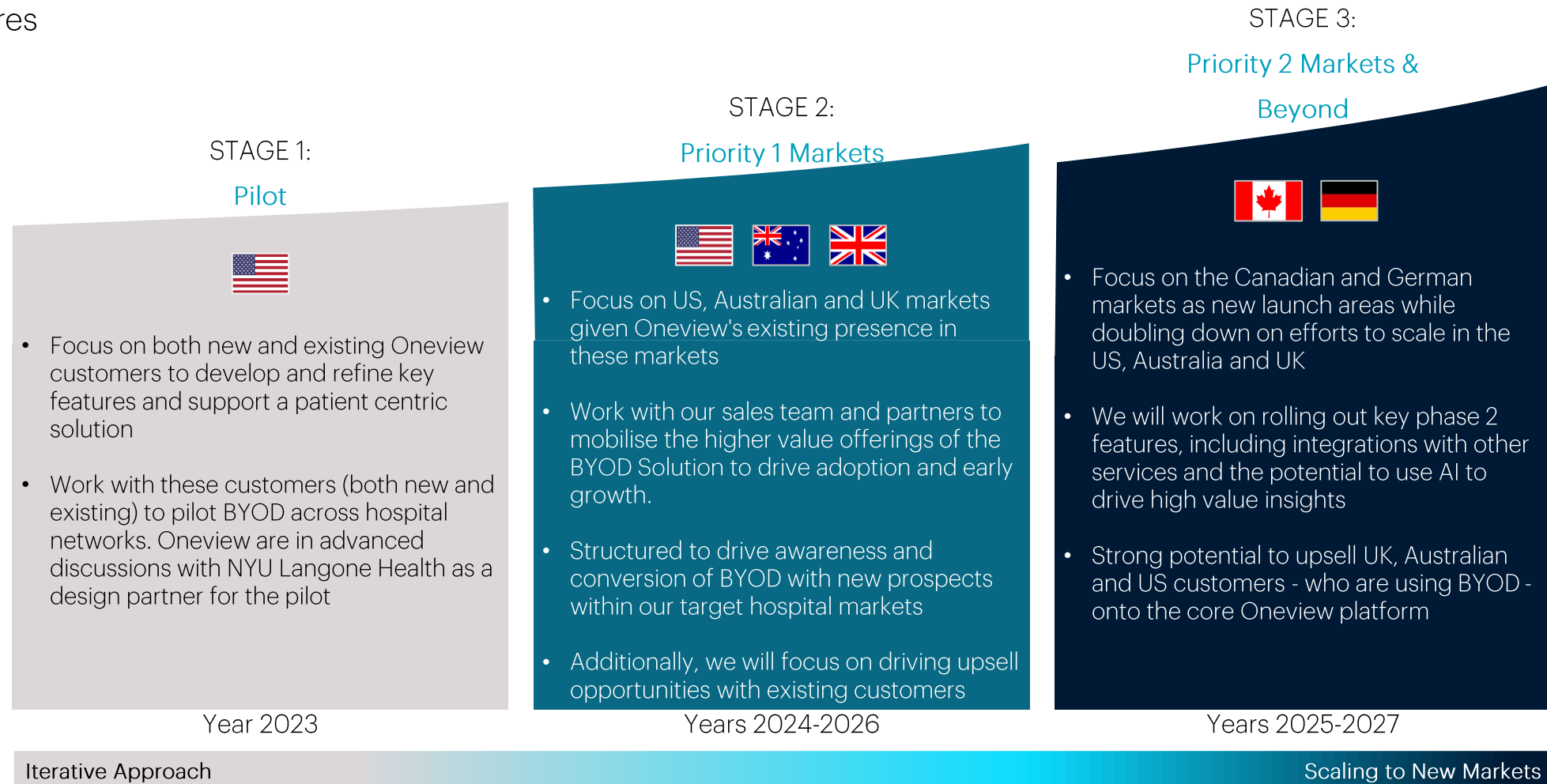
Reduced hardware costs: By leveraging patients' personal devices, hospitals can save on costs associated with dedicated in-room hardware, such as TVs and bedside tablets

Increased staff efficiency: The app reduces the need for staff intervention in non-clinical tasks, allowing them to focus on critical aspects of patient care

Real-time data capture: The web app's mobile features enable care teams to capture real-time patient input, providing valuable data for care adjustments and continuous improvement

BYOD Launch Plan & Timeline

BYOD's phased approach to targeting existing customers, focusing on key regions and expanding features



Baxter VAR Agreement

- Oneview has entered into a Value-Added Reselling Agreement (VAR) with Baxter to resell Oneview's CXP in the US market.
- The agreement is for an initial two-year term and under this agreement, CXP Cloud Enterprise will be offered to certain Baxter customers across the United States.

- Baxter's "Connected Care" sales force will sell Oneview's cloud-hosted CXP alongside complementary technology solutions.*
- Distribution to Baxter's existing customer base will increase Oneview's US market reach significantly.*
- As partnership matures, Baxter will be empowered to implement CXP, meaning revenue should scale with minimal OPEX increase.*



- Baxter is a leading provider of connected hospital beds to the US market and offers one of the leading care communications and collaboration (CC&C) platforms.
- Baxter's CC&C portfolio includes nurse call, locating, mobile communications, medical device integrations and alarm management.
- Adding Oneview's cloud-hosted CXP will broaden the Baxter portfolio with patient experience, digital door signs and digital whiteboards, to better connect patients, families and care teams during inpatient visits.*

** There are risks associated with forward-looking statements of this nature and the implementation of the Baxter VAR Agreement.*

Baxter VAR - Execution Plan

- Partnership planning has already kicked-off
- Market launch targeted for Q3 2023
- Oneview partner management and implementation resources expected to be added in late 2023 to support partner success and scaling
- Implementation will transition from Oneview to Baxter in the medium term
- Commercial/support resources will be increased based on customer growth
- Working capital requirement to ensure OEM hardware supply chain



Experienced Leadership Team



James Fitter - Chief Executive Officer

James has been CEO of Oneview for 11 years, helping transition what was then a 10-person start-up into a publicly traded company in just over 3 years. Prior to this, James enjoyed a highly successful 25-year career as a fund manager and financial services executive, living and working on 4 continents.



Niall O'Neill - Chief Strategy & Product Officer

Niall has worked across functions in Oneview for over 9 years, and now leads product, customer success and strategic partnerships. Niall has over 20 years of experience designing and delivering technology solutions across healthcare, financial services and public sectors. Prior to Oneview, he held management consulting roles with Deloitte and Accenture.



JP Howe - Chief Operating Officer

JP has been working closely across all functions with Oneview for 4 years. He is responsible for ensuring that every aspect of the businesses daily operations are running effectively. He also plays a critical role in achieving the company's strategic objectives. He has over 15 years' experience working in financial services, travel and education industries.



Helena D'Arcy - Chief Financial Officer

Helena D'Arcy joined Oneview 5 years ago as Group Financial Controller and has been Chief Financial Officer since August 2020. Helena is a chartered accountant who trained and qualified with KPMG. Previously, Helena has held senior finance management roles with tech companies and public companies, including NTR plc.



Declan Bright - Chief Technology Officer

Declan has led our technology strategy & roadmap for over 4 years, continuously evolving the design of our software. He has over 20 years' experience in the IT industry across multiple sectors.



Aaron Box – VP, Strategy & Innovation

With a tenure of 4 years, Aaron leads our pre-sales and technical solutions team in North America. Aaron has extensive healthcare IT experience, including at BJC Healthcare where he led IT for planning, design and construction for their billion-dollar campus renewal project.

5. Risks

Risk Factors

This section describes some of the potential key risks associated with Oneview's business and an investment in Oneview. The risks associated with Oneview's business and the general risks set out in the "2022 Annual Report to Shareholders" issued on 31 March 2023 (Annual Report) still apply, as updated by the risks set out below. If any of these risks eventuate, they could have a material adverse effect on Oneview's business, financial condition, CDI price, operating and financial performance and return to CDI holders. The risk factors set out below and in the Annual Report are not exhaustive. In particular, there are risks associated generally in investing in securities, including that trading in CDIs may not be liquid and the price may fluctuate.

Additional risks that Oneview is unaware of or that Oneview currently considers to be immaterial also have the potential to have a material adverse effect on Oneview's business, financial condition and operating and financial performance. Before making an investment decision, potential investors should thoroughly review all publicly available information (including this presentation and the risk factors set out within) concerning Oneview and carefully consider whether Oneview CDIs are suitable to acquire having regard to their own investment objectives and financial circumstances. Investors should also note that the unprecedented uncertainties and risks created by the COVID-19 pandemic could materially change Oneview's risk profile at any point after the date of this presentation and adversely impact the financial position and prospects of Oneview in the future.

Risk Factors – Strategy Risks

1.1 - Failure to successfully implement its business strategy

Oneview derives a significant proportion of its revenue from the sale and associated installation of the Oneview solution and relies on its ability to develop new products, features and enhancements to the Oneview solution. There is a risk that Oneview's business strategy or any of its growth initiatives will not be successfully implemented, deliver the expected returns or ultimately be profitable.

If Oneview is unable to successfully implement the Oneview solution and/or the BYOD solution for new clients, or if implementation costs overrun, or attractive pricing and other terms in new or extended contracts cannot be agreed with clients, or implementation is unexpectedly delayed, Oneview may not deliver expected returns and may fail to comply with its contractual obligations to the client. Should it not deliver its strategy, Oneview may be unable to meet operating expenditures as they become due. As a result of any of these risks, Oneview, which operated at a loss for FY22, may not generate the financial returns it intends. As an example, there is a risk that the Baxter VAR agreement may not execute as planned or there may be delays in delivery of milestones under the VAR agreement which may result in unforeseen costs, failure to achieve anticipated revenue or failure to achieve intended outcomes.

There is also a risk that Oneview is unable to scale fast enough to secure and implement client contracts in respect of the BYOD solution and other opportunities that may present to it in the future. Further, growth into new markets may be inhibited by unforeseen issues particular to a territory or sector, including the need to invest significant resources and management attention to the expansion, and the possibility that the desired level of return on its business will not be achieved.

1.2 - Implementation, installation and hardware risk

Clients have frequently required Oneview to contract with third party suppliers to source and install the appropriate hardware to operate the Oneview Solution. There is a risk that Oneview is required to fund the hardware procurement costs where it is unable to negotiate preferential payment terms with its clients or alternatively encourage its clients to enter into direct contracts with third party hardware providers. A requirement to fund hardware procurement costs has an initial negative cashflow impact and any interruptions in the timing for hardware installation can result in further delayed realisation of cash flows. Oneview's reliance on third parties to deliver and support its products also exposes it to risks where those third party suppliers may not satisfy their obligations in accordance with their contract with Oneview. For example, where the product delivered and installed by a third party hardware provider does not match contracted requirements, this can lead to disruptions in the implementation process, operational or business delays, which may damage Oneview's reputation and may result in claims against Oneview by its clients and potential client disputes, potential breach or termination of contracts or may impact the renewal of existing contracts or Oneview's ability to win new contracts. These events may have a material adverse effect on Oneview's financial performance and position.

Risk Factors – Strategy Risks

1.3 - Competition and technology risk

Oneview's operating performance is influenced by a number of competitive factors, including the success and awareness of its brand, its sophisticated technology and its commitment to ongoing product innovation. The industry in which Oneview operates, including in Australia, the U.S., the U.A.E., Thailand, and globally, is subject to increasing domestic and global competition and any change in the foregoing competitive factors, or others, may impact Oneview's ability to execute its growth strategy. As such there is a risk that:

- Oneview may fail to anticipate and adapt to technology changes or client expectations at the same rate as its competitors;
- Existing competitors could increase their competitive position through aggressive marketing, product innovation and/or price discounting;
- Existing or new competitors could offer software with less functionality but at a more competitive price, which may affect Oneview's ability to sustain or increase prices;
- Clients who currently utilise patient engagement solutions offered by existing competitors (including local operators in specific markets or those with a greater market share in certain markets) which have often been in place for a considerable period of time or have onerous termination clauses, may determine that it is prohibitively costly and/or time consuming to adopt the Oneview solution;
- New competitors, including large global EHR corporations or large software vendors operating in adjacent industries, may enter the market. These corporations may have well recognised brands, longer operating histories pre-existing contractual relationships, or greater financial and other resources to apply to R&D and sales and marketing, which may enable them able to expand in the patient engagement solutions industry more aggressively than Oneview and/or may enable them to better withstand any downturns in the market.

As a result, Oneview's current and future technologies and products may become obsolete or uncompetitive, which may result in adverse effects on revenue, margins and profitability.

1.4 - BYOD Development

Cost estimates in respect of the BYOD platform have been made in advance of the development of the BYOD product and are dependent upon assumptions, estimates and judgments, which may ultimately prove to be inaccurate or unreliable. There is a risk that significant unanticipated costs or delays may arise during the course of development due to (i) errors and omissions; (ii) unforeseen technical conditions or increases in hardware costs; or (iii) inadequate contractual arrangements. Significant unanticipated costs could have a material adverse impact on margins and, ultimately, Oneview's business, financial performance and operations. The BYOD product is in early development and there is a risk that the terms of the pilot program with NYU Langone is not agreed or does not commence as scheduled or identifies issues requiring further development. Such events may delay the expected launch of the BYOD platform which may impact Oneview's operations and business.

Risk Factors – Operational Risks

2.1 - Failure to retain existing customers and attract new business / contracts

Oneview's business is dependent on its ability to retain its existing clients, secure new clients and contracts, and maintain business relationships. There is a risk that existing Oneview clients terminate their contracts without cause and on short notice or do not renew their contracts when the initial contract term comes to an end (generally 3 to 5 years after commencement). There is also a risk of delay or cancellation of projects that Oneview successfully tendered for and/or termination of client customer contracts that Oneview has entered into but not yet commenced implementing. There is also a risk that clients may adopt different strategies or priorities which reduce the need or desire to implement Oneview's solutions. This could have a negative impact on Oneview's successful implementation of its business strategy, having an adverse impact on its business, financial performance and operations, particularly if this were to occur in relation to a number of different customer relationships.

2.2 - Contract risk

Oneview's client contract tender processes often take 12-18 months to conclude. As a consequence, there is a timing risk: external factors may change the nature of these contracts and cause them to be cancelled or delayed, which will impact future revenue, earnings and cash flow.

2.3 - Risk that the Oneview solution is disrupted, fails or ceases to function efficiently

Oneview depends on the performance and reliability of its technology platform. There is a risk that the Oneview solution and/or BYOD solution contains defects or errors, which become evident when the software is implemented for new clients; or new versions or enhancements are rolled out to existing clients. Internet-based services frequently contain undetected errors when they are introduced or when new versions or enhancements are released. Such occurrences could harm Oneview's reputation, its financial position and performance, and its ability to generate new business. Further, Oneview typically warrants its software for the life of the client contract, so defects in existing or future developed products and services may lead to warranty claims, which could have a material adverse effect on Oneview's business, financial performance and operations.

2.4 - Information technology and cyber security

Oneview's business is dependent on the efficient operation of information technology systems to support its operations and to ensure security of information. Any system failure, virus, breach of data and IT security could result in business interruption, the loss of clients or contracts, damaged reputation and a weakening of Oneview's competitive market position, particularly where restorative/substitute technology systems are not available on acceptable terms. Furthermore, there is a risk that the Oneview solution is the subject of a cyber attack which could compromise or even breach the technology rendering the Oneview solution unavailable for a period until the software is restored and/or resulting in the theft or loss of sensitive data (including patient data, client or business data) and damage to Oneview's business prospects and reputation. The effect of any such event could extend to compensation claims from patients, reputational damage, regulatory scrutiny and fines.

2.5 - Actual and potential disputes

Due to the contractual nature of Oneview's relationships, Oneview may in the future be subject to claims, disputes or proceedings in its ordinary course of business. Any dispute could be costly and damaging to Oneview's reputation, business relationships, operating and financial performance and position.

Risk Factors – Operational Risks

2.6 - Significant unanticipated costs or delays might arise in relation to Oneview's business

Cost estimates are made in advance of undertaking a contract and are dependent upon assumptions, estimates and judgments, which may ultimately prove to be inaccurate or unreliable. There is a risk that significant unanticipated costs or delays may arise during the course of implementation due to (i) errors and omissions; (ii) unforeseen technical conditions or increases in hardware costs; or (iii) inadequate contractual arrangements. Significant unanticipated costs could have a material adverse impact on margins and, ultimately, Oneview's business, financial performance and operations.

2.7 - Personnel risk

Oneview is reliant on the talent, effort, expertise, industry experience and contacts, and leadership of its management. Whilst Oneview has entered into employment contracts with all management personnel, their retention cannot be guaranteed and the loss of any of Oneview's senior members of management and the inability to recruit suitable replacements represents a material risk to Oneview which may have a material impact on its business, financial performance and operations. Due to a shortage of appropriately skilled workers in the software and technology development industry, Oneview may not be able to find appropriate replacements for departing staff members in a timely manner. This may impact the quality of services Oneview provides, the value of the business and Oneview's ability to compete with its competitors in enhancing and developing its products. There is also a risk that, as Oneview grows, it cannot attract and retain personnel with the necessary industry experience, expertise and ability to execute its strategy, such that its future growth may be restricted and the quality of its services and revenues reduced, with a corresponding adverse impact on its business, financial performance and operations.

2.8 - Market adoption of Patient Engagement Solutions

If Oneview's patient engagement solutions or BYOD platforms are not widely adopted by healthcare providers, including as a result of Oneview's failure to prove return on investment, or if the market for patient engagement solutions (or Oneview's other products) in the healthcare industry fails to grow at the expected rate, demand for the Oneview solution could be negatively impacted and Oneview's ability to sustain and grow its business may be adversely affected.

2.9 - Reliance on its core product and failure to develop new products

Oneview derives a significant proportion of its revenue from the sale and associated installation of the Oneview solution and relies on its ability to develop new products, features and enhancements to the Oneview solution. There is a risk that upgrading the Oneview solution or introducing new products (including BYOD) may result in unforeseen costs, may failure to achieve anticipated revenue or may not achieve intended outcomes. A failure by Oneview to develop successful new products (including BYOD), features and enhancements to the Oneview solution would have an adverse impact on its ability to develop client relationships and maintain current relationships.

2.10 - Intellectual property risk

Oneview relies on its intellectual property rights and there is a risk that Oneview may fail to protect its rights for a number of reasons. Oneview has historically used a mixture of legal (e.g. confidentiality agreements and code of conduct agreements) and technical (e.g. data encryption) methods to protect its intellectual property. As Oneview grows and diversifies geographically, there is a risk that these actions may not be adequate and may not prevent the misappropriation of its intellectual property or deter independent development of similar products by others. If Oneview fails to protect its intellectual property rights adequately, competitors may gain access to its technology, which would in turn harm its business, financial performance and operations.

Risk Factors – Operational Risks

2.11 - Integration risk

Oneview depends on the performance and integration capability of the Oneview solution with clients' existing systems. The functionality and accessibility of the platform is important to customers and any disruption or issues with the integration could harm Oneview's reputation and its ability to generate new business.

2.12 - Foreign operations and Sovereign risks

As the Company is incorporated in Ireland, certain provisions of the Corporations Act, including in relation to takeovers and substantial holdings do not apply. Similarly, the Company is not bound by the takeovers rules under Irish law because they only apply to public companies incorporated in Ireland whose CDIs are, or have in the previous five years been, traded on certain exchanges (which do not include the ASX). The Company has therefore incorporated into its Constitution security holder protection provisions that are similar to the provisions of the Corporations Act. In these circumstances, any claim against the Company for a breach of its Constitution would need to be brought in Ireland. Any such claim would be contractual in nature and may therefore not have the same level of enforceability as a claim under the Corporations Act. As a result of the Company being incorporated in Ireland, it may also be difficult for investors to effect service of process upon the Company within Australia and/or to enforce any judgments obtained in a court other than the Irish courts against the Company.

2.13 - Dependency on service providers

Oneview conducts a significant amount of its operations through a series of contractual relationships with third party service providers. Such arrangements carry a risk that the third parties do not adequately or fully comply with their respective contractual rights and obligations. Such failure may lead to contractual termination and/or significant reputational damage to Oneview. Oneview relies on third party hardware providers to support its products and services. Factors concerning performance of this hardware, the availability of spare parts and maintenance services which can only be completed externally may affect the ability of Oneview to maintain its software and minimise interruptions to the continuous performance of its systems, which could impact existing customer retention and attraction of new customers, and also cause reputational damage to Oneview.

Risk Factors – Financial Risks

3.1 - Funding requirements, including reduced access to funding

In the future, Oneview could be required to raise capital through public or private financing or other arrangements. There is no certainty as to the extent to which the Offer will raise new funds and Oneview may be required to seek further financing. Such financing following the Offer or otherwise in the future may not be available on acceptable terms, or at all, and a failure to raise capital when required could harm Oneview's business. There is a risk that if Oneview requires additional funding and cannot raise funds on acceptable terms, it may not be able to fund its operations, grow its business or respond to competitive pressures.

3.2 - Working capital risk

Maintaining sufficient working capital is a fundamental requirement for Oneview to meet its financial obligations. Given the timing difference between accounts receivables and accounts payables falling due, Oneview may face temporary cash constraints, in particular, when Oneview has to make large advance payments for hardware procurement. The inability to maintain a strong balance sheet or to secure new capital or credit facilities (in the form of cash advance, overdraft and bonding facilities) could impact Oneview's opportunity to meet its ongoing liquidity needs, tender for new business or deliver under existing client contracts.

3.3 - Absence of dividends

The Board has yet to establish a dividend policy, and does not expect to pay dividends in the near term. While Oneview continues to expand its business operations, Oneview expects to continue to reinvest in its growth rather than distribute profits in the form of dividends. The ability of Oneview to pay any dividend in the future is dependent on many factors. The Directors do not give any assurance regarding the payment of dividends in the future.

3.4 - Other financial risks

Oneview's financial reports are prepared in Euros. However, revenue, expenditure and cashflows, and assets and liabilities from Oneview's operations are denominated in various other currencies. For example, its Australian, U.S., Thailand and U.A.E operations are denominated in Australian dollars, U.S. dollars, Thai Baht and U.A.E. dirham, respectively. Oneview is therefore exposed to the risk of fluctuations in the value of currencies (for example fluctuations of the Euro against those currencies), and adverse fluctuations in exchange rates may negatively impact the translation of account balances and profitability from these offshore operations.

Oneview is subject to other financial risks including price risk and liquidity risks which are set out in Section 5.3 General Risks in Oneview's Prospectus released to ASX on 19 February 2016.

Risk Factors – Regulatory Risks

4.1 - Public healthcare funding and other changes to laws, regulations and policies

Oneview's business plan and strategy has been formulated based on the prevailing healthcare policy from the time of listing until present, in its focus markets (including the US, Australia and U.A.E.). It is possible that governments in Oneview's focus markets could implement healthcare policy changes that have an effect on Oneview's business and, whilst such changes can create opportunities for Oneview, there is also potential for these changes to favour competitor offerings, to require Oneview to re-engineer its products or otherwise to be unfavourable to Oneview's business.

There is also a risk that government policy changes result in a reduction in healthcare funding. If funding is reduced or discontinued in the US or in other target jurisdictions, this could influence the extent to which customers purchase the Oneview solution, which would have an unfavourable impact on Oneview's future business, financial performance and operations. Oneview must comply with the laws and governmental regulations in the markets in which it operates. These laws and regulations often provide broad discretion to the administering authorities. Additionally, all of these laws and regulations are subject to change, which may be retrospective. Such changes may cause Oneview to incur increased costs to ensure compliance with new applicable laws or regulations or otherwise negatively impact Oneview's business, financial performance and operations.

Risk Factors – General Risks

5.1 Investment in equity capital markets

There are general risks associated with investments in equity capital. The trading price of CDIs in Oneview may fluctuate with movements in equity capital markets in Australia and internationally. Generally applicable factors which may affect the market price of shares include:

- general movements in Australian and international stock markets;
- the strength of the equity and share markets in Australia and throughout the world, and in particular investor sentiment towards the technology sector;
- announcement of new technologies;
- geo-political instability, including international hostilities and acts of terrorism;
- demand for and supply of Oneview CDIs;
- announcements and results of competitors;
- analysts reports; and
- the financial and operating performance of Oneview.

None of Oneview, its board of directors or any other person guarantees the market performance of the CDIs or of Oneview. It is also possible that new risks may emerge as a result of Australian or global markets experiencing extreme stress or existing risks may manifest themselves in ways that are not currently foreseeable. The equity markets have in the past and may in the future be subject to significant volatility.

5.2 Liquidity risk

There can be no guarantee of an active market in the CDIs in Oneview or that the price of the CDIs will increase. There may be relatively few potential buyers or sellers of Oneview CDIs on the ASX at any time. This may increase the volatility of the market price of Oneview CDIs. It may also affect the prevailing market price at which security holders are able to sell their CIDs in Oneview.

5.3 - Economic and government risks

The future viability of Oneview is also dependent on a number of other factors affecting performance of all industries and not just the technology industry, including, but not limited to, the following:

- general economic conditions in jurisdictions in which Oneview operates;
- changes in government policies, taxation and other laws in jurisdictions in which Oneview operates;
- movement in, or outlook on, interest rates and inflation rates in jurisdictions in which Oneview operates; and
- natural disasters, social upheaval or war in jurisdictions in which Oneview operates.

Risk Factors – General Risks

5.4 - Pandemic related risks

The global pandemic such as COVID-19 has not been eradicated in Australia or globally. COVID-19 is evolving and could impact Oneview's employees and clients. Measures implemented by Governments (in Australia, the U.S., the U.A.E., and Thailand) may potentially disrupt the company's operations. While Oneview has mitigation plans for potential business disruptions and can implement health and safety measures as required in the jurisdictions in which it operates, a pandemic may have a material adverse impact on its ability to:

- implement software projects at healthcare facilities and hospitals. This may result in a significant reduction in Oneview's non-recurring revenue and the ability to grow the recurring revenue base;
- maintain and fulfil client facing service obligations, customer engagement and communications;
- protect the health (both mental and physical), safety and security of staff;
- maintain adequate cash flows and manage liquidity; and
- comply with requirements under its leases and its regulatory framework (including in relation to corporate governance and financial reporting requirements).

If any factors like these arise, there is a risk that Oneview's performance, position or reputation will be adversely affected. There are also other changes in the domestic and global macroeconomic environment associated with the events relating to a pandemic that are beyond the control of Oneview and may be exacerbated in an economic recession or downturn. These include, but are not limited to:

- changes in inflation, interest rates and foreign currency exchange rates;
- changes in employment level and labour costs;
- changes in aggregate investment and economic output; and
- other changes in economic conditions which may affect the revenue or costs of Oneview.

5.5 - Sale by long term investors and directors

Any significant sale of CDIs, or the perception of a sale of CDIs, by a long term investor in the Company or the directors might have an adverse effect on the price of the CDIs or the perceived value of the Company.



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