

Prophecy signs Federal Government customer with Optus

ASX: PRO
Market Announcement

Sydney — 1 July 2024 — Business software developer Prophecy International Holdings Ltd (ASX: PRO, "Prophecy" or "the Company") is pleased to advise the Company has signed a 6-year, AU\$10.7 million contract to provide eMite powered by the newly released Integration Platform as a Service (iPaaS) offering to Optus Networks Pty Ltd (Optus) for Services Australia as part of Services Australia's migration from its legacy on-premise contact centre to a new cloud-based CXOne platform.

eMite is Prophecy's SaaS-based Customer Experience (CX) and contact (call) centre analytics platform that combines advanced analytics, data collection and correlation, KPI management and threshold alerting into a single, scalable and powerful solution.

Services Australia is one of the principal service delivery agencies of the Australian Government.

Prophecy has agreed to provide eMite to Optus for Services Australia for an initial term of 6 years with a minimum commitment of AU\$10.7 million over the contract term, \$2.1 million of which will fall in the first year.

It also marks another significant opportunity sourced under Prophecy's Master Supply Agreement (MSA) with Australian telecommunications leader Optus, announced to the ASX on 31 August 2022.

The MSA has opened significant opportunities for both parties, empowering Optus to participate in new markets and allowing Prophecy to drive strong organic growth in both upfront and recurring revenue.

Prophecy International Holdings CEO, Brad Thomas, said:

"We are delighted to partner with the Optus team to continue to deliver sovereign innovation to the Australian Government. Prophecy was the joint winner of the Austrade Exporter of the Year for Advanced Technology in 2023 and its pleasing to see the Australian Government adopt home grown innovation to deliver services to citizens. Prophecy remains very well placed to penetrate more deeply into government departments, both federally in Canberra, at a state level across Australia with Optus, and on a broader scale into state and federal governments internationally."

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[About Prophecy International Holdings Limited](#)

Prophecy International Holdings Limited (ASX: PRO) is a leading Australian designer and developer of innovative business software. Through its two products, Snare and eMite, Prophecy serves the large and growing global markets of Contact Centre Analytics and Cyber Security.

CX Intelligence by eMite provides a SaaS based real time and historical analytics platform, dashboards, wallboards, KPI and orchestration products for Customer Experience, Contact Centre environments.

The Snare product suite is a highly scalable platform of Centralised Log Management and Security Analytics products designed to enable customers to detect and manage cyber threats in real time and maintain regulatory compliance.

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