



Knowledge Management

Unlocking organisational intelligence to help employees learn faster and work smarter



KEY FINANCIALS

\$0.07

(At 23 November 2018)

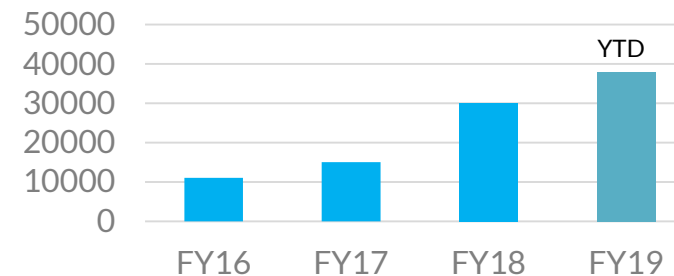
**Mkt. Cap.
A\$9.9m**

(At 23 November 2018)

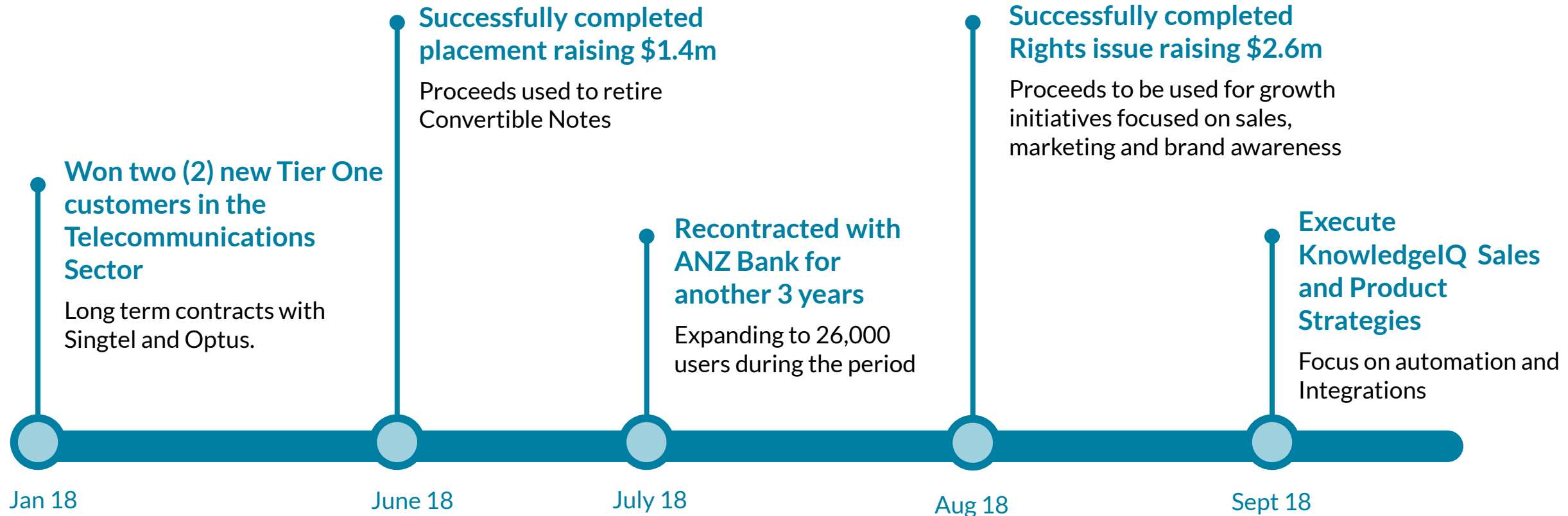
Stock Code	KNO.ASX
Shares on issue	141 million
Executive & Staff Options	6.158 million @ 25c
Executive & Staff LFSP	3,250 million @ 6-10c

- ✓ Revenue Growth (FY17 to FY18): **225%**
- ✓ EBITDA loss (FY17 to FY18): **61+% reduction**
- ✓ Cash in Bank as at 30 Sept 2018: **\$3.8m**
- ✓ License Growth (FY17 to FY18) : **80+%**
- ✓ Recurring Revenue 30 Sept 2018: **\$200K per mth (ARR of \$2.4m)**

Annual Licensed Users



Successful 12 Months



Solving Problems



Content Explosion & Siloes

Digital transformation has created an information overload. Information is in abundance, but to find it, employees must consult many different systems, and even then, might not find the right information they need.



Information Governance & Compliance

At the same time, business leaders are looking for ways to increase productivity, minimise risk and unlock the knowledge contained in the heads of their best employees.



Customers Expect Consistency

Customers expect consistent and relevant information across both frontline and digital channels.

Introducing KnowledgeIQ™

Makes surfacing business critical information easy for employees and your customers



Find any information resources or process in seconds

Declutter, organize, and find exactly what you're looking for with powerful search and tagging features.



Surface your most important 'approved' content

Show your team and customers what they need and don't worry about the rest.



Boost your teams productivity

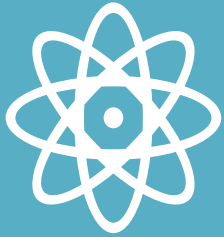
Collaborate easily and auto-suggest and recommend content based on activity.



Ability to deploy standardized processes across teams

Visualise processes and link to approved content directly.

How KnowledgeIQ™ Uses AI



Machine Analysis of Content:

Analyses of information assets and recommends linkages, keywords and phrases for each.



Actively Identifies Subject Matter Experts:

Learns by usage patterns and topics who the experts are and connects them to the user.



Insight Analytics:

Intelligent analytics to identify potential gaps in content, based on user activity patterns.



Natural Language Processing:

Understands user intent and based on a deep understanding presents the most relevant findings.

Value Proposition

Customer Service and Front Line

Find any information resources or process in seconds - All Customer Service Centre's follow procedures and policies for customer engagements. The more complex the operation, the more it costs to train staff, insure compliance and keep customers happy.

Digital Channels

Surface your most important 'approved' content - With a centralised "point-of-truth" accessed by 3rd party systems such as chatbots and web-portals.

Sales Enablement

Boost your teams productivity - With procedural guidance and all product, policy and competitor information at the fingertips.

Operations

Ability to deploy standardized processes across teams
Storing business SOP's and complex process information to help organisations and their employees maintain quality systems and regulatory compliance

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KnowledgeIQ can improve the productivity of an employee by 1 hour week. If a company has 500 employees, then this translates into \$750,000 savings a year.



Customer
Experience

30%

Reduction in call
transfers and AHT



Efficiency

20%

Reduction in errors
that lead to potential
compliance issues



Productivity

20%

Increase in
productivity



Consistency

50%

Reduction in employee
training time

Market Targets

Asia Pacific region comprises promising countries such as China, Japan, India, Singapore, and Australia, which are expected to register high growth rate in the knowledge management market. The Asia Pacific is rapidly adopting new technologies that are expected to propel the growth of the knowledge management market.

Therefore Knosys is specially targeting markets that exemplify the current criteria:

- ✓ Highly regulated industries
- ✓ Information is highly dynamic and changes frequently
- ✓ Large quantities of pre-existing information
- ✓ Engages with customers through frontline and digital channels

Existing Sectors



Banking &
Financial Services



Telecommunications



Legal/Gov't Services

Emerging Sectors



Utilities



Health



Insurance

Market Traction

Knosys' lead product *KnowledgeIQ* is already
deployed by tier One and Two customers

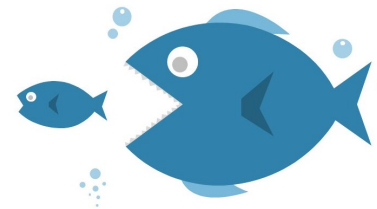
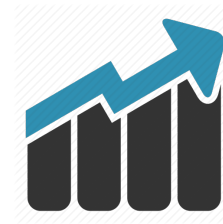
Current clients include:



OFFICE of
PUBLIC PROSECUTIONS
VICTORIA

2019 Outlook

- Launch of KIQ Cloud – a cloud based, multi-tenant version of KnowledgeIQ
- Increased sales growth in mid tier market
- Major integrations with Salesforce and Microsoft Dynamics CRMs
- Acquisition to accelerate Knosys growth as a leading Knowledge, Information and Governance Software vendor in APAC



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