



•knosys

Find Information and Answers

Unlocking enterprise
knowledge to help
employees and customers
find answers and information
quickly

KEY INFORMATION

\$0.069
(At 30 November 2018)

Mkt. Cap.
A\$9.7m
(At 30 November 2018)

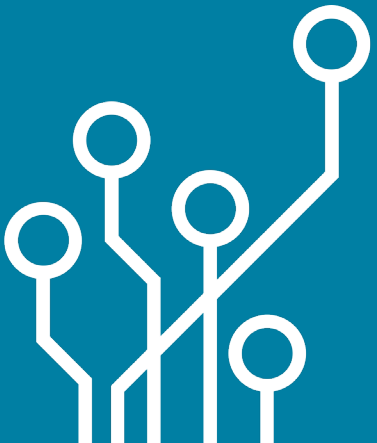
Stock Code	KNO.ASX
Shares on issue	141 million
Executive & Staff Options	6.158 million @ 25c
Executive & Staff LFSP	3,250 million @ 6-10c

- ✓ KnowledgeIQ platform first created in 2010
- ✓ Listed on the ASX in September 2015
- ✓ Headquarters in Melbourne
- ✓ Sales into 5 countries
- ✓ Close to 40,000 licensed users
- ✓ 17 full time staff

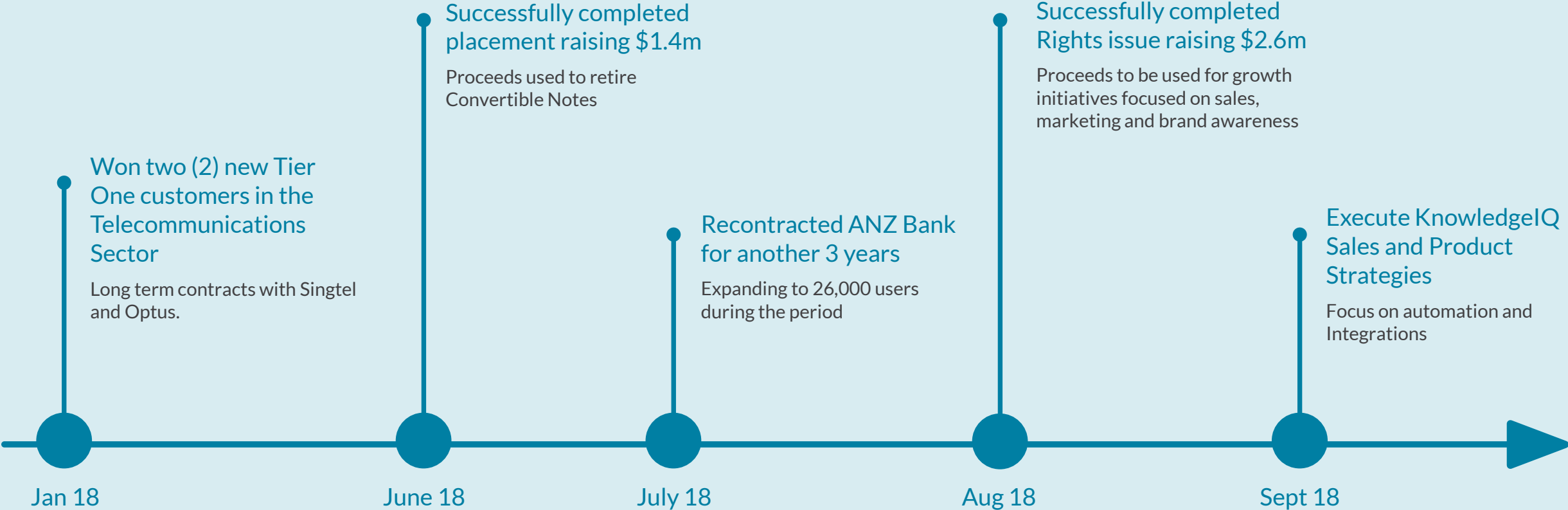
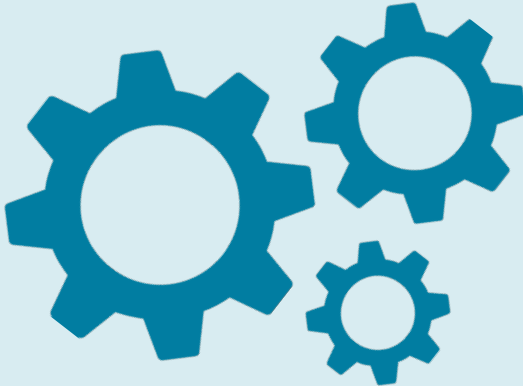


Who is Knosys?

Knosys is a successful, fast-growing Australian technology company that is digitising enterprise knowledge to improve productivity of employees and drive customer experience.



Delivering on strategy in 2018

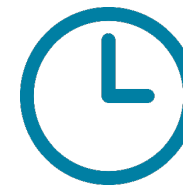


Delivering Operational Improvement in FY2018



Revenue

225%



Annual Recurring
Revenue

100%



NPAT

61%

Improvement



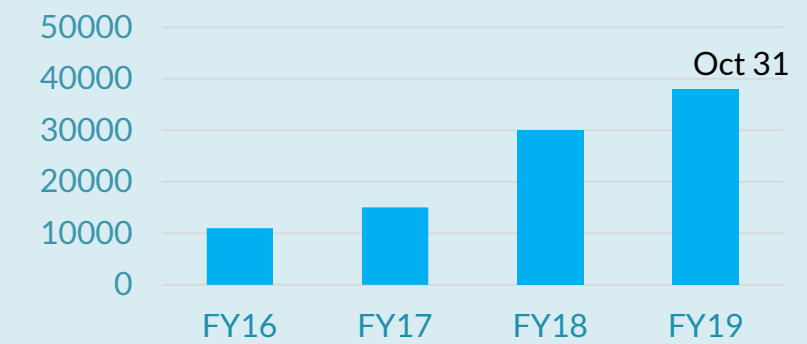
Licensed Subscribers

30%

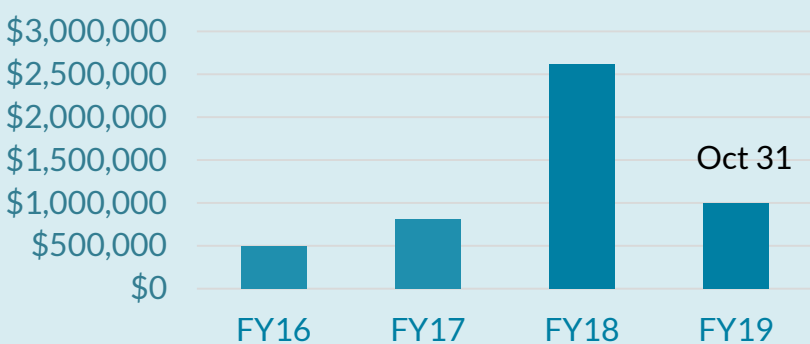
History of Delivering Improved Results



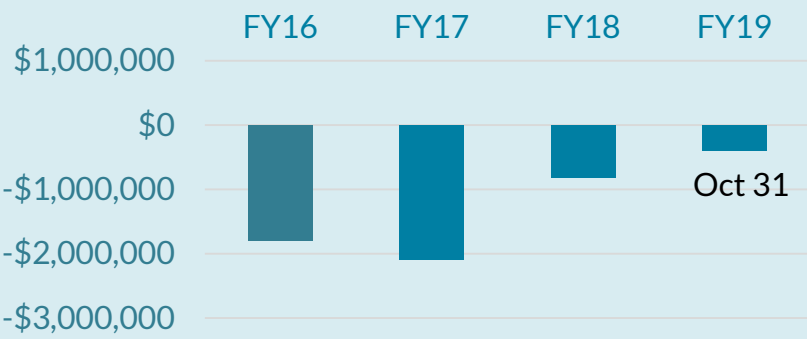
Licensed Users



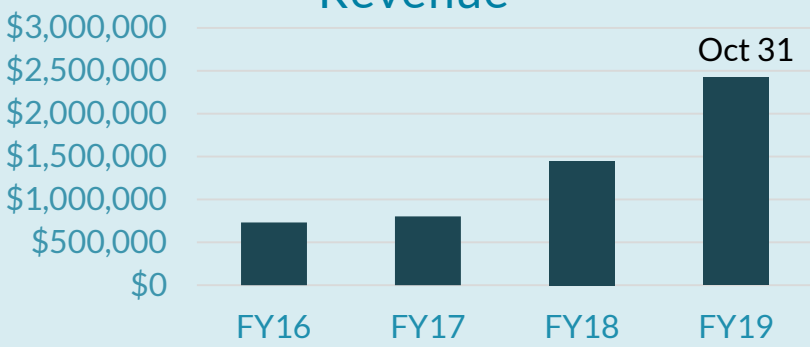
Revenue



NPAT



Annual Recurring Revenue



Current challenges for organisations



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.

Low productivity and employee satisfaction

Business leaders are looking for ways to increase productivity and have a happier, more engaged workforce.

Inconsistent customer experience

Customers expect a consistent, accurate and seamless experience across all digital channels.

Risk minimisation

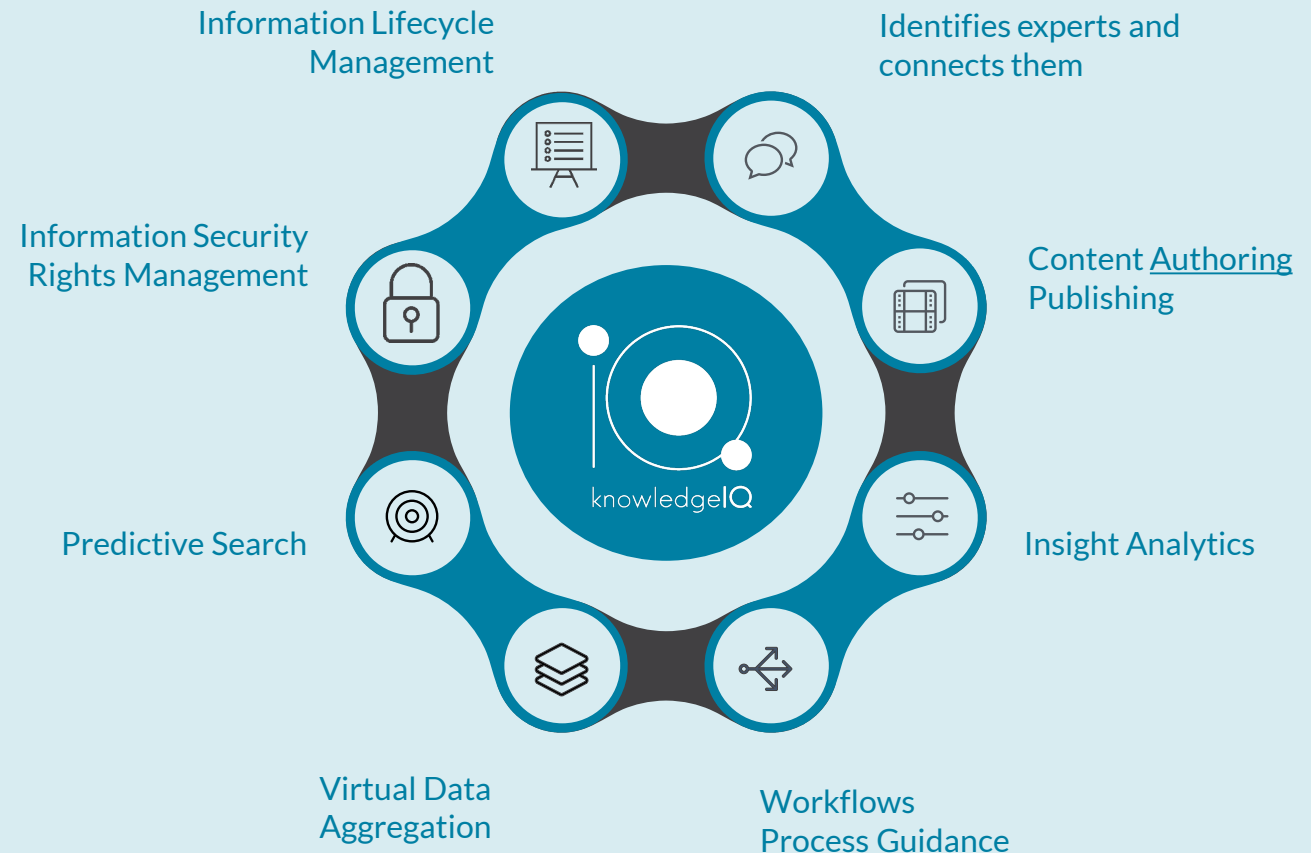
Changing rules and regulations means businesses need to ensure their employees are accessing current and correct information.

What is *KnowledgeIQ*?

KnowledgeIQ is our state of the art knowledge solution that allows employees and customers to source answers and information when they need it.

The platform provides employees, agents, and customers on all channels with real-time access to answers and information they need to optimize customer service and transform customer engagement.

Flexible but strong information governance is at the core of the solution.



Where is it used?



Customer Contact Centre

- Customer Service Representatives
- Service Desk Agents



Branches or Distributed Workers

- Banking Branches
- Internal Teams
- Retail Shops

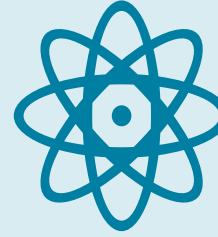


Digital Self-Service Platforms

- Corporate Website
- Kiosks
- Chatbots
- Customer Portals



How KnowledgeIQ uses AI



Machine Analysis of Content

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



Actively Identifies Subject Matter Experts

Identifies usage patterns and topics, 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 presents the most relevant findings.

Value proposition

KnowledgeIQ helps:

- Employees find the right information quickly
- Customers source the same information whether speaking to an agent or a chatbot or going to a customer's website
- Standardise and improve processes via online guidance
- Capture and share the knowledge of subject matter experts
- Improve information governance and better manage information shared or sent to customer



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



Productivity

50%

Reduction in employee
training time

Market targets

The Asia-Pacific market is rapidly adopting new technologies that will drive the growth of the knowledge management market.

Therefore Knosys is targeting:

- Companies in highly regulated industries
- Companies with information is highly dynamic and changes frequently
- Companies with large quantities of pre-existing information
- Companies that engage with customers through frontline and digital channels

Existing Sectors



Banking &
Financial Services



Telecommunications



Legal/Gov't Services

Emerging Sectors



Utilities



Health



Insurance

Market approach



Direct Sales Force

- Enterprises > \$500M
- Mid-Market: \$50M+

Delivery

- Enterprises: \$100K-\$1M ARR
- Mid-Market: \$20K-100K ARR

Partner Ecosystem

- System Integrators
 - Channel Partners
- Technology Partners

Market adoption



Knosys' state-of-the art *KnowledgeIQ* software solution is already used by Tier One and Two customers

Growth strategy

International Expansion

- Grow foot print across South East Asia
- Establish Singapore Centre of Excellence
- Analyse opportunities in the US

Focus On Mid-market

Focus on Cloud based delivery model into:

- Enterprise
- Mid-Market

Extend Our Ecosystem

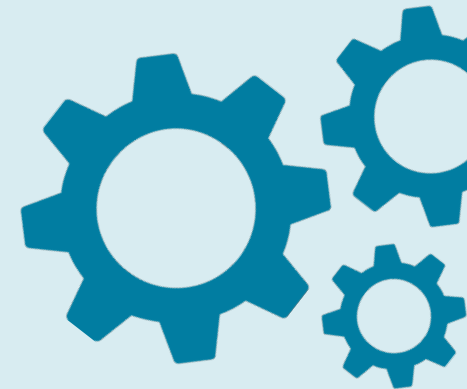
Build new integrations with marketing leading vendors and establish channel partnerships.

AI Platform Development

Continue to innovate and augment existing platform with AI technologies to deliver higher levels of automation and analytics.

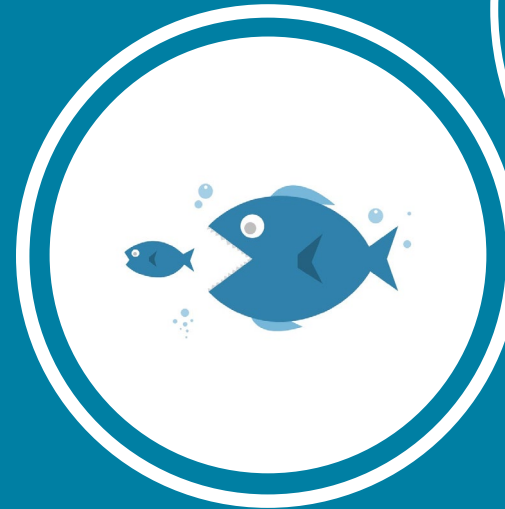
Explore M&A

Active program to examine opportunities to expand product offerings and/or market expansion.



2019 Outlook

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



Why is KiQ Cloud important?

- KiQ delivers all the feature benefits of Knosys's enterprise KnowledgelQ platform but at an affordable price point.
- At the same time it reduces Knosys's internal support and implementation costs as more mid-tier customers come onboard
- KiQ grows with the business and avoids the risk of outgrowing their system.
- Eliminate the need for a business's employee to support and maintain the system so they can focus on more productive use of the solution.
- Inherently accessible from within and out of the office by the business's employees and customers.



Why are we Digitising Knowledge for these Global Platforms?

- Mid-tier customers are increasingly focused on and competing on customer experience (CX).
- Integrates into their service desk or CRM system to help them with fast and accurate knowledge.
- Brings structure knowledge templates to make info easy to consume
- No switching between applications
- Guided workflows to help less experienced agents and employees
- Quizzes to test the knowledge, look for gaps
- Expands potential channel partners opportunities to accelerate sales opportunities



Strong Leadership Team



Alan Stockdale
Chairman

Alan has developed a career as a company Chairman and director of a number of ASX-listed companies and of various unlisted companies and not-for-profit organisations. He has been Chairman of Axon Instruments Inc (incorporated in the USA and listed on the ASX), Symex Holdings, Senetas and a director of Marriner Financial.



John Thompson
Managing Director

John Thompson (BEng Hons, MBA) has held the role of CEO since 18 July 2016. Mr. Thompson brings a wealth of leadership experience having worked for more than 20 years at the helm of private equity and listed technology companies. Most recently, Mr. Thompson was CEO of Sigtec (PE backed), and MD of Wavenet International (ASX).



Stephen Kerr
Chief Financial Officer

Stephen Kerr (BCom, CA, FGIA) has held the role of CFO and Company Secretary since July 2015. Stephen Kerr is a qualified chartered accountant and chartered company secretary. He is an experienced CFO and governance professional, having held senior finance positions in private and publicly listed company's such as Linus Technologies (ASXL:LNU) and Sigtec.



Nic Passmore
Chief Technology Officer

Nic Passmore has lead the Knosys' technology strategy since August 2016. Prior to that, Nic was the driving force behind the success of companies such as Sigtec and Mextrixa, and within several industries including enterprise applications, telecommunications and telematics.

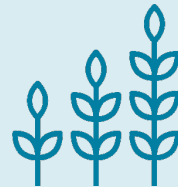
Investment Opportunity



Market leading cloud based knowledge solution enabling employees and customers to find information and answers fast



Innovative Technologies - Natural Language Processing (NLP), Machine Learning (AI)



Positioned in \$33 Billion high growth market



Substantial customer validation in Banking and Telecommunications sectors



Focused organic growth Strategy on Australia, New Zealand and Asia Pacific



SaaS recurring revenue business model supports financial growth

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