



•knosys

AGM Presentation

November 2019 ASX:KNO

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Knosys is a fast-growing Australian SaaS software company that is simplifying knowledge management to improve the productivity of employees and drive improved customer experiences.



Key information:

\$0.085

At 26 Nov 2019

Mkt. Cap.
A\$12.2m

At 26 Nov 2019



20 staff



Melbourne
Sydney
Singapore

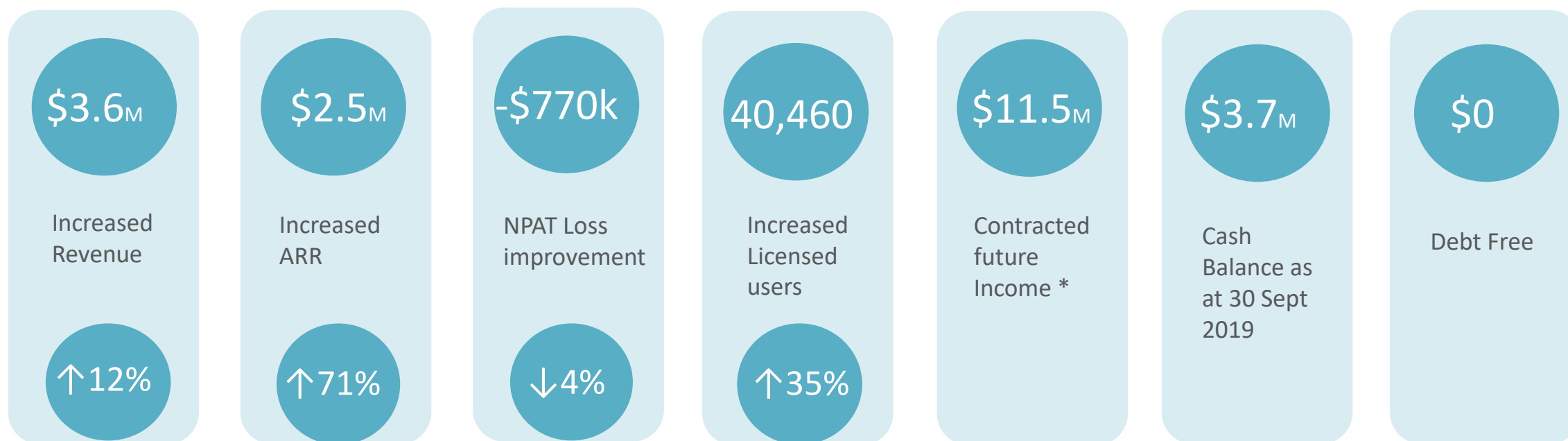


40,460 licenses



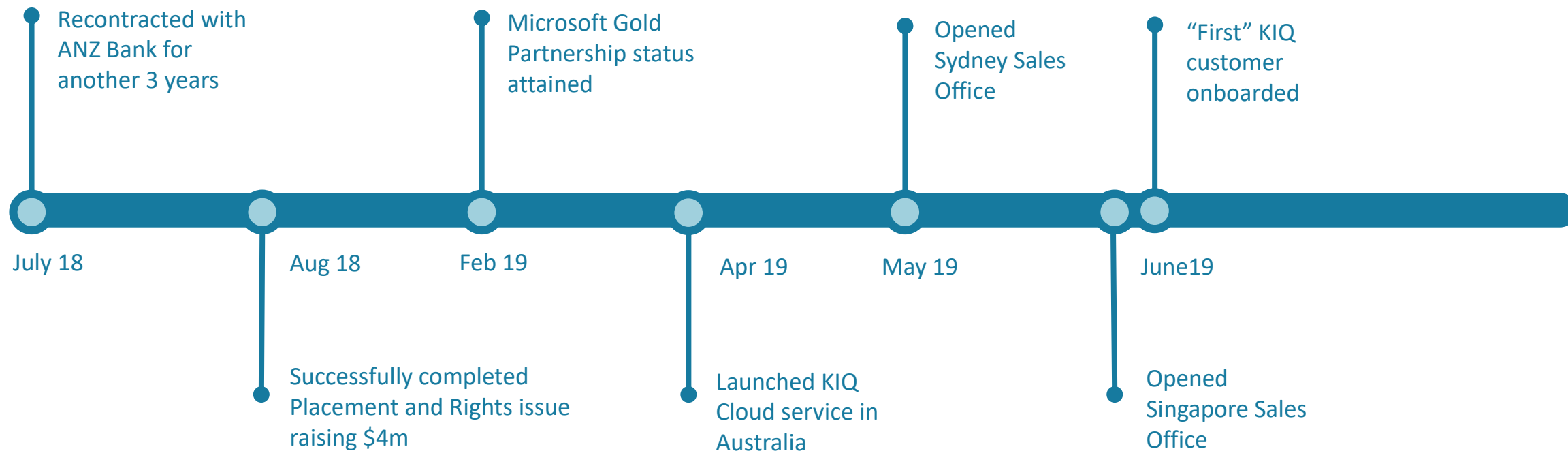
APAC

FY 2019: Results

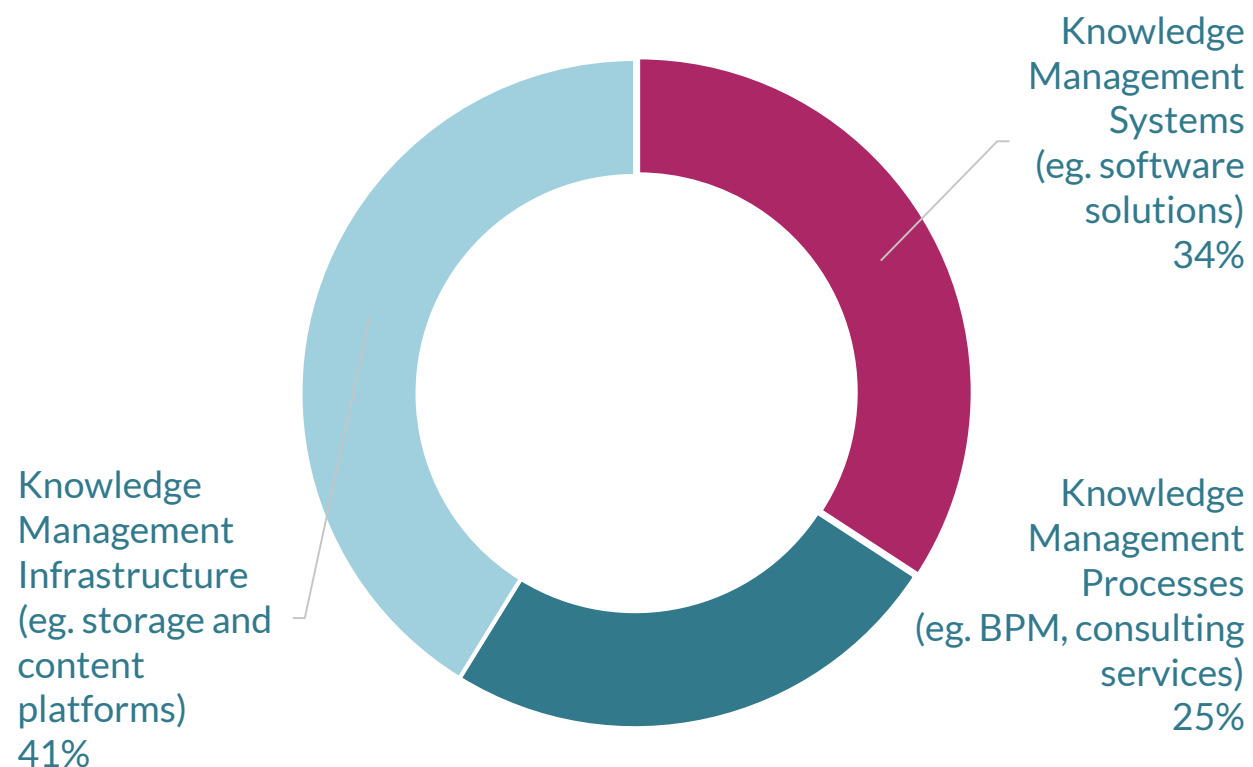


* Projected contract values including term extensions

FY 2019: Year in Review



Knowledge Management – Market Segmentation



Source: Global Knowledge Management Market : Zion Market Research 2019

\$33B

Forecast size of global Knowledge Management market in 2023

12% CAGR

Forecast growth of global Knowledge Management market from 2019 to 2023

21% CAGR

Forecast growth of large enterprise segment by 2025

Current challenges for organisations



Productivity - Employees are spending too much time looking for information



Compliance – delivering the most up to date information and approved answers to customers



Customer Engagement – single source of truth delivered through all the digital channels

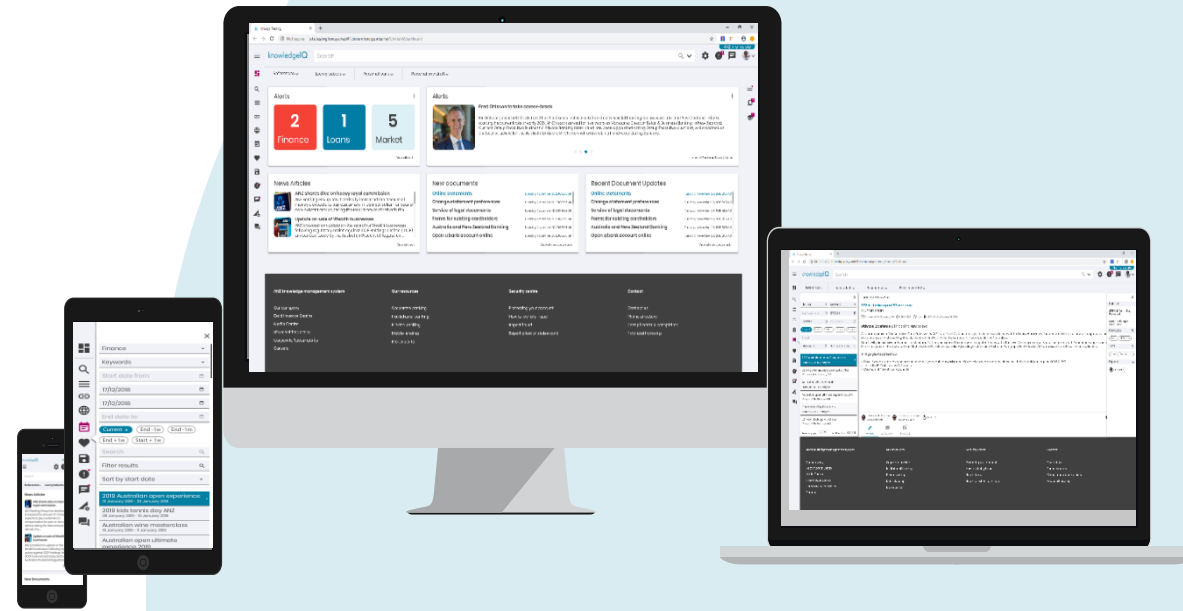


Why Knowledge Management?

Knowledge management is the process of identifying, gathering, storing, evaluating and sharing all of the valuable information organizations create in their day-to-day operations. It involves capturing information and documenting it in an easy to understand format, like step by step written articles, videos or images.

Knowledge is integral to every organisation.

- Keep information up to date and easy to find
- Onboard new employees quickly
- Keep organisational continuity
- Enable customers to help themselves



KIQ CLOUD

KIQ Cloud is a cloud-based, omni-channel knowledge management solution designed to simplify, centralise and organise the sharing of knowledge.

The platform is perfect for businesses that operate customer contact centres, service desks, frontline offices or online self-service channels.



Industry Agnostic Solution

Knosys' Target Market:

- Companies in highly regulated industries
- Companies with information that 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



State/Federal Government

Emerging Sectors



Utilities



Health



Local Government

Outlook - Growth strategy

	Product Development Portfolio Expansion	Greater usage from existing customers	New customers in existing markets	Growth through acquisitions
FY20: growth strategy	<ul style="list-style-type: none"> ✓ Salesforce CRM Plug-in ✓ Salesforce Service Plug-in ✓ Microsoft Dynamics Plug-in ✓ UI Refresh 	<ul style="list-style-type: none"> ✓ High retention for Enterprise ✓ Regular upgrades and increasing functionality 	<ul style="list-style-type: none"> ✓ KIQ Cloud target mid-market customers ✓ Intensify lead generation program ✓ SEO ✓ Launch targeted campaigns ✓ Lead conversion 	<ul style="list-style-type: none"> ✓ Exploring complementary product to expand portfolio ✓ APAC centric opportunities ✓ Earnings accretive acquisitions

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