

3 April 2020

Operating and Guidance Update

Hansen Technologies Limited (ASX: HSN) (“Hansen”) provides the following update in relation to its global business operations following the onset of the COVID-19 pandemic.

Our People and Customers

Hansen’s top priority during this COVID-19 crisis is the protection of the health and wellbeing of its staff and customers. The flexible working arrangements for our staff that we have had in place for some time have been formalised such that the vast majority of all Hansen employees globally are now working remotely. We continue to work on customer projects using long established remote work practices, coordinating with our customers to ensure the continued consistency and effectiveness of our services.

We are in the business of providing mission critical software (primarily enabling billing and customer care) to suppliers of essential services such as energy, water and communications. We own the intellectual property and our delivery is not impacted or affected by third party supply chains. The recurring revenues we derive from our customer relationships provides us with a solid revenue foundation as we deal with the COVID-19 pandemic. At the present time, we do not expect our recurring revenues to be significantly affected by COVID-19.

Our Funding

Hansen continues to have significant funding available to assist with cash flow requirements. In May 2019, the company entered into a secured A\$225 million syndicated multi-currency facility that matures on 30 April 2022 and will be subject to renewal upon negotiation with its external financiers. The facility is currently drawn to A\$186 million, leaving A\$39 million unutilised. No repayments are required during the term of the facility.

Our Performance for FY20

Hansen has thus far performed as expected for the second half of FY20. However, it is uncertain to what extent that revenue from projects and new customer wins will slow over the period of the pandemic and possibly for some time after as the industries we service look to understand the best way forward post-COVID-19.

On 28 February 2020, Hansen provided updated earnings guidance for FY20 of operating revenues at around the \$300 million to \$305 million level and underlying EBITDA (excluding the impact of AASB 16) of \$72 million to \$77 million. Given the considerable uncertainty surrounding the potential effects of COVID-19 on future operations and financial performance, Hansen believes that it is prudent at this time to withdraw its formal earnings guidance for FY20.

This announcement has been authorised for release by the Hansen Board.

For further information:

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About Hansen

Hansen Technologies (ASX: HSN) is a leading global provider of software and services to the energy, water and communications industries. With its award-winning software portfolio, Hansen serves 550+ customers in over 80 countries, helping them to create, sell, and deliver new products and services, manage and analyse customer data, and control critical revenue management and customer support processes. For more information visit Hansen at www.hansencx.com