



Knosys Limited

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ASX Announcement

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Knosys announces new contract with Healthdirect Australia for Knowledge Management

Knosys Limited (ASX: KNO), is pleased to announce that Healthdirect Australia has signed a two (2) plus two (2) year contract for Knosys' market leading Knowledge Management platform, KnowledgeIQ. The value of the contract over the extended 4-year period is expected to exceed \$650,000, with licence fee revenue expected to commence in the Sept'22 quarter after an implementation project period of approximately 3 months.

Healthdirect Australia is the national provider of telehealth services for the governments of Australia, delivering multiple helplines, the National Health Services Directory, digital health tools and websites. Healthdirect Australia is jointly funded by the Australian Government and the states and territories (except Queensland).

"Healthdirect Australia is looking to provide a new knowledge management system that can be used by call centre agents as a single source of truth," according to John Thompson Knosys Managing Director. "Over time, we expect our knowledge management solution will also be used by other groups providing aged care services and advice. The solution will initially support 1,000 agents and is expected to grow over time as services are broadened."

This contract win with Healthdirect Australia, together with recent tender wins with Service Tas and Service SA, show that Knosys is well positioned to become the preeminent knowledge management provider to government and enterprise in Australia and New Zealand.

Mr Thompson further said, "Activity in the knowledge management sector has been strong, due to pent-up demand following Covid business disruptions, and a trend in Australia of on-shoring contact centers to deliver better customer experience. Partnering with Healthdirect Australia is an important step towards expanding market share in the health sector moving forward."

ABOUT KNOSYS

Knosys is a leading SaaS provider based in Melbourne, with specialist expertise in helping businesses manage information and knowledge. We enable organisations to make sense of information and use it to connect, collaborate and drive strong business outcomes for customers, employees and stakeholders. Our focus is on developing solutions that enable businesses to make the most of information and knowledge assets that sit within their organization. This currently includes knowledge management, intranet and library management solutions.

“Connecting People and Information”

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