

ASX Announcement
2 March 2016

KNOSYS SIGNS DEPLOYMENT MOU IN ASIA WITH 1CARE GLOBAL PTE LTD

- **Knosys signs MOU with 1CARE Global for initial deployment to support its growing customer base for comprehensive service plans in Asia Pacific**
- **1CARE Global Pte Ltd is the first Knosys customer in Singapore**
- **First agreement through recently established Sub-Master Distributor network in Asia**

Knosys Limited (ASX: KNO) ("Knosys"), in conjunction with key Sub-Master Distributor, Corporate Innovations (S) Pte. Ltd, is pleased to announce that it has signed a memorandum of understanding (MOU) with 1CARE Global Pte Ltd for the deployment of the Knosys Platform. 1CARE Global Pte Ltd provides after-care warranty for leading global technology manufacturers.

Under the MOU, 1CARE Global Pte Ltd will engage Knosys and Corporate Innovations (S) Pte Ltd to implement the Knosys Platform to enable a proactive and knowledge-driven customer service to their strategic and valued customers. The Knosys consulting and integration engagement, involving a number of core applications, will refine key workflow and knowledge management processes required to deliver market-leading support and digital transformation strategies for their growing markets in Asia Pacific.

1CARE Global Pte Ltd is currently deploying a new application suite and concurrently the Knosys Platform will be implemented during the phased rollout. The initial deployment will be implemented in 1CARE Global Pte Ltd Singapore Call Centre. In the near future, there will be potential deployments of the Knosys platform across 1CARE Global Pte Ltd customer engagement centres in China, India, Thailand and Malaysia.

Operations Director of 1CARE Global, Mr. Anna Thurai said:

"Following an evaluation of applications and platforms to support our call centre operations and customer needs, 1CARE Global Pte Ltd has selected the Knosys Platform to provide a solution that we consider best of breed and aligns with our Customer Support strategic initiatives. "

Chief Executive Officer of Knosys, Ashley Gall, said:

"Our go to market strategy is to distribute Knosys through channel partners. We recently on-boarded Corporate Innovation (S) Pte Ltd as our Sub-Master Distributor to support our business expansion plan for Asia. We value the relationship highly and are actively supporting the training and sales process to a buoyant pipeline across Asia.

In further commenting on the deal, Ashley Gall said, "We are thrilled to sign an initial deployment MOU with the calibre of 1CARE Global Pte Ltd to enhance their customers' experience and differentiate 1CARE Global Pte Ltd offerings within the market. Knosys will assist 1CARE Global Pte Ltd in driving



their disruptive and digital transformation that underpins 1CARE Global Pte Ltd Next Generation After Sales Service Provider strategy.”

ABOUT 1CARE GLOBAL PTE LTD

1CARE Global Pte Ltd is regarded as “Next Generation After-Sales Service Provider” in damage assessment, service repair management, break fixes and call centre solution services in Asia Pacific. **1CARE** Global Pte Ltd is different and stands out as the company that delivers more value and comprehensive service plans to consumers and commercial customers. **1CARE** value initiative reaches beyond the transaction and focuses in a core group of selected partners, allowing **1CARE** to provide higher service standards.

1CARE Global Pte Ltd provides solutions that fit the smallest commercial buyers to the largest global organisations. Not only do they have the breadth and depth of products but have the staff with experience in developing those solutions. From after sales services in damage assessment, warranty service repair management, call centre solution services and specialised in financial programs. **1CARE** Global Pte Ltd covers the spectrum with products and market access to meet every need.

1CARE is committed to provide exceptional owners service! **1CARE** continues to deliver quality after sales services through multiple comprehensive ways of support services to provide optimal owners experience. Your satisfaction is **1CARE’S** goal. With a robust online service web portal, hotline and alliance collection and service centre coverage, **1CARE** customers enjoy peace of mind and total protection of their valuable asset.

For more information, please visit: www.1careglobal.com

ABOUT KNOSYS

The Knosys Platform is an enterprise-grade, knowledge management solution that enables organizations, large or small, to better capture, manage and access information across often disparate business units, divisions and information technology (IT) platforms.

Knosys augments an organization’s technology or IT platforms, without the need to disrupt existing processes. The Knosys Platform optimizes the business outcomes by providing various integration and touchpoints into an organization IT capabilities and knowledge repositories.

The Knosys Platform drives business outcomes and allows organizations to capture, manage and utilize information in various forms of decision making and issue resolution. Analytics allows companies to measure and tune the relevance of their knowledge management solution and optimize the information delivered to specific queries, business processes and ultimate outcomes.

The Knosys knowledge management platform provides an open and expandable framework, which can extend into a fully integrated digital work center, becoming the window into an organization’s applications environment.

For more information, please visit: www.knosys.it

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