



# INTELLIGENT WORKFORCE SOLUTIONS

AGM

22 May 2019



# tambla

Intelligent Workforce Solutions

## WHO IS TAMBLA

- We are an innovative, **enterprise HR software company** delivering **intelligent workforce solutions** to organisations with large shift-based workforces.
- We provide these companies with the tools to ensure visibility, optimization and compliance of their workforce globally.

# GLOBAL CUSTOMER BASE



- Long-term, Blue-chip customer base
  - Large, dispersed “shift-based” workforces
  - Complex business-rule compliance requirements (Award, EBA etc)
- Over 2,000,000 rostered end users
  - Over 200 global customers
  - Over 5,000 sites globally

# WHY CUSTOMERS USE TAMBLA?



## COMPLY

We ensure compliance with workforce rules, employee payments, Award/ EBA interpretation, and safety.

## AUTOMATE

We automate manual processes to allow efficient, optimized operational excellence.

## INSIGHT

We provide market leading, customized, actionable insights to deliver measurable business value.

## SIMPLIFY

Simplifies manual processes like time-sheets, rostering and pay calculations and allows mobile visibility.

# WHY WE ARE DIFFERENT



## Evolving Workforce Management

Combining decades of Workforce Management experience with the latest technology and business requirements, we are evolving to provide the next generation of Intelligent Workforce Systems

### WORKFORCE INTELLIGENCE

Our experienced HR Consultants combined with our in-house analytics team, produce market leading, customized workforce intelligence analysis.

### RULES INTERPRETATION

With over 20 years experience, we are recognized as having the most flexible and capable rules interpreter in the market ensuring staff are correctly paid.

### CUSTOMISABLE APPROACH

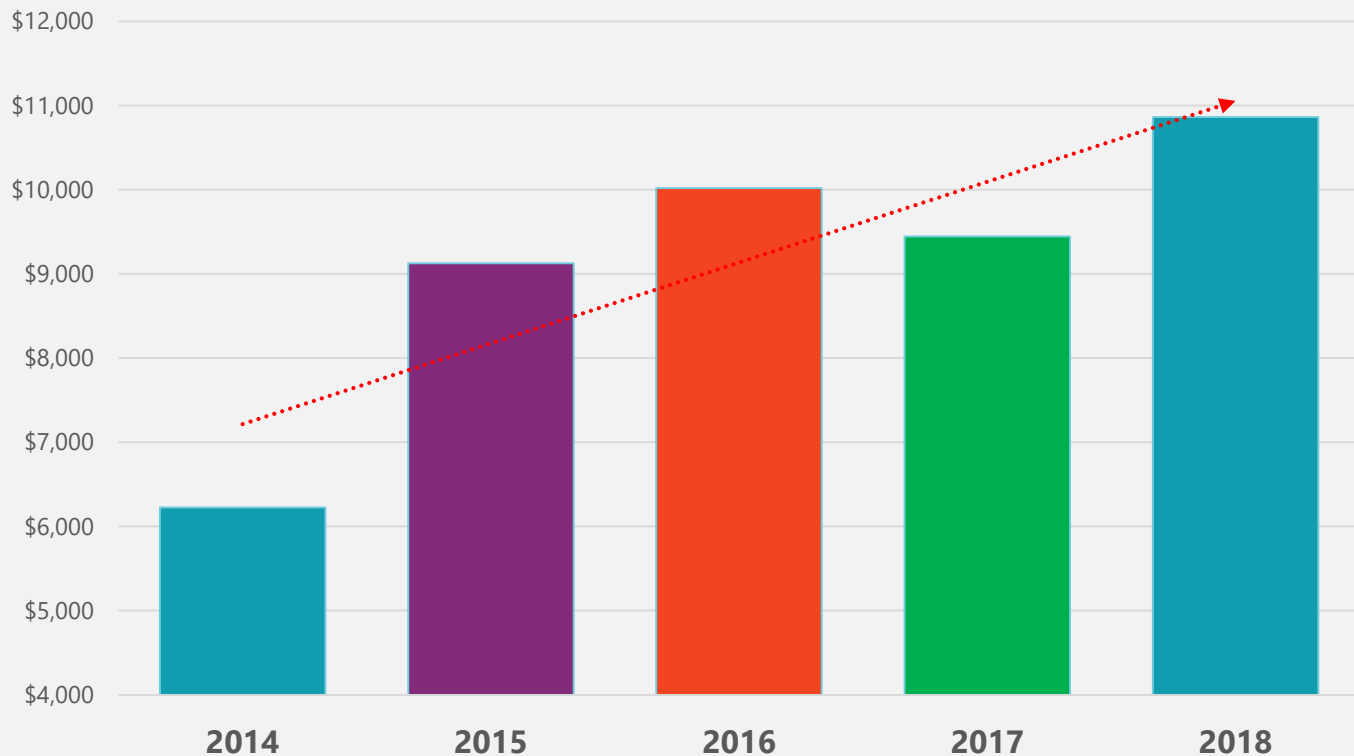
Built for complex enterprise workforces, our intelligent cloud first solutions are highly customizable to suit any industry.

2018 - A Business Restructured

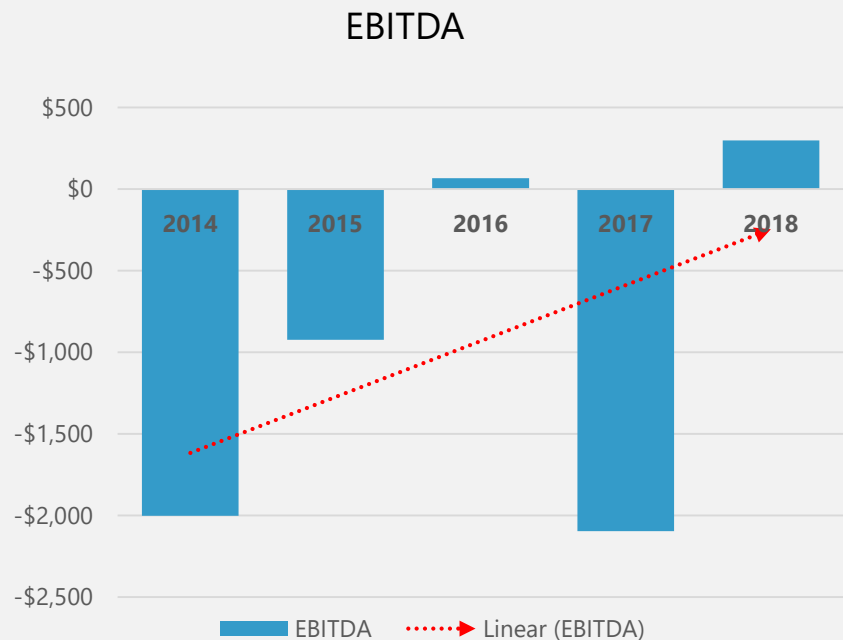
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# 01 2018 SUMMARY

# 2018 REVENUE



# 2018 FINANCIAL HIGHLIGHTS



- Double-digit organic sales growth
- EBITDA positive
- 15% reduction in op. costs
- Cashflow positive for year 2018
- Approx 62% recurring revenue



# OTHER 2018 HIGHLIGHTS

2018 included many highlights with existing customer base, new customers, new products and share price.

## 95% CUSTOMER RETENTION

Extremely high customer retention continued in 2018.

## NEW \$1M GOVT CUSTOMER

STA (Sydney Buses) joined the growing government customer list at Tambla.

## \$3M+ RE-SIGN SYDNEY TRAINS

One of our largest customers reconfirmed their commitment for another 2 years.

## NEW WHOLESALE CHANNEL

Announced new wholesale Award Interpretation service with first customer, Alayacare.

## WORKFORCE PLANNING

Announced new integrated Workforce Capacity Planning Module to customers in Q3.

## WORKFORCE INTELLIGENCE

Launched new Workforce Analytics module to enhance customer insights.

# IMPROVED CUSTOMER SATISFACTION

43%

Significant increase in the survey response rate indicating greater engagement and providing more accurate benchmarking and detailed feedback.

31%

Significant improvement in customers' perceived engagement by Tambla and our ability to align with their business requirements.

100%

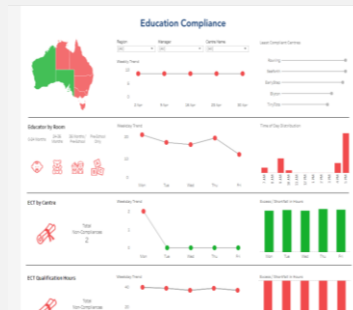
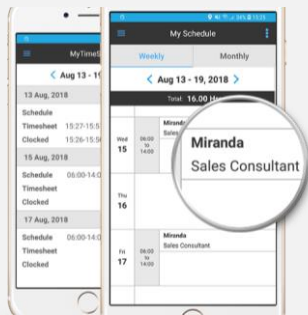
2018 system availability for cloud platform  
(excludes planned maintenance windows).

Enhanced, Modern, Relevant

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# 02 PRODUCT EVOLUTION

# PRODUCT ENHANCEMENTS



## TAMBLA MOBILE APP

Released in H1 for employees to provide simple mobile visibility of rosters, leave, payroll and approvals.

## IMPROVED PERFORMANCE

H1 major datacenter upgrades for cloud products improving performance and reliability.

## ENHANCED REPORTING

Released in H2 to provide more relevant information to customers about their workforce.

## WORKFORCE INTELLIGENCE

Launched in Q4 to provide customers with bespoke, actionable insights into their workforce.

2019 UPDATE

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03

2019 UPDATE

# EXPERIENCED EXECUTIVE TEAM



**Chris Fydler – CEO**  
*15 years IT leadership*



**Lee Alexander– Head of Sales and Marketing**  
*20 years IT Sales & Marketing experience*



**Beny Chun– COO**  
*20 years product, development and consulting experience*



**Nathan Thomas– Head of Service Delivery**  
*10 years Management Experience*



**Chris Brooke– CFO**  
*12 years CFO and Company Secretary experience*



**Richard Mitton– CTO**  
*25 years IT Technology leadership*

# 2019 GROWTH PRIORITY



## Sustainable Growth

Priority for 2019 is to create business structures that support sustainable growth.

### Increase Sales & Marketing

- Additional resources added to sales team
- New marketing partner engaged Q2

### New Products & Services

- Workforce intelligence
- Managed Application Service
- Mobility

### Growth Partnerships

- New US Growth Partner
- Domestic Partnerships

# SUMMARY

## Double-digit Organic Growth

Increased investment in sales and marketing to enable continued organic growth.

## Existing blue-chip customer base

Long-term blue-chip customer base with increasing Customer Satisfaction statistics.

## EBITDA and cashflow positive

Stable financial fundamentals providing platform for improved market confidence.

## Growing global requirement for pay compliance

Growing requirement compliant work rule interpretation strengthening the value proposition of Tambla software.

## Continued investment to evolve solutions

Continued investment in modernizing and evolving product to create the next generation of intelligent workforce solutions.





[www.tambla.com.au](http://www.tambla.com.au)