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(ASX: KNO)

## ASX Announcement

8th April 2022

# Optus signs 2-year contract extension with Knosys

**Knosys Limited (ASX: KNO)**, a global software-as-a-service (SaaS) information technology company, is pleased to announce that Optus has signed a two (2) year contract extension for the continued use of Knosys' market leading knowledge management platform KnowledgeIQ. The value of the contract over the entire period is expected to be \$2.075 million.

Optus continues to demonstrate a desire to support innovative Australian technology businesses like Knosys through this ongoing business relationship. In addition to extending the Knosys contract, Optus will upgrade its system to the latest release of KnowledgeIQ during the next six months in order to benefit from its new features.

Knosys Managing Director, John Thompson, said that "this contract once again reflects the confidence that Optus has in our company's capacity to deliver a superior knowledge management solution. During the last few years, we have seen Optus be agile and explore how knowledge management can deliver further productivity improvements internally and enhance its customer facing activities by empowering its staff and customers through our KnowledgeIQ solution."

"We have seen through Covid a trend in many industries where companies are redesigning their operations to be more agile and customer focused. They aim to connect customers and staff to information and knowledge to improve customer experience (CX). Solutions such as ours support these initiatives by creating a single source of truth (SSOT), enabling customers to self-service better and ensure consistency across all digital channels whilst also simplifying the sharing of information across business units and teams."

This contract extension combined with other recently announced wins with Service Tas and Service SA positions the company well this financial year and the next with a strong recurring knowledge management revenue profile. With this stable and growing recurring revenue base, Knosys is now looking to invest in several initiatives to drive further sales in FY22 and beyond.

Mr Thompson further said that “the business is now definitely in a growth phase and has moved forward even during a challenging business environment dominated by Covid. Fortunately, we have good solid customers, a great portfolio of software solutions, strong recurring revenues, and the opportunity to grow domestically and internationally.”

#### 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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