



Prophecy

Prophecy International Holdings Ltd

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Company Announcement – 7 October 2021

Prophecy signs US health insurer Humana, the largest SaaS customer in the company's history

Highlights

- Prophecy agrees to provide eMite to Humana Inc. (NYSE: HUM) for an initial term of 3 years, with a minimum commitment of AUD\$1.784M million in annualised recurring revenue (ARR) and total contract value of AUD\$5.518 million over the initial term. eMite ARR now exceeds \$10 million.
- With over 48,000 employees, a market capitalisation of over US\$50 billion and a contact centre environment manned by 25,000 agents, Humana is one of the biggest health insurance providers in the US market.
- eMite is Prophecy's SaaS-based contact (call) centre analytics platform, helping large Enterprise and Government customers to maximise their customer service and revenue opportunities and ensure maximum efficiency of their customer engagement tools, processes, systems and people.

Sydney— Thursday, 7 October 2021— Business software developer Prophecy International Holdings Ltd (ASX: PRO, "Prophecy" or "the Company") is pleased to advise of accelerating momentum in its eMite business, following the largest individual sale in the company's history with a total contract value of \$5.518 million.

About eMite

eMite is the Company's SaaS-based real time and historical customer experience and contact (call) centre analytics platform, helping businesses to visualise their customer's journey and understand their level of happiness during the entire journey. eMite empowers Prophecy's customers to understand, visualise and measure the entire engagement of their customers with their company regardless of where they came from, how they made contact (via voice, chat or email) or what they want from the interaction.

eMite helps large Enterprise and Government customers, with contact centres of more than 500 agents, to maximise their customer service and revenue opportunity and ensure maximum efficiency of their customer engagement tools, processes, systems and people. eMite last year was sold in more than 14 countries to customers in the Genesys, Amazon and Avaya ecosystems, and includes dashboards, wallboards, KPI and process orchestration products.

For more details visit

prophecyinternational.com
intersectalliance.com
eMite.com

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About Humana

Humana Inc. (NYSE: HUM) is a for-profit health insurance company based in Louisville, Kentucky in the USA. In 2021 Humana ranked 41 on the Fortune 500 list. With over 48,000 employees and a market capitalisation of over US\$50 billion, Humana is one of the biggest health insurance providers in the US market.

Humana's contact centre environment is manned by 25,000 contact centre agents. Through Prophecy's eMite solution, Humana will gain access to advanced analytics and real time insight along with historical trend data to enhance Humana's customer experience.

Contract details

Prophecy has agreed to provide eMite to Humana for an initial term of 3 years, with a minimum commitment of AUD\$1.783 million per annum over the contract term. Additional professional services for implementation and configuration valued at \$167,000 are included in the agreement, bringing the total contract value to AUD\$5.518 million over the initial term.

This contract was secured through the Genesys AppFoundry partnership as part of a Genesys transaction. eMite is a Platinum Genesys Appfoundry Partner.

Prophecy International CEO, Brad Thomas, said:

"We are delighted to welcome Humana as a new eMite customer. Given Humana's standing as one of the strongest participants in the US healthcare market, we are excited by the opportunity to strengthen Humana's ability to provide high-quality, whole-person healthcare and support superior outcomes for patients across all of its lines of business."

"A contract of this nature is material to Prophecy as it, along with other recently-signed eMite customers, boost the annualised recurring revenue (ARR) for the eMite business to more than AUD\$10 million. This growth reflects our continuous improvement of eMite's functionality as large enterprise and government have embraced cloud services."

"We forecast eMite's impressive performance to continue in FY22 supported by several growth drivers, and look forward to updating investors on broader progress across the business in the near future."

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About Prophecy International Holdings Limited

Prophecy International Holdings Limited is a listed Australian software company. Our two products are Snare and eMite.

CX Intelligence by eMite provides a SaaS based real time and historical analytics platform, dashboards, wallboards, KPI and orchestration products for Customer Experience, Contact Center environments.

The Snare product suite is a highly scalable platform of Centralized Log Management and Security Analytics products designed to enable customers to detect and manage cyber threats in real time & maintain regulatory compliance.

Prophecy operates globally from Adelaide and Sydney in Australia, London in the United Kingdom and in Denver, USA.

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