

ASX: ONE  
10 November 2021

# Business Update

## Bell Potter Healthcare Conference



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“Implementing the Oneview solution aligns with our mission to provide children and families comfort and education when they need it most. Our goal is to provide the best care and an exceptional experience for our patients by providing a wide range of options for entertainment, education, virtual care and translation services, and a plethora of other convenient services at the bedside”

*Jerry Vuchak, CIO, Omaha Children's*

# Oneview Healthcare Solution

- Single bedside technology platform
- Supports new hybrid models of care in inpatient settings
- Promotes unified experience for patients and care teams
- Lowers cost and complexity of technology
- Pathway to “Augmented Care” using AI in the future





# The Patient's View

Digital tools to empower patients and families to control their experience and participate in care, deliver virtual care at the bedside, and collect feedback to manage patient experience



CXP Cloud Start



CXP Cloud Enterprise

# The Care Teams' View

Digital tools for care teams to manage length of stay and patient experience

The 'Initial Planning' form is a digital tool for care teams to manage patient length of stay and experience. It includes fields for Admission Date (2/7/2021), Estimated Discharge Date, Estimated LOS, Doctor's Name, Admission Diagnosis, Surgical Procedure(s), Discharge destination (Home, Transfer to aged care/nursing home facility, Transfer to respite care, Transfer to mental health facility, Transfer to other acute facility, Transfer to external rehabilitation facility, Transfer to other Epworth facility), Do you live alone? (Yes/No), and Living arrangements-support after discharge (Home alone, Home with family, Home with friend, Home with support services, Residential facility). A 'Save - In Progress' button is at the bottom.

The 'Rounding' view displays a table of patient rounds. The table has columns for Patient ID, Patient Name, Room, Discharge Date, Discharge Time, Discharge Status, Discharge Reason, Discharge Planning, and Discharge Date. The table lists several patients and their corresponding discharge details.

| Patient ID | Patient Name     | Room | Discharge Date | Discharge Time | Discharge Status | Discharge Reason | Discharge Planning | Discharge Date |
|------------|------------------|------|----------------|----------------|------------------|------------------|--------------------|----------------|
| 000001     | Ely Munn         | 10   | 2020-09-28     | 10:00          | Discharge        | Discharge        | Discharge          | 2020-09-28     |
| 000002     | Alexandra Hender | 10   | 2020-09-28     | 10:00          | Discharge        | Discharge        | Discharge          | 2020-09-28     |
| 000003     | Clayton Dwyer    | 10   | 2020-09-28     | 10:00          | Discharge        | Discharge        | Discharge          | 2020-09-28     |
| 000004     | Melanie Hender   | 10   | 2020-09-28     | 10:00          | Discharge        | Discharge        | Discharge          | 2020-09-28     |
| 000005     | Ely Munn         | 10   | 2020-09-28     | 10:00          | Discharge        | Discharge        | Discharge          | 2020-09-28     |
| 000006     | Melanie Hender   | 10   | 2020-09-28     | 10:00          | Discharge        | Discharge        | Discharge          | 2020-09-28     |

The 'Patient Profile' view displays a patient's information, including their name (Ely Munn), room (10), and discharge date (2020-09-28). It also includes a 'Discharge Date' field and a 'Discharge Time' field. The view is divided into sections for 'Patient Profile', 'Discharge Planning', and 'Service Request'.

The 'Service Request' form is a digital tool for care teams to manage patient service requests. It includes fields for Request, Date Requested (26/09/2020), Transfer Date (30/09/2020), and a calendar for selecting a date. The form also includes a 'Confirm' button.

The 'Patient Check' form is a digital tool for care teams to manage patient check-ins. It includes fields for Patient, Date, Time, and a 'Patient Check' button. The form also includes a 'Patient Check' button.

Discharge planning

Rounding, clinical service requests, workflow tools

# Care Experience Platform

Patients & Families

Care Teams



Use Cases

Patient Rooms

Patient Doors

Patient Chairs

Digital Signs

Nurse Stations



Solutions

Empower Patients & Families

Deliver Virtual Care

Manage Patient Experience

Optimize Patient Flow



Integrations

EHR

Smart Hospital & IoT

Clinical Communications

Virtual Care

Dietary

Patient Engagement

Calming

Entertainment



Platform

CXP Cloud Start

CXP Cloud Enterprise

CXP Enterprise On-Prem



Data Analytics

Cloud Data Analytics

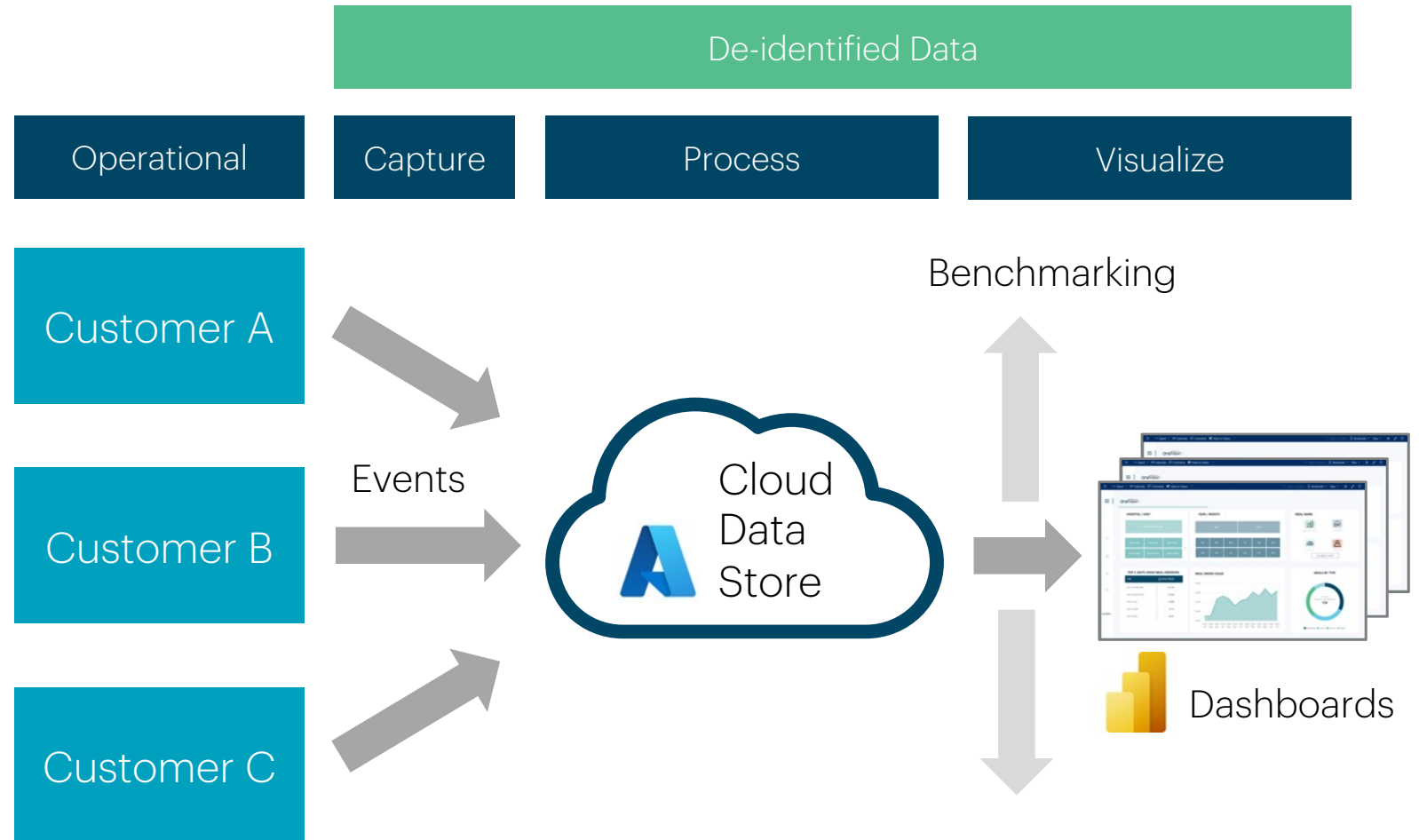
oneview



# Cloud Data Analytics

Powerful near real-time **operational** and **analytical** insight

- Combines operational, engagement and experience data collected during patient's hospital stay
- Data is de-identified and aggregated in the cloud for visualization, analytics and in the future, machine learning
- Enables nursing, patient experience and operational management and leadership to track utilization and key metrics
- Enables comparison of hospitals within a system, and to peers, on key metrics



# Our Business Model

Subscription software with multi-year contracts and strong “stickiness” means high customer lifetime value

- Recurring revenue from subscription-based software with ~75% gross margins
- OEM purpose-built hardware solutions developed over last 12 months expected to deliver growth in 2022
- Expand annual contract value with healthcare enterprises through additional beds and up-selling Oneview product enhancements and partner solutions
- Multi-year contracts (typically 3-5 years)
- Strong customer retention rate of 98%
- Fully managed Cloud product opening new market opportunities
  - Regional hospitals in the US and Australia
  - Opportunity to license third-parties to promote our solution in new geographies



# We partner with the best...



## Hospitals - United States



## Solution Partners



## Hospitals - Australia & rest of world



## Co-Sell / Resell Partners



Best Hospitals U.S. News 2021-22: Hospitals that Oneview operates at include 3 of the top 20 US hospitals as rated by US News (BJC HealthCare, NYU Langone Health, UCSF)  
World's Best Smart Hospitals 2021: Hospitals that Oneview operates at include 6 of 250 hospitals as rated by Newsweek (BJC HealthCare, UCSF, NYU Langone Health, Bumrungrad International, Mediclinic Middle East, University Hospitals Cleveland)



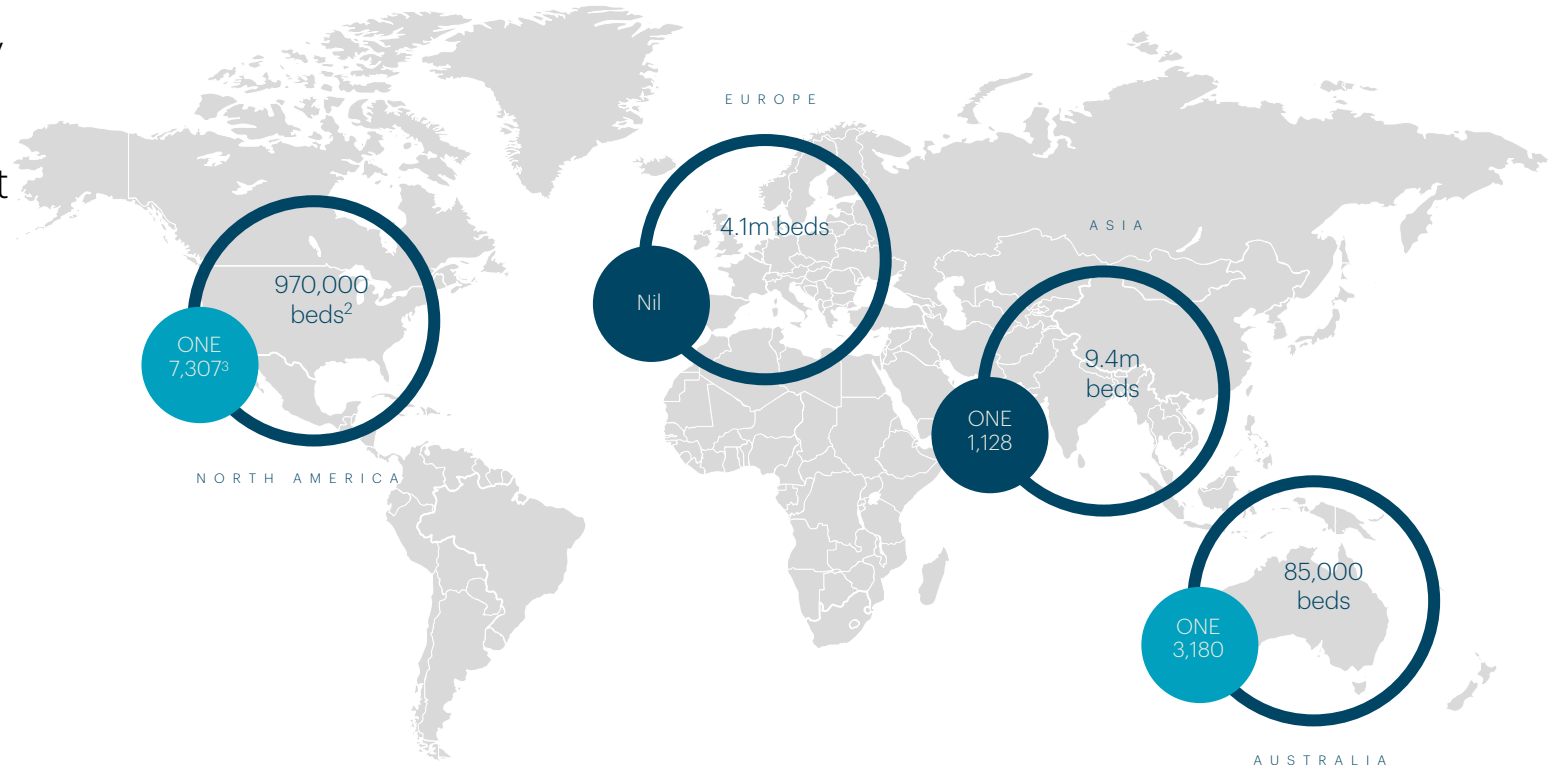
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# Global Market Opportunity

Significant opportunity in target markets, with global demand creating market entry potential. Market penetration estimated at around 20%+<sup>1</sup> in the US market

- Oneview healthcare solution currently contracted in 11,615 beds globally
- Cloud delivery can enable new market segments as evidenced by the Kingman Regional Medical Center contract win
- Selected in August by Enterprise Ireland, the government trade agency, to assess market entry opportunities in the Eurozone
- Structured program to inform market entry decision with relevant data
- Any European market entry would be via channel partnership to accelerate business development and reduce operational costs



<sup>1</sup> Data from HIMSS Analytics / Gartner. Market penetration refers to proportion of market who have adopted a patient experience/engagement solution

<sup>2</sup> Data for all markets from CIA World Factbook

<sup>3</sup> Contracted beds for all markets as at 31<sup>st</sup> Oct 2021

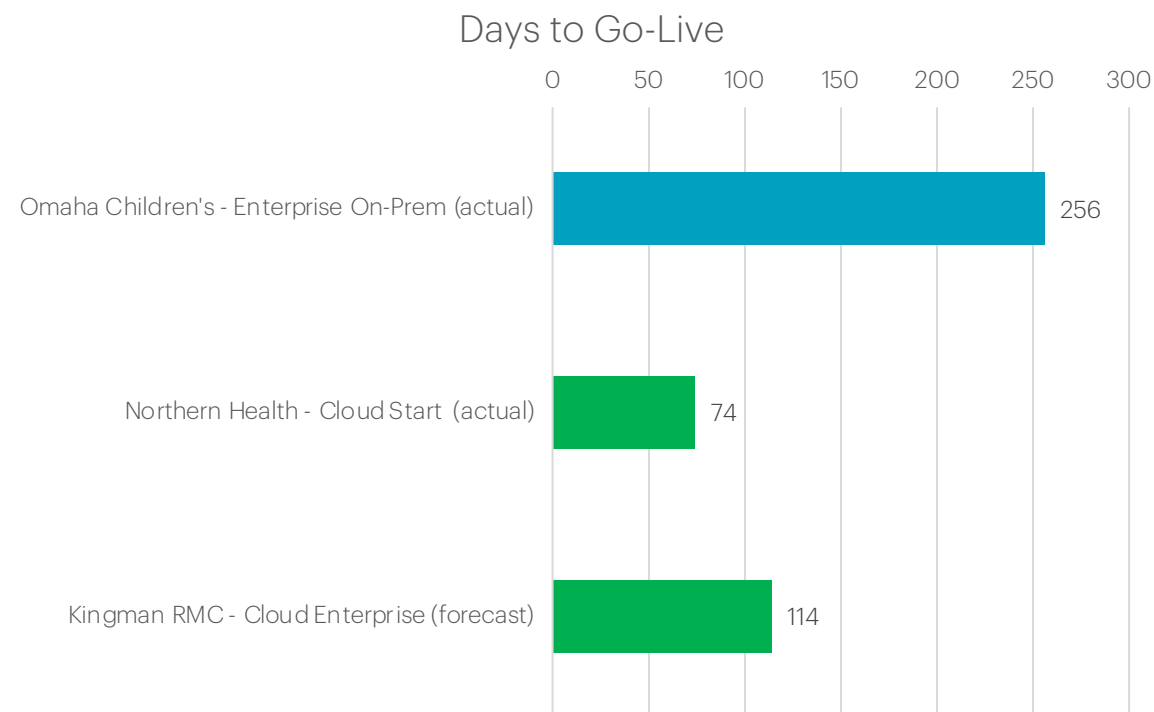
# Speed To Revenue



Cloud deployment has demonstrated that it is **faster, easier and lower-cost** to implement and operate Oneview's Care Experience Platform

## Deployment timelines

- Omaha Children's **Enterprise On-Prem** signed 16 December 2020, 271 beds went live 29 August 2021
- Northern Health **Cloud Start** signed 18 June 2021, first 63 beds went live 10 September 2021
- Kingman RMC **Cloud Enterprise** signed 20 October 2021, 225 beds expected to go-live 15 February 2022



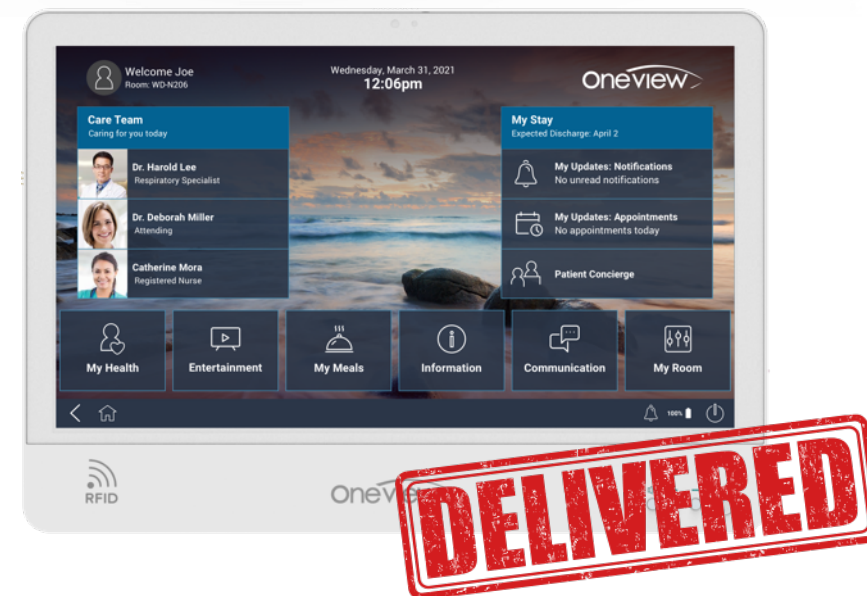
# Hardware Innovation

## Oneview Hybrid Coax Set-Top-Box

- Price to customer less than half that of Windows set-top-box
- Supports both IPTV and legacy coaxial TV infrastructure, ensuring “backwards compatibility” for older hospitals and unlocks expansion opportunities with existing customers
- Integrates with Samsung televisions natively, and healthcare-grade televisions via TV interface
- Easier to manage application & security updates
- Controlled with a pillow speaker, remote control or paired tablet

## Oneview 22" All-In-One

- The world's first Google Mobile Services (GMS) certified, UL60601-compliant<sup>1</sup>, 22" tablet created specifically to enhance the healthcare experience for patients and care teams
- For clinicians, the device includes modular authentication, which means that a quick, secure biometric or RFID card login facilitates ease of access to patient information and clinical workflows at the point of care





# Product Enhancements

- 20% of RFPs in 2021 YTD included requirements for a Patient Communication Board to replace the traditional patient room whiteboard.
- Leveraging platform to create up-sell opportunities aligned to the business driver of digitalization
- Ensuring the care team have real-time information to support patient care and communication
- Replaces analogue solutions that require manual intervention and often have missing or out-dated information

## Patient Communication Board

**11:56 AM** Thursday, Sept. 14, 2021 **oneview**

Room **WD-N206** Room Phone **867-5309 ext.9**

| Preferred Name | Preferred Language | Estimated Discharge |
|----------------|--------------------|---------------------|
| Frances        | English            | August 16           |

**Allergies**  
 Dialuadid  
 Latex  
 Diazepam  
 Sulpha antibiotics  
 Shellfish

**Contacts**  
 Cathy Harding-Spencer  
 (253) 825-1124  
 Richard Browning  
 (253) 821-5892

**Care Team**  
 Suzanne Wellington-Brown  
 Clinical Lead  
 Justin Leung  
 Cardiologist  
 Richard Engelmann  
 Radiologist  
 Grace Hsing  
 Anesthesiologist  
 Chelsea Farmingham  
 Registered Nurse

**Fall Risk**  
 Moderate

**Contact Isolation**  
 Use PPE

**Latex Allergy**

**Vision Impaired**

**Today's Schedule**  
 2:00PM Echocardiogram at Cardiac Wing  
 Dr. Justin Leung  
 3:30PM Physical Therapy at bedside  
 5:00PM Pain management consultation  
 Dr. Suzanne Wellington-Browne

**Today's Goals**  
 Walk with assistance for 10 minutes  
 Walk without assistance for 10 minutes  
 Practice measuring your heart rate  
 Watch your assigned education items

**Pain Level**  
 0 2 4 6 8 10  
 Next Pain Medication Dose Due 12:30PM  
 Nurse Station ph: 1102

**Education to View:**  
 4 Items  
**Activity Level:**  
 Ambulatory with Assistance  
**Patient Items:**  
 Glasses, Dentures

**Lunch ordered**  
 (ordered at 11:30AM)  
 Dinner orders open at 4:00PM  
**Diet Restrictions**  
 Cardiac Diet, Low Sodium

Nurse Station **1102** Interpreter Services **5689** Visiting Hours **10AM - 9PM**

## Patient Door Sign



# Our vision for the connected hospital room

Single bedside technology platform that enables new hybrid models of care in inpatient settings and creates a pathway to “Augmented Care” using AI in the future



Tablets



**Enablers**

+ TV, camera, microphone



+ Computer vision, smart lighting, voice assistant, AI

## **Use Cases**

- Virtual interpretation
- Virtual rounding
- Virtual visitation

- Virtual nursing
- Virtual patient observation

- Augmented patient observation
  - Autonomous monitoring
  - AI-enabled virtual assistant

# Financial Guidance Update

- Cash on Hand October 31, 2021 €2.7m following customer receipts foreshadowed in 4C
- Company expecting FY21 revenue of €9.5 - €10.0m with H2 Revenue +~90% vs H1 and +~55% vs pcp
  - Based on current contracts and expected deliveries to, and acquisitions by, customers of hardware in Q4
- FY22 revenue guidance of between €12.5 - €14m
  - Assuming a gradual return to normal operating conditions for healthcare systems
  - 77% of 2022 revenue is expected from existing customers (contracted but not live beds going live, contract expansions) and 23% from net new logos
  - 1,585 of 2,270 contracted not yet live beds scheduled to go-live in 2022
  - Implementation projects proceed as scheduled
- 10,118 beds in active sales pipeline of which 41% are qualified expansion opportunities with existing customers<sup>1</sup>

<sup>1</sup> As at 31<sup>st</sup> Oct 2021. Active sales pipeline consists of qualified Opportunities, where executive sponsorship and strategic alignment have been confirmed but are still subject to budget approval (and to competitive procurement processes for net new logos). Qualified expansion Opportunities are beds not yet contracted in existing customers.



# Q & A

“Hospital rooms are going through a metamorphosis. They are evolving from stale, boring, non-connected rooms for the sick to more vibrant, engaging, connected rooms for healing. Rooms that listen to the patient’s voice commands, have large smart TVs that are telehealth ready, smart beds that detect movement and reduce risk of stasis ulcers, patient-facing tablets, radio-frequency identifications for beaconing, biostatic surfaces, intelligent ambient voice dictation for easier medical documentation, virtual reality to send patients on sensory journeys, and have AI-enabled sensors for detection of falls and monitoring progress of the patient.”

*Nick Patel, MD. Chief Digital Officer, Prisma Health*



# Risk Factors

# Risk Factors – General Risks

This section describes some of the potential key risks associated with Oneview's business and an investment in Oneview. The risks associated with Oneview's business and the general risks set out in the "2020 Annual Report to Shareholders" issued on 31 March 2021 (Annual Report) still apply, as updated by the risks set out below. If any of these risks eventuate, they could have a material adverse effect on Oneview's business, financial condition, CDI price, operating and financial performance and return to CDI holders. The risk factors set out below and in the Annual Report are not exhaustive. In particular, there are risks associated generally in investing in securities, including that trading in CDIs may not be liquid and the price may fluctuate.

Additional risks that Oneview is unaware of or that Oneview currently considers to be immaterial also have the potential to have a material adverse effect on Oneview's business, financial condition and operating and financial performance. Before making an investment decision, potential investors should thoroughly review all publicly available information (including this presentation and the risk factors set out within) concerning Oneview and carefully consider whether Oneview CDIs are suitable to acquire having regard to their own investment objectives and financial circumstances. Investors should also note that the unprecedented uncertainties and risks created by the COVID-19 pandemic could materially change Oneview's risk profile at any point after the date of this presentation and adversely impact the financial position and prospects of Oneview in the future.

## 1.1 COVID-19 related risks

Oneview continues to monitor the actual and potential impact of COVID-19 on its business and the broader economy. Given the uncertainty surrounding the frequency, extent and duration of current and future government and regulatory responses to COVID-19 and the impacts of vaccination programs being undertaken in various jurisdictions and the extent to which elective surgery is undertaken during this period, it is not currently possible to assess the full impact of COVID-19 on Oneview's business or the economy generally. The adoption of unprecedented preventative measures by governments and other authorities, including a prolonged period of social distancing, quarantines, travel restrictions, work stoppages, health authority actions, restriction of access to services and the closure of stores and businesses lockdowns, and other related measures, including vaccination programs, within Ireland, Australia and internationally, or an escalation of existing measures, may directly or indirectly impact a number of aspects of Oneview's business positively or negatively and in different ways. Factors like these may have a material adverse impact on Oneview including, for example, on its ability to:

- a) implement software projects at healthcare facilities and hospitals. This may result in a significant reduction in Oneview's non-recurring revenue and the ability to grow the recurring revenue base;
- b) maintain and fulfil client facing service obligations, customer engagement and communications;
- c) protect the health (both mental and physical), safety and security of staff;
- d) maintain adequate cash flows and manage liquidity; and
- e) comply with requirements under its leases and its regulatory framework (including in relation to corporate governance and financial reporting requirements).

If any factors like these arise, there is a risk that Oneview's performance, position or reputation will be adversely affected. It is not yet known to what extent the COVID-19 pandemic will continue to disrupt domestic and international economic activity. The indirect impact of the pandemic on the broader economy is likely to affect commercial activity generally and may have a material positive, negative or dampening effect on Oneview's long-term business performance and profitability. The COVID-19 pandemic may also disadvantageously alter customer behaviour (for example, it may cause customer businesses to reduce external spending) and such changes may adversely affect Oneview's financial performance. Further, with unprecedented impacts on normal business practice and operations, Oneview's technology systems are at a greater risk of disruption, potentially leading to a softening of current strong order frequencies, customer acquisitions and average revenue per user, and increase in churn. Demand in subsequent quarters may also be adversely impacted by reduced marketing activities due to rebounding marketing prices. There are also other changes in the domestic and global macroeconomic environment associated with the events relating to COVID-19 that are beyond the control of Oneview and may be exacerbated in an economic recession or downturn. These include, but are not limited to:

- a) changes in inflation, interest rates and foreign currency exchange rates;
- b) changes in employment level and labour costs;
- c) changes in aggregate investment and economic output; and
- d) other changes in economic conditions which may affect the revenue or costs of Oneview.

## 1.2 Economic and government risks

The future viability of Oneview is also dependent on a number of other factors affecting performance of all industries and not just the technology industry, including, but not limited to, the following:

- general economic conditions in jurisdictions in which Oneview operates;
- changes in government policies, taxation and other laws in jurisdictions in which Oneview operates;
- the strength of the equity and share markets in Australia and throughout the world, and in particular investor sentiment towards the technology sector;
- movement in, or outlook on, interest rates and inflation rates in jurisdictions in which Oneview operates; and
- natural disasters, social upheaval or war in jurisdictions in which Oneview operates.



# Risk Factors – Strategy Risks

## 2.1 Failure to successfully implement its business strategy

Oneview derives its revenue from the sale and associated installation of the Oneview solution and relies on its ability to develop new products, features and enhancements to the Oneview solution. There is a risk that Oneview's current solutions or business strategy or any of its subsequent growth initiatives will not be successfully received by a sufficient number of customers or implemented successfully or in sufficient time to deliver the expected returns or ultimately be profitable. If Oneview is unable to successfully implement the Oneview solution for its customers, or if implementation costs overrun, or attractive pricing and other terms in new or extended contracts cannot be agreed with customers, or implementation is unexpectedly delayed, Oneview may not deliver expected returns and may fail to comply with its contractual obligations to the customer with the amount payable typically determined by reference to the length of delay in meeting project milestones. Should it not deliver its strategy, Oneview may be unable to meet operating expenditures as they become due. As a result of any of these risks, Oneview, which operated at a loss for H1 21, may not generate the financial returns it intends. There is also a risk that Oneview is unable to scale fast enough to secure and implement all the opportunities that may present to it in the future. Further, growth into new markets may be inhibited by unforeseen issues particular to a territory or sector, including the need to invest significant resources and management attention to the expansion, and the possibility that the desired level of return on its business will not be achieved.

## 2.2 Hardware implementation, installation and supply chain risk

Clients have frequently required Oneview to contract with third party suppliers to source and install the appropriate hardware to operate the Oneview Solution. There is a risk that Oneview is required to fund the hardware procurement costs where it is unable to negotiate preferential payment terms with its clients or alternatively encourage its clients to enter into direct contracts with third party hardware providers. A requirement to fund hardware procurement costs has an initial negative cashflow impact and any interruptions in the timing for hardware installation can result in further delayed realisation of cash flows. Oneview relies on third party suppliers, manufacturers and distributors for the development and distribution of its hardware products, which carries the risk of delay and disruption. In assessing the effective management of Oneview's supply chain and manufacturing capability, Oneview must assess the risk of not having enough product to meet demand due to product shortages or supply chain issues. Any interruption to Oneview's supply chain could result in delays, causing delays in revenue recognition, decreases in revenues and the incurring of additional costs. Oneview's reliance on third parties to deliver and support its hardware products also exposes it to risks where those third party suppliers may not satisfy their obligations in accordance with their contract with Oneview. For example, where the product delivered and installed by a third party hardware provider does not match contracted requirements, this can lead to disruptions in the implementation process, operational or business delays, which may damage Oneview's reputation and may result in claims against Oneview by its clients and potential client disputes, potential breach or termination of contracts or may impact the renewal of existing contracts or Oneview's ability to win new contracts. These events may have a material adverse effect on Oneview's financial performance and position.

## 2.3 Competition and technology risk

Oneview's operating performance is influenced by a number of competitive factors, including the success and awareness of its brand, its sophisticated technology and its commitment to ongoing product innovation. The industry in which Oneview operates, including in Australia, the U.S., the Middle East, and globally, is subject to domestic and global competition, which may increase, and any change in the foregoing competitive factors, or others, may impact Oneview's ability to execute its business and growth strategies:

- Existing competitors could increase their competitive position through aggressive marketing, product innovation and/or price discounting;
- Oneview may fail to anticipate and adapt to technology changes or client expectations at the same rate as its competitors;
- Existing or new competitors could offer software at a more competitive price, which may affect Oneview's ability to sustain or increase prices;
- Customers who currently utilise similar systems offered by existing competitors (including local operators in specific markets or those with a greater market share in certain markets) may have contracted with such competitors for a considerable period of time or have onerous termination clauses, or may determine that it is prohibitively costly and/or time consuming to adopt the Oneview solution, or customers may prefer to contract with local operators;
- New competitors, including large global EHR corporations or large software vendors operating in adjacent industries, may enter the market. These corporations may have well recognised brands, longer operating histories or pre-existing contractual relationships, or greater financial and other resources to apply to R&D and sales and marketing, which may enable them able to expand in the Patient Engagement Solutions industry more aggressively than Oneview and/or may enable them to better withstand any downturns in the market. As a result, Oneview's current and future technologies and products may become obsolete or uncompetitive, which may result in adverse effects on revenue, margins and profitability.

# Risk Factors – Financial Risks

## 3.1 Funding requirements, including reduced access to funding

In the future, Oneview could be required to raise capital through public or private financing or other arrangements. There is no certainty as to the extent to which the Offer will raise new funds and Oneview may be required to seek further financing. Such financing following the Offer or otherwise in the future may not be available on acceptable terms, or at all, and a failure to raise capital when required could harm Oneview's business. There is a risk that if Oneview requires additional funding and cannot raise funds on acceptable terms, it may not be able to fund its operations, grow its business or respond to competitive pressures.

## 3.2 Working capital risk

Maintaining sufficient working capital is a fundamental requirement for Oneview to meet its financial obligations. Given the timing difference between accounts receivables and accounts payables falling due, Oneview may face temporary cash constraints, in particular, when Oneview has to make large advance payments for hardware procurement. The inability to maintain a strong balance sheet or to secure new capital or credit facilities (in the form of cash advance, overdraft and bonding facilities) could impact Oneview's opportunity to meet its ongoing liquidity needs or tender for new business.

Oneview has rationalised its cost base and continues to assess its operating costs to seek to ensure it is operating as efficiently as possible. There is no guarantee that it will be able to achieve further significant cost savings without adversely affecting its ability to implement its growth strategy or at all. If it is required to significantly reduce its cost base further, this may adversely affect its ability to implement its business strategy.

## 3.3 Absence of dividends

The Board has yet to establish a dividend policy, and does not expect to pay dividends in the near term. While Oneview continues to expand its business operations, Oneview expects to continue to reinvest in its growth rather than distribute profits in the form of dividends. The ability of Oneview to pay any dividend in the future is dependent on many factors. The Directors do not give any assurance regarding the payment of dividends in the future.

## 3.4 Other financial risks

Oneview's financial reports are prepared in Euros. However, revenue, expenditure and cashflows, and assets and liabilities from Oneview's operations are denominated in various other currencies. For example, its Australian, U.S. and U.A.E operations are denominated in Australian dollars, U.S. dollars and U.A.E. dirham, respectively. Oneview is therefore exposed to the risk of fluctuations in the value of currencies (for example fluctuations of the Euro against those currencies), and adverse fluctuations in exchange rates may negatively impact the translation of account balances and profitability from these offshore operations.

Oneview is subject to other financial risks including price risk and liquidity risks which are set out in Section 5.3 General Risks in Oneview's Prospectus released to ASX on 19 February 2016.

## 3.5 Litigation risk

Oneview has taken legal action against Regis Aged Care Pty Ltd for breach of the Collaboration Agreement between the two companies. A mediation process concluded without a resolution between the parties. The proceedings have been listed for directions on the 26<sup>th</sup> November 2021. If the Company is unsuccessful in its claim, Oneview could have to pay substantial legal costs.

# Risk Factors – Operational Risks

## **4.1 Failure to retain existing customers and attract new business / contracts**

Oneview's business relies on the ability to retain its existing customers, secure new customers and contracts, and maintain business relationships. There is a risk that existing Oneview customers terminate their contracts or do not renew their contracts when the initial contract term comes to an end (generally 3 to 5 years in duration). There is also a risk of delay or cancellation of projects that Oneview successfully tendered for and/or termination of customer contracts that Oneview has entered into but not yet commenced implementing. There is also a risk that customers may adopt different strategies or priorities which reduce the need or desire to implement Oneview's solutions. This could have a negative impact on Oneview's successful implementation of its business strategy, having an adverse impact on its business, financial performance and operations, particularly if this were to occur in relation to a number of different customer relationships.

## **4.2 Contract risk**

Oneview's customer contract tender processes often take 12-18 months to conclude. As a consequence, there is a timing risk: external factors may change the nature of these contracts and cause them to be cancelled or delayed, which will impact future revenue, earnings and cash flow.

## **4.3 Risk that the Oneview solution is disrupted, fails or ceases to function efficiently**

Oneview depends on the performance and reliability of its technology and products. There is a risk that the Oneview solution contains defects or errors, which become evident when the software is implemented for new customers; new versions or enhancements are rolled out to existing customers; or when new solutions such as the Android or Cloud solutions are adopted. Internet-based services frequently contain undetected errors when they are introduced or when new versions or enhancements are released. Such occurrences could harm Oneview's reputation, its financial position and performance, and its ability to generate new business. Further, Oneview typically warrants its software for the life of the customer contract, so defects in existing or future developed products and services may lead to warranty claims, which could have a material adverse effect on Oneview's business, financial performance and operations.

## **4.4 Information technology and cyber security**

Oneview's business is dependent on the efficient operation of information technology systems to support its operations and to ensure security of information. Oneview's products and services rely on the performance, reliability and availability of data centres and communications systems (including servers, the internet, hosting services and the cloud systems). There is a risk that these systems may be adversely affected by disruption, failure, service outages, any system failure, virus, breach of data and IT security could result in business interruption, the loss of clients or contracts, damaged reputation and a weakening of Oneview's competitive market position, particularly where restorative/substitute technology systems are not available on acceptable terms. Furthermore, cyber attacks on Oneview may lead to the distribution of sensitive patient information (or client or business information) and damage to Oneview's business prospects and reputation. The effect of any such event could extend to claims from patients, reputational damage, regulatory scrutiny and fines.

## **4.5 Sale by long term investors and directors**

Any significant sale of CDIs, or the perception of a sale of CDIs, by a long term investor in the Company or the directors might have an adverse effect on the price of the CDIs or the perceived value of the Company.

## **4.6 Actual and potential disputes**

Due to the contractual nature of Oneview's relationships, Oneview may in the future be subject to claims, disputes or proceedings in its ordinary course of business. Any dispute could be costly and damaging to Oneview's reputation, business relationships, operating and financial performance and position.

## **4.7 Significant unanticipated costs or delays might arise in relation to Oneview's business**

Cost estimates are made in advance of undertaking a contract and are dependent upon assumptions, estimates and judgments, which may ultimately prove to be inaccurate or unreliable. There is a risk that significant unanticipated costs or delays may arise during the course of implementation due to (i) errors and omissions; (ii) unforeseen technical conditions or increases in hardware costs; or (iii) inadequate contractual arrangements. Significant unanticipated costs could have a material adverse impact on margins and, ultimately, Oneview's business, financial performance and operations.

# Risk Factors – Operational Risks

## 4.8 Personnel risk

Oneview is reliant on the talent, effort, expertise, industry experience and contacts, and leadership of its management. Whilst Oneview has entered into employment contracts with all management personnel, the loss of any of Oneview's key management personnel or developers/engineers, or a delay in their replacement, could impact Oneview's business. Due to a shortage of appropriately skilled workers in the software and technology development industry and disruptions in hiring processes caused by responses to COVID-19, Oneview may not be able to find appropriate replacements for departing staff members in a timely manner. This may impact the quality of services Oneview provides, the value of the business and Oneview's ability to compete with its competitors in enhancing and developing its products. There is also a risk that, as Oneview grows, it cannot attract and retain personnel with the necessary industry experience, expertise and ability to execute its strategy, such that its future growth may be restricted and the quality of its services and revenues reduced, with a corresponding adverse impact on its business, financial performance and operations.

## 4.9 Market adoption of Patient Engagement Solutions

If Oneview's Patient Engagement Solutions platform is not widely adopted by healthcare providers, including as a result of Oneview's failure to prove return on investment, or if the market for Oneview's products in the healthcare industry fails to grow at the expected rate, demand for the Oneview solution could be negatively impacted and Oneview's ability to sustain and grow its business may be adversely affected.

## 4.10 Reliance on its core product and failure to develop new products

Oneview derives a significant proportion of its revenue from the sale and associated installation of the Oneview solution and relies on its ability to develop new products, features and enhancements to the Oneview solution. There is a risk that upgrading or introducing new products may result in unforeseen costs, failure to achieve anticipated revenue or failure to achieve intended outcomes. A failure by Oneview to develop successful new products and enhancements to existing products would have an adverse impact on its ability to develop customer relationships and maintain current relationships.

## 4.11 Intellectual property risk

Oneview relies on its intellectual property rights and there is a risk that Oneview may fail to protect its rights for a number of reasons. Oneview has historically used a mixture of legal (e.g. confidentiality agreements and code of conduct agreements) and technical (e.g. data encryption) methods to protect its intellectual property. As Oneview grows and diversifies geographically, there is a risk that these actions may not be adequate and may not prevent the misappropriation of its intellectual property or deter independent development of similar products by others. If Oneview fails to protect its intellectual property rights adequately, competitors may gain access to its technology, which would in turn harm its business, financial performance and operations.

## 4.12 Integration risk

Oneview depends on the performance and integration capability of the Oneview solution with customers' existing systems. The functionality and accessibility of the platform is important to customers and any disruption or issues with the integration could harm Oneview's reputation and its ability to generate new business.

## 4.13 Foreign operations and Sovereign risks

As the Company is incorporated in Ireland, certain provisions of the Corporations Act, including in relation to takeovers and substantial holdings do not apply. Similarly, the Company is not bound by the takeovers rules under Irish law because they only apply to public companies incorporated in Ireland whose CDIs are, or have in the previous five years been, traded on certain exchanges (which do not include the ASX). The Company has therefore incorporated into its Constitution security holder protection provisions that are similar to the provisions of the Corporations Act. In these circumstances, any claim against the Company for a breach of its Constitution would need to be brought in Ireland. Any such claim would be contractual in nature and may therefore not have the same level of enforceability as a claim under the Corporations Act. As a result of the Company being incorporated in Ireland, it may also be difficult for investors to effect service of process upon the Company within Australia and/or to enforce any judgments obtained in a court other than the Irish courts against the Company.



# Risk Factors – Operational Risks

## 4.14 Dependency on service providers

Oneview conducts a significant amount of its operations through a series of contractual relationships with third party service providers. Such arrangements carry a risk that the third parties do not adequately or fully comply with their respective contractual rights and obligations. Such failure may lead to contractual termination and/or significant reputational damage to Oneview. Oneview relies on third party hardware providers to support its products and services. Factors concerning performance of this hardware, the availability of spare parts and maintenance services which can only be completed externally may affect the ability of Oneview to maintain its software and minimise interruptions to the continuous performance of its systems, which could impact existing customer retention and attraction of new customers, and also cause reputational damage to Oneview.

## 4.15 Privacy risk

Cybersecurity threats and privacy laws around the world continue to develop and impose greater burdens on businesses when dealing with sensitive and personally identifiable information. The laws are designed to give greater protections to data subjects, data owners, improve transparency and require businesses to develop better privacy practices and security processes & controls. Failure to comply with laws of this nature can result in pecuniary penalties, negative publicity, damage to brand and a requirement to improve processes and controls, each of which, if they were to happen, could adversely affect Oneview's operating results, financial condition, reputation and brand.

Additionally, Oneview's business model is heavily dependent on accessing and processing electronic protected health information (ePHI). In the U.S., the Health Insurance Portability and Accountability Act of 1996 (HIPAA) establishes national standards for the protection of certain ePHI. Under HIPAA, it is a requirement for Oneview to enter into a Business Associate Agreement (BAA) with each customer, primarily to ensure that as a third-party service provider, Oneview is subject to the same obligations relating to the security of ePHI as those that apply directly to covered entities under HIPAA.

While Oneview seeks to mitigate the risk of an inadvertent disclosure of ePHI or a breach of privacy relating to ePHI by its employees or contractors by putting in place appropriate internal security measures (ISO 27001 & ISO 27701), training and taking out insurance cover, if a breach were to arise and Oneview is found to be liable or partially liable and subject to a payment of damages, this could adversely affect Oneview's operating results, financial condition, reputation and brand.

# Risk Factors – Regulatory Risks

## 5.1 Public healthcare funding and other changes to laws, regulations and policies

Oneview's business plan and strategy has been formulated based on the prevailing healthcare policy from the time of listing until present, in its focus markets (including the US and Australia). It is possible that governments in Oneview's focus markets could implement healthcare policy changes that have an effect on Oneview's business and, whilst such changes can create opportunities for Oneview, there is also potential for these changes to favour competitor offerings, to require Oneview to re-engineer its products or otherwise to be unfavourable to Oneview's business.

There is also a risk that government policy changes may result in a reduction in healthcare funding. If funding is reduced or discontinued in the US or in other target jurisdictions, this could influence the extent to which customers purchase the Oneview solution, which would have an unfavourable impact on Oneview's future business, financial performance and operations. Oneview must comply with the laws and governmental regulations in the markets in which it operates. These laws and regulations often provide broad discretion to the administering authorities. Additionally, all of these laws and regulations are subject to change, which may be retrospective. Such changes may cause Oneview to incur increased costs to ensure compliance with new applicable laws or regulations or otherwise negatively impact Oneview's business, financial performance and operations.

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