

## **Hansen 2025 AGM – Chairman’s Address and Global CEO & Managing Director’s Presentation**

Today’s AGM address by Hansen Technologies Chairman – David Trude, and presentation by Global CEO & Managing Director– Andrew Hansen, are attached, along with the associated presentation slides.

Further information about the virtual AGM, including the Notice of the AGM, can be accessed online at <https://www.hansencx.com/investor-relations/>

This announcement is authorised by the Board.

Julia Chand – Company Secretary

### **For further information:**

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### **About Hansen**

Hansen Technologies (ASX: HSN) is a leading global provider of software and services to the Energy & Utilities and Communications & Media industries. With its award-winning software portfolio, Hansen serves companies with customers in over 80 countries, helping them to create, sell, and deliver new products and services, manage and analyse customer data, and control critical revenue management and customer support processes.

For more information, visit [www.hansencx.com](http://www.hansencx.com)

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## Chairman's Address

### Introduction

Good morning ladies and gentlemen.

My name is David Trude, and as Chairman, I welcome you to the 26th Annual General Meeting (AGM) of Hansen Technologies Limited.

This is our sixth year running the AGM virtually, and we're very pleased with how this format allows all our shareholders to participate easily and equally, no matter where you are.

If we do experience any technical hiccups along the way, we may need to pause briefly or, if necessary, adjourn the meeting. If that happens, I'll let you know straight away.

Voting on resolutions is open and will remain so until five minutes after the end of the meeting.

Now for the formalities of the meeting:

Notice of the meeting was duly given, and the meeting has been properly convened. We will turn to resolutions later in the meeting. Please note that only shareholders, proxy holders, or shareholder company representatives may vote.

I note that there is a quorum present, and I declare the meeting open.

I would like to introduce my colleagues joining me at this AGM listed on page 3:

- Andrew Hansen – Global CEO and Managing Director

Our Non-Executive Directors who are off camera but with me here in Melbourne:

- Bruce Adams – Deputy Chairman
- David Howell
- Don Rankin
- Lisa Pendlebury, and
- Rebecca Wilson

I would also like to introduce our Company Secretary Julia Chand, as well as representatives from our auditors, RSM Australia Partners.

Today's meeting will comprise three components.

First, I'll share some high-level commentary on Hansen's FY25 performance.

Our CEO and Managing Director, Andrew Hansen, will then provide a detailed review of the year's key highlights, share insights on our mid-term targets and growth engines, and offer his perspective on some of our key products and operating regions.

## ASX / Media Release

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Finally, we'll move on to the formal business outlined in the Notice of Meeting, and voting on the resolutions will be conducted by way of a poll.

Before we begin, I'd like to take a moment to thank all our shareholders, customers and employees for your continued support, engagement and efforts. Your confidence in Hansen Technologies is what enables us to keep delivering growth and driving innovation year after year.

For shareholders attending online, you can cast your vote using the electronic voting card you received when your registration was validated. As mentioned earlier, voting is already open and will remain open until five minutes after the meeting concludes. If you need assistance, please refer to the virtual meeting portal guide or contact the help line provided.

If you have questions, please feel free to submit them at any time during the session, we'll address them all at the end. For online participants: Click the 'Ask Question' button, type your question, and click Submit. For phone participants: Press 'STAR ONE' on your keypad to join the question queue.

We encourage you to submit any questions about the resolutions as early as possible. Questions specific to a resolution will be addressed when that resolution is introduced.

Let's get started.

### Operational Highlights

Beginning with Operational highlights on page 6.

Commercial momentum was a clear feature in FY25.

In January 2025 we signed a transformative \$50 million five-year agreement with VMO2, a Joint Venture between Telefónica and Liberty Global.

We also signed a strategic five-year agreement with one of USA's largest renewable energy portfolios, for an estimated contract value of \$16 million.

We secured Vattenfall in Finland with a A\$5.5 million contract, supported Å Entelios in Denmark and grew Hansen Trade recurring revenue through multiple new deployments.

In Germany, our transformation of powercloud is delivering results. We've streamlined operations, relaunched as Hansen Germany, acquired assets from CONUTI and achieved positive Underlying EBITDA. These are important milestones that strengthen our European presence.

We are continuing to invest in and leverage the opportunities that AI is enabling across many parts of the business, lifting productivity and quality, whilst maintaining robust profitability and a strong balance sheet.

In summary, FY25 was a good year for Hansen.

### Financial Highlights

Moving to page 7, I'll briefly summarise the results for the year.

Operating Revenue was up 11.2% to \$392.5 million.

Underlying EBITDA increased 20.9% to \$111.7 million, with a margin of 28.5%, and Cash EBITDA rose 21.5% to \$93.4 million, with a 23.8% margin.

Underlying NPATA of \$56.9 million was up 43.3%, and Statutory NPAT more than doubled to \$43.3 million, up 105.7%, reflecting improved efficiency, disciplined cost management and continued progress in Germany.

By operating segment, Communications & Media revenue grew 15.0% to \$171.3 million, benefitting from ongoing digital transformation and modernisation programs.

Energy & Utilities revenue grew 8.3% to \$221.2 million, supported by resilient demand and the contribution from our German acquisition.

In short, we delivered double-digit top-line growth, strong operating leverage, and material earnings improvement, while strengthening the balance sheet and positioning the Group for continued growth and further operational efficiencies.

Before handing over to Andrew, I want to take a moment to acknowledge my fellow Director and Deputy Chairman, Bruce Adams - who is retiring and will not be seeking re-election - for his remarkable contribution to Hansen over the past 25 years.

Throughout his time with Hansen, Bruce has been a trusted voice on our Board, bringing excellent legal insight and steady guidance through every chapter of our journey. His unwavering dedication and integrity have left an indelible mark on our business.

On behalf of the Executive team, the Board, and myself, I extend our deepest gratitude to Bruce for his exceptional service and support, and we wish him every success in the future.

I will now hand over to Andrew.

## Global CEO & Managing Director's Presentation

Thank-you David and welcome everyone to today's Annual General Meeting.

### About Hansen

I also would like to take a moment to recognise Bruce Adams for his exceptional service to Hansen over the past 25 years. Bruce has been a guiding presence on our Board, offering strategic perspective and legal expertise that have supported our growth and resilience.

His commitment has helped shape the foundations of our success, and his influence will be felt for many years to come. On behalf of all of us, thank you, Bruce, for your invaluable contribution, and we wish you every success in the next chapter.

On page 9, I'd like to take a moment to reflect on Hansen's journey, because it's a story that matters to who we are today.

With industry-specific technology and deep sector expertise, we modernise core processes - empowering companies to deliver smarter, customer-focused services.

Our solutions drive profitability, enable commercial agility, and ensure businesses are not just keeping pace - but leading the change.

At Hansen, we pride ourselves on working in true partnership with companies that are powering our connected world.

We continue to deliver steady growth and strong cash generation. It is our financial strength that gives us the flexibility to invest in innovation, pursue strategic opportunities, and deliver value for our shareholders over the long term.

In short, Hansen's story is one of profitability, innovation, adaptability, coupled with a relentless focus on enabling our customers' success. That's what will continue to drive us forward.

### Sustainability

Moving on to Sustainability, an area that is a critical expectation of many of our customers and is core to how Hansen creates long-term value and strong performance.

We've been certified carbon neutral in Australia for four years, and we've already cut Australian emissions by 40% since FY22, two years ahead of plan.

Globally, we've completed our Scope 1-3 Green House Gas baseline assessments and undertaken a detailed climate scenario analysis. Our sustainability reporting is already largely AASB S2-aligned.

On the product side, we launched AI-optimised capabilities and expanded our Community Solar platform, practical tools that help customers accelerate their own net-zero transitions.

We have been strengthening our supply chain with supplier self-assessments, and investing in our people with a diversity, wellbeing & safety hub.

Day-to-day, we're making pragmatic choices that add up: transitioning to more efficient end-user devices and writing more efficient code to lower data-centre energy use.

Our progress is being recognised externally. We earned the EcoVadis 'Committed' badge, and in March 2025 MSCI upgraded our ESG rating to AA, a signal that we're managing the right risks and investing in the right opportunities.

Bottom line: Sustainability is a growth driver for Hansen. It supports our customers' transition plans, it sharpens our execution, and it strengthens the trust that underpins our long-term relationships.

Turning to page 11.

### **Advancing with AI – Driving Operational Efficiency**

AI is now core to our roadmap. Across our platforms, it's delivering productivity gains and operational efficiencies without sacrificing software delivery or customer experience and is providing support that scales globally.

What does this look like in practice?

- AI is generating test cases and predicting defects, which shortens quality assurance cycles and lifts release confidence, reducing cost in the process.
- AI-powered knowledge retrieval and case triage mean the right answers reach the right person faster, cutting handling times and improving documentation quality, at scale.
- Intelligent mapping and validation tools reduce data migration & integration risk and compress time-to-value for customers.

This delivers operational efficiency and structural cost savings as we push deeper AI integration through development, testing and product workflows, which helps to support margin growth.

And we're enabling our teams to execute safely and at speed. We've rolled out AI governance and training company-wide, and launched AI Central, our hub-and-spoke model for adoption, so every business unit can realise these efficiency gains.

AI is making Hansen faster, more precise and more scalable, positioning us to unlock further cost savings and long-term advantage.

Importantly, we are redeploying these cost savings and building capability where it matters. We're expanding our AI engineering presence on the U.S. West Coast, creating proximity to key talent and customers as we scale the next wave of automation, innovation and analytics.

We are also investing further in Sales and Marketing as we focus on further improving our organic growth opportunities in multiple regions.

## Mergers and Acquisitions

Moving to page 13 – Our growth strategy is built on a dual engine approach. We drive organic expansion by deepening customer relationships and platform adoption, while selectively acquiring new capabilities and market reach through disciplined M&A.

Each acquisition is chosen to accelerate and compound our organic growth, ensuring both engines work in together to maximise our product offering and deliver sustained value.

We've built a repeatable M&A model over many years, having successfully integrated more than 14 acquisitions, contributing to a 14.5% Operating Revenue CAGR since FY08.

You've recently seen the Hansen M&A model at work. In Germany, we acquired powercloud, executed our 'Hansenisation' playbook and transformed a distressed asset.

Our M&A lens is very clear. We target mission-critical enterprise software with clear IP, predictable recurring revenue, and long-term Tier-1 or 2 customer relationships, where we can transfer technology, leverage our commercial and delivery expertise, and accelerate value.

Looking at each vertical, for Energy & Utilities our focus is to extend our reach and scale and in Communications and Media our focus is additional products that enhance scale and complement Hansen's global product platform.

Our balance sheet is strong, which gives us the bandwidth to act quickly but always with a high level of fiscal discipline.

We will keep driving organic growth first, that's our day-to-day compounding engine. We will also continue to use M&A, selectively and decisively, to add scale, expand product depth, and enter adjacencies where we can leverage Hansen's rigorous approach and operating systems.

## Digitalk - Deal Structure Overview

Turning to page 14 - In line with our M&A strategy, we announced on the 5 November a binding agreement to acquire Digitalk, subject to regulatory approvals and other closing conditions.

Digitalk is a UK-based provider of MVNO and carrier-grade interconnect platforms for the global communications industry. Digitalk's flagship offering is a full-stack MVNO-in-a-box platform that enables Communication Service Providers to launch, operate, scale, and monetise MVNO and sub-brand services rapidly and efficiently.

The company is headquartered in the UK, with around 60 employees, serving ~150 customers in 30+ countries, including Tier 1 clients like Vodafone.

Digitalk was 100% founder-owned, with FY25 unaudited revenue of £10.5 million (over 90% recurring), Cash EBITDA of £3.3 million, and R&D investment of approximately £1 million per annum.

The acquisition price is £33.1 million (~A\$66.4 million), representing an approximate 10x Enterprise Value to Cash EBITDA multiple. Funding is through a combination of existing cash reserves and debt, with a modest increase to Hansen's debt facilities. Upon completion, Digitalk will become a wholly owned subsidiary of Hansen Technologies Limited.

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This is a highly complementary acquisition, immediately accretive to adjusted EPS, expanding our recurring SaaS revenue base and unlocking new cross-sell and upsell opportunities.

### Digitalk - Strategic Rationale

On to page 15 - This acquisition is a natural adjacency to our Communications & Media strategy. Digitalk's solutions align with Hansen's CPQ, Catalog, and provisioning software, making integration straightforward and low-risk.

Digitalk strengthens our recurring revenue mix by adding more cloud-native SaaS streams and diversifying beyond our current product suite.

It also accelerates digital brand enablement. Digitalk's Mobile Virtual Network Enabler-as-a-Service offering empowers CSPs to launch new brands faster, whether Tier 1 sub-brands or non-telco entrants, reducing time-to-market dramatically.

The technology is highly complementary, and this is where the real synergy lies. Hansen brings extensive expertise in catalog management and CPQ (Configure-Price-Quote), critical for complex product and pricing orchestration. Digitalk adds subscriber lifecycle management, SIM provisioning, and a turnkey wholesale voice trading platform. Together, these capabilities create an end-to-end solution for CSPs.

This combination means CSPs can design, price, launch, and operate new brands faster, with minimal integration complexity, delivering a unified, cloud-native experience across the entire value chain.

We also see strong cross-sell and go-to-market opportunities: Hansen can offer Digitalk's Mobile Cloud to its CSP base, while introducing Hansen's commercial layer to Digitalk's customers.

This deal ticks all our M&A boxes: mission-critical software, strong IP, long-term customers, and a complementary inclusion within our Communications & Media portfolio.

Digitalk strengthens our position, broadens our offering, and opens new growth avenues.

### Outlook

Moving to our outlook on page 17.

Our confidence in achieving our mid-term organic growth targets is grounded in three areas: visibility, execution, and opportunity.

- First, our recurring revenue base provides a high degree of predictability with mission-critical software that customers rely on every day.
- Second, we are executing a proven playbook: deepening relationships, expanding wallet share, and accelerating cloud migrations where they deliver real value.
- And third, the market is moving in our favour.

Decarbonisation, digitalisation, the internet of things and 5G are reshaping utilities and communications, expanding our total addressable market.

We have the capacity to capture these opportunities while maintaining margin discipline.

That's why we remain confident in delivering 5–7% organic growth and sustaining an underlying EBITDA margin of at least 30% over the medium term.

Turning to page 18.

### Customer Momentum: Strong Start to FY26

We've started FY26 with real momentum.

Since 1 July we've secured extensions and upgrades across key accounts including:

- MultiChoice Group (EMEA) a 3-year extension and CCB upgrade, consolidating multiple agreements under one master contract.
- City of New Bern (USA) with our first North American Meter Data Management (MDM) deployment, using technology developed initially for the highly advanced Finnish market and integrated with Hansen CIS for electricity and water.
- Supporting a leading North American fiber provider with cloud-native upgrades to Catalog & CPQ improving agility and reducing total cost of ownership.
- Charlotte County Utilities moving to CIS SaaS extending a 20-year partnership.
- A multi-year renewal and expansion for a Global Satellite Communications Leader, extending Catalog, CPQ & Order Management.
- A Nordic Satellite TV & Streaming Company extended a multi-year agreement to strengthen billing and engagement capabilities.
- Loiste (Finland) selecting Hansen Trade for multi-market trading & asset optimisation, plus Hansen EDM for settlement and reporting.
- Elkraft (Sweden) selecting Hansen Trade to enable real-time decisions, compliance, and customer engagement in ancillary markets.

These wins expand our customer footprint, deepen platform adoption, and flow through to our recurring revenue streams.

FY25 has also laid a strong foundation for FY26. We broadened our reach, particularly across EMEA, strengthening the annuity pool that underpins recurring revenue.

As implementations and upgrades are completed, these customers transition into Support and Maintenance revenue, further increasing the recurring revenue mix.

Turning to page 19.

### **Support & Maintenance: The cornerstone of predictability and margin discipline**

Our Support & Maintenance line remains a cornerstone of Hansen's predictability and margin discipline. This revenue is recognised evenly over the contracted term, which gives us consistent visibility through the year and cushions volatility. This durability comes from two structural features, contract renewal cycles and very low customer churn.

You can see the track record in the numbers. FY25 Support and Maintenance revenue is up 11% CAGR since FY21 and up 18% on FY24. That step-up reflects our expansion and the ongoing shift of customers to our cloud and SaaS models, which then flow into steady Support & Maintenance once projects transition to BAU.

Our pipeline of upgrades and new logos also means more customers will shift from project revenue to Support & Maintenance during the year, adding to run-rate stability.

We've prioritised FY26 R&D and market-mandated upgrades to ensure revenue-generating scope is delivered on time. That supports near-term project conversion and enlarges the Support & Maintenance base post-go-live.

Stepping back, this is why Support & Maintenance underwrites our confidence in the outlook. Support & Maintenance is the engine that helps us deliver our targets through cycles. The combination of low churn, multi-year renewals, and a growing customer base positions us well to compound through FY26 and beyond.

The FY25 year was a period of strong execution and strategic progress for Hansen. We delivered double-digit revenue growth and expanded our global footprint through disciplined M&A and we accelerated AI-driven efficiencies. This has created a robust foundation for continued momentum into FY26 and beyond and our outlook is positive.

I'll now hand back to David for the formalities.

# ANNUAL GENERAL MEETING

20<sup>th</sup> November 2025

This presentation has been prepared by Hansen Technologies Limited (Hansen)

#### Information contained in this presentation:

- Is intended to be general background information only, and is not intended that it be relied upon as advice to investors or potential investors and is not an offer or invitation for subscription, purchase, or recommendation of securities in Hansen.
- Should be read in conjunction with Hansen's financial reports and market releases on the ASX website.
- Includes forward-looking statements about Hansen and the environment in which Hansen operates, which are subject to significant uncertainties and contingencies, many of which are outside the control of Hansen – as such undue reliance should not be placed on any forward-looking statements as actual results or performance may differ materially from these statements.
- Includes statements relating to past performance, which should not be regarded as a reliable guide to future performance.
- Includes certain financial information not recognised under IFRS which Hansen considers useful to assist in evaluating Hansen's performance – however, such information has not been subject to audit or review in accordance with Australian Auditing Standards.

All dollar values are in Australian dollars (A\$) unless otherwise stated.

#### Definitions:

- FY21 = financial year ended 30 June 2021
- FY22 = financial year ended 30 June 2022
- FY23 = financial year ended 30 June 2023
- 1H24 = six months ended 31 December 2023
- 2H24 = six months ended 30 June 2024
- FY24 = financial year ended 30 June 2024
- 1H25 = six months ended 31 December 2024
- 2H25 = six months ended 30 June 2025
- FY25 = financial year ended 30 June 2025
- FY26 = financial year ended 30 June 2026
- EBITDA\* = Earnings before interest, tax, depreciation and amortisation, excluding net foreign exchange gains (losses)
- Underlying EBITDA\* = Earnings before interest, tax, depreciation and amortisation, excluding net foreign exchange gains (losses), not including non-recurring items
- Cash EBITDA\* = Underlying EBITDA, less Capitalised development costs
- NPAT = Net profit after tax
- NPATA\* = Net profit after tax excluding tax effected amortisation of acquired intangibles and non-recurring items
- EPSa = Earnings per share on NPATA

\* EBITDA and NPATA are non-IFRS measures that have not been audited or reviewed by Hansen's auditors.

IMPORTANT NOTICE

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# CEO, BOARD OF DIRECTORS & COMPANY SECRETARY

Shown below are the Hansen Board of Directors and the Company Secretary.

Details of each Director's qualifications, experience and special responsibilities are set out in the 2025 Annual Report.

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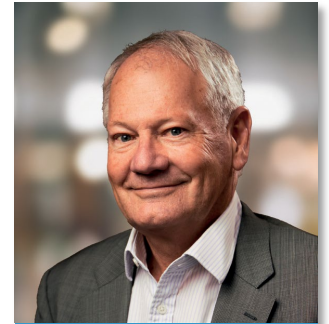
**Mr Andrew Hansen**  
Global CEO and  
Managing Director



**Mr David Trude**  
Chairman



**Ms Julia Chand**  
General Counsel and  
Company Secretary



**Mr Don Rankin**  
Non-Executive Director



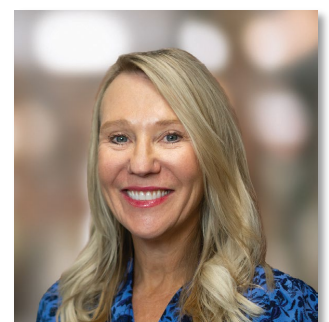
**Mr David Howell**  
Non-Executive Director



**Ms Lisa Pendlebury**  
Non-Executive Director



**Mr Bruce Adams**  
Non-Executive Director



**Ms Rebecca Wilson**  
Non-Executive Director

## AGENDA

- Chairman's Address
- CEO's Presentation
- M&A
- Outlook
- Formal Business

# CHAIRMAN'S ADDRESS

David Trude - Chairman



# OPERATIONAL HIGHLIGHTS



Signed a transformative **\$50m five-year agreement** with VMO2, a Joint Venture between Telefónica and Liberty Global



A strategic five-year agreement with one of USA's largest renewable energy portfolios, for **an estimated contract value of \$16m**



Acquired assets from CONUTI in Germany enhancing our investment and presence in the German market

Restructured business into two operating verticals for **better operating efficiency** and alignment



Harnessing **AI** to boost productivity through smarter automation and rapid application rollout



Delivered **strong EBITDA growth** with Underlying and Cash EBITDA margins well above original expectations



# FY25 FINANCIAL SUMMARY

Operating  
Revenue

**\$392.5m**

▲ Up 11.2%

Underlying  
EBITDA

**\$111.7m**

▲ Up 20.9%

Underlying EBITDA Margin 28.5%

Communications &  
Media Revenue

**\$171.3m**

▲ Up 15.0%

Cash  
EBITDA

**\$93.4m**

▲ Up 21.5%

Cash EBITDA Margin 23.8%

Energy &  
Utilities Revenue

**\$221.2m**

▲ Up 8.3%

Underlying  
NPATA

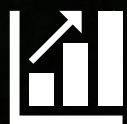
**\$56.9m**

▲ Up 43.3%

# CEO'S PRESENTATION

Andrew Hansen – Global CEO & Managing Director

**Hansen (ASX: HSN)** is a global provider of software and services to the energy & utilities and communications & media industries. Used in more than 80 countries, Hansen provides customers with industry-specific software solutions and expertise to grow their profits, enable commercial agility and provide exceptional customer experiences



~14.5% Revenue  
CAGR since 2008



**10+ Years** Consistently low  
churn rates with  
average customer  
tenure greater  
than 10 years

**80+**

Countries utilise Hansen products and services

**1600+**

Employees across 26 offices at 30 June 2025



Enabling customers to transform their business to support new communications, energy and utilities-based services



Providing Modular, Cloud-Based Products for the Cloud-Driven Evolution



Delivering Engaging, Omni-Channel Experiences

Hansen: Industry-specific technology. Powered by innovation and intelligence.

# SUSTAINABILITY AT THE CORE OF LONG-TERM VALUE CREATION

## FY25 Highlights



### Exceeded Emissions Reduction Target

Achieved a **40% reduction in Australian emissions** two years ahead of FY26 target; Australia certified carbon neutral for the fourth consecutive year



### Global Emissions Benchmarking

Established global Scope 1–3 GHG emissions baseline



### Customer-Focused Climate Innovation

Launched **AI-Optimised Trade Solution** and expanded **Community Solar** platform supporting customers' net-zero transitions



### Inclusive and Diverse Workforce

Maintained **strong female leadership** representation and delivered a new wellbeing & safety hub



### Strengthened Supplier Engagement

Rolled out **sustainability self-assessments to suppliers** enhancing transparency and supply chain resilience



### Climate Scenarios

Conducted **climate scenario analysis** with independent experts to assess climate risks and opportunities and support resilient strategic planning



### ASRS Readiness

Completed **IFRS/ASRS readiness assessment** and delivered largely AASB S2 compliant Sustainability Report to enhance disclosure quality and align with emerging standards



### Material Topics

**Refreshed materiality assessment** with global stakeholder engagement to ensure our strategy aligns with key ESG priorities

## Sustainability Recognition



Since FY21, Hansen's Australian operations have been certified carbon neutral by Climate Active. We have invested only in tangible wind power projects. Moving forward we will begin shifting our focus to a science-based emissions reduction pathway



In November 2024, Hansen was awarded the EcoVadis "Committed" badge, recognising our strong performance in sustainability and commitment to continuous ESG improvement.



In March 2025, MSCI upgraded Hansen's ESG rating to AA, recognising Hansen as a leader in managing ESG risks and opportunities.

# ADVANCING WITH AI – DRIVING OPERATIONAL EFFICIENCY

## AI – A core enabler of Hansen's technology roadmap

**Strategic AI Integration** across key platforms and product lines to enhance automation, analytics, and decision-making

**Productivity gains** realised through automation of repetitive tasks and intelligent workflow optimisation

**Headcount efficiencies** achieved without compromising delivery or customer experience

Enhanced **support scalability** across global operations

## Smarter Operations – AI in Action

AI-driven tools are transforming Hansen's core operational areas by accelerating speed, reducing manual effort, and improving quality:

- **Testing and QA Efficiency**  
Automated test generation and defect prediction are significantly reducing QA cycles and increasing release confidence helping to reduce costs significantly
- **Customer Support Resolution & Documentation**  
AI-powered knowledge retrieval and case triaging are shortening response times, enabling faster, more accurate support at scale reducing reliance on analysts
- **Data Migration & System Integration**  
Intelligent mapping and validation tools are streamlining complex migrations, lowering risk and reducing time-to-value for customers

## Outlook – Scaling AI Impact

Hansen is planning to build long-term advantage through deep AI integration

- **Deeper AI integration**  
Across development, testing, and product workflows to drive structural cost savings
- **Enhanced R&D efficiency**  
Automation supporting margin growth without proportional headcount increases
- **Investment in predictive analytics**  
AI-driven insights to create new revenue opportunities
- **Continued AI expansion**  
To improve service quality, scalability, and customer satisfaction
- **Strengthened customer engagement**  
Leveraging AI to deliver personalised experiences and proactive support
- **Sustained competitive advantage**  
AI is helping position Hansen for sustained competitive advantage and long-term value creation

# M&A

Andrew Hansen – Global CEO & Managing Director

# M&A

Hansen continues to actively manage its M&A pipeline and is well placed to execute on strategic opportunities with strong operational and financial bandwidth

## Targeted Industry Criteria

### Energy & Utilities:

- Targeting entry into high-growth markets or scale/product expansion in existing jurisdictions (e.g. CIS, MDM, energy trade, market messaging, etc.)

### Communications & Media:

- Pursuing solutions aligned with global standards (e.g. TM Forum) that enhance scale and complement Hansen's global product platform (e.g. CC&B, catalog, provisioning, etc.)

### Third Industry Vertical:

- Exploring new verticals that demonstrate strong strategic alignment and offer opportunities to leverage Hansen's commercial and technical capabilities – particularly in financial services, healthcare, and education
- A focused analysis of the insurance sector reveals a high degree of alignment with Hansen's core strengths, indicating strong potential for growth and impact

## Company-Specific Criteria



Focus on providing mission critical, enterprise software



Clear ownership of intellectual property (IP)



Opportunities for technology leverage or transfer



Predictable and recurring revenues and cash flows



Long-term tier 1 and 2 customer relationships



Leverage our commercial & technical delivery expertise

# DIGITALK

## DEAL STRUCTURE & OVERVIEW

### About Digitalk

**Founded:** 1996, UK-headquartered, c.60 employees

**Business:** Provider of cloud-based Mobile Virtual Network Operator (MVNO) and carrier-grade interconnect platforms for the global communications industry

**Core Products:** Digitalk's flagship offering is a full-stack MVNO-in-a-box platform comprising Billing, Customer Relationship Management (CRM), Online Charging System (OCS), Provisioning, and Interactive Voice Response (IVR), that enables Communication Service Providers (CSPs) to launch, operate, scale, and monetise MVNO and sub-brand services rapidly and efficiently

**Customer Base:** c.150 operators/service providers in 30+ countries; Vodafone is a key client

**Previous Ownership:** 100% founder-owned

**Financials (FY25 Unaudited):** Revenue of approximately £10.5m (over 90% recurring) and Cash EBITDA of £3.3m

### Deal Structure

**Purchase Price:** £33.1m (~A\$66.4m) Enterprise Value

**Acquisition Multiple:** Approximately 10x Enterprise Value to Cash EBITDA

**Funding:** Combination of Cash and Debt.

**Ownership Post-Deal:** Digitalk becomes a wholly owned subsidiary under Hansen Technologies Limited

**Completion:** Subject to regulatory approvals and other closing conditions.

### Why Digitalk?

**Financial Impact:** Immediately accretive to adjusted EPS, supported by recurring SaaS revenue and strong profitability

**Blue chip customer base:** Digitalk is a top tier provider of MVNO solutions, with deep integrations and longstanding partnerships with global CSPs.

**Clear Path to Value Creation:** Strong pipeline for new business, and rapid integration potential

**Cross-Sell & Upsell:** Opportunity to expand offerings across both customer bases

Highly complementary technology and culture, enabling smooth integration. Supports Hansen's strategy to be a global leader in communications and media software, with best-in-class solutions and a broader addressable market.

# DIGITALK - STRATEGIC RATIONALE

## Clear Adjacency to C&M Strategy

- Aligns well with Hansen's existing CPQ, Catalogue and Provisioning Software
- Extends our best-of-breed business support positioning

## Expands Recurring Revenue Mix

- Adds high-quality, cloud-native SaaS revenue streams
- Diversifies beyond existing core product suite

## Accelerates Digital Brand Enablement

- Mobile Virtual Network Enabler as-a-Service reduces CSP time-to-market
- Supports Tier-1 sub-brands and non-telco entrants

## Highly Complementary Technology

- Digitalk's core MVNO and interconnect products are complementary to Hansen's Communications Suite
- Combines Hansen Catalog/CPQ/OM with Digitalk products

## Unlocks Cross-Sell & Go-to-Market Synergies

- Sell Digitalk Mobile Cloud into Hansen CSP base
- Upsell Hansen commercial layer into Digitalk customers

## Aligned with Hansen M&A Filters

- Mission-critical software, recurring revenue
- Long term customers and strong IP
- Technology leverage into Communications & Media portfolio

Digitalk isn't just a great business on its own; it's a force multiplier for Hansen. This deal helps accelerate our growth, strengthens our technology leadership, and positions us to capture even more value in the evolving communications landscape.

# OUTLOOK

Andrew Hansen – Global CEO & Managing Director

# OUTLOOK

Our confidence in achieving our mid-term organic growth targets is grounded in three things:

Visibility	Execution	Opportunity
<b>Recurring revenue engine</b> Support and Maintenance spread evenly over contracts term = stable, predictable cash flows	<b>Proven playbook</b> Deepening relationships and accelerating cloud migrations to expand platform adoption	<b>Sector tailwinds</b> Decarbonisation, smart-grid rollouts, and digital transformation across utilities and telco
<b>Low churn &amp; 3-to-5-year renewals</b> Underpins multi-year visibility and resilience through cycles	<b>On-time delivery → BAU</b> Projects convert to Support & Maintenance, growing the annuity base	<b>Cloud &amp; SaaS adoption</b> Lifting recurring revenue and long-term stickiness
<b>Installed-base expansion</b> Recent wins flow into annuity lines across FY26 and beyond	<b>Operational discipline</b> Margin focus, strong balance sheet, and disciplined cost management	<b>AI multiplier</b> Lowers costs via automation; accelerates product enhancement and facilitates data-driven cross/upsell

We're not just positioned to participate; we're positioned to lead. Every renewal, every upgrade, every new deployment reinforces the durability of our growth engine.

We have the capacity to capture these opportunities while maintaining margin discipline

That's why we are confident in delivering 5 to 7% organic growth and sustaining an underlying EBITDA margin of at least 30% over the medium term

# CUSTOMER MOMENTUM

Several New wins, upgrades & extensions across key markets since July 1, 2025:

*Why it matters: these wins convert to annuity as projects move to BAU, growing recurring revenue.*

## Jul 29 – MultiChoice Group (Africa)

- 3-year extension & Hansen CCB upgrade
- Multiple agreements under one master contract
- Supports complex, multi-country billing & regulatory needs

## Aug 25 – Charlotte County Utilities (USA)

- Upgraded to Hansen CIS SaaS
- Extends 20-year partnership
- Enhances scalability, security & CX for 70,000+ customers

## Sep 15 – Loiste (Finland)

- Drives multi-market trading & asset optimisation
- Simplifies settlement, calculations & reporting
- Boosts Loiste's efficiency and market position in Finland

## Aug 7 – City of New Bern (USA)

- First North American deployment of Hansen MDM
- Integrated with Hansen CIS for electricity & water
- Enables smarter use of smart-meter data

## Aug 28 – Global Satellite Communications Leader

- Multi-year renewal & expansion
- Extends Catalog, CPQ & Order Management
- Drives operational efficiency & agility for next-gen services

## Sep 23 – Elkraft (Sweden)

- Enables real-time decisions, compliance & engagement with Hansen Trade
- Boosts competitive edge in Sweden's energy market

## Aug 11 –North American Fiber Provider (USA)

- Cloud-native upgrades to Hansen Catalog & CPQ
- Improves agility, reduces TCO, accelerates order processing

## Aug 30 –Nordic Satellite TV & Streaming Company

- Extended multi-year agreement
- Strengthens billing & engagement capabilities
- Supports advanced streaming growth

## Looking Ahead

- Robust Global Pipeline especially in EMEA & Americas.
- Beginning to embed AI across Hansen Suite to automate, cut costs, and speed up time-to-value

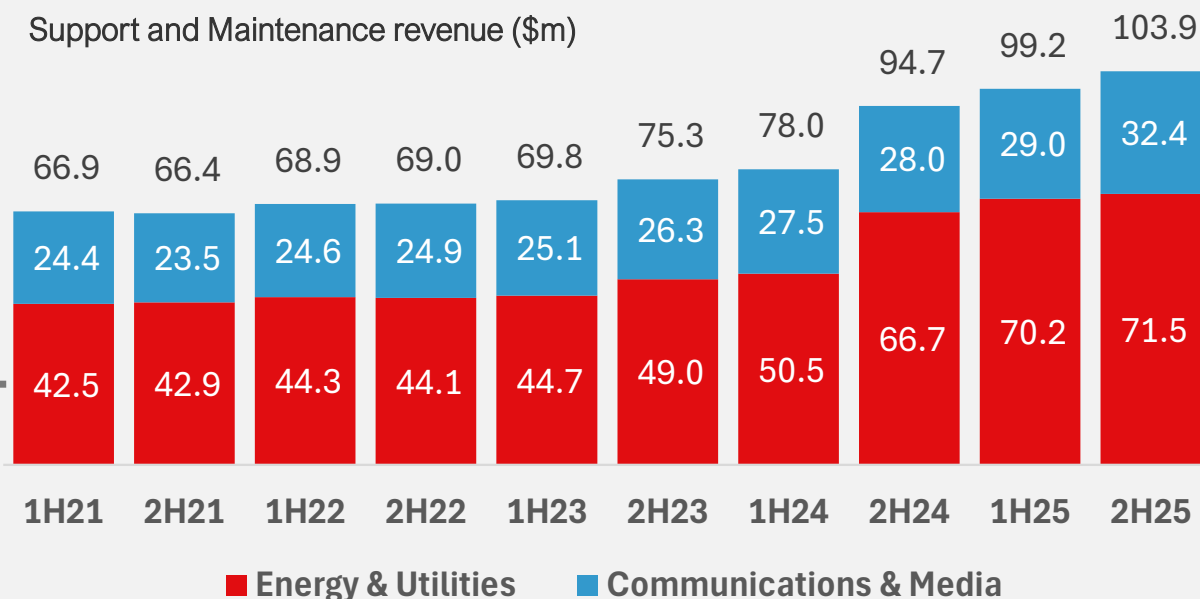
*Global Reach. Deeper Partnerships. Accelerated Growth.*

# SUPPORT & MAINTENANCE

## THE CORNERSTONE OF PREDICTABILITY AND MARGIN DISCIPLINE

Support and Maintenance revenue is recognised evenly over the contracted term, which gives us consistent visibility and cushions volatility.

Support and Maintenance revenue (\$m)



The durability of the Support and Maintenance revenue lines comes from two structural features.



### Renewal cycles

Contract renewal cycles typically sit in the three-to-five-year range, which locks in multi-year revenue visibility.



### Low churn

Customer churn remains very low, reflecting the mission-critical nature of our software and the depth of our relationships.

Together, these factors underpin the stability of the Support and Maintenance revenue lines.

FY25 Support and Maintenance revenue:

- Up 11% CAGR since FY21 (ex PC up 6%)
- Up 18% on FY24 (ex PC 7%)

# FORMAL BUSINESS

Shareholder Resolutions

# CONSIDERATION OF ACCOUNTS AND REPORTS

To table the financial report of the Company and its controlled entities and the related reports of the Directors and Auditors for the year ended 30 June 2025 and to provide members with the opportunity to raise any issues or ask any questions generally of the Directors.

Shareholders may ask questions and make comments on the operations and management with regards to the Reports.

Shareholders may also ask the representatives of the Company's Auditor (RSM Australia Partners) questions about the content and conduct of the audit.

# RESOLUTION 1: ADOPTION OF DIRECTORS' REMUNERATION REPORT

For personal use only

In accordance with the requirements of the Corporations Act, adopt the Remuneration Report for the year ended 30 June 2025 as it appears in the Directors' Report within the Annual Report 2025.

Proxy Votes received

FOR	OPEN <sup>1</sup>	AGAINST	ABSTAIN
115,732,392	631,459	468,508	63,109
99.06%	0.54%	0.40%	

Note: 1.  
Open votes in favour of the Chairman will be voted in favour of the resolution

# RESOLUTION 2: RE-ELECTION OF MS LISA PENDLEBURY

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That Ms Lisa Pendlebury, a Director retiring in accordance with the Company’s Constitution and being eligible and having signified her candidature for Office, be and is hereby re-elected a Director of the Company.

Proxy Votes received

FOR	OPEN <sup>1</sup>	AGAINST	ABSTAIN
113,684,004	508,649	3,603,562	19,791
96.51%	0.43%	3.06%	

Note: 1.  
Open votes in favour of the Chairman will be voted in favour of the resolution

# RESOLUTION 3: GRANT OF PERFORMANCE RIGHTS TO MANAGING DIRECTOR MR ANDREW HANSEN FOR FINANCIAL YEAR ENDING 30 JUNE 2026

For personal use only

That for the purposes of Listing Rule 10.14 and for all other purposes, Shareholders approve the grant of 113,419 Performance Rights to Mr Andrew Hansen under the Hansen Technologies Limited Incentive Performance Rights Plan on the terms and conditions set out in the Explanatory Notes.

Proxy Votes received

FOR	OPEN <sup>1</sup>	AGAINST	ABSTAIN
116,443,378	491,459	433,687	144,096
99.21%	0.42%	0.37%	

Note: 1.  
Open votes in favour of the Chairman will be voted in favour of the resolution

