

# 1stAvailable December Quarter Report

## *Business Momentum Continues in Q2 FY16*

### HIGHLIGHTS

- Group Monthly Recurring Revenue (**MRR**) exceeds \$150k in Q2 FY16, representing \$1.8m of recurring revenue on an annualised basis excluding variable revenue
- Group MRR growth was 13% in Q2, despite being a seasonally weak period ahead of the festive season
- Corporate & Government MRR increased 16% and Private Practice MRR increased 11% quarter on quarter ("Group MRR" is these combined)
- Group appointment books grew 30% quarter on quarter; from 5,550 in Q1 FY16 to 7,219 in Q2 FY16 driven by strategic partnerships with leading healthcare providers
- Business momentum continued with 68 new customers added in Q2 FY16, up from 55 additional new customers added in Q1 FY16, and bringing the total number of clients to 733
- Total number of online appointments made maintain +40% year over year growth for 3 consecutive quarters
- Sustainable improvement in average monthly cash burn of 25% over the quarter (excluding financing cash flows)

1st Available Limited (ASX: **1ST**) ('The **Company**', '**1stAvailable**', or '**1ST**'), Australia's premier healthcare and corporate online search and appointment booking service, is pleased to provide its quarterly report for the quarter ended 31<sup>st</sup> December 2015.

### CORPORATE AND STRATEGIC INITIATIVES

During the quarter, 1stAvailable took the opportunity to strengthen its cash position and successfully raised \$1.2m (before costs). The capital raising was achieved via a private placement with a sophisticated investor, at \$0.12 per share, a premium to the last previously traded share price, with an issuance of 10 million new shares. In addition, the Company established a Shareholder Purchase Plan (**SPP**) that enabled existing shareholders to subscribe for shares up to \$600,000 at \$0.12 per share which closes on 22<sup>nd</sup> January 2016. New capital raised from both the private placement and SPP will be used to strengthen 1stAvailable's cash position and bolster existing working capital as the Company continues to grow its business across both the Private Practice and Corporate & Government segments.

1stAvailable is also pleased to report the integration of the three acquired businesses has been completed and ahead of management expectations. GObookings, Clinic Connect and DocAppointments were acquired by 1ST following the Company's listing on the ASX on 9 June 2015. During the quarter we completed the consolidation of all three back office functions and transitioned their platforms to the Amazon Web Services (AWS) hosting; resulting in enterprise grade compliance, a scalable business model and further cost savings.

Consistent with the Company's stated growth strategy, expanding advertising sales is a key focus for the Company. Initial advertising initiatives are performing in-line with expectations with additional scale available as a result of the stronger than expected booking volume growth in the Private Practice business. Furthermore, planned product development should provide additional monetisation opportunities in both Private Practice and Corporate & Government.

1stAvailable acquired a suite of new products through the acquisition of Clinic Connect, DocAppointments and GObookings that have now been rebranded and prepared for release to the market. These will complement the existing solution and ecosystem and be further enhanced by future developed products and services. These new products focus on providing additional services that patients and healthcare providers desire while providing additional revenue opportunities for 1stAvailable. Importantly, some of these new apps can be sold to customers independent of the online appointments booking products and to customers where a competing online appointment solution might already be in place.

These new products provide an upsell and cross-sell opportunity for 1stAvailable to generate additional revenue from existing and new customers. The Company will promote the following suite of new products commencing in Q3 FY16; a “Self-Checkin” app that enables patients (whether they have booked online or not) to check themselves in when arriving at a practice rather than having to wait in a queue at busy practices, a Self Checkin Kiosk app and physical stand, and an app that captures new patient health details when making their first appointment with a practice that integrates directly with the Practice Management Software patient records.

**OPERATIONAL**

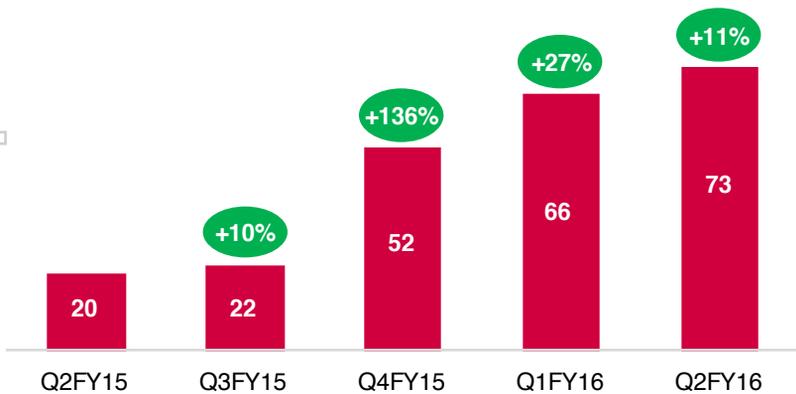
Due to the seasonal nature of the business, the December and January months have traditionally reflected a quieter sales period across existing markets, impacting Q2/Q3 results. However, Q2 FY16 was a continued period of growth for 1stAvailable with **Group MRR growth** of 13% delivered. 1stAvailable secured a number of blue chip clients in the quarter, which demonstrates the confidence that leading organisations have in the Company’s platform and capabilities.

Group MRR exceeds \$150k, representing \$1.8m of recurring revenue on an annualised basis. This excludes variable revenues such as transaction, setup, connection and development fees.

**SEGMENT AND KEY PERFORMANCE INDICATORS**

**Private Practice Segment Performance**

Private Practice MRR and MRR Growth  
\$'000s



The Private Practice business has experienced continued MRR growth of 11% in Q2 FY16. The second quarter of the financial year is traditionally a slower sales period due to the December/January holiday period and the resulting slower rate of growth for the quarter was in-line with seasonal trends.

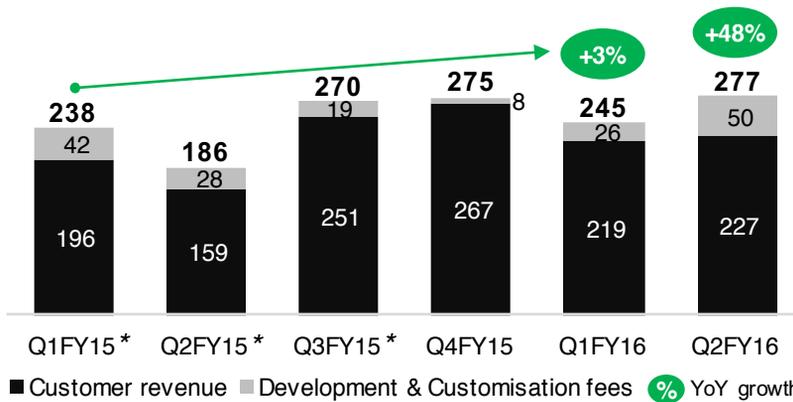
During the six months ended 31 December 2015 (H1 FY16) Private Practice MRR has grown strongly, up 40% compared to the 30 June 2015 MRR; to a total MRR of \$73k.

The majority of Private Practices run their businesses with Practice Management Software (PMS) systems and the Company's integration with these systems is a key competitive differentiator for 1stAvailable and is a barrier to entry for 1ST's competitors. The Company added 5 new PMS integrations bringing the total to 22, thereby increasing the breadth and depth of practices compatible with 1stAvailable's platform. The Company signed a number of partnerships with leading blue-chip healthcare providers over the quarter; a further validation of 1ST's business model and strategy. These relationships have the potential to develop further across multiple parts of our partners' businesses resulting in increased MRR, practices and bookings.

### Corporate and Government Segment Performance (unaudited)

#### Customer Revenue and Development and Customisation Fees

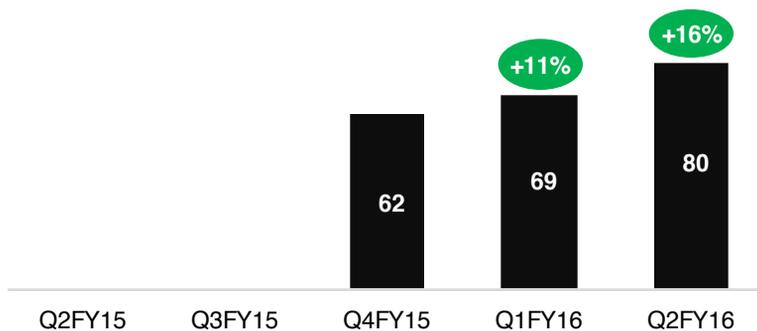
\$'000s



\* It should be noted that the prior period comparison is based on figures provided by GObookings – excluding its sales to Clinic Connect – for a period when it was not owned nor controlled by 1stAvailable. These numbers have not been audited, nor independently verified.

#### Corporate and Government MRR and MRR Growth\*

\$'000s



\* Corporate & Government MRR presented from the quarter of acquisition (Q4 FY15) of the GObookings platform, historical information not available

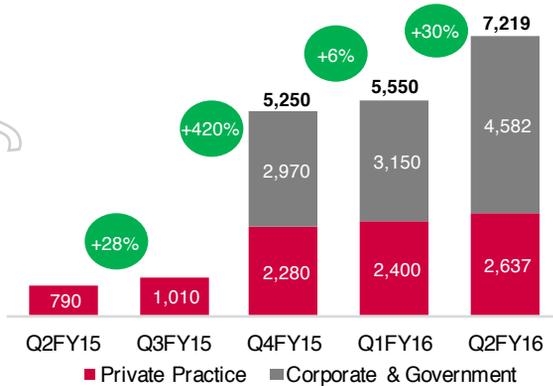
In Q2 FY16, the Company has seen accelerated growth in its Corporate & Government solution across both healthcare and non-healthcare sectors. MRR growth increased to 16% in Q2 FY16, up from 11% in Q1 FY16. Continued strong performance in the Pharmacy and Government verticals was encouraging in the quarter and will provide additional upsell and cross-sell opportunities in 2H FY16.

During the six months ended 31 December 2015 (H1 FY16) Corporate & Government MRR increased 29% compared to the 30 June 2015 MRR; to a total MRR of \$80k.

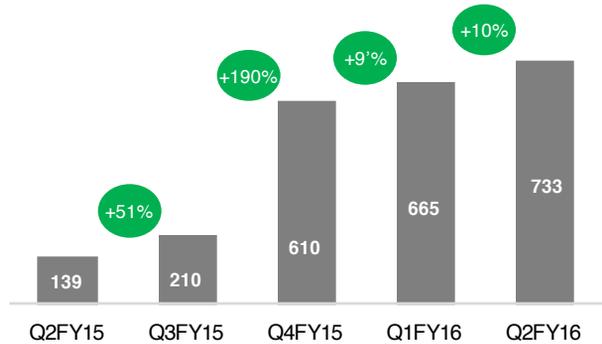
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## 4 Other Key KPIs

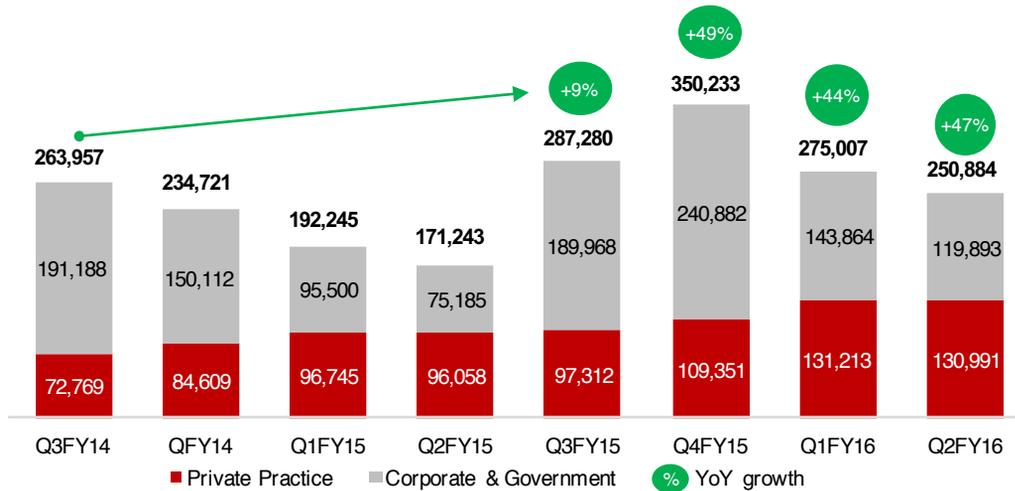
### Total Number of Appointment Books



### Total Customers



### Total Number of Online Appointments Made\*



\* Online appointments statistics are presented on a quarterly basis compared to the prior year corresponding quarter due to underlying seasonal trends e.g flu season in the Corporate & Government segment and lower available bookings in Q2 in Private Practice due to the holiday period. Online appointment comparatives prior to Q4FY15 include booking volumes of 1ST, GObookings, DocAppointments and Clinic Connect in order to present online appointment volumes on a like for like basis

## CASH FLOW

The Company ended the quarter with a cash balance of approximately \$2.0 million. Quarterly cash outflow before financing cash flows totalled \$1.1 m. This represents an average monthly cash burn rate of \$367k during Q2 which was an improvement quarter on quarter of 25% due to higher customer receipts, the partial benefit of operational efficiency measures and the absence of further acquisition related payments. The Company did not receive the R&D offset refund in the quarter as expected and the \$405k was received in January 2016.

The Company expects that the full impact of operational efficiencies as well as higher seasonal revenues will help reduce cash burn from their Q2 FY16 levels going forward. Cash burn in Q3 is expected to be lower.

## OUTLOOK

As previously indicated, the seasonal slow-down is expected to continue from Q2 to Q3, however, management are confident of achieving continued business growth for the remainder of FY16.

The Company continues to deliver on its strategy to expand across Australia in the online Private Practice and Corporate & Government sectors, which we consider are underpenetrated and fast-growing. Our new customer agreements validate 1stAvailable's superior online product offering and technology platform and are expected to drive continued business momentum.

- ENDS -

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## About 1st Available Limited - [www.1stavailable.com.au](http://www.1stavailable.com.au)

1stAvailable provides a convenient, easy to use, online search and appointment booking service in Australia for the healthcare, corporate and government markets. In addition to our Software-as-a-Service (SaaS) solutions, 1stAvailable.com.au is a portal and suite of mobile apps specifically designed to service the healthcare industry that enables patients to book their appointments with their preferred healthcare provider through 1stAvailable's service online, 24 hours a day, 7 days a week from any internet-connected device such as a smartphone, tablet or personal computer. Through our healthcare solutions, we enable early intervention, support continuity of care and encourage good patient choices. We are passionate about improving patient care, healthcare practice and doctor productivity.

## APPENDIX 1: SEGMENT AND KPI DEFINITION

**Private Practice business:** the result of the integration of 1ST, Clinic Connect and DocAppointments operations. “Private Practice” is the term used to describe the operations of a local GP, dentist, physiotherapist, specialist, naturopath or other healthcare practitioner practice. There are approximately 323,000 potential practitioners (or 140,000 practices) that form the addressable market for this segment in Australia.

For the Private Practice business, the key performance metric is **Monthly Recurring Revenue** (‘MRR’) as at the end of the quarter. MRR is the recurring revenue contracted to be received from the Private Practice product subscriptions and fixed monthly commitments. It represents the fixed monthly fees and excludes all variable revenues, such as one-off fees and advertising fees.

**Corporate & Government business:** the former GObookings operations. The 1stAvailable Corporate & Government business includes providing appointment booking solutions in healthcare sectors such as hospitals, pharmacies, government agencies, major Australian companies and non-healthcare based business such as universities, local authorities, banks etc. The majority of the Corporate & Government business involves healthcare related bookings (flu shots, cancer screenings etc), however, the core technology is also adopted and applied outside the healthcare market, servicing a broad range of sophisticated online appointment booking needs.

### Corporate & Government segment revenue definition

The Corporate & Government segment has the following revenue types:

Revenue Type	Description
<i>Customer revenue is inclusive of subscription and variable fees</i>	
Subscription fees	Measured by Monthly Recurring Revenue (MRR): Monthly fixed fees for licensing & hosting of the GObookings Software as a Service (SaaS) product platform
Variable fees	Fees for additional appointment books required by clients, SMS fees for customer notifications and setup and training fees. Variable fees are seasonal in nature due to a number of factors, including flu season and client requirements (which vary quarter to quarter)
Development and customisation fees	Fees for the customisation of the platform to clients’ requirements usually billed on a Time & Materials basis or a fixed price. Revenues can fluctuate based on the timing and level of requirements for both new and existing client projects