13 May 2025

ActiveOps plc

("ActiveOps", the "Company" or the "Group")

Customer Expansion Momentum

Continued execution of the ActiveOps Land & Expand strategy delivers ARR growth

ActiveOps plc (AIM: AOM), a leading provider of Decision Intelligence software for service operations, is pleased to announce a strong expansion performance in the first months of FY26, with an additional c. £1m in SaaS ARR and c. £1.5m in training and implementation services contracted by six existing customers across the Group's three regions, EMEIA, APAC and North America. The sales were a mix of WorkiQ, CaseWorkiQ and ControliQ cross-sells, as well as expansion of existing product usage.

With these customers having an average tenure of seven years using ActiveOps' products, the contracts underline the expansion potential across ActiveOps' established customer base.

In addition to this demonstration of commitment to the ActiveOps platform for decision intelligence from existing customers, the business has added a further three new customers since the start of FY26, continuing the momentum from the previous year and providing the platform for future growth.

This strong start to the current financial year underpins confidence in an FY26 performance in line with the Board's expectations.

Richard Jeffery, Executive Chair of ActiveOps, commented *"One of the key characteristics of our software is its ability to quickly deliver real monetary value to its users, meaning that we have always enjoyed strong expansion sales within customers once they are up and running on our solutions. That has been particularly evident in recent months, with the enhancements to our offerings, including the addition of powerful AI-based tools, combining with the growing regulatory and economic pressures our customers are experiencing, to create an increase in order flow. We continue to see considerable further expansion opportunity within our extensive, blue-chip customer base which, with an increased win rate and speed of deployment, we are well placed to convert."*

For more information, please contact:

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About ActiveOps

ActiveOps is a Software as a Service business, dedicated to helping organisations create more value from their service operations. ActiveOps' Decision Intelligence software solutions are specifically designed to support leaders with the vast number of decisions they make daily in running their operations. Our customers make better decisions and consume less time and effort making them. The outcomes are significantly improved, with turnaround times and double-digit improvements in productivity. Customers can leverage the capacity created to invest in transformation and development, and more efficiently utilise resources.

The Company's AI-powered SaaS solutions are underpinned by 15+ years of operational data and the AOM methodology which is proven to enhance cross departmental decision-making.

The Company has approximately 190 employees, serving a global base of enterprise customers from offices in the UK, Ireland, USA, Canada, Australia, India, and South Africa. The Group's customers are predominantly in the banking, insurance, healthcare administration and business process outsourcing (BPO) sectors.

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