



IR INVESTOR DAY– ‘BEYOND OBSERVABILITY’ SESSION MATERIALS

Sydney, 24 March 2026 – Integrated Research Limited Company, IR) (ASX: IRI), a leading global provider of observability for business-critical IT ecosystems, is today hosting an Investor Day for investors, analysts and brokers, from 3:00pm to 5:00pm (AEDT) at The Establishment, 252 George Street, Sydney.

Investors can access materials presented during the session via IR's [InvestorHub](#).

A recording of the session will also be made available after the event.

By Authority of the Board.

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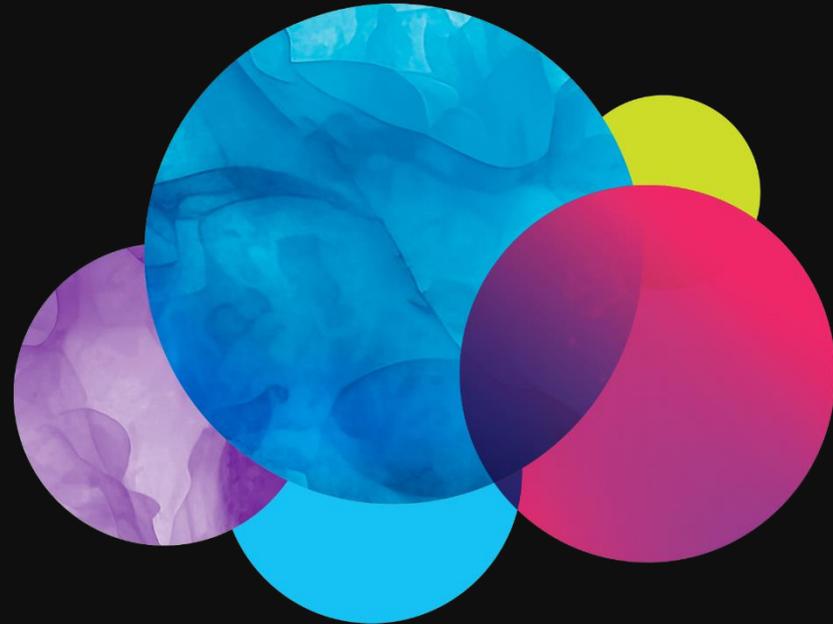
About IR

At IR, we power elite business performance. Trusted by the world's largest organizations for more than 30 years, our market-leading observability solutions are powered by Prognosis – the real-time intelligence platform built for multi-vendor infrastructure, UC&CX and payments environments. To find out more, visit www.ir.com or our [InvestorHub](#).

BEYOND OBSERVABILITY

**POWERING ENTERPRISE
INTELLIGENCE IN THE AI ERA**

IR Investor Session
26th March 2026



Disclaimer



SUMMARY INFORMATION

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FINANCIAL INFORMATION

All dollar values are in Australian Dollars (A\$) unless stated otherwise. All financial information is presented in respect of the half year ended 31 December 2025 unless stated otherwise. The presentation contains certain non-IFRS financial measures that IRI believes is relevant and appropriate to understanding its business. The presentation uses proforma subscription revenue, which is used consistently without bias year on year for comparability and to present a clear view of underlying results. The basis of preparation and a reconciliation to statutory results is provided in the appendix to this presentation. A number of figures, amounts and percentages in the presentation are subject to the effect of rounding.

FORWARD LOOKING STATEMENTS

The presentation contains certain “forward-looking statements”. The words “anticipate”, “believe”, “expect”, “project”, “forecast”, “estimate”, “likely”, “intend”, “should”, “could”, “may”, “target”, “plan” and other similar expressions are intended to identify forward-looking statements. Indications of, and guidance on, future earnings and financial position and performance are also forward-looking statements. While due care and attention has been used in the preparation of forward-looking statements, they are not guarantees of future performance and involve known and unknown risks, uncertainties, assumptions and other factors, some of which are beyond the control of IRI, that may cause actual results, conduct, performance or achievements to differ materially from those expressed or implied in such statements. There can be no assurance that the actual outcomes will not differ materially from these statements. You are cautioned not to place undue reliance on forward-looking statements, particularly in light of the current economic climate and the significant volatility, uncertainty and disruption caused by the outbreak of COVID-19. Neither IRI nor any other person gives any representation, warranty, assurance or guarantee that the occurrence of the events expressed or implied in any forward-looking statements in the presentation will actually occur. All forward looking statements in the presentation reflect views only as at the date of this presentation. Except as required by applicable law or the ASX Listing Rules, IRI disclaims any obligation or undertaking to publicly update any forward-looking statements, whether as a result of new information or future events or otherwise.

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BEYOND OBSERVABILITY: **SESSION AGENDA**



THE OBSERVABILITY OPPORTUNITY: HOW IR WILL DRIVE TOMMORROW'S ENTERPRISE PERFORMANCE

Elie Shuggi, Chief Product Officer



INSIDE PROGNOSIS: IR'S CORE INTELLIGENCE PLATFORM

Michael Tomkins, Chief Technology Officer

IR CLIENT PANEL: PROGNOSIS & THE FUTURE OF OBSERVABILITY

BREAK



WHAT'S NEXT: INNOVATING TO WIN IN THE AI ERA

Ian Lowe, CEO and Managing Director

DRINKS



HOW IR WILL DRIVE TOMMORROW'S BUSINESS PERFORMANCE

Elie Shuggi, Chief Product Officer



IR IS **NOT A GENERIC ANALYTICS PLATFORM**



IR IS AN **OBSERVABILITY LEADER** WITH **EXPERTISE** BUILT ON DECADES OF EXPERIENCE DEEPLY EMBEDDED INTO **CRITICAL** **PAYMENTS & COMMUNICATIONS INFRASTRUCTURE**

35+

years of expertise

600M+

transactions
managed daily

~100

partners globally

Trusted by

**Fortune
500**

companies

20M+

UC&C Endpoints
Managed

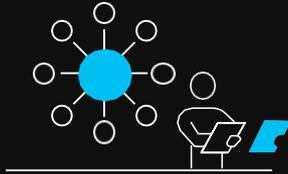
Global footprint

clients in 48 countries



AI-ENABLED **INTELLIGENCE**, POWERED BY CORE TECHNOLOGY PROGNOSIS

Our Observability solutions deliver business critical intelligence, on demand across x3 product lines



Collaborate

UC and CC

- Unified Communications
- Contact Center
- Collaboration



Transact

Financial services

- Cards
- High Value Payments
- Real-Time Payments



Infrastructure

NonStop environments

- NonStop Hewlett Packard Enterprises (HPE)

Powered by Prognosis



AUTO
PILOT
ON



AUTO
PILOT
ON

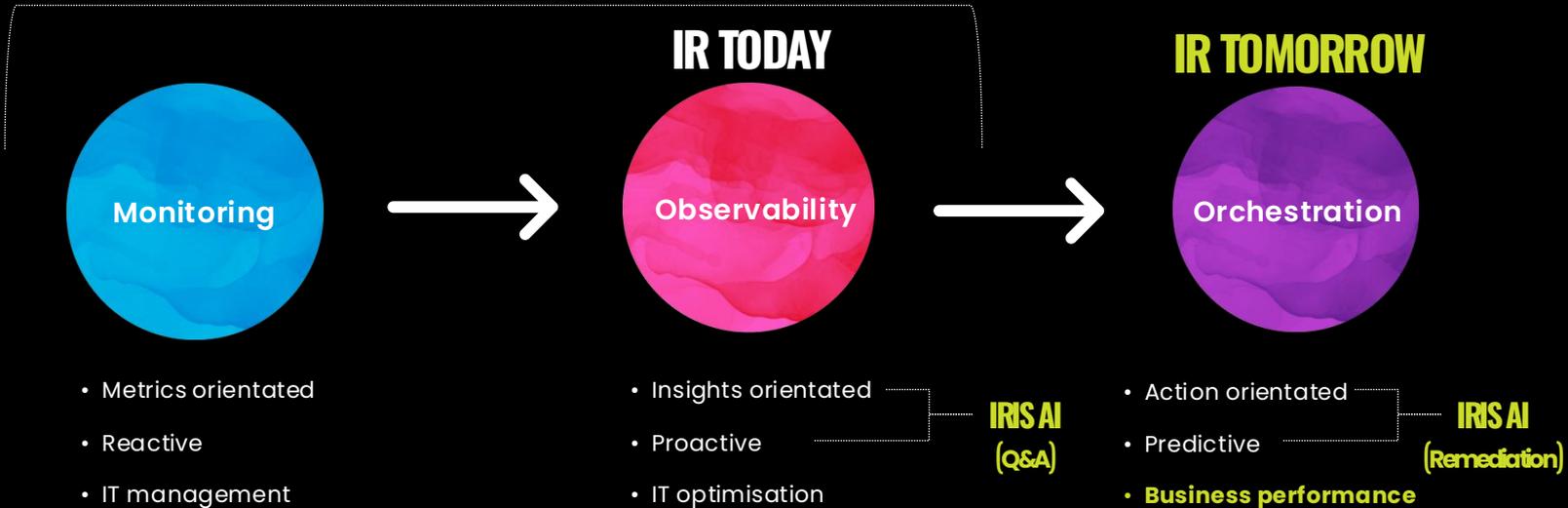


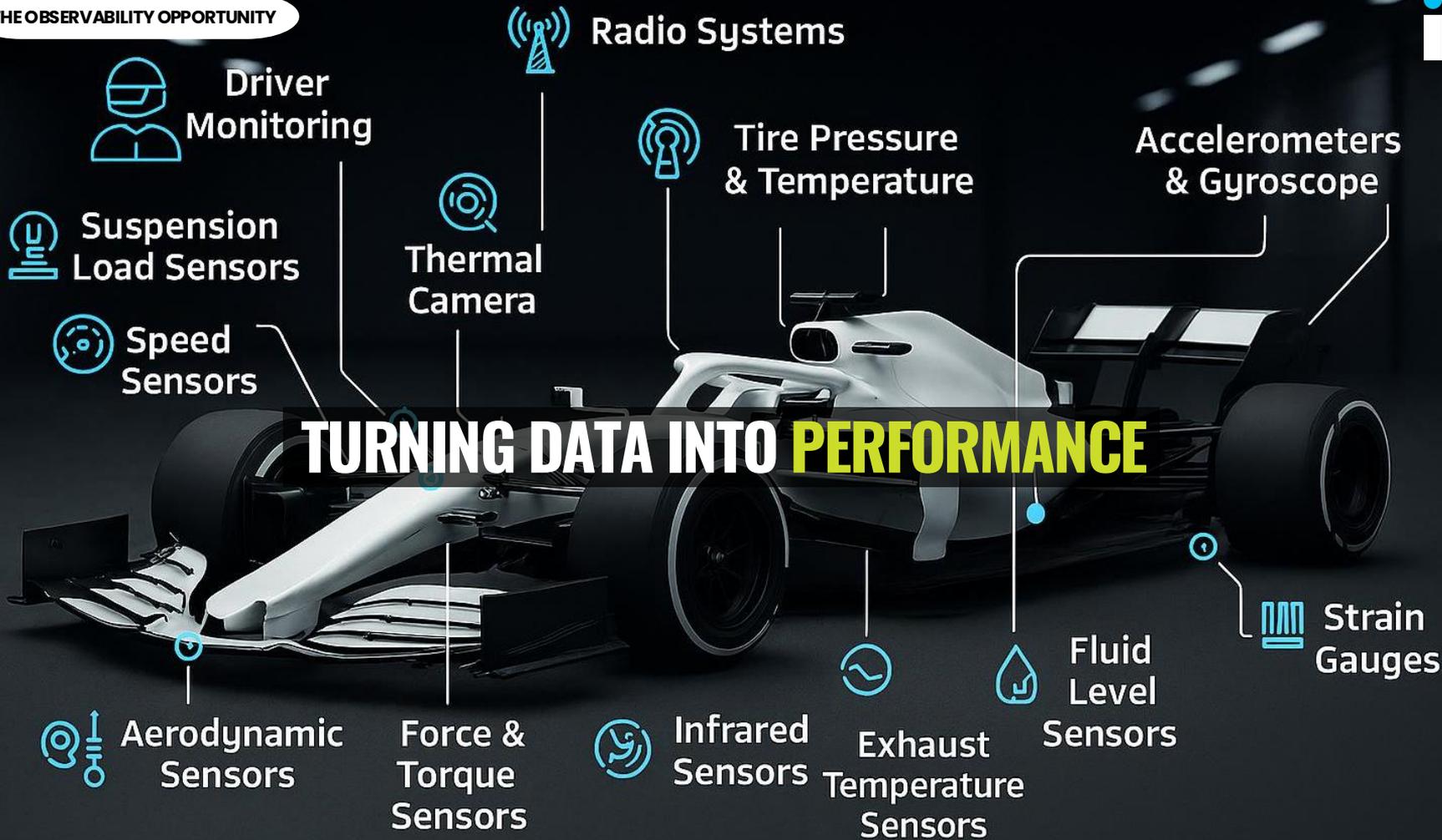
**YOU CAN ONLY TRUST WHAT YOU CAN OBSERVE:
OBSERVABILITY INTELLIGENCE IS THE TRUST LAYER
OF THE AI ERA**



IR IS MOVING **BEYOND** IT, EXTENDING OBSERVABILITY INTO **BUSINESS PERFORMANCE**

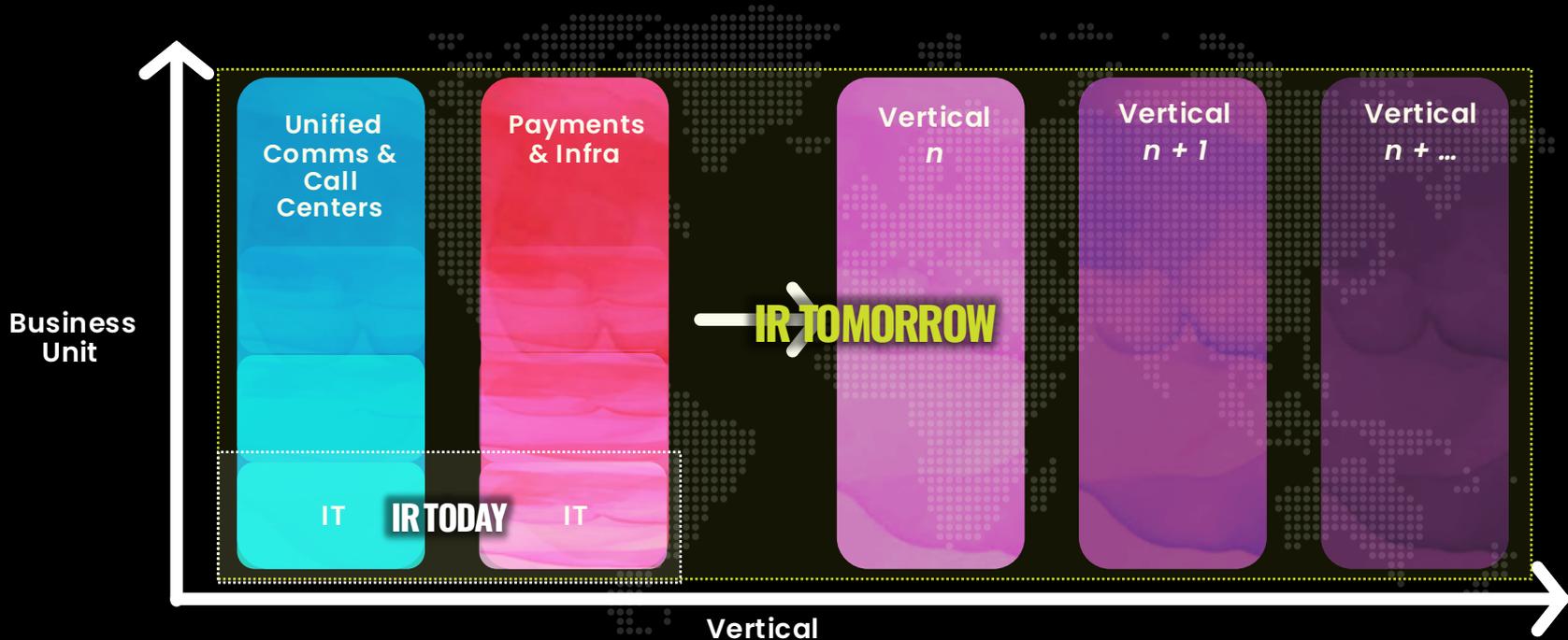
Typical Enterprise IT today



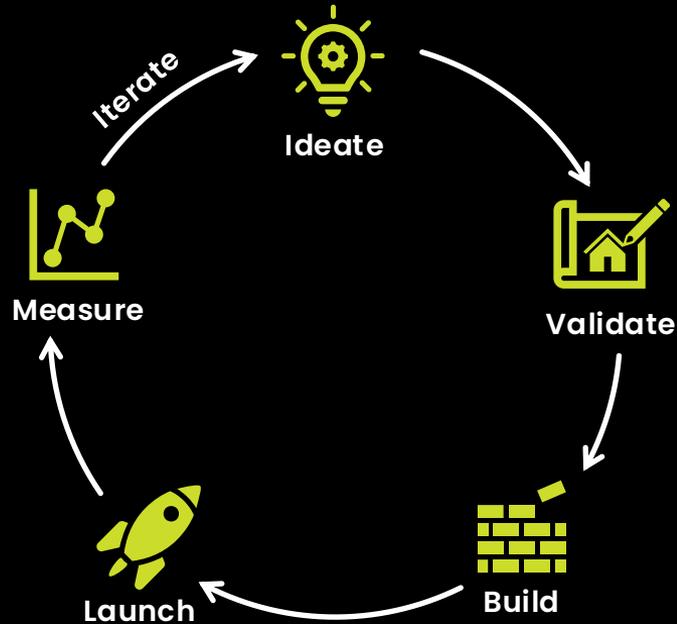




WE ARE LEVERAGING OUR EXPERTISE TO EXPAND OUR USER BASE AND MULTIPLY OUR ADDRESSABLE MARKET



WE ARE **BUILDING** OUR PRODUCT DEVELOPMENT **MUSCLE** AND MOVING AT SPEED



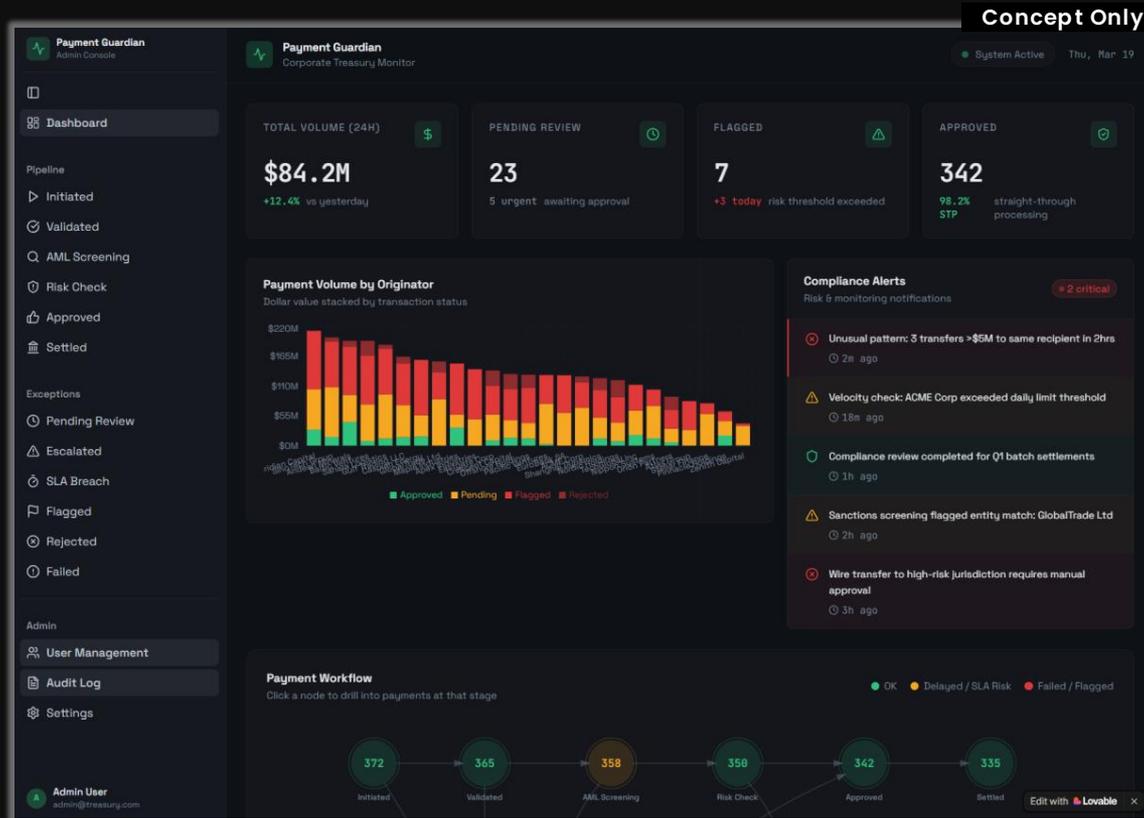


LEVERAGING OUR EXPERTISE TO DEVELOP NEW PRODUCT CONCEPTS

A major bank shared their need for better end-to-end transparency around payment workflows.

We've demonstrated a technical solution to this problem.

We're now exploring if we can turn this into a new product for Payment Operations teams that increases straight-through processing (STP).





EXPLORING NEW USER GROUPS – BEYOND IT

During Black Friday, a major bank needed to share real-time payment data with their Merchants.

This bank saw an opportunity to offer merchants valuable insights and remove internal bottlenecks.

We are now exploring the idea of a cloud product that allows banks to share contextual and actionable payment insights with their merchants.





HAPPENING NOW

OUR RECENT **INTEGRATION** WITH SERVICENOW WAS THE
CATALYST BEHIND A RECENT **5-YEAR USD\$2M WIN.**

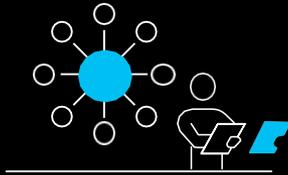


INSIDE PROGNOSIS: IR'S CORE INTELLIGENCE PLATFORM

Michael Tomkins, Chief Technology Officer

AI-ENABLED INTELLIGENCE, POWERED BY CORE TECHNOLOGY PROGNOSIS

Our Observability solutions deliver business critical intelligence, on demand across x3 product lines



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- Unified Communications
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Transact

Financial services

- Cards
- High Value Payments
- Real-Time Payments



Infrastructure

NonStop environments

- NonStop Hewlett Packard Enterprises (HPE)

Powered by Prognosis



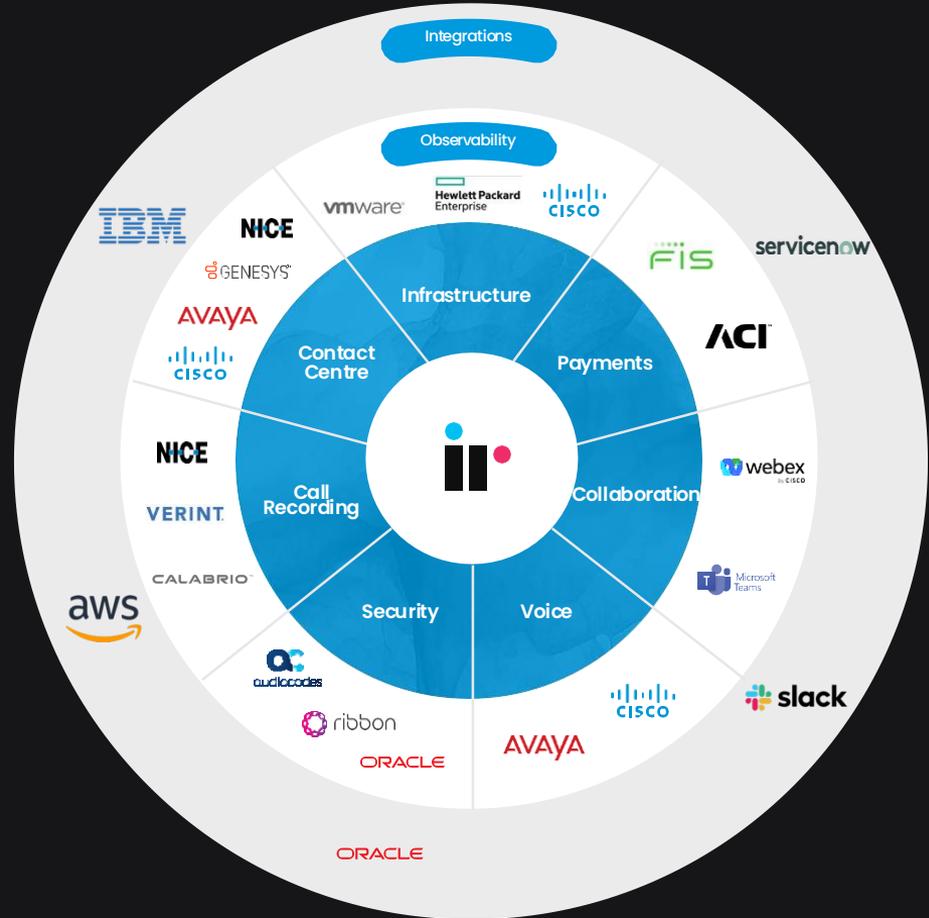
CONNECTED AND DEEPLY INTEGRATED IN COMPLEX CLIENT ECOSYSTEMS

AI-first

Interoperable

Accelerated Remediation

Predictive Risk Detection



SCENARIO: HIGH VALUE PAYMENT STALLED MID-TRANSACTION

The Environment

- **Large financial institution**
- Complex, multi-layered infrastructure, disparate systems and architectures
- Multiple payment networks to monitor globally



The Scenario

A VIP payment initiated through the bank's origination system stalls mid-flight.

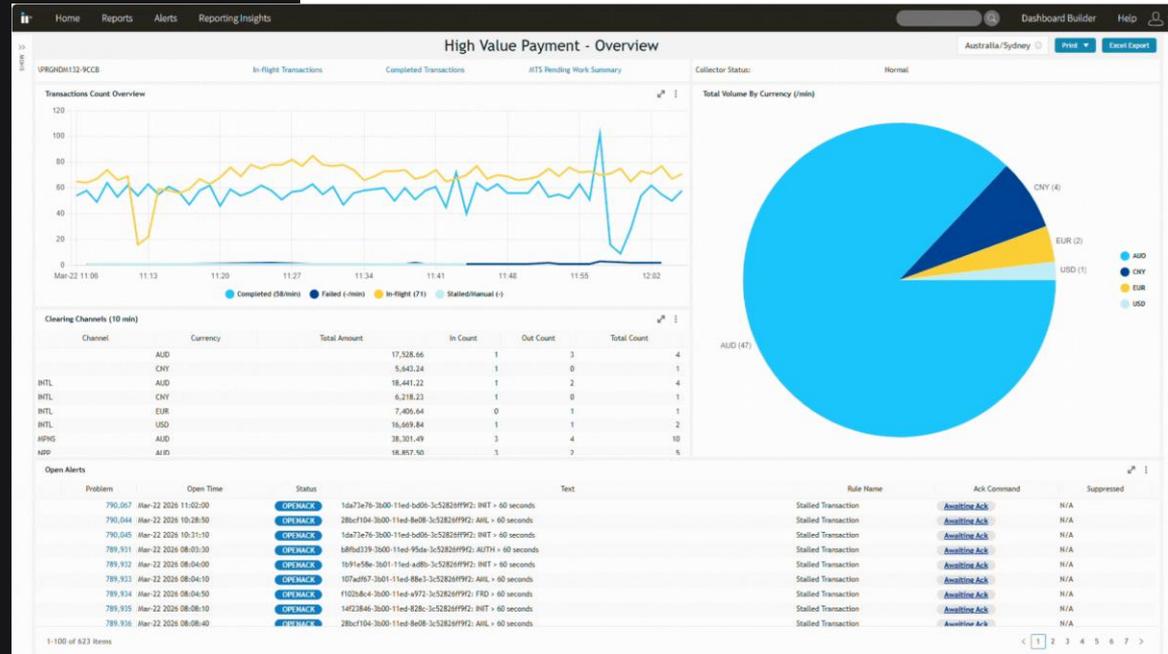
The operations teams need to pinpoint where in the chain the breakdown occurred or whether it will breach a critical SLA before they can intervene.

SOLUTION: VIP PAYMENTS, TRACED IN SECONDS

The Solution

Prognosis generates an alert that surfaces the stalled payment in real time.

The user can drill down, tracing its **exact position across every stage of the transaction lifecycle** to identify the point of failure, act before the SLA is breached, and resolve the issue without manual investigation across disconnected systems.





SCENARIO:

CARD PAYMENTS DROP DURING PEAK TRADING

The Environment

- **High-volume retail** card payments environment
- Millions of transactions processed per day across physical stores, petrol stations, and other merchant partners
- 24/7 operational requirement and zero tolerance for downtime

The Scenario

During a peak trading period, transaction volumes on the payment switch begin to drop and error rates climb.

The Operations teams need to pinpoint which system or component is the source of the degradation and minimize impact to customers.

MEET IRIS

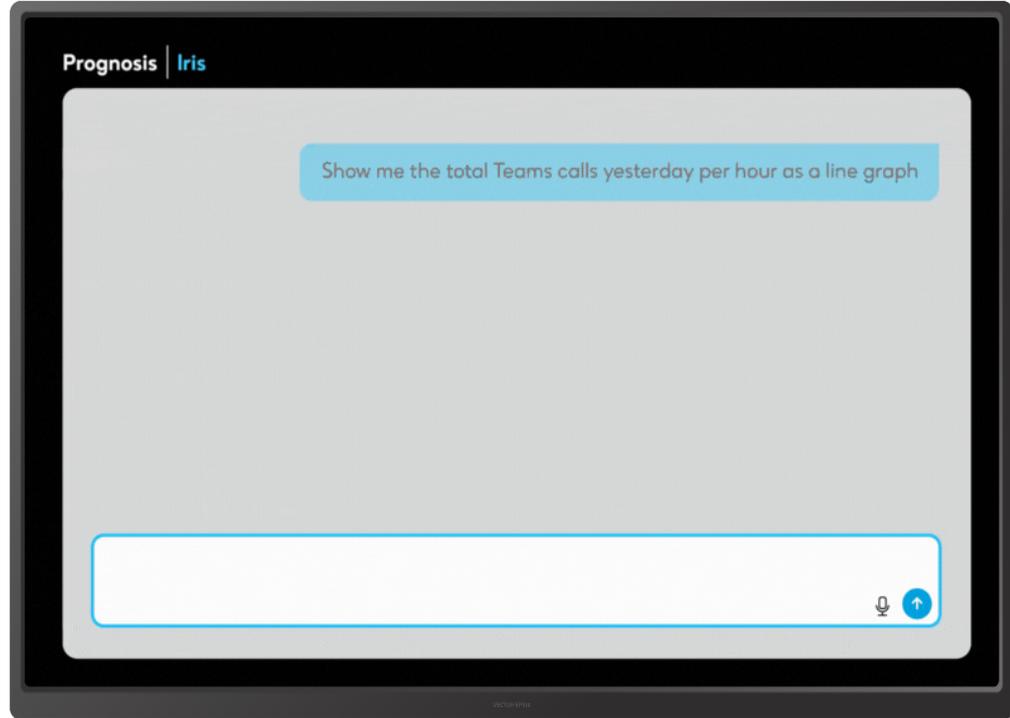
Your AI-Powered Prognosis Assistant

Unlike generic
AI assistants, Iris is built
for observability.

Natural language

Chat-style interface

Industry leading subject
matter expertise



SCENARIO:

EMERGENCY RESPONSE CALLS FAIL

The Environment

- **Large government agency**
- Complex Cisco based communication infrastructure
- Supporting critical public-facing services such as emergency response and citizen inquiries



The Scenario

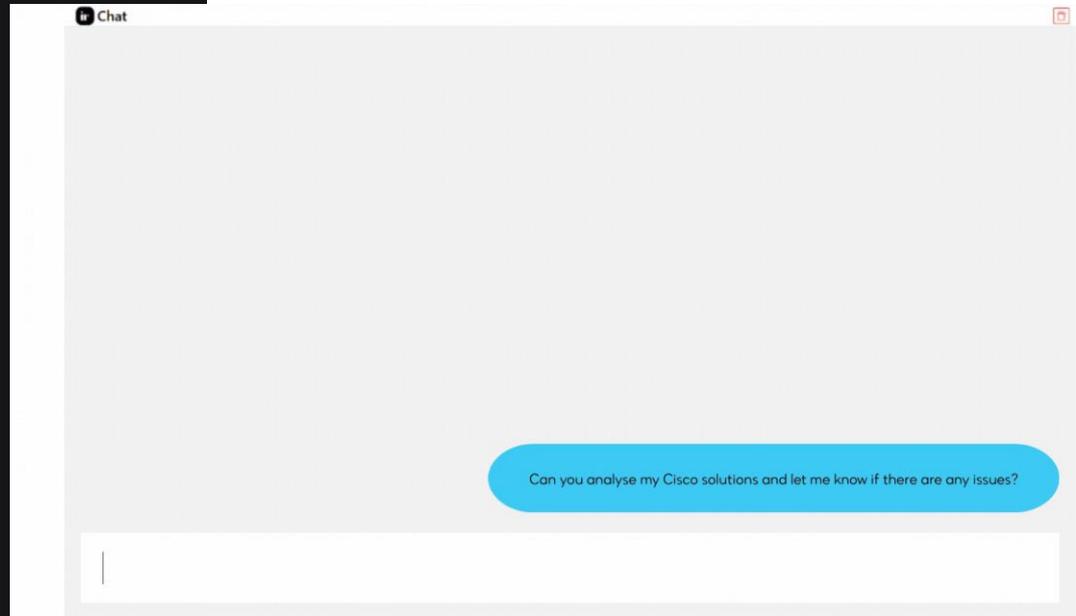
During an emergency response event, a degradation in the UC&C environment begins silently affecting call quality and connectivity across field teams and coordination centres.

Response times and interdepartmental coordination are impacted. A fast resolution is critical.

SOLUTION: ROOT CAUSE SURFACED IN REAL-TIME

The Solution

Prognosis detects a degradation. The IT team leverage Iris, our Prognosis assistant, to quickly identify critical issues within the environment. and prioritize resolution. Iris analyses the data, provides a list of recommended actions and provides a priority-based action list, giving operations teams the real-time insight needed to restore communication fast and keep critical coordination running.





CLIENT PANEL: INSIDE PROGNOSIS AND THE FUTURE OF OBSERVABILITY



Ryan Brunette

Senior Manager,
Voice Infrastructure
Conduent



Kevin Norris

Voice & Collaboration
Manager,
MSK



Steve Lu

CTO,
LANcom



Gemma Garkut

Head of
Communications,
IR

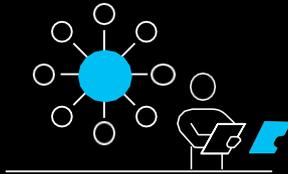


INNOVATING TO WIN IN THE AI ERA

Ian Lowe, CEO and Managing Director

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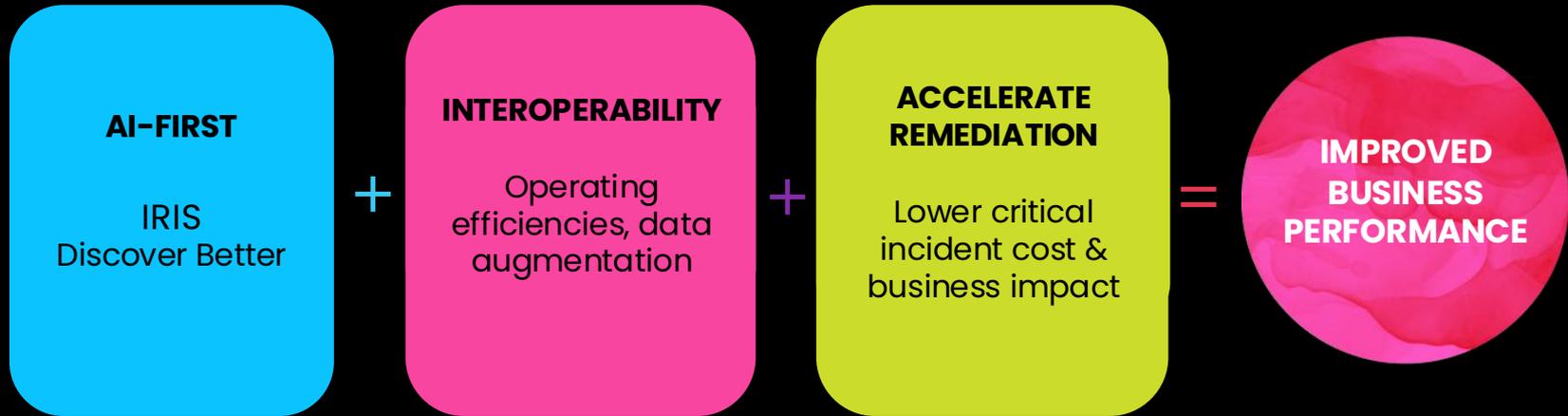
NonStop environments

- NonStop Hewlett Packard Enterprises (HPE)

Powered by Prognosis

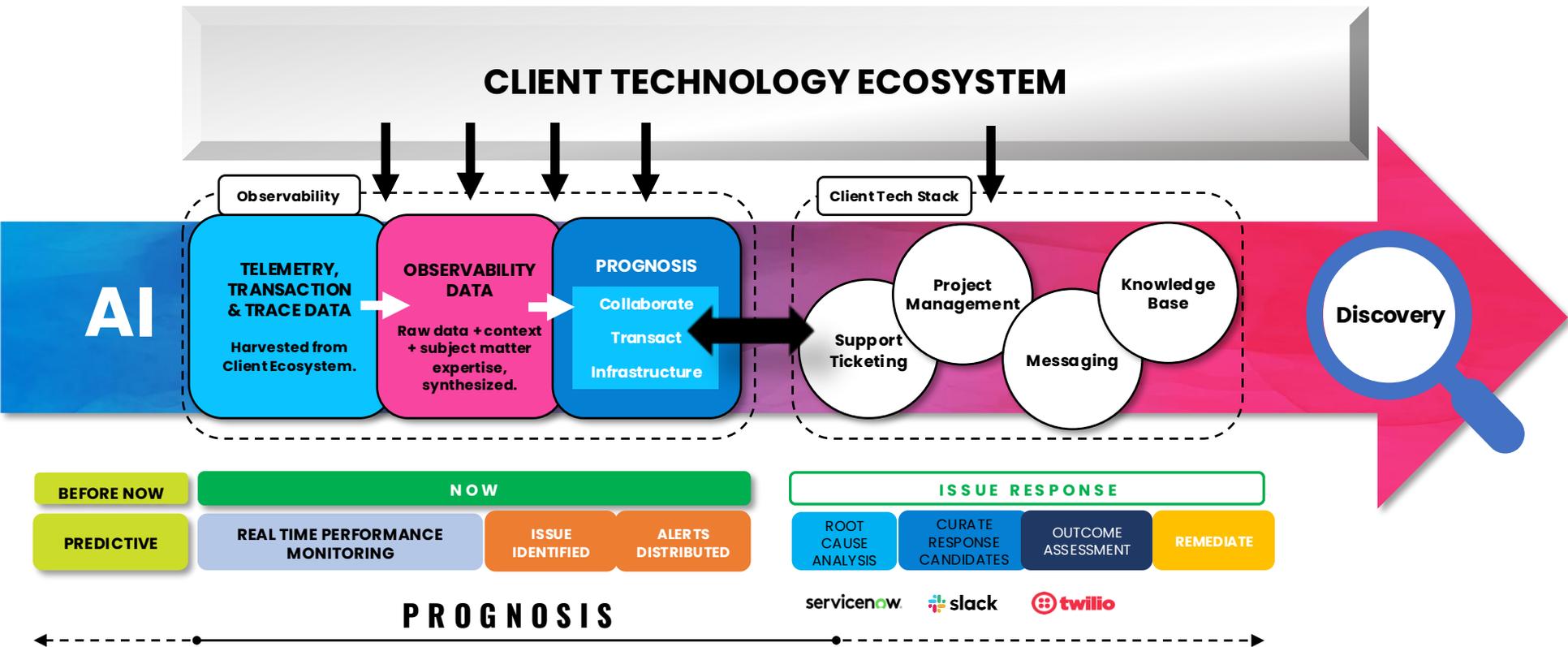


PRODUCT LED GROWTH: INNOVATION FRAMEWORK





AI-POWERED OBSERVABILITY



AI-POWERED OBSERVABILITY – EVOLUTION



Iris On Demand
Natural Language query tool

Iris Always On
24x7 Agentic

One to many
Expanding the Iris user base

Advanced AI Discovery
Layering other data sources

Remediation Automation
Step by step remediation playbooks evolving to semi-automation, full automation.

AI Observability Infrastructure
AI Model selection

CAPABILITY

AI-powered natural language queries, curates granular Prognosis data – charts, tables, 200+ languages.

Agentic interrogation of data harvested via Prognosis, Observability specific LLMs.

Expose Iris to new users: **internal users** (beyond IT function, employees) & **external users** (client’s customers).

Layer in additional data sources, create new insights, enrich discovery.

Step by step remediation playbooks evolving to semi-automation, full automation.

Catalogue of AI models tuned to specific use cases & BYO LLM.

BENEFITS

- Democratises Prognosis
- Deeper insights surfaced on demand
- Faster, more effective discovery

- Proactive AI powered discovery
- Proactive insights relating to known issues, contributing factors

- Empower new stakeholder groups
- Decentralise support, reporting

- Correlates multiple data sources, unlocks new insights/value inc **predictive**
- Informs, streamlines remediation

- AI generated step by step playbooks responding to specific remediation objectives

- Proactive AI powered discovery and data analysis
- Proactive insights relating to known issues, contributing factors

AI FIRST

AI FIRST

AI FIRST

AI FIRST

AI FIRST

REMEDATION

REMEDATION

INTEROPERABILITY

REMEDATION

INTEROPERABILITY

REMEDATION

REMEDATION

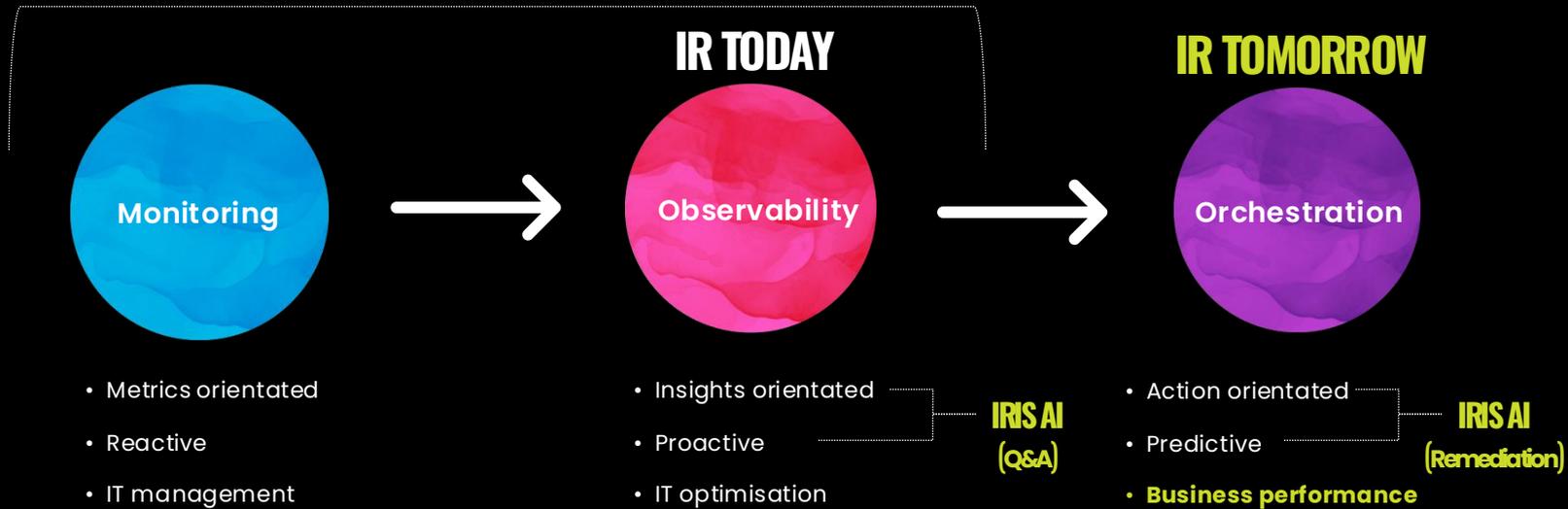
INTEROPERABILITY

REMEDATION



IR IS MOVING **BEYOND** IT, EXTENDING OBSERVABILITY INTO **BUSINESS PERFORMANCE**

Typical Enterprise IT today



FROM OBSERVABILITY TO BUSINESS PERFORMANCE

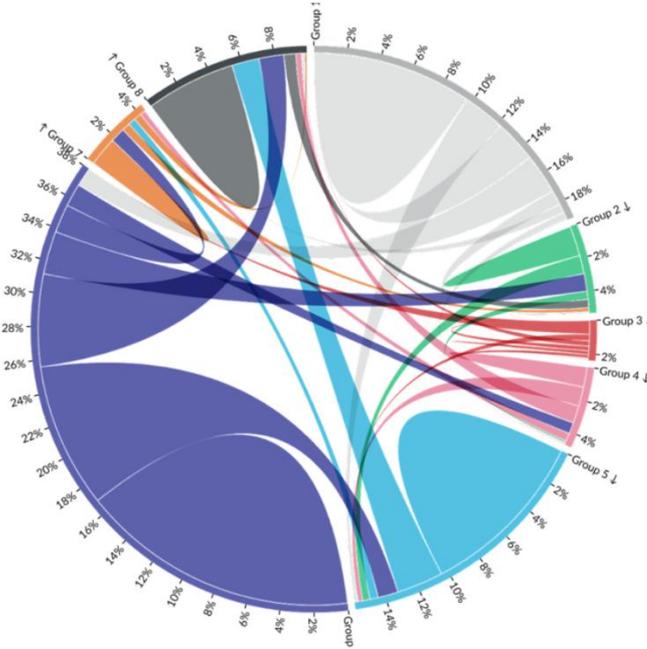


OBSERVABILITY METRIC

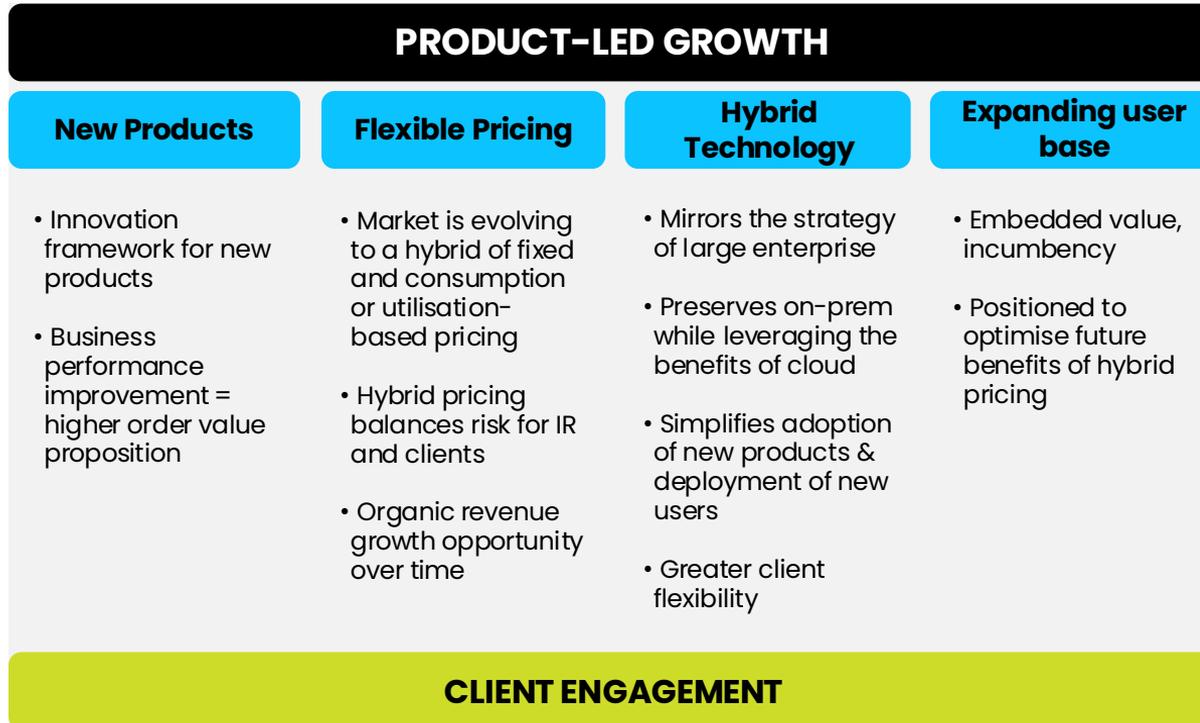
- Call quality (MOS score)

BUSINESS PERFORMANCE METRIC

- Organisational communication analysis by business unit, territory...



STRATEGIC PILLARS FOR PRODUCT-LED GROWTH





TRUSTED BY THE WORLD'S LEADING GLOBAL ENTERPRISES

Tech | Telco



Leading telco companies

BFSI



Leading USA banks

Health | Gov | Edu



Fortune 500 companies

Retail | Industrial



Leading large enterprises

IN SUMMARY

- Product-led growth is driven by **product innovation**
- IR is building new products via an innovation framework focused on **helping clients improve business performance**
- IR's AI product – **Iris** – is foundational: non-technical experience, expands addressable market
- The evolution of IR's embedded AI creates:
 - new products, targeting new clients and client expansion
 - an on-ramp for hybrid pricing
 - opportunity to expand the Prognosis user base
 - organic revenue growth potential
 - a higher order value proposition



THANK YOU