



Nuuday enters into new agreement with Nexcom

Nuuday, the Danish telco company with leading brands among others YouSee, Telmore and TDC Erhverv will continue to use Nexcom's workflow automation platform, eTray, after the split of TDC Group.

This communication contains inside information regulated by the European market abuse regulation, (MAR).

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"We are pleased that Nuuday has decided to use our product, eTray, as part of their continued digitalization process. We have a longstanding relationship, and look forward to continuing to create value by further supporting use of automation within customer support" says Nexcom's CEO, Rolf Adamson

Main points of the agreement

- The potential total value of the agreement is approx. DKK 4,6 Mill.
- The agreement runs for 2 years with an option to extend with an additional 2-year period.
- The agreement will take full effect from January 1st 2023
- The delivered product is Nexcom's workflow automation platform, eTray
- The agreement is included in current financial outlook
- The agreement will raise the annual ARR at Nexcom by more than 5%

eTray is a smart workflow automation platform for better customer service and stronger results. Using our intuitive workflow management and automation platform that purposely automates time-consuming routine task will create significant savings for our customers as well as an increase customer satisfaction.

Nuuday A/S, is the largest Danish based telecommunications company servicing the Danish market for mobile, internet and television products with leading brands among others YouSee, Telmore and TDC Erhverv.

Contact information:

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Nexcom is a Danish-based SaaS company with a compelling purpose of helping companies of all shapes and sizes deliver consistent, high-standard service experiences to their customers. We design and deliver big data-driven, AI-powered software platforms that enable companies to automate routine tasks, monitor agent and system performance, and become more time-efficient. We help improve productivity, gain more operational knowledge, make informed decisions, and ultimately deliver better service.

Nexcom: Better Customer Service, Less Effort