

Dragontail enhances capabilities of Algo System to include direct customer feedback option

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ASX Announcement

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Highlights

- Dragontail Systems enhances the capabilities of the Algo System to include an option for direct customer feedback
- Signs agreement with Howazit – a provider of end-to-end customer communication platforms
- Under the agreement Dragontail will integrate its Algo System with the Howazit customer feedback platform
- Combined offering means customers can provide immediate feedback allowing restaurants to quickly respond to areas of customer concern
- The Companies have also signed a mutual referral agreement and will market the expanded product offering to their respective customers

Dragontail Systems Limited (ASX: DTS, the “Company”) is pleased to announce that it has signed an agreement with Howazit, a provider of end-to-end customer communications platform, to integrate the Algo System with the Howazit platform.

Under the agreement, the Algo System and Howazit platform will be integrated to provide additional applications and capabilities for users of the Algo. The combined offering will provide an immediate feedback option for the restaurant operator meaning that each participant in the process from preparation to delivery can receive real time responses from patrons on their performance.

Importantly, the optimisation settings of the Algo System can be automatically adjusted based on the feedback to

ensure that it is focusing on the areas that are most important to customers, such as delivery times or food temperature, allowing the restaurant to rapidly respond and improve the overall customer experience.

The Companies have also signed a mutual referral agreement that provides another channel for Dragontail's Algo System to be directly marketed to customers without the need for the Company to spend on additional sales and marketing resources.

"The additional capabilities from the integration of the Howazit platform provides a compelling proposition for restaurants as it allows them to optimise the aspects of the kitchen process that patrons are telling them are the most important," said Dragontail's Managing Director, Ido Levanon.

Shimi Azaria, CEO for Howazit added, "We are seeing a great synergy by integrating the Howazit platform with Dragontail's Algo System. This collaboration will drive added value to our mutual customers as immediate actions can now be taken automatically to improve end consumers' satisfaction and experience significantly."

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About Dragontail Systems

Dragontail is revolutionising the Quick Service Restaurant (QSR) industry with its Algo System, which uses a sophisticated patented algorithm to optimise and manage the entire food preparation process from order to delivery. The Algo is the first system in the world to fully automate and streamline the kitchen flow to deliver

immediate and significant returns on investment to fast food and quick service restaurants. The Algo is setting a new standard for the global industry with a number of chains, such as Pizza Hut in North America and Israel, and a large Israeli burger chain already using the system.

About Howazit

Howazit's holistic, customer-centric and mobile-first approach has given birth to a smart and simple end-to-end customer communication platform. Howazit suite of products is available to use as a whole or as independent modules that allow businesses to communicate with customers to enhance not just customer satisfaction but loyalty, engagement and sales. Howazit products are available for seamless integration with the majority of business systems already in use worldwide (POS, PMS, CRM, RDS, HMS and more).