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Guide

GUIDE FOR STUDENTS

A simpler path to everyday outcomes.

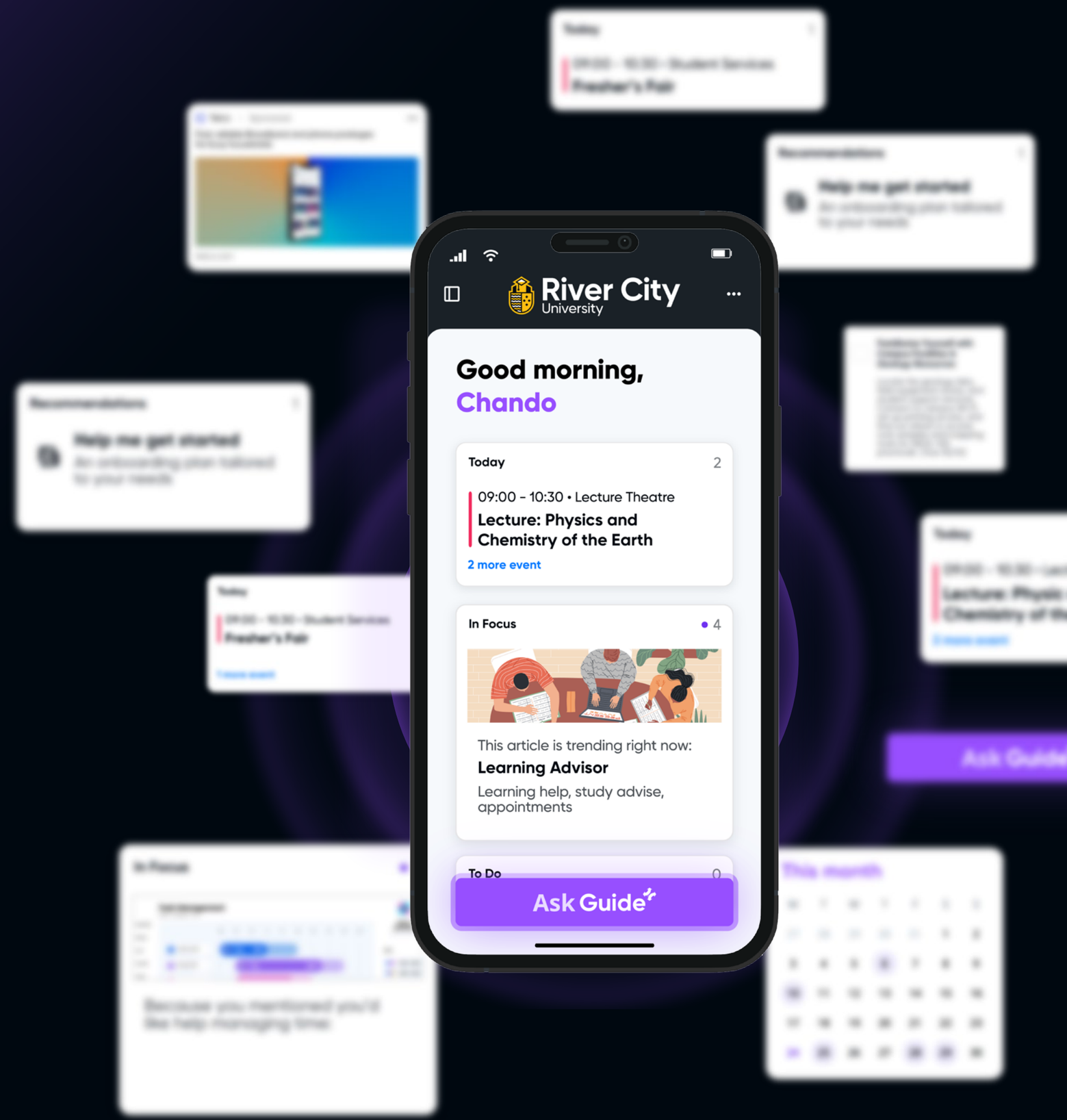
Supporting students and communities, every step of the way.

Simple. Fast. Connected. Developed for higher education institutions and local government, Guide puts enterprise intelligence directly into the hands of your communities.

Leveraging the agentic AI capabilities of TechnologyOne Plus, Guide enables students and residents to access essential services, find information, complete tasks and get support through simple, natural language conversations within one single interface.

More than a chatbot, Guide interprets intent, understands context and takes action, securely connecting to live enterprise data and systems in real time to complete tasks, not just answer questions.

Whether supporting university students or council residents, Guide delivers fast, personalised and seamless digital experiences, available anytime, on any device.



Designed for intelligence. Built for confidence.

Guide is not a surface-level AI tool layered onto existing systems. It is enterprise-grade, agentic intelligence built deep within your core environment – designed to deliver trusted, connected and secure experiences at scale.

Advanced agentic AI

More than a chatbot, Guide uses true agentic AI to interpret intent, anticipate needs and proactively guide actions, understanding users' needs and helping them take the right next step.

Deep ERP integration

Guide connects directly to the TechnologyOne ERP suite and other core systems allowing context-aware, personalised support based on each user's real situation – not generic responses.

A single source of truth

By connecting securely to institutional systems and council data, Guide creates a single, reliable knowledge layer for users. At the same time, organisations gain deeper insight into engagement, demand trends and community needs, enabling better decision-making and continuous improvement over time.

Built on Plus

By extending Plus beyond internal users, Guide allows organisations to unlock the full value of their enterprise systems while delivering clarity, trust and simplicity to the people they serve.

Security by design

Guide is built on TechnologyOne's security by design best practice principles, such as 'the human in the loop'. It is supported by the ISO 42001:2023 certification, the world's first global standard for Artificial Intelligent Management Systems.

New world. New expectations.

Today's digital environment has transformed what people expect from the organisations they interact with – whether that's their university or local council. Students and residents alike now expect digital experiences that are:

- **Instant and intuitive** – similar to the digital services they use every day.
- **Personalised to their situation** - guidance and support tailored to individual needs, circumstances and interactions.
- **Always available** – accessible 24/7, on any device, with no need to navigate multiple platforms or wait for business hours.
- **Action-oriented** – the ability to complete tasks end-to-end without manual intervention.

At its core, this means simplicity.

Services and support should be easy to find, fast to use and centred around the individual.

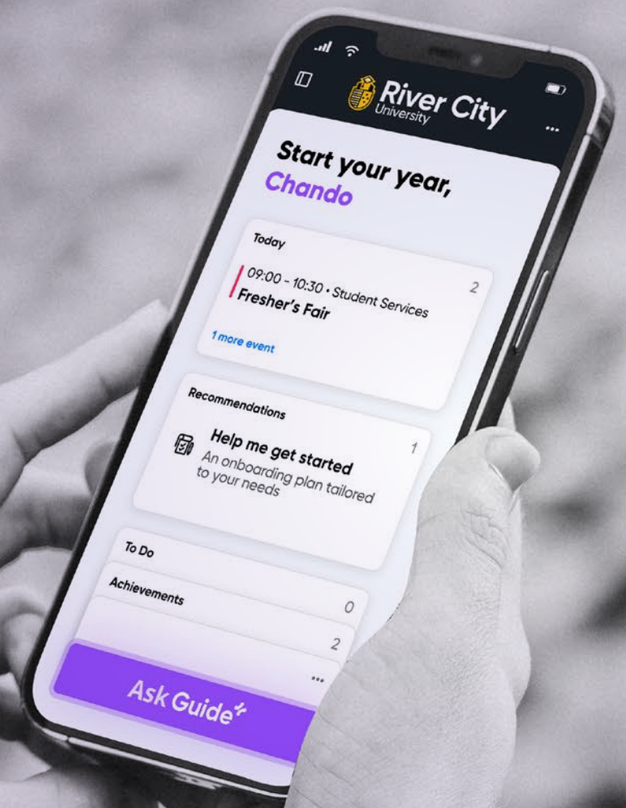
People want a single, intuitive place to access information, resolve issues and get things done quickly through self-service – without waiting, repeating themselves or navigating disconnected systems.

I have an assignment due tomorrow and i'm not going to make it

Steering your community through complexity

Guide is a conversational, agentic AI experience that acts as a trusted digital companion for students and residents. It listens, interprets intent and orchestrates actions across enterprise systems to deliver fast, accurate, and personalised support.

Whether it's a student seeking academic guidance or a resident interacting with council services, Guide transforms complex data and processes into clear, human-centred experiences, all through a single intuitive interface.



Guide also helps you to:

- Move from reactive to proactive service delivery
- Reduce administrative burden
- Improve satisfaction and trust
- Gain insight from interaction data
- Deliver more with less

Simpler services. Smarter support. Stronger communities.

Guide removes the friction of navigating multiple complex systems and processes.

Instead of portals, forms and fragmented experiences, users simply ask for what they need, and Guide takes care of the rest.

Guide delivers real value with:

A unified digital entry point

One conversational interface replaces dozens of static forms and portals — making services and support easier to discover and access.

Context-aware interactions

Guide understands individual context by securely connecting to live enterprise data and systems. Residents and students don't just get answers — they get personalised outcomes.

24/7 availability

Support doesn't stop when business hours end. Guide is always on, always accessible, and always responsive — improving satisfaction and reducing peak demand pressures.

Real-time task completion

Guide doesn't just provide information — it orchestrates action and completes task, securely and accurately.

Guide for students

Guide uses advanced agentic AI to provide simple, personalised support across the entire student journey, from enrolment through to graduation and beyond.

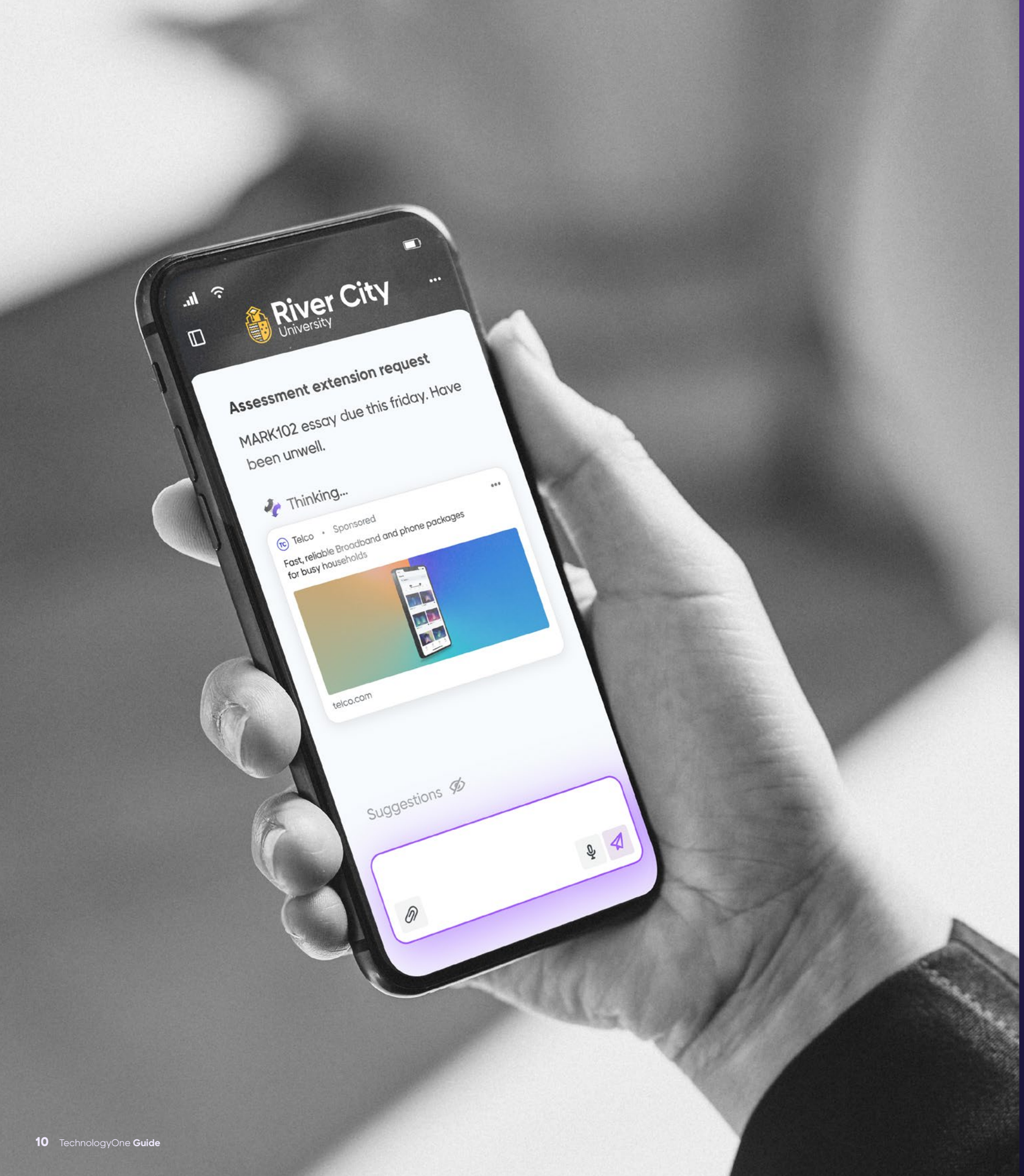
Students can ask Guide questions in plain language and receive tailored guidance across timetables, accommodation, scholarships, assessments and academic support.

Guide provides clear next steps, reminders and tailored to-do lists, supporting students in key moments like enrolment, assessments and results, while helping learners access academic and wellbeing support earlier, when it matters most.

The result is personalised, real-time support and greater clarity, confidence, and engagement for every student.

> **What we've seen so far has been really exciting, particularly the possibilities Guide could bring in terms of time savings and efficiencies. It's inevitable that AI will play a significant role in supporting students and the academic provision of universities, and we're keen to be part of that journey.**

Joanne Coward,
Academic Registrar at
University of Hertfordshire.



Personalised support. Measurable outcomes.

Guide is the only student experience using true agentic AI that's deeply integrated into an institution's ERP and core systems, enabling personalised student guidance, proactive support, and real outcomes, not just answers.

Guide *isn't a chatbot.*

Guide:

- Interprets student intent through natural language conversations
- Anticipates needs across academic, social, and wellbeing journeys
- Connects insights across ERP and student systems
- Guides students to the right actions at the right time
- Enables staff to focus on meaningful engagement

The outcomes are:

- Higher retention
- Improved student and staff satisfaction
- Earlier intervention
- Reduced administrative load
- Stronger lifelong student relationships

Guide helps higher education institutions deliver the personalised, proactive support students expect – while building stronger engagement, better outcomes, and a foundation for long-term success.

One connected student experience

From fragmented systems to one seamless experience

Guide brings together:

- Academic information
- Enrolments and timetables
- Assessments and results
- Fees and administration
- Wellbeing and support services

All delivered through native integration – creating a truly unified and connected experience for students.

Guide understands where every student is at in their academic journey

Guide is continuously aware of each student's enrolment status, study load, results, progression rules, and milestones, enabling support that is always relevant to their current situation, not generic FAQs.

Guide anticipates needs before students ask

Using real-time insights from student management, curriculum, and timetabling data, Guide proactively surfaces reminders, prompts, and guidance based on what typically comes next in the student journey.

Guide moves seamlessly from insight to action

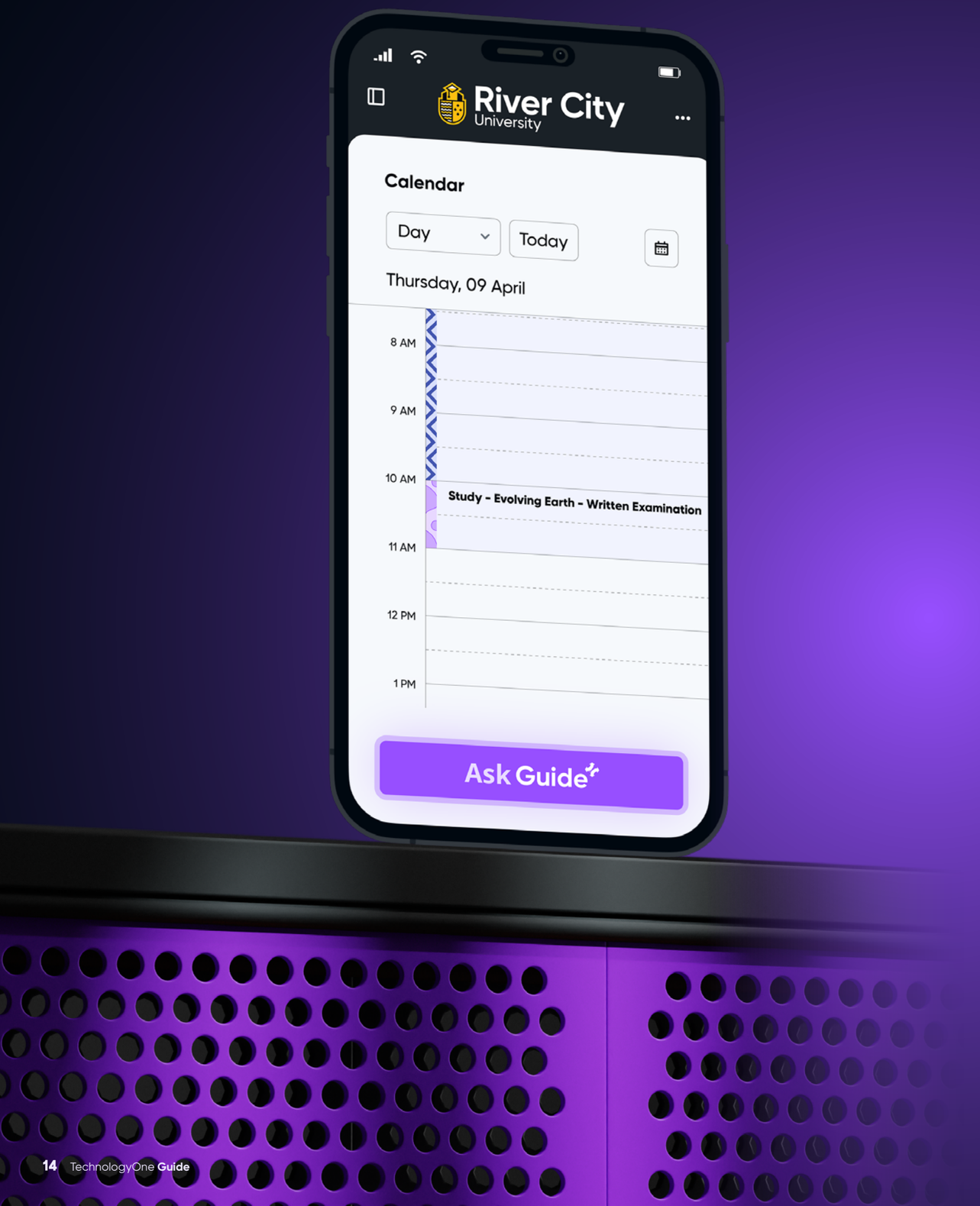
When a student reaches a critical point—failing a unit, nearing census, preparing for exams—Guide can help navigate next steps and initiate actions directly within TechnologyOne workflows.

Enterprise-grade governance, security, and data sovereignty

Built on TechnologyOne's secure SaaS foundations, Guide inherits proven compliance, role-based permissions, and governance, ensuring AI-driven interactions align with institutional policy and regulatory requirements.

Guide is a product of an ISO 42001:2023 certified AI management system (AIMS), maintaining its position as the 'Most trusted SaaS platform'.

The framework ensures Guide, among others, has been responsibly developed, designed and deployed to achieve the objectives of safety, fairness, security, privacy, transparency, explainability and accountability.



We solve the complex to simplify life for our community

Since 1987, TechnologyOne has been shaping the future of enterprise software, delivering powerful, mission-critical Software as a Service (SaaS) solutions that empower organisations to deliver better outcomes for their people and communities.

Our deep understanding and engagement with our key markets means we are able to deliver integrated, preconfigured solutions that provide proven practice, streamline implementation and reduce time, cost and risk for our customers.

We are the only company offering true global SaaS solutions, harnessing industry expertise, innovative technology and user-centred design to present unparalleled digital experiences.

Our global software enables our customers to embrace the digital revolution and an exciting new world of possibilities in a cloud-first, mobile-first world.

Over 1,300 companies, government departments, councils and higher education institutions across the globe are supported by TechnologyOne solutions.

Future-proof your organisation with a true SaaS solution

Reinvent your system in a way no legacy software can — Software as a Service (SaaS) leverages the latest technology to deliver speed, security and scalability for your community.

SaaS delivers a mission-critical solution that empowers your organisation to provide compelling digital experiences — on any device, anywhere, at any time.

Only through the power of SaaS can your organisation embrace cutting-edge simplicity that offers a single source of truth and ensures your systems are guarded with defence-level security.

With continual upgrades, including two yearly major releases and weekly patches, empower your community with a best-in-class solution in an ever-changing environment.

Security standard	cia
IRAP (OFFICIAL)	✓
IRAP (PROTECTED)	✓
NZ IRD SPS 13/01	✓
ISO/IEC 27001:2013	✓
ISO/IEC 27017:2015	✓
ISO/IEC 27018:2014	✓
ISAE 3402 SOC1	✓
AT-C 205 SOC2	✓
AT-C 205 SOC3	✓
SSAE 18	✓
Cyber Essentials Plus (UK)	✓
Gov.uk	✓
PCI DSS 3.2 SAQ-D	✓

The highest level of cyber security

Secure your digital environment and reputation against threats with stringent protection across your systems.

Through the power of SaaS, continuous and automatic upgrades ensure your organisation has the latest protection against emerging threats.

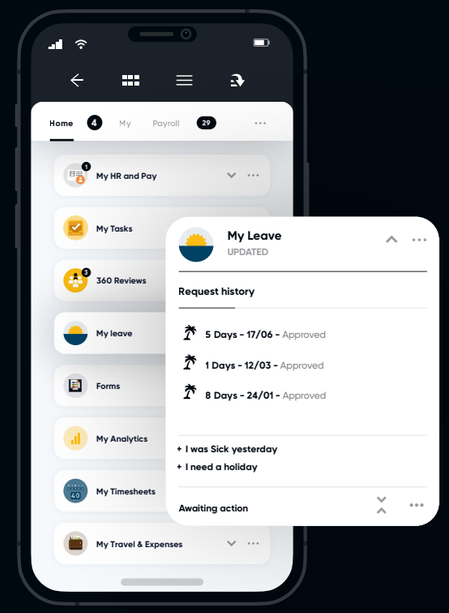
TechnologyOne is an industry-leader in cyber security, with the above security compliance certificates.

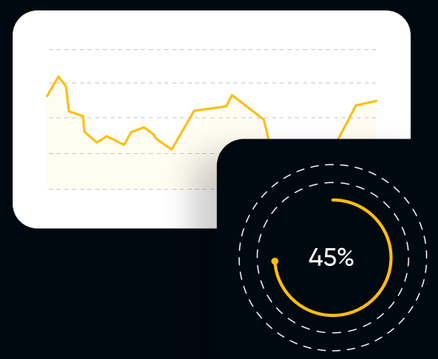
Our ~~code~~ no-code configuration

Tailor our solution for your specific needs with no programming or coding required.

Discover deep functionality for your organisation through an application that adapts to suit your unique needs. CiA is designed to seamlessly integrate with your systems to deliver an interconnected and unparalleled user experience.

Unleash streamlined functionality and cutting-edge efficiency for your organisation with faster time to value.





Real-time dashboards

Organisations must make strategic decisions to future-proof and give themselves a competitive edge.

Thrive in the face of challenges with dashboards that integrate and streamline real-time data to inform future spending and strategic decision-making.

Empower your organisation by improving efficiencies and eliminating manual and duplicated processes, reducing costs and empowering your staff to focus on your community.

SaaS+

With SaaS+ TechnologyOne, delivers an end-to-end, customer–centric solution so you can focus on serving your community.

Maximising our 'Power of One' promise, we're leveraging our unique domain expertise and taking full responsibility for the whole solution experience - reducing risk and saving you time and money.

One plan, one price, one point of call. SaaS+ delivers:

- An all-inclusive offering tailored to the industries we serve.
- All aspects of TechnologyOne's enterprise solution.
- A single yearly fee covering all costs to implement, run, support and upgrade the solution.

Why SaaS+?

SaaS+ is designed to help solve the three greatest impediments to digital transformation: time-to-value, cost, and complexity. It provides customers with a one-stop-shop, reducing much of the complexity, duplication and risk traditionally involved in ERP projects.

TechnologyOne takes complete responsibility for building, marketing, selling, implementing, supporting and running our enterprise solution for each customer, to guarantee long-term success.

SaaS+ provides:

- Quantified scope, outcome and approach
- Improved time-to-value – faster ROI
- Reduced project and organisational risk
- Platform for growth and business efficiency gains
- Accelerated path to a continuous improvement model

Our people

At TechnologyOne, we believe in fostering a culture of innovation, creativity, and collaboration, and have created an environment that allows our people to thrive. This culture is built into the fabric of our business, driving high performance, and underpinning our success.

Our global team of more than 1,300 passionate individuals forms the backbone of our operations. At the heart of our workforce are our more than 400 developers, powering one of the largest Australian-owned Research and Development (R&D) centres for enterprise software. In addition to our R&D centres in Brisbane and Perth, we have offshore centres in Indonesia and Vietnam, extending our capabilities to better support our customers and products.

Our developers are leaders in their field who challenge conventional thinking and go beyond the traditional realms of development methodology.

Driven by a commitment to solving complex business problems for our customers, our team has delivered a massively broad and deep global SaaS ERP solution, competing and triumphing against multinational giants with tens of thousands of staff.

Our customers are our true north guiding the decisions we make, the people we employ and the processes we create. We continue to invest in our Compelling Customer Experience program, which gives our people the ongoing training and support they need to deliver outstanding customer experiences.

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Making life simple
for our community

About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 50 ASX-listed companies, with locations globally.

We provide a global SaaS ERP solution that transforms business and makes life simple for our community. Our deeply integrated enterprise SaaS solution is available on any device, anywhere and any time and is incredibly easy to use. Over 1,300 leading corporations, government agencies, local councils and universities are powered by our software.

Since 1987, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology.

Ready to learn more?

Technology1.com