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[00:00:01] JOHN SMITH: Thank you for taking the time to speak with us today. We're currently conducting a deep dive into the SaaS scalability of the platform, specifically regarding the API integration with legacy ERP systems like SAP S/4HANA and Oracle. Could you walk us through the current latency issues you've identified during the due diligence phase?

[00:00:22] JOE BROWN: Yes, absolutely. Currently, the primary bottleneck is in the asynchronous data calls. While the front-end remains relatively responsive, the SQL database at the back-end isn't optimized for the current transaction volume we're seeing. During peak South African business hours, specifically when the batch processing kicks in for mid-market clients, we're seeing a latency spike of about 200 milliseconds. It's not a system-down scenario, but it's enough to degrade the user experience significantly.

[00:00:38] JOHN SMITH: That's interesting. If you were to pivot to a microservices architecture to handle that load, how would that impact your burn rate over the next fiscal quarter? We're trying to model the EBITDA impact for the post-acquisition integration.

[00:00:45] JOE BROWN: It's a significant investment, both in terms of CAPEX and specialized headcount. We'd likely see a 15% increase in operational expenditure, OPEX initially. You have to account for the DevOps hours required to refactor the monolithic codebase. However, the long-term ROI on infrastructure stability would outweigh that within 18 months. By decoupling the services, we reduce the single point of failure risk, which is currently a red flag for enterprise-level scaling.

[00:00:58] JACK WHITE: Sorry, if I may just interrupt here for a sec and ask a question. Looking at the interoperability, how many of your current tier-1 clients are relying on those legacy integrations? If we push a mandatory update to the API endpoints, what is the risk of client churn?