ASX Announcement
25 November 2026

Unith enters scale-up phase with acquisition of Service Highway

Unith to acquire 100% of Service Highway, combining its Digital Humans with Service Highway's sovereign platform to speed up global expansion

Key Highlights

- **Strategic Acquisition and Transformation from Startup to Scale-Up.** Unith Ltd has entered into a binding agreement to acquire 100% of the Netherlands-based ServiceHighway. The acquisition represents a significant step in Unith's evolution into an internationally scalable provider of integrated digital services.
- **A Comprehensive Digital Twin Platform.** The combination brings together Unith's Digital Human technology with ServiceHighway's sovereign digital services platform, integrating applications, SmartData, system integrations, communications, AI and business process execution within a single environment.
- **From AI interaction to End-to-End Digital Service Delivery.** By connecting intelligent user interactions directly to existing enterprise systems and workflows, the combined platform enables the execution of complete digital services, from initial interaction through to process completion
- **Significant Commercial Growth Opportunities.** The combination creates opportunities to expand from standalone applications into enterprise-wide platform solutions, supporting larger enterprise contracts, recurring licence revenues and international expansion through strategic partners
- **Immediate Strengthening of Revenue and Financial Performance.** ServiceHighway generated approximately €2.15 million (A$3.5m) in revenue and €861,000 (A$1.4m) in adjusted EBITDA in FY2025, representing an adjusted EBITDA margin of approximately 40%. The combined businesses represent approximately A$8.13 million in unaudited pro forma revenue, an increase of approximately 46% compared with Unith on a standalone basis.
- **Sovereign AI and Scalable Architecture.** ServiceHighway enables organisations to retain control over their data, infrastructure and AI models. Its modular architecture supports the reuse of existing integrations, processes and services, enabling efficient expansion and scalability
- **Strengthened Executive Leadership.** Following completion of the acquisition, ServiceHighway founder Reinoud Voorbraak will join the Board of Unith as an Executive Director and assume the role of Group Chief Technology Officer.
- **Performance-Based Acquisition Structure.** The total purchase consideration is €15 million (approximately A$24.19 million), comprising €4 million (A$6.45m) in cash, €5 million (A$8.06m) in shares and €6 million (A$9.7m) in performance rights, structured across three tranches and linked to future commercial milestones.

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Unith Ltd (ASX: UNT | FWB: CM3) ("Unith" or the "Company") is pleased to announce that it has entered into a share purchase agreement to acquire 100% of ServiceHeroes B.V. (a company incorporated in The Netherlands) ("**Service Highway**"), a Netherlands-based software platform positioned as the execution layer allowing for AI-driven organisations, subject to various conditions precedent including any relevant shareholder approvals for the issue of the consideration securities.

What the acquisition means for Unith shareholders

The proposed acquisition creates an opportunity for Unith to expand individual Digital Human deployments into broader, long-term enterprise customer relationships. By connecting Digital Humans to existing enterprise systems, data and workflows, the combined platform enables digital services to extend from the initial customer interaction through to the execution and completion of business processes.

For example, a Digital Human could guide a new employee through onboarding, while ServiceHighway coordinates tasks across existing systems, manages approvals and records completed activities.

An additional strategic opportunity lies in 'SmartData'. By connecting information across otherwise fragmented enterprise systems, ServiceHighway can help organisations create a more consistent, reliable and actionable view of their data. Described as *the new gold*, data becomes significantly more valuable when it can be connected, understood and applied across business processes and be turned into 'SmartData'. This creates opportunities for more effective AI applications, data-driven decision-making and intelligent automation.

The combined offering enables customers to start with a single application and progressively expand across additional workflows, departments and services. Reusable integrations and platform capabilities also create opportunities for strategic industry partners to deploy solutions across multiple customers.

This provides a scalable commercial model with the potential for larger enterprise contracts, recurring platform licence revenues and long-term customer relationships.

ServiceHighway adds an established, profitable software business to the group, providing an existing revenue base and operational expertise to support the next phase of growth.

Following completion, key indicators of commercial progress will include the adoption of combined solutions, growth in contracted recurring licence revenue and the investment required to integrate and scale the business.

From Startup to International Scale-Up with an Integrated Digital Services Platform

With the acquisition of 100% of the Netherlands-based ServiceHighway, Unith takes a significant strategic step in its evolution from a startup into an international scale-up.

ServiceHighway is an established, profitable software business with a sovereign digital services platform that connects systems, orchestrates business processes, integrates AI and enables secure communication within a single, integrated environment.

The combination of Unith's Digital Human technology with ServiceHighway's platform capabilities provides the foundation for a comprehensive Digital Twin Platform. This connects intelligent, human-like AI interactions directly to existing enterprise systems, data, workflows and the actual execution of digital services.

A key strategic value of ServiceHighway lies in unlocking SmartData. By connecting information across different systems and business processes, the platform enables organisations to establish a reliable, up-to-date and contextually relevant information foundation. While enterprise data is often fragmented across multiple systems, ServiceHighway makes this information accessible and actionable across systems and departments. This not only provides greater visibility and control over business processes but also establishes an essential foundation for intelligent AI applications, automated decision-making and process optimisation. SmartData is the new gold, but its true value is realised when data is reliable, connected and immediately actionable.

This fundamentally transforms Unith's commercial positioning: from offering standalone Digital Human applications to delivering integrated, enterprise-wide digital solutions.

Customers can begin with a single application and progressively expand into additional processes, departments and services within the same platform. ServiceHighway's reusable architecture supports efficient implementation and scalability, creating opportunities for larger enterprise contracts, recurring licence revenues, long-term customer relationships and international expansion through strategic partners.

The acquisition also strengthens Unith's financial foundation. The combined businesses represent approximately A$8.13 million in unaudited pro forma revenue for FY2025.

The strength of this acquisition lies in the combination of innovative technology, proven platform capabilities, reliable and integrated SmartData, established revenue streams and a scalable commercial model. Together, these elements provide a strong foundation for Unith's next phase of growth, creating opportunities for international expansion and sustainable shareholder value creation.

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Unith has entered into a binding share purchase agreement for a total purchase consideration of €15 million (approximately A$24.19 million), comprising €4 million (A$6.45m) in cash, €5 million (A$8.06m) in shares and €6 million (A$9.67m) in performance rights, structured across three tranches and linked to future commercial growth milestones.

The transaction remains subject to shareholder approval and other agreed conditions.

Overview of Service Highway
One Integrated, Sovereign Platform for Digital Service Delivery

ServiceHighway is an AI-native, sovereign digital services platform that enables organisations to develop, integrate, execute and manage applications, business processes, data, communications and artificial intelligence within a single, unified environment.

The platform connects existing enterprise systems and brings together previously separate applications, data and processes. This enables organisations to develop and deliver end-to-end digital services without the need to replace their existing IT infrastructure.

ServiceHighway combines essential capabilities within a single platform, including: application development, workflow automation, system integrations, SmartData, integrated communications, AI, and centralised security and access management.

A key differentiating capability is SmartData. By connecting data across different systems and business processes, ServiceHighway transforms fragmented information into an accessible, consistent and actionable information foundation. This provides organisations with an enterprise-wide view that extends beyond individual systems. SmartData creates a valuable foundation for reliable AI applications, data-driven decision-making and further process automation. The value of data lies not simply in owning it, but in the ability to connect, understand and effectively utilise it across systems and business processes.

Another key differentiator is that AI is not limited to answering questions but can be directly connected to business processes. AI models and intelligent agents can retrieve information, interact with enterprise systems, and support or execute tasks within defined permissions and controls, with human oversight where required.

Digital sovereignty is a fundamental principle of the platform. Organisations can deploy ServiceHighway within their own infrastructure, retaining control over their data, AI models, security and operational environment. This makes the platform particularly relevant for enterprises, government agencies and organisations operating in regulated industries.

The modular architecture is designed for reusability and scalability. Existing integrations, data models and workflows can be reused, enabling organisations to develop new digital services more efficiently and progressively extend the platform across multiple departments and business processes.

ServiceHighway provides a single, scalable digital foundation that brings together existing enterprise systems, business processes, SmartData and AI to deliver integrated, executable digital services.

The combination of Unith and ServiceHighway creates a platform that goes beyond intelligent interaction: connecting people, AI, SmartData and existing enterprise systems to enable the end-to-end execution of digital services.

Terms of the Proposed Transaction

The fixed purchase price is A$24.19m (or €15 million based on an exchange rate of €0.62: A$1) and has been structured to align the interests of all stakeholders while preserving balance sheet flexibility and positioning the combined business for continued long-term growth.

Under the terms of the share purchase agreement ("**SPA**"), the total purchase consideration payable at completion of the Proposed Transaction ("**Completion**") comprises:

- A$6.45m (or €4.0 million based on an exchange rate of €0.62: A$1) payable in cash at completion;
- 1,008,064,516 fully paid ordinary shares (equating to A$8.06m at a deemed issue price of A$0.008, or €5.0 million based on an exchange rate of €0.62: A$1) payable in in the capital of Unith, at a deemed issue price of A$0.008 per Share, to be subject to voluntary escrow for a period of 12 months, on a pre-consolidation basis; and
- 1,209,677,419 performance rights (equating to A$9.68m at a notional issue price of A$0.008, or €6.0 million based on an exchange rate of €0.62: A$1) each over a Unith Share and otherwise on terms set out at **Annexure 1 (PRs)**, on a pre-consolidation basis.

The deferred performance rights structure reflects the Board's disciplined approach to capital allocation while maintaining appropriate alignment with the long-term integration and growth objectives of the combined business.

Upon Completion, Service Highway will become a wholly owned subsidiary of Unith Ltd and Unith will purchase all shares in Service Highway ("**Proposed Transaction**") from Intelligence Group B.V. (a company incorporated in The Netherlands) ("**Seller**").

As part of the acquisition, Service Highway founder and controller of the Seller, Mr Reinoud Voorbraak will become a director of Unith Ltd and Chief Technical Officer ("**CTO**") for the Unith Group.

It is noted that the Seller's consideration shares are expected to be distributed to nominees of the Seller including approximately 80% to Mr Voorbraak (the only shareholder of the Seller) to be subject to voluntary escrow for a period of 12 months, along with 10% to current Service Highway employees and 10% to other nominees.

The Company will shortly announce the date of the AGM and the Notice of Meeting will include resolutions that pertain to the Proposed Transaction.

Completion of the Proposed Transaction is conditional on:

- Unith's due diligence;
- the execution of a formal employment agreement with Unith for Mr Reinoud Voorbraak to become a Director and CTO of Unith, on an annual salary of A$419,355 per annum (inclusive of superannuation, if applicable; or €260,000 based on an exchange rate of €0.62: A$1);
- release of encumbrances by Service Highway;
- consents from relevant counterparties being obtained in relation to any material contract;
- termination of any shareholders agreement (if any) relating to Service Highway;
- the Seller confirming that no disputes have arisen with any customer where the amount of the dispute is in excess of A$10,000;
- no material adverse change has occurred in relation to Service Highway, its assets or the Proposed Transaction;
- the execution of voluntary escrow agreements between Unith and Reinoud Voorbraak and the Seller or it's nominees who receive consideration shares (except in the case of nominees that are not associated with Reinoud Voorbraak); and
- the Seller arranging for the repayment of any Service Highway certain liabilities as at Completion.

The SPA contains other terms, including warranties and indemnities, that are considered standard for agreements of that nature.

Strategic Rationale

The Company considers that the Proposed Transaction, if completed, will complement its existing operations and create significant growth opportunities for the Company. Combining the Unith and Service Highway businesses is expected to enable a progression from agentic AI-enabled human interaction to agentic AI-enabled human interaction connected to context, data, workflows and execution within a sovereign platform.

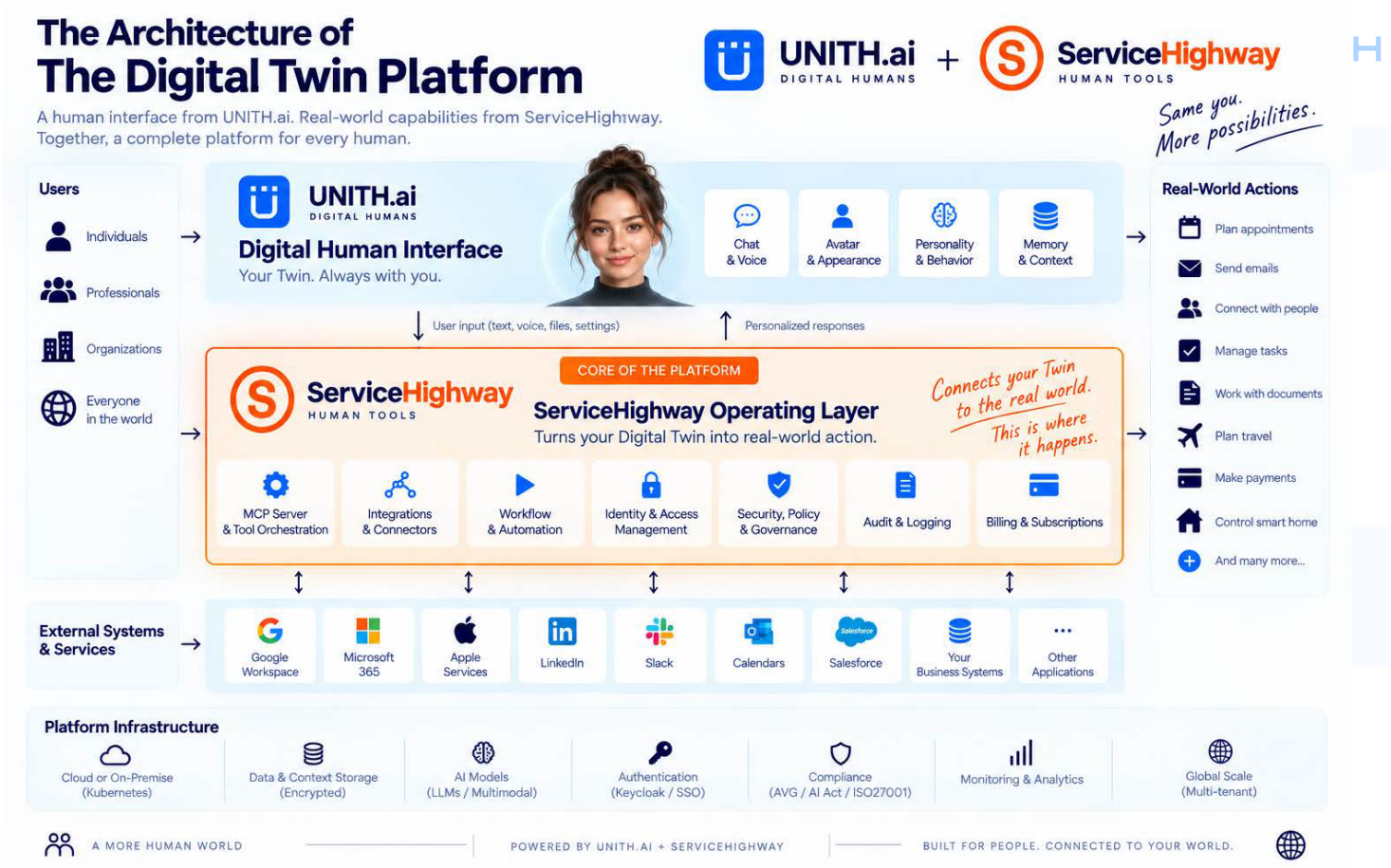


Figure 1. Combined platform architecture: Unith Digital Human interface over the Service Highway Operating Layer, connecting identity, workflows, integrations, security and external systems.

Post-acquisition, Unith would expand from providing primarily point solutions for agentic AI-enabled human interaction within individual business processes to being able to provide more integrated, end-to-end enterprise solutions.

For example, Unith currently provides Digital Human-based solutions addressing individual processes such as recruitment, training, induction and healthcare engagement. Service Highway adds the capability to connect those interactions to the wider organisational environment, including enterprise data, workflows, business processes and existing systems.

The acquisition therefore does not require Unith to enter fundamentally unrelated business activities or end-markets. Rather, it broadens the scope of the solutions UNT can provide within those processes and markets — from individual interaction points to integrated enterprise solutions.

In simple terms, Service Highway adds the enterprise process, data integration and orchestration layer beneath Unith's existing AI-enabled human interaction capabilities.

Leadership for the Next Stage of Growth

The executive leadership team will be significantly strengthened through the appointment of Mr Reinoud Voorbraak as a Director and Chief Technical Officer of Unith Ltd. Reinoud has successfully led the growth of Service Highway into one of the world's most respected artificial intelligence and document intelligence businesses, combining disciplined operational leadership with a demonstrated ability to commercialise advanced technologies, expand enterprise customer relationships and deliver sustained growth.

As the Chief Executive Officer of Service Highway since 2008, Reinoud has over 18 years of experience driving innovation in software solutions with a focus on user-centric design. Reinoud's work centres on integrating complex IT structures into seamless, composable systems to empower organizations in the AI-native era. At Service Highway, Reinoud oversaw the development of the Service Highway, an innovative platform that enables businesses to consolidate data, streamline processes, and deliver intuitive mobile applications for enhanced access to company information.

Committed to enabling organisations to embrace AI-native architecture, interoperability, and digital sovereignty, Reinoud leads initiatives that help businesses thrive within a rapidly evolving technological landscape. With expertise in customer service and telecommunications, Reinoud's mission is to drive continuous innovation and optimize enterprise operations, ensuring better outcomes for users, employees, and stakeholders.

The leadership team will be further strengthened through the addition of Service Highway's senior technical executives, including its Chief Operating Officer and Chief Financial Officer, bringing decades of experience across artificial intelligence, enterprise software, document intelligence, product innovation and regulated industry deployments.

Service Highway currently has 12 employees and they all will be integrated into the Unith Group.

Collectively, the combined organisation brings together experienced governance, proven commercial execution, deep technical capability and international operating experience. The Board believes this breadth of leadership will position the Company to successfully integrate Service Highway business, accelerate product innovation, expand internationally and execute its strategy with discipline while maintaining a clear focus on long-term shareholder value.

Pro Forma Financial Profile

Unaudited FY 2025 financial results for Service Highway only

	FY 2025 €	FY 2025 A$[1]
Sales Revenue	2,147,693	3,446,021
Adjusted EBITDA	861,182	1,389,003
Profit after income tax	602,757	972,189

Note 1: Based on an exchange rate of €0.62: A$1.

Pro Forma Financial Profile Unaudited combined group

Based on unaudited management accounts, and subject to completion adjustments, external review and final purchase price accounting, the combined group is expected to comprise the following pro-forma financial profile:

	Unith A$	Service Highway A$[1]	Combined A$
Sales Revenue	4,366,512	3,764,047	**8,130,559**
Adjusted EBITDA	(2,093,575)	1,509,308	**(584,267)**
Profit after income tax	(4,987,690)	1,056,392	**(3,931,298)**

Note 1: Based on an exchange rate of €0.62: A$1.

The acquisition is expected to be immediately earnings accretive and materially strengthens the Company's financial profile through increased revenues, earnings diversification and an expanded base of recurring enterprise revenues.

Indicative Pro-forma capital structure

Immediately following completion of the Placement and the Acquisition the capital structure will be as follows (pre consolidation)

Securities	Shares	Options	Performance Rights
Existing securities	1,845,510,275	196,125,686	12,840,000
Shortfall securities to be issued[1]	141,972,832	70,986,416	
Future Capital Raising Shares (if completed)[2]	1,875,000,000	-	-
Consideration Shares	1,008,064,516	-	-
Consideration Performance Rights	-	-	1,209,677,419
TOTAL	**4,870,547,623**	**267,111,603**	**1,222,517,419**

Note 1. Assuming that the maximum amounts of securities are issued.
Note 2. LR7.1 approval to be put to shareholders at the AGM.

This implies an indicative **undiluted** market capitalisation of approximately **A$29.2 million.**

The Company is considering a consolidation of its securities on the basis that every 10 Shares, Options or Performance Rights held will consolidated into 1 Share, Option or Performance. This will be put to shareholders for approval at the upcoming Annual General Meeting.

The Company is proposing to raise $15m (**Future Capital Raising**), at a minimum price per Share of at least 80% of the VWAP over the preceding 5 ASX trading days, within 3 months from the date of the shareholder approval.

As the Company does not have sufficient capacity under Listing Rule 7.1, the Company is seeking shareholder approval for the Future Capital Raising.

The capital raised from the Future Capital Raising will be used to fund the Cash Consideration and general working capital for the Company.

Annexure 1 – Terms of Consideration Performance Rights

(a) Entitlement

Subject to and conditional upon any adjustment in accordance with these conditions, each Performance Right entitles the holder (or its nominee, if and as may be approved by the Board in its sole discretion) (**Holder**) to subscribe for one fully paid ordinary share (**Share**) in Unith Ltd (ACN 083 160 909) (**Company**).

(b) No consideration

The Performance Rights will be issued to each Holder for no consideration and, subject to vesting, no consideration will be payable by a Holder to exercise a Performance Right.

(c) Vesting Conditions and Exercise Period

(i) A Performance Right vests at 5:00pm (Perth time) upon satisfaction of the relevant vesting conditions as follows (**Vesting Conditions**):

Relevant Performance Rights to vest	**Vesting Conditions**
The first third of the Holder's Performance Rights	On or before the date that is 12 months from the date of issue of the Performance Right: (A) the Company has agreed a material, binding enterprise customer agreement on arm's length terms, with an initial term of 12 months or more and a value to the Company of **€300,000** (approximately **A$485,000** based on an exchange rate of €0.62 : A$1) **or more**; and (B) Reinoud Voorbraak remains employed by the Company up to the date of satisfaction of paragraph A of this Vesting Condition.
The second third of the Holder's Performance Rights	On or before the date that is 24 months from the date of issue of the Performance Right: (A) the Company has agreed a material, binding strategic vertical partner agreement on arm's length terms, with an initial term of 24 months or more and a value to the Company of **€500,000** (approximately **A$800,000** based on an exchange rate of €0.62 : A$1) **or more**; and (B) Reinoud Voorbraak remains employed by the Company up to the date of satisfaction of paragraph A of this Vesting Condition.

The last third of the Holder's Performance Rights	On or before the date that is 36 months from the date of issue of the Performance Right: (A) the Company has agreed a material partner-driven distribution agreement on arm's length terms, with an initial term of 36 months or more and a value to the Company **of €500,000** (approximately **A$800,000** based on an exchange rate of €0.62 : A$1) **or more**; and (B) Reinoud Voorbraak remains employed by the Company up to the date of satisfaction of paragraph A of this Vesting Condition.

(ii) Once vested, a Performance Right (that has not lapsed) is exercisable in accordance with clause (d) below, on or after the date that the last of the Vesting Conditions is satisfied.
(iii) Performance Rights:
(A) for which the Vesting Conditions are incapable of satisfaction; or
(B) which are not exercised by the date that is 18 months after the last of the Vesting Conditions are satisfied, lapse.

(d) Manner of exercise of Performance Rights

Each vested Performance Right may be exercised by notice in writing addressed to the Company's registered office (**Exercise Notice**). The minimum number of Performance Rights that may be exercised at any one time is the remaining balance of vested Performance Rights. Each Exercise Notice must be accompanied by any other signed or unsigned documents that may be required by the Company in relation to any of the Holder and the Performance Rights (**Exercise Conditions**).

Any Exercise Notice received by the Company will be deemed to be a notice of the exercise of each relevant Performance Right as at the date of satisfaction of the Exercise Conditions.

(e) Ranking of Shares

Shares issued on the exercise of Performance Rights will rank equally with all existing Shares on and from the date of issue in respect of all rights issues, bonus share issues and dividends which have a record date for determining entitlements on or after the date of issue of those Shares.

(f) Timing of issue of Shares

After a vested Performance Right is validly exercised, the Company must as soon as practicable issue and allot the Share, provided that:
(i) the issue of Shares on exercise of the Performance Rights is subject to and conditional upon the issue of the relevant Shares not resulting in any person being in breach of section 606 of the *Corporations Act 2001* (Cth) (**Corporations Act**); and
(ii) the Company will not be required to seek the approval of its members for the purposes of item 7 of section 611 of the Corporations Act to permit the issue of any Shares on exercise of the Performance Rights.

(g) Transfer

A Performance Right is not transferable and consequently will not be quoted on the ASX.

(h) Participation in new issues

A Holder may participate in new issues of securities to holders of Shares only if and to the extent that:

(i) a Performance Right has been exercised in accordance with clause (d) above; and

(ii) a Share has been issued in respect of the exercise before the record date (as determined by the Board) for determining entitlements to the new issue.

(i) Adjustments for reorganisation

If there is any reorganisation of the issued share capital of the Company, the rights of the Holder will be varied to comply with the Listing Rules which apply to the reorganisation at the time of the reorganisation.

(j) Cessation of employment

Where the Holder (or the Holder's nominee or nominating party, or the person who is entitled to be registered as the Holder) is no longer employed, or their engagement is discontinued for any reason other than due to death, total permanent disablement or with the written approval of the Board (not to be unreasonably withheld), with any of the Group:

(i) any unexercised Performance Rights that have vested as at the date of cessation of employment or engagement with the Group (**Cessation Date**) may, at the discretion of the Board, be re-purchased by the Company at the price determined by the Company within 1 month after the Cessation Date and if not so repurchased will lapse on the date that is 1 month after the Cessation Date; and

(ii) any unexercised Performance Rights that have not vested as at the Cessation Date will lapse upon the Cessation Date.

(k) Change of Control

Upon the occurrence of any of the following:

(i) any person acquires, or associated persons acquire, a 'relevant interest' (as that term is defined in the Corporations Act), or announces that they have achieved acceptances in respect of a takeover offer for the Shares, in respect of more than 50% of the Shares by any means; and

(ii) the announcement by the Company that the shareholders have at a Court-convened meeting of shareholders voted in favour, by the necessary majority, of a proposed scheme of arrangement under which all Shares are to be either cancelled or transferred to a third party, and the Court, by order, approves the proposed scheme of arrangement,

(**Change of Control Events**), or the Board determines that such an event is likely to occur, the Board may in its discretion determine the manner in which any or all of the Performance Rights will be dealt with in any manner that allows the Holder to participate in and/or benefit from any transaction arising from or in connection with the Change of Control Event, including (without limitation) any early-vesting or early-lapsing of the Performance Rights or any re-purchasing of the Performance Rights by the Company.

(l) No additional rights

The Performance Rights do not confer on the Holder any:

(i) right to receive notices of general meetings nor any financial reports and accounts of the Company that are circulated to the holders of Shares in the capital of the Company;

(ii) right to vote or attend general meetings of shareholders;

(iii) entitlement to dividends;

(iv) right to a return of capital, whether in a winding up, upon a reduction of capital or otherwise;

(v) right to participate in the surplus profits or assets of the Company upon winding up; and

(vi) right to participate in new issues of securities (e.g. bonus issues or entitlement issues),

nor any other rights, except for those rights expressly provided by these terms and those rights provided at law where such rights at law cannot be excluded by these terms.

(m) Lapse

Upon its lapse, the Performance Right is automatically cancelled and of no further

Annexure 1 – More about Service Highway

Service Highway is an AI-native digital services platform that enables organisations to confidentially develop, integrate, run and manage applications, processes, data, communication and AI within a centralised coherent framework. The platform provides a unified orchestration layer between an organisation's officers, employees, citizens or customers, and it's various existing information systems by confidentially synthesising the relevant information outputs from those systems.

At its core, the platform provides a manageable environment in which a request can be turned into a complete, traceable digital service.

Service Highway is a platform for composing and running digital services. It connects existing systems and new functionality through a coherent model for processes, user experience, identity, authorisation and management. This enables organisations to deliver services without building an entirely new application and integration architecture each time.

Service Highway combines its own platform functionality with open standards and, where needed, external or open-source components. A unified user experience does not mean that all underlying software consists of a single technical component.

Platform capabilities

Applications and user experience	Build and publish web and mobile user experiences, forms, dashboards and applications.
Processes and tasks	Model and execute workflows, decisions, human tasks, approvals, events and audit trails.
Integrations	Connect existing business and public-sector systems through APIs, connectors, webhooks and events.
SmartData	Provide data from different sources in a usable, coherent data model for processes, dashboards and AI.
Communication	Process-linked one-to-one and group chat, notifications and audio/video, using Matrix and a WebRTC/LiveKit media layer.
AI and MCP	Connect locally managed or external AI models and agents; provide controlled access to platform services through APIs and MCP or equivalent protocols.

Governance and management	Bring together identity, authorisation, tenant isolation, logging, monitoring, release management and operational control.

From request to completed service

For example, an employee, citizen or customer asks a question or submits a request through a portal, app or chat. Service Highway can recognise the request or have it classified, start the appropriate service, retrieve data from existing systems, apply decision rules, create a task for an employee and report progress. AI can assist where useful; a person remains responsible for review or approval where required.

- 1. Request or event: through an app, portal, chat, voice or system event.
- 2. Context and authorisation: establish who the user is and which data and actions are permitted.
- 3. Orchestration: invoke the appropriate processes, systems and any AI capabilities.
- 4. Execution: combine automated steps with human tasks, communication and approvals.
- 5. Completion: report the outcome and maintain an auditable record of execution.

Architecture layers

User layer	Web, mobile, workplace, forms, chat and dashboards.
Service layer	Applications, services, workflows, tasks, decision rules and process context.
Integration and data layer	APIs, adapters, events and SmartData for connected data.
AI and communication layer	Model-agnostic AI/MCP, Matrix chat and LiveKit/WebRTC media.
Governance	Identity, roles, tenant isolation, logging, audit, policies and monitoring.
Runtime and infrastructure	Service Highway services on Kubernetes with databases, messaging, storage and operational facilities.

The precise deployment of components, technical versions and operational responsibilities is determined for each customer environment.

AI-native with a choice of AI providers

Service Highway positions AI as part of a controlled business process, rather than as a standalone chatbot on top of applications. An organisation can choose its own AI models, use multiple models alongside one another and give AI agents access to services through clearly scoped tools. Authorisation, data minimisation, logging and human approval remain important.

Sovereignty and deployment on customer infrastructure

For organisations requiring control over their own infrastructure, a self-hosted deployment model can be used: the platform runs in a Kubernetes environment managed by the customer organisation or its appointed infrastructure provider. The customer retains control over infrastructure, networking, storage, operational access and keys. Service Highway provides the platform software, product updates, implementation assistance and agreed support. The deployment model and division of responsibilities are agreed for each customer.

How the platform differs from standalone applications

A landscape of standalone applications often results in separate user interfaces, integrations, authorisation models and management processes. Service Highway aims to reduce this fragmentation by placing the work process at the centre and continuing to use existing systems as data sources and execution systems.

Traditional approach	Service Highway approach
An application for each department or function	A service or process spanning departments and systems
Integrations for each application	Reusable adapters and services
Communication separate from the work	Chat and collaboration linked to process context
AI as a standalone interface	AI as an authorised capability within a process
Fragmented management and audit	A coherent governance and lifecycle model

Integrated Sovereign Platform

Organisations seeking an integrated, **sovereign platform** for digital services can use Service Highway as a shared foundation across departments, business units or participating organisations. The platform can be managed on the customer's own Kubernetes infrastructure, or within an agreed hosting arrangement, with services added incrementally.

- Start with concrete use cases, such as communication linked to a process and a request or archiving process.
- Establish the enterprise foundation in parallel: identity, security, tenant isolation, CI/CD, monitoring and governance.
- Then expand to additional services, collaboration capabilities and controlled AI applications.

A customer-specific demonstration can test, for example, two isolated tenants, a digital request process, Matrix chat and audio/video, a system integration, two AI models, release and rollback, and export. The scope and acceptance criteria are agreed with the customer. The trial is intended to substantiate claims, rather than treat them as proven in advance.

Summary

Service Highway is the connecting layer that enables organisations to move from separate systems and applications towards coherent digital service delivery. The platform combines process execution, integrations, SmartData, communication, AI and governance within one manageable architecture. Its value lies in reuse, control, coherence and the ability to develop and scale new services in a controlled way.

The central principle is a sovereign platform, managed under the customer's control, on which departments, business units or participating organisations can build and operate digital services, with objectively demonstrable security, interoperability and operational independence.

This announcement has been authorised for release by the Board of Directors.

(ENDS)

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About UNITH

Unith Ltd (ASX:UNT) is a technology company that specialises in AI-driven digital human and conversation design solutions. Its focus is the design, development, and deployment of interactive, artificial intelligence (AI)-powered, conversational agents that are realistic, multilingual and scalable. This technology, which can take the form of AI avatars, interacts in a lifelike manner and enhances business clients' customer engagement, education, and entertainment metrics. Unith is now successfully implementing a strategy to monetise its proprietary AI and digital human capabilities.

Unith also operates a growing business-to-consumer (B2C) subscription division, which leverages the value-add created by the company's digital human and conversation design solutions technology. This division, which utilises literally thousands of Unith-created digital humans, generates recurring revenue from clients through subscription models for their services or platforms. Driven by individual business client's requirements, Unith's subscriptions arm can offer a range of services, including access to specific functionalities, tools, or content related to digital humans and AI technology. These subscription services help Unith clients generate a steady income stream and develop long-lasting relationships with their customers.

To learn more, please visit: www.unith.ai/

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