



AUSTRALIAN  
BUSINESS  
GROWTH  
FUND

## MULTI-MILLION DOLLAR BOOST TO AUSSIE TECH COMPANY SLASHING WAIT TIMES

**Tuesday 10th March** – The Australian Business Growth Fund (ABGF) today announced a multi-million dollar investment in NEXA to expand the technology that makes it faster and easier for Australians to access frontline services.

NEXA delivers digital queue and appointment management solutions that support hospitals, education providers and government agencies serving millions of Australians each year. Its platform features virtual queuing, self check-in, SMS alerts, and real-time dashboards that streamline service flow, reduce wait times, and improve customer and patient experience.

With a multi-million dollar investment from ABGF, NEXA continue its roll out across more than 300 Services Australia centres, supporting large-scale digital transformation of frontline government services and building on its existing work across more than 100 Service NSW centres.

NEXA founder and CEO Adrian Gold said now is the right time to bring on an investor to help the business scale and meet growing demand from frontline organisations seeking to improve customer and patient experience and modernise service delivery.

“We’re proudly Australian owned and operated, and two decades ago set out to digitise frontline services so people spend less time in queues and more time accessing the help they need,” Mr Gold said.

“Fast forward to 2026, and we’ve proven our solutions work, reducing wait times by up to 80 per cent in some deployments. We’ve consistently seen increases in customer satisfaction and better support for frontline staff where our technology is deployed.

“With ABGF’s backing, we can take this model further, simplifying complex service journeys and scaling our impact across more organisations and communities.”

ABGF’s Co-Head of Investments, Ghazaleh Lyari said Australia’s only purpose-built growth capital fund dedicated to the SME sector is excited to partner with NEXA.

“This investment will support NEXA to expand into new regions such as Asia-Pacific and accelerate growth into adjacent and emerging sectors, including retail. It will also support continued development of the platform to advance digital transformation of service environments, strengthen delivery capability, and help build out the executive team as the business scales,” Ms Lyari said.

“Just like our other investments, we provide strategic support and access to networks that will see NEXA broaden its customer base and geographic footprint.

“NEXA is solving a very real problem: long waits and inefficient service experiences that millions of Australians face every year. Its platform improves how frontline services operate and how people engage with them. It is exactly the type of established business ABGF looks to back – a proven model already delivering practical benefits to everyday Australians.”

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Mr Gold said NEXA is all about providing greater certainty for customers - knowing when to arrive, how long the wait will be, and receiving updates if things change.

“It means less time spent sitting in waiting rooms and more time getting on with work, family and daily life. For government and frontline service providers, it means better visibility over demand, more efficient allocation of staff and resources, and stronger service delivery outcomes at a time when agencies are under pressure to do more with less,” Mr Gold concluded.

“For instance, at Blacktown City Council, average wait times have fallen to around three minutes, down from peaks of 20 minutes prior to implementation.

“While in Western Australia, NEXA partnered with WA Health to roll out a statewide patient portal linking more than 100 public hospitals with their patients, improving access to outpatient appointment information and schedule updates.”

## **ENDS**

### **ABOUT NEXA**

- Founded in 2006, NEXA delivers appointment scheduling, kiosk and tablet check-in, virtual queuing with SMS alerts, wait-time displays and analytics dashboards that help frontline organisations manage demand, improve service flow and enhance customer and patient experience.
- NEXA works with clients to design, procure, install, integrate and manage queue and service operations, and provides ongoing support, maintenance and cloud hosting after deployment.
- In addition to its government clients and agencies, NEXA’s customers include Access Canberra, the Queensland Department of Customer Services, Open Data, and Small and Family Business (CDSB), Bupa Medical Visa Services, UTS, Monash University, and Northern Health.

### **ABOUT ABGF**

- Australia’s only purpose-built growth capital fund dedicated to the SME sector, ABGF supports Australian businesses to realise their full potential.
- ABGF has \$540 million in committed capital and provides minority growth investments of \$5 million to \$15 million, together with the ability to provide follow-on capital. Backed by the Federal Government and Australia’s leading banks, ABGF bridges the gap between venture capital and traditional private equity.
- ABGF’s mission goes beyond financial investment: the fund brings together capital, capability and connections, while only taking a minority stake, leaving the business in control.
- NEXA is ABGF’s 14th investment, bringing its total deployment to \$218 million.

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