

# CHANGEPOINT SELECTED BY MICROSOFT TO MANAGE WORLDWIDE SERVICES BUSINESS

Submitted by: NSPR  
Tuesday, 30 April 2002

---

Approximately 6000 service professionals will leverage Changepoint for greater operational control and profitability

LONDON, UK - April 30, 2002 - Changepoint Corporation, a leading professional services automation (PSA) software provider, today announced that Microsoft Corp. (NASDAQ: MSFT) will deploy Changepoint's PSA software to approximately 6000 consultants and support professionals within its Worldwide Services organisation. The contract is valued at US.7 million.

Over the past decade Microsoft has built a successful global services business to address its Enterprise customers' and partners' needs. Consultants in Microsoft's Worldwide Services organisation work at the leading edge of technology, in conjunction with partners, to drive adoption of Microsoft products. As part of the Microsoft approach to services, the Worldwide Services organisation and Microsoft's partners offer expert helpwith formulating strategy, quantifying business benefits, identifying opportunities and implementing solutions that best meet the unique needs of customers.

Like all companies with operations in multiple countries around the globe, Microsoft's Worldwide Services organisation is constantly looking for ways to streamline operations and fuel a more efficient business model. The Changepoint Professional Services Automation software will be able to provide Microsoft with a holistic view of its services business.

"We reviewed a wide variety of software solutions to help us manage our global resources and operations more efficiently. We found that PSA will enable us to leverage our existing processes while integrating and optimising others, thereby helping us," said Mike Sinneck, corporate vice president, Microsoft's Worldwide Services organisation.

"We selected the Changepoint solution based on integrated functionality, maturity of the software offering, scalability, as well as its support for global, multiple language, and currency deployments."

Microsoft's Worldwide Services organisation will use Changepoint to automate its project accounting and financial management functions and integrate with the enterprise project management functions of Microsoft Project 2002. Changepoint, built exclusively on Microsoft technology, will be tightly integrated to Microsoft's other core business systems - Siebel CRM and SAP financials -- to ensure seamless flow of data for a holistic view of its business operations.

The global deployment, in English, French, German and Asian languages, is anticipated to be completed by early 2003.

"This is another landmark deal for Changepoint," said Gerry Smith, president and CEO of Changepoint Corporation. "Microsoft's Worldwide Services organisation's selection of Changepoint validates the maturity and depth of our solution. It highlights both the need and opportunity that exists for PSA within the professional and shared services organisations of the leading global 1000 companies as they look to enhance operational and financial performance."

#### About Changepoint Corporation

Changepoint Corporation provides professional services organisations, and IT and fee-for-service departments within Global 2000 companies the most complete and mature PSA solution for optimising operational and employee performance. Services organisations, whether internally or externally focused, use Changepoint to automate and integrate core business processes, and holistically manage individual employee job expectations and contributions.

Headquartered in Canada, Changepoint has offices in the United States, United Kingdom and France. For additional information, visit our web site at <http://www.changepoint.co.uk>

For more information, please contact:

Changepoint Europe  
Ayman Gabarin  
+44 (0)208 948 9600  
[agabarin@changepoint.com](mailto:agabarin@changepoint.com)

European PR contact:  
Nick Spencer, NSPR

+44 (0)1344 873445  
nick@nspr.co.uk

NOTE TO MEDIA AND ANALYSTS: All Changepoint news releases are available on the Internet, via the Changepoint Corporation Web site at <http://www.changepoint.com> . Screenshots are also available on Changepoint's Web site. Additional information on Changepoint can be accessed on-line, and by sending email to [marketing@changepoint.com](mailto:marketing@changepoint.com) or calling 1-905-886-7000.