

AMS Releases Upgraded Convergent Billing and Customer Care Suite for Telecommunications Clients

Submitted by: Golin

Thursday, 5 June 2003

Tapestry(r) 5.0 Significantly Expands Order Management Capabilities and Improves Order-to-Cash Efficiency

American Management Systems (AMS), a global business and IT consulting firm, today unveiled Tapestry(r) 5.0, the latest release of its modular, convergent billing and customer care product suite. With the new version, including a redesigned web-enabled Service Manager, AMS customers will be able to improve order-to-cash efficiency by reducing order fallout and billing costs and delivering services to their customers more quickly and efficiently.

Tapestry 5.0 significantly expands the order management capabilities of its Service Manager component including: fully convergent workflow and workforce management; automated task generation and scheduling; enhanced error correction and monitoring; and real-time, Web-based custom reporting. The release also includes billing enhancements to support additional rating and taxing capabilities.

As with previous Tapestry releases, version 5.0 provides expanded user customisation abilities, such as a Flexible Tax Model and technical and operational enhancements that reduce both the hardware and manpower required to manage a carrier's billing operations.

"Tapestry's Service Manager is a powerful order management solution focused on delivering tangible order-to-cash benefits to a broad range of service providers," said Sharon Ballard, analyst, The Yankee Group. "Service Manager's support of reusable service templates, real-time order tracking, workforce management, and order management process analytics will enable service providers to create operational efficiencies around the service ordering process. These efficiencies will allow them to decrease operating costs and reduce the time required to deliver services to customers."

"This new release enhances AMS's position as a best-of-suite, full-service telecom cost management solutions provider," said Linda Powers, vice president, communications, media and entertainment, AMS. "Combined with our Quintessent interconnection solution and our Ai Metrix partnership, Tapestry 5.0 will enable our customers to manage the full end-to-end delivery of service-from order management through billing."

Tapestry is a flexible solution that addresses an organization's specific billing and order management needs. Communications providers use Tapestry to improve workflow for introducing products and services quickly, implementing cross-product rating and discounting plans, and dramatically reducing order fallout.

AMS's Quintessent(r) interconnection gateway software automates flow-through between trading partners, streamlining the way they order, manage, and bill for services. Through its partnership with Ai Metrix, Inc., AMS provides customers with intelligent network management software, including a state-of-the-art network inventory capability. Together, Tapestry's real-time workflow engine combined with Quintessent's gateway and Ai Metrix's network inventory provide a unique comprehensive order management product suite.

For more information on Tapestry, please visit www.ams.com/cme/tapestry.

About AMS

AMS is a premier business and IT consulting firm to the government, financial services, and communications industries around the globe. AMS combines IT ingenuity and industry IQ to drive high-performance results. Known for its delivery and service excellence for more than 30 years, AMS specializes in enterprise resource planning, credit risk management, customer relationship management, and enterprise security. AMS applies both proprietary and partner technologies, and provides solutions through business consulting, systems integration, and outsourcing. Founded in 1970, AMS is headquartered in Fairfax, Va., and has offices worldwide. The company is traded on the Nasdaq National Market under the symbol AMSY. For detailed information about AMS, visit www.ams.com.

Tapestry and Quintessent are registered trademarks of American Management Systems, Incorporated. Tapestry is covered by the following U.S. patents: 6,456,986, 6,415,259, 6,240,422, 6,410,098, 6,463,439 and 6,415,298.

This release may contain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are based on management's current expectations and are subject to risks, uncertainty and changes in circumstances. Actual results may vary materially from the expectations contained in the forward-looking statements. All statements contained in this release that are not clearly historical in nature are forward-looking, and the words "anticipate," "believe," "expect," "estimate," "intends" and similar expressions are generally intended to identify forward-looking statements. The following factors, among others, could cause actual results to differ materially from those described in the forward-looking statements: risks in project delivery and staffing, risk of revenues not being realized when expected, risk of increased competition in the markets, and the effects of economic uncertainty on client expenditures as well as other factors described in AMS's Annual Report on Form 10-K for the year ended 2002. The Company specifically disclaims any obligation to update these forward-looking statements. These forward-looking statements should not be relied upon as representing the Company's (estimates or) views as of any subsequent date.

Contact:

Giles Peddy/Ian Mackie

Golin/Harris Weber for AMS

+44 (0) 20 7067 0600

gpeddy/imackie@golinharrisweber.com