

Verint Expands European Market Presence with Distributor in Ireland

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Verint Expands its European Market Presence with New Distributor in Ireland

WEYBRIDGE, SURREY, 28 July 2003: Verint Systems Inc. (NASDAQ:VRNT), a leading provider of analytic software-based solutions for communications interception, digital video security and surveillance, and enterprise business intelligence for contact centres, announced today that it has signed a reseller arrangement with Dublin-based IT Solutions. Under the arrangement, IT Solutions will become a distributor for Verint's ULTRA Intelligent Recording Solution for contact centres.

IT Solutions is now fully skilled to sell, implement and support the ULTRA system. Robert Wint, Marketing Director EMEA, Verint Systems, comments, "There is a healthy demand for actionable intelligence solutions that measure quality improvements in contact centres. This agreement gives us a dedicated presence in this region and means we can react quickly and responsively as the market demands."

Joe Bourke, Managing Director, IT Solutions, comments, "We're very pleased to be supporting Verint in Ireland and are impressed with ULTRA and its proven benefits. With a customer base already established in Ireland, we have a strong foundation on which to develop a strategy for long term success, working jointly and proactively with Verint."

ULTRA Intelligent Recording™ is designed to drive enterprise quality by enabling organisations of all sizes to cost effectively capture every customer interaction and extract actionable intelligence from telephone, Voice-over-IP, email, chat or agent-assisted co-browsing contacts. Easy access to customer data through ULTRA's Web-based desktop portal enables enterprises to use what they learn from customer contacts to optimise their processes, increase productivity, comply with risk management requirements and improve service to their customers.

About Verint Systems Inc.

Verint Systems Inc., headquartered in Melville, New York, is a leading provider of analytic software-based solutions for communications interception, digital video security and surveillance, and enterprise business intelligence. Verint software, which is used by over 1,000 organisations in over 50 countries worldwide, generates actionable intelligence through the collection, retention and analysis of voice, fax, video, email, Internet and data transmissions from multiple communications networks. Verint is a subsidiary of Comverse Technology Inc. (NASDAQ: CMVT). Visit us at our website www.verint.com.

About IT Solutions Ltd

Founded in 1989, IT Solutions Ltd is provider of market leading expertise and solutions to customer contact centres aimed at improving productivity and customer service, through the effective application of customised and packaged solutions.

IT Solutions provides professional implementation and support services to major organisations in Ireland,

the UK and mainland Europe, developing innovative solutions to meet individual customer needs. Our areas of expertise include implementation of workforce optimisation technologies, multi channel self service applications such as IVR, Speech, Web and email, computer telephony integration (CTI) applications, modelling and simulation applications, recording and analytic solutions.

Note: Certain statements concerning Verint's future results or prospects are "forward-looking statements" under the Private Securities Litigation Reform Act of 1995. There can be no assurances that forward-looking statements will be achieved, and actual results could differ materially from forecasts and estimates. Important factors that could cause actual results to differ materially include: changes in the demand for Verint's products; further decline in information technology spending; the uncertainty of customer acceptance of Verint's products; Verint's lengthy and variable sales cycle makes it difficult to predict operating results; dependence on contracts with governments for a significant portion of Verint's revenues; markets for Verint's products failing to develop; risks that Verint's intellectual property rights may not be adequate to protect its business; risks associated with rapidly changing technology and the ability of Verint to introduce new products on a

time
ly and cost-effective basis; inability to maintain relationships with value added resellers and systems integrators; risks associated with Verint's ability to retain existing personnel and recruit and retain qualified personnel; risks associated with changes in the competitive or regulatory environment in which Verint operates; risks associated with significant foreign operations, including fluctuations in foreign currency exchange rates; risks associated with Comverse Technology, Inc. controlling Verint's business and affairs; and other risks described in filings with the Securities and Exchange Commission. These risks and uncertainties, as well as others, are discussed in greater detail in the filings of Verint with the Securities and Exchange Commission. All documents are available through the SEC's Electronic Data Gathering Analysis and Retrieval system (EDGAR) at www.sec.gov or from Verint's website at www.verintsystems.com. Verint makes no commitment to revise or update any forward-looking statements.

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