

Cable & Wireless signs up as ORMvision's first major customer

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ORMvision N.V., the software provider that enables telecommunications operators to collaborate in a more efficient and standardised fashion, today announced that Cable & Wireless, the global telecommunications group, is to use its ORMcenter software.

ORMcenter is a system designed to streamline communication and collaboration between operations departments of interconnected telecommunication operators, service providers and suppliers. The system manages end-to-end quality of service (QoS) and service level agreements (SLA) by ensuring that areas like leased line provisioning or fault reports are acted upon speedily and effectively.

Utilising ORMcenter's business process manager, language translation and order management modules, Cable & Wireless will be able to track and reference orders, taking into account existing KPIs (key performance indicators). This will provide full order control in the pre-sales process over several countries including Germany, Italy and France, despite differing processes and working methods employed in different countries and organisations.

Phil Church CEO of ORMvision said: "The contract is great news for ORMvision. Our studies with the customer have highlighted the cost and operational benefits that our ORMcenter software will have on Cable & Wireless' pre-sales and order management process, as well as enhancing revenue assurance. It is particularly pleasing that Cable & Wireless responded so positively to the new Enterprise model of ORMcenter, which was only released at the end of 2002. We now hope that other operators will start to implement ORMcenter as the focus on effective business process management has never been greater."

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About ORMvision (www.ormvision.com)

ORMvision provides business process translation and acceleration software solutions, initially focusing on telecoms operators. The company's ORMcenter software streamlines operational communication between a telecom operator and its third party suppliers, providers, customers and even different operating entities of the same operator.

The company was founded in 2001 by former operations managers from the telecom industry involved in dealing with this issue day to day. It is venture capital backed by two innovative and experienced venture capital companies: Big Bang Ventures and GIMV. ORMvision is based in Gent, Belgium with commercial offices in the UK.

About Cable & Wireless

Cable & Wireless is one of the world's leading international communications companies. It provides voice, data and IP (Internet Protocol) services to business and residential customers, as well as services to other telecoms carriers, mobile operators and providers of content, applications and internet services.

Cable & Wireless' principal operations are in the United Kingdom, continental Europe, the United States,

Japan, the Caribbean, Panama, the Middle East and Macau.

Further information

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