

INFORMATION BUILDERS ANNOUNCES PERFORMANCE MANAGEMENT OFFERING

Submitted by: Citigate Communications (London)

Tuesday, 30 September 2003

Balanced Scorecard Collaborative Certifies WebFOCUS; WebFOCUS Extends the Ability to Impact Performance Out to the Enterprise

London, UK – September 30, 2003 – Information Builders, the leader in enterprise business intelligence (BI) and real-time Web reporting, today announced its performance management offering. In addition, several of the company's customers have successfully deployed WebFOCUS for performance management initiatives. Incorporating dashboards, performance metrics, management methodologies, and financial reporting, these deployments are extending Information Builders' footprint within many of its enterprise customers.

Information Builders' newly-certified WebFOCUS Balanced Scorecard (BSC) illustrates the company's commitment to extend the performance management capabilities of WebFOCUS. Information Builders has passed rigorous certification testing and is now named Balanced Scorecard Collaborative Certified™. (See separate announcement issued today, titled, "Information Builders and Balanced Scorecard Collaborative Announce BSC Certification.")

Information Builders customers are benefiting from the recently released data visualisation functionality delivered through WebFOCUS Visual Discovery, which provides powerful, real-time analysis from virtually any data source. This enables users at all levels to easily perform intuitive, highly interactive, graphical analysis using a wide variety of advanced visualisation mechanisms and components.

Similar to Information Builders' overall business intelligence strategy, the company's approach to performance management maps to customer demand. While most solutions are focused on presenting performance results catered to a small, typically financial audience, Information Builders' WebFOCUS performance management solutions are able to deploy performance metrics easily across the enterprise to large numbers of users. Information Builders' approach translates into much more effective performance management initiatives – driven from the ground up.

"Our customers have been using WebFOCUS to drive performance across their enterprises for years," said Gerald Cohen, founder and CEO of Information Builders. "What makes these implementations ultimately successful is the ability to present performance information directly to the people being evaluated – at all levels of an organisation. That's what drives performance excellence."

Performance management initiatives propelled by Information Builders' WebFOCUS include:

- Cadence Network, Inc. – Strategic Forecasting Across Broad User Base Cadence created a strategic

application to monitor, forecast, and manage the facilities costs for sanitation, utilities, maintenance, and operations that it manages for multiple companies. The Web-based system allows 500 simultaneous users to generate customer reports on key performance indicators, drawing on data fragmented across multiple sites, and delivering dramatic cost containment for customers.

- Equitable Resources – Careful Budgeting and Reporting Cuts Costs

The utilities business segment improved operational efficiency and increased innovation through enhanced financial reporting that dramatically improved its budgeting, inventory, and purchasing processes. Using WebFOCUS, the call centre credit collections application reduced current account receivables by more than .5 million in the first six months.

- Milton Hershey School – Real-Time System Yields Smarter Spending Decisions

The school turned to Information Builders to create a Web-based system to give managers throughout the organisation real-time access to detailed J.D. Edwards information, yielding greater accuracy in the budgeting process.

- Mount Sinai NYU Health – Executive Self-Service Dashboards

In line with its international reputation for top-quality patient care and leading-edge clinical research, Mount Sinai turned to Information Builders for an executive desktop to bring the organisation's key performance indicators to senior executives in a self-service capability via the Web.

- PNC Financial Services Group – Performance Metrics in the Call Centre

To better manage performance within a call centre handling more than 1 million phone calls per month, PNC Financial deployed WebFOCUS. Call centre staff at all levels now have the ability to measure and manage call centre activities, predict trends, set schedules, and forecast events. Customer service has been enhanced through faster response to trends such as changing call volumes.

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About Information Builders

Information Builders is one of the world's largest privately owned software companies. With almost 30 years experience in the management and integration of information, Information Builders specialises in the supply of Web based Business Intelligence and Enterprise Application Integration. Its enterprise solutions enable the timely delivery of information to over 11,000 customers, 1800 employees and 350 business partners across the globe.

With headquarters in New York City, Information Builders has 90 offices worldwide. Fifty people are

employed in the UK, at Wembley, Middlesex and in Warrington, Cheshire. Turnover worldwide is £300 million, with UK turnover at £10 million.

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