

ORMVISION AND PERSISTENT SOLUTIONS ANNOUNCE PAN-NORDIC STRATEGIC PARTNERSHIP IN COLLABORATIVE BPM

Submitted by: Pirate Communications

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ORMvision (booth #120) and Persistent Solutions (booth #57) today announced a partnership to provide collaborative business process management (C-BPM) solutions and integrated end-to-end service level agreement (SLA) management, at TeleManagement World 2004, taking place at the Acropolis Conference and Exposition Center, Nice 17 – 20 May 2004.

ORMvision is a leading provider of C-BPM software based in Belgium. ORMvision streamlines the communication and collaboration between the operations departments of interconnected telecom operators. Its ORMcenter suite of applications enables and accelerates communication and process flows between the extended enterprise and its business partners, facilitating the management of the end-to-end quality of service and service level agreements.

Persistent Solutions is an established systems integrator in the Scandinavian market. It is the preferred system integrator for TeliaSonera Datacom. Its products and applications for the telecoms industry cover business support systems, operations support systems, data warehousing and systems integration. Persistent Solutions provide expertise in product development and professional services. Its product portfolio includes Clavis for service provisioning and fault management, and Insight, a web-based CRM application, implemented at TeliaSonera.

Phil Church, CEO of ORMvision, said: "BPM is the fastest growing sector in the OSS/BSS arena. Being a very heterogeneous and disparate domain of applications, it is critical to have a flexible and adaptable solution, but it is also paramount to have an insight and understanding of the operational challenges and issues. Persistent Solutions has the long standing expertise and experience to provide the link between the vast capabilities of the ORMcenter suite and the specific customer needs to deliver a tailored solution that addresses the real pains of operations managers today."

Mats Berggren, chairman and co-founder of Persistent Solutions: "The new landscape of the telecom market requires a synergy between software vendors and integrators to provide consolidation of existing solutions. It is no longer viable to propose a massive solution to replace and override the existing OSS/BSS platforms. The necessity is to integrate seamlessly to the existing systems, to enhance and add value, especially in the inter-operable and collaborative business environment. Persistent Solutions complements the ORMcenter C-BPM suite with expertise and integration capabilities to provide a unified approach to service delivery and operational management".

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About ORMvision

ORMvision is a Belgian based collaborative business process management (C-BPM) ISV. Its ORMcenter suite of applications enables and accelerates communication and process flows between the extended enterprise and its business partners. ROI based benefits include huge cost reductions, significant increases in productivity, 'guaranteed' SLA compliance and transparent performance management. ORMvision's main focus today is on the telecom, utilities and healthcare markets. Application areas include quotation

management and provisioning of leased lines and DSL, fault management and escalation, fraud management/compliance, utility works, call out procedures in healthcare and premises access. The company was founded in 2001 by former operations managers from the telecoms industry. It is venture-capital backed by two innovative and experienced VC companies: Big Bang Ventures and GIMV. ORMvision is based in Gent, Belgium with commercial offices in the UK and France. For more information, visit www.ormvision.com

About Persistent Solutions

Persistent Solutions is an independent software company developing administrative support systems and advanced web platforms implemented in co-operation with our customers and/or partners. Persistent Solutions also offers professional services in the area of BSS/OSS, data warehousing and system integration as single services or as complement to our products. Persistent Solutions is based in Sweden. For more information, visit www.persistent.se

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