

CORIZON'S USER PROCESS MANAGEMENT SOFTWARE TO HELP TELEWEST BROADBAND IMPROVE CUSTOMER CARE

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Telewest Broadband, the communications and media group, has selected Corizon's User Process Management (UPM) software for use within its customer care centres. The Corizon UPM Platform will be deployed to allow Telewest Broadband's customer care representatives to work seamlessly across relevant IT applications when responding to customer queries and to improve overall levels of service by increasing the speed, accuracy and efficiency of call handling. Telewest Broadband currently provides multi-channel television, telephone and internet services to 1.73 million UK households.

Telewest Broadband representatives help customers register for new services, deal with billing enquiries and make use of technical support.

The Corizon software platform streamlines the advisers' work by enabling them to access multiple applications from one composite user interface matched to their role and tasks. The composite user interface is created by re-using and re-combining existing user interface logic and functionality, thus providing Telewest Broadband with the means to rapidly generate improved results from existing systems.

Telewest Broadband plans to go live with projects based on the Corizon Platform at a number of customer care centres later this year. Steve Stewart, customer care director, Telewest Broadband, said: "Businesses not only need quality products to be at the top, they also have to deliver excellent customer care. This technology will translate into better service for our customers and we are confident that the relationship we have established with Corizon will be a fruitful one."

John Simmons, IT solutions director, Telewest Broadband, added: "We are always looking for innovative technologies that can help us support our customers and employees. The Corizon technology will help customer care representatives to work with a single user interface which will allow them to work more effectively and intuitively."

Eric Guilloteau, Founder and CEO, Corizon, said: "Telewest Broadband joins a growing list of companies that have recognised the business value UPM software brings by optimising end-users' interaction with IT applications. We look forward to helping Telewest Broadband realise their vision of offering the highest level of customer support possible."

About Corizon

Corizon is the leading provider of User Process Management (UPM) software that simplifies and customises end user experiences of IT applications. Corizon's Platform allows businesses to define, implement and monitor user activities across application boundaries. The result is that enterprise users can work across multiple applications from one user interface created by re-using and re-combining existing user interface components. Corporations such as BT, Orange and Regus already use Corizon technology in the UK.

The company has an active partnering program that includes technology companies, resellers and systems integrators. Corizon partners include Accenture and Keane.

The company was founded as Genient Ltd in December 1999, adopting the brand name Corizon in November 2003. It is privately held, backed by blue chip investors including Atlas Venture, RVC (a Reuters investment), LMS Capital and a number of private individuals including Mark Hoffman, founder of CommerceOne and Sybase, Stratton Sclavos President of VeriSign and John Devaney, Chairman of Marconi.

About Telewest

Telewest Communications, the Broadband communications and media group, currently passes 4.9 million homes and provides multi-channel television, telephone and internet services to 1.73 million UK households, and voice and data telecommunications services to around 69,000 business customers. Its content division, Flextech, is the BBC's partner in UKTV. Together they are the largest supplier of basic channels to the UK pay-TV market with a portfolio that combines wholly owned and managed channels, including the fourteen joint venture channels with the BBC.

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