

Leading financial services company revamps IT

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EDS SELECTS CAPTIVA'S INPUTACCEL FOR \$200 MILLION CONTRACT WITH LEADING UK FINANCIAL SERVICES FIRM

Business Process Outsourcing to Play Vital Role in Transformation Programme at Liverpool Victoria Friendly Society

September 2nd, 2004 , GUILDFORD, UK,— Captiva Software Corporation, a leading provider of input management solutions, today announced it will supply InputAccel, its award-winning document capture solution, to EDS for its use as part of a \$200 million (US) business process outsourcing (BPO) contract with Liverpool Victoria Friendly Society, one of the UK's largest financial services firms. InputAccel will serve as the cornerstone of Liverpool Victoria's correspondence processing systems.

Under the terms of the contract, EDS will provide its Life, Pensions and Retail Investment Administration Service to Liverpool Victoria. The contract, which will run for the next 13 years, covers the outsourcing of business processes and IT systems. The major transformation programme will see EDS consolidate existing systems, introduce workflow and imaging applications, re-engineer critical processes and upgrade infrastructure.

EDS chose InputAccel for its proven ability to reduce the time needed to convert paper documents into business-ready content, and for the ease its of integration with workflow, customer-relationship management and enterprise content management (ECM) systems. According to EDS, a high priority for the contract is to improve the processing of the more than 36,000 pieces of mail Liverpool Victoria receives each day, which will deliver gains in terms of both business efficiency and customer service.

"Input management is a critical piece of the overall solution puzzle because it determines the speed and accuracy of document capture, which has serious implications for workflow and other downstream systems," said Clive Vinson, EDS' Input Capture & Shared Services Group Manager. "InputAccel satisfied our stringent requirements for a high-volume, high-quality solution able to meet our customer's needs now and in the future."

"When you are basing a commitment to deliver service on other people's software, you need to be confident in your suppliers, particularly when the contract runs for more than a decade," said Mark Lewis, Captiva's Vice President of Europe, Middle East and Africa (EMEA). "We are delighted that EDS had this level of confidence in Captiva. The fact that we are supplying software to the world's leading BPO provider on behalf of one of the UK's largest financial services firms makes this a prestigious contract for us."

InputAccel is Captiva's award-winning information capture system that transforms mission-critical data from paper and faxes into business-ready content. InputAccel ensures the integrity of incoming data and converts it into formats usable in back-end systems, including XML, image files and custom transaction formats. By delivering accurate and timely data to enterprise systems, InputAccel creates unparalleled efficiencies and significant return on investment for the many Global 2000 customers the solution serves.

About EDS

EDS provides a broad portfolio of business and technology solutions to help its

clients worldwide improve their business performance. EDS' core portfolio comprises of information technology, applications and business process services, as well as information technology transformation services. EDS' A.T.Kearney subsidiary is one of the world's leading high value management consultancies. With more than \$20 billion in annual revenue, EDS is ranked 87th on the Fortune 500. The company's stock is traded on the New York and London stock exchanges. Learn more at www.eds.com.

About Liverpool Victoria Friendly Society

Formed in 1843, Liverpool Victoria Friendly Society is one of the UK's largest financial services firms. The Liverpool Victoria group of companies has more than 2.5 million members and customers, who trust the group to manage approximately £6.9 billion on their behalf. The Liverpool Victoria group of companies provides a broad range of financial services, including life assurance, general insurance, asset management, banking services, independent financial planning advice and is still the only friendly society to own a bank. As a mutual organization, owned by its members and with no shareholders and therefore no dividends to pay, Liverpool Victoria Friendly Society can use all profits to the advantage of members in terms of competitive rates, terms of cover, investment performance and service. More information is available at www.liverpoolvictoria.co.uk.

About Captiva Software

Captiva Software Corporation (NASDAQ: CPTV) is a leading provider of input management software solutions. Since 1989, the company's award-winning products have been used to manage business critical information from paper, faxed and scanned forms and documents, Internet forms and XML data streams into the enterprise in a more accurate, timely and cost-effective manner. These products automate the processing of billions of forms and documents annually, converting their contents into information that is usable in database, document, content and other information management systems. Captiva's technology serves thousands of users in insurance, financial services, government, business process outsourcing, direct marketing and other markets. For more information, visit www.captivasoftware.com.

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