

Cable & Wireless expands contract with ORMvision for DSL provisioning

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ORMvision, the European collaborative business process management (CBPM) software provider, today announced a contract with Cable & Wireless Europe, to deploy ORMvision's ORMcenter software to streamline provisioning of DSL services throughout Europe.

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.

ORMcenter is a solution 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) across the whole spectrum of telecoms operations, from quotation and provisioning through fault management to business activity monitoring and SLA management.

In a first phase ordered last year, ORMcenter is being used by Cable & Wireless to track and reference orders for leased lines, This deployment provides full order control in the pre-sales process across many countries, including Germany, Italy and France removing the issues usually associated with different languages, order forms and procedures across those territories. With demand for DSL services growing all over Europe, Cable & Wireless decided to expand and extend its use of ORMcenter to manage the pre-sales and order management processes for DSL too.

Phil Church, CEO of ORMvision, said: "This really is great news for ORMvision. Cable & Wireless is a complex organisation with multiple processes, and for it to extend its use of us is a great testament to the flexibility of ORMcenter. We have seen a huge increase of interest in BPM over the last 12 months, especially where telco's are struggling to manage human-to-human aspects of their cross-boundary operational processes. This is precisely the 'collaborative' area of telecoms operations ORMvision was set up to address and we are seeing huge interest in our story across the industry."

-ENDS-

About ORMvision (www.ormvision.com)

ORMvision N.V. is a Belgian based Collaborative Business Process Management 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 reductions in cost, significant increases in productivity, 'guaranteed' SLA compliance and transparent performance management. ORMvision's main

focus today is on the Telecoms, Utilities and Healthcare markets.

ORMvision N.V. 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.

Further information

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