

ServicePower partners with Cognito to deliver enhanced mobility solution

Submitted by: 2thefore

Wednesday, 15 December 2004

London and Stockport, UK, 15th December, 2004: Cognito, the UK's leading managed mobile data solutions provider, and ServicePower, a global provider of workforce optimisation software for the Service Management market, today announced ServicePower's signing as a Cognito accredited partner. This latest partnership agreement will deliver an enhanced mobile workflow management and control solution for organisations looking to improve productivity and management of their service operations.

Cognito is currently contracted to provide fully managed mobile data services to over 9,000 subscribers throughout the UK within organisations in the Public, Service and Facilities, Utilities and Courier sectors. It enables real-time, voice and data communication between host back end systems and field workers using GPRS enabled mobile devices. The solution includes Formsplus, the Cognito application for creating a controlled, fully customisable interface on the mobile device. The service is resilient, robust and comes complete with comprehensive first and second line support.

ServicePower provides field service optimisation software to improve the efficiency and effectiveness of field service operations. From advanced planning and scheduling to ensuring on-time arrival at the customer site, ServicePower helps world-class service organisations maximise service revenues and customer responsiveness while minimising costs and maintaining customer satisfaction and loyalty. The combination of real-time communication and the ability to optimise service operations through enhanced scheduling offers significant potential productivity savings and increased ability to meet stringent customer service level agreements (SLAs).

The partnership agreement consolidates and formalises the existing working proposition between the two organisations, developed during a period of joint activity over the last 12 months. The integrated solution of ServicePower's scheduling application and Cognito's mobile data service, enables organisations to send and receive scheduling and other required information to mobile workers in real-time maximising the combined effectiveness of both solutions.

"This agreement is a natural evolution in our relationship since ServicePower and Cognito have successfully worked together on a number of projects including joint implementations at both Novar and Ideal Boilers," commented Derek Crumpton, General Manager UK and Europe for ServicePower. "These joint implementations prove that our technologies work well together in a commercial environment and will provide our customers with a stronger scheduling and dispatch option for their service operations."

Harry Hayden, Commercial Director for Cognito adds "Formalising our strategic partnership will enable Cognito and ServicePower to develop our joint business interests within the UK and also in Europe, where ServicePower already maintains a strong presence. The vast majority of today's offerings are fragmented and the service market is in dire need of a cohesive integrated "end to end" approach. This partnership agreement comes at an exciting time for Cognito as we build on our extensive UK presence to explore the significant potential for us in Europe."

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About Cognito

Founded in 1992 Cognito was the first company in the UK to be awarded a licence to run a radio network for data transmission. Today Cognito provides a single and seamless point of integration enabling client business to harness the power of corporate information out in the field, utilising GPRS and GSM technology.

The company offers managed services on behalf of many blue chip companies including, Fuji, Honeywell, Konica, Kraft Foods, London Bus Services, NTL, Siemens and Transco. Cognito delivers a range of services that enable corporate customers to enhance mobile workflow, reduce administration, minimise costs and increase productivity by improving the flow of communications between central systems and mobile workers.

For additional information visit www.cognito.co.uk, or email at info@cognito.co.uk, or by telephone on +44 (0) 1635 508200.

About ServicePower

ServicePower (LSE: SVR) markets and supports SERVICEPower, a world-class system for optimizing the scheduling of field technicians, throughout the U.K., U.S., and Europe. With licenses sold covering over 28,000 service technicians, SERVICEPower is the most widely used artificial intelligence based field

service scheduling application in the world. SERVICEPower intelligently offers time-banded appointments and ensures adherence to service level agreements by automatically optimizing field service resources. ServicePower's customer base includes innovative, world leading companies such as Avaya Communication, GE, Ecolab, and Siemens. They selected SERVICEPower customer service, and management control than competing technologies. For more information, visit the Web site at <http://www.servicepower.com>.

Note to Editors: ServicePower refers to the company and SERVICEPower refers to the product.

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