

Cable & Wireless implements ORMvision system for pan-European DSL services provisioning

Submitted by: Pirate Communications

Tuesday, 26 April 2005

Pirate Communications

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

Cable & Wireless is one of the world's leading international communications companies. It provides voice, data and IP services to business and residential customers, as well as services to other telecoms carriers, mobile operators and providers of content, applications and internet services. In partnership with ORMvision, Cable & Wireless is seeking to streamline and optimise operational relationships with more than 50 business partners, helping it to deliver pan-European services to its customers even more efficiently.

ORMvision's ORMcenter software suite is being used by Cable & Wireless to track and reference orders for leased lines and DSL services across a range of other service providers. The solution includes full order control in the pre-sales process across many countries, including Germany, Italy, Spain and France, and addresses the issues usually associated with different languages, order forms and procedures across those territories.

Hennie Vandenberg, director IT services (Europe) at Cable & Wireless, said: "The drive towards 'lean operations' whilst at the same time guaranteeing quality of service to our customers is very important to Cable & Wireless. We found that ORMvision offered a unique in-depth knowledge of the telecoms market and a product, in ORMcenter, which enables us to provide seamless operational integration with our service providers all over Europe."

Phil Church, CEO of ORMvision, added: "The implementation at Cable & Wireless is right in the sweet spot of what our application is designed to achieve: the automation of complex business processes by a complex organisation across company boundaries. We are delighted that ORMcenter is a key element of Cable & Wireless's drive to reduce operational costs while maintaining and even improving service levels, customer satisfaction and revenue assurance."

-ENDS-

About Cable & Wireless (www.cw.com)

Cable & Wireless is a leading international telecommunications company, with customers in 80 countries. For 130 years it has constantly reinvented itself to embrace the latest technological advances to serve its customers' needs.

Cable & Wireless provides IP (Internet Protocol), voice and data services to business customers, and to residential customers in some markets, as well as services to other telecoms carriers, mobile operators

and providers of content, applications and internet services.

In 2003 Cable & Wireless integrated its global and regional divisions to create a group of national telecoms companies with strong positions in their primary markets. These companies are closely bound by a common strategy; shared marketing, technical and regulatory skills; and established relationships both with each other and with national operators across the world.

Further information

Hennie Vandenberg

Phone: +49 (89) 926 99 247

Mail: Hennie.van-den-berg@cwe.cwplc.com

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.

Phil Church, ORMvision

Phone: +44 (0) 7961572475

Mail: phil.church@ormvision.com

Press enquiries

Kate Bonner, Pirate Communications

Tel :+44 (0)20 7297 3350

Mail : kate@piratecomms.com