

nGenera CIM Delivers Strong Q1 Results

Submitted by: Wildfire

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Companies around the world strive to differentiate with service by selecting the nGen CIM Suite, a solution that enhances the customer experience and delivers rapid ROI

Windsor, UK – 06 May, 2009 — nGenera Customer Interaction Management (CIM), a division of nGenera Corporation and a global leader in next-generation customer experience software solutions, today announced strong first quarter results with quarter on quarter revenue growth of over 15%, giving the division an excellent start to 2009 despite a challenging economy. nGenera CIM's first quarter results include more than 20 new customer wins and continued partnerships with its existing customers. Among the companies selecting the nGen CIM Suite solutions were Blue Square (part of the Rank Group), London Capital Group, Affinity Plus Credit Union, Aldo, New Vision Engineering Solutions, Opcon, and Ubiquity Networks.

"The success of our industry-leading applications was global as well as horizontal across industries in the first quarter," said Wade Pfeiffer, General Manager of nGenera CIM. "Our blend of software applications combined with expert services packages enables companies to differentiate themselves with service by implementing a total solution that offers a more positive customer experience while achieving a rapid, measurable ROI."

Rank Group, one of the UK's leading leisure and entertainment companies, also initiated a relationship with nGenera CIM in the first quarter. Jamie, McClellan, Head of Contact Centre shared, "After canvassing and evaluating various companies, it was clear nGenera CIM had the right product and could add real value. Several months into our relationship and I am pleased to confirm they also deliver; reinforced by the vital fact that our customer experience is finally moving in the right direction – thanks to the team at nGenera CIM."

"As a business that focuses on building relationships founded on trust rather than just completing a transaction, the member experience is critical to us," said Cary Tonne, Vice President of Information Technology, from Affinity Plus Federal Credit Union. "We plan to further enhance our member's online banking experience by offering intelligent Web self-service as well as online chat. After an extensive evaluation, we selected nGenera CIM because we believe the product functionality coupled with available services will allow us to continue to provide an extraordinary experience for each member. "

In today's economic climate, companies must invest in their most precious asset: their customers. To acquire and retain them, it is imperative to deliver an exceptional service experience by investing in and wisely selecting solutions that realise immediate gains versus investing in risky multi-year, multimillion-pound projects. nGenera CIM's first quarter success is due to the fact that the nGen CIM Suite meets these needs perfectly. Its robust functionality, modular design, scalability, and flexible deployment options (on-premise or SaaS) enables companies to gain a competitive edge with service as well as achieve operational benefits and a rapid ROI.

In addition to acquiring new customers in the first quarter of this year, nGenera CIM continued partnerships with its existing customers providing additional products, services and support. Gaiam -

providers of information, goods, and services to customers who value the environment, a sustainable economy, healthy lifestyles, alternative healthcare, and personal development - selected and implemented nGenera CIM's email module because of its usability, advanced feature set and ability to deliver a rapid ROI. Christopher Fisher, Director of Customer Experience for Gaiam, reported, "The nGen Email interface is very intuitive, which enabled our agents to learn quickly. We were up and running with nGen Email within 10 days of signing, and we started realising benefits immediately."

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About nGenera Customer Interaction Management

nGenera Customer Interaction Management is the global leader in next generation customer experience solutions. Customers report increased customer satisfaction and measurable cost savings within six months of deployment. With 250% customer growth over three years, more companies trust their customer experiences to nGenera Customer Interaction Management. Customers include Paddy Power Canon, Dell, eBay, Epson, Ford, Microsoft, P&O Ferries, Sky Bet, Siemens, Sony, and Sprint. For more information, visit www.ngenera.com/cim.