



PRESS RELEASE

Siemens Business Services closes corporate license deal with empolis Knowledge Management Solutions become strategic products

Gütersloh, Germany, May 11, 2005 - With the corporate-wide license deal for the empolis retrieval solution and the empolis solution process improvement in service centers, Siemens Business Services and empolis have intensified their well-established business relationship.

The successful implementation of the highly ambitious “intranet search“ project in Germany, and the dramatic improvement of service processes in technical call centers were decisive for the license purchase that includes substantial professional services.

By means of the corporate search, 15,000 Siemens Business Service employees have the ability to intelligently access documents, data and HTML pages. In addition to scalability of the e:Information Access Suite for high volume operation that lies in a terabyte range, the full text and associative search over a wide spectrum of corporate sources is made possible. Users are in the position to find precise format-independent information relevant to their tasks and function on mouse click - exactly when need, personalized, and in the correct medium.

Rainer Henkelmann, Siemens Business Services Chief Information Officer, is convinced: “The improvements in information search that comprises our complete corporate knowledge and data are significant. Our employees can easily identify context-relevant web contents, which is a dramatic improvement to prior search capabilities“.

The e:Service Lifecycle Suite enables call center agents to solve technically challenging trouble tickets faster and with unerring precision. Complete knowledge derived from Siemens Business Services service activities is collected and processed systematically and provides call center agents and service technicians with intelligent resources. The newest knowledge is delivered quickly to where it is needed most: to service staff.

“We are very pleased about Siemens Business Services’ decision in favor of empolis on a corporate level“, states Bernhard Ribbrock, empolis CEO. “The implementation of our knowledge management solutions opens up entirely new opportunities for performance potential in the successful and innovative service organization of Siemens Business Services, which could not have been achieved with conventional IT systems”.

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Siemens Business Services is an internationally leading IT service provider. This unique Siemens sector provides complete solutions and services along the entire IT value chain from a single source. The extensive portfolio includes consulting, design, realization and system integration. Comprehensive know-how and specific industry knowledge, measurably increase business value throughout customer companies. In the areas of outsourcing and IT service, Siemens Business Services is one of the top ten providers worldwide. In the last year (September 30, 2004) sales amounting to € 4.7 billion were achieved – 76% was generated outside of the Siemens corporation. Siemens currently employs over 36,1000 people globally. Further information: www.siemens.com/sbs

empolis - The Information Logistics Company - is the leading supplier of enterprise content and knowledge management solutions. Over 18 years of experience and comprehensive know-how, including substantial knowledge of complex business processes, build the foundation of our specific solutions designed for a multitude of diverse areas of application.

empolis systems are based on the information logistic principle: process, integrate and navigate both structured and unstructured data. This means that users can find the precise information they are looking for, exactly when they need it - personalized, in the correct medium and totally independent of data format. The sheer volume of information is simplified and its value exponentially increased. Information processes are optimized and result in company internal and external information delivery in premium quality.

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