

PRESS RELEASE

InVision Software Takes Planning Professionals Beyond the Call Centre

Workforce management expert demonstrates successful applications outside the call centre at 'Contact Centre Planning 2008'

London (UK), 25th April, 2008 – At this year's 'Contact Centre Planning' forum on Tuesday, 29th April (12:30 p.m.), InVision explains how to apply the tools and techniques of workforce management beyond the realm of inbound and outbound call centres and optimise staff scheduling across the entire enterprise. 'Contact Centre Planning' is one of the biggest forums of its kind in Europe and a must-attend event for contact centre and planning professionals. This year, more than 350 delegates are expected to visit the conference, which takes place from 28th to 29th of April at the Midland Hotel in Manchester, to discover how to balance customer-focus and business efficiency through better staff planning.

Workforce management has the potential to optimise staff costs, improve the customer experience and drive revenue in any business where personnel expenses represent a large percentage of the cost base, where the workload is variable and the workforce is flexible. InVision Software has already proven with a number of successful implementations outside the call centre that a demand-oriented and enterprise-wide workforce management solution delivers real benefits in many different operational areas and industries. InVision's customers have shown that optimised staff scheduling is not just limited to contact centres with multiple media and back office activities: Retailers like IKEA use InVision Enterprise WFM to roster their sales staff in the stores; Airlines like Lufthansa optimise the schedules of their ground handling teams with the solution.

InVision Enterprise WFM is a web-based software solution and currently available in twelve languages. It allows the staff planner to optimise staffing by creating schedules that at all times conform as closely as possible to the actual requirement. At the same time, it helps users to observe all relevant legislation, local agreements and the contracts of individual employees – including work/life balance guidelines. Furthermore, it allows for employee involvement in the planning process via its employee web portal 'Infothek'.

Its modular architecture supports the whole process of demand-oriented workforce management, all the way from forecasting to scheduling, optimisation, time management and monitoring. The software is highly flexible and applicable in all industries and all sized companies. It is just as suited to scheduling under 100 employees as it is for reducing personnel costs and increasing productivity when planning hundreds of thousands of employees globally. Thanks to its open interfaces, it can be integrated smoothly into existing IT environments and connected to numerous external systems. The software solution holds a unique, patent pending technology for demand-oriented and time-saving planning of multi-skill environments.

In addition to the software solution and maintenance, InVision offers a comprehensive Professional Services portfolio to ensure rapid return on investment: analysis of user requirements and solution design, project management, system integration, programming of user-specific add-ons and hands-on support in the use of InVision Enterprise WFM.

**Attend the conference session of InVision Software at 'Contact Centre Planning 2008':
Tuesday, 29th April 2008, 12:30 p.m., Alexandra 2 Suite at The Midland Hotel, Manchester, UK**

The 2008 conference is the 7th annual conference organised by the Professional Planning Forum. The Professional Planning Forum is an independent industry body supporting effective resourcing and planning in the contact centre industry and works across all industry sectors to provide specialist support for contact centre professionals.

About InVision:

InVision Software is a world-leading supplier of enterprise-wide workforce management solutions which enable companies to optimise their staff planning and scheduling processes. InVision empowers customers to reduce personnel costs, increase productivity, improve employee satisfaction and to boost revenue by leveraging better customer service. Founded in 1995 and based in Ratingen (Germany), InVision currently employs more than 175 WFM specialists and has offices across Europe, North America, and South Africa. Since 18th June, 2007, InVision Software AG (IVX) has been listed in the Prime Standard Segment of the Frankfurt Stock Exchange. Among InVision's clients are numerous international blue chip companies, such as ABN Amro, Allianz, BMW, Deutsche Telekom, IKEA, Sky and Vodafone.

Further information: www.invisionwfm.com

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