

PRESS RELEASE

Frost & Sullivan Honors InVision for its Competitive Strategy Leadership in Agent Performance Optimization

Ratingen (Germany), 9 October 2008 – InVision Software, a world-leading supplier of enterprise-wide workforce management solutions, received the 2008 EMEA Agent Performance Optimization (APO) Competitive Strategy Leadership Award of Frost & Sullivan. The analyst firm recognizes the striking success of InVision in leveraging its advanced technology and regional expertise to seize a significant chunk of the EMEA workforce management software market, including some very high profile large-installation customers.

"InVision has demonstrated mastery of the European market for workforce management software by concentrating on its unique strengths: diverse language and software localization capabilities," notes Keith Dawson, Frost & Sullivan Principal Analyst, Contact Centers. "InVision has been both market savvy and technologically innovative, emphasizing the flexible, browser-based nature of its software at a time when companies in EMEA are looking for ease of use and deployment. InVision has not allowed itself to be painted into a 'niche' corner by larger competitors; the company's strategy for growth, which bucks the trend towards consolidation and suite-building in contact center software, has immense potential."

"The Frost & Sullivan award confirms our leading position in technology, innovation and go-to-market strategy," said Peter Bollenbeck, CEO of InVision Software. "The open architecture of our solution InVision Enterprise WFM offers user interfaces to all industry specific applications for seamless integration in existing IT environments as well as the ability to customize the system. This is particularly important to our overall goals as we are rapidly moving to bring our workforce management system to executives and professionals in non-contact-center contexts."

InVision has fashioned a two-tier strategy: On the one hand, the company has built a best-of-breed tool that meets the increasing needs of contact centers for advanced scheduling; and on the other, a system that is adaptable, flexible and moves beyond the niche that many of its competitors occupy. This has positioned InVision to successfully resist the trend towards consolidation and suite-building that has been moving through the APO marketplace in both EMEA and North America.

About InVision:

InVision Software is a world-leading supplier of enterprise-wide workforce management solutions which enable companies to optimize 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 200 WFM specialists and has offices across Europe, North America, and South Africa. InVision Software AG (IVX) is 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 at: www.invisionwfm.com

Press contact:

Jutta Kropp
InVision Software AG, Head of Corporate Communications
Halskestrasse 38, D-40880 Ratingen (Germany)
phone: +49 (0)2102 728-252, fax: +49 (0)2102 728-111
email: pr@invision.de

Local contact:

Craig R. Shambaugh
InVision Software, Inc., Vice President Sales - North America
3333 Warrenville Road Suite 200, Lisle, IL 60532 (USA)
phone: 630.799.8370, fax: 630.799.8101
email: craig.shambaugh@invisionwfm.com