

## PRESS RELEASE

### Dependable HomeTech Optimizes Workforce Management with InVision Software On Demand

Lisle/Chicago (IL, USA) / Ratingen (Germany), December 14, 2009 – Dependable HomeTech (DHT), a Canadian based provider of technology support services for residential and business customers, has selected [InVision Enterprise WFM](#) for optimizing the scheduling of its call center agents. By implementing the state-of-the-art technology from InVision Software, a leading international supplier of enterprise-wide [workforce management \(WFM\)](#) solutions, DHT aims for improving the efficiency of its disparate service departments. This will result in a better service at the appropriate times for its customers and a significant reduction in [labor costs](#). InVision is providing its solution on an ASP (Application Service Providing) basis meeting DHT's needs of a robust and cost-effective implementation.

[DHT](#) employs 500 people in total with 150 of them are working in the DHT headquarters based [call center](#). They service incoming calls from residential and business customers, providing technical support and premium support over the phone or online. "We are committed to delivering a great customer experience and have therefore decided to implement a high-performance WFM software solution for the demand-oriented scheduling of our service employees", explains Cheryl Lewis, Vice-President, Dependable HomeTech Services. "The InVision solution enables us to generate accurate day-to-day forecasts of the expected workload and to create automated and optimized staff schedules of the workforce needed."

DHT's decision to purchase InVision's software solution was influenced by several factors: Besides economic reasons and InVision's competitive pricing, DHT required one single platform for planning across disparate departments in order to achieve a truly flexibility in staff planning. Furthermore, DHT appreciated the high quality of InVision's optimization engine and the high performance of the module AutoScheduler. Using this feature, the planners at DHT can create requirement-driven and optimized schedules at the push of a button while meeting all scheduling constraints. The [AutoScheduler](#) performs the entire scheduling and optimization process in a single step, starting from the long-term assignment of working hours per day all the way to defining individual activities to be performed within the course of a day.

"Now more than ever, cost-effective IT solutions are required which enable companies to reduce their operating expenses without abandoning service quality", says Peter Bollenbeck, CEO of InVision Software. "We are offering a solution that helps companies to reduce labor costs through automated, optimized scheduling and our short-term renewable licensing provides the cost advantage of on-demand software with the full functionality of a system installed on premise."

#### About Dependable HomeTech

Dependable HomeTech is a growing Canadian based leader in providing and servicing broadband technologies to both residential and commercial markets. The Dependable HomeTech service offering, network deployment, IT integration, and support services enable the cable television and telecommunications industries to deliver a high quality broadband experience to their customers. Dependable HomeTech's clients rely on Dependable HomeTech's knowledge and expertise to rapidly deploy the latest technologies to support advanced cable services, cable broadband Internet access and DSL. Services provisioned include new installations, reconnections, disconnections, service upgrades and downgrades, inbound technical call center sales and trouble resolution for cable Internet subscribers, and network servicing for broadband video, data, and voice services for residential, business, and commercial marketplaces.

Further information: [www.mydh.com](http://www.mydh.com)

**About InVision Software**

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 210 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](http://www.invisionwfm.com)

**Press Contact:**

Judith Funk  
Corporate Communications  
InVision Software AG  
Halskestrasse 38  
40880 Ratingen (Germany)  
phone: +49(0)2102-728-259  
fax: +49(0)2102-728-111  
email: [pr@invision.de](mailto:pr@invision.de)

**Local Contact:**

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