

## PRESS RELEASE

### **InVision Software Wins Frost & Sullivan's Competitive Strategy Leadership Award in Agent Performance Optimization**

Lisle, Chicago (IL) / Ratingen (Germany), September 29, 2009 – For the second year in a row, [InVision Software](#), a world-leading supplier of workforce management (WFM) solutions, was honored by Frost & Sullivan for its Competitive Strategy Leadership in Agent Performance Optimization (APO). The analyst firm acknowledges the remarkable success of InVision in the EMEA region where the company has garnered a significant portion of the [contact center market](#), despite regional structural barriers that slowed down the adoption of WFM systems, notwithstanding the economic downturn during the last year.

"InVision's approach to workforce management is having success because the company has built it on a completely web-based framework, which makes it easy for customers to adopt and maintain. That also provides fairly low overall total cost of ownership for the end user", states Keith Dawson, Principal Analyst of [Frost & Sullivan](#), Information and Communication Technology. "InVision's highly sophisticated scheduling engine can accommodate the many variables that come into play when organizing workers with multiple languages and complex shifts. The company clearly benefits from its extensive knowledge of conditions in its home region, and from an innovative technology base."

The analyst points out that with a singular focus on [workforce management](#), the company's research and development effort has not been distracted by trying to build a full-blown APO suite. Rather, InVision has staked its future and its market position on being a true best-of-breed provider of advanced systems for [scheduling](#) in one of the world's most complex workforce environments. Nevertheless, the InVision solution is open enough to interact with important applications in those other APO areas from other vendors.

"Frost & Sullivan substantiates our strategy focusing on enterprise-wide WFM", says Peter Bollenbeck, CEO of [InVision Software](#). "Because our software solution, InVision Enterprise WFM, is designed from the ground up to operate inside and outside contact centers, it natively supports blended scheduling algorithms for multi-channel environments. As contact centers are increasingly forced to schedule agents across different channels like email, SMS, chat or any other web2.0 interactions, we support them managing this new challenge."

[InVision Enterprise WFM](#) has a unique, patent pending technology for demand-oriented planning for any contact center environment that is multi-site, [multi-channel](#), multi-skill, or multi-activity. The technology blends different scheduling algorithms for different channels into one optimized schedule. The embedded optimization algorithms create best schedules without the need for time-consuming and erroneous mimicking of ACD routing rules.

#### **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 220 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)

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