

PRESS RELEASE

## Software AG: UK's Tewkesbury Borough Council slims waste management system

- Council speeds up service and cuts customer queues with SOA
- Re-use of IT assets cuts costs and increases IT flexibility and reduces response times
- Tewkesbury Borough Council named as finalist in the BCS IT Award for Public Sector Organization of the Year.

Darmstadt, Germany 02-12-2008 - Software AG, a global leader in business infrastructure software, today announced that its BPM and SOA technologies have enabled Tewkesbury Borough Council to contain and reduce costs in delivering waste management services. The council has cut the number of interactions needed between officers within different parts of the council, reduced the number of times it is necessary to contact customers and slashed customer waiting times. Tewkesbury Borough Council has been named amongst the finalists for this year's British Computer Society IT Award for Public Sector Organization of the Year. For more information: <http://www.bcs.org/server.php?show=nav.5818>

"We needed a system that could provide an integrated approach," commented Graham Quint, IT Manager at Tewkesbury Borough Council. "Since implementing Software AG's technology, we have been able to spend less time on administration and more on delivering better customer service."

This has allowed the existing in-house waste management system, Software AG's customer database and e-payments engine, to be extended into the contact centre. Payments for other services are now also available on the Internet. The process was designed in-house and mapped using Software AG's BPM solution, which then generated the forms used by contact centre staff and citizens to initiate and complete waste management transactions. Software AG's enterprise service bus was used to integrate the waste management system, CRM customer database and e-payments engine into the new process.

The implementation of a flexible infrastructure and a Service Oriented Architecture approach allows existing information assets to be reused across the local authority. It reduces reliance on having to change hard-coded business logic within monolithic, inflexible applications.

"Forward-thinking organizations are adopting BPM and SOA technologies to streamline their processes and achieve excellence in customer service," commented Mark Edwards, Executive Board member and Chief Operating Officer, Region West at Software AG. "A process-centric approach to service delivery enables organizations to deliver truly world-class service, bringing more value to their customers."

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Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global enterprise customers achieve business results faster by modernizing, integrating and automating their IT systems and processes. As a result, they rapidly build measurable business value and meet changing business demands. Based on our solutions, organizations are able to liberate and govern their data, systems, applications, processes and services - achieving new levels of business flexibility.

Our leading product portfolio includes solutions for high performance data management, developing and modernizing applications, enabling service-oriented architecture, and improving business processes. By combining our technology with industry expertise and best practices experience, our customers improve and differentiate their businesses - faster.

Software AG has almost 40 years of global IT experience and over 3,600 employees serving customers in 70 countries. The company is headquartered in Germany and listed on the Frankfurt Stock Exchange (TecDAX, ISIN DE 0003304002 / SOW). Software AG posted total revenues of €621 million in 2007.

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