

## PRESS RELEASE

# Software AG enables Venezuela's Central Banco Universal to improve claims processing by 60%

- Central Banco Universal has selected Software AG's webMethods Business Process Management suite to improve core business processes
- Automation of credit card claims processes reduces customer response times
- The total control of the claims processes delivers a significant improvement in customer satisfaction and improves competitiveness

Darmstadt, Germany, 26 May 2009. Software AG, the world's largest independent provider of Business Infrastructure Software, announced that Central Banco Universal, a leading regional bank in Venezuela, with more than 85 branches and 1,300 employees, has chosen Software AG's webMethods Business Process Management suite to optimize the bank's business management. Central Banco Universal has automated its credit card claims processes to provide a more efficient service to its customers and increase its competitiveness. The new flexible processes also allow the Bank to swiftly comply with new regulations affecting the financial services industry.

Major benefits include:

- Up to 60% more claims processed
- Automatic alerts to prioritize tasks
- Easy integration of manual tasks
- Full process control
- Greater customer satisfaction

"We chose Software AG because it is a leading company in Business Process Management technology. Their experience and costs were very important to us and were determining factors in making this decision", stressed Roberto Del Pino, Quality and Process Manager of the Central Banco Universal.

With the Software AG solution, the company is able to prioritize and process claims and tasks in a more organized way, controlling all claims, from start to finish and significantly improving its service to customers.

Looking towards future plans, Central Banco Universal plans to optimize more business processes and continue working with Software AG as a partner.

### About Central Banco Universal

Central Banco Universal was founded in 1961 under the name of Magisterio EAP, with funds from the IPASME (Venezuelan Institute for Social Security and Assistance to Ministry of Education Staff) with the sole purpose of awarding credits to member teachers. In 1968, it changed its name to Central Entidad de Ahorro y Préstamo, and its efforts now concentrated more on stimulating savings and providing mortgages to the communities.

In August 1998, the firm became a Limited Company with a new board of directors and shareholders, a fact that enabled it to carry out a broader range of financial activities. Finally in 2001 it became the Banco Universal.

Today, Central Banco Universal is a leading institution in the western-central region, with more than 47 years of successful development behind it, available to provide all the services of a modern bank.

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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 40 years of global IT experience and over 3,500 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 €721 million in 2008.

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