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**Enkata Bolsters Offering with Acquisition of Technology Assets from ePeople**

*Company Will Enhance Future Versions of its Operational Performance Management Solution with ePeople's Innovative Web-based Collaboration Technology*

**SAN MATEO, Calif., Nov. 21, 2005** – Enkata, a leading provider of Operational Performance Management (OPM) solutions, today announced that it has acquired intellectual property assets from ePeople, a leading provider of web-based collaborative knowledge management solutions. With this acquisition, Enkata will add the collaboration, initiatives management and email integration components of the ePeople suite into future versions of Enkata, supporting the company's continued commitment to deliver OPM solutions designed for fast implementation, easy configuration and deep integration from the front to the back office.

“ePeople's technology is a natural fit with Enkata's because it extends the value of our rich analytics to make actionable information available across company departments,” said Ron Hildebrandt, president and co-founder, Enkata. “By adding the ePeople functionality to Enkata's suite, suddenly we make it easier and faster for customers to improve all aspects of their service organization and reap the benefits that only operational performance management can deliver.”

ePeople's solutions are designed to allow knowledge workers in complex, highly networked and inter-dependent business processes to tap into a knowledgebase of performance improvement initiatives and use of email and expert knowledge resources to significantly improve their productivity and quality of work. By creating and classifying email knowledge stores; linking issues to relevant content or the best qualified experts; and providing online collaborative workspaces; ePeople's technology helps resolve issues or create multi-disciplinary work products.

“Enkata has already proven to be a valuable investment, enabling us to improve our service operations and customer satisfaction significantly since deployment,” said Lilly Krstic, director of service operations at Rogers Wireless. “We are very happy to see the company is adding new functionalities that will create a collaboration environment for the end-users.”

According to a recent report by Jim Davies, principal research analyst at Gartner, Inc., “Extending the scope of a contact center quality management system to the back office can enhance the customer experience and improve organizational performance.” Davies adds: “Performance management analytical tools can be used to report on agent and departmental performance. Key processes can be tracked, and the root causes of poor performance (front- or back-office) identified.”<sup>1</sup>

ePeople’s technology features out-of-the-box integration with leading desktop email clients including Microsoft Outlook, Lotus Notes and Novell GroupWise. Rapidly assimilated in daily email work practices, ePeople installations overcome the user adoption issues of many enterprise systems and deliver targeted process improvements faster. Enkata will offer the ePeople technology as an add-on for customers in the first quarter of 2006, with full integration planned for the third quarter of the year.

**About Enkata**

Based in San Mateo, Calif., Enkata is a leading provider of Operational Performance Management solutions for businesses with large service organizations. Offered on demand, Enkata delivers the only industry-specific solutions available that analyze both front and back-office customer lifecycle data and provides actionable information needed to reduce costs while simultaneously increasing customer loyalty. Today, leading companies in financial services, telecommunications and health insurance rely on Enkata to achieve operational excellence. For more information, visit [www.enkata.com](http://www.enkata.com) or call (650) 227-6500.

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<sup>1</sup> September 23, 2005 Gartner, Inc. Research: “Extending Quality Management Beyond the Contact Center Benefits Companies and Customers,” by Jim Davies