

MBG IMPLEMENTS ULTIMUS TO STREAMLINE ORDER PROCESSING AND BILLING FOR CUSTOMERS

BPM Solution Helps Leading IT and Telecommunications Infrastructure Billing ASP Enhance Customer Productivity

CARY, North Carolina—April 13, 2004—Ultimus, the leading provider of complete business process management (BPM) and workflow automation solutions, today announced that MBG, the leading supplier of Web-based enterprise chargeback, invoice presentation, and inventory and provisioning solutions, has deployed the Ultimus BPM Suite to help its customers manage telecom orders and change requests more efficiently.

As an IT and telecommunications billing and ordering application service provider (ASP) for the largest companies in the world, MBG specializes in helping its customers manage their technology and telecommunications' infrastructure. The new MBG Provisioning system leverages the Ultimus BPM Suite for workflow and process management to provide a number of considerable benefits including time and cost- savings to MBG customers. Provisioning combines Ultimus' best of breed BPM solution, which automates internal workflow processes, with MBG's telecom inventory and ordering expertise. This combination allows users to keep an up-to-date Web-based inventory, place orders to telecom carriers online, and manage service and MAC (moves, adds, and changes) requests. The system provides an extraordinary value to users who in the past may have had two or more disparate or homegrown systems to accomplish the tasks that Provisioning unifies in an effective streamlined solution. Significant savings are passed on to MBG's customers. The solution:

- Ensures easy identification of billing errors on invoices by maintaining an automated inventory that is accurate and up-to-date;
- Increases productivity of managers and IT staff through eliminating re-entry of information into multiple systems;
- Reduces the possibility for errors and miscalculations related to the re-entry of information internally and at the vendor's site.

" Fiscally responsible companies require solutions that give them greater visibility into invoices and order processing for their large investments in IT and telecommunications infrastructure. With the Ultimus BPM Suite, we further reduce costs and streamline the invoice process for our customers," said Michael Greenspan, President of MBG. "Customers who leverage this solution will see significant productivity increases in addition to the incremental savings associated with better visibility and management of invoices."

The Ultimus BPM Suite automates all processes incorporating people, applications and organizations. Global companies use it today to manage enterprise-wide processes more efficiently. The Ultimus BPM Suite delivers strong ROI through a programming-free process modeling and development environment, flexible integration, workflow capabilities, powerful management tools, and easy-to-use Web interfaces for process participants. The product runs in Microsoft environments, supporting the .NET framework, Windows Server 2003, and a variety of other Microsoft technologies.

"The MBG Provisioning System is an excellent example of the Ultimus BPM Suite in action", said Ultimus CEO Rashid Khan. "Easy to integrate and deploy, the Suite enables fast ROI because it can seamlessly connect into vendor billing systems and provides a very-easy-to-use interface for MBG's customers."

About MBG

MBG (<http://www.mbg-inc.com>) helps Fortune 500 clients reduce corporate telecom and IT

expenses with Web-based solutions for enterprise chargeback, call accounting, invoice presentation, inventory and provisioning. MBG clients include: AT&T, Citigroup, Ford Motor Company, GE Corporation, HCA, Hyatt Corporation, International Paper, Lehman Brothers, Marsh & McLennan Companies, MetLife Corporation, Toys 'R' Us, UBS, United HealthGroup, Visteon Corporation.

About Ultimus

A pioneer in Business Process Management and workflow automation, Ultimus is a profitable, global software company that enables enterprises worldwide to increase their profits by modeling, automating, managing, and optimizing every business process.

Ultimus has business operations and sales offices throughout North America, Europe, Asia, Middle East and South America. Through these offices and a network of more than 10 partners in 65 countries, more than 1200 customers, including Carnival Cruise Lines, Citizens Bank, McKessonHBOC, Microsoft, Newell Rubbermaid, Sony, and Siemens, have deployed the Ultimus BPM Suite to address their business process management challenges. Ultimus and its partners use the Ultimus Workflow Development Methodology to standardize implementations, accelerate deployments, and enable continuous improvement.

Headquartered in Cary, NC, the company is a three-time recipient of the Technology Fast 500 Award from Deloitte & Touche and is listed among the Inc.500 for the second year. Additional information about Ultimus can be obtained by visiting the Ultimus Web site at <http://www.ultimus.com>, emailing info@ultimus.com, or by calling 919-678-0900.

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