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**Action Technologies Launches ActionWorks® 5.0
– ActionWorks® 5 brings broad functionality –**

July 22, 2003 – Alameda, Calif. - Action Technologies (www.actiontech.com), a 20-year-old software firm specializing in business process management (BPM), today announced the release of [ActionWorks® 5.0](#), the industry's first software package that gives companies the structure to manage dynamic decision-driven processes through process maps and the flexibility to handle exceptions that inevitably occur in such processes. ActionWorks 5.0 allows people to work through these exceptions by giving them the capability to insert changes on the fly rather than leaving the system in order to resolve problems.

Action Technologies' software is used by more than 300 global corporations to manage human business processes, and the company was recently awarded two gold medals in the Giga Global Excellence Awards competition for its work with Credit Suisse Financial Services and International Truck and Engine Corp.

Bill Welty, CEO for Action Technologies, said, "We continue to lead the way in Business Process Management by developing new products that create clear business benefits for our customers. Action Technologies has built its reputation on the ability to deliver award-winning software to global corporations, and the release of ActionWorks 5.0 extends our lead in the sector by giving customers the ability to manage structured and unstructured processes and combining the two when appropriate."

With the introduction of this product, all Action Technologies products, including Coordinator® and Metro will now be branded under the ActionWorks name. ActionWorks® 5.0 consists of a base Business Process Management solution that

includes a real-time process dashboard and a complete document management system. It also includes several add-on modules for additional process management capabilities, such as a TeamWorks, Business Activity Manager, Corporate Performance Manager, and Contract Life Cycle Manager. Existing customers will have the opportunity to upgrade to the new platform throughout the rest of 2003.

About Action Technologies

For more than 20 years Action Technologies (www.actiontech.com) has delivered award-winning Business Process Management (BPM) software that reduces the time and cost of decision-driven processes by 40-60% and typically generates returns of more than 300%. The ActionWorks® Suite enables our leading global customers to analyze, redesign, implement and continuously improve their operations through a patented system for managing negotiations and commitments.

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