



**FOR IMMEDIATE RELEASE:**

**PRESS CONTACTS**

Rich Berman  
Action Technologies  
Email: [rberman@actiontech.com](mailto:rberman@actiontech.com)  
Tel: 1.510.636.8229

**DUTCH CITY OF NIJMEGEN STREAMLINES MUNICIPAL  
PROCESSES WITH WORK MANAGEMENT EUROPE  
(WME) AND ACTION TECHNOLOGIES**

**-- Software Reduces Permit Approval Times by 50% --**

February 25, 2004 – Alameda, Calif. and Hoevelaken, Netherlands - Action Technologies ([www.actiontech.com](http://www.actiontech.com)), a 20-year-old software firm specializing in business process management, today announced that the initial deployment of its ActionWorks® suite for the Nijmegen city government has already generated significant benefits.

Like many municipalities in the Netherlands, Nijmegen was burdened by inefficient control of processing providing building permits. This resulted in frustrating delays - and lost income for city governments. In order to ensure compliance with new federal laws mandating efficient local government services, Nijmegen installed ActionWorks, installed by Dutch system integrator Work Management Europe ([www.wmeonline.com](http://www.wmeonline.com)) - and the results have been spectacular. In fact, other municipalities throughout the Netherlands are now looking at this Web-based solution with ActionWorks as a cost-effective way to comply with the federal code.

Prior to the purchase of ActionWorks it took an average of six months to process building permit applications in Nijmegen, adding enormous costs to projects. The new system has reduced the time by more than half, to less than 12 weeks, and simple requests are now handled in as little as six weeks. Based upon this unqualified success, Nijmegen is now using ActionWorks to manage a variety of

other processes for the Fire Department, Legal Department and City Management meetings.

According to Ingrid Ensing, Head of Information and Administrative Services for the Building Department of City of Nijmegen, "The new software has worked better than we had ever expected. Our old system was designed to assist administrative and clerical functions; ActionWorks gives us the power to track requests, identify bottlenecks and automatically find the necessary information to expedite a wide range of processes."

**About Action Technologies**

For more than 20 years Action Technologies ([www.actiontech.com](http://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.

**About Work Management Europe (WME)**

Work Management Europe ([www.wmeonline.com](http://www.wmeonline.com)) is the Benelux distributor for Action Technologies' products and the European Support Centre for ActionWorks customers in Europe. WME also offers process management related consulting services and public and in-company training classes on a regular basis.

###