



**About Witness Systems:** Witness Systems is a leading global provider of Workforce Optimization software and services. The company's solutions – which play a strategic role in the customer interaction centers of Global 2000 and small- and medium-sized businesses (SMBs) worldwide – also are deployed in IP Telephony and back office environments, and throughout the extended enterprise, including branch offices. Witness Systems' software is comprised of quality monitoring, compliance, high-volume and IP Telephony recording, as well as workforce management, performance management and e-learning. Its solutions enable organizations to optimize their people, processes and technology throughout the enterprise and along the complete workforce continuum. With more than 60 percent of the Fortune 100 represented among its customers, Witness Systems' Workforce Optimization is used by companies across an array of industries worldwide, including automotive, banking/financial services, general business, government, healthcare, hospitality, insurance, outsourcing, publishing, retail, telecommunications, travel and utilities.

**About Our Solutions:** Witness Systems Workforce Optimization brings together customer interaction recording, workforce management, performance management and actionable learning with best practices consulting – all through a single provider – to help customers capture customer intelligence, increase satisfaction and loyalty, and optimize workforce performance.

To meet the needs of a broad spectrum of organizations and contact centers, the company offers foundation-level and advanced solutions to help them progress through the Workforce Optimization continuum and extend business value. Witness Systems' pre-packaged Workforce Optimization, Workforce Management, Quality Monitoring and Compliance Recording solutions deliver different levels of functionality to help optimize workforce performance, reduce risk and automate manual processes, such as scheduling and monitoring – as well as raise first call resolution, increase contact center revenue generation and ensure consistent customer experiences. The company also offers optional add-on functions – including contact visualization, shift bidding, strategic planning, competency-based learning, custom KPI scorecards, application analysis, data-driven recording, speech analytics and centralized archiving – that are designed to help organizations further differentiate themselves through customer service.

Through its packaged offerings and by fusing together performance management and e-learning with the Workforce Optimization anchors of workforce management and quality monitoring, Witness Systems is reinventing two of the contact center industry's most promising segments. Leveraging its solutions, customers benefit from an entry point to a complete Workforce Optimization solution that provides:

- A single graphical user interface, single agent database, single system administration and single security model
- Easier installation and implementation, reduced learning curves and training expenses, and lower maintenance and software expenses – which translate into lower cost of ownership and a faster return on investment
- A structured upgrade path and single support organization

### **What We Do:**

- Enable global enterprises and SMBs to capture customer intelligence and optimize workforce performance
- Benefit from a single solution provider that combines best-of-breed quality monitoring/call recording, workforce management, performance management and e-learning functionality with best practices consulting
- Capture and analyze valuable, actionable customer and competitive intelligence and share it enterprise-wide for informed business decision making, to track trends, respond to opportunity/improvement areas, enhance service quality, ensure multi-channel sales/service consistency, adhere to compliance requirements, develop staff, generate revenue, reduce operational costs, and achieve great customer retention and loyalty
- Provide services through an integrated business consulting, implementation and training methodology, supporting a rapid deployment that enables organizations to maximize their return on investment

### **Key Facts:**

- Global leader in recording systems software – and the worldwide leader in recording systems software and services – for the contact center market<sup>1</sup>
- Quality assurance and training worldwide market share leader<sup>2</sup>
- Global quality monitoring market share leader<sup>3</sup>
- Global workforce management market share leader<sup>4</sup>
- First single solution provider of interwoven, integrated workforce optimization solutions that uniquely delivers pre-packaged solutions for quality monitoring/call recording, workforce management, performance management and actionable learning
- Introduced the market's first customer interaction solution for synchronized voice and data recording and holds a patent for the process
- Unveiled the market's first customer interaction recording solutions for capturing and evaluating agent/customer contacts taking place through collaborative chat and e-mail, as well as customer self-service via the Web
- Developed and introduced the market's first IP recording solution, with quadruple the number of installments of its next closest competitor
- Generated more than \$141 million USD in revenue in 2004
- Comprised of more than 700 associates worldwide

Sources: <sup>1</sup>The Pelorus Group; <sup>2</sup>Datamonitor; <sup>3</sup>Tern Systems; <sup>4</sup>Frost & Sullivan

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**Locations:**

Witness Systems has operations/offices in Australia, Brazil, Canada, Germany, Hong Kong, India, Japan, Mexico, the Netherlands, the United Kingdom, the United States and Vietnam. The company's corporate and Americas head office is located in suburban Atlanta, Georgia, U.S.A. with operations also in Santa Clara, California. Its head EMEA office is in Leatherhead, U.K.; and its head Asia Pacific office is in Hong Kong.

**Stock Symbol:**

NASDAQ: WITS, listed in February 2000

**Executive and Senior  
Management:**

Dave Gould	Chairman of the Board & Chief Executive Officer
Nick Discombe	President & Chief Operating Officer
William Evans	Chief Financial Officer & Chief Administrative Officer
Steve Allen	Senior Vice President, International Operations
John Bourne	Senior Vice President, Global Product Management
Steve Byrd	Vice President, Global Channels & Alliances
Bill Byron Concevitch	Chief Learning Officer
Keith Cooley	Chief Customer Officer
Kathy Miller	Senior Vice President, Global Finance & Accounting
Ed Murray	Senior Vice President, Global Engineering
Bill Robinson	Senior Vice President, Americas Operations
Nancy Treaster	Senior Vice President, Global Marketing
Loren Wimpfheimer	Senior Vice President, Corporate Development & General Counsel



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Witness Systems also has offices in the following countries. Addresses, phone and fax numbers are listed on [www.witness.com](http://www.witness.com).

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